Town of Gibbons

ONLINE USER GUIDE

the "Bridge"

Gibbons
ROOTED IN FAMILY

the "Bridge"

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

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

Gibbons
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First Name: _____

Last Name: _____

Physical Address: _____

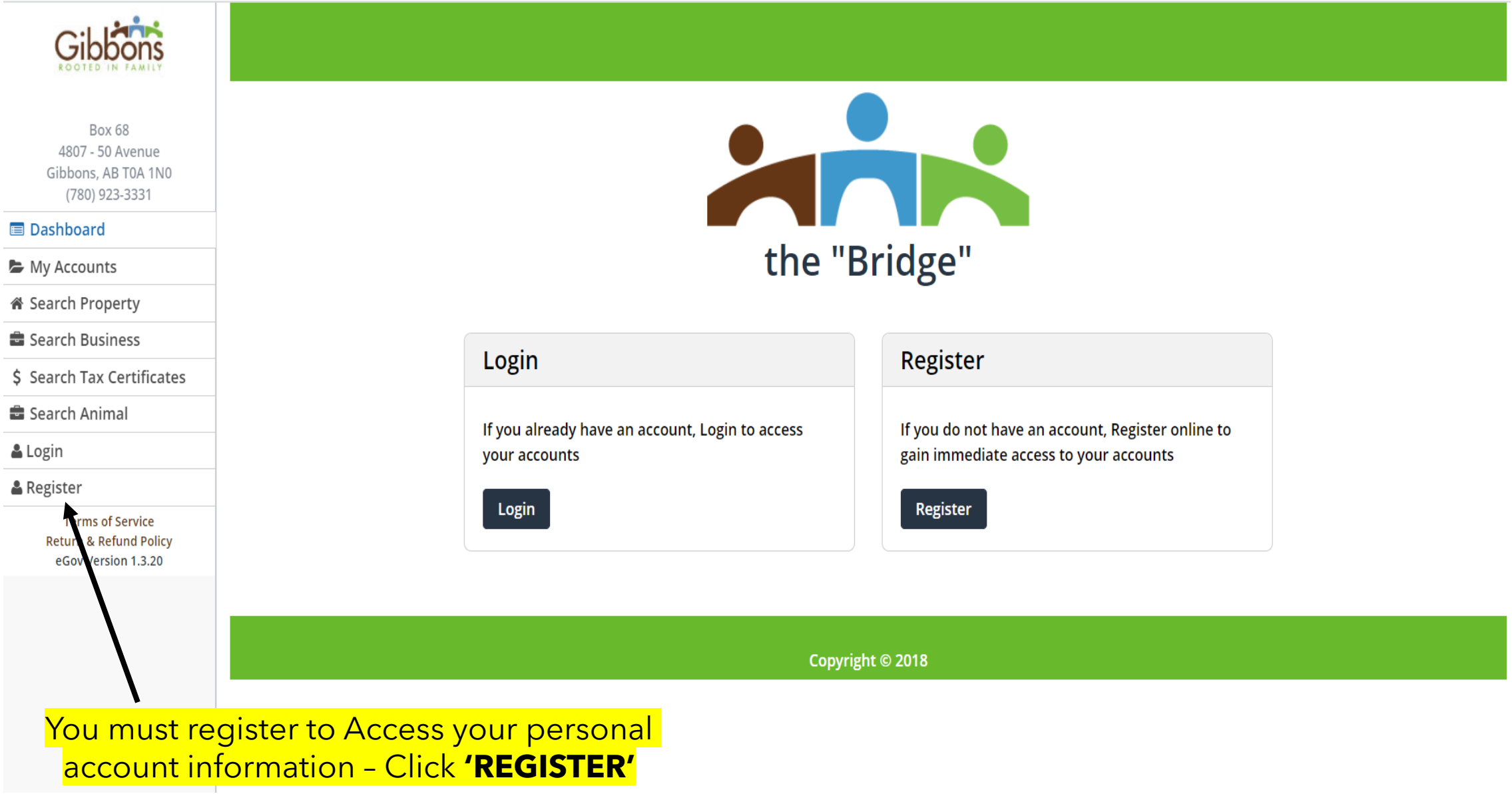
Phone Number: _____

Email address: _____

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

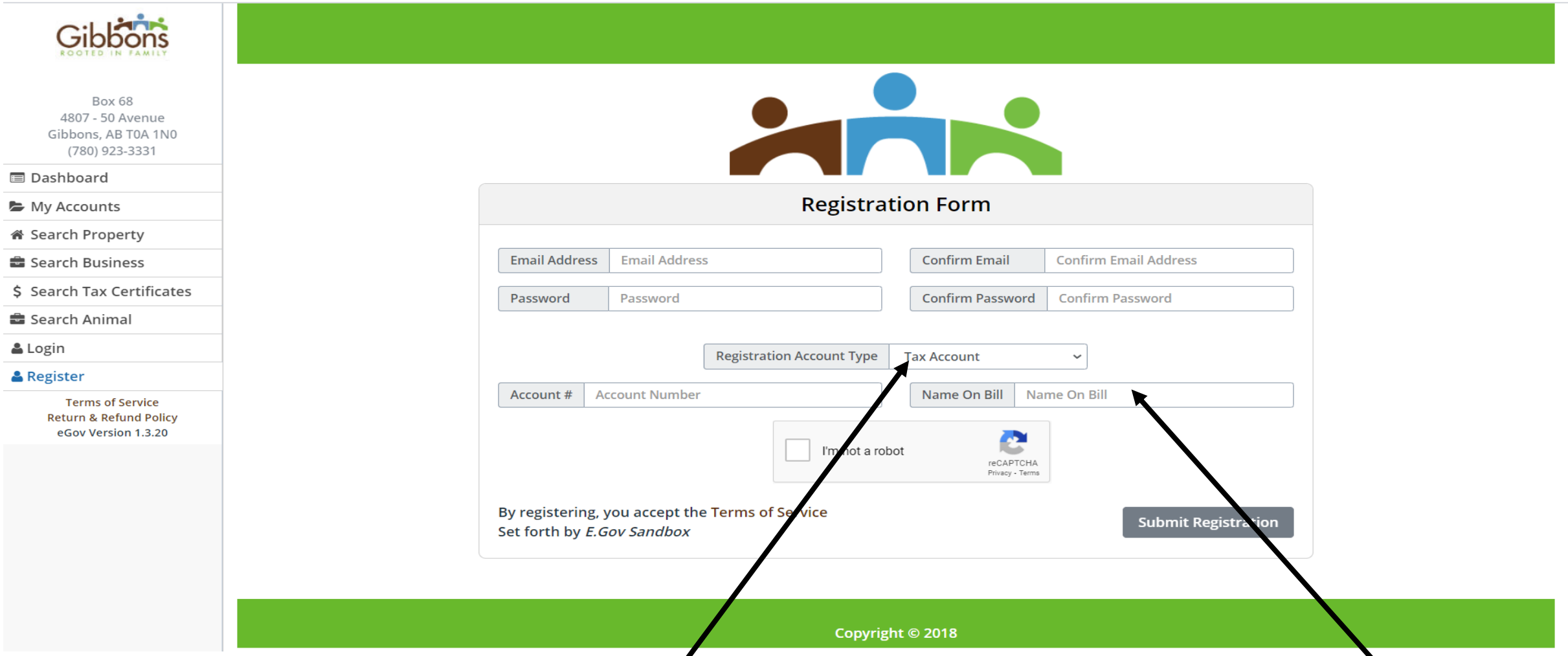
https://egov.gibbons.ca:10443/EGov/Default.aspx

