

How do I create a MyWESTLINCOLN account?

Below are step-by-step instructions on how to create your MyWESTLINCOLN account. Example pictures have been provided to help guide you through the process and make it as easy as possible.

1. Click **Activate New Account**.



2. Under the **Log On Information** tab, create a username and password. Note there is a maximum of 15 characters for each. Please also be mindful of the minimum password requirements as specified. Enter your email address which will be used to receive your paperless account notifications. This is the email address to which your bills will be sent.

3. Once your information is entered, click the **Next >>** button.
4. Under the **Personal Information** tab, you will enter some information to verify your identity and activate your account. You need to have one of the following handy: your recent property tax invoice, utility invoice, or accounts receivable invoice. Note – if you have more than one type of Township account, you only need to set up your MyWESTLINCOLN account using information from one account. Once activated, you will see all accounts that belong to you. If multiple names and customer IDs appear on your invoice, each customer can create their own separate MyWESTLINCOLN account. Please use your information (ie. customer name and ID) to create your account.

Personal Information

Registration Account Type: * Tax Account

Roll Number: * 2602

Roll number is 15 digits, ending with 0000 - do not include periods, dashes, 2602
For example, if your roll number appears as 2602-123-456-78901-0000, enter it like this: 123456789010000

Customer ID: *

From your latest bill or statement for the account type you have selected, find the information requested and key it in above. To see where you can locate this information on your bills, see these examples. [Tax Notice](#) | [Utility Bill](#) | [Invoice](#)

Under Registration Account Type, pick from the dropdown menu which type of account you are using to set up your MyWESTLINCOLN account.

- a. For a Tax Account, you will need the roll number and Customer ID off your property tax bill.
 - i. Do not include any periods, dashes or the beginning '2602' of your roll number.
 - ii. See the tax bill example provided below to find this information.



Tax Bill

INTERIM 2022
Mailing Date January 31, 2022

Township of West Lincoln 318 Canborough St., P.O. Box 400, Smithville, ON L0R 2A0
Tel: 905-957-3346 Fax: 905-957-3219

Roll No.	2602-099-099-99000-0000 Do not include '2602', any dashes or any spaces.	Bill No.	299999
Mortgage Company		Mortgage No.	
ANY PERSON 123 EXAMPLE ST SMITHVILLE ON L0R 2A0		Municipal Address/Legal Description 123 EXAMPLE ST PLAN 99X-999 LOT 99	
Customer ID: PERSO0001	ANY PERSON		
Installment Due Dates			
1	2022-02-28 \$129.69	2	2022-04-29 \$929.00

- b. For a Utility Account, you will need the utility account number and Customer ID off your utility bill.
 - i. Ensure you include the decimal when entering your account number.
 - ii. See the utility bill example provided below to find this information.



Customer ID: PERSO0001

UTILITY INVOICE

Township of West Lincoln
318 Canborough Street
P.O. Box 400
Smithville, Ontario L0R 2A0
Canada

Questions?
Online: www.westlincoln.ca
Email: utility@westlincoln.ca
Phone: 905-957-3346
Monday to Friday 9:00 am - 4:30 pm.
Closed Saturday, Sunday, and Stat. Holidays

Billing Period: January 1, 2022 - March 31, 2022

Your account number: 1234567.00 **Include the decimal**

For service at: 123 EXAMPLE ST
Due Date: May 2, 2022

ANY PERSON
123 EXAMPLE ST
SMITHVILLE, ON L0R 2A0

Meter Reading and Usage Details this bill

Meter: 9999999999			
Reading on 3/11/2022	Actual		672
Previous reading on 12/9/2021	Actual		648
Amount of water you used			24 M3

- c. For an Accounts Receivable account, you will need your Customer ID and your name as it appears on the bill.
 - i. See the accounts receivable bill example provided below to find this information.

INVOICE	IVC0009999
HST No.	10813 4750 RT0001
Date	April 1, 2022
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Customer ID: PERSO0001

Bill to:

ANY PERSON Enter this under "Name on bill"
 123 EXAMPLE ST
 SMITHVILLE ON L0R 2A0

Ship to:

ANY PERSON
 123 EXAMPLE ST
 SMITHVILLE ON L0R 2A0

5. Verify that you are a human by clicking the box beside "I'm not a robot" section.
6. Click the **Next >>** button.
7. If your information entered matches your account on file, a Success notification will pop up on your screen.

New Account Activation

✔ **Success.**

Your account registration was successful. We have sent you an email to confirm your account creation; please click the link in this email to activate your account. Once your account is activated, you will have access to the wide range of services we offer.

Once the activation is complete, you can return to the [Login](#) page to access myWESTLINCOLN.

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8. You will receive an email to activate your account. This will come from mywestlincoln@westlincoln.ca. Press the link in the email to validate your account. This is the final step to setting up your account.

Account Activation

✔ **Success!** Your account has been activated. You may now log in.

Once the activation is complete, you can return to the [Login](#) page to access myWESTLINCOLN.

9. Now you can log in to your account and have full access to the self-serve options offered through MyWESTLINCOLN.

Note, if you already have an account activated and try to make another account, you will receive the error message shown below.

New Account Activation

✘ **Your account could not be created.**

Reason: Internet user already configured for this customer. Please contact the office.

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If you get this notice and need further assistance, please call us at 905-957-3346. Our business hours are Monday to Friday from 9:00am to 4:30pm.