

Portapay – Frequently Asked Questions

Q: What is the website called?

A: Portapay – www.portapay.com

Q: Can I sign up on my own?

A: No. You must follow the link provided via email from a City staff member. Ensure to 'Create New Account' when taken to the Portapay website.

Q: How do I set up a new account, or obtain a link to create a login on the website?

A: Contact the City of Markham at bulkwater@markham.ca or 905-477-5530

Q: Do I need to provide my credit card number to City staff to use Portapay?

A: No. Credit card details are uploaded by the customer directly into Portapay. City staff cannot see these details.

Q: Can I purchase a FOB through the website?

A: No. FOB payment is to be made at the Civic Centre at 101 Town Centre Blvd in Markham via credit card or cheque. The cost per FOB is \$20 flat. Once payment is made, FOB pick up is at 8100 Warden Avenue. Please contact bulkwater@markham.ca or 905-477-5530 to arrange FOB pick up.

Q: The website down, how do I make a bulk water purchase?

A: Payment can be made at the Civic Centre at 101 Town Centre Blvd in Markham via credit card or cheque.