

MyWhistler User Guide

Creating a MyWhistler Profile, Adding Accounts, Billing Methods and Editing Profile



WHISTLER

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WHAT IS MYWHISTLER?

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

- Access information any time about their Resort Municipality of Whistler property tax, utility billing, dog and business licence accounts.
- Go paperless! Through MyWhistler, you can register for property tax and utility e-billing.
- Pay for dog and business licenses and renewals.

SET UP A MYWHISTLER PROFILE

1. Navigate to my.whistler.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:

Thank you for registering for a MyWhistler profile

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



To return to the MyWhistler Login page, click [here](#).

5. Once you have activated your account, click 'Return to Login' or navigate to my.whistler.ca.
6. Enter your email address and password and click 'Login' to access the homepage of MyWhistler.

WELCOME TO MYWHISTLER

Through MyWhistler, you can easily and securely access your property tax information, pay your utilities, claim your Homeowner Grant, and renew dog or business licences any time of the day.

If you do not have a MyWhistler profile and wish to create one, please click [here](#).

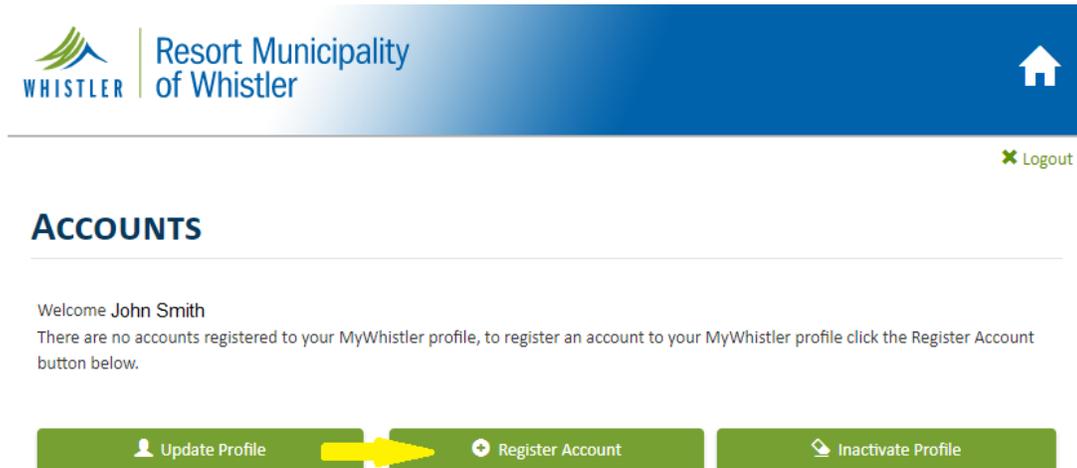
Access MyWhistler profile

Register existing accounts, make payments for dog and business licences, view property tax and utility bill information, and more

[Access MyWhistler](#)

REGISTER YOUR ACCOUNTS

1. On the homepage of MyWhistler, 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 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.



WHISTLER (RESORT MUNICIPALITY)
4325 BLACKCOMB WAY
WHISTLER BC V8E 0X5



5% PENALTY IF NOT PAID OR GRANT NOT CLAIMED BY JULY 2, 2019
ADDITIONAL 5% PENALTY ADDED TO ANY CURRENT TAXES
OUTSTANDING AFTER SEPTEMBER 30, 2019

LEGAL DESCRIPTION
BLK D DL 1231 NWD

3. Enter in the folio 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 Utility Bill by mail, select 'No'.



 Logout

REGISTER A TAX ACCOUNT

 Register Accounts

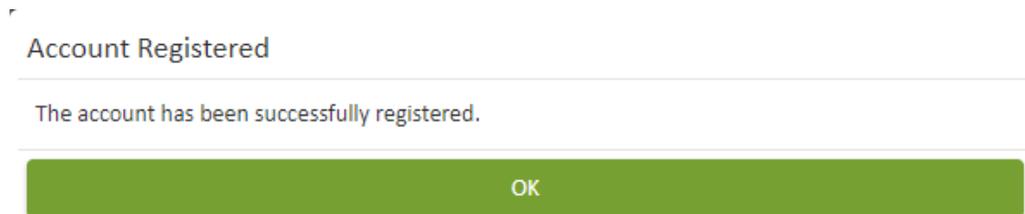
Folio*

Access Code*

Subscribe for eBilling?* Yes ✓ No

 Register

1. Congratulations! If you see the screen below, you have successfully added a property tax account.
2. Click 'Register Another Account' if you would like to add another Municipality of Whistler account.



