Vaudreuil-Dorion

bciti+

User Guides

For citizens of bciti+

This document is strictly confidential and only concerns its recipient - 2022

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1. Privacy & Property

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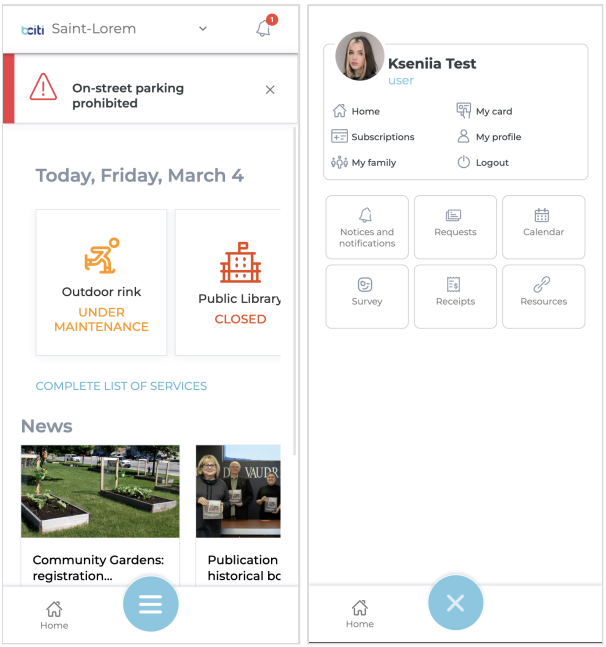
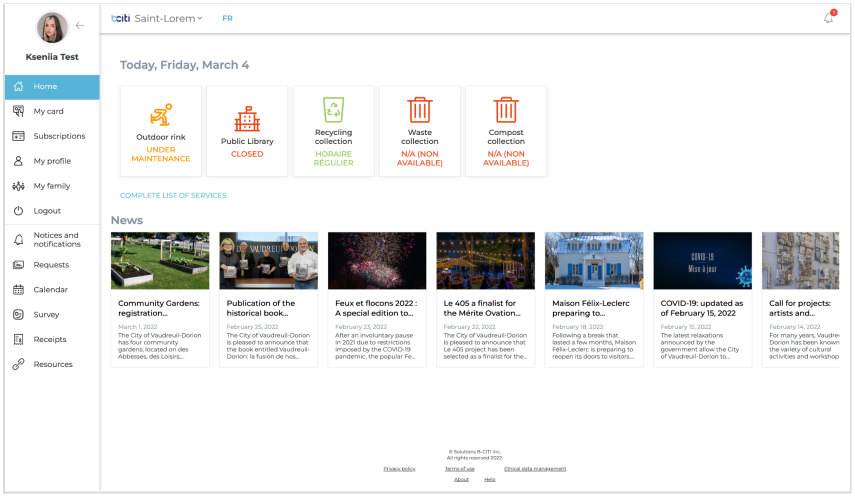
2. Presentation of bciti+

bciti is the central nervous system of your smart city. It's the single point of entry for your systems, giving your citizens easy, fast and automated access to all city services.

Mobile app (iOS and Android):



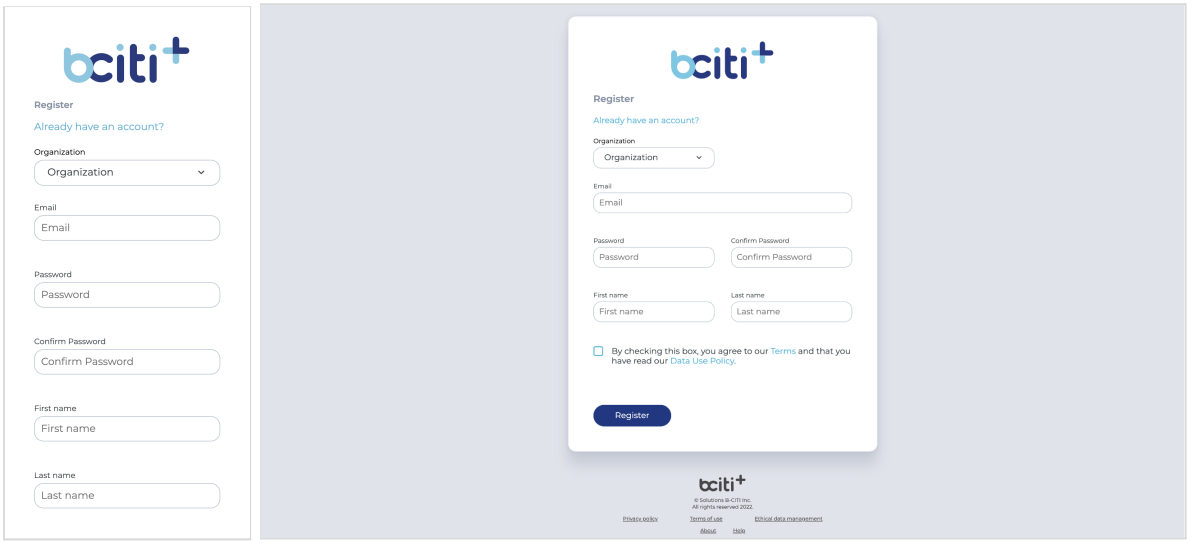
User web interface:



3. Account Creation

Creating an account is the first step required to use bciti+. During their first connection, the citizen can create their account and add the information necessary for its creation. The information can be modified at any time from the **"My profile"** module. A user account can also be created using an administrator.

In order to successfully create an account, the citizen must register using a valid and unique email address on the bciti+ web platform.



Create a bciti+ account

Mobile app (iOS and Android):

1. Download the bciti+ app from Apple Store or Google Play;
2. Open the **bciti+** app;
3. Tap on **“Create an account”**, located at the bottom of the screen;
4. Enter the information necessary to create the account (First name, Last name, Email, Password and Password confirmation);
5. Accept the terms of use;
6. Press **“Register”**. A confirmation email will be sent to you.
7. Validate your email address by pressing **“Confirm the email address”** in the email sent.

