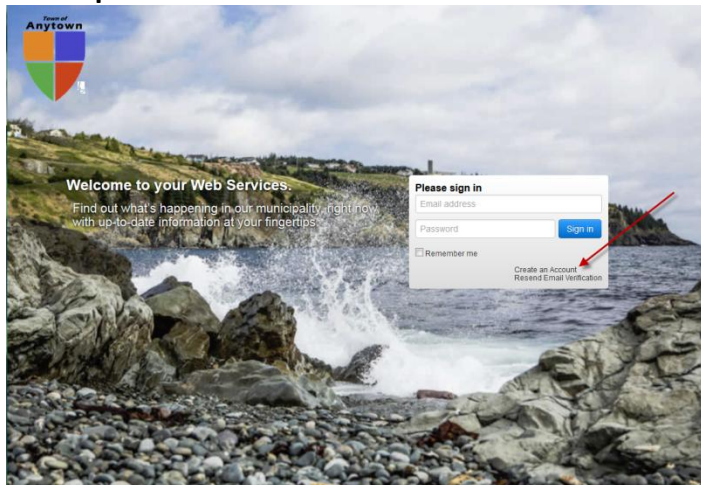


Your town has opted to provide you with Web Services that will enable you to view much of what the town has to offer online. From viewing your balance, registering to community events, issuing complaints to paying your municipal bills the way you connect and operate with your town has changed. Welcome to TownSuite Web Services.

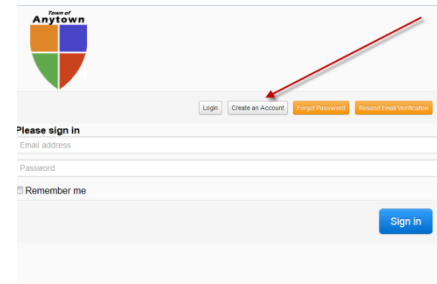
## Register your Account

1. Go to the link your town has provided for their Web Services normally it will be <https://townname.ws.townsuite.com>
2. Once there click on the **Create an Account** button.

### Desktop

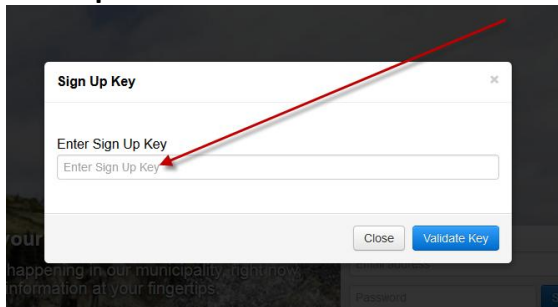


### Mobile

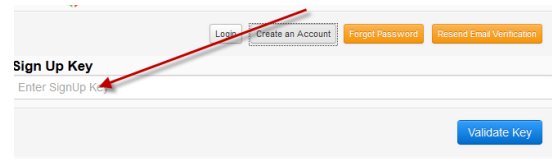


3. You will then be prompted to enter in your **Sign Up Key** which was sent to you by your town. Please enter this here and click **Validate Key** to proceed. The Sign Up Key is **Case Sensitive**, so please type it as is.

### Desktop



### Mobile



4. You will then be brought into the Registration form where it will ask you for your **name, email, address, security questions** and **answers** as well as **checkboxes** you will have to check off to check off to proceed with using the Web Services.

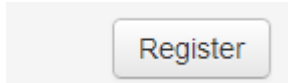
### Desktop

First Name	<input type="text"/>
Middle Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Confirm Email	<input type="text"/>
Phone	<input type="text"/>
	eg: (111) 222-3333 or 1112223333 or 111-222-3333
Country	<input type="text" value="Canada(CA)"/>
Address Line 1	<input type="text"/>
	Street address, P.O. box, company name, c/o
Address Line 2	<input type="text"/>
	Apartment, suite , unit, building, floor, etc.
City / Town	<input type="text"/>
Province / State	<input type="text" value="Select State"/>
Postal Code / ZIP	<input type="text"/>

### Mobile

First name	<input type="text"/>
Middle Name	<input type="text"/>
Last name	<input type="text"/>
Email	<input type="text"/>
Confirm Email	<input type="text"/>
Phone	<input type="text"/>
	Canada(CA)
Address line 1	<input type="text"/>
	Street address, P.O. box, company name, c/o
Address line 2	<input type="text"/>
	Apartment, suite , unit, building, floor, etc.
City	<input type="text"/>
	Postal Code or ZIP
Password	<input type="password"/>

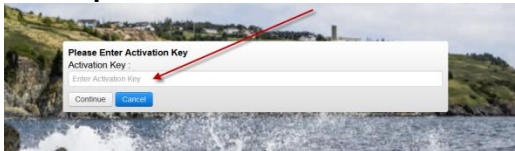
Once you are completed you may press the **Register** button at the bottom of the form.



