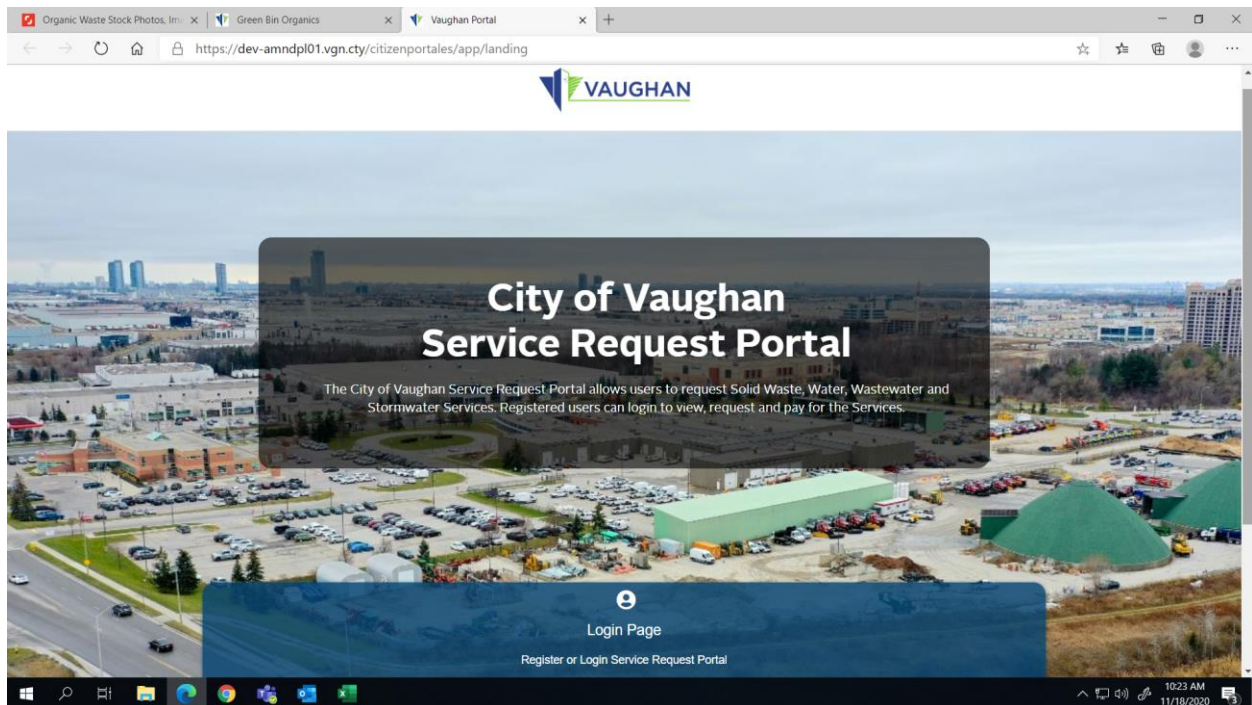


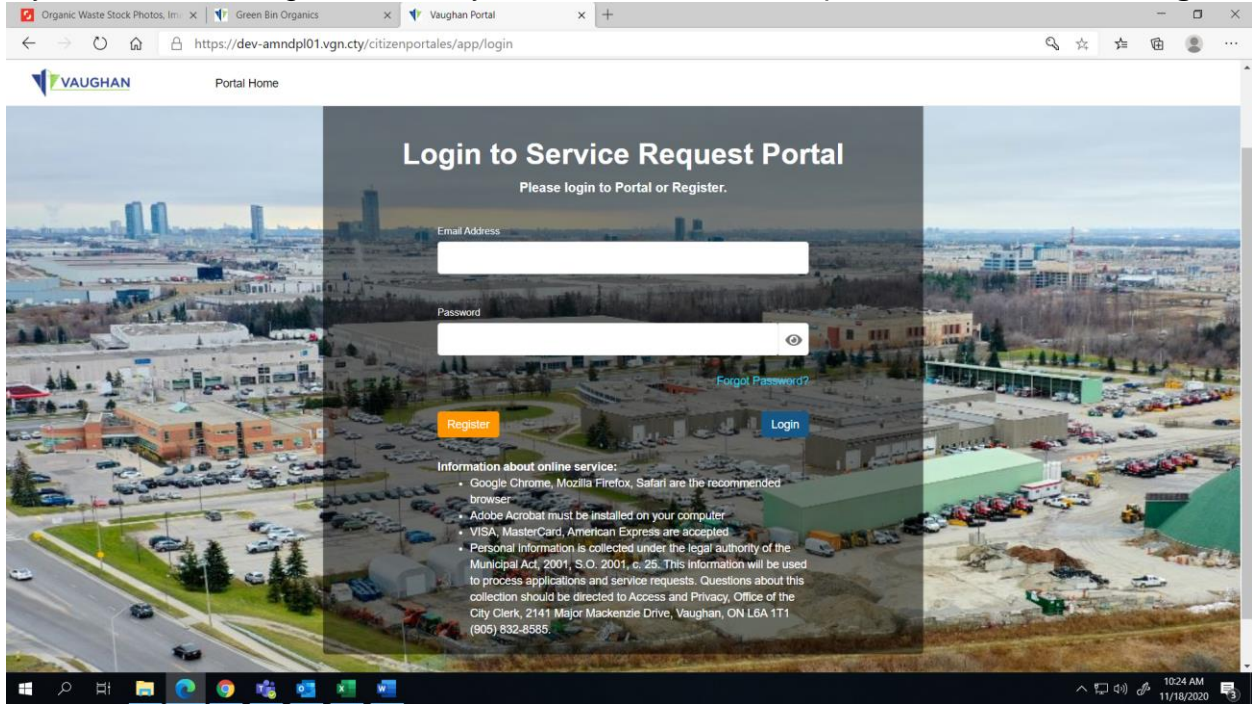
City of Vaughan Online Permitting Portal Applicant User Manual for Solid Waste Submissions

NEW SERVICE REQUEST - WASTE DIVERSION BINS

You need to be a registered user to apply and submit an application for Waste Diversion Bins (exchange or new build homeowner). Go to the **City of Vaughan Online Service Request Portal** at <https://dev-amndpl01.vgn.cty/citizenportales/app/landing> and select “**Login Page**”

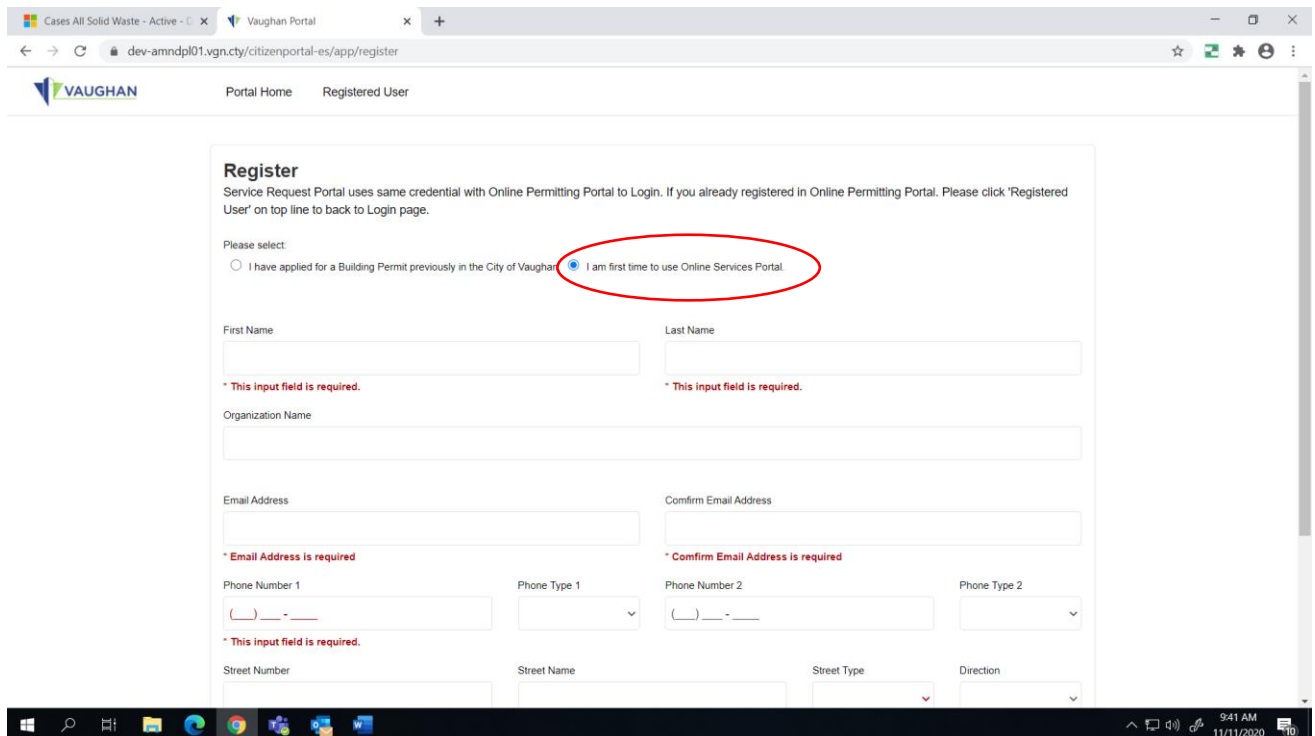


If you are a returning user, enter your e-mail address and password and select “Login”