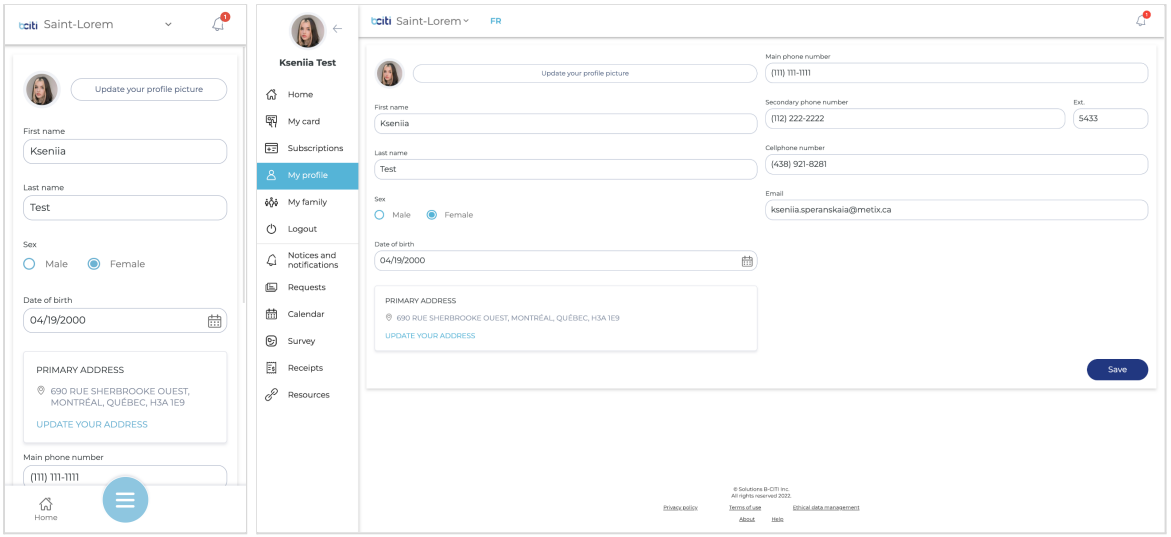
After accepting the terms of use, the account will be created. The application should redirect you to the bciti+ interface, where you will have access to the modules available in your city.

User web interface:

1. Go to your city's bciti+ website;
2. Tap on **“Create an account”;**
3. Enter the information necessary to create the account (First name, Last name, Email, Password and Password confirmation);
4. Accept the terms of use;
5. Press **“Register”**. A confirmation email will be sent to you.
6. Validate your email address by pressing **“Confirm the email address”** in the email sent.
   After accepting the terms of use, the account will be created. The application should redirect you to the bciti+ interface, where you will have access to the modules available in your city.

4. My Profile

The user profile is the central element on bciti+. It is used to identify the user through all the modules and it is necessary to have it in order to benefit from the modules and services offered by their City. It will allow them to centralize and view the documents related to their profile.



Change your profile picture

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press **“My profile”** in the menu that has just opened;
4. Tap on **“Update your profile picture**;
5. **Drag and drop** your image or **click** in the box to upload your image;
6. Then choose the image of your choice and adjust your image as needed. Press **“Confirm”** to save your new profile picture.
7. Your new profile picture is now saved.
   Once the profile picture is saved, you can change it at any time.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap on **“My profile”** in the menu on the left of the screen;
3. Tap on **“Update your profile picture**;
4. **Drag and drop** your image or **click** in the box to upload your image;

5. Then choose the image of your choice and adjust your image as needed. Press **“Confirm”** to save your new profile picture.
6. Your new profile picture is now saved.
   Once the profile picture is saved, you can change it at any time.

Modify your personal information

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press **“My profile”** in the menu that has just opened;
4. You will arrive on a page that mentions **your personal information**, which you can then modify as you wish;
5. Remember to save your changes using the **save** button.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap on **“My profile”** in the menu on the left of the screen;
3. You will arrive on a page that mentions **your personal information**, which you can then modify as you wish;
4. Remember to save your changes using the **save** button.

Add or change your address

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press **“My profile”** in the menu that has just opened;
4. Tap on **“Update your address”**;
5. Enter your **postal code**, your **civic number** and **your unit** (if necessary);
6. Press **“Search”**;
7. From the options presented, select your address and press **“Add your address”**. Your address will be updated.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap on **“My profile”** in the menu on the left of the screen;
3. Tap on **“Update your address”**;
4. Enter your **postal code**, your **civic number** and **your unit** (if necessary);

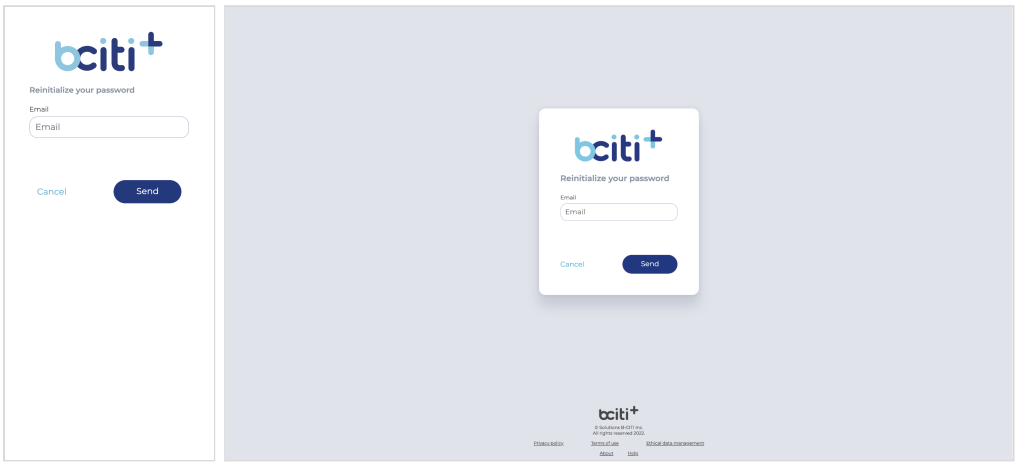
5. Press **“Search”**;
6. From the options presented, select your address and press **“Add your address”**. Your address will be updated.

