

Before you  
start!

# Crossfield Connect

ONLINE SERVICE PORTAL



P.O. BOX 500  
CROSSFIELD, AB T0M 0S0  
(403) 946-5565  
[town@crossfieldalberta.com](mailto:town@crossfieldalberta.com)

Dashboard

My Accounts

Search Property

Search Tax Certificates

Search Animal

Login

Register

Terms of Service  
Return & Refund Policy  
eGov Version 3.4.0

## Login

If you already have an account, Login to access your accounts

Login

## Register

If you do not have an account, Register online to gain immediate access to your accounts

Register

**You must have an email address on file with the Town of Crossfield to register for Crossfield Connect.**

If you do not have an email address on file, please email [town@crossfieldalberta.com](mailto:town@crossfieldalberta.com).

**Provide the following information in your email:**

First Name, Last Name,  
Email Address, Phone Number  
& the civic address of your property



## Pro Tip...

**Before you start registration, grab your utility bill or tax notice.**

You can reference it during the registration process!

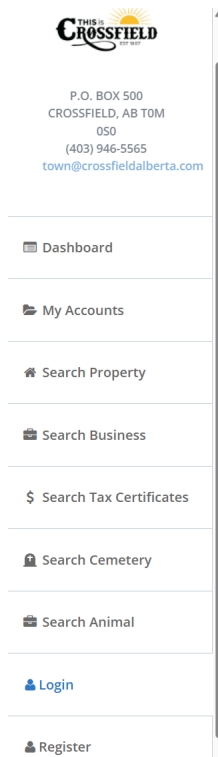
Once we have received your email, please allow up to 2 business days for your account to be updated. Once we have entered your information in the system, we will notify you that you can continue with the registration process.



# How to register

# Crossfield Connect

ONLINE SERVICE PORTAL



You must register to access your personal account information - Click **'REGISTER'**

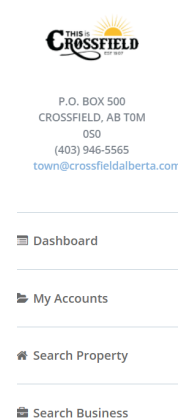
1

### Login to view more details

Email Address	Email Address
Password	Password

☐ Remember me [Forgot Password](#)

Login



### Registration Form

Email Address	Email Address	Confirm Email	Confirm Email Address
Password	Password	Confirm Password	Confirm Password

Registration Account Type: Tax Account

Account #	Account Number	Name On Bill	Name On Bill
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☐ I'm not a robot

By registering, you accept the [Terms of Service](#)  
Set forth by TOWN OF CROSSFIELD

Submit Registration

## Fill in the Registration Form

Here we are using the Tax Account

**Note:** You must enter the name on the bill **exactly** how you see it on the bill. The name must be in the format -

**Last Name, First Name**

example: John Doe would be entered as DOE, JOHN

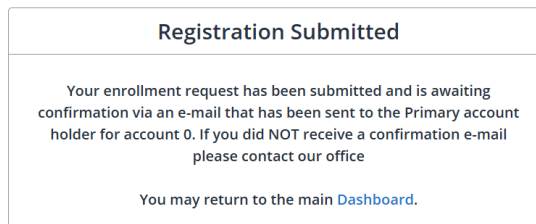
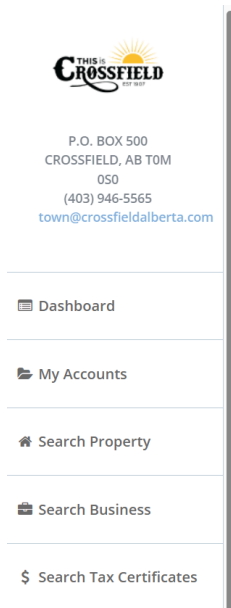
2

Please note\*\* If signing up with a utility account, use the above noted process. Only one Crossfield Connect account is needed to view all of your accounts.

# How to register

## Crossfield Connect

ONLINE SERVICE PORTAL



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Once you have submitted your registration, you will be presented with the above shown confirmation screen.

