

# How to Register for E-Billing/Online Accounts for Water/Wastewater Utility

Go to [www.lincoln.ca/onlineaccounts](http://www.lincoln.ca/onlineaccounts) or open the below link:

<https://vsportal.lincoln.ca:9191/Home.aspx>

Already registered with online accounts? Click on Login

If not previously registered, click on "Link & Register" then "Show Me How"

**DISCLAIMER**

We strive to keep our information accurate. Please allow 3-5 days for payments to be updated to your account.

**WELCOME**

The Town of Lincoln now brings you the convenience of **e-billing** in addition to reviewing your accounts and transactions in a free, secure, environment from anywhere, at any time.

**Residents** may start using Online Services by following these 5 simple steps:

- 1) [Register](#) or Login to your existing account.
- 2) Obtain your **ICity OnLine PIN #** and **12 digit account number** from your **Quarterly Utility Bill**.
- 3) Get your **15 digit roll number** as stated on your most recent **Property Tax Bill** (excluding the 2622 at the beginning). Obtain your property tax Online PIN number located under the title "TAX BILL" on the top of your most recent Property Tax Bill, or by calling the Finance Department of the Town of Lincoln at (905)563-8205.

**QUICK LINKS**

- PROPERTY TAX
- UTILITY BILLING
- ACCOUNTS RECEIVABLE
- TAX CERTIFICATES
- WATERSMART

Under Account Management, you need to "Select Account Type" UB-Utility Billing from the drop down list.

## Get Connected with Us - Link & Register

### What type of Account are you trying to add?

UB-Utility Billing ▼

Add UB Account

Choose the Account Type UB-Utility Billing, then enter your account number and 5 digit pin number from your water/wastewater utility bill.

UB-Utility Billing ▼

### Add UB Account

Enter your Account # & Online PIN #

Please detach and return top portion with payment. Retain bottom portion for your records.

Account #: XXX XXXXXX XXX      Billing Date:      From  
Service Address:      Batch #:      Bill To:

Code	Description	Account Details From:	Date	ONLINE PIN: XXXXX	Units	Amount
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Account Number:

Access Code / Pin:

Next, tick off the boxes or bubbles based on how you wish to receive the bill. *You will no longer receive a printed bill in the mail after you complete this next step.*

Enter your email address and click "Send Verification Email".

Please Notify me by Email that my Utility Bill is Ready:

I will View my Utility Bill Online:

Attach a PDF Copy of the Utility Bill to the Email:

Email Address:  Send Verification Email

Verification Code:  ←

Just a couple more steps to setup your personal access account for the site.

User Name:

Email Address:

Password:

Confirm Password:

Back Save

Fill out all relevant information and click Save (new Registrant) or click Continue (existing Registrant).

Stay on this webpage while checking your inbox for an email from the Town of Lincoln.

The email will have the 6 digit Verification Code required above – enter this number within 15 minutes and click “Continue”. See sample email below:

**Town of Lincoln**

You are required to confirm your account using your 6 digit verification code. This code is only valid for 15 minutes.

Verification required for Town of Lincoln eBilling services



Town of Lincoln

To [redacted]



This is the most recent version, but you made changes to another copy. [Click here to see the other versions.](#)

You are required to confirm your account using your 6 digit verification code. This code is only valid for 15 minutes.

Verification Code: [redacted]

**CONGRATULATIONS, YOU ARE REGISTERED FOR E-BILLING!**

## ACCESS TO ON-LINE ACCOUNTS

You will also have the ability to View your bill in detail, Summary or see your Transactions. Click on the row in your Account Management list to access your account information.

### ACCOUNT MANAGEMENT

Hi [REDACTED]

Click on a row to access one of your existing accounts.

Accounts				
	Module	Account Code	Name	Linked
Edit	PT-Property Taxes	[REDACTED]	[REDACTED]	Linked
Edit	UB-Utility Billing	[REDACTED]	[REDACTED]	Linked

Next click on the tabs for “My Account Info”, “Billing Summary” or “Transactions” in your online account.

