



mySCRD Frequently Asked Questions

How do I register for a mySCRD profile?

There are three main components to completing the registration for a mySCRD profile - **Sign-Up, Activate** and **Associate**. For detailed instructions on the process please see: [mySCRD Profile Registration Instructions](#).

How do I add my utility or dog account to my mySCRD profile?

For detailed instructions on setting up a new SCR D service account please see: [Associate an SCR D Service Account to mySCRD Instructions](#).

How do I receive invoices by email?

When setting up a new mySCRD service account you are asked if you would like to subscribe for eBilling (email invoices). Here is where you would select **Yes**.

REGISTER A UTILITY ACCOUNT

Account Number*	<input type="text" value="100000"/>
Access Code*	<input type="text" value="12345"/>
Subscribe for eBilling?*	<input checked="" type="radio"/> Yes ✓ <input type="radio"/> No

[+ Register](#)

If you would like to change the statement notification method for an account that is already registered select the **Edit Accounts** button on the Accounts screen.


ACCOUNTS

Welcome
John Smith
John.smith@email.com

 [Update Profile](#)

 [Edit Accounts](#)

 [Inactivate Profile](#)

 **1975 FIELD RD**
Account Number: 103332 

From here, select **Change Bill Delivery Method**.

EDIT ACCOUNTS

 [Register Account](#)

 [Change Bill Delivery Method](#)

 [Remove Accounts](#)

The next screen will display all registered SCRDR service accounts. Select the one you wish the change the delivery method for and click the **Change Bill Delivery Method** button.



Welcome to mySCRD online


✕ Logout

CHANGE BILL DELIVERY METHOD

 Change Bill Delivery Method

1 account selected.

Select All FILTER ACCOUNTS



<input checked="" type="checkbox"/>	 1975 FIELD RD Account Number: 103332 Current Bill Delivery Method: Paper
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A confirmation window will appear asking you to select which delivery method you would like. Choose **Email** from the drop-down menu and click **Change Bill Delivery Method** to finalize.

Confirm Bill Delivery Method Change

Change the bill delivery method for all selected accounts?

Email ▾

 Change Bill Delivery Method  Cancel

The delivery method is now changed to email.



Welcome to mySCRD online

✕ Logout

CHANGE BILL DELIVERY METHOD

Change Bill Delivery Method

1 account changed.

Select All

FILTER ACCOUNTS

<input type="checkbox"/>	1975 FIELD RD Account Number: 103332 Current Bill Delivery Method: Email
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How do I view my utility or dog account?

While logged into your mySCRD profile, the Accounts page will display all registered SCR D service accounts. Click on the applicable account to display the Account Details page.



Welcome to mySCRD online

✕ Logout

ACCOUNTS

Welcome
John Smith
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Update Profile

Edit Accounts

Inactivate Profile

FILTER ACCOUNTS

1975 FIELD RD Account Number: 103332	
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Welcome to mySCRD online

✕ Logout

UTILITY ACCOUNT DETAILS

Account Number:

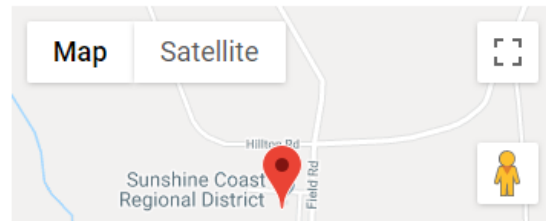
103332

Name:

SUNSHINE COAST REGIONAL
DISTRICT

For Service At:

1975 FIELD RD



From here you can view current and historical billings, statement delivery methods and previous invoices.

If the account you want is not already setup please see: [Associate an SCR D Service Account to mySCR D Instructions](#) for detailed instructions.

How do I pay for an invoice?

If you have an account balance you can make a payment using your Visa or Mastercard.

While logged into your mySCR D profile, the Accounts page will display all registered SCR D service accounts. Click on the applicable account to display the Account Details page (if the account is not already set up please see [Associate an SCR D Service Account to mySCR D Instructions](#) for detailed instructions).