5. Password

The password allows you to protect your personal information. You have the possibility, as a user, to change your password. You can also change it if you have forgotten it.

The new password must:

- be composed of at least **6 alphanumeric characters** (numbers and letters);
- Contain **at least one capital letter**;
- Contain **at least one number**.



Reset your password

Mobile app (iOS and Android):

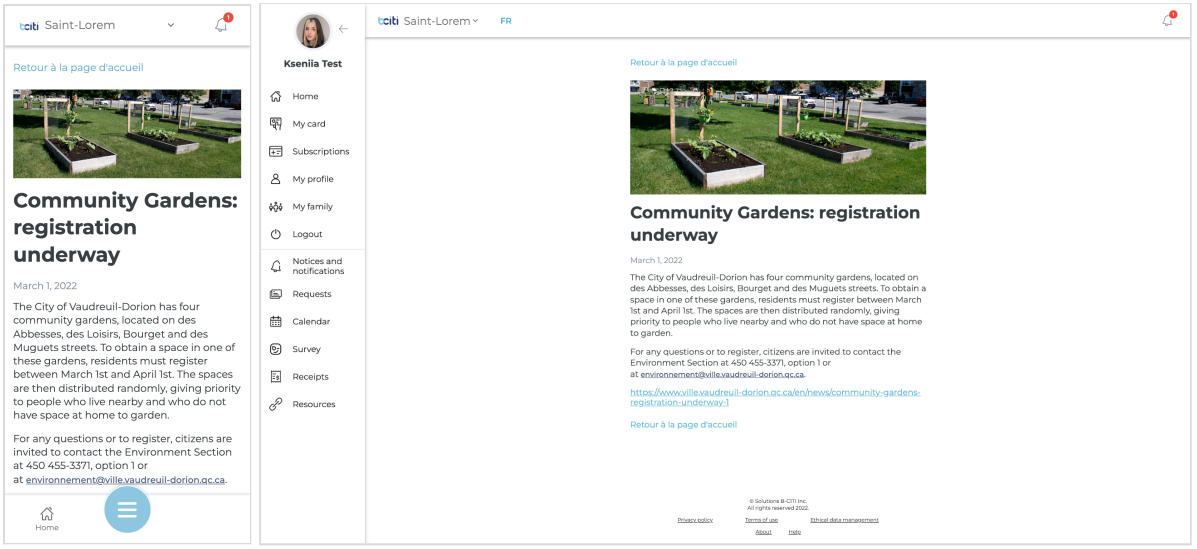
1. Open the **bciti+** app;
2. Tap **“Forgot password”**;
3. You will need to enter **your valid email address**;
4. Then press **"Send"** to receive an email to reset your password;
5. If you ever forget your password, the reset steps will be the same.

User web interface:

1. Go to your city's bciti+ website;
2. Tap **“Forgot password”**;
3. You will need to enter **your valid email address**;
4. Then press **"Send"** to receive an email to reset your password;
5. If you ever forget your password, the reset steps will be the same.

6. City News

The news module allows you to consult the list of articles published by the city that are active.



Read the city news

Mobile app (iOS and Android):

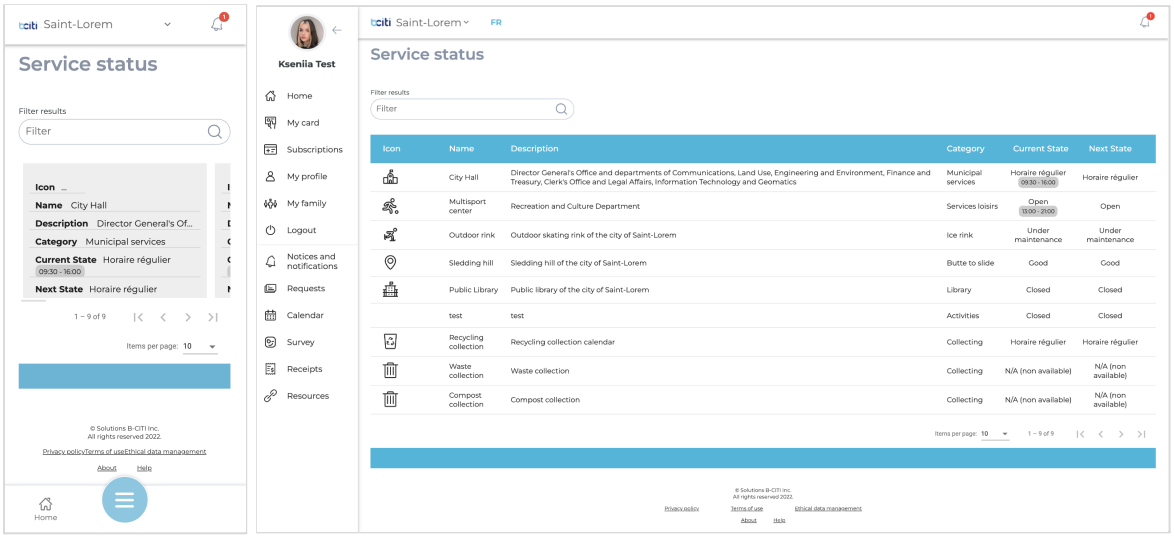
1. Open the **bciti+** app;
2. On the **homepage**, you can consult the list of news published by the administration of your organization;
3. **Tap a news** item to learn more.

User web interface:

1. Go to your city's bciti+ website and log in;
2. On the **homepage**, you can consult the list of news published by the administration of your organization;
3. **Tap a news** item to learn more.

