

## What is myWhiteRock?

myWhiteRock is an online service that allows property owners and businesses to:

- access information any time about their City of White Rock property tax, water utility, dog and business licence accounts;
- pay for dog and business licences;
- view the status of building and development related applications; and
- go paperless! Through myWhiteRock, you can register for property tax and water utility e-billing.

## Set up a myWhiteRock Profile

1. Navigate to [my.whiterockcity.ca](http://my.whiterockcity.ca)
2. Click 'Register'
3. Complete the form and click 'Register'.
4. You will receive an email confirming your registration. Please click the link to activate your profile.

**Please note that it can take up to 30 minutes for the email to arrive in your inbox.**

The email will look like this:



**RE: myWhiteRock Registration**

Hi John Smith,

Thank you for registering for a myWhiteRock profile.

To complete your registration, [please click here.](#)



From the myWhiteRock Login page, use [john@smith.ca](mailto:john@smith.ca) to login.

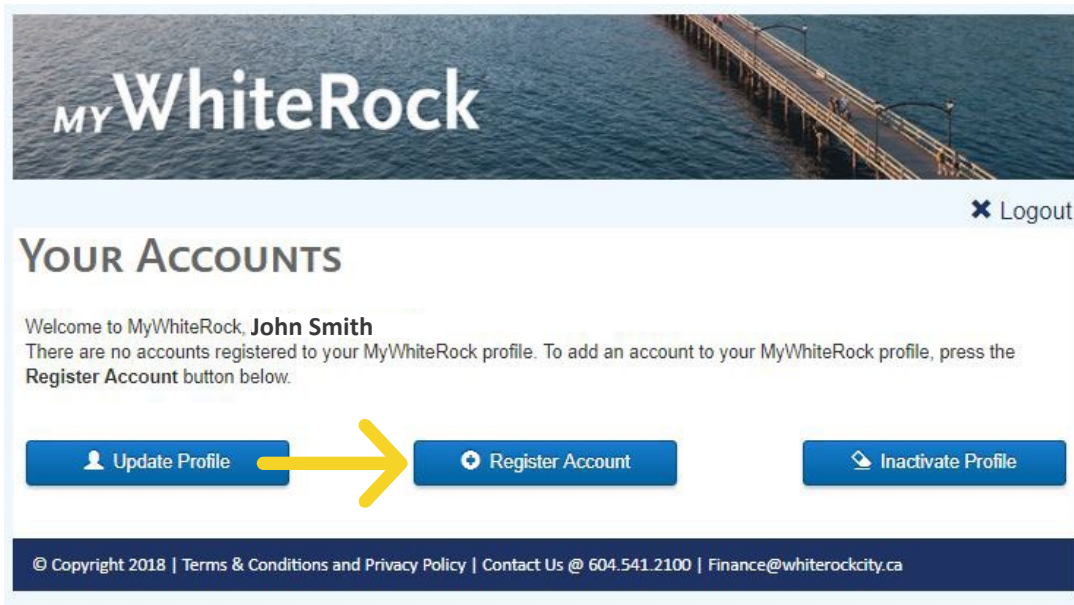
If you did not register for a myWhiteRock profile, please disregard this email.

5. Once you have activated your account, click 'Return to Login' or navigate to [my.whiterockcity.ca](http://my.whiterockcity.ca)
6. Enter your email address and password and click 'Login' to access the homepage of MyWhiteRock.

## Register your Accounts

1. On the homepage of myWhiteRock, click 'Register Account'.

**Note** - if you have added accounts, this button will say 'Edit Accounts'. This is still the correct place to click if you are registering more accounts or registering a folder.



2. Select the type of account you would like to register.
  3. Locate your account number and access code on a previous notice and enter this information.
- Note - property taxes will have a folio number instead of an account number.

## Add a Water Utility Account and sign up for e-billing

1. Locate one of your previous Water Utility Bills.
2. Note the account number and access code.

**WHITE ROCK**  
*City by the Sea!*

**CITY OF WHITE ROCK – WATER BILL**

15322 BUENA VISTA AVENUE, WHITE ROCK, BC V4B 1Y6  
MONDAY – FRIDAY, 8:30 A.M. - 4:30 P.M.  
T: 604.541.2285 | F: 604.541.2118  
E: finance@whiterockcity.ca | www.whiterockcity.ca/utilitybill

