

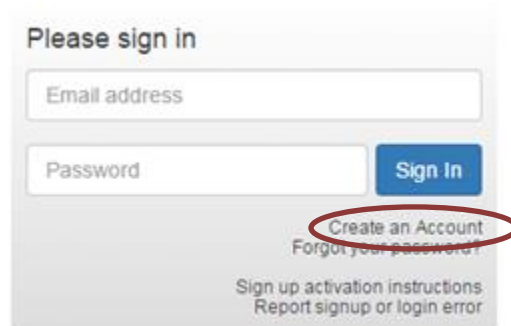


The Town of Paradise is pleased to announce our **new eServices**, which will allow you to view many of the Town services online. From submitting a service request or issue to registering for recreation programs, and paying municipal bills (coming soon!), the way you can connect and operate with us is changing!

Our first module to launch is the **Service Request Module**, allowing you to let us know what concerns you have and allowing you to be able to track their resolution. You can do this from any computer, tablet or smartphone. The steps to interact with us online are listed below.

### Register your Account

1. Go to this link <https://paradise.ws.townsuite.com/>
2. Once there, click on the **Create an Account** button.



3. You will then be prompted to enter your **sign-up key** which was sent to you in the mail. Please enter this here and click **Validate** to proceed. The sign up key is **case sensitive**, so please type it as it appears in the mailout.

4. You will then be brought into the Registration form where it will ask you for your name, date of birth, email, address, security questions and answers as well as checkboxes you will have to check off to proceed with using the eServices. You will only have to enter this information once. The system will keep the content secure in our database.

The image displays a registration form on the left and a dropdown menu of security questions on the right. The registration form includes the following fields: First name, Middle Name, Last name, Date Of Birth (mm/dd/yyyy), Email, Confirm Email, Phone, a Country dropdown menu (currently showing Canada(CA)), Address line 1, Address line 2, City, a Province dropdown menu (labeled Select Province), Postal Code or ZIP, and Password. The dropdown menu on the right is titled 'What was your childhood nickname?' and lists 17 different security questions, with the first one highlighted in blue.

What was your childhood nickname?

- What was your childhood nickname?
- In what city did you meet your spouse/significant other?
- What is the name of your favorite childhood friend?
- What street did you live on in third grade?
- What is your oldest sibling's birthday month and year? (e.g., January 1900)
- What is the middle name of your oldest child?
- What is your oldest sibling's middle name?
- What school did you attend for sixth grade?
- What was your childhood phone number including area code? (e.g., 000-000-0000)
- What is your oldest cousin's first and last name?
- What was the name of your first stuffed animal?
- In what city or town did your mother and father meet?
- Where were you when you had your first kiss?
- What is the first name of the boy or girl that you first kissed?
- What was the last name of your third grade teacher?
- In what city does your nearest sibling live?
- What is your oldest brother's birthday month and year? (e.g., January 1900)
- What is your maternal grandmother's maiden name?
- In what city or town was your first job?
- What is the name of the place your wedding reception was held?

- Once you have completed entering information, indicate whether you would like to sign up for **ebilling**, confirm you are not a spambot and agree to the **Terms and Services** and **Privacy Policy** by clicking on the box to the left of each line of text. That click will add a checkmark indicating your agreement. To read the Terms and Policy, simply click on the blue text to open. Then press the **Register** button at the bottom of the form.

Note:  
By selecting 'Enable eBilling' I hereby authorize the Town of Paradise to provide any invoices via eService Paperless Billing. By selecting 'Enable eBilling' I understand that I will not receive a paper invoice as long as this check box is selected.

Enable eBilling

I am not a spambot

I agree to the [Terms of Service](#) and [Privacy Policy](#).

Close

- Once you activate your account, we will send you an email confirming the account. An example of that email is below.
- Success! Welcome to your eServices! The following page explains how to Login and use your account.

## Change Your Password

To change the password from the one on your mailout to an easier one to remember, click on the image of the **gear** in the top right hand corner of the page. A drop down menu will appear. Select **Change Password**.

- Administration
- Edit Account
- Change Password
- Help Center
- Request Live Support
- User Preference
- Change Security Questions
- Reload Financial Data
- Here's what's New
- Logout

Enter the old password, and then your new one. Click Submit.

Old Password:

New Password:

New Password Confirm:



## Login to your Web Services

Once you have registered, you will receive an email from us indicating your login and password. Please keep that for your reference.

may log in to your account at any time to see all that the Web Services has to offer from our website [townofparadise.ca](http://townofparadise.ca). Enter in your **email** and your **password** and then click **Sign In**.

A screenshot of a web login form titled "Please sign in". It contains two input fields: "Email address" and "Password". To the right of the "Password" field is a blue "Sign In" button. Below the input fields, there are four links: "Create an Account", "Forgot your password?", "Sign up activation instructions", and "Report signup or login error".