Register Page - Select “I am a first time Online Service Portal user”

Complete all *required fields and select “Submit”



A confirmation window will pop up for PIN and 'next steps' to complete your registration, select **“Continue”**

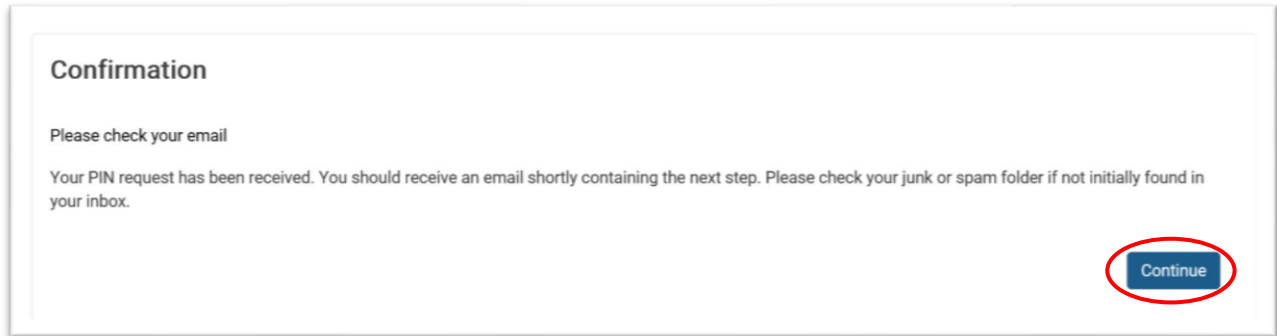


Figure 3

Email - Once you receive the confirmation e-mail, select the **“click here”** link to retrieve your PIN verification associated with your portal account

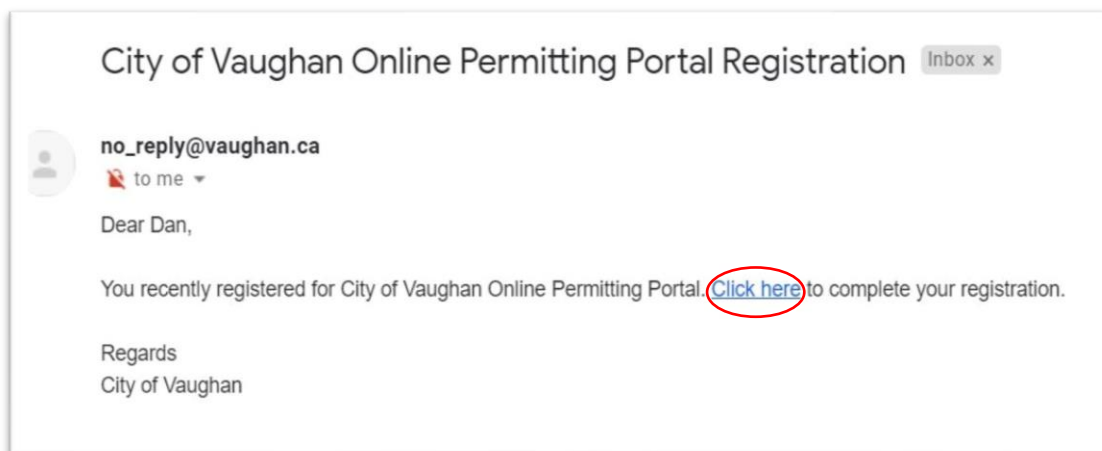


Figure 4

Select **“Verify PIN”**

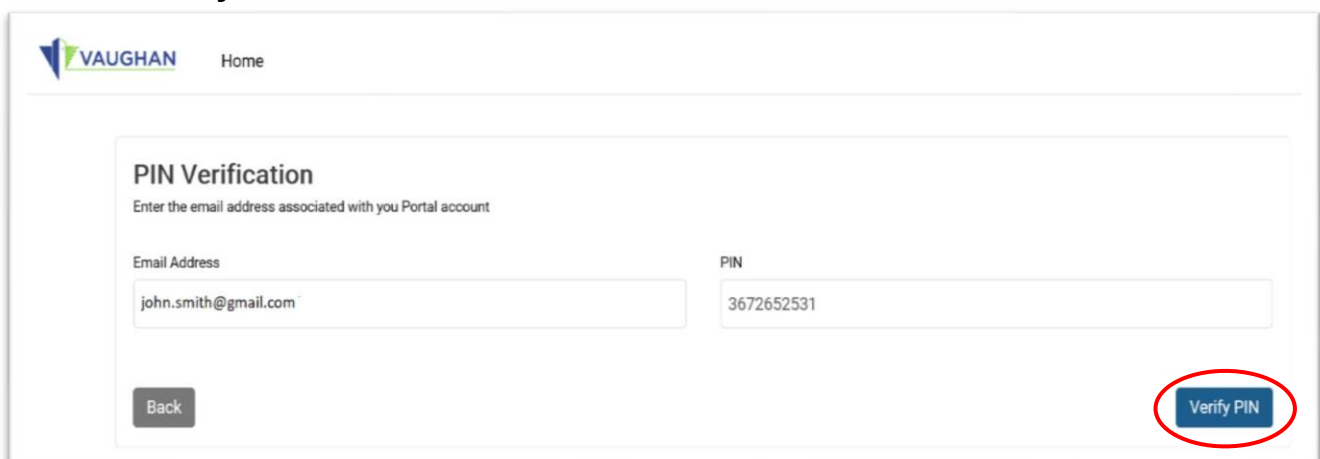
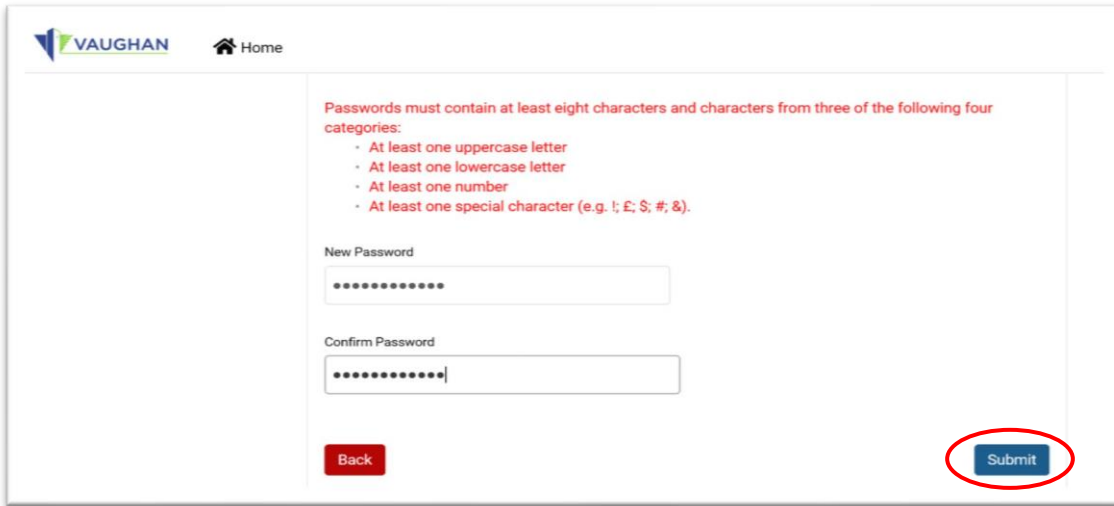


Figure 5

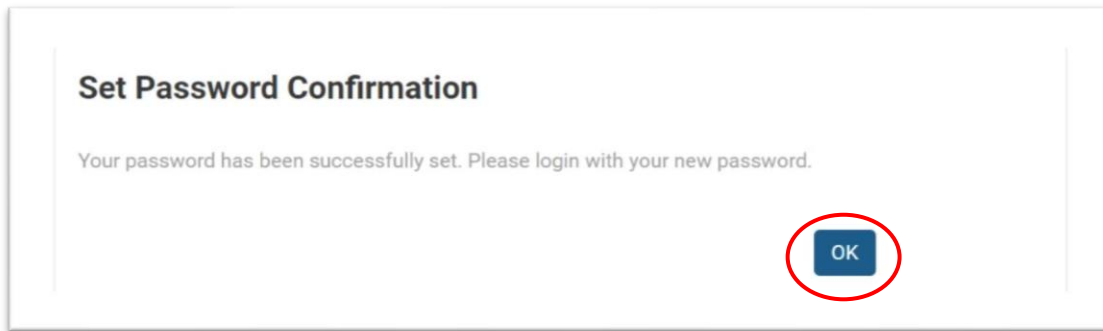
Create a password and select **“Submit”**



The screenshot shows the Vaughan website's password creation interface. At the top left is the Vaughan logo and a 'Home' link. The main content area contains a red heading: 'Passwords must contain at least eight characters and characters from three of the following four categories:'. Below this are four bullet points: 'At least one uppercase letter', 'At least one lowercase letter', 'At least one number', and 'At least one special character (e.g. !, £, \$, #, &.)'. There are two input fields: 'New Password' and 'Confirm Password', both containing masked characters. At the bottom left is a red 'Back' button, and at the bottom right is a blue 'Submit' button, which is circled in red.