**NAME:** SMITH, JAMES

**FOR SERVICE AT:** 12345 ANY ST  
**ACCOUNT TYPE:** SINGLE FAMILY

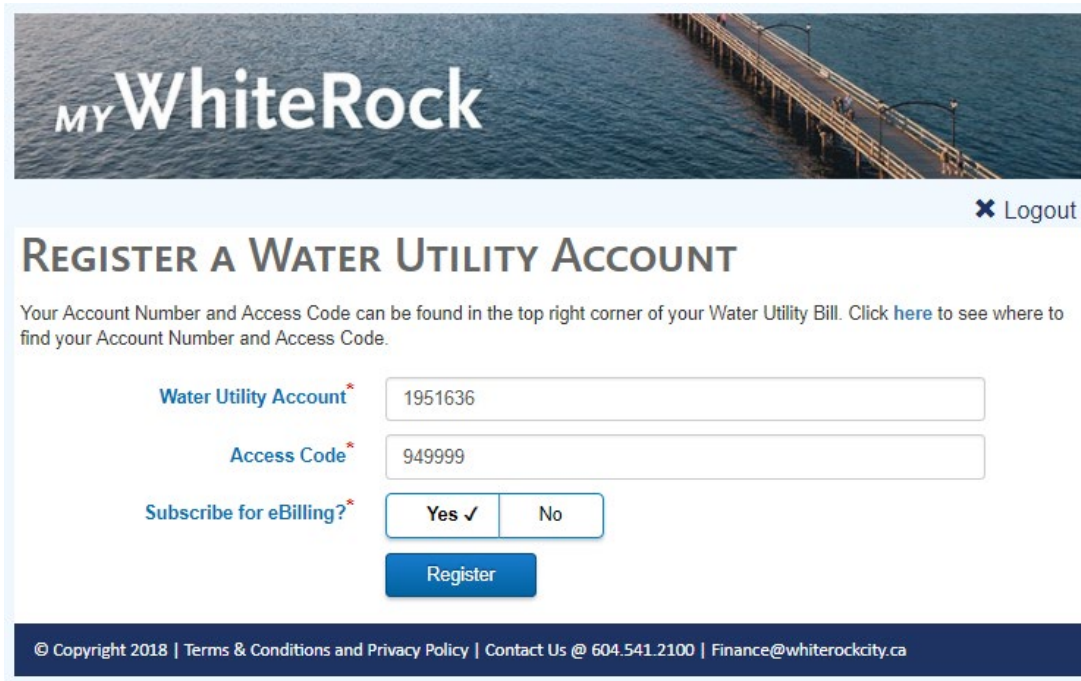
<b>ACCOUNT:</b>	1951636
<b>ACCESS CODE:</b>	949999
<b>FROM:</b>	Oct 1, 2017
<b>TO:</b>	Dec 31, 2017
<b>BILLING DATE:</b>	Jan 18, 2018
<b>DUE DATE:</b>	Feb 28, 2018

**Account Number & Access Code**

Barcode



3. Enter in the account number and access code.
4. **E-billing:** If you would like to go paperless and sign up for e-billing, select 'Yes'. If you prefer to receive your Water Utility Bill by mail, select 'No'.



my WhiteRock

[Logout](#)

## REGISTER A WATER UTILITY ACCOUNT

Your Account Number and Access Code can be found in the top right corner of your Water Utility Bill. Click [here](#) to see where to find your Account Number and Access Code.

Water Utility Account\*

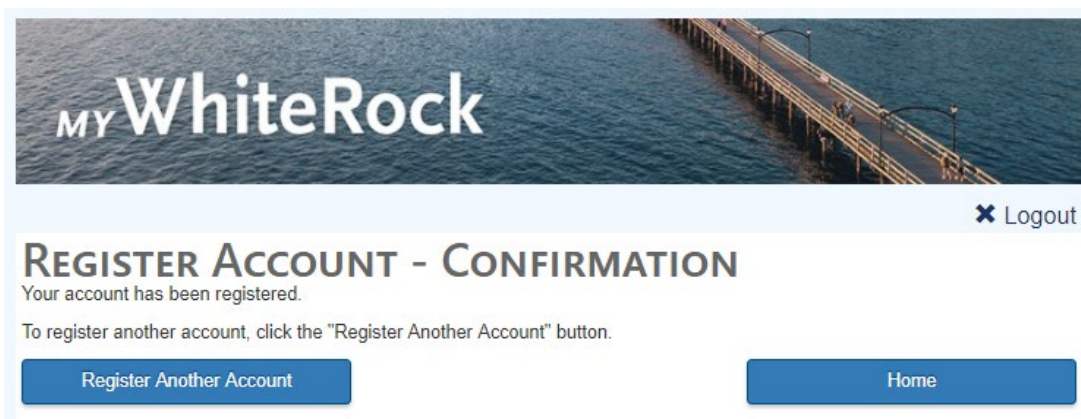
Access Code\*

Subscribe for eBilling?\* ☒ Yes ☐ No

[Register](#)

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5. Congratulations! If you see the screen below, you have successfully added a water utility account.
6. Click 'Register Another Account' if you would like to add another City of White Rock account.



my WhiteRock

[Logout](#)

## REGISTER ACCOUNT - CONFIRMATION

Your account has been registered.