**You will not be able to log into Crossfield Connect until your registration has been confirmed and activated.**

### e-Gov Confirm Registration



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The primary Tax or Utility account holder will then receive an email alerting them that a new registrant wishes to enroll in Crossfield Connect, and which account the registrant used to enroll.

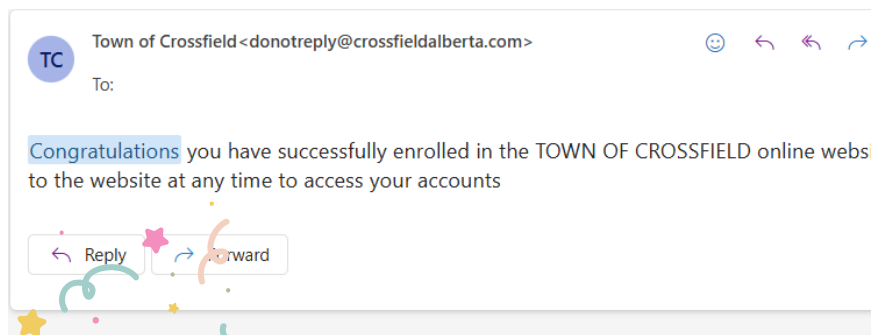
**CONFIRM or DENY** the request.

How to  
register

# Crossfield Connect

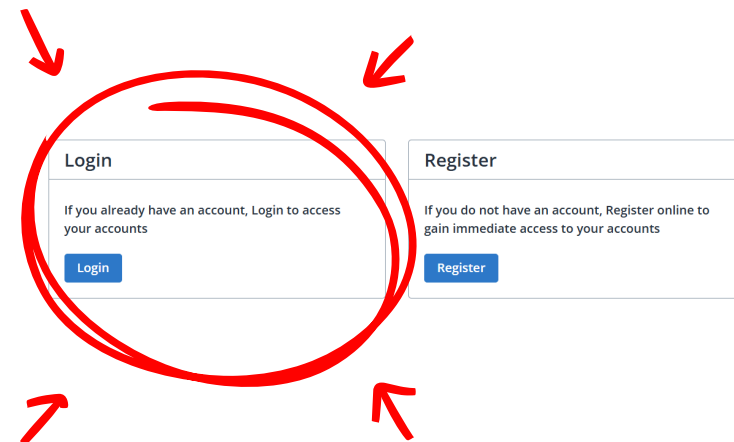
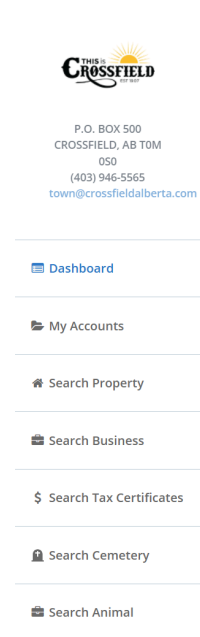
ONLINE SERVICE PORTAL

Login



After confirming the emailed request, you will receive a secondary email congratulating you on your successful registration.

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Once you have completed registration, and have been successfully enrolled for Crossfield Connect, you can access your account!

Click 'Login'


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Login

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- Dashboard
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- Search Tax Certificates

Login to view more details


Email Address	Email Address
Password	Password

☐ Remember me [Forgot Password](#)

Login

Enter the email address and password you used during the registration process.

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Terms and Conditions Agreement

Read the [Terms of Service](#)

Read the [Return & Refund Policy](#)

☐ I have read and accept the terms of service

Confirm

When you login for the first time, or when the Town of Crossfield has changed/updated either the Terms of Service or Refund Policies, or you have changed your password - you will be prompted to read and accept the terms of service before continuing with the login process.


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# Password Management

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[Search Cemetery](#)

[Search Animal](#)

Hello TOWN OF CROSSFIELD

My Assessments

View your Assessment information on your properties

[View here](#)

My Accounts

View a detailed overview of your account information.

[View here](#)

Personal Account

View or change your personal information and details.