7. Service State

The service status module allows citizens of the city to **consult the service schedule**. From collection schedules (garbage, recycling, compost) to municipal services (town hall, police department) to ice rink and swimming pool schedules, everything is on the home page. from bciti+



Consult the services of your city

Mobile app (iOS and Android):

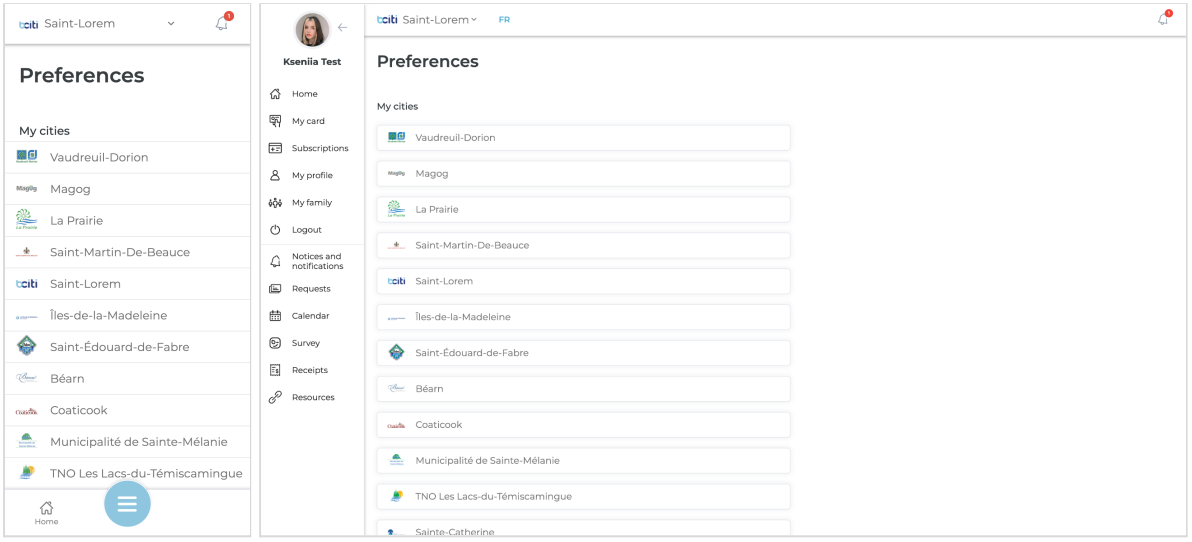
1. Open the **bciti+** app;
2. On the home page, you can view the favorite services chosen by your city administrators. Tap on **“Complete list of services”** to view all schedules for your city.

User web interface:

1. Go to your city's bciti+ website and log in;
2. On the home page, you can view the favorite services chosen by your city administrators. Tap on **“Complete list of services”** to view all schedules for your city.

8. My Cities

Organizations allow you to access the bciti+ interface of all partner cities. You can have a citizen card in all the cities where you are a resident. In addition, you can have access to all cities without necessarily being a citizen.



Change city while staying connected

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. From the home page, tap the **city banner** at the top of the screen;
3. **Select the city** you want to connect to. If the city you want to access is not present (but is part of the bciti+ community), please follow the steps to **connect to a city for the first time.**

User web interface:

1. Go to your city's bciti+ website and log in;
2. From the home page, tap the **city banner** at the top of the screen;
3. **Select the city** you want to connect to. If the city you want to access is not present (but is part of the bciti+ community), please follow the steps to **connect to a city for the first time.**

Connecting to a city for the first time

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. On login screen tap on the **“Organization”** drop down menu;
3. Select the city whose bciti+ smart platform you want to consult from the drop-down list;
4. Enter login credentials
5. Connect to the bciti+ platform by pressing **"Log in"**.

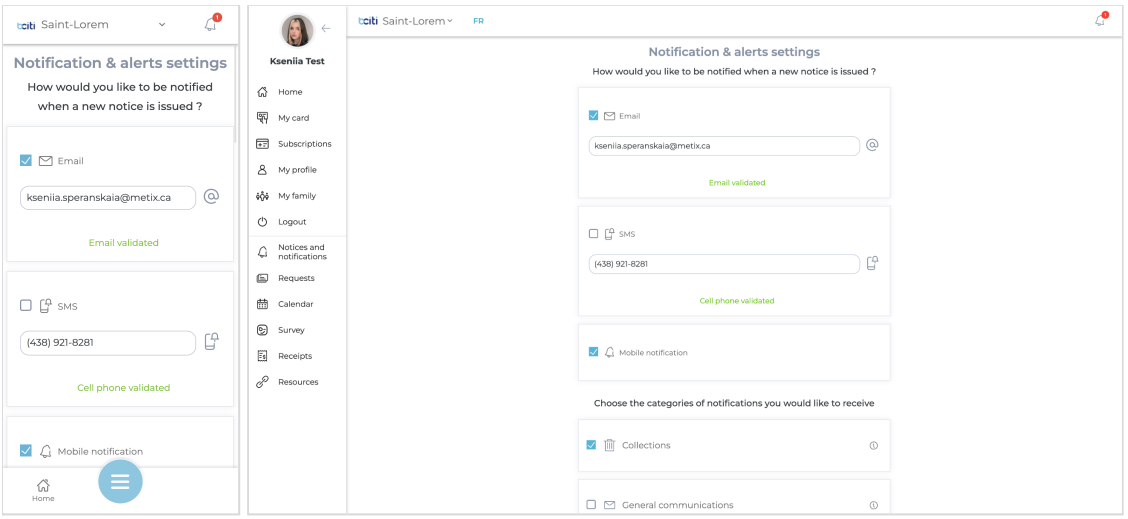
User web interface:

1. Go to your city's bciti+ website;
2. On login screen tap on the **“Organization”** drop down menu;
3. Select the city whose bciti+ smart platform you want to consult from the drop-down list;
4. Enter login credentials
5. Connect to the bciti+ platform by pressing **"Log In"**.
   It is also possible to select your organization when connecting using the URL specific to your organization

9. Alerts and Notifications

Your municipality can send you notifications about what it considers important for you and your well-being. This module is used to complete the information necessary for your city to contact you. You can also choose the type of notice categories that interest you and receive real-time notices sent by the city.