Figure 6

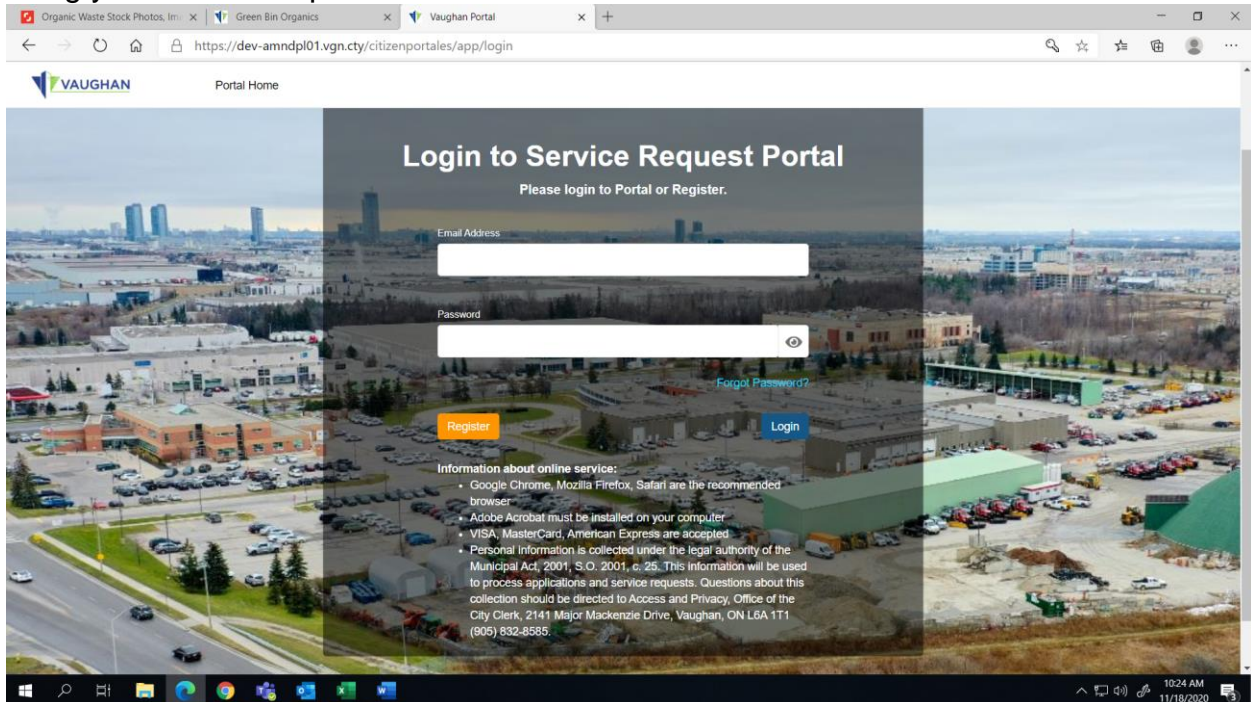
A confirmation window will pop up indicating that your password has been set and to select **“OK”**.



The screenshot shows a white confirmation window with the title 'Set Password Confirmation'. The text inside reads: 'Your password has been successfully set. Please login with your new password.' At the bottom right of the window is a blue 'OK' button, which is circled in red.

Figure 7

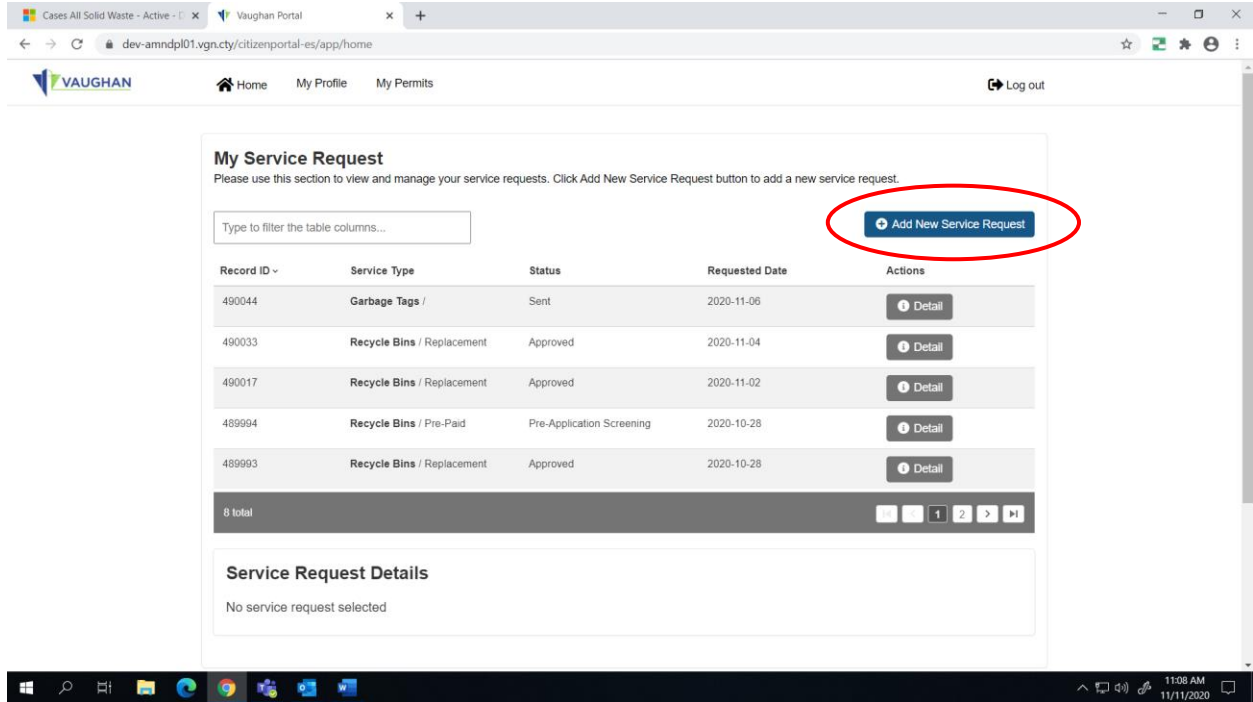
You have successfully Registered! You will be redirected back to the login portal. Login using your email and password.



The screenshot shows a web browser window displaying the Vaughan Portal Home page. The browser's address bar shows the URL: 'https://dev-amndpl01.vgn.cty/citizenportales/app/login'. The page features a large background image of a city street scene. Overlaid on this is a dark grey login form titled 'Login to Service Request Portal'. The form includes the text 'Please login to Portal or Register.' and two input fields: 'Email Address' and 'Password'. Below the password field is a 'Forgot Password?' link. At the bottom of the form are two buttons: an orange 'Register' button and a blue 'Login' button. Below the form is a section titled 'Information about online service:' with a list of bullet points: 'Google Chrome, Mozilla Firefox, Safari are the recommended browser', 'Adobe Acrobat must be installed on your computer', 'VISA, MasterCard, American Express are accepted', and 'Personal information is collected under the legal authority of the Municipal Act, 2001, S.O. 2001, c. 25. This information will be used to process applications and service requests. Questions about this collection should be directed to Access and Privacy, Office of the City Clerk, 2141 Major Mackenzie Drive, Vaughan, ON L6A 1T1 (905) 832-8585.' The Windows taskbar is visible at the bottom of the screen, showing the time as 10:24 AM on 11/18/2020.