ADD A UTILITY ACCOUNT AND SIGN UP FOR E-BILLING

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



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 Utility bill by mail, select 'No'.

The screenshot shows the 'REGISTER A UTILITY ACCOUNT' page. At the top left is the Whistler logo and 'Resort Municipality of Whistler'. At the top right is a home icon and a 'Logout' link. Below the header is a green button labeled 'Register Accounts'. The form contains three fields: 'Account Number*' with the value '12312', 'Access Code*' with the value '123123', and 'Subscribe for eBilling?*' with radio buttons for 'Yes ✓' and 'No'. A green 'Register' button is at the bottom of the form.

5. Congratulations! If you see the screen below, you have successfully added a Utility account.
6. Click 'Register Another Account' if you would like to add another Municipality of Whistler account.

The screenshot shows the 'Account Registered' confirmation screen. It features the heading 'Account Registered' and the message 'The account has been successfully registered.' Below the message is a large green button labeled 'OK'.

MAKE A ONE-TIME PAYMENT

Renew a dog, business licence, pay a municipal ticket, pay Building Department and Planning Department fees and more without registering an online profile.

1. Select the type of fee that requires to be paid

ITEMS TO PAY FOR



Please select an item from the list



- Building and Development Permits
- Business Licence Renewals
- Dog Licence Renewals
- Bylaw Notices & Municipal Tickets

Looking to pay a municipal parking ticket? Please visit parking.whistler.ca to pay online.

2. Example will be “Building and Development Permits”. Enter the Folder Number that is located on the fee slip.

FIND YOUR PERMIT



Enter your Folder Number below to find your Permit.

Folder Number:



3. The Permit Details will appear, review and select ADD TO CART

PERMIT DETAILS



Verify your Permit information below.

Folder Number: LLR
Permit type: LIQUOR PRIMARY
Subject:
Purpose:
Civic Address:
Amount Due: \$900.00

Add to Cart



4. Select the Pay button

CART ITEMS



RMOW PAYMENTS



Building and Development Permits
Folder: LLR01338

Amt: \$900.00 
Total: \$900.00

Cart Total: \$900.00



Pay

TEMPEST PAYMENT SERVICE PROVIDER

Order Details

Order Number: 16750

Amount Owing: \$900.00

Credit Card Information

Card Type:

Card Number:

Expiry Date (MMYY):

Name on Card:

CVV2 Number:

