



# Town of Gibbons

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ONLINE USER GUIDE





The “Bridge” is a 24/7 Online Property Owner access to your Information including:

**View and Download Utility & Property Tax Bills**

**Pay Utility Bills Online with Visa or Mastercard!**

**Search General Property Information**

**Search Local Business Directory**

To gain access to your account(s) please register your primary email with us by completing and submitting the information below or email your information to [tpattison@gibbons.ca](mailto:tpattison@gibbons.ca)

please include in the subject line of your email: the Bridge with your name ex: the Bridge – John Doe



First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email address: \_\_\_\_\_

Once your primary email has been updated with the Town of Gibbons you will have access to the “Bridge”

<https://egov.gibbons.ca:10443/EGov/Default.aspx>

# Town of Gibbons – the “Bridge”

The screenshot shows the website interface for the Town of Gibbons. On the left is a navigation menu with the following items: Dashboard, My Accounts, Search Property, Search Business, Search Tax Certificates, Search Animal, Login, Register, Terms of Service, Return & Refund Policy, and eGov Version 1.3.20. An arrow points from the 'Register' menu item to a yellow text box at the bottom. The main content area features a green header bar, a central logo with three stylized figures (brown, blue, green) and the text 'the "Bridge"', and two side-by-side boxes for 'Login' and 'Register'. The 'Login' box contains the text 'If you already have an account, Login to access your accounts' and a 'Login' button. The 'Register' box contains the text 'If you do not have an account, Register online to gain immediate access to your accounts' and a 'Register' button. A green footer bar at the bottom contains the text 'Copyright © 2018'.

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

# Town of Gibbons – the “Bridge”

The screenshot shows the 'Registration Form' interface. At the top, there is a green header bar. Below it is a navigation sidebar on the left with the following items: Dashboard, My Accounts, Search Property, Search Business, Search Tax Certificates, Search Animal, Login, and Register (highlighted in blue). The main content area features a registration form with the following fields and elements:

- Email Address:** Two input fields labeled 'Email Address' and 'Confirm Email Address'.
- Password:** Two input fields labeled 'Password' and 'Confirm Password'.
- Registration Account Type:** A dropdown menu currently set to 'Tax Account'.
- Account #:** An input field labeled 'Account Number'.
- Name On Bill:** An input field labeled 'Name On Bill'.
- Security:** A reCAPTCHA widget with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link.
- Footer:** A 'Submit Registration' button and a copyright notice 'Copyright © 2018' at the bottom of the page.

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

# Town of Gibbons – the “Bridge”



Box 68  
4807 - 50 Avenue  
Gibbons, AB T0A 1N0  
(780) 923-3331

- Dashboard
- My Accounts
- Search Property
- Search Business
- Search Tax Certificates
- Search Animal
- Login
- Register

Terms of Service  
Return & Refund Policy  
eGov Version 1.3.20



### Registration Form

Email Address	Email Address	Confirm Email	Confirm Email Address
Password	Password	Confirm Password	Confirm Password
Registration Account Type		Utility Account	
Account #	Account Number	Name On Bill	Name On Bill