### UTILITY BILLING

Account Number [REDACTED]  
Roll Number [REDACTED]  
Property Address [REDACTED]  
Last Bill Due Date [REDACTED]  
Balance Owning : \$0.00

Select Account

My Account Info **Billing Summary** Transactions

Show 10 entries Search: [REDACTED]

Transaction Date	View Bill	Bill Amount	Due Date	Start Date	End Date
05/04/2021	View	\$0.00	05/31/2021	02/01/2021	04/30/2021
02/02/2021	View	\$0.00	02/26/2021	11/01/2020	01/31/2021

For consumption information, click on “My Account Info” then click on the row that contains the meter ID number.

My Account Info **Billing Summary** Transactions

Click on a row to see meter reading information on a service.

Show 10 entries Search: [REDACTED]

Service Type	Description	Meter Number
Water	TOWN WATER CONSUMPTION- CUBIC METERS	61106499

The reading date, type (estimate or actual), reading, consumption in cubic metres and number of days included in the billing period is displayed.

My Account Info					
Billing Summary		Transactions			
Service : TOWN WATER CONSUMPTION- CUBIC METERS					
Meter Number : 61106499					
Read Date	Estimated?	Reading	Consump	Usage Days	
04/20/2021	N	178.00	103.00x1CM3	89	
01/21/2021	N	75.00	75.00x1CM3	54	
Back To List					

To see your previous Billing history, click on “Billing Summary”. After you register for e-billing you will have access to your previous bills under “View Bill” just click “View” and a copy will display on your screen.

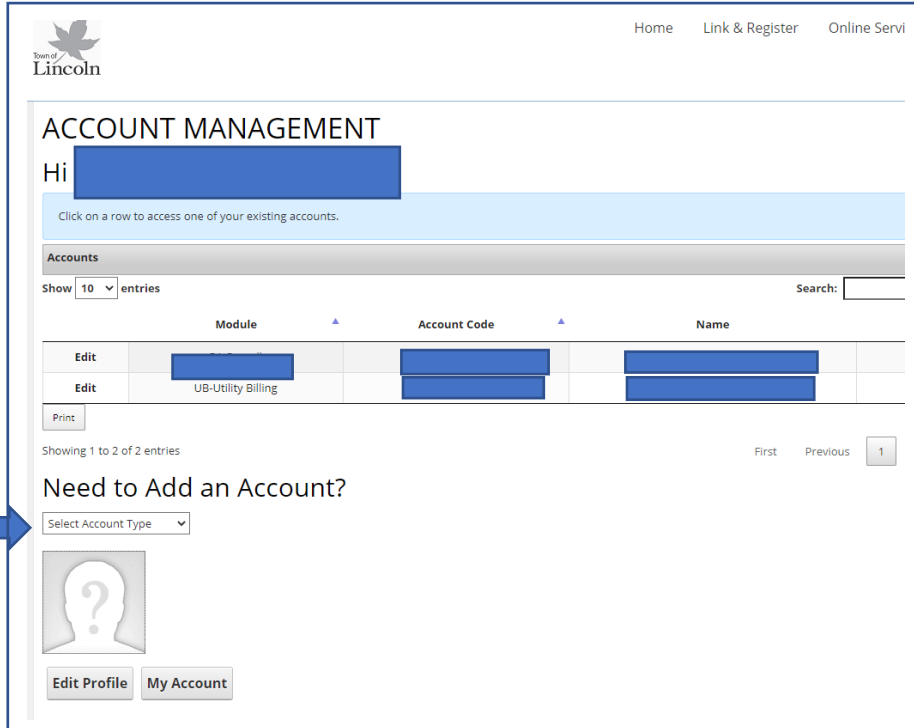
My Account Info						
Billing Summary		Transactions				
Show	10	entries	Search: <input type="text"/>			
Transaction Date	View Bill	Bill Amount	Due Date	Start Date	End Date	
05/04/2021	View	\$0.00	05/31/2021	02/01/2021	04/30/2021	
02/02/2021	View	\$0.00	02/26/2021	11/01/2020	01/31/2021	
11/05/2020		\$0.00	11/30/2020	08/01/2020	10/31/2020	
08/05/2020		\$0.00	08/31/2020	05/01/2020	07/31/2020	

To view your Transaction History including charges, penalties and payments in detail, click on “Transactions”.