NEW SERVICE REQUEST - WASTE DIVERSION BINS

Under “My Service Request” section, select “Add New Service Request”.



The screenshot shows the Vaughan Portal interface. At the top, there are navigation links for Home, My Profile, My Permits, and Log out. The main section is titled "My Service Request" and includes a search bar and a table of existing requests. A red circle highlights the "Add New Service Request" button in the top right corner of the table area.

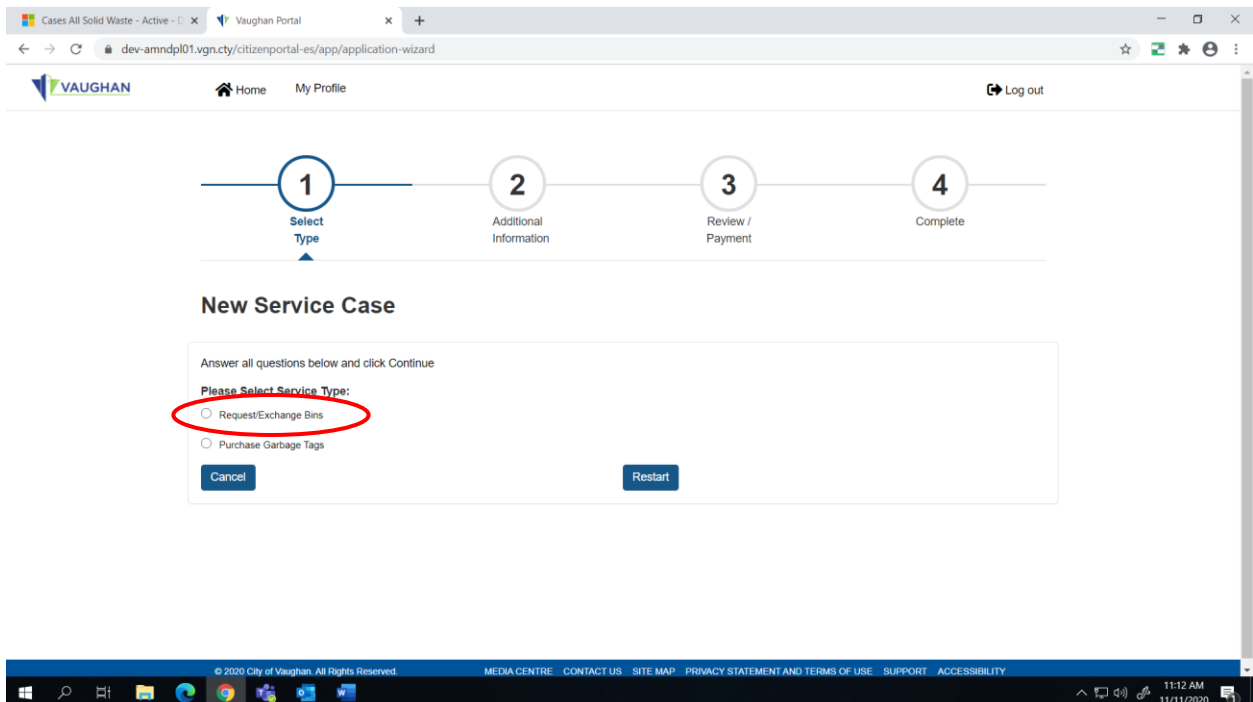
Record ID	Service Type	Status	Requested Date	Actions
490044	Garbage Tags /	Sent	2020-11-06	Detail
490033	Recycle Bins / Replacement	Approved	2020-11-04	Detail
490017	Recycle Bins / Replacement	Approved	2020-11-02	Detail
489904	Recycle Bins / Pre-Paid	Pre-Application Screening	2020-10-28	Detail
489903	Recycle Bins / Replacement	Approved	2020-10-28	Detail

New Service Case - Step 1 - Select Type

Select “Service Type – Request/Exchange Bins”

Then select “Prepaid bins issued to homeowners who have purchased from a builder” or “Exchange broken city of Vaughan blue boxes, greens bins or kitchen containers”

Then select “Continue”



The screenshot shows the "New Service Case" wizard in the Vaughan Portal. The progress bar at the top indicates four steps: 1. Select Type, 2. Additional Information, 3. Review / Payment, and 4. Complete. Step 1 is currently active. Below the progress bar, the "New Service Case" form is displayed. It contains a heading "Please Select Service Type:" and two radio button options: "Request/Exchange Bins" (which is selected and circled in red) and "Purchase Garbage Tags". There are "Cancel" and "Restart" buttons at the bottom of the form.

New Service Case - Step 2 – Bin Exchange

Under “**Number of Bins**”, type in the requested number of **Green Bins, Kitchen Containers and/or Blue Boxes**.

Cases All Solid Waste - Active - Vaughan Portal

dev-amndpl01.vgn.cty/citizenportal-es/app/info

VAUGHAN Home My Profile Log out

1 Select Type 2 Additional Information 3 Review / Payment 4 Complete

Application Details
Please provide additional details for your application.

Number of Bins

Green Bin Kitchen Container

Blue Box (Regular)

11:20 AM 11/11/2020

At the bottom of the same screen, confirm your delivery information (address and postal code). Next from the drop-down menu Select your “**Garbage and recycling collection day**”. Click “**Continue**”

Cases All Solid Waste - Active - Vaughan Portal

dev-amndpl01.vgn.cty/citizenportal-es/app/info

VAUGHAN Home My Profile Log out

Green Bin Kitchen Container

Blue Box (Regular)

Please Confirm Delivery Information

Delivery Address (Street Number, Street Name) Postal Code

2800 Rutherford Rd L4L0H4

Please indicate your garbage and recycling collection day. Bins are delivered the day following your regular scheduled waste collection.

3.Wednesday

Continue

© 2020 City of Vaughan. All Rights Reserved. MEDIA CENTRE CONTACT US SITE MAP PRIVACY STATEMENT AND TERMS OF USE SUPPORT ACCESSIBILITY

11:26 AM 11/11/2020

New Service Request - Step 3 - Record Details

Confirm the “**Number of Bins**” requested is correct.

Cases All Solid Waste - Active - Vaughan Portal

dev-amndpl01.vgn.cty/citizenportal-es/app/folder-detail

VAUGHAN Home My Profile Log out

1 Select Type 2 Additional Information 3 Review / Payment 4 Complete

Record Details

Please review your application and make payments.

Record ID	490094	Service Type	Recycle Bins / Replacement
Requested Date		Status	Incomplete Submission
Schedule Date		Address	2800 Rutherford Rd

Additional Information

Please provide additional details for your application.

Number of Bins

Green Bin	1
-----------	---

11:33 AM 11/11/2020

Scroll down on the same screen to confirm “**Delivery Information**”.

There are no “**Fees or Payment**” required for Bin Exchanges. Click “**Continue**”.

Cases All Solid Waste - Active - Vaughan Portal

dev-amndpl01.vgn.cty/citizenportal-es/app/folder-detail

VAUGHAN Home My Profile Log out

Please Confirm Delivery Information

Delivery Address (Street Number, Street Name)	Postal Code
2800 Rutherford Rd	L4L0H4

Please indicate your garbage and recycling collection day. Bins are delivered the day following your regular scheduled waste collection.