I'm not a robot

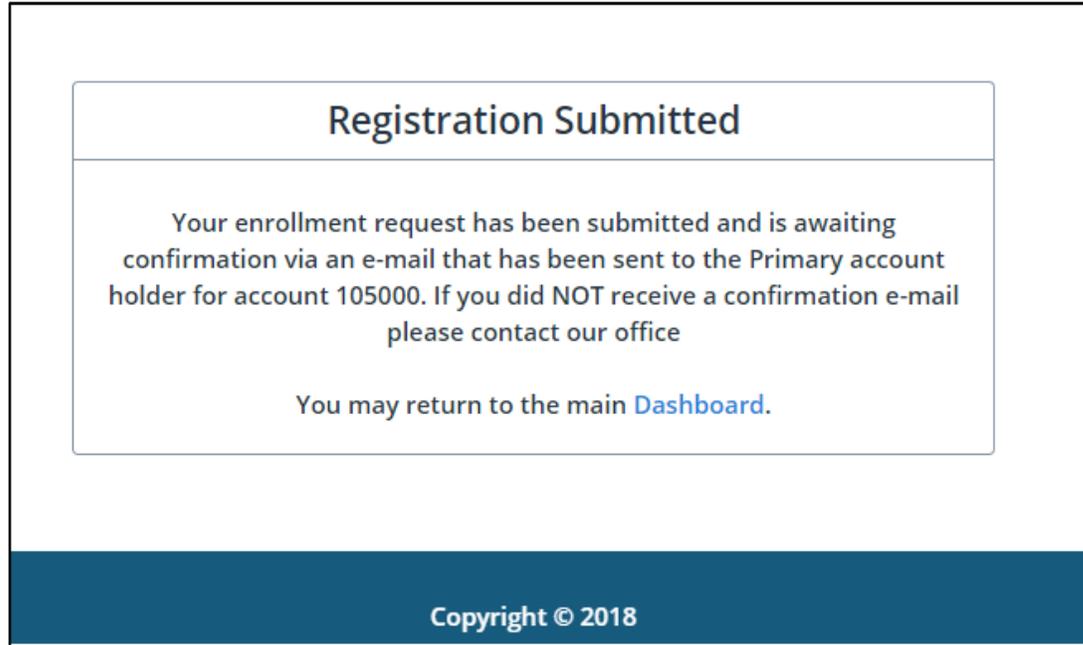
reCAPTCHA  
Privacy - Terms

By registering, you accept the Terms of Service

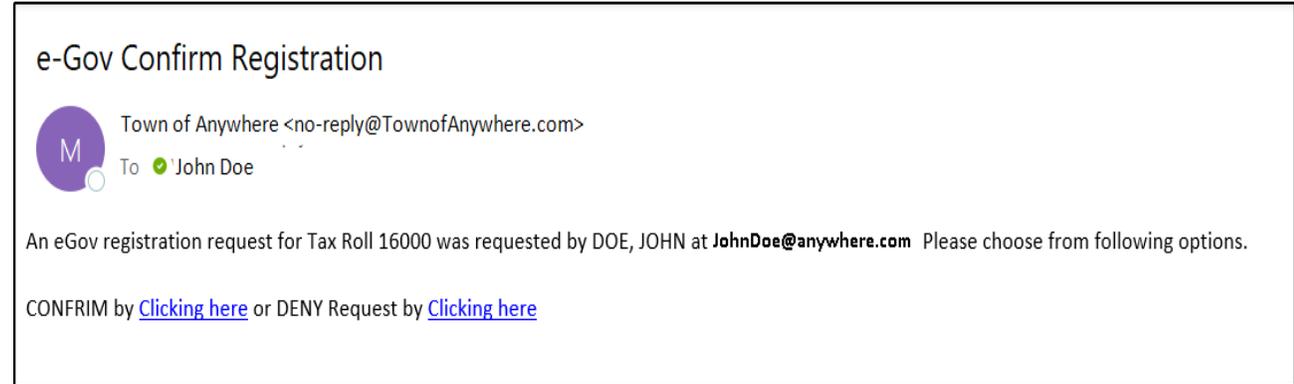
Submit Registration

Fill in the Registration Form - Here we are using the **UTILITY ACCOUNT**  
**Note:** You must enter the NAME on the BILL 'exactly' how you see it on the bill

# Town of Gibbons – the “Bridge”



Once you have completed all of the registration field and submitted the registration for approval, you will be presented with the following confirmation screen. \*\*NOTE that you will not be able to log into the “bridge” until your registration has been confirmed and activated.



The Primary Tax or Utility account holder will then receive an email alerting them that a customer wishes to enroll for the “bridge”, and detail which account the registrant customer used for the auto-enrollment process, along registrant customer’s name. You can either chose to **confirm** or **deny** the registration.

# Town of Gibbons – the “Bridge”

## Customer Log-In

### Login to view more details

Email Address	JohnDoe@anywhere.com
Password	.....

Remember me [Forgot Password](#)

**Login**

Once you have been registered and enrolled successfully for the “Bridge”, you can access your account by using the log-in screen as shown above.

### 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 log in for the first time, or when the Town of Gibbons has changed/updated either the Terms of Service or Refund Policies, or you have changed your password - you will be forced to accept that you have acknowledged these documents before continuing with the log-in process.