Declined

Cancelled

Succeeded

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

ACCOUNTS

Update Profile  Edit Accounts Register Account

2. Click 'Change Bill Delivery Method'.



Logout

EDIT ACCOUNTS

My Accounts

Register Account

 Change Bill Delivery Method

Remove Accounts

3. Select all of the accounts that you would like to change.
4. Once selected, click 'Change Bill Delivery Method'.



Logout

CHANGE BILL DELIVERY METHOD

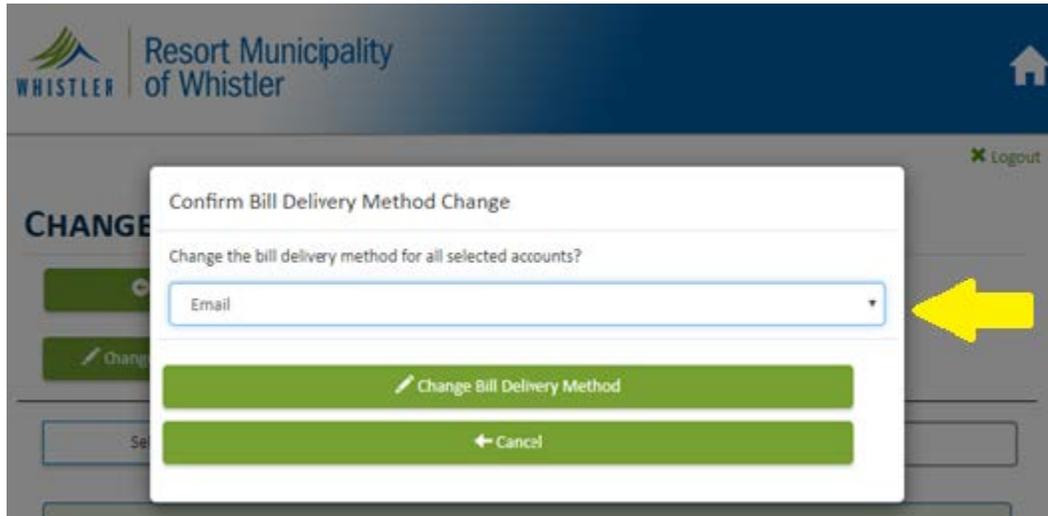
My Accounts

 Change Bill Delivery Method

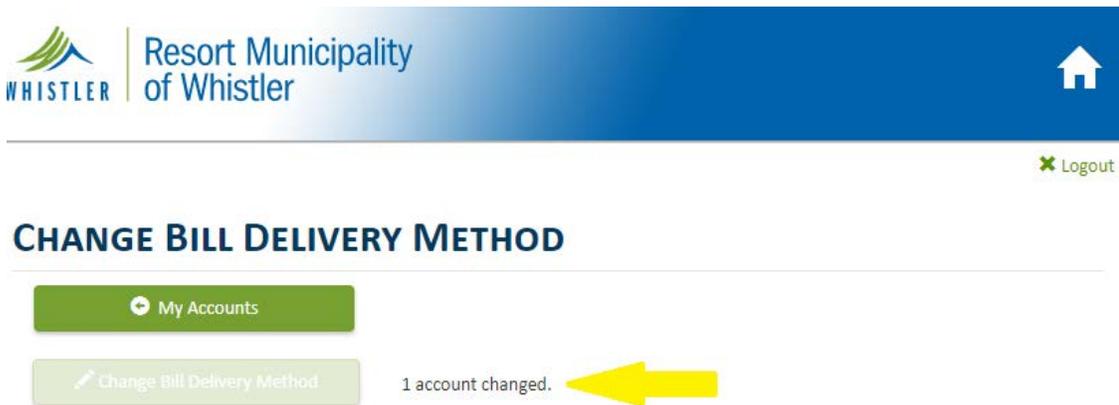
Select All FILTER ACCOUNTS

4325 BLACKCOMB WAY
Folio: 123123.123
Current Bill Delivery Method: Email

5. Select your preference from the dropdown menu.



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



EDIT PROFILE

Has your email address changed? Do you want to change your password? These all can be updated by editing your profile.

1. Log into your account, click “Update Profile”



Logout

ACCOUNTS

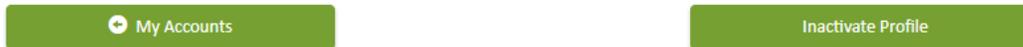


2. To change your email please click “Change Email”



Logout

UPDATE PROFILE



Profile Information

Email finance@whistler.ca



3. Enter your password and new email address, click “Change Email”



CHANGE EMAIL



Remember that your email address also functions as your login id. A confirmation email will be sent to the new address. Follow the instructions in that email to activate the new email address as your login id. Your original email will function as the login id until the new one is activated.

Email
finance@whistler.ca

Password*
..... 1.

New Email*
finance@whistler.com| 2.

Change Email 3.

- An email will be sent to the new email address, follow instructions in that email to complete the change. An email will also go to your old email address to notify you of the change.

You are receiving this email because you requested an email address/login id change for your MyWhistler profile. To activate the new email address, click [here](#).

- You will receive the confirmation below that the email address has been changed.



MYWHISTLER PROFILE REGISTRATION

The email address for your account has been changed.
Important: You must now login using the new email address.

The Resort Municipality of Whistler is collecting and using personal information under ss. 26(c), 26(e) and 27(2) of the Freedom of Information and Protection of Privacy Act. If you have any questions about the use or collection of your personal information, please contact the Manager of Financial Services: 604-935-8123, 4325 Blackcomb Way, Whistler BC V8E 0X5.

[Return To Login](#)

CHANGE YOUR ADDRESS

You cannot change your address through MyWhistler, updating the address on your profile does NOT update the address on your tax or utility accounts. All address changes have to be completed online through our website www.whistler.ca/propertytax under Property Resources.