3.Wednesday

Fees & Payment

You do not have any fee(s) to pay online at this moment

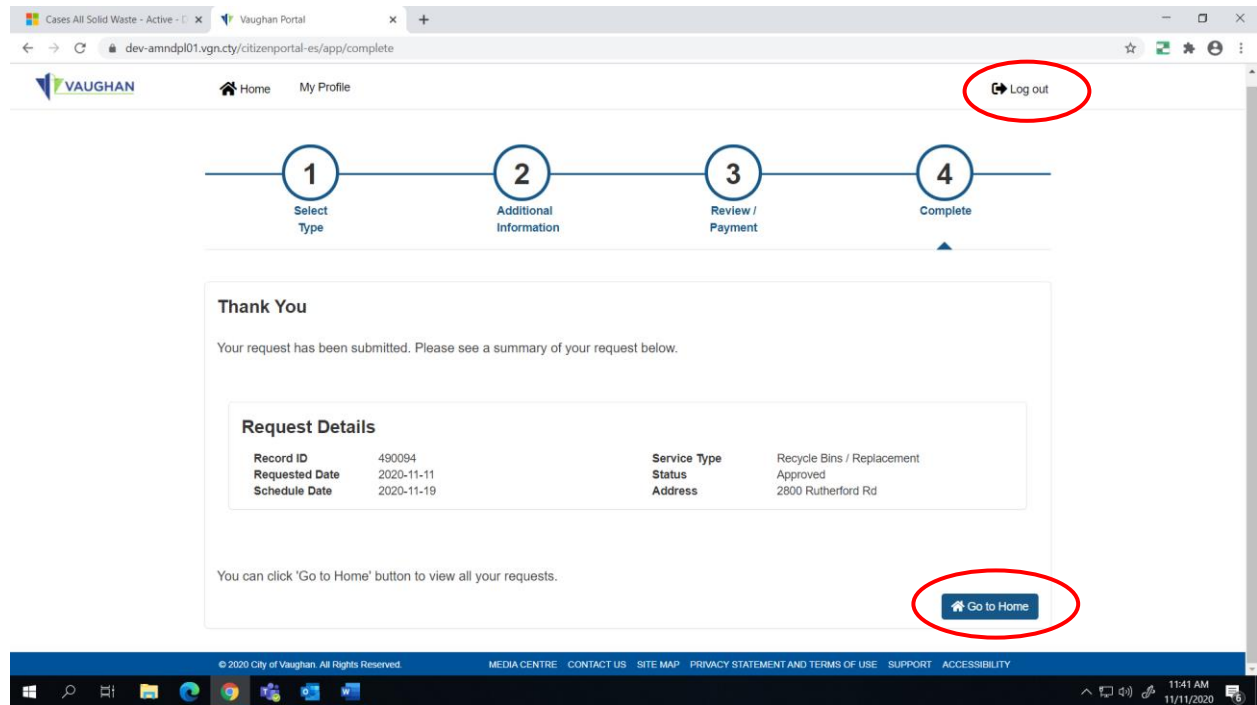
Back to Edit Continue

© 2020 City of Vaughan. All Rights Reserved. MEDIA CENTRE CONTACT US SITE MAP PRIVACY STATEMENT AND TERMS OF USE SUPPORT ACCESSIBILITY

11:34 AM 11/11/2020

New Service Request - Step 4 – Request Complete

Service Request Details are listed. You may “Go to Home” for another Service Request or “Log Out”.



An email confirmation of your Service Request will be sent containing all the relevant details, including the **delivery date** of the Bin Exchange. Example below.

****THIS IS AN AUTOMATED MESSAGE, PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL****

The Online Services Request submitted on Nov 11, 2020 was **received** by the City.

Your delivery date for your waste diversion bin(s) are scheduled on Nov 19, 2020.

Please have your empty, broken City of Vaughan-branded bins at your front door/on your porch by 7:00 a.m. on your scheduled delivery day. You may place them out the day prior, after 6 p.m. Please note that delivery can take place at any time between 7:00 a.m. - 7:00 p.m.

An email reminder will be sent the day before delivery as a courtesy reminder to have the bin(s) placed out for exchange.

For more information on your waste collection services, visit www.vaughan.ca/waste. Download the RecycleCoach app on Google Play or the Apple App Store for personalized waste schedule reminders and the "What goes where" guide.

If you have any issues following delivery, please call Access Vaughan, at 905-832-2281 or email accessvaughan@vaughan.ca.

Pre-Paid Bins (New Build Homeowner)

New Service Case - Step 1 – New Service Case

Select “Pre-paid bins issued to homeowners who have purchased from a builder.”

Click “Continue”

Cases All Solid Waste - Active - Vaughan Portal

dev-amndpl01.vgn.cty/citizenportal-es/app/application-wizard

VAUGHAN Home My Profile Log out

1 Select Type 2 Additional Information 3 Review / Payment 4 Complete

New Service Case

Answer all questions below and click Continue

Please Select Service Type:

Request/Exchange Bins

Please Select:

Pre-paid bins are issued to homeowners who have purchased a from a builder. This program does not apply to custom-built homes or condominium townhomes

Restart Continue

© 2020 City of Vaughan, All Rights Reserved. MEDIA CENTRE CONTACT US SITE MAP PRIVACY STATEMENT AND TERMS OF USE SUPPORT ACCESSIBILITY 11:49 AM 11/11/2020

New Service Case - Step 2 – Application Details

Confirm delivery information (address and postal code). Next from the drop-down menu Select your “Garbage and recycling collection day”. Click “Continue”

Cases All Solid Waste - Active - Vaughan Portal

dev-amndpl01.vgn.cty/citizenportal-es/app/info

VAUGHAN Home My Profile Log out

1 Select Type 2 Additional Information 3 Review / Payment 4 Complete

Application Details

Please provide additional details for your application.

Please Confirm Delivery Information

Property Address (Street Number, Street Name) Postal Code

2800 Rutherford Rd L4L0H4

Please indicate your garbage and recycling collection day. Bins are delivered the day following your regular scheduled waste collection.

3.Wednesday

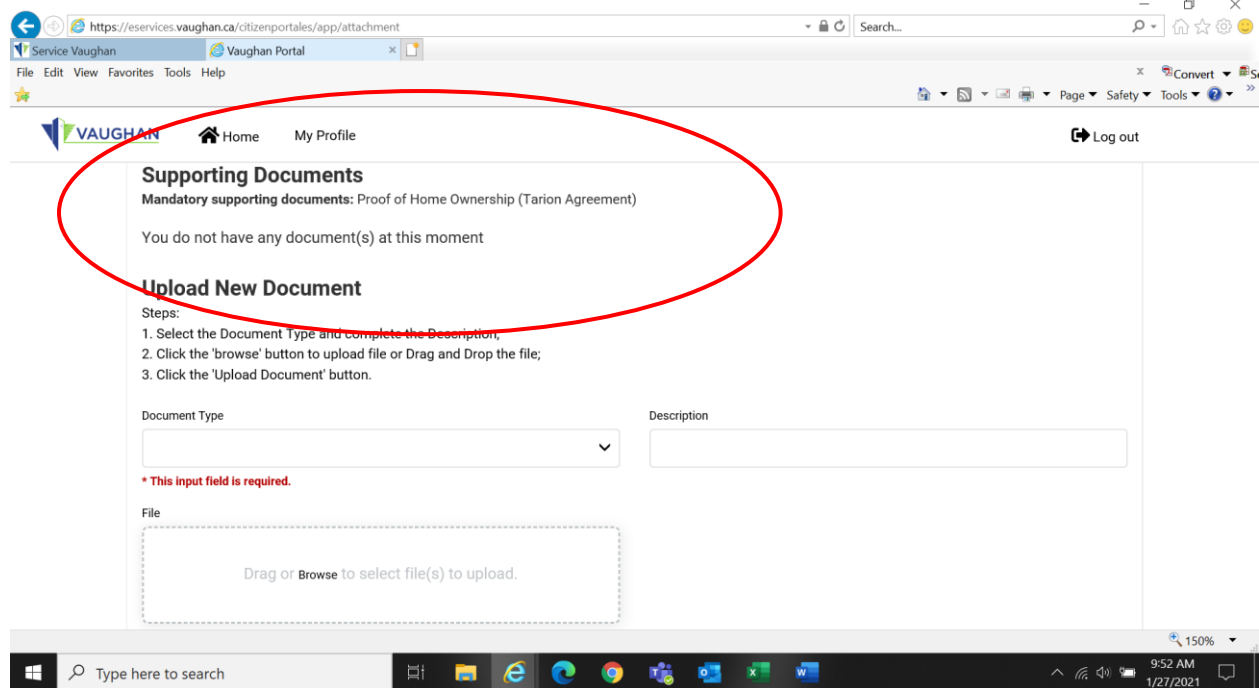
Continue

© 2020 City of Vaughan, All Rights Reserved. MEDIA CENTRE CONTACT US SITE MAP PRIVACY STATEMENT AND TERMS OF USE SUPPORT ACCESSIBILITY 11:57 AM 11/11/2020

Next, you must upload the **‘Mandatory Supporting Documents’**

1. Proof of Home Ownership/Tarion Agreement

Follow the directions on the site to **‘Upload New Document’**. Ensure all **required fields** are filled in. You must upload each document separately. Once both mandatory documents are uploaded, click **‘Continue.’**



New Service Request - Step 3 - Record Details

Confirm the “**Number of Bins**” to be delivered is correct (1 Green Bin, 1 Kitchen Container, 2 Blue Boxes).