# Town of Gibbons – the “Bridge”

## Customer Log-In ‘Change Password’

The screenshot displays the eGov interface for the Town of Gibbons. On the left is a navigation sidebar with the following items: Dashboard, My Accounts, Search Property, Search Business, Search Tax Certificates, Search Animal, and Logout. Below the sidebar are links for Terms of Service, Return & Refund Policy, and eGov Version 1.3.18. The main content area features a header with the site name 'Town Of Anywhere - Egov Site', version '1.3.18', and a personalized greeting 'Hello JOHN DOE'. Three main service tiles are visible: 'My Assessments' (with a 'View here' button), 'My Accounts' (with a 'View here' button), and 'Personal Account' (with a 'View here' button). A black arrow points from the bottom center towards the 'View here' button in the 'Personal Account' section. The footer contains the text 'Copyright © 2018'.

After a “Temporary Password” has been emailed to you either through **Reset Password** or a **Forgot my Password** process, or when you decided to change your current password, they would use **Change Password** function under **Personal Account** section.

# Town of Gibbons – the “Bridge”

## Customer Log-In ‘Change Password

Customer Personal Information

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

Enrollment / Login Email Address

**\*\*Note** – It is strongly recommended that after a **Reset Password** or a **Forget my Password** process has occurred that you change the *temporary password*

Change Password

\*

\*

\*

Click **Change Password** and enter your current password or temporary password into the **old password field**.

**\*\*Note** – if a temporary password was emailed to you, we recommend that you copy and paste it directly into the old password field, rather than trying to type it in.

Enter new password and verify new password field and click submit. The new password can be alphabetic, numeric, or a combination of each in either upper or lowercase characters.

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Terms of Service  
Return & Refund Policy  
eGov Version 1.3.20



the "Bridge"

## 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

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You DO NOT need to register or login for information in Property, Business or Animal Search. Click on the SEARCH field you are inquiring about

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the "Bridge"

## Login

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

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## Register

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Register

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Looking for information on a property click on  
**'PROPERTY SEARCH'**

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## Search Property

Roll/Folio #	Street/Address	Plan, Block, Lot	Legal Rural	Rural Address
From Roll #	<input type="text" value="From Roll / Folio"/>			
To Roll #	<input type="text" value="To Roll / Folio"/>			
<input type="button" value="Search"/>				

If you know the ROLL #, enter it here and click 'Search'

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## Search Property

Roll/Folio #	Street/Address	Plan, Block, Lot	Legal Rural	Rural Address
	Street	Select Street		
	House	Select House		
	Suite	Select Suite		

**Search**

Property Search - If you do not know the Roll #, you can search by ADDRESS or by the next 3 tabs

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the "Bridge"

## 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

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If you have found a LOST Cat or Dog, you may be able to contact the owner with:

**'ANIMAL SEARCH'**

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## Search Animals

Tag #

Tag #

Sort Result By  ▼

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Enter the TAG NUMBER found on the animal. You must enter the current year's last two digits (21)  
Cat - **21**1567... Dog - **21**1456...

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Tag #

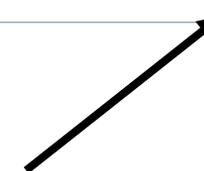
Tag #	1814560106
Sort Result By	Tag Number

Search

Showing 1 result found by Tag Number

Current Tag	Breed	Color	Markings	Animal Name	Owner Contact	Owner Phone
1814560106	AKITA		PINTO	Bubba	N/A	Contact Municipality

Go Back



**Contact Municipality** in the result field would mean the owner has not agreed to publish their first name and phone number. You must contact the Town of Gibbons @ 780-923-3331



# Town of Gibbons

## TROUBLESHOOTING

- If you do not receive an email asking you for authorization, you may be looking in the wrong email account?
- You may have previously authorized the Town of Gibbons with a different email address for your account and that is where the email is going. This is to protect your information.
- Depending on your device or email setup, it is possible that the email sent has been blocked or sent to your "junk" email folder.
- Check all email accounts and if you still have not received the confirmation email, please contact the Town Office.

Thank you for using the Town of Gibbons on-line account service  
the "Bridge"

If you have questions or concerns, please contact us by:

Phone: 780-923-3331

Email: [tpattison@gibbons.ca](mailto:tpattison@gibbons.ca)