

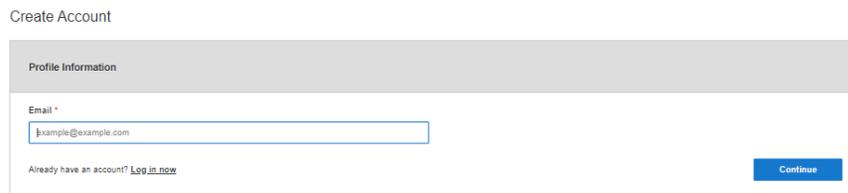
How to create your CityServe Account

1. Log into <https://cityserve.cnv.org>
2. In the welcome window below, click  Log into <https://cityserve.cnv.org>



The screenshot shows the CityServe online service centre homepage. At the top, there is a navigation bar with a 'Login' link. Below this is a large banner with the 'city serve' logo and the text 'ONLINE SERVICE CENTRE CITY OF NORTH VANCOUVER'. The banner includes several circular icons representing different services. Below the banner, a welcome message reads: 'Welcome to CityServe, your online service centre for the City of North Vancouver. Please [create an account](#) or login below to proceed.' A blue button labeled 'Create an account' is highlighted with a red arrow pointing to it. Below this is a 'Login' section with input fields for 'Email Address' and 'Password', a 'Remember Me' checkbox, and a 'Forgot Password?' link. A blue 'LOG IN' button is positioned below the login fields. At the bottom of the page, there is a footer with the City of North Vancouver logo, 'Privacy', and 'Terms of Use' links.

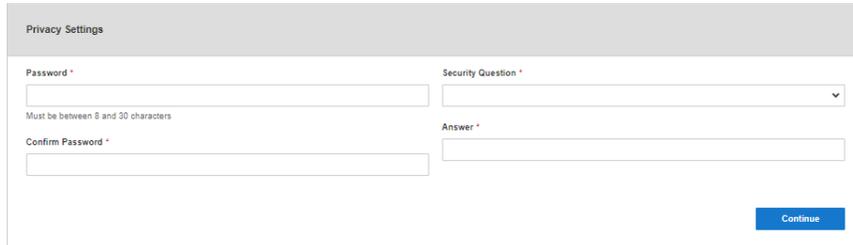
3. In the Profile Information window, enter your email address then click 



The screenshot shows the 'Create Account' process. The title is 'Create Account'. Below it is a 'Profile Information' section with an 'Email' input field containing the text 'j@example.com'. Below the input field, there is a link that says 'Already have an account? [Log in now](#)'. A blue 'Continue' button is located at the bottom right of the form.

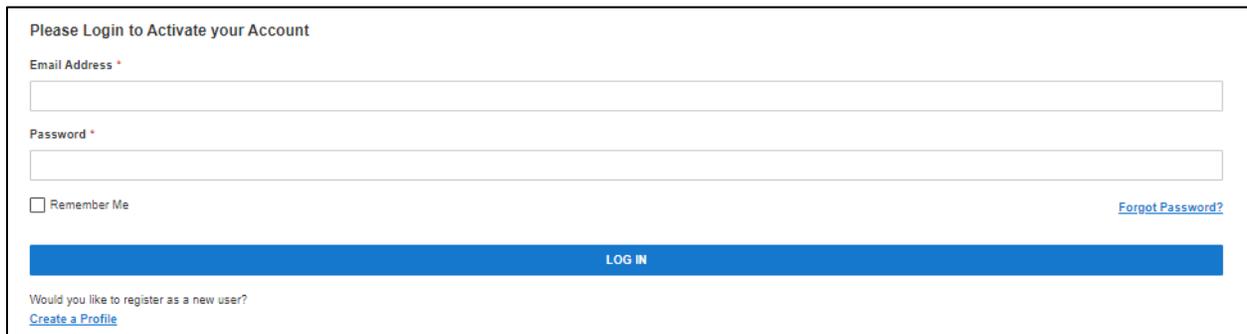
4. Enter your name and address details and phone number then click 

- Under Privacy Settings, enter a password (between 8 and 30 characters) and confirm the password. Also select a Security Question and provide the Answer. This will allow you to reset your password should you forget it in the future. Then click [Continue](#)



The screenshot shows a form titled "Privacy Settings". It contains four input fields: "Password *", "Security Question *", "Confirm Password *", and "Answer *". The "Password *" field has a note below it: "Must be between 8 and 30 characters". The "Security Question *" field is a dropdown menu. A blue "Continue" button is located at the bottom right of the form.

- Read, then accept the Terms of Use then click [Create Account](#)
- An email will be sent to the email address you used in step 3. Open the email and click on the [Activate](#) button. CityServe will open automatically.
- Log in using the email and password you used to create your account:



The screenshot shows a login form titled "Please Login to Activate your Account". It contains two input fields: "Email Address *" and "Password *". Below the "Email Address *" field is a checkbox labeled "Remember Me". To the right of the "Remember Me" checkbox is a link labeled "Forgot Password?". A blue "LOG IN" button is located at the bottom of the form. Below the "LOG IN" button is a link labeled "Would you like to register as a new user? Create a Profile".

Explore CityServe!

We will be adding additional functionality soon.