Access to Information Request - ePay Instructions

Your personal information is being collected and used for the purpose of processing any payment related to your access to information request. This information is collected pursuant to Section 33 of the Freedom of Information and Protection of Privacy Act. If you have any questions about this collection and use, please contact the FOIP Coordinator at 313 – 7 Avenue S.E. Calgary, Alberta T2G 2M3 or call 403-268-5961 (option 2) or email FOIP@calgary.ca.

Access & Privacy is offering [The City's ePay solution](#) for the following:

- Access to general information request initial fee payment ($25.00)
- Fee estimate deposit and final payment

To use ePay, applicants must have a myID City business account or personal account.

- To create an account, visit [myID account sign up](#)
- If you already have an existing myID, please proceed to the next section.

To submit payment for your access to general information request, note the following:

1) Visit the [ePay](#) website and log in using your myID credentials

2) Under "Please Enter Your Payment Information":

   a. **Business Unit,** select [City Clerks – Access and Privacy] from the drop-down menu
   b. **Division,** select [Access and Privacy]
   c. **Service,** select:
      i. [Initial Fee (General Request)] if you recently submitted a general request and are needing to pay the $25.00 initial fee, OR
      ii. [Fee Estimate – Deposit or Final Payment] if you received a fee estimate letter from Access & Privacy. Please enter in the exact amount that was provided to you in the fee estimate letter
   d. **Order #/Applicant #,**
      i. If a file number has been assigned, please enter it here (e.g., 2021-G-0123).
      ii. If you have not been assigned a file number, enter the last name that was used to submit the request.
   e. Select your method of payment and click "Pay"

3) You will be redirected to the ePayment webpage to enter in your credit card information. If you wish to receive an emailed copy of your receipt, please enter your email address into the specified field.

For any questions and or concerns, please contact Access & Privacy by email at foip@calgary.ca or call us at 403-268-5861 (option 2).