

Section: ADMINISTRATION	Page: Adopted.: November 24, 2015 #413/15
Subject: VIRTUAL SERVICE:ELECTRONIC ACCESS TO DOCUMENTS	Control Code: 5.22

**CAMROSE COUNTY
VIRTUAL SERVICE: ELECTRONIC ACCESS TO DOCUMENTS**

Policy Statement

Camrose County recognizes the need to provide online or “virtual” access to information to our ratepayers. The scope of these virtual services and their use is provided within the remainder of this document.

Definitions

1. Virtual Services or e-Government means online or remote functionality and access to individual user accounts and services as assigned and configured by Camrose County. These services may include:
 - 1.1 Account Inquiry and Balance options;
 - 1.2 Tax Certificate access;
 - 1.3 Assessment Inquiries;
 - 1.4 Available Payment Options;

2. P.I.N means Person Identification Number, used in combination with the other user log-on credentials to access accounts

Subscription Requirements

3. Camrose County ratepayers wishing to subscribe to Camrose County virtual services must:
 - 3.1 Inform Camrose County administration staff of their intention to subscribe to virtual services
 - 3.2 Complete the registration form and submit to Administrative staff
 - 3.3 Provide an e-mail address for Camrose County electronic correspondence related to the services and secondary contact information (phone number(s)) for our records.

Subscription Process

4. Upon receipt of the request to subscribe to Camrose County virtual services:

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- 4.1 Authorized users will be sent a confirmation e-mail with an initial P.I.N which MUST be changed with the first successful log-on and access to the service(s)
- 4.2 The P.I.N. must be a 4 digit code that complies with the following rules:
 - 4.2.1 Numeric
 - 4.2.2 Non-sequential
 - 4.2.3 Non-published
- 4.3 Camrose County will not store or track user P.I.N. information, nor will it be held liable for use of this information. Should a subscribed user forget their P.I.N., they will have to contact Camrose County and arrange to have a new temporary P.I.N. generated and sent to them.
- 4.4 Users subscribed to virtual services for Camrose County may not share, transfer or otherwise disseminate information pertaining to their accounts or subscribed services. Such instances will result in termination of access.
- 4.5 Users must notify Camrose County of any contact information changes (e-mail, phone number etc.) as it pertains to the use of Camrose County virtual services. Failure to comply may result in suspension or termination of subscribed services.