The citizen can deactivate notifications by all communication channels at any time.



Enable your email or mobile messaging notifications

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press the **“Notices and notifications”** tab in the menu that has just opened;
4. Tap on **“Alerts and notification settings”** at the top of the screen;
5. If it is not already done, **validate** your email address;
6. Make sure that **your phone number** is the correct one in the tab provided for this purpose;
7. Confirm your phone number by pressing **"Validate"**.
8. You will then receive a validation code on your phone which you can enter in **“Validation code”**;

9. Once the phone number and email have been confirmed, you can **select** how you want to receive notifications from your city:
    - Mobile notification
    - Email
    - Pre-recorded voice message
    - SMS
10. Once you have selected a way to reach you, you will be able to **choose the type of review that interests you.**

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap the **“Notices and notifications”** tab in the menu on the left side of the screen;
3. Tap on **“Alerts and notification settings”** at the top of the screen;
4. If it is not already done, **validate** your email address;
5. Make sure that **your phone number** is the correct one in the tab provided for this purpose;
6. Confirm your phone number by pressing **"Validate"**.
7. You will then receive a validation code on your phone which you can enter in **“Validation code”**;
8. Once the phone number and email have been confirmed, you can **select** how you want to receive notifications from your city:
    - Mobile notification
    - Email
    - Pre-recorded voice message
    - SMS
9. Once you have selected a way to reach you, you will be able to **choose the type of review that interests you.**

Turn off your notifications

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press the **“Notices and notifications”** tab in the menu that has just opened;
4. Tap on **“Alerts and notifications settings”** at the top of the screen;

5. **Uncheck the means of communication** that no longer interest you. To deactivate categories, uncheck the categories that no longer interest you. You will still be able to **view city alerts**, but you will no longer receive notifications for them.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap the **“Notices and Notifications”** tab in the menu on the left side of the screen;
3. Tap on **“Alerts and notifications settings”** at the top of the screen;
4. **Uncheck the means of communication** that no longer interest you. To deactivate categories, uncheck the categories that no longer interest you. You will still be able to **view city alerts**, but you will no longer receive notifications for them.

Check your alerts

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press the **“Notices and notifications”** tab in the menu that has just opened;
4. You should see your reviews appear.

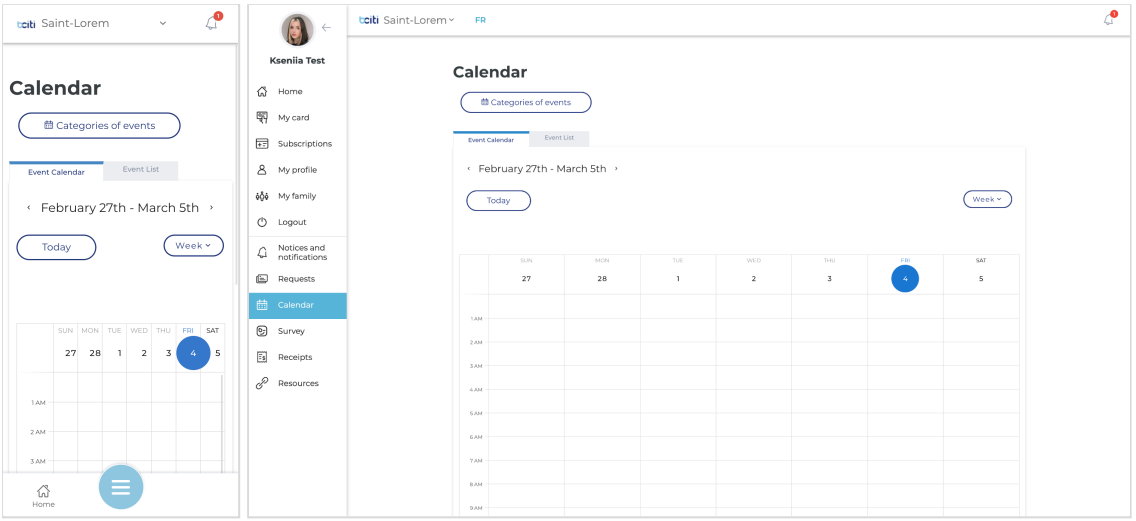
User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap the **“Notices and notifications”** tab in the menu on the left side of the screen;
3. You should see your reviews appear.
   When you are subscribed to a review category, it is also possible to view it **at the top of the screen**.

10. Calendar

The calendar module allows City administrators to share important events and dates with their citizens.

In order to stay up to date with activities and events in the city, citizens can consult their bciti+ calendars. Citizens can also view their appointments and upcoming collections.



Link a bciti+ calendar event to your personal calendar

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then tap on **“Calendar”** in the menu that has just opened;
4. Check out the event you want to add to your personal calendar **by tapping on it**;
5. Select **“Add to Calendar”** to upload the event;
6. Tap the downloaded file to add it to your personal calendar.

