

Calgary



Vehicle for Hire Online Portal

Taxi Plate Renewal User Guide

**EMCS
L&W**

COPYRIGHT © 2025 The City of Calgary
ALL RIGHTS RESERVED. Any unauthorized reprint or use of this material is prohibited. No part of this course may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system without express written permission from The City of Calgary.



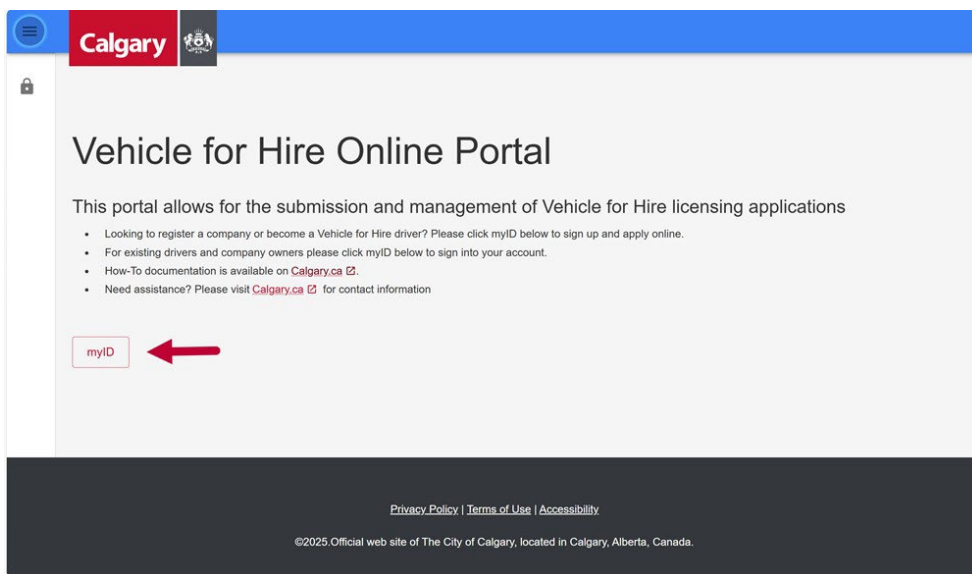
Table of Contents

1.1 Setting Up a myID Account 3
1.2 Renewing a Taxi Plate Licence 6

1.1 Setting Up a myID Account

To access the Vehicle for Hire Online Portal for a Taxi Plate Renewal, an individual must register for a City of Calgary *myID* Account.

Go to the Vehicle for Hire [landing page](#) and choose *myID*. This will direct you to the *myID* sign up or sign in page.



<p>You will need to create a <i>myID</i> personal account.</p> <p>1. Select to Create a <i>myID</i> account.</p>	
------------------------------------------------------------------------------------------------------------------	--

2. Complete all the required information in the form.
Enter your first and last name, and your email address.
Select a username. If the name is available, you will see this message:

✔ Username is available

If the username is not available, please select a different username.
Select a password and then re-enter to confirm your password.

Be sure to click the acknowledgement before the Captcha.

Calgary myID

< Sign in
myID account sign up

Please provide the following details.

First name (required)

Last name (required)

Email address (required)

Confirm email address (required)

Username (required)

New password

show password

Confirm new password

show password

I have read and agree to the terms of use and privacy policy (required) **2**

- [Privacy Policy](#)
- [Terms of Use](#)

I'm not a robot

Create

User account privacy statement
Your user name, password and email address are collected for the creation of a user account for your customization of the portal view, or participation in interactive portal activities or to forward to you administrative activity notices regarding the site and your registered user account. Your email address is collected to process and respond to your request for password reset, to warn you when your portal account is about to expire, to forward to you administrative activity notices regarding the site and your registered user account, and as components in authentication and identity confirmation. The user account information and email address is collected under the authority of the Freedom of Information and Protection of Privacy Act (FOIP) Section R.S.A. 2000, c.F-25 33(1).
For additional information, email myIDSupport@calgary.ca or call 3-1-1. If calling from outside Calgary, please call (403) 268-CITY (2489). Refer to [EADs](#) for help.

After you click *Create*, the system will send a confirmation message to the email account you used.

Dear

You have initiated the process of creating your a new City of Calgary myID account with Username:

To complete this process, please enter the below validation code on myID to verify this email address.

