

MY360 Creating your account

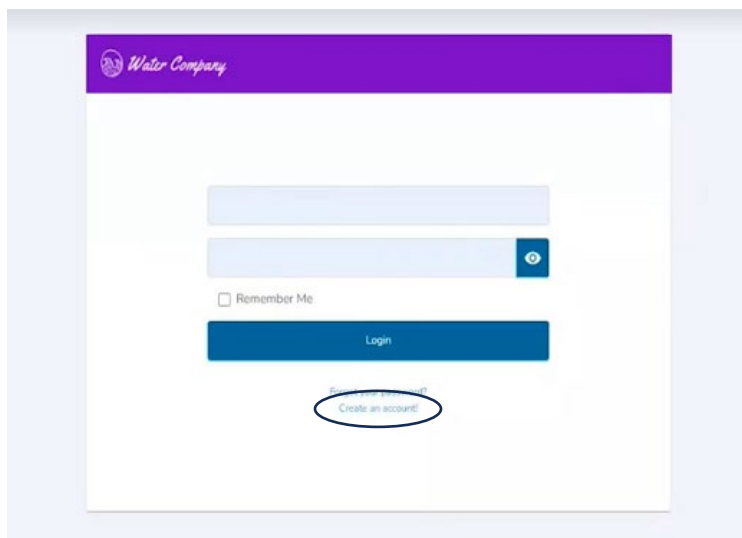
To register, you'll need:

- Your Town of Osoyoos water utility bill.
- Your water account number.
- Your full name or street address exactly as it appears on your bill.
- A valid email address.

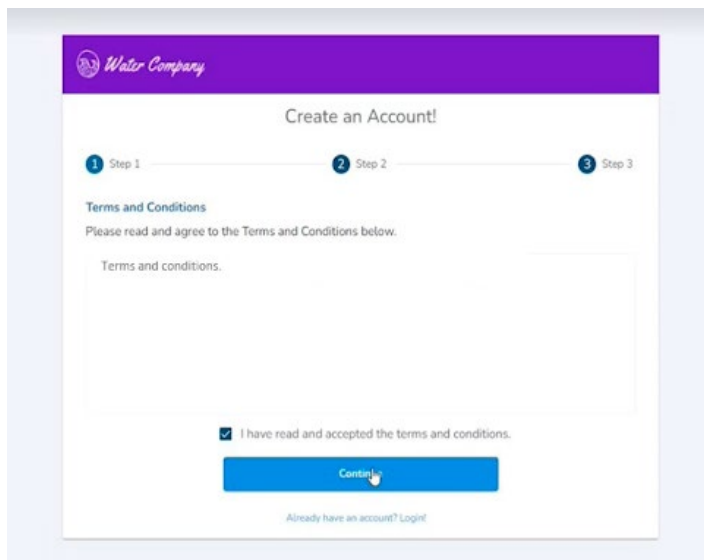
Sign up for the My360 Portal here: <https://osoyoos.my360-app.ca/>

Step One: Create your Account

1. On the login screen select “create an account”



2. Accept the terms and conditions and click continue.



3. Enter your account number found on your invoice with no spaces. Enter either your full name or SERVICE address as it shows on your invoice.

Please note: If your middle name is listed on the invoice, you will need to enter all names. If there are multiple owners listed, any name can be used.

Service address must be exactly as it is shown on the invoice. Street abbreviation matters.

Click continue.

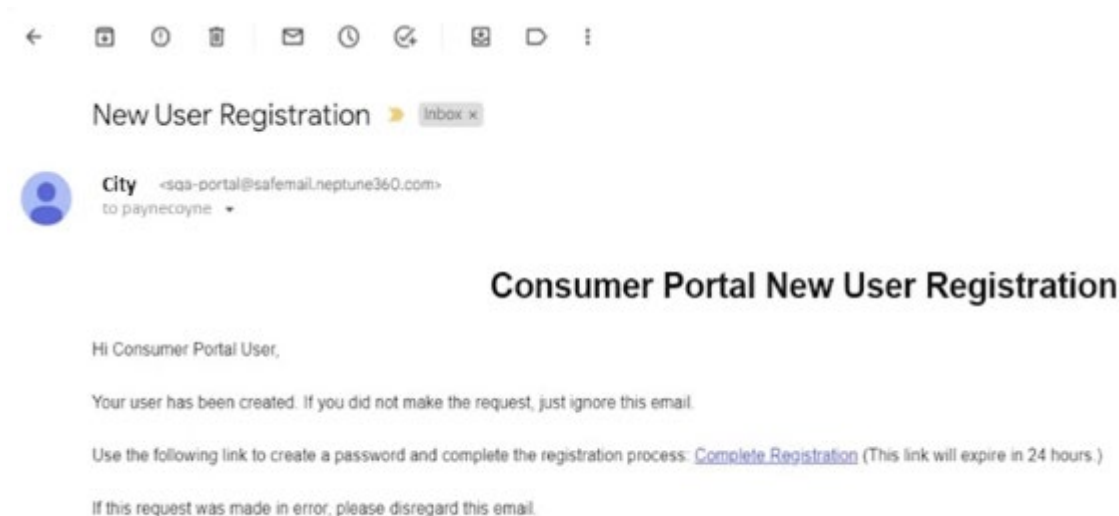
The screenshot shows the 'Create an Account!' page for the Water Company. It is Step 1 of a 3-step process. The instructions state: 'Provide the following info as it appears on your bill.' The form contains three input fields: 'Account Number' with the value 'R900V4', 'Full Name' with the value 'Payne Coyne', and 'Street Address' with the value '778 Oliver St'. At the bottom, there are 'Continue' and 'Back' buttons. A link at the very bottom says 'Already have an account? Login!'.

