



SWIFTCONNECT

SwiftConnect Frequently Asked Questions

GENERAL INFORMATION

What is SwiftConnect?

SwiftConnect is an online portal that allows citizens the ability to access a Community Services online account and City Utilities & Property Tax account with one single login.

I already have an online account with Community Services, now what do I do?

Sign up for an account with SwiftConnect using the same email. It will recognize your email and link your information. You only have to do this the first time you login. If you run into any issues, contact Community Services at 306-778-2787 or communityservices@swiftcurrent.ca.

How do I change my email address?

Please contact Community Services at 306-778-2787 and the staff will be happy to assist you.

Do I have to be a Swift Current resident to have a SwiftConnect account?

No, you do not. Anyone can have a SwiftConnect account.

Do I have to link a Utilities & Property Tax Account in order to have a SwiftConnect account?

No, you do not. However, in order to access the Community Services Online Portal, you must create a SwiftConnect account. You can choose to only use SwiftConnect to access Community Services.

What contact information should I use when creating my account?

- **Email Address:** Select the email address that you use most often.
- **Phone Number:** The phone number you'd like to be contacted at during business hours.
- **Address:** Address you wish to have items mailed to. This does not have to match your utility and property tax address.

If I have a credit on my Community Services account, can I transfer that to my Utilities & Property Taxes account to pay bills owing, or vice versa?

No. The two portals are independent of each other and financials cannot be transferred from one to the other.

Are online credit card payments PCI compliant?

Yes, our payment gateways are safe, secure and PCI compliant.

COMMUNITY SERVICES ONLINE PORTAL

I created an account, but cannot find my past family history (program registrations/facility bookings)...

If you did not previously use an online account with Community Services or you created your SwiftConnect account using an email that is different than your Community Services account, your existing Community Services account will not have linked. Please contact Community Services at 306-778-2787 or communityservices@swiftcurrent.ca and the staff will be happy to assist you.

Can I download my Community Services schedule into my Outlook Calendar?

No, the calendar you see on your Community Services account cannot be downloaded to your personal calendar.

Can I add family members to my Community Services account?

Yes. When logged into the Community Services Online Portal, at the top of the page you will see "Add Family Member". Click this button and fill in the form. Repeat this step to continue adding family members to the account.

Can I save my credit card on my account?

Yes, you can save your credit card on your account. This can be done during the payment processes by selecting "Remember my Card", or in the Finance section of your account. The saved credit card information is masked and secured.

If I unsubscribe from Community Services marketing emails, will that opt me out of Paperless Billing or stop my bill notifications?

No. Unsubscribing from emails will only stop the Community Services marketing emails.

UTILITIES & PROPERTY TAXES ONLINE PORTAL

What do I do if I lose my PIN?

No problem! To receive your PIN, please visit City Hall Monday – Friday, 7:45am- 4:30pm, excluding statutory holidays, and we'll be happy to assist you. Please remember to bring a piece of government issued identification with you. If you are unable to visit City Hall in person, please call Finance Customer Service at 306-778-2731.

My household received two PIN letters – one in each person's name...

If your household received two PIN letters, this means one person is the primary account holder for utilities and the other is the primary account holder for taxes. When you sign into the portal, you will see your accounts and the accounts you are on as a secondary holder.

Secondary Tax Account Holders:

You will receive a PIN letter to sign into the portal so you can view the accounts you are listed on. If you do not see your Utility account, the primary on the account will have to fill out a Secondary Account Holder Form and authorize you as a secondary account holder. Visit City Hall to complete this form.

What if I am the primary account holder for taxes, but not on the utility account?

You will see the tax account on the portal only. To be added to the utility account, the primary tax account holder will have to fill out and sign an authorization form at City hall.

Can I pay my City bills online?

Yes! Once you are in your Utilities & Property Tax account, click the green “Pay Now” button to make payments.

What if I own multiple properties? Do I need a separate login for each?

No. All properties that you own will show up on your account with a single login.

Can I connect/disconnect utilities via my online account?

No, this must be completed in person at City Hall. Please visit us during office hours and we would be happy to assist you. City Hall is open Monday – Friday, 7:45am – 4:30pm, excluding statutory holidays.

Can I still receive a paper bill if I link my Utilities & Property Tax account on the portal?

No. Once your Utility & Property Tax account has been linked, you will receive an email notification and bills can be viewed on the portal. Paper bills will no longer be mailed out.

Where do I find my annual property tax amount if I am a PAP customer?

When you are a Property Tax PAP (Pre-authorized Payment) customer, if you visit **My Bills** on your portal account you will see a bill amount that shows your current monthly PAP amount. In the **View Bill** column there will be a blue symbol that says PDF next to the monthly PAP amount. Clicking on the blue symbol that says PDF will take you to your annual tax levy invoice showing you the annual levy amount.

Where do I find my billing date?

When logged into your Utility & Property Tax account, go to the **Overview Tab**. Your Monthly Billing Day can be found under the Service Address heading.

What methods of payment are accepted for online utility and property tax payments?

Payments can be made by Visa, MasterCard, Visa Debit and Mastercard Debit

Can I choose the amount I am paying?

Yes. When processing your payment, you can determine how much you would like to pay towards your bill.

After making a payment on my Utility & Property Tax account, how long does it take to apply the payment to the balance owing?

Payments will be applied immediately to the selected account.

How do I know when my bill is ready to view?

You will receive an email notification when your bill is ready to be viewed online. If you did not receive this, be sure to check your Junk Mail and Spam folders.

Can I receive my billing notification through text message?

No, at this time paperless billing notifications will only be provided via email.

Is there an additional fee for paying my utility or property tax bill online?

No, you do not pay any additional fees.

Can I save my credit card on my account?

No, you cannot. The card must be entered each time you wish to make a payment.

If I sign up for SwiftConnect, do I have to make my payments online?

You can continue making payments the same way you always have, in a method that works best for you. The payment method used will show up on the portal in the Payment History section.