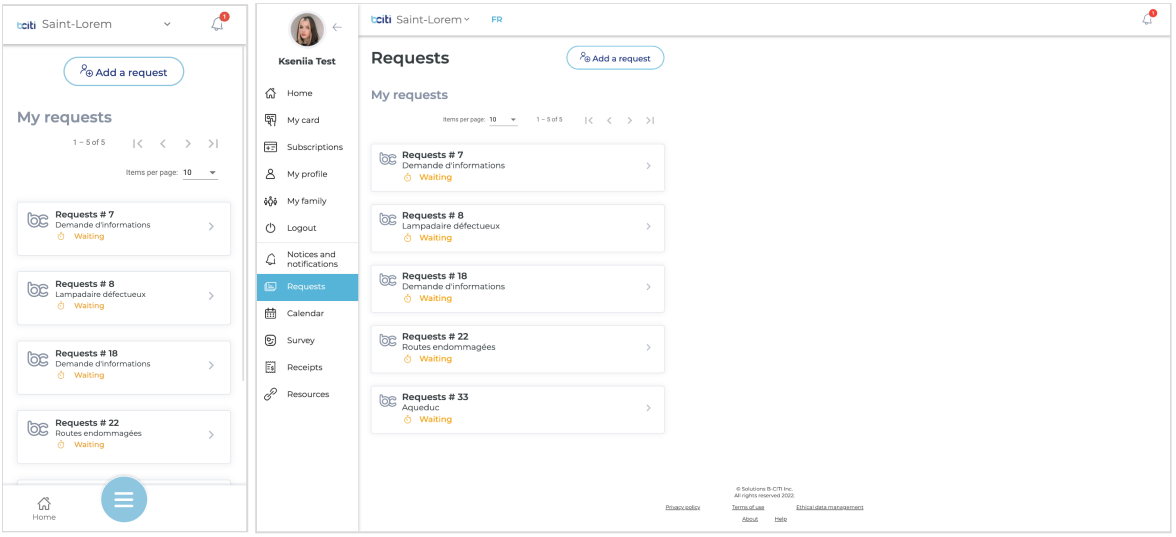
User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap **“Calendar”** in the menu on the left of the screen;
3. Check out the event you want to add to your personal calendar **by tapping on it**;
4. Select **“Add to Calendar”** to upload the event;

5. Tap the downloaded file to add it to your personal calendar.If the file does not download, make sure that pop-ups are not blocked on your web browser.

11. Requests

The **Requests** module allows users to quickly complete and submit requests to their organization's administrators. Users can take photos and add attachments to their requests. Users must automatically complete their profile before they can submit a request.



Create a request

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press **“Requests”** in the menu that has just opened;
4. Select **“Add a request”**;
5. Choose a category by **tapping on the tile of your choice.**
6. Enter the **necessary information** and **add supporting documents** as needed.
7. Press **“Submit request”**. An agent from your organization will respond to your request.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap on the **“Requests”** tab in the menu on the left side of the screen;
3. Select **“Add a request”**;
4. Choose a category by **tapping on the tile of your choice.**

5. Enter the **necessary information** and **add supporting documents** as needed.
6. Press **“Submit request”**. An agent from your organization will respond to your request.

Consult your requests

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press **“Requests”** in the menu that has just opened;
4. Your request will open and you will be able to view its information.

User web interface:

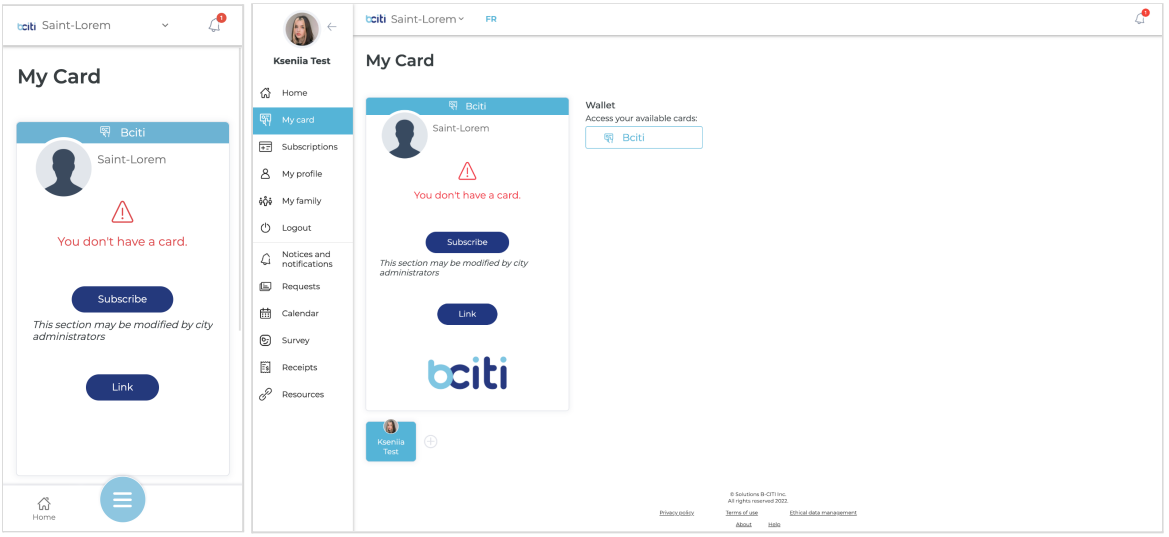
1. Go to your city's bciti+ website and log in;
2. Tap on the **“Requests”** tab in the menu on the left side of the screen;
3. Select the desired request by pressing **"View details"**;
4. Your request will open and you will be able to view its information.

12. My Card

The citizen card allows cities and users to access a multitude of services with the same identifier, all from the mobile application and the web platform.

The citizen card on the web platform includes:

- Membership process;
- Renewal of subscriptions;
- Citizen card.



Subscribe to a card

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press **“My card”** in the menu that has just opened;
4. To begin the membership process, press **"Subscribe"**;
5. If you are missing a photo, date of birth, or gender, the system will ask you to complete the information in your profile;
6. Complete your personal information and press **“Next”**;
7. Add the **supporting documents** requested by the administrators of your city;
8. Confirm your information and press **"Submit"**.
   An email will be sent to your city administrators.
   If your request is accepted, you will be notified and your digital citizen card will be accessible.

If your request is refused, you will also be notified and can start your membership request again.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap on the **“My card”** tab in the menu on the left of the screen;
3. To begin the membership process, press **"Subscribe"**;
4. If you are missing a photo, date of birth, or gender, the system will ask you to complete the information in your profile;
5. Complete your personal information and press **“Next”**;
6. Add the **supporting documents** requested by the administrators of your city;
7. Confirm your information and press **"Submit"**.
   An email will be sent to your city administrators.
   If your request is accepted, you will be notified and your digital citizen card will be accessible.
   If your request is refused, you will also be notified and can start your membership request again.