Town of Gibbons – the “Bridge”



You must register to Access your personal account information – Click **‘REGISTER’**

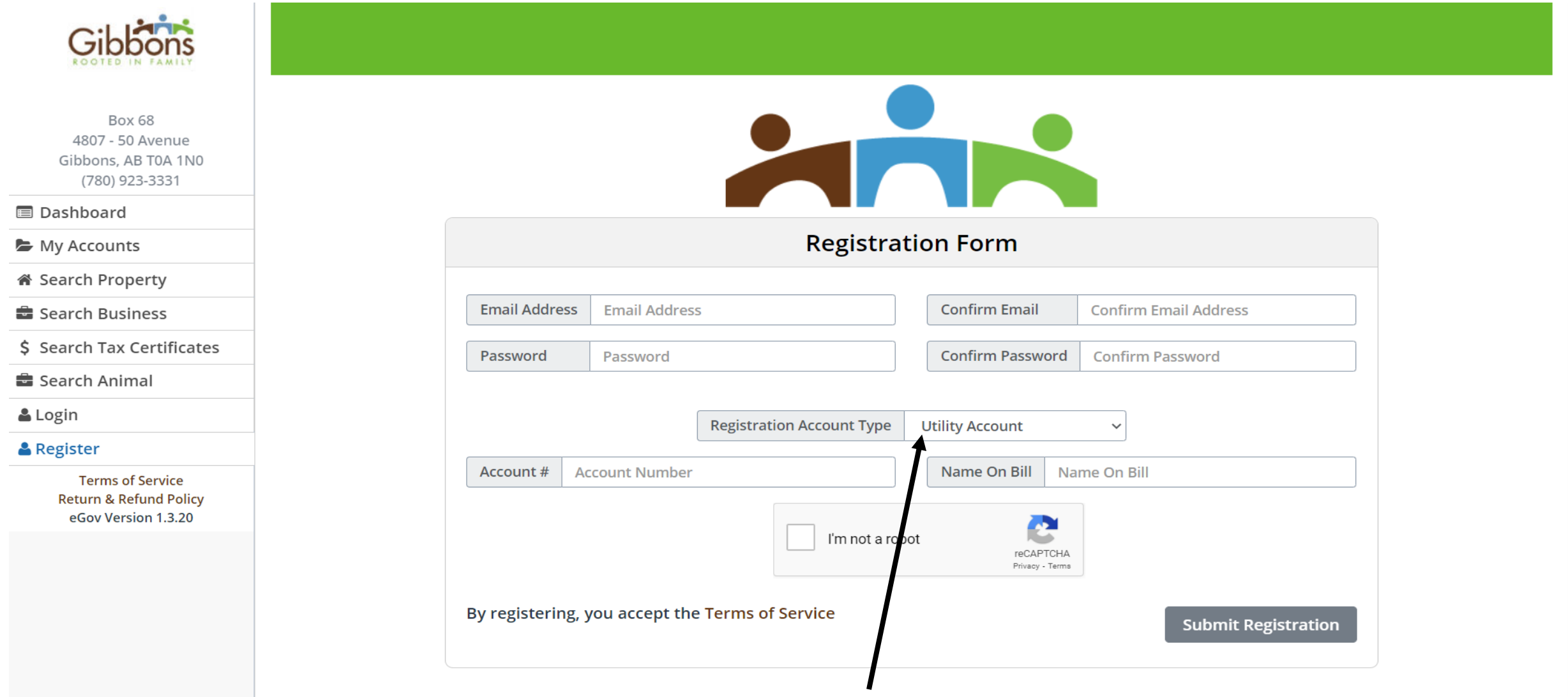
Town of Gibbons – the “Bridge”



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

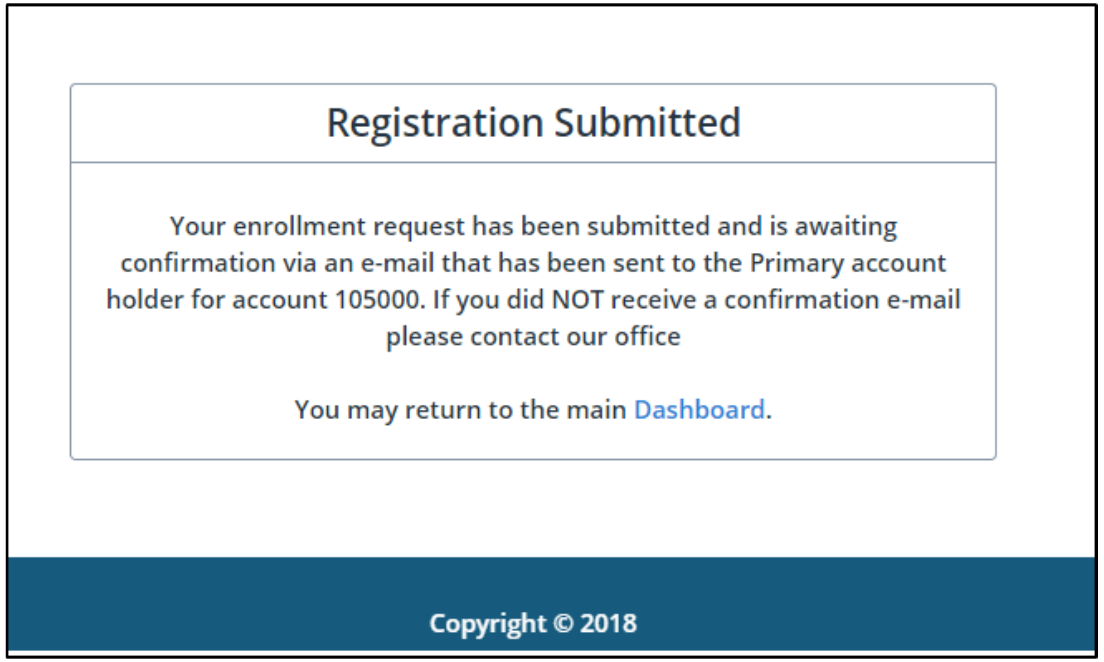
Town of Gibbons – the “Bridge”