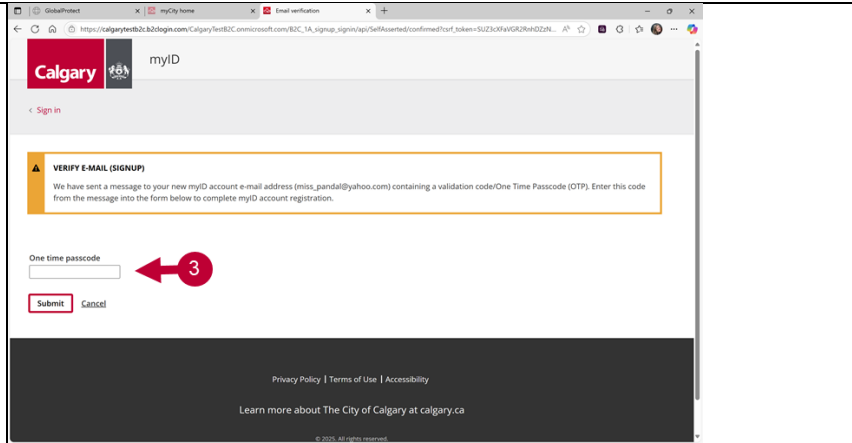
Validation Code:

You will be prompted to provide this validation code every time you login to myID (or a partner business application) until you actually provide it once to get your email verified.

Thanks,

The City of Calgary

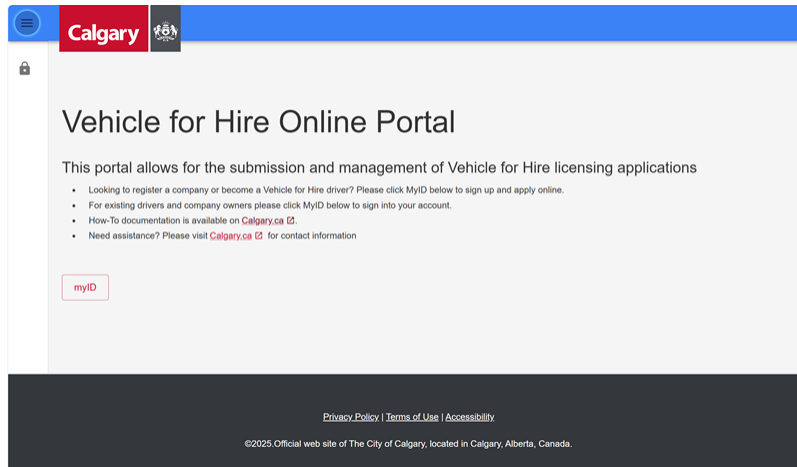
3. Enter the Validation Code from the email and click *Submit*.



You will then be redirected back to the *myID* sign up/sign in page from Step 1.

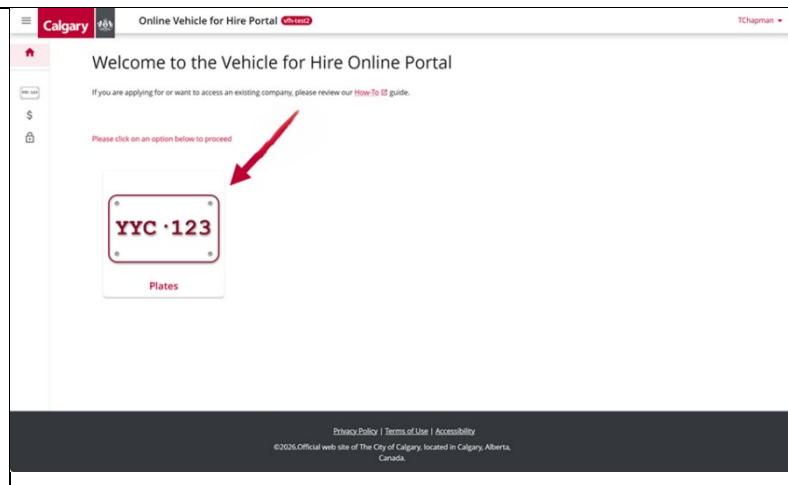
1.2 Renewing a Taxi Plate Licence

Go to the [Vehicle for Hire Online Portal](https://vehicleforhire.calgary.ca) (vehicleforhire.calgary.ca) and select *myID* to sign in.



1. Once you have logged in, you will be redirected back to the Vehicle for Hire Online Portal.

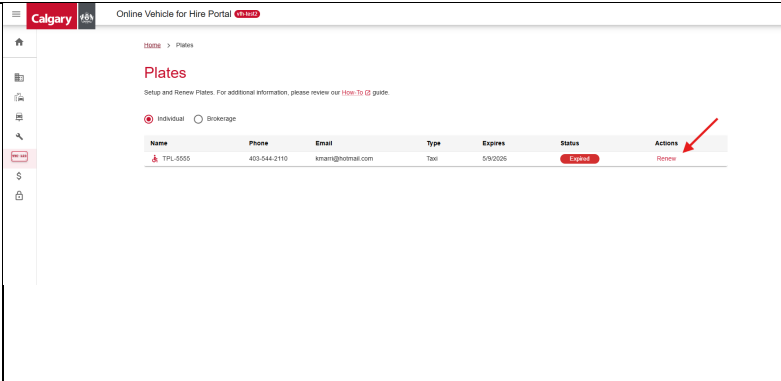
Click the *Plates* Icon.