Renew your card

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press **“My card”** in the menu that has just opened;
4. To start the renewal process, press **"Renew"**;
5. **Complete the renewal form** by entering the necessary information;
6. Confirm your information and press **"Submit"**.
   An email will be sent to your city administrators.
   If your request is accepted, you will be notified and your digital citizen card will be accessible.
   If your request is refused, you will also be notified and can start your membership request again.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap on the **“My card”** tab in the menu on the left of the screen;

3. To start the renewal process, press **"Renew"**;
4. **Complete the renewal form** by entering the necessary information;
5. Confirm your information and press **"Submit"**.
   An email will be sent to your city administrators.
   If your request is accepted, you will be notified and your digital citizen card will be accessible.
   If your request is refused, you will also be notified and can start your membership request again.

Link a physical card to your bciti+ account

Mobile app (iOS and Android):

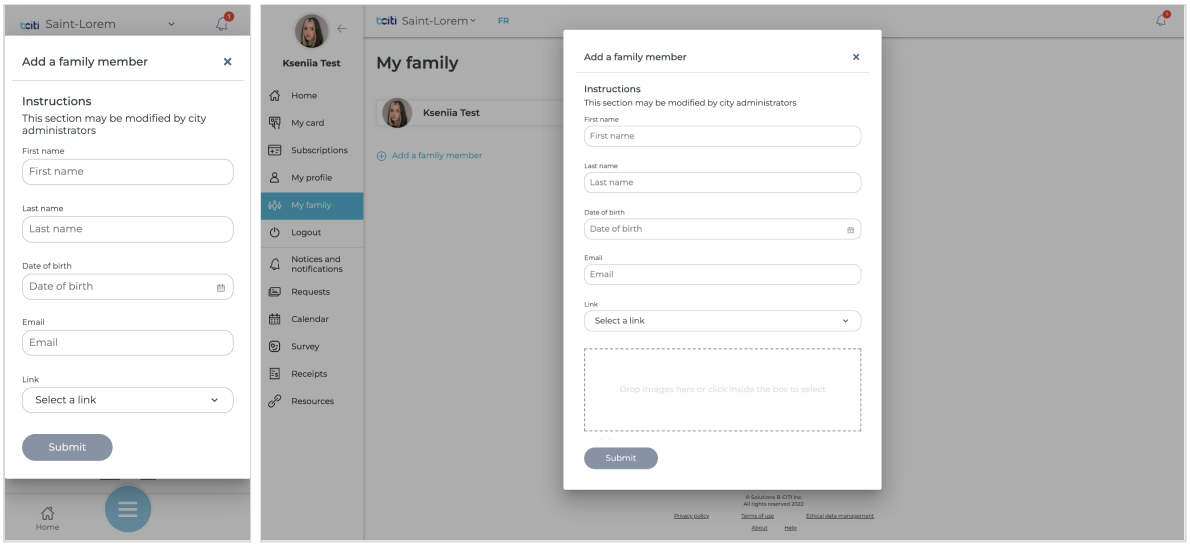
1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then press **“My card”** in the menu that has just opened;
4. To begin the linking process, press **"Link"**. If the button is not present, your city does not accept physical cards for the chosen card type . You will need to **complete an application for a digital citizen card**;
5. Enter your physical card number and press **"Submit"** to complete the card binding.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap on the **“My card”** tab in the menu on the left of the screen;
3. To begin the linking process, press **"Link"**. If the button is not present, your city does not accept physical cards for the chosen card type . You will need to **complete an application for a digital citizen card**;
4. Enter your physical card number and press **"Submit"** to complete the card binding.

13. My Family

The **family** feature allows users to create family ties with each other, according to the kinship rules set by the city. This is a very practical module since it allows, for example, the two parents of the same family to each have, in their own account, the citizen cards of the members of their family with their respective subscriptions.



Add a family member with an email

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then tap on **“My family”** in the menu that has just opened;
4. Under the list of members who are currently part of your family, tap on **“Add a member to the family”**;
5. **Complete the form** and **enter the email** associated with the bciti+ account of the member you wish to add to your family.
6. Add the number of **supporting documents requested**;
7. Press **“Submit”**. A confirmation email will be sent to the member you wish to add.
8. The member must press the link titled **“Click here to view the family link request”** in the email that will be sent.
9. The member must press the **three dots** of the name waiting for confirmation.
10. The member must press **"Accept request"** so that an email is sent to the city administrators and they too can confirm the

request to add a family member. Once the request is confirmed, the member will be added to the family.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap the **“My Family”** tab in the menu on the left side of the screen;
3. Under the list of members who are currently part of your family, tap on **“Add a member to the family”**;
4. **Complete the form** and **enter the email** associated with the bciti+ account of the member you wish to add to your family.
5. Add the number of **supporting documents requested**;
6. Press **“Submit”**. A confirmation email will be sent to the member you wish to add.
7. The member must press the link titled **“Click here to view the family link request”** in the email that will be sent.
8. The member must press the **three dots** of the name waiting for confirmation.
9. The member must press **"Accept request"** so that an email is sent to the city administrators and they too can confirm the request to add a family member. Once the request is confirmed, the member will be added to the family.

Add a member to your family without email

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then tap on **“My family”** in the menu that has just opened;
4. Under the list of members who are currently part of your family, tap on **“Add a member to the family”**;
5. Complete the form without necessarily entering an email.
6. Add the number of **supporting documents requested**;
7. Press **“Submit”**. An email will be sent to your city administrators. When your request is accepted, the new member without email will be added to your family. You will be able to **modify the profile of this member** from the family module.

User web interface:

1. Go to your city's bciti+ website and log in;

2. Tap the **“My Family”** tab in the menu on the left side of the screen;
3. Under the list of members who are currently part of your family, tap on **“Add a member to the family”**;
4. Complete the form without necessarily entering an email.
5. Add the number of **supporting documents requested**;
6. Press **“Submit”**. An email will be sent to your city administrators. When your request is accepted, the new member without email will be added to your family. You will be able to **modify the profile of this member** from the family module.