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”

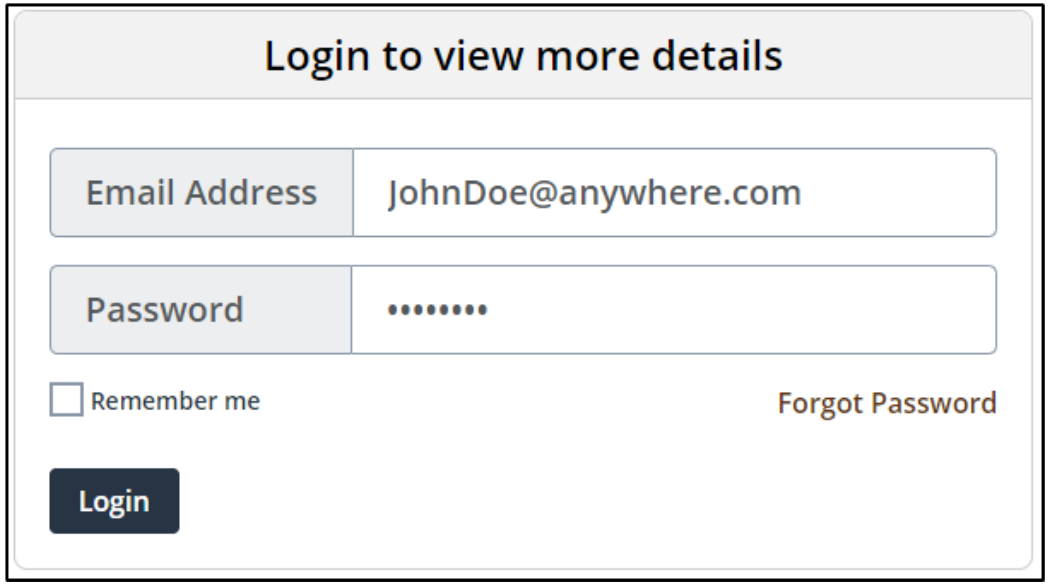


Once you have completed all of the registration field and submitted the registration for approval, you will be presented with the following confirmation screen. **NOTE that you will not be able to log into the “bridge” until your registration has been confirmed and activated.

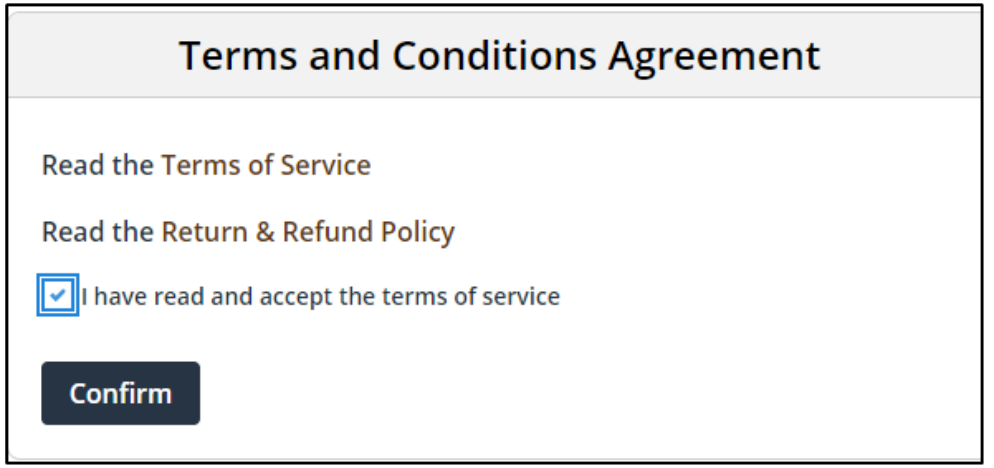
The Primary Tax or Utility account holder will then receive an email alerting them that a customer wishes to enroll for the “bridge”, and detail which account the registrant customer used for the auto-enrollment process, along registrant customer’s name. You can either chose to **confirm** or **deny**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

Town of Gibbons – the “Bridge”