[View here](#)

[Dashboard](#)

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[Search Tax Certificates](#)

[Search Cemetery](#)

[Search Animal](#)

[Logout](#)

Customer Personal Information

Customer Number

107

Last Name / Company Name

TOWN OF CROSSFIELD

First Name

Birth Date

yyyy-mm-dd

Home Phone

Business Phone

4039465565

Cell Phone

Fax Number

Email Address used for Utility and Tax Bills

Enrollment / Login Email Address

[Mailing Address](#)

[Change Password](#)

[Save](#)

[Cancel](#)


To access your personal information, or change your password click 'view here' in the Personal Account section.

**Please note\*\*** if a temporary password was emailed to you, we recommend copying and pasting it into the password field, rather than trying to type it in. It is also recommended that after a reset or forgot password situation where a temporary password was provided, you change the temporary password.

Additional  
Details

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Hello TOWN OF CROSSFIELD

## My Assessments

View your Assessment Information on your properties

[View here](#)

## My Accounts

View a detailed overview of your account information.


[View here](#)

## Personal Account

View or change your personal information and details.

[View here](#)


Clicking 'view here' in the My Accounts section will bring you to all of your Town of Crossfield accounts. Here you will see the outstanding balance on your utility, tax, and accounts receivable accounts.

Clicking on the blue account number or , will provide you with transaction details for each account.


If you have questions or concerns about transactions shown (or not shown) on your account, please contact our office at 403-946-5565.

## My Accounts

Tax Account

Roll / Folio#	Civic Address	Total O/S
 -999999999		\$0.00


Utility Account

Account #	Property #	Civic Address	Total O/S
		1005 ROSS STREET	\$0.00

### Other Amounts Owing

AR Account #	Name & Address	Invoice #	Outstanding
	TOWN OF CROSSFIELD - BOX 500 CROSSFIELD		\$0.00

### My Receivables

AP Account #	Name & Address
	TOWN OF CROSSFIELD - BOX 500 CROSSFIELD

EXAMPLE

You made an online payment on your utility account. You waited 5 business days for processing, but the payment still isn't reflected on the account. Call us!





### “I didn’t get an email asking me for authorization”

You may have previously provided the Town of Crossfield with a different email address when you originally set up your Town account. The confirmation email will be sent to the email address on file with the Town. **This is to protect your information.**

Please ensure the email address you use during the registration process matches the one on file with the Town of Crossfield. If you have checked that inbox and junk/spam folder and still have not received the confirmation email, please contact our office.

### “Only one of my accounts is visible to me, but I know I have more!”

**Call us!** And thank you for bringing this to our attention. Record management is important, and sometimes, without even knowing, we duplicate you in our system (think Fred vs. Fredrick). This is eventually caught, but it sure is helpful if you notice an error like this and bring it to our attention!

### “I get this error message when I try and register for an account”

Registration Form

We have no account that matches the account number and name entered. Please contact the municipal office to complete your registration.

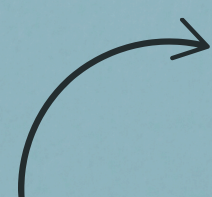
Email Address

Email Address

Confirm Email

Confirm Email Address

You must enter the name on the bill **exactly** how you see it on the bill. The name must be in the format - **Last Name, First Name**  
example: John Doe would be entered as DOE, JOHN



Look **here** on your utility bill to see how the name should be entered.

TOWN OF CROSSFIELD		UTILITY BILLING	
P.O. BOX 500 CROSSFIELD, AB T0M 0S0 (403) 946-5566		 BILLING DATE September 25, 2023	
NAME		Billing Period July 26, 2023 To September 25, 2023	
DOE, JOHN		Previous Balance 54.72	
BOX 500		September 5 Balance Forward 0.00 0.00	
CROSSFIELD, AB T0M 0S0		BASIC CHARGES	
Canada			
SERVICE ADDRESS		Total Basic Charges 0.00 0.00	
Route 12 Sequence		G.S.T. R125810486	
LEGAL DESCRIPTION		NOTE: This Utility bill is due into the Town of Crossfield no later than 4:00 pm Monday, October 16, 2023. Past due accounts are also subject to a 7% penalty.	
Lot			
Block			
Plan		AMOUNT NOW DUE 0.00	
IMPORTANT MESSAGES Preauthorized Utility Payments can be directly debited from your account on the due date of your bill.			

**\*\*If your middle name is shown on the utility bill, enter it in the first name field as well.**