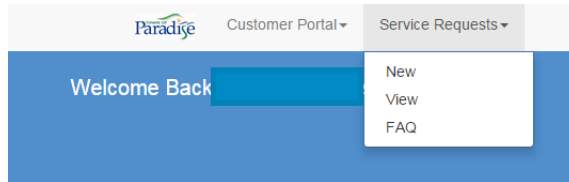
### Forgot Your Password?

If you forget your password, please click on the **Forgot Password** button and then enter your **email address** and **password** and press **Retrieve**.

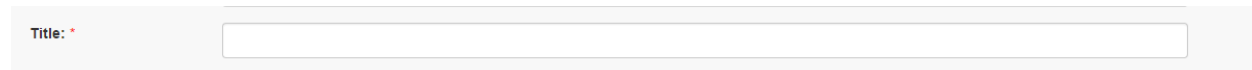
A screenshot of the same login form as above. In this version, the "Forgot your password?" link is circled in red to draw attention to it. The other elements of the form, including the "Email address" and "Password" fields, the "Sign In" button, and the other links, are identical to the previous screenshot.

## Submitting a Service Request

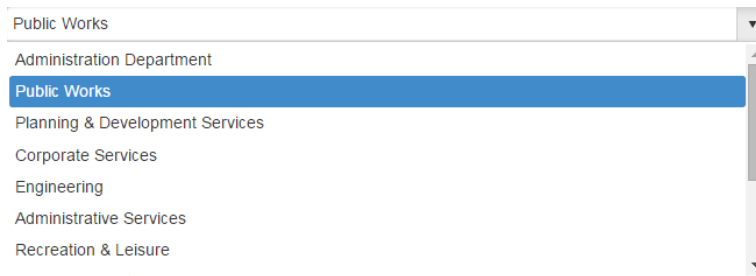
1. In the top left hand of your page, you will need to select **Service Requests** and then select **New**.



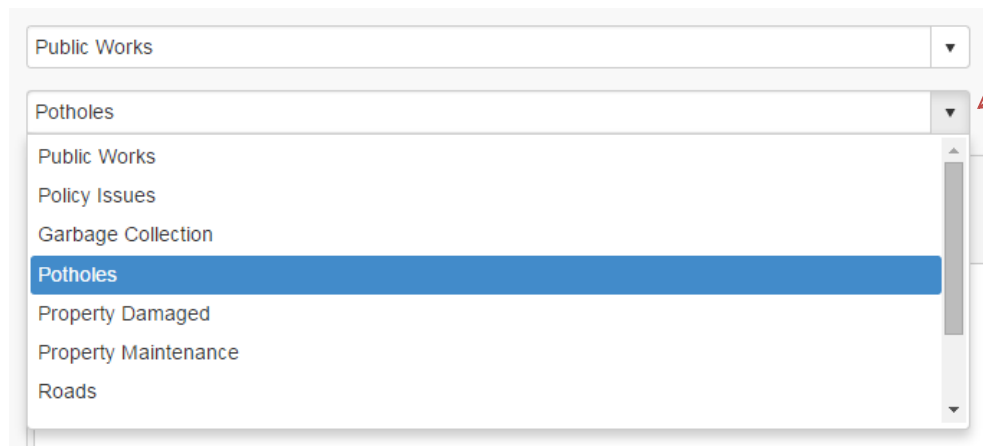
2. Then a screen will open that you can fill in. The first field is to title your request. Enter something that describes the service you need completed.

A screenshot of a form field labeled 'Title: \*'. The field is an empty text input box.

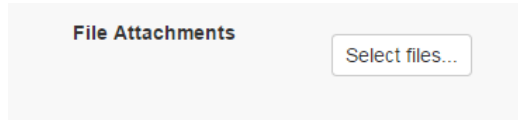
3. Next, select the department that the service request is going to.



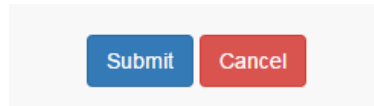
4. Once you have selected a department, indicate the issue type. Each Department will have its **own set of issues**, so select the one that applies to you. You can browse through the list of options by using the arrows on the right side of the bar.



You can also attach files to your request including pictures, word documents, or spreadsheets. You may want to send a picture of an issue or a copy of a document. Click on the **button** as pictured here to attach a file from your computer.



Once all the information is filled in, click the **submit button** at the bottom of the page. If for any reason you decide you do not wish to submit the request, click the cancel button.



## Follow up

If you have provided us with an email address, we will send you a confirmation email listing the title and content of your request. Our Town staff will receive this information electronically as well. You will also receive updates via email as work progresses on your request. Once your request is resolved, you will receive an email to confirm that the request is now closed.

## Help Centre

An extensive and continuously expanding source of helpful tools on how to use eServices is available to you. Once you are logged in, click on your **Account** dropdown menu and then go to **More Options** and then **Help Centre**.

