



Before you begin, you will need to have the most recent utility bill for your account number and access code information.

**\*\*NOTE: e-Billing is not available for tenant accounts.\*\***

**Step 1:** Open your browser and go to [www.MyHanna.ca](http://www.MyHanna.ca). If you are a first time user select “Click Here To Register”

First Time User: [CLICK HERE TO REGISTER](#)

Already Registered: [CLICK HERE TO LOGIN](#)

**Step 2** You will be taken to a screen that looks like the following.

The screenshot shows a registration form titled "Registration Information". It contains three input fields: "Email Address:" with a help icon and the note "(Email Address must be ACTIVE)", "Password:" with a help icon and the note "(Password must be 8-16 characters long)", and "Reenter-Password:" with a help icon. Below the fields is a blue "Register" button.

Input your email address and choose a password. Your password must be between 8 and 16 characters long. Click Register.

You will be taken to a confirmation page, asking you to check your email for a confirmation message.

The screenshot shows a confirmation page titled "Registration Information". The text on the page reads: "Thanks for registering with Hanna. To activate your account, check your email for a confirmation message from Town of Hanna."

**Step 3** Open your email program. You will see a message from the Town of Hanna that looks similar to the following:

[Click here to confirm your email](#)

Click on the message in the email to activate your account. This link will take you back to [www.MyHanna.ca](http://www.MyHanna.ca)

**Step 4:** Now that your account is activated, you will be able to login and add your utility bill.

Your account has been activated. Please login to start.

Email Address:

Password:

Login

Input the email address and password you registered with in Step 2 and Login.

**Step 5:** The next step is to complete your personal profile. Input your personal contact information and click Save Profile.

**Profile details ( Required fields)**

First name:	<input type="text"/>	*
Last name:	<input type="text"/>	*
Address 1:	<input type="text"/>	*
Address 2:	<input type="text"/>	
City:	Hanna	*
Province:	Alberta	
Postal code:	<input type="text"/>	(example: T0J1P0)*
Cell Phone Number:	<input type="text"/>	

Save Profile

**Step 6** Select the button on the left side of the screen that says Add Accounts. You will be taken to a screen that looks like the following:

**Add Accounts**

Type of Account:	Utility Billing
Account Number/ Roll Number:	<input type="text"/>
Access code:	<input type="text"/>

Add Accounts

Make sure that utility billing is in the drop down box beside Type of Account. You will need to input your account number and Access code, exactly as they are on your utility bill. Be sure to include any leading zeros.

**Step 7:** Once you've added the account, you can either add additional accounts or you can go back to the menu on the left and select to View Bills.

- You will receive an email notification when your bill is available