

Before you start!

Crossfield Connect

ONLINE SERVICE PORTAL



P.O. BOX 500
CROSSFIELD, AB T0M 0S0
(403) 946-5565
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.

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

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- Login
- Register


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

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Login to view more details

Email Address	Email Address
Password	Password

Remember me [Forgot Password](#)




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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

I'm not a robot 

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

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


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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



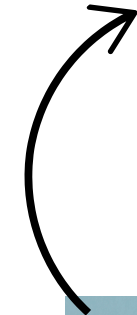
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Registration Submitted

Your enrollment request has been submitted and is awaiting confirmation via an e-mail that has been sent to the Primary account holder for account 0. If you did NOT receive a confirmation e-mail please contact our office

You may return to the main [Dashboard](#).



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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

TC Town of Crossfield <donotreply@crossfieldalberta.com>

To:

An eGov registration request for Tax Roll 0 was requested by Town of Crossfield at laurenc@crossfieldalberta.com. Please choose from following options.

CONFIRM by [Clicking here](#) or DENY Request by [Clicking here](#)

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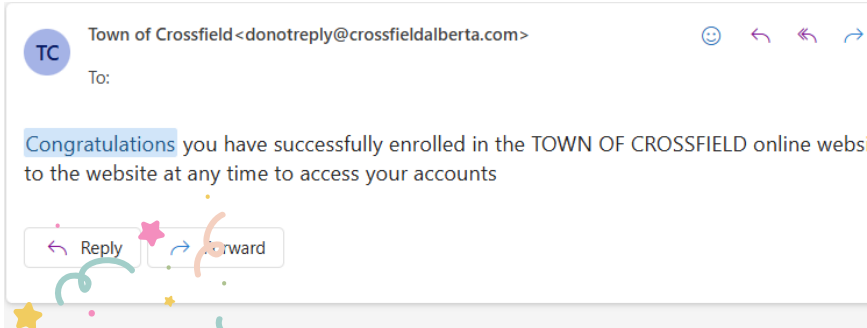
The primary Tax or Utility account holder will then receive an email alerting them that a new registrant wishes to enroll in Crossfield Connect, and which account the registrant used to enroll.

CONFIRM or DENY the request.

How to register

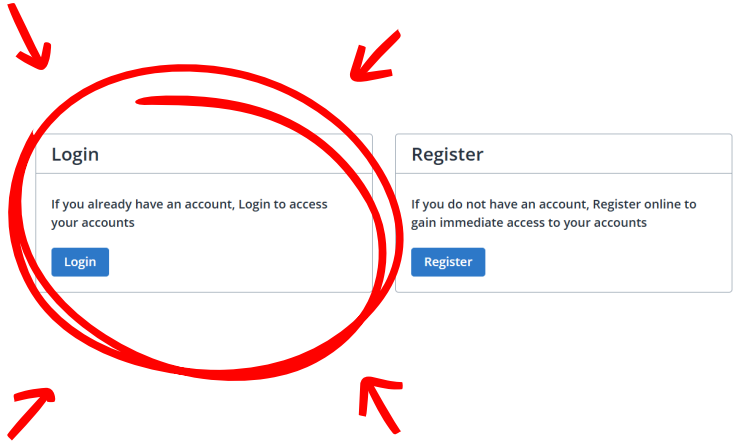
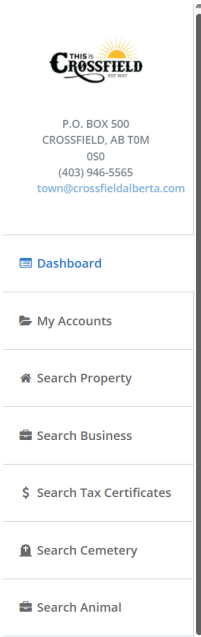


Login



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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Login to view more details


Email Address

Password

Remember me [Forgot Password](#)

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

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

Crossfield Connect

ONLINE SERVICE PORTAL

The screenshot displays the Crossfield Connect online service portal. The main content area is titled "Hello TOWN OF CROSSFIELD" and contains three sections: "My Assessments", "My Accounts", and "Personal Account". Each section has a "View here" button. The "Personal Account" section is highlighted with a blue box and an arrow pointing to its "View here" button. To the right, a "Customer Personal Information" form is shown, with an arrow pointing to the "Change Password" button. The form includes fields for Customer Number, Last Name / Company Name, First Name, Birth Date, Home Phone, Business Phone, Cell Phone, Fax Number, Email Address used for Utility and Tax Bills, and Enrollment / Login Email Address. At the bottom of the form are buttons for "Mailing Address", "Change Password", "Save", and "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](#)

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 Owning

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

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.

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!