Costumer Log-In



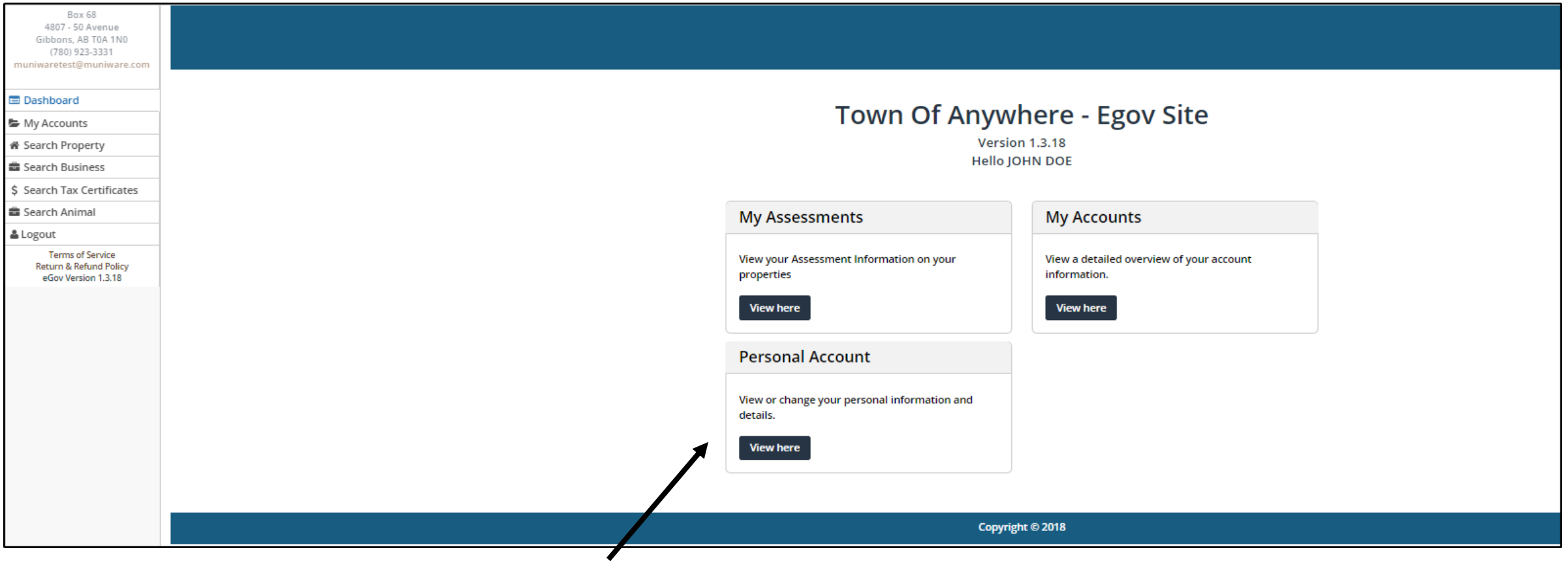
Once you have been registered and enrolled successfully for the “Bridge”, you can access your account by using the log-in screen as shown above.



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 acknowledge these documents before continuing with the log-in process.

Town of Gibbons – the “Bridge”

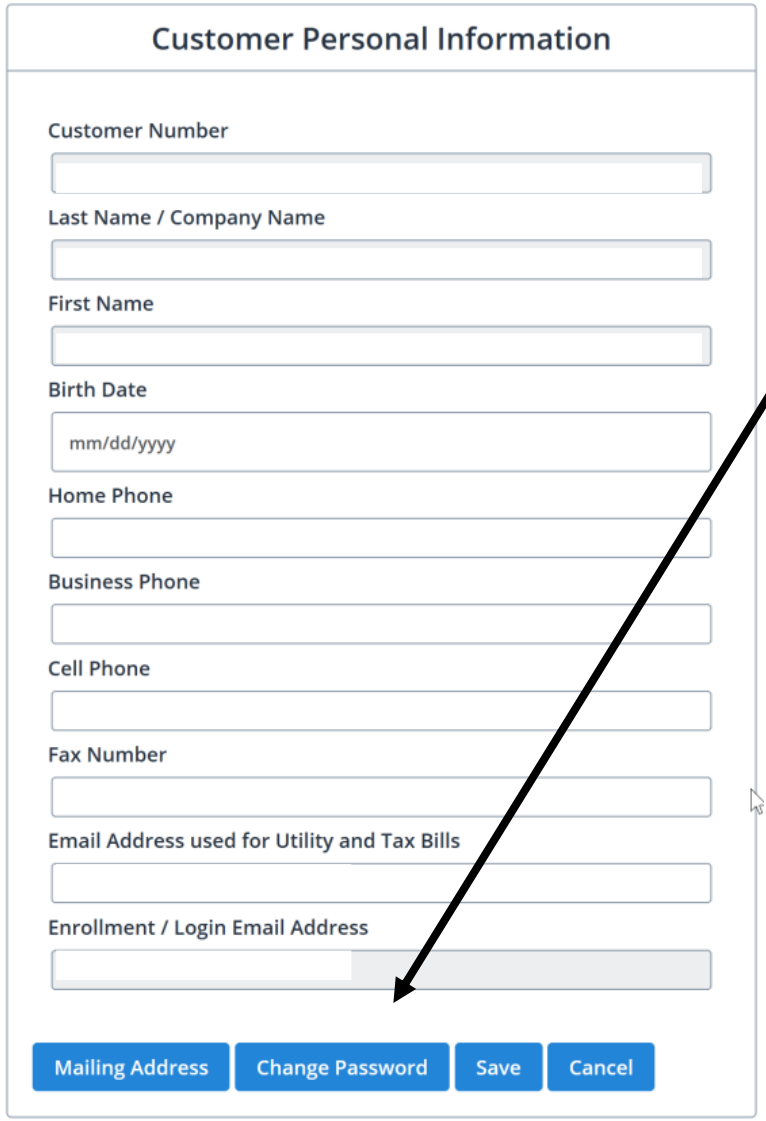
Costumer Log-In ‘Change Password’



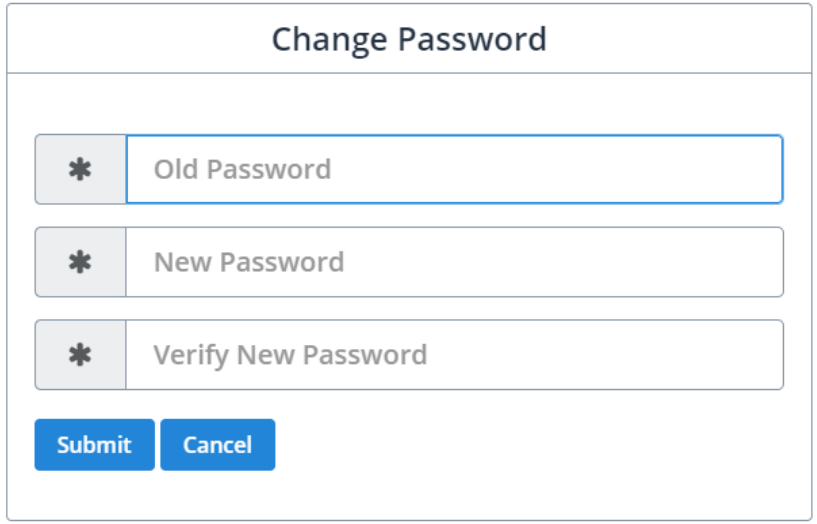
After a “Temporary Password” has been emailed to you either through **Reset Password** or a **Forgot my Password** process, or when you decided to change your current password, they would use **Change Password** function under **Personal Account** section.

