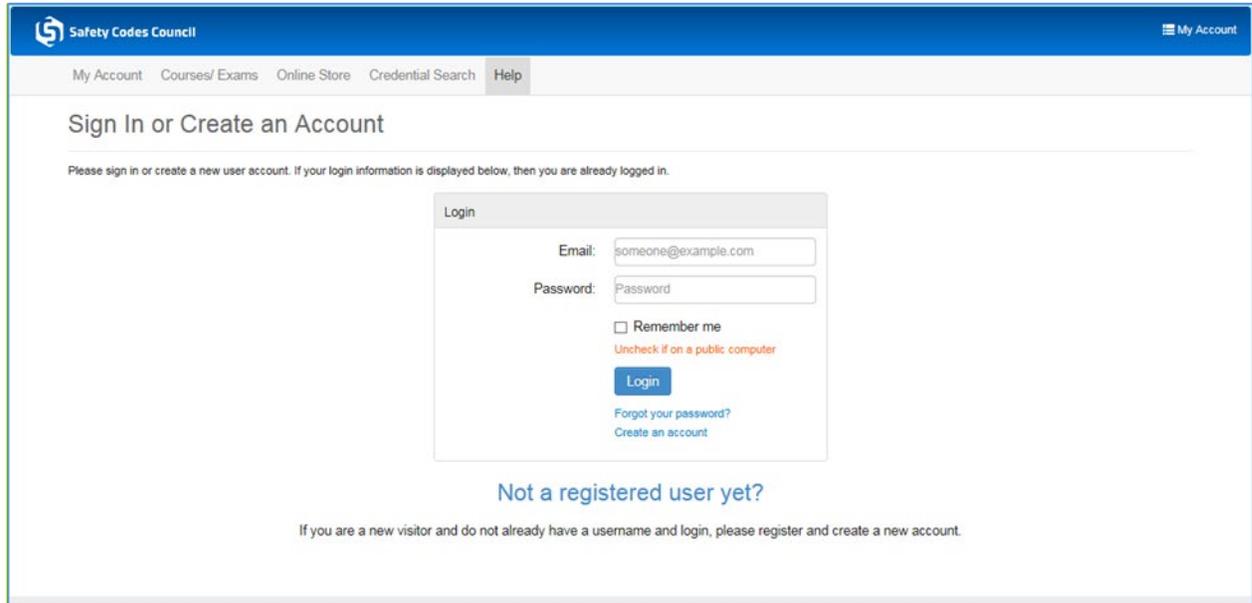# Create a New Account

This procedure walks you through the steps to create a new account in Council Connect.