5. You will then be asked to supply your **Activation Key** which has also been supplied to you via post. Please enter it in the field below and press **Continue**. . The Activation Key is **Case Sensitive**, so please type it as is.

6.

### Desktop



### Mobile

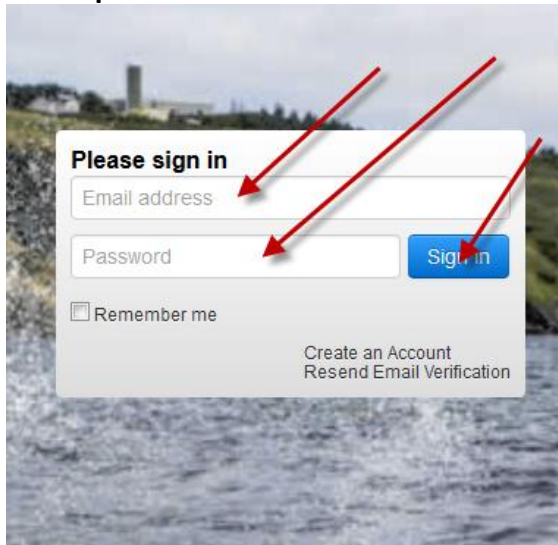


7. Success, welcome to your Web Services!

## Login to your Web Services

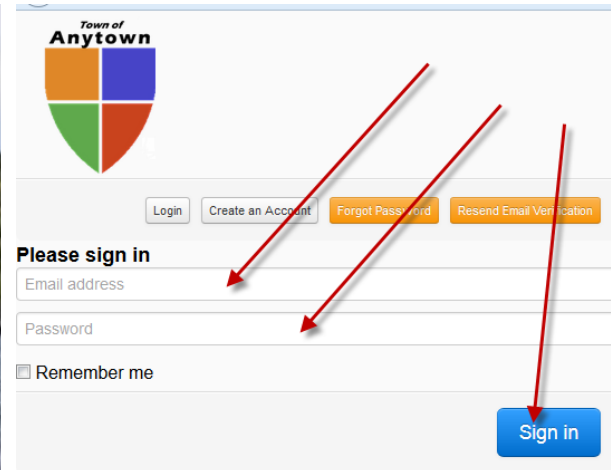
Once you have registered you may login to your account at any time to see all that the Web Services has to offer. Enter in your **email** and your **password** then click **Sign In**.

Desktop



The desktop login form is titled "Please sign in" and is set against a background image of a rocky coastline. It features two input fields: "Email address" and "Password". A blue "Sign in" button is positioned to the right of the password field. Below the password field is a "Remember me" checkbox. At the bottom right of the form, there are two links: "Create an Account" and "Resend Email Verification". Three red arrows point to the "Email address" field, the "Password" field, and the "Sign in" button.

Mobile



The mobile login form is titled "Please sign in" and features the "Town of Anytown" logo at the top left. Above the form are four buttons: "Login", "Create an Account", "Forgot Password", and "Resend Email Verification". The form includes "Email address" and "Password" input fields, a "Remember me" checkbox, and a blue "Sign in" button at the bottom right. Three red arrows point to the "Email address" field, the "Password" field, and the "Sign in" button.

## Forgot Password

If you forget your password please click on the **Forgot Password** button then supply your **email** and press **Retrieve**. A password will be mailed to you shortly. If you do not receive a email please check your spam folder to ensure it has not been flagged.

## Help Centre

An extensive and continuously expanding source of documentation on how to use your Web Services most effectively can be found here. To find it click on your **Account** dropdown menu then go to **More options** then **Help Centre**. In a future release there will be a question mark on every page showing you how to best utilize its features.