Confirm “**Delivery Information.**”

Cases All Solid Waste - Active - Vaughan Portal

dev-amndpl01.vgn.cty/citizenportal-es/app/folder-detail

VAUGHAN Home My Profile Log out

Number of Bins

Green Bin: 1
Kitchen Container: 1
Blue Box (Regular): 2

Please Confirm Delivery Information

Property Address (Street Number, Street Name): 2800 Rutherford Rd
Postal Code: L4L0H4

Please indicate your garbage and recycling collection day. Bins are delivered the day following your regular scheduled waste collection.
3.Wednesday

Scroll down to the bottom of the screen and make sure your “**Mandatory Supporting Documents**” are attached. Click “**Continue.**”

Cases All Solid Waste - Active - Vaughan Portal

dev-amndpl01.vgn.cty/citizenportal-es/app/folder-detail

VAUGHAN Home My Profile Log out

3.Wednesday

Supporting Documents
Please review and upload supporting documents for your request

Document ID	Description	Type	File Type	File Name	Date Uploaded	Actions
206577		Driver's License	application/pdf	Personal Contact Diary_Sept202020111	2020-11-11	Download Delete
206578		Proof of Home Ownership (Tarion Agreement)	application/pdf	Festive Closure Form Options for Time Off 2020.pdf	2020-11-11	Download Delete

2 total

[Back to Edit](#) [Continue](#)

© 2020 City of Vaughan. All Rights Reserved. MEDIA CENTRE CONTACT US SITE MAP PRIVACY STATEMENT AND TERMS OF USE SUPPORT ACCESSIBILITY

New Service Request - Step 4 – Request Complete

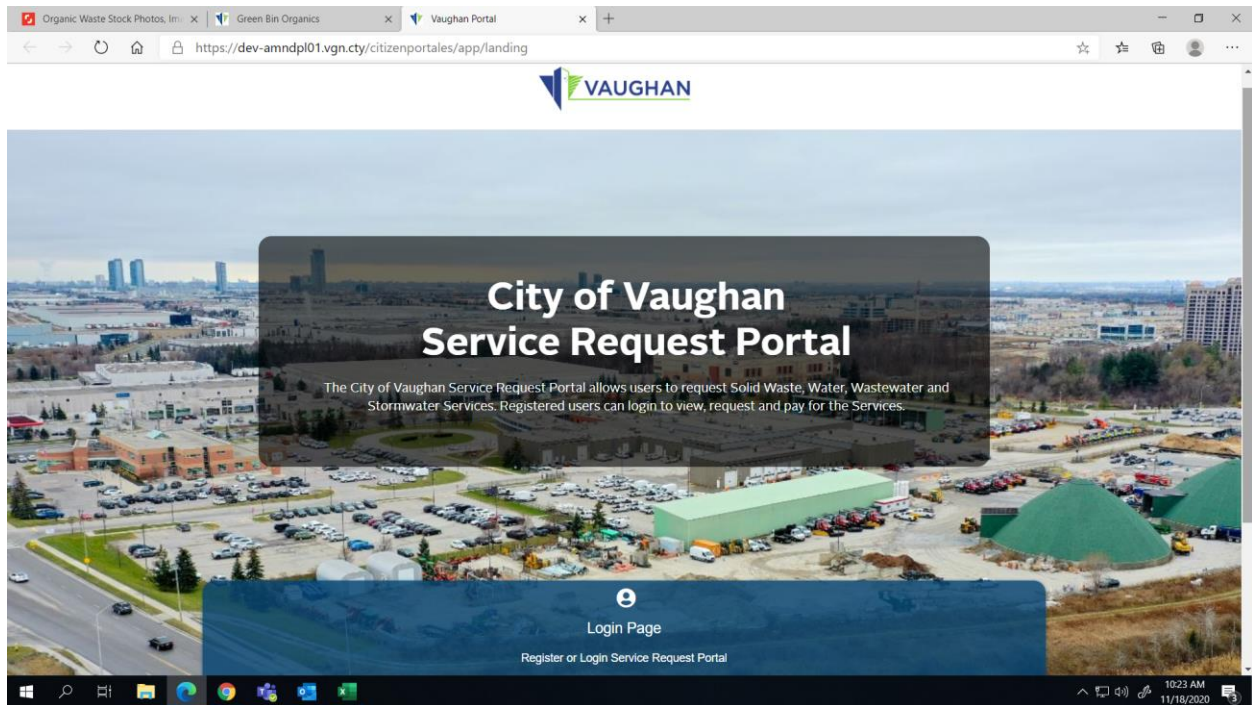
Service Request Details are listed. Once the Solid Waste Department has reviewed the **“Mandatory Supporting Documents”** an email will be sent with a delivery date.

You may **“Go to Home”** for another Service Request or **“Log Out”**.

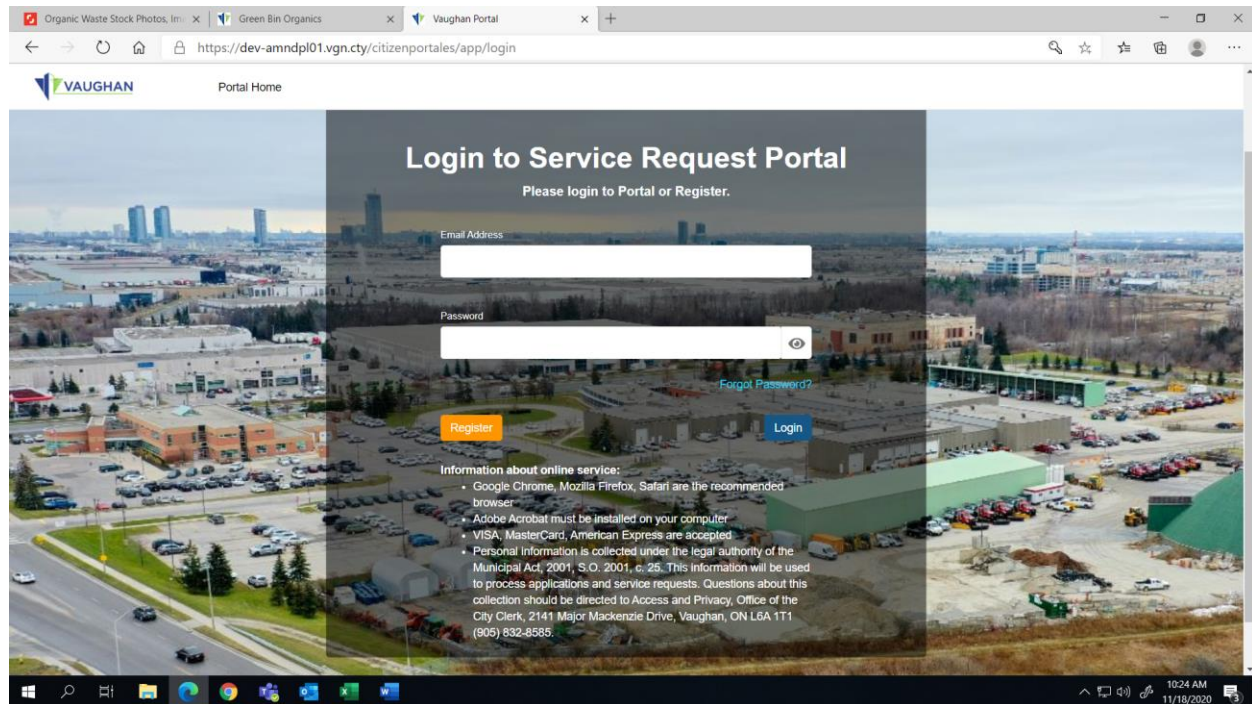
The screenshot displays the Vaughan Portal interface at the 'Request Complete' stage. At the top, the browser address bar shows the URL `dev-amndp101.vgn.cty/citizenportal-es/app/complete`. The Vaughan logo and navigation links for 'Home' and 'My Profile' are visible. A progress bar indicates the completion of four steps: 1. Select Type, 2. Additional Information, 3. Review / Payment, and 4. Complete. The main content area features a 'Thank You' message and a 'Request Details' table. The 'Log out' button in the top right and the 'Go to Home' button in the bottom right are circled in red.

