

Calgary



Vehicle for Hire Online Portal

Transportation Network Company (TNC) User Guide

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