4. On the next page enter the email address you would like to use for registration and select and answer 3 security questions. Make sure to remember your questions as they will be required if you forget your password. Select Sign Up.

The screenshot shows the 'Create an Account!' page for the Water Company, Step 3. The instructions state: 'Upon completion of the Registration, you will receive an email with a link to set up your password.' The form contains an 'Email' field with the value 'paynecoyne@gmail.com'. Below this is a section titled 'Select and Answer 3 Security Questions' with a dropdown menu. There are three security questions, each with an input field and a blue 'X' button to the right: 'In what city were you born?' with the value 'Atlanta', 'What high school did you attend?' with the value 'North Gwinnet', and 'What is your mother's maiden name?' with the value 'Emily Coyne'. At the bottom, there are 'Sign Up' and 'Back' buttons. A link at the very bottom says 'Already have an account? Login!'.

1. After you have created your account you will receive an email with a link to set up a password and complete your registration. This link will be active for 24 hours.

Click the Complete Registration link in the email.

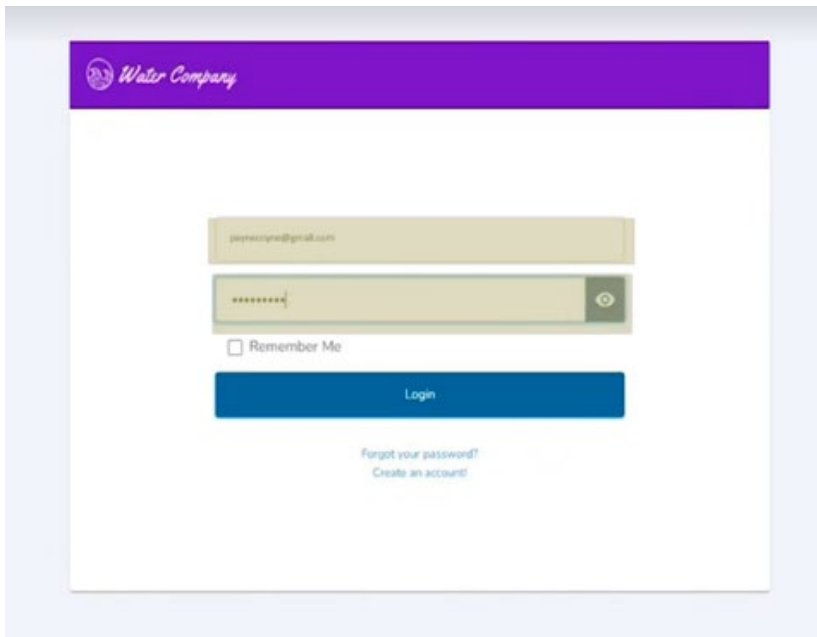


2. You will be directed to a new page to create your password. Enter your password following the password requirements. Click Submit Password.

The image shows a web page titled "My Portal" with a logo of a wave inside a circle. Below the logo, it says "Your new password must meet the minimum security requirements:". There is a list of requirements, each preceded by a green checkmark: "A minimum of 10 characters", "An uppercase letter", "A lowercase letter", "A number", "A special character from this list = ? ! @ # ^ \$ % & * ()", "May not contain \ / < > + - or blank spaces", and "May not reuse any of the last four passwords". To the right of the list is a form titled "Enter New Password" with two input fields, each with a password strength indicator (a blue bar) and a toggle icon (an eye). Below the input fields is a blue button labeled "Submit Password".

Step 3: Login to your My360 Consumer Water Portal Account

1. To login return to: <https://osoyoos.my360-app.ca/>
2. You will now be able to login using the email and password you have set up during account registration.



The image shows a login page for the "Water Company". At the top, there is a purple header with the company logo and name. Below the header, the login form is centered on a white background. It consists of two light beige input fields: the first for an email address (containing "pepencrpe@gmail.com") and the second for a password (containing "*****" and a toggle icon). Below the password field is a checkbox labeled "Remember Me". A blue "Login" button is positioned below the checkbox. At the bottom of the form, there are two links: "Forgot your password?" and "Create an account!".

Water Company

pepencrpe@gmail.com

☐ Remember Me

Login

[Forgot your password?](#)
[Create an account!](#)

3. Click Login

You are now registered for the My360 Consumer Water Portal.