Request Details			
Record ID	490095	Service Type	Recycle Bins / Pre-Paid
Requested Date	2020-11-11	Status	Pre-Application Screening
Schedule Date		Address	2800 Rutherford Rd

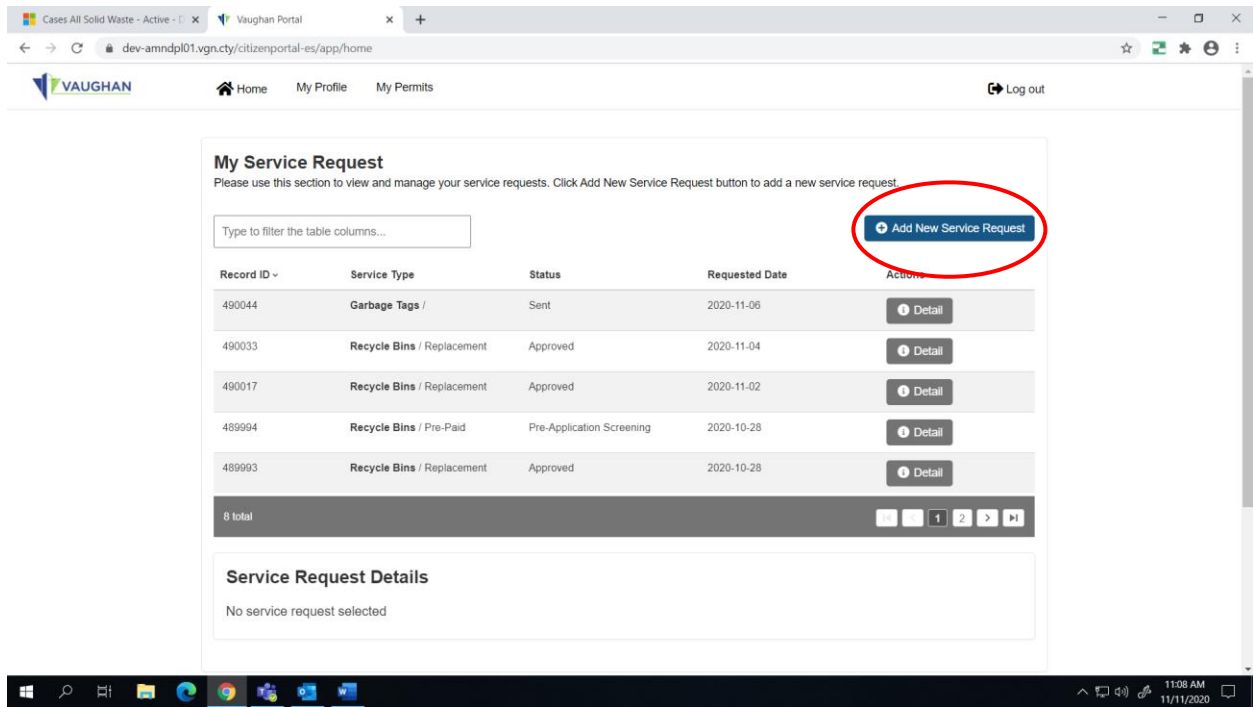
You need to be a registered user to apply and submit an application for Waste Diversion Bins (exchange or new build homeowner). Go to the **City of Vaughan Online Service Request Portal** at <https://dev-amndpl01.vgn.cty/citizenportales/app/landing> and select “Login Page”



NEW SERVICE REQUEST – GARBAGE TAGS



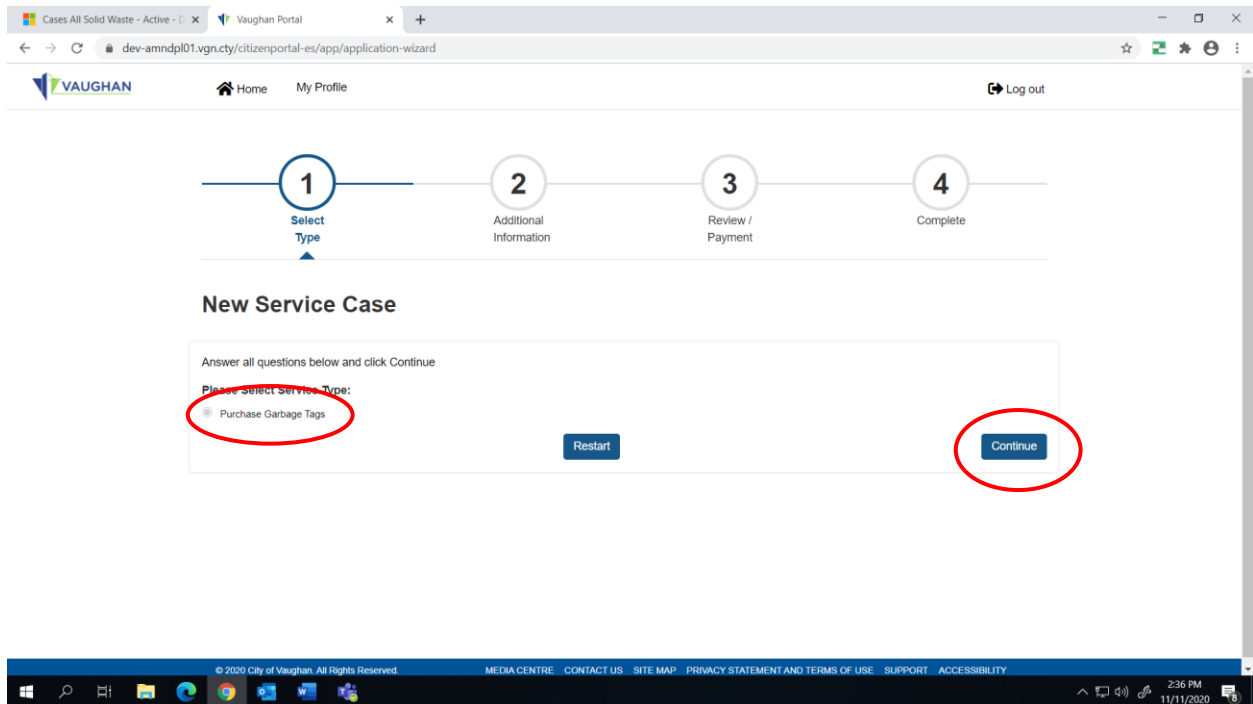
Under “My Service Request” section, select “Add New Service Request”.



New Service Case - Step 1 - Select Type

Select “Service Type – Purchase Garbage Tags”

Then select “Continue”



New Service Case - Step 2 – Application Details

Under “**How Many Sheets**” enter the number of sheets you would like to purchase.

**There are 10 tags per sheet at a cost of \$20 per sheet.*

Next, “**Confirm Mailing Address.**”

Click “**Continue**”

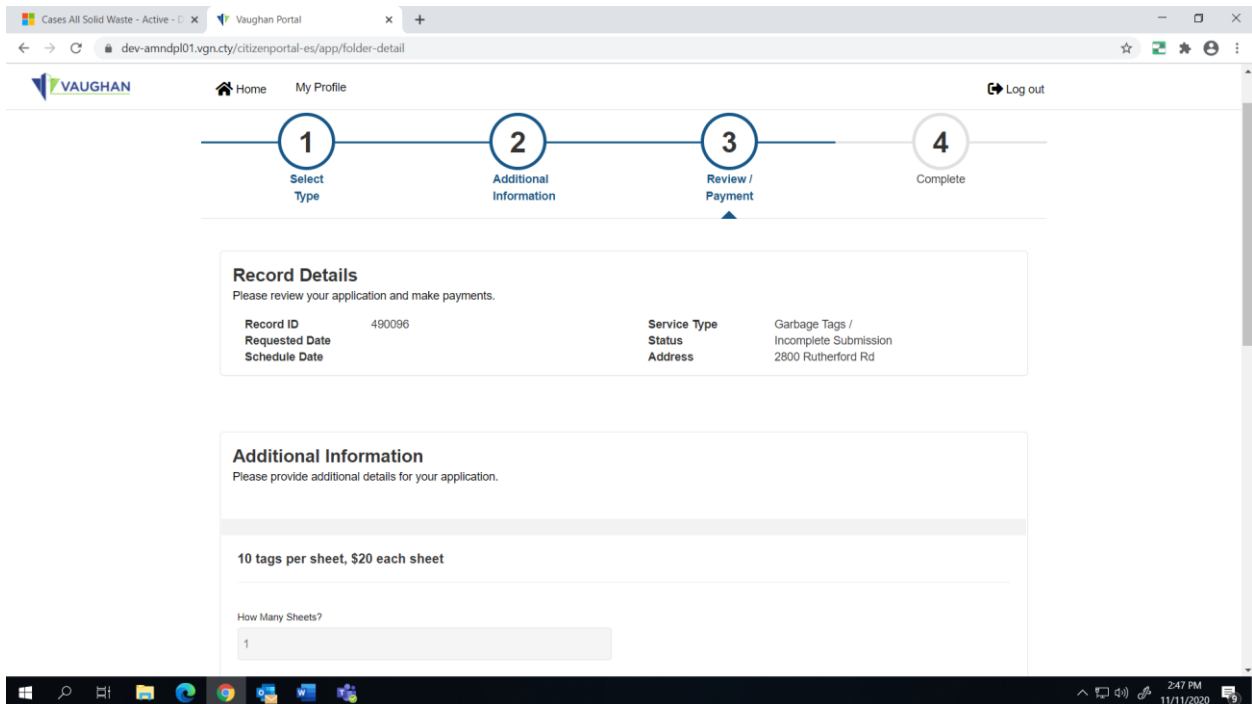
The screenshot shows a web browser window displaying the Vaughan Portal. The page title is "Application Details" and it includes a "Log out" link. The main content area is titled "Application Details" and contains the following elements:

- A heading: "10 tags per sheet, \$20 each sheet"
- A form field labeled "How Many Sheets?" with a red circle around it and a red arrow pointing to it. Below the field is a red error message: "This input field is required."
- A section titled "Please Confirm Mailing Address" with a red circle around it and a red arrow pointing to it. This section contains three form fields:
 - "Name" with the value "Steve Flood"
 - "Address Line 1 (Street Number, Street Name)" with the value "2800 Rutherford Rd"
 - "Address Line 2 (City, Postal Code)" with the value "Vaughan, Ontario L4L0H4"
- A blue "Continue" button at the bottom right, circled in red with a red arrow pointing to it.