My Account Info		
Billing Summary		Transactions
Show	10	entries
		Search: <input type="text"/>
Transaction Date	Service	Amount
05/12/2021	PAYMENT	
05/04/2021	WATER - CUBIC METERS	
05/04/2021	WASTEWATER BASE CHARGE FOR 5/8" - 3/4"	
05/04/2021	WATER BASE CHARGE FOR 5/8" - 3/4"	
05/04/2021	SEWER - BASED ON CUBIC METER WATER	

## Multiple Accounts

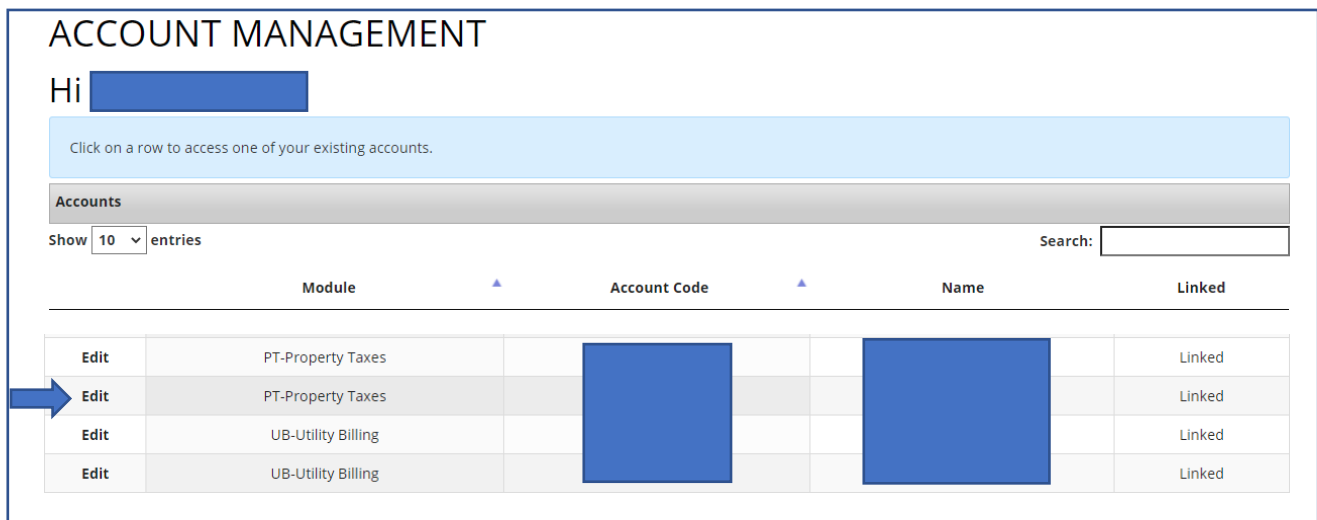
If you wish to add multiple accounts. You can click on “Link & Register” then select type of account you wish to add. Follow the previous instructions for each account you wish to add.



The screenshot shows the 'ACCOUNT MANAGEMENT' page for the Town of Lincoln. At the top, there are navigation links for 'Home', 'Link & Register', and 'Online Servi'. Below the header, a user is greeted with 'Hi' followed by a redacted name. A light blue banner prompts the user to 'Click on a row to access one of your existing accounts.' Below this is a table of accounts with columns for 'Module', 'Account Code', and 'Name'. One row is visible for 'UB-Utility Billing'. Below the table, there are 'Print', 'Showing 1 to 2 of 2 entries', and 'First Previous 1' options. A section titled 'Need to Add an Account?' features a dropdown menu for 'Select Account Type', a question mark icon, and 'Edit Profile' and 'My Account' buttons. A blue arrow points to the 'Select Account Type' dropdown.