To register another account, click the "Register Another Account" button.

[Register Another Account](#) [Home](#)

## Add a Property Tax Account and sign up for e-billing

1. Use the instructions in the previous section to navigate to the 'Register Accounts' section.
2. Locate one of your previous property tax bills, and note the folio number and access code



CITY OF WHITE ROCK  
15322 BUENA VISTA AVENUE  
WHITE ROCK, BC V4B 1Y6  
T: 604.541.2280 | F: 604.541.2118  
MONDAY - FRIDAY | 8:30 A.M. - 4:30 P.M.  
www.whiterockcity.ca/taxes

### 2018 PROPERTY TAX NOTICE

DUE DATE: July 3, 2018



1

5% PENALTY IF NOT PAID OR GRANT NOT CLAIMED BY JULY 3, 2018  
ADDITIONAL 5% PENALTY ADDED TO ANY CURRENT TAXES OUTSTANDING AFTER  
AUGUST 15, 2018

SMITH, JAMES A  
SMITH, JANE W  
12345 ANY AVE  
WHITE ROCK BC V4B 2Y8

Folio Number & Access Code

FOLIO NUMBER	099250.183	ACCESS	779999
PROPERTY ADDRESS	12345 ANY AVE		
PID	996-777-555	RATES	

LEGAL DESCRIPTION			
LT 399/ SEC 10/ NWD/ PL NWP99999/ TWP 1			
TOTAL NET ASSESSED VALUES FOR TAXATION PURPOSES			
CLASS	GENERAL	SCHOOL	HOSPITAL
1 - Res	1,189,000	1,189,000	1,189,800
COLUMN A	COLUMN B	COLUMN C	
NO GRANT	BASIC GRANT	ADDITIONAL GRANT	

3. Enter in the account number and access code.
4. **E-billing:** If you would like to go paperless and sign up for e-billing, select 'Yes'. If you prefer to receive your Water Utility Bill by mail, select 'No'.

Logout

## REGISTER A PROPERTY TAX ACCOUNT

Your Folio Number is your Property Tax Account number. The Folio Number and Access Code can be found in the blue box on the left side of your Property Tax Notice, approximately ¼ of the way down the form. Click [here](#) to see where to find your Folio Number and Access Code.

Property Tax Account\*

Access Code\*

Subscribe for eBilling?\*

☒ Yes
 ☐ No

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5. Congratulations! If you see the screen below, you have successfully added a property tax account.
6. Click 'Register Another Account' if you would like to add another City of White Rock account.

## REGISTER ACCOUNT - CONFIRMATION

Your account has been registered.

To register another account, click the "Register Another Account" button.

Register Another Account

Home

## Add a Dog Licence Account

1. Use the instructions in the previous section to navigate to the 'Register Accounts' section.
2. Locate one of your dog licence renewal form, and note the account number and access code



CITY OF WHITE ROCK  
15322 BUENA VISTA AVENUE  
WHITE ROCK, BC V4B 1Y6  
T: 604.541.2139 | F: 604.541.2153  
MONDAY – FRIDAY | 8:30 A.M. – 4:30 P.M.  
EMAIL: [licences@whiterockcity.ca](mailto:licences@whiterockcity.ca)

### 2017 Dog Licence - Renewal Notice

ACCOUNT NUMBER: 1234  
ACCESS CODE: 123456

BILLING DATE: Jan 30, 2018  
DUE DATE: Jan 1, 2018



Account Number & Access Code

SMITH, JAMES  
123 ANY ST  
WHITE ROCK BC V4B 1Y6

3. Enter in the account number and access code.

MY WhiteRock

Logout

### REGISTER A DOG ACCOUNT

Your Account Number and Access Code can be found in the top right corner of your Dog Licence Renewal Notice. Click [here](#) to see where to find your Account Number and Access Code.

Dog License Account\* 1234

Access Code\* 123456

Register

4. Congratulations! If you see the screen below, you have successfully added a dog licence account.
5. Click 'Register Another Account' if you would like to add another City of White Rock account.

## REGISTER ACCOUNT - CONFIRMATION

Your account has been registered.

To register another account, click the "Register Another Account" button.