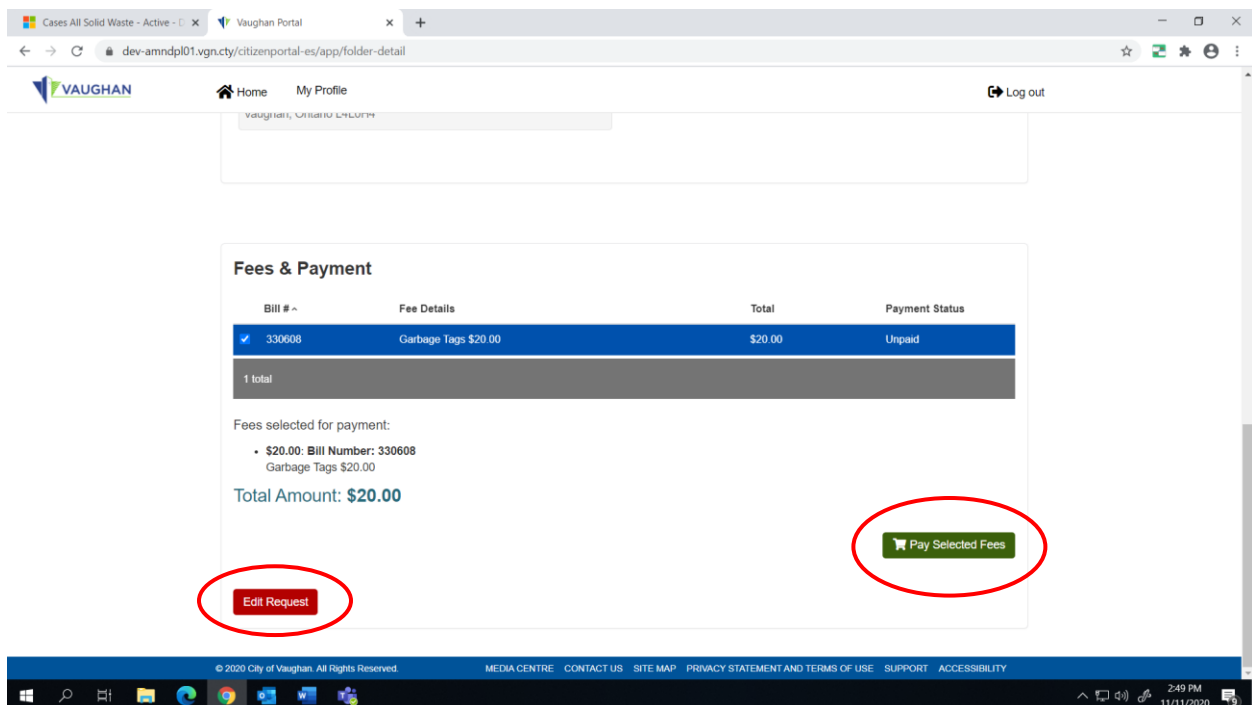
The Windows taskbar at the bottom shows the date and time as 11/11/2020, 2:39 PM.

New Service Case - Step 3 – Review and Payment

Review and confirm the number of sheets requested and the mailing address are correct.



Scroll to the bottom of the same screen to and click the green button “Pay Selected Fees.” Or if the number of Garbage Tag Sheets is incorrect you may click the red button “Edit Request”



If you clicked **“Pay Selected Fees”** a separate window will open where you may pay for the Garbage Tags using **VISA, MASTERCARD or AMERICAN EXPRESS.**

Account CityofVaughanEnvironmentalServic is in test mode
PAYMENT INFORMATION

\$20.00 CAD	330608
-------------	--------

VISA

Name on card

Card number

01 2020 Card cvd

COMMENTS

Submit Payment

Visa, Mastercard and Amex are accepted.
Powered by bambora

You will receive confirmation that the transaction has been completed. Click **“Continue”**

Payment Completed
Approved
You may print this confirmation page for your record. The receipt has been sent to your email.

Fee List:

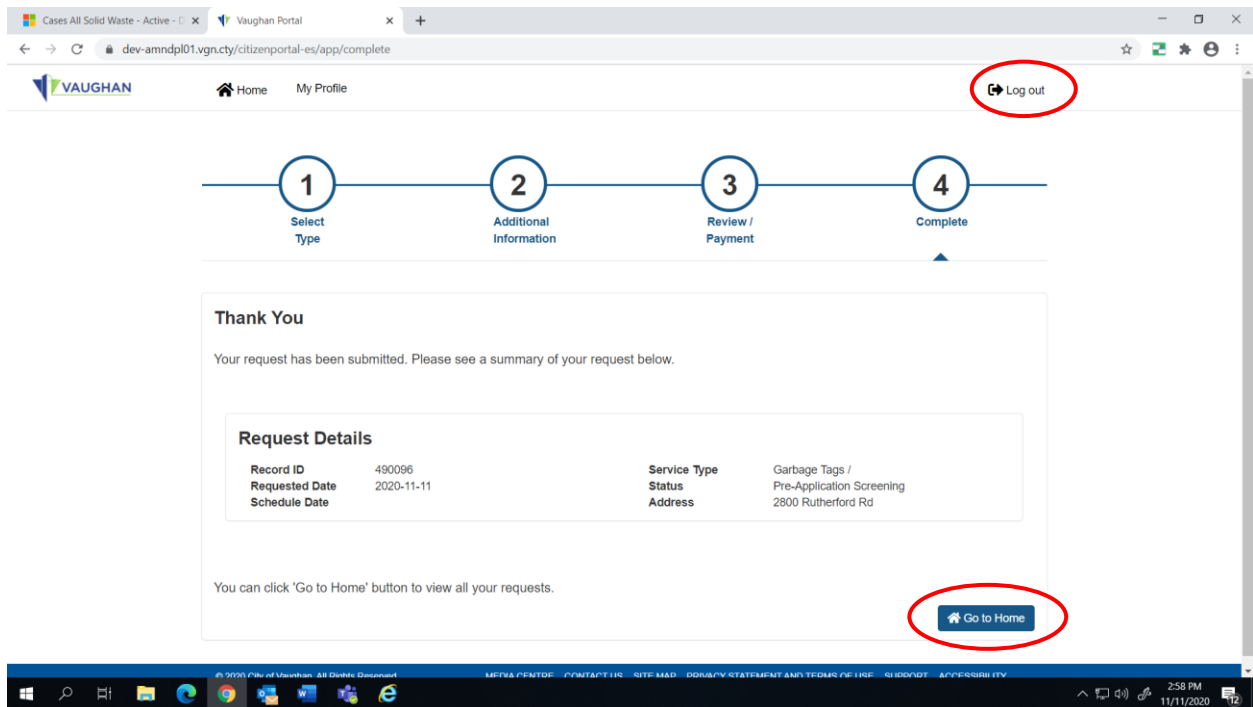
- \$20.00 : Bill Number: 330608
Garbage Tags \$20.00

Total Payment Amount: CA\$20.00

Print Continue

New Service Request - Step 4 – Request Complete

Service Request Details are listed. You may “Go to Home” for another Service Request or “Log Out”.



An email confirmation of your Service Request will be along with the receipt for your Garbage Tag purchase. Example below.

****THIS IS AN AUTOMATED MESSAGE, PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL****

The Online Services Request submitted on 11/11/2020 was **received** by the City.

Your garbage tag order will be mailed out via Canada Post within two business days.

For more information on your waste collection services, visit www.vaughan.ca/waste. Download the RecycleCoach app on Google Play or the Apple App Store for personalized waste schedule reminders and the "what goes where" guide.

Please remember to have your waste items out by 7:00 a.m. on your collection day. Bags/bins and bundles can weight up to 20.5 kilograms (45 pounds).

If you have any issues following delivery, please call Access Vaughan, at 905-832-2281 or email accessvaughan@vaughan.ca.