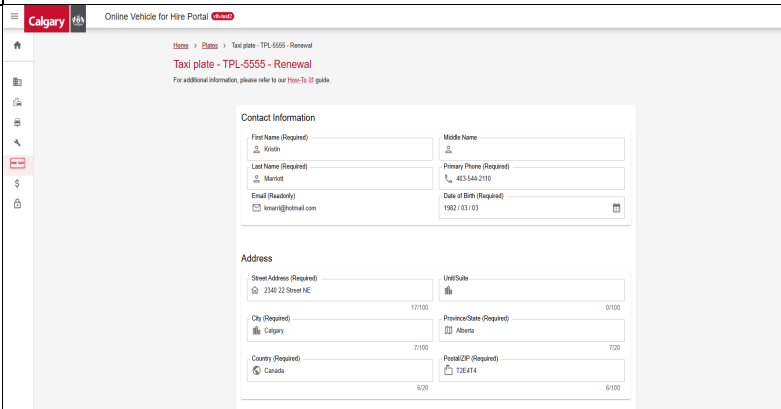
Taxi Plate Renewal User Guide
City of Calgary

2. You will see the plate that requires renewal.

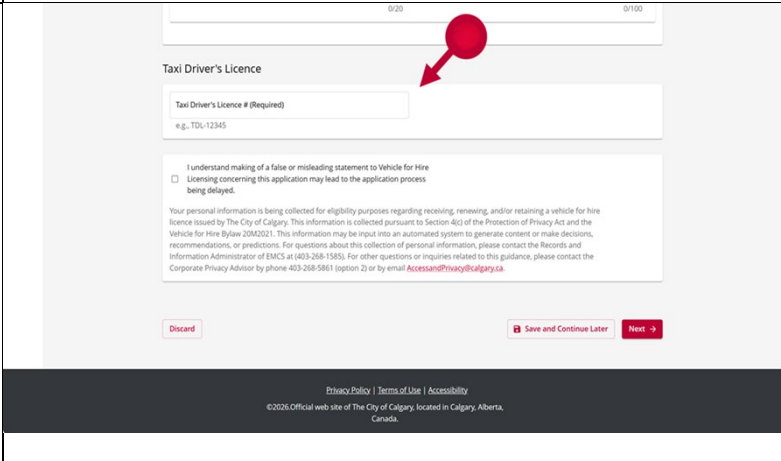
Click the *Renew* link.



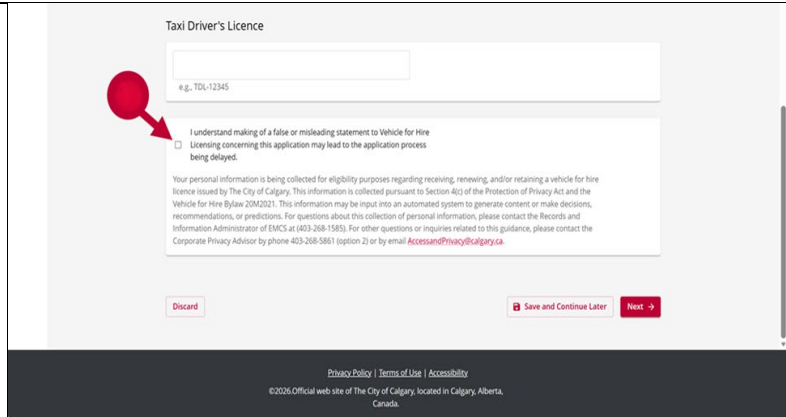
3. Verify all Contact Information and Address are correct. Enter the information in the appropriate dialog if any is missing.