Register Another Account

Home

## Add a Business Licence Account

1. Use the instructions in the previous section to navigate to the 'Register Accounts' section.
2. Locate your business licence renewal form, and note the account number and access code



CITY OF WHITE ROCK  
15322 BUENA VISTA AVENUE  
WHITE ROCK, BC V4B 1Y6  
T: 604.541.2139 | F: 604.541.2153  
MONDAY – FRIDAY | 8:30 A.M. - 4:30 P.M.  
EMAIL: [licences@whiterockcity.ca](mailto:licences@whiterockcity.ca)

ACCOUNT NUMBER: 19999  
ACCESS CODE: 123456

BILLING DATE: Mar 16, 2018  
DUE DATE: Apr 30, 2018

Account Number & Access Code



3. Enter in the account number and access code.

my WhiteRock

Logout

### REGISTER A BUSINESS LICENCE ACCOUNT

Your Account Number and Access Code can be found in the top right corner of your Business Licence Renewal Notice. Click [here](#) to see where to find your Account Number and Access Code.

Business Licence Account

Access Code

Register



4. Congratulations! If you see the screen below, you have successfully added a business licence account
5. Click 'Register Another Account' if you would like to add another City of White Rock account.

## REGISTER ACCOUNT - CONFIRMATION

Your account has been registered.

To register another account, click the "Register Another Account" button.

[Register Another Account](#)[Home](#)

## Add a Folder Account

Your Folder Number is the file number you were given for your building or development related application. To register a folder you will need an access code. Please contact us at 604-541-2135 to obtain an access code or for help with determining your folder number.

## Change bill delivery method

Decided to go paperless? Or have you found that you prefer a paper copy of your bill? Changing your bill delivery method is quick and easy. Just follow these simple steps.

1. Log in to your account, and click 'Edit Accounts'.

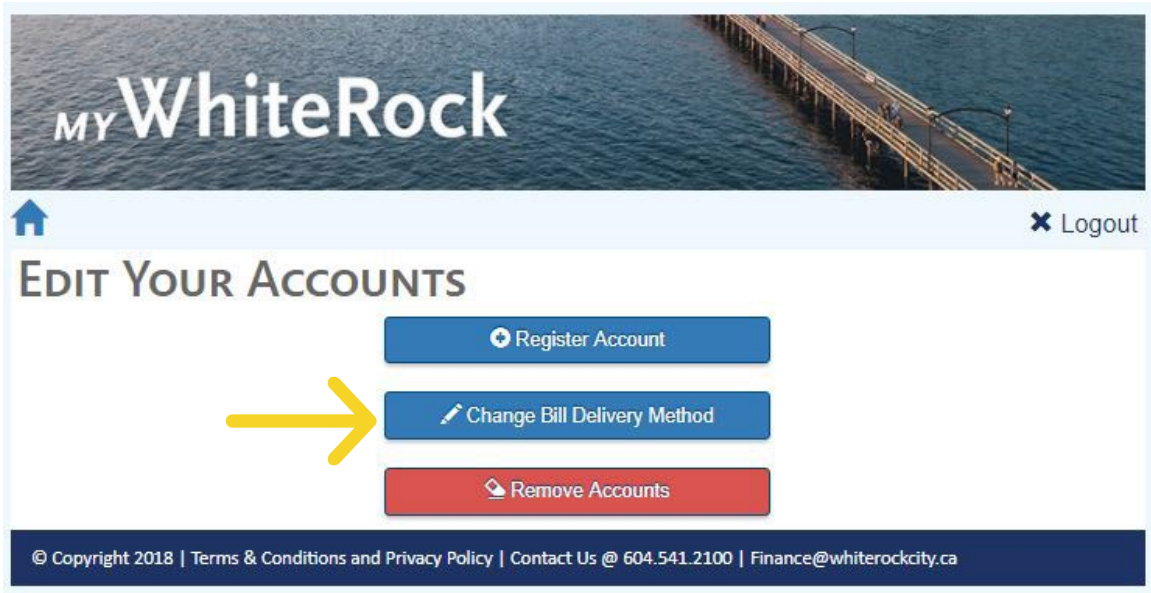
[Logout](#)