Town of Gibbons – the “Bridge”

Costumer Log-In ‘Change Password



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

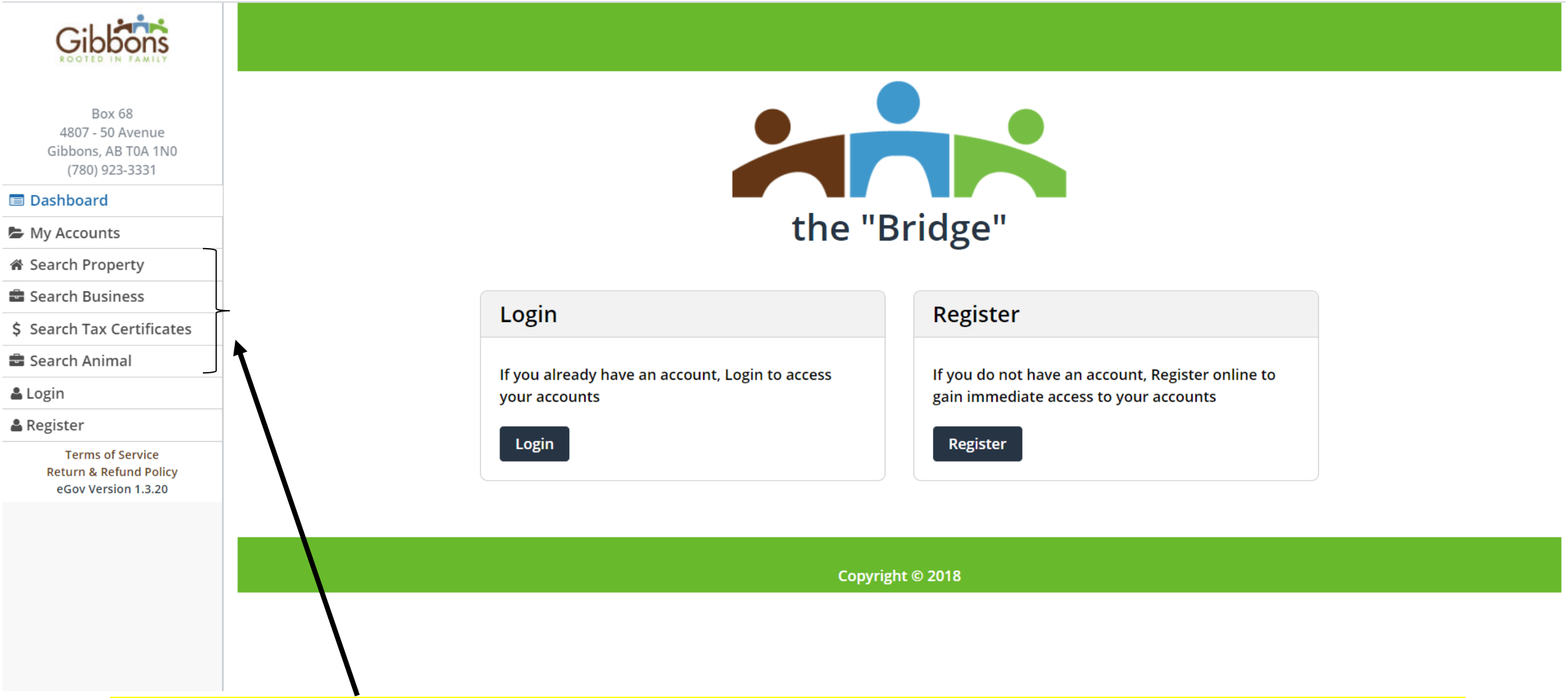


Click **Change Password** and enter your current password or temporary password into the **old password field.**

****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.

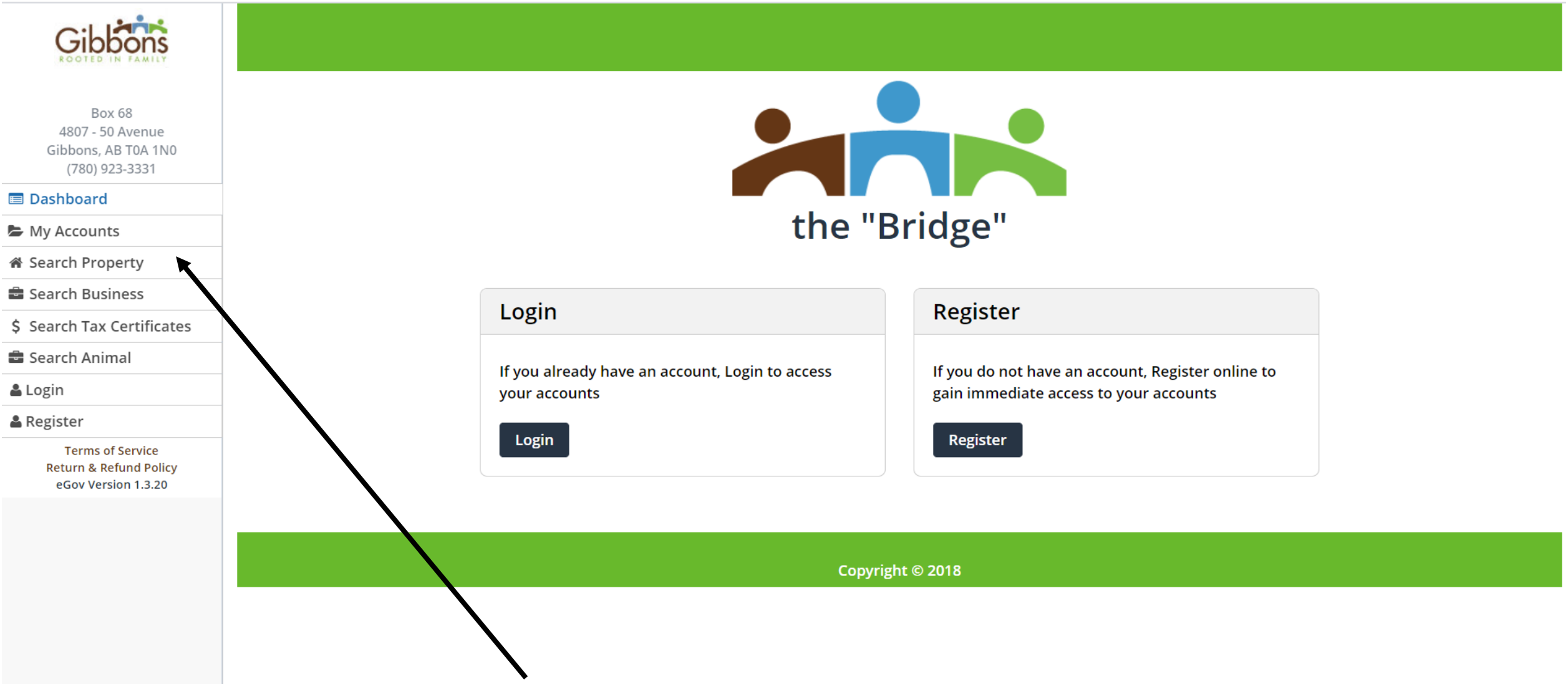
Enter new password and verify new password field and click submit. The new password can be alphabetic, numeric, or a combination of each in either upper or lowercase characters.

