

2021

Utility Account - Online Set up

*i*City[®]

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Setting Up Account



Home

Link and Register

Online Services ▾

Welcome to Online Services

The Regional District of Nanaimo Finance Web Customer Services available from this webpage are:

UTILITY CHARGE CERTIFICATE -

This is a PIN based, billable search for professionals (ie. lawyers offices, notaries public) who need information to complete the sale or transfer of property.

[Click Here to obtain the Web Customer Agreement and Application Form \(PDF\)](#)

UTILITY SERVICES CUSTOMERS

Using your PIN number, you can view a summary of your utility services, water consumption, online invoices and account transactions. You can also sign up to have your bill emailed to you. Your 7 digit account number and PIN number are printed on your invoice.

Pre-authorized payment - [Click here for an application form](#)

The RDN is dedicated to protecting your privacy and safeguarding your personal information. This is a secure site.

QUICK LINKS



[Utility Services](#)



[Utility Certificate](#)



[Link to Profile](#)

1. Use this link to create/generate utility certs <https://vadimopen.rdn.bc.ca/vadimopen/>
2. Click on 'Link and Register.'

Link And Register



Welcome to Online Services

User Name:

Password:

Not Setup for Access on our Site?

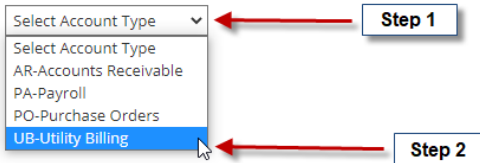
Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.



1. Click on **'Show Me How'** button.
2. A new screen will appear.

Link And Register

What type of Account are you trying to add?



Select Account Type ▾

- Select Account Type
- AR-Accounts Receivable
- PA-Payroll
- PO-Purchase Orders
- UB-Utility Billing

Step 1

Step 2

1. Click on drop down menu.
2. Select UB-Utility Billing.

Link And Register

What type of Account are you trying to add?

UB-Utility Billing ▾

Add UB Account

Account Number: **Step 1**

Access Code / Pin: **Step 2**

Please Notify me by Email that my Utility Bill is Ready: **Step 3**

I will View my Utility Bill Online: **Step 4**

Attach a PDF Copy of the Utility Bill to the Email: **Step 4**

Email Address: **Step 5**

Verification Code:

1. Enter your 7-digit account number.
2. Enter your existing pin (found on your invoice).
3. Click on the white box for email notification.
4. Choose the option you like best.
5. Enter your current email address.
6. Enter your verification code.
7. Click the continue button.

Notes:

- an email will be sent to the email address you have entered. This process can take up to 10 minutes.
- contact the Regional District of Nanaimo if you have forgotten your account number and/or PIN at 250-390-4111.

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

User Name: ← Step 1

Email Address:

Password: ← Step 2

Confirm Password: ← Step 3

1. Create your username.
2. Password must contain 7 characters and is case sensitive.
3. Confirm your password.
4. Click on the save button.



Account Management

Hi rdn

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

Accounts

Show 10 entries

Search:

	Module	Account Code	Name	Linked
Edit	UB-Utility Billing	0123456	PROPERTY OWNER NAME	Linked

[Print](#)

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Need to Add an Account?

Select Account Type ▾



[Edit Profile](#) [My Account](#)

Step 1

1. Click on the bar that reads "UB-Utility Billing."
2. You will be taken to a new screen.

Note: Please review this new screen. It should show your account number and name; if it does not, please contact the RDN at 250-390-4111.



Utility Billing

Account Number : 0123456
Roll Number : 769 010312.525
Property Address : RDN Address
Last Bill Due Date : Jul 05, 2021
Balance Owning : \$0.00
Available Discount : \$0.00
Net Balance Owning : \$0.00

My Account Info Billing Summary Transactions Pay Online

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

Show 10 ▾ entries

Search:

Service Code	Service Type	Service Description	Meter Readings
G2	Garbage	GFR-SFD 100L Garbage Service Level	0