## Create an Account



1. From the **Sign In or Create an Account** page:
   a. Click the **Create an Account** link

**Note**: This link will take you to the **Have an Account Already** page to check if you already have an account in the system.
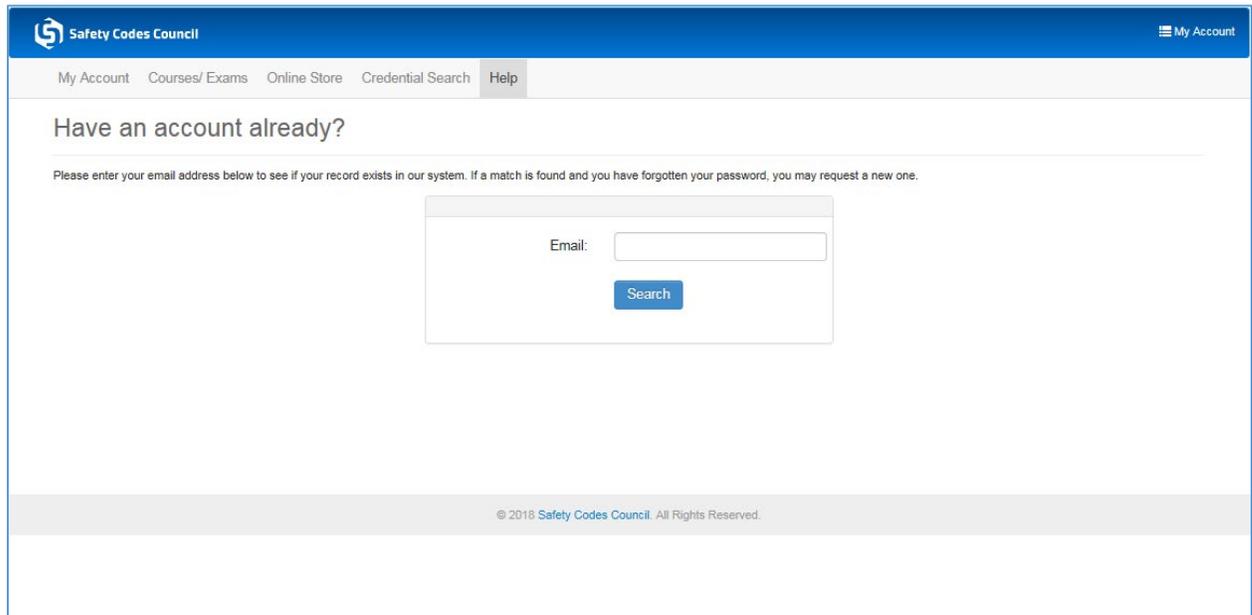
2.  From the **Have an account already?** page:
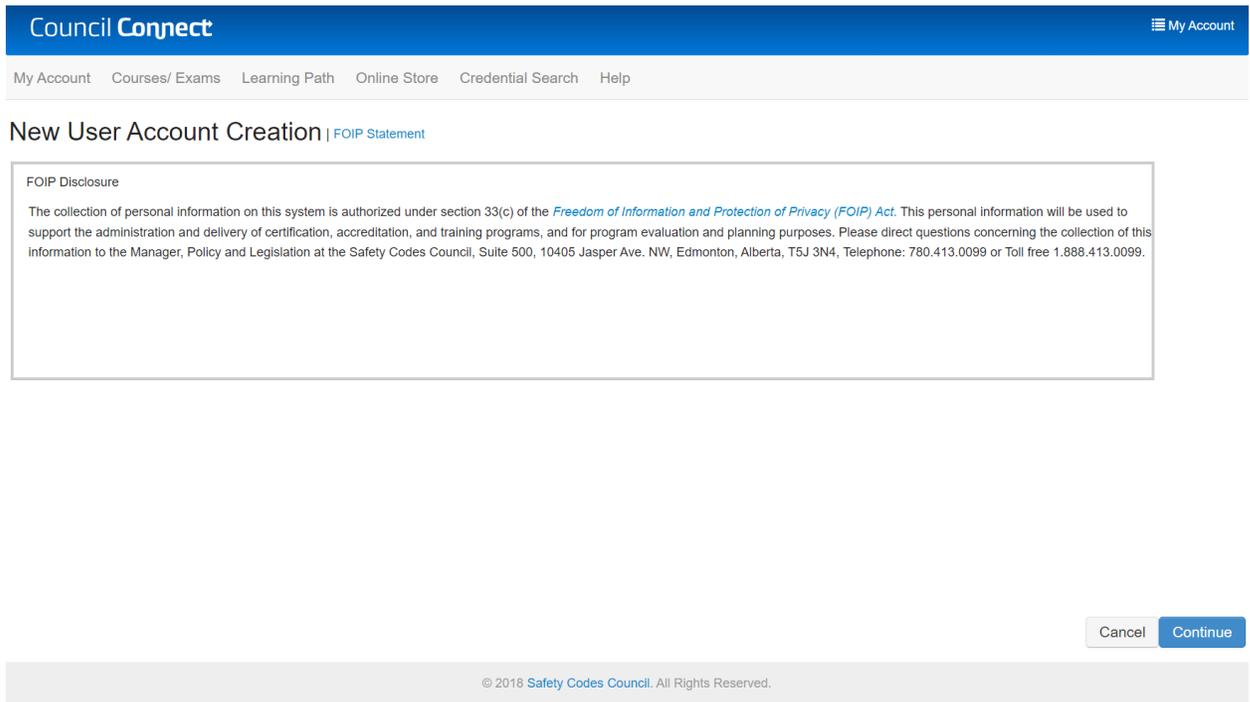    a.  **Email**: enter your email address
        **Note**: The email you use to create the account will be the email you use to sign in to your account. If you ever change your email you will have to use the new email to sign on.
    b.  Click the **Search** button
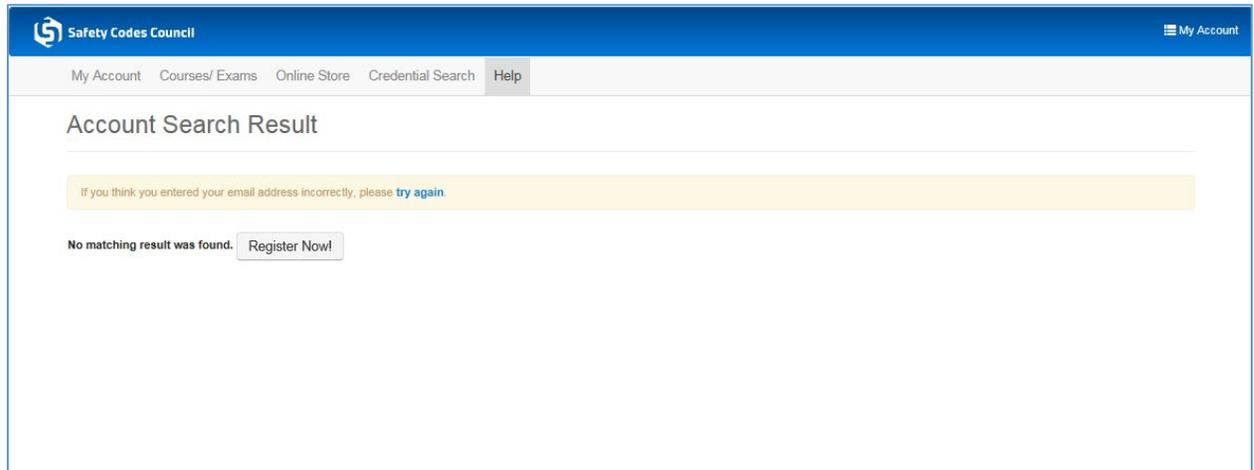
The system will search for an existing account with the email address you entered. If there are no records found, you can continue to register and create a new account. If an account is found with the email address you entered, you will be instructed to sign in or request a password reset.