4. Click and add your Taxi Driver's Licence number (if applicable).

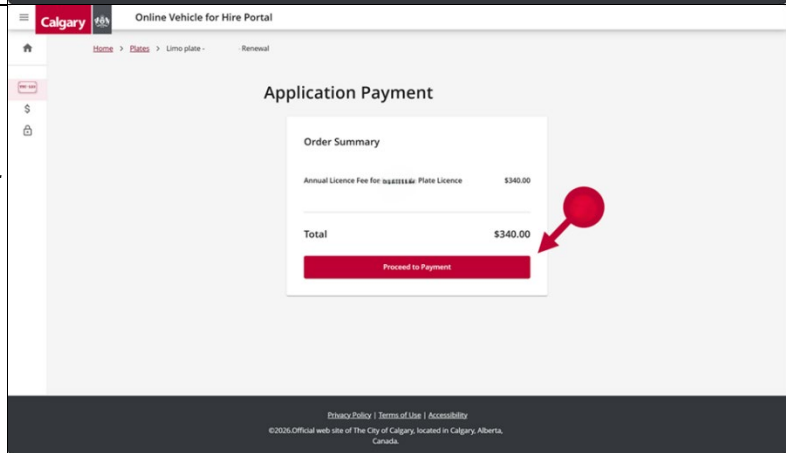


5. Click the Consent and click *Next*.

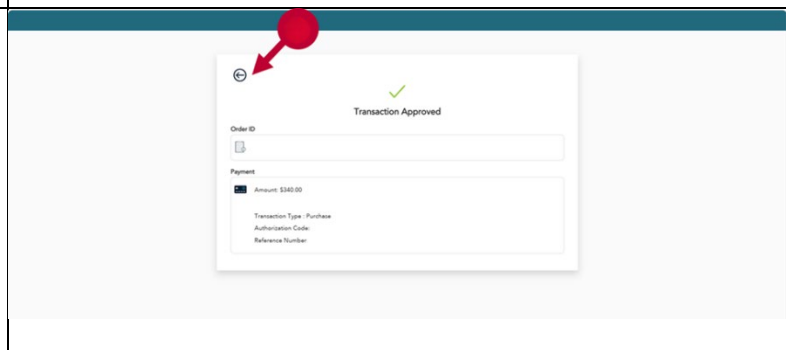


If your Taxi Plate is an Accessible Plate, please jump to step 8.

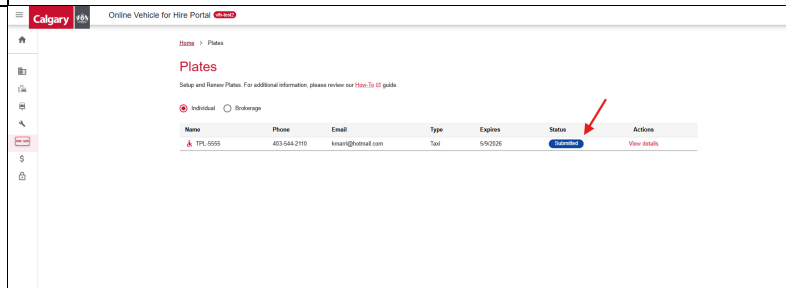
6. Select to *Proceed to Payment*.



7. Once you have completed the transaction, click the arrow to return to the Vehicle for Hire Online Portal.



8. You can see the application has been submitted.

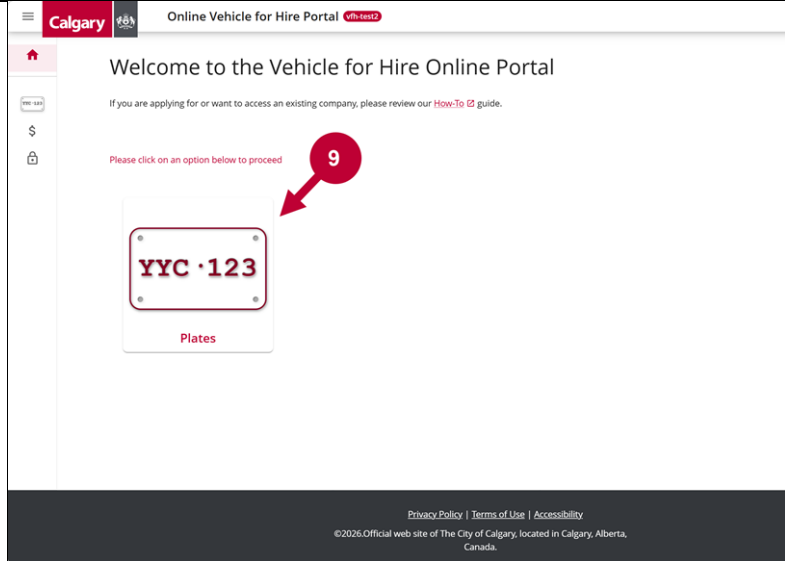


The system sends notification to Vehicle for Hire Licensing.

Once the application has been approved, you will receive an email.

9. Log in to the Vehicle for Hire Online Portal.

Click the *Plates* Icon.



You can see in your profile that the application has been approved and licenced.

10. Click *View Licence* to download your licence.