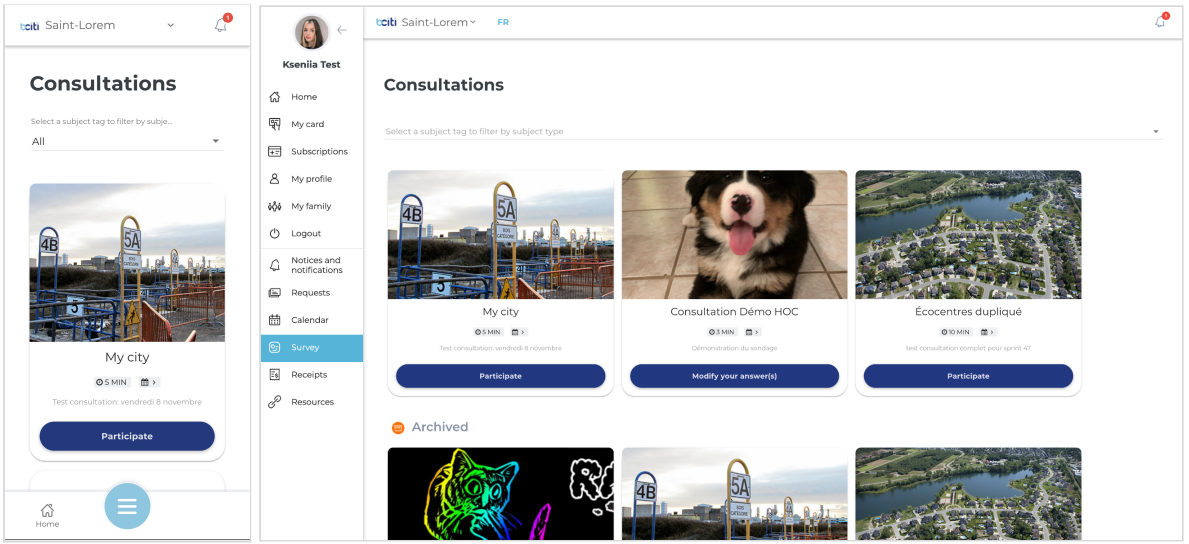
17. Surveys

The **Digital Survey** module allows the city to collect the opinion of its citizens. This tool makes it possible to **communicate messages** more effectively, to provide accurate information directly to urban stakeholders, to listen to citizen opinion and to make more informed decisions, by allowing people to respond to a consultation by web portal or mobile application.

***The different types of consultations:**

- **Active consultation**: the consultation is public. You can respond to the consultation and edit your responses at any time.

- **Archived consultation**: the consultation is visible to users and they can consult their answers. On the other hand, it is impossible to modify his answers and any modification made to the survey will not be saved.



Participate to a survey

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;

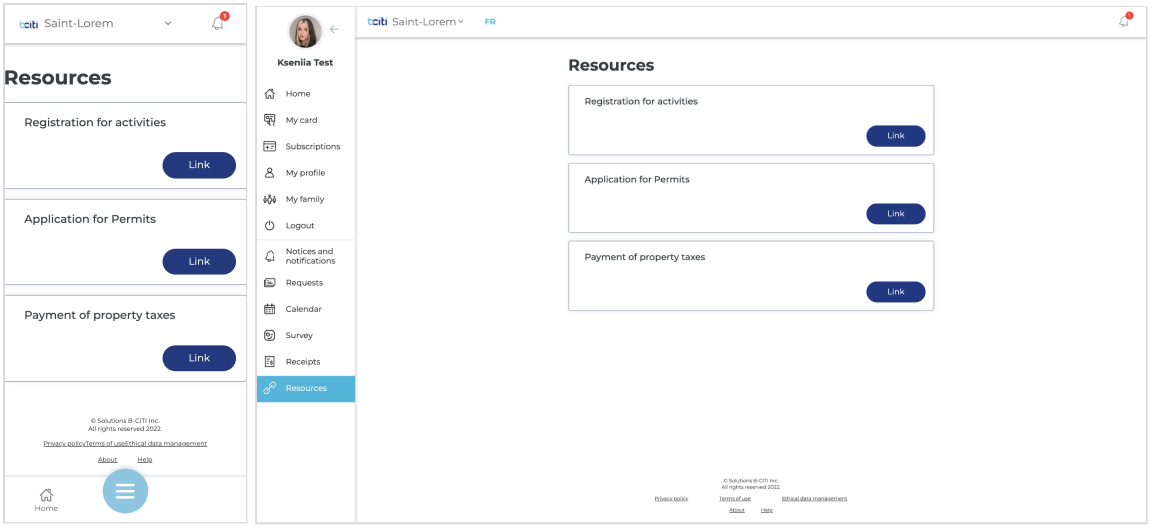
3. Then press **“Surveys”** in the menu that has just opened;
4. You will see the various consultations issued by your city appear. You will have the choice to **participate**, **continue** or **modify your responses** to a consultation;
5. Choose one of the different consultations in which you want to participate and follow the steps of it.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap on **“Surveys”** in the menu on the left of the screen;
3. You will see the various consultations issued by your city appear. You will have the choice to **participate**, **continue** or **modify your responses** to a consultation;
4. Choose one of the different consultations in which you want to participate and follow the steps of it.

18. Resources

The **resource** module allows citizens to access secure external links from their bciti+ account.



View resources in your city

Mobile app (iOS and Android):

1. Open the **bciti+** app;
2. Tap the **menu** at the bottom of the screen;
3. Then tap on **“Resources”** in the menu that just opened;
4. You will be able to consult the resources and external links published by your city.

User web interface:

1. Go to your city's bciti+ website and log in;
2. Tap **“Resources”** in the menu on the left side of the screen;
3. You will be able to consult the resources and external links published by your city.