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FILTER ACCOUNTS

 **1975 FIELD RD**
Account Number: 103332 

The Account Details window will appear. Scroll down slightly to the **Accounts Balance** section. Here the balance details will be displayed and at the bottom of this section there will be a **Make Payment** button.

Account Balances	
Account Balance Summary	
Balance Forward:	0.00
Charges on last bill--Due Sep 15, 2019:	298.81
Payments and Adjustments:	0.00
Balance as of Aug 01, 2019:	298.81

[Make Payment](#)

Click this button to proceed to the online merchant portal where you enter your credit card information.



Welcome to mySCRD online

✕ Logout

UTILITY ACCOUNT DETAILS



Verify your Utility Account information below.

Account Number: 123456

Civic Address: 123 DIRT ROAD

Total Amount Due: \$298.81

Enter the amount you wish to pay:

Add to Cart

Proceed to Checkout

Note – If you have more than one account you wish to pay for, click **Add to Cart** and go into the account details of the other accounts with balances. Otherwise select **Proceed to Checkout** to be directed to the online merchant services portal.

How do I view my utility account history?

While logged into your mySCRD profile, the Accounts page will display all registered SCR D service accounts. Click on the applicable account to display the Account Details page.



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✕ Logout

ACCOUNTS

Welcome

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John.smith@email.com

Update Profile

Edit Accounts

Inactivate Profile

FILTER ACCOUNTS



1975 FIELD RD

Account Number: 103332





Welcome to mySCRD online

✕ Logout

UTILITY ACCOUNT DETAILS

Account Number:

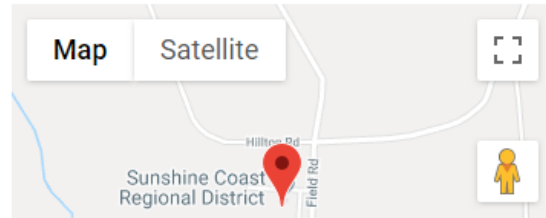
103332

Name:

SUNSHINE COAST REGIONAL DISTRICT

For Service At:

1975 FIELD RD



The Account Details window will appear. Scroll down towards the bottom of the page to the **Billing History** section. You can expand each Billing Period for the full transactions related to that invoice.

Billing History
+ Bill for Period 2019 - 1
+ Bill for Period 2018 - 1

Can I have more than one SCR D service account linked to mySCR D?

Yes, more than one SCR D service account (utility, dog, building permit or civic address) can be associated with your mySCR D profile. On the Accounts screen select the **Edit Accounts** button.



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 **1975 FIELD RD**
Account Number: 103332 

From here, select **Register Account** to start the process.

EDIT ACCOUNTS

 [Register Account](#)

 [Change Bill Delivery Method](#)

 [Remove Accounts](#)

My email was hacked, what do I do?

Contact our IT support (604-885-6808) to delete your profile. You will need to create a new profile with your new email address.

I can't remember my password, how can I reset it?

On the mySCRD login screen select the **Forgot Password** option. An email will be sent to you with instructions on how to create a new password.

Note – Please allow up to 10 minutes for the activation email to arrive. Check your email's "junk" or "spam" folder as the activation email is sometimes placed in these folders. If you click

“Forgot Password” too many times your account will be locked and will require you to contact our IT support for a manual reset.

Can I access my Recreation (Activenet) account through mySCRD?

No, your Activenet account is separate from mySCRD and cannot be accessed through mySCRD. Nor can your mySCRD account be accessed through your Activenet account.

I am trying to pay my bill but get asked to enter a password by “Verified by Visa”.

This is an additional security feature offered by Visa to protect its users from fraudulent purchases. If you are paying an SCR D invoice for the first time through mySCR D the “Verified by Visa” feature will be activated. If you successfully complete the purchase, this will not happen again for future purchases. If you cannot remember your password for “Verified by Visa” please contact your financial institution for assistance.

I am trying to pay my bill but when I proceed to checkout I get an error message stating the amount exceeds the allowable value.

When paying an account through mySCR D you can only pay the amount up to the value of the invoice. If you have confirmed the value then the error message could be related to trying to pay your bill a number of times without actually completing the transaction. Your web browser remembers each instance and stores it in its cache. To resolve, clear your web browser cache and restart the web browser.