3. From the Account Search Result page:
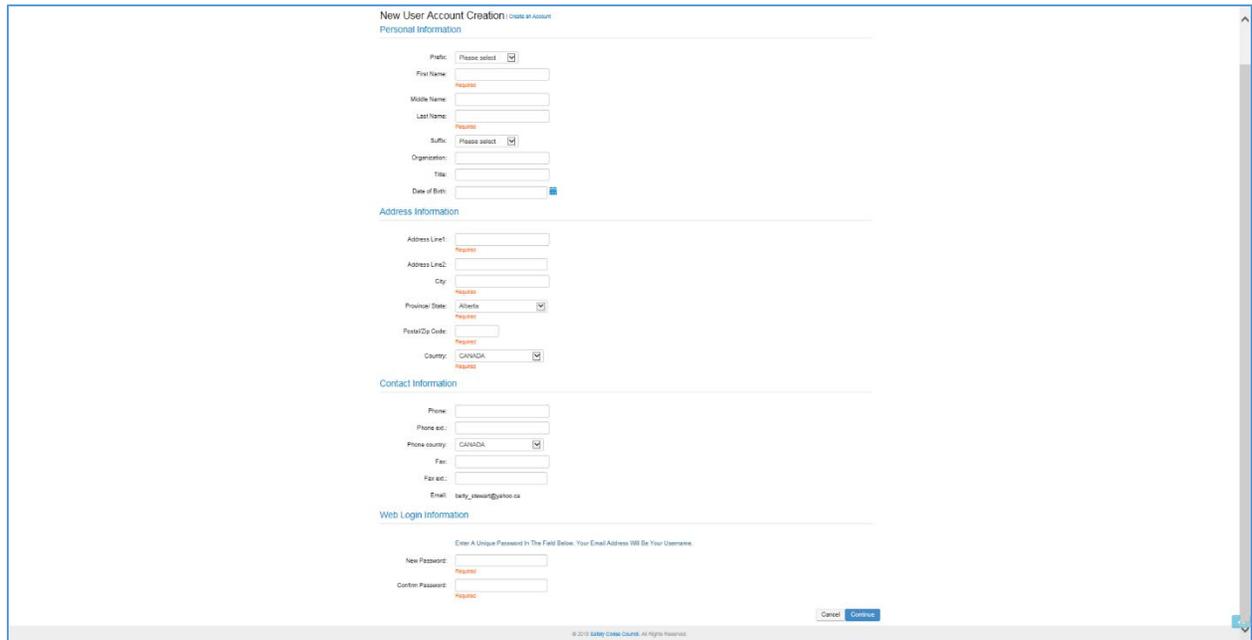   a. Click the **Register Now** button

## FOIP Agreement



4. From the **New User Account Creation** page:
   a. Read the **FOIP Disclosure**
   b. Click the **Continue** button.

**Note:** If you have any questions or concerns, you can contact the Council as outlined in the disclosure.

# User Account Information



5. From the New User Account Creation page, enter the following:
   a. **First Name**: enter your legal first name
   b. **Last Name**: enter your legal last name
   c. **Date of Birth**: enter your date of birth (MM/DD/YYYY). The calendar drop-down is not recommended.
   d. **Gender**: select your gender
   e. **Address Line1**: enter your address (format below)
      i. 500 – 10405 Jasper Ave NW
      ii. PO Box 2 STN A
      iii. RR 6 STN MAIN
   f. **City**: enter the city
   g. **Province**: select your province
   h. **Postal Code**: enter your postal code
   i. **Country**: select your country (defaults to Canada)
   j. **Phone**: enter your primary area code and phone number
   k. **Phone ext**: enter your phone extension if you have one
   l. **Phone country**: enter your country
   m. **New Password:** enter your password – must be 6 to 14 characters including one letter and one number.
   n. **Confirm Password**: repeat your new password
   o. Click the **Continue** button

**Note:** If you forget your password you can request a reset by clicking the **Forgot your password?** link on the logon screen.

**Note:** You cannot edit your name once your account has been created. This can only be done by contacting the Council. Refer to the tutorial in HELP for detailed instructions on how to request a name change.

Your user account has successfully been created.