



"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!"

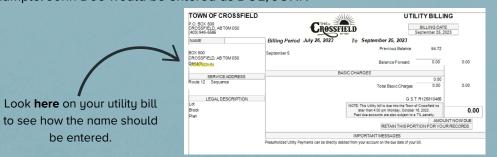
Call us! And thank you for bringing this to our attention. Record management is important, and sometimes, without even knowing, we duplicate you in our system (think Fred vs. Fredrick). This is eventually caught, but it sure is helpful if you notice an error like this and bring it to our attention!

THIS IS EST 1907

"I get this error message when I try and register for an account"



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



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

"Where is my credit card information stored"

Your credit card information is not stored by the Town of Crossfield. All payments are directed through Moneris.