## Cancel/Change E-billing Preferences

If you need to change your settings, you may Edit the account at any time by logging in and going to “Link & Register” again. Select the account by clicking on “Edit”, then follow the instructions again by clicking/unclicking the desired boxes/bubbles.

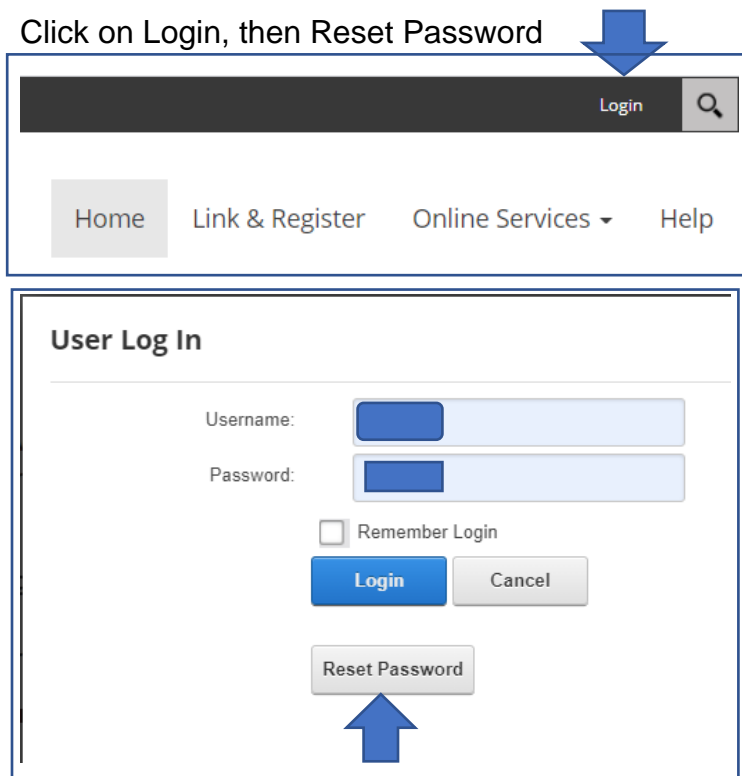


This screenshot shows the 'ACCOUNT MANAGEMENT' page with a table of accounts. The table has columns for 'Module', 'Account Code', 'Name', and 'Linked'. There are four rows of accounts, each with an 'Edit' button. The first two rows are for 'PT-Property Taxes' and the last two are for 'UB-Utility Billing'. All accounts are marked as 'Linked'. A blue arrow points to the 'Edit' button of the first 'PT-Property Taxes' row.

	Module	Account Code	Name	Linked
Edit	PT-Property Taxes			Linked
Edit	PT-Property Taxes			Linked
Edit	UB-Utility Billing			Linked
Edit	UB-Utility Billing			Linked

## **Forgot Password?**

Click on Login, then Reset Password



The screenshot displays a web application interface. At the top, a dark navigation bar contains a 'Login' button and a search icon. Below this, a light-colored navigation bar includes links for 'Home', 'Link & Register', 'Online Services' (with a dropdown arrow), and 'Help'. The main content area is titled 'User Log In' and contains a form with the following elements: a 'Username:' label followed by a text input field; a 'Password:' label followed by a password input field; a 'Remember Login' checkbox; a blue 'Login' button and a grey 'Cancel' button; and a grey 'Reset Password' button. A blue arrow points to the 'Login' button in the top navigation bar, and another blue arrow points to the 'Reset Password' button in the form.

Enter your email address when prompted. A reset password link will be emailed to you.

For further assistance please contact [waterinquiries@lincoln.ca](mailto:waterinquiries@lincoln.ca).