Town of Gibbons – the “Bridge”



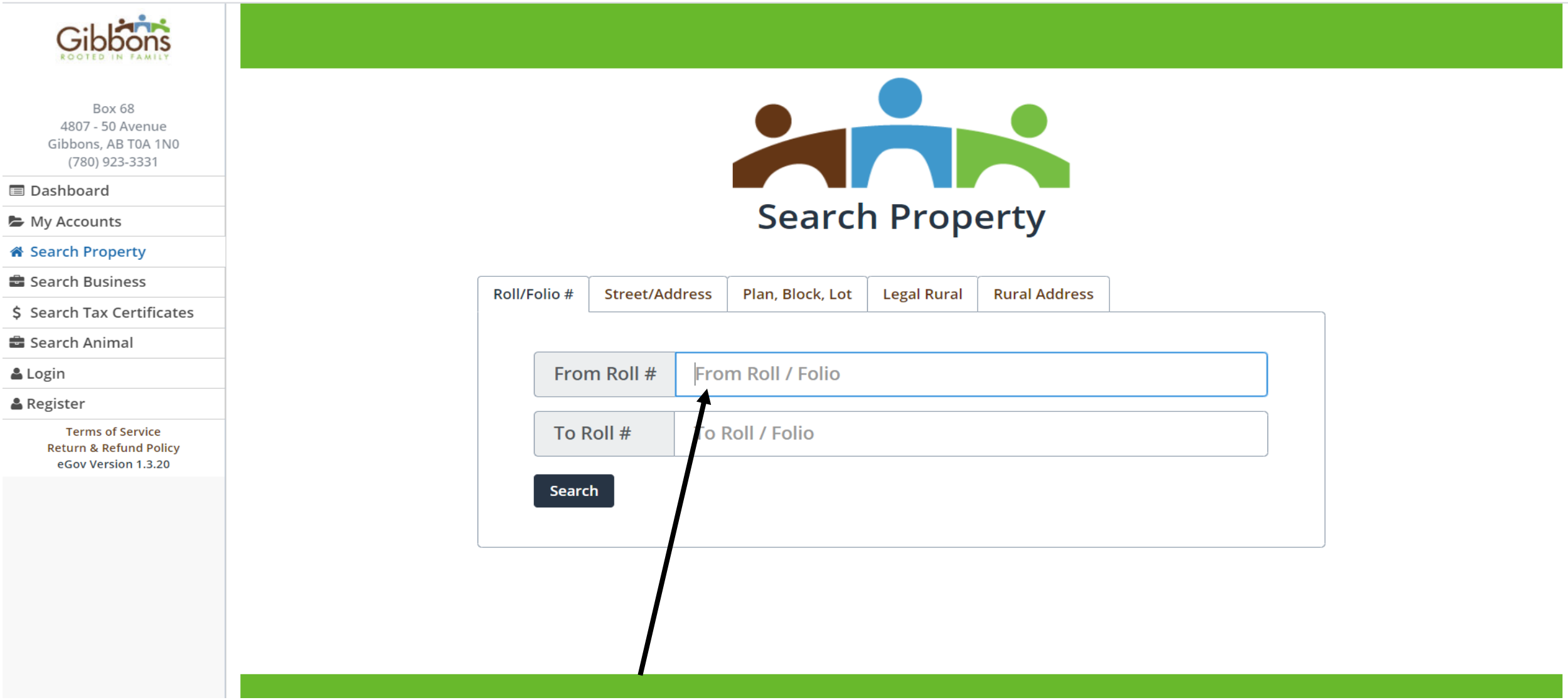
You DO NOT need to register or login for information in Property, Business or Animal Search. Click on the SEARCH field you are inquiring about

Town of Gibbons – the “Bridge”