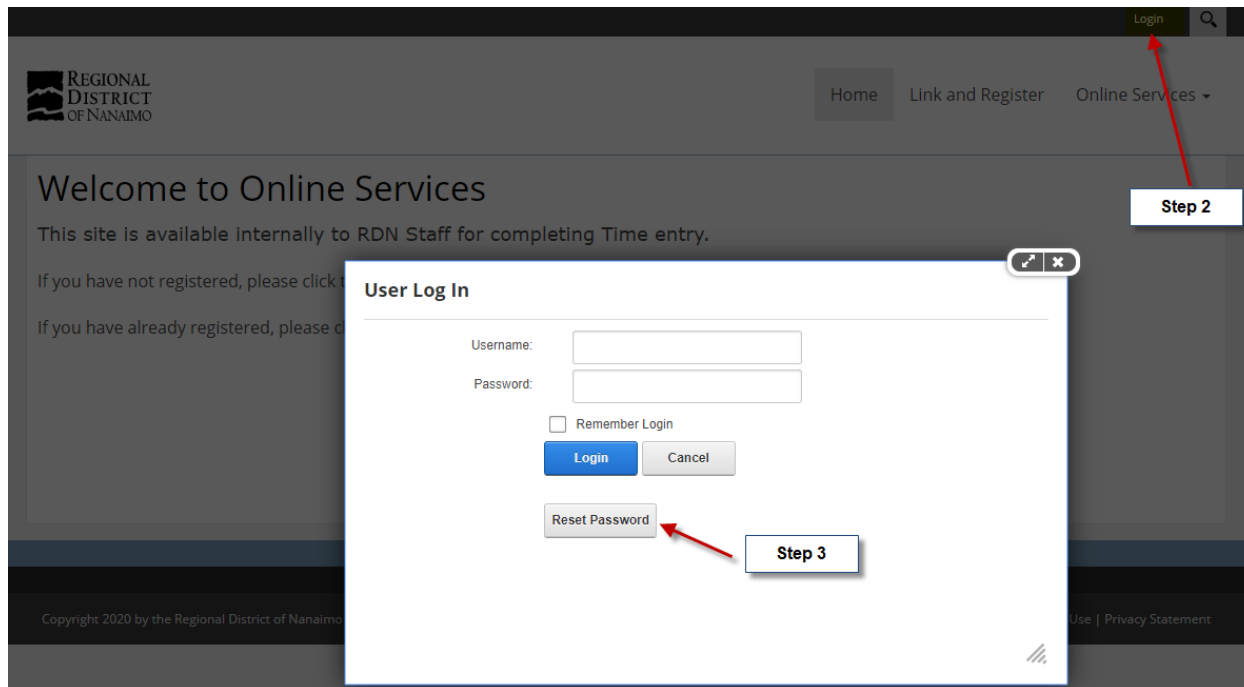
Print

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

1. My Account Info tab: displays utility services provided.
2. Billing Summary tab: shows the billing history.
3. Transactions tab: displays balance, discount, and payment.
4. Pay Online tab: is currently unavailable, please stay tuned.

Forgot Password



1. Go to <http://vadimopen.rdn.bc.ca/vadimopen/>
2. Click on the Login button found on the top right-hand corner.
3. Click reset password.



1. Enter your username.
2. Enter security code shown in the white box below it.
3. Click send reset link.
4. You will receive an email from SuperUser Account to the email that you entered when registering your account (see page 5 of this guide). The email will have a link to reset your password. Follow the instructions that are provided in the email. Please see an example on the next page of this guide.

From: SuperUser Account <vadimopen@rdn.bc.ca>
Sent: Monday, January 27, 2020 1:15 PM
To: [REDACTED]
Subject: Regional District of Nanaimo Password Reminder

Caution: This email is from an external source. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear [REDACTED],

You have requested a Password Reset Token from Regional District of Nanaimo.

Please login using the following information:

Website Address: vadimopen.rdn.bc.ca/vadimopen

Username: [REDACTED]

Link to reset password: [http://vadimopen.rdn.bc.ca/vadimopen?ctl>PasswordReset&resetToken=975ed\[REDACTED\]-b57b-db2155bc5cb5](http://vadimopen.rdn.bc.ca/vadimopen?ctl>PasswordReset&resetToken=975ed[REDACTED]-b57b-db2155bc5cb5)

Sincerely,
Regional District of Nanaimo

*Note: If you did not request a Password Reset Token, please disregard this Message.

Helpful Hints

1. Please use the buttons found on the screen whenever possible (not your browser ribbon).
2. To go back to your home screen, click on your account name (top right-hand corner).
3. Clicking on 'Online Services' will take you to a blank page. Please hover over it for a drop-down list to populate.
4. You are unable to use the utility certificate or account receivable online services.
5. Please feel free to contact the Finance department by telephone at 250 390-4111 or by email at finance@rdn.bc.ca for further assistance.