## YOUR ACCOUNTS

Welcome to MyWhiteRock, **John Smith**

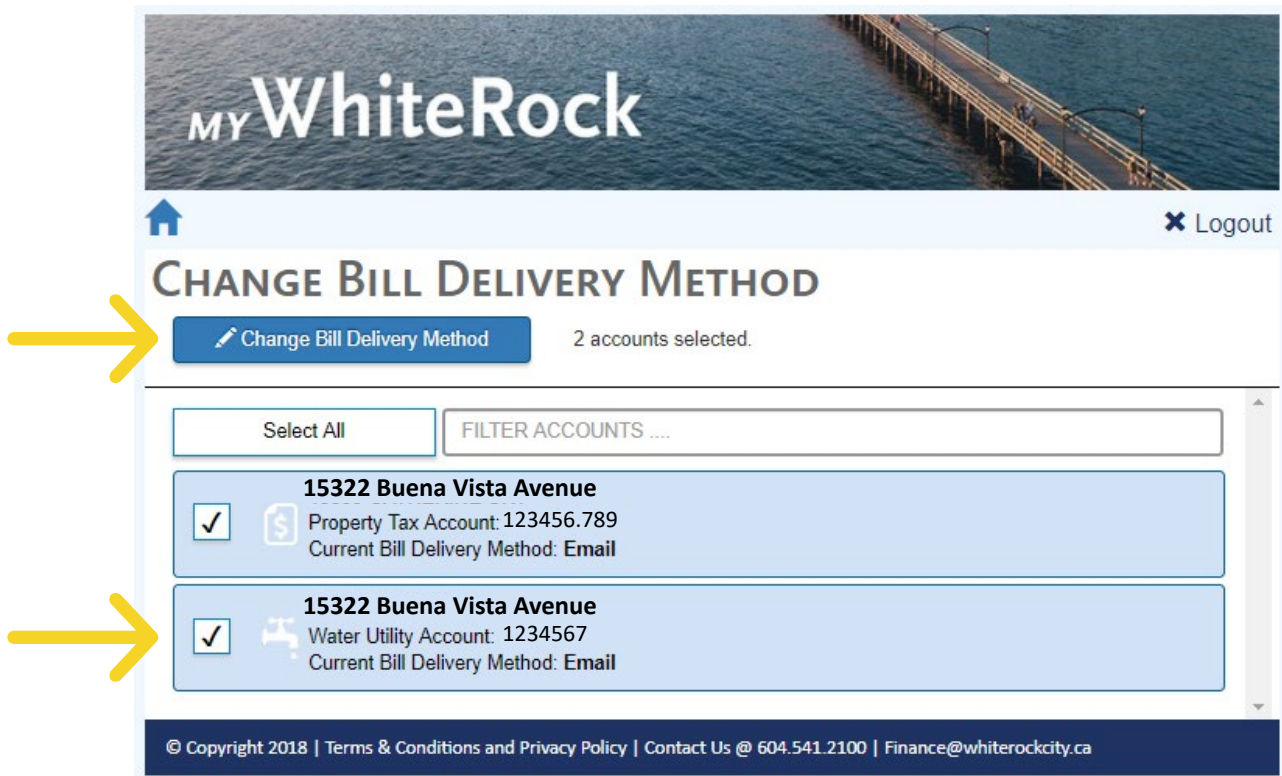
[Update Profile](#)[Edit Accounts](#)[Deactivate Profile](#)

2. Click 'Change Bill Delivery Method'.



3. Select all of the accounts that you would like to change.

4. Once selected, click 'Change Bill Delivery Method'.





5. Select your preference from the dropdown menu.

The screenshot shows the 'MY WhiteRock' website interface. The main heading is 'CHANGE BILL DELIVERY METHOD'. A modal window titled 'Confirm Bill Delivery Method Change' is open, asking 'Would you like to change the bill delivery method for all selected accounts?'. Below the question is a dropdown menu with 'Select...' as the current selection, and 'Paper' and 'Email' as options. In the background, there are checkboxes for selecting accounts and a summary for a 'Water Utility Account: 1004002' with a 'Current Bill Delivery Method: Email'. The footer contains copyright information and contact details.

6. You will be directed back to the Change Bill Delivery Method page, and notice should see an accounts changed message.

The screenshot shows the 'MY WhiteRock' website interface after the change. The main heading is 'CHANGE BILL DELIVERY METHOD'. A button labeled 'Change Bill Delivery Method' is visible. To its right, a message states '2 accounts changed.' with a yellow arrow pointing to it. Below this, there is a table of accounts with checkboxes and details. The footer contains copyright information and contact details.

Select All	FILTER ACCOUNTS ....
<input type="checkbox"/>	<b>15322 Buena Vista Avenue</b> Property Tax Account: 123456.789 Current Bill Delivery Method: <b>Paper</b>
<input type="checkbox"/>	<b>15322 Buena Vista Avenue</b> Water Utility Account: 1234567 Current Bill Delivery Method: <b>Paper</b>