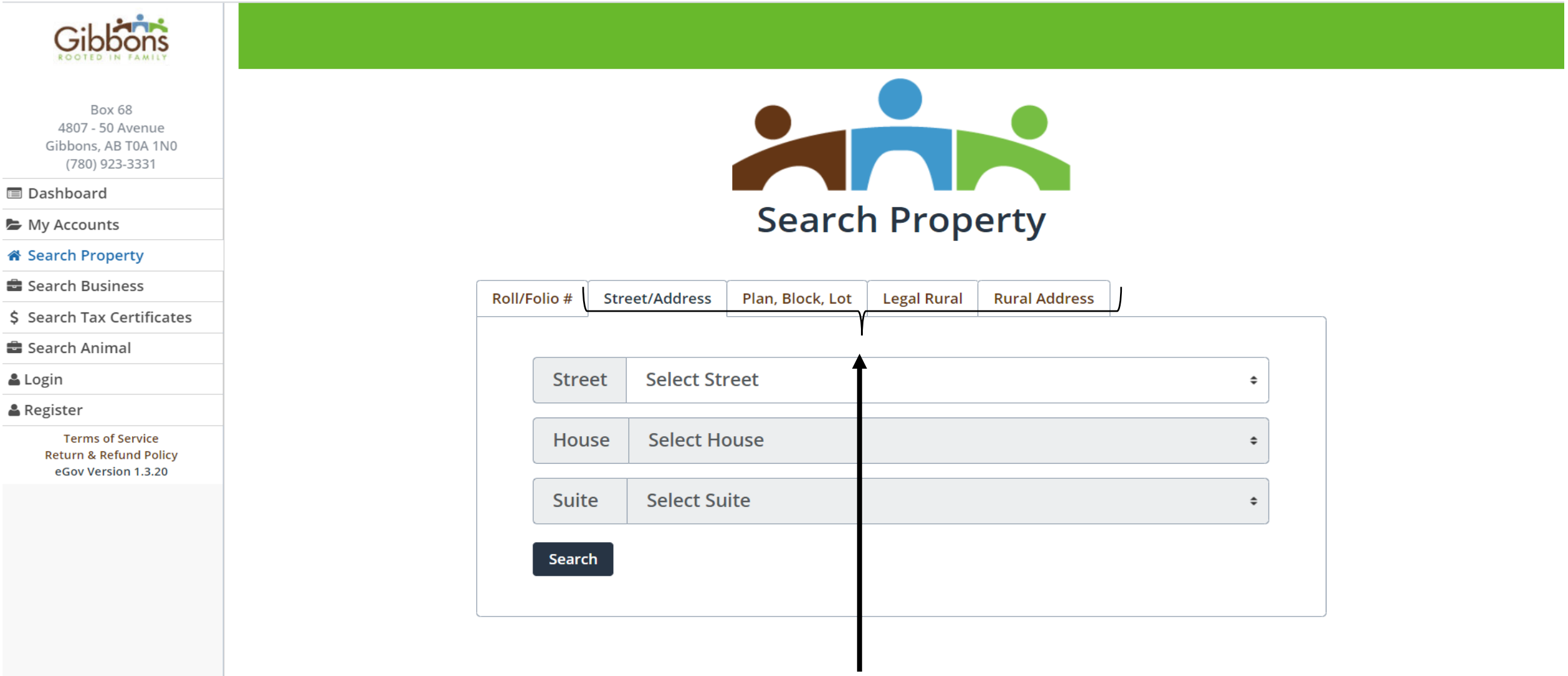
Looking for information on a property click on
‘PROPERTY SEARCH’

Town of Gibbons – the “Bridge”



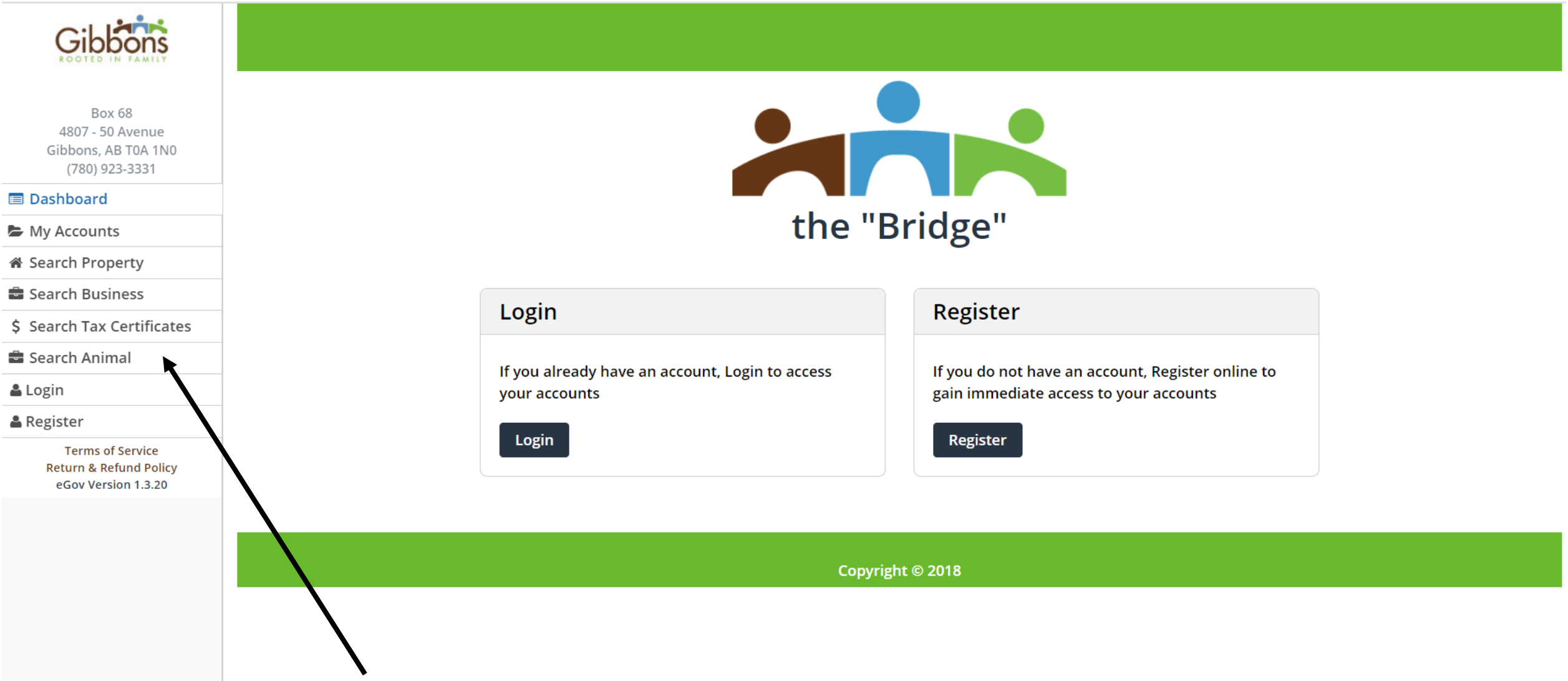
If you know the ROLL #, enter it here and click ‘Search’

Town of Gibbons – the “Bridge”



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

Town of Gibbons – the “Bridge”



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

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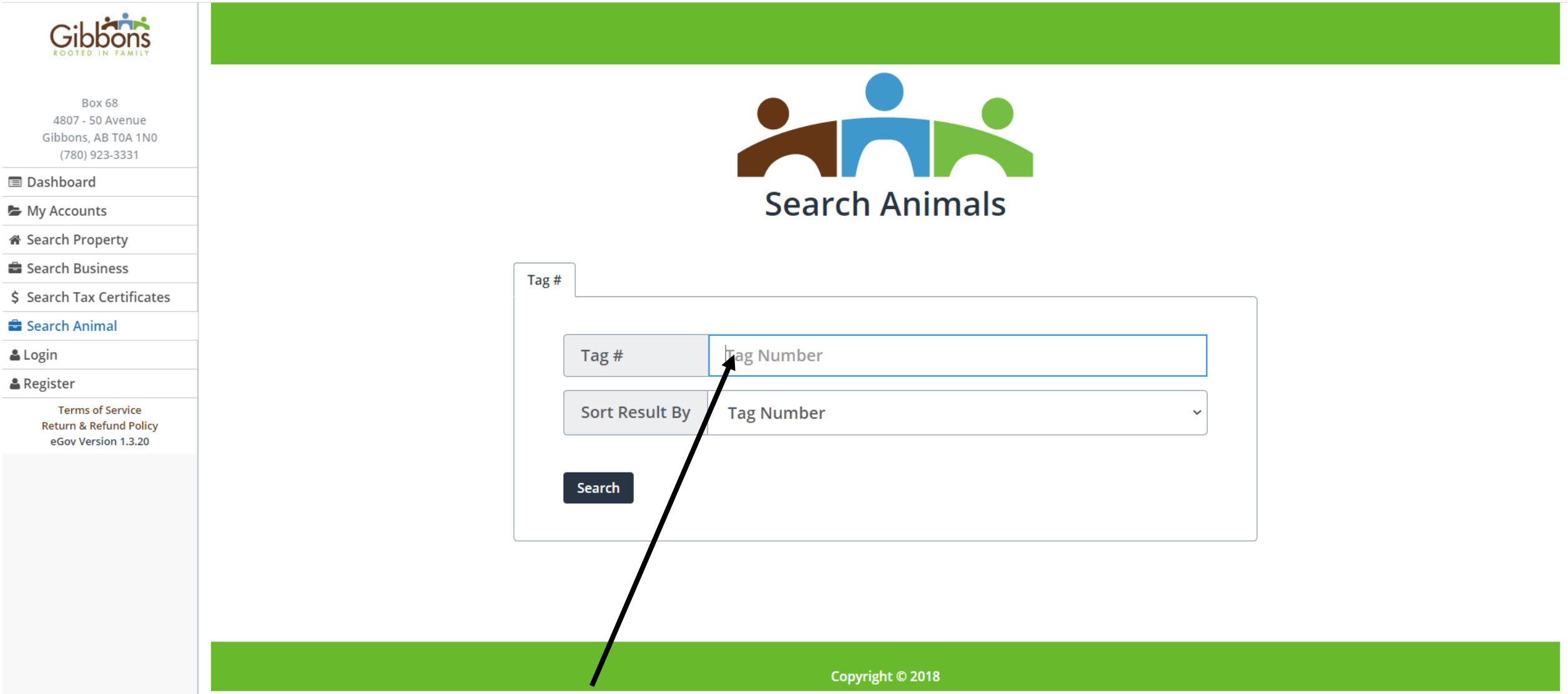
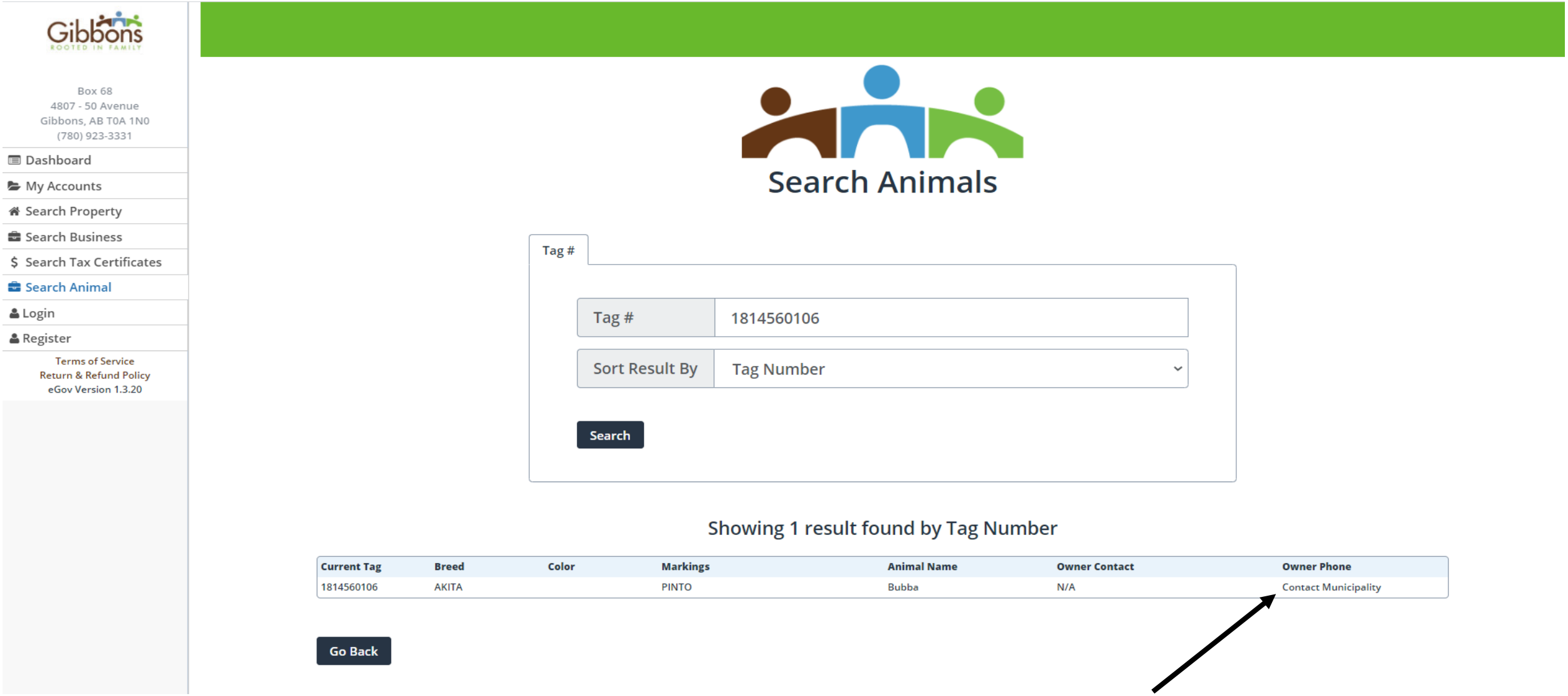


Enter the TAG NUMBER found on the animal. You must enter the current year’s last two digits (21)
Cat – **21**1567… Dog – **21**1456…

Town of Gibbons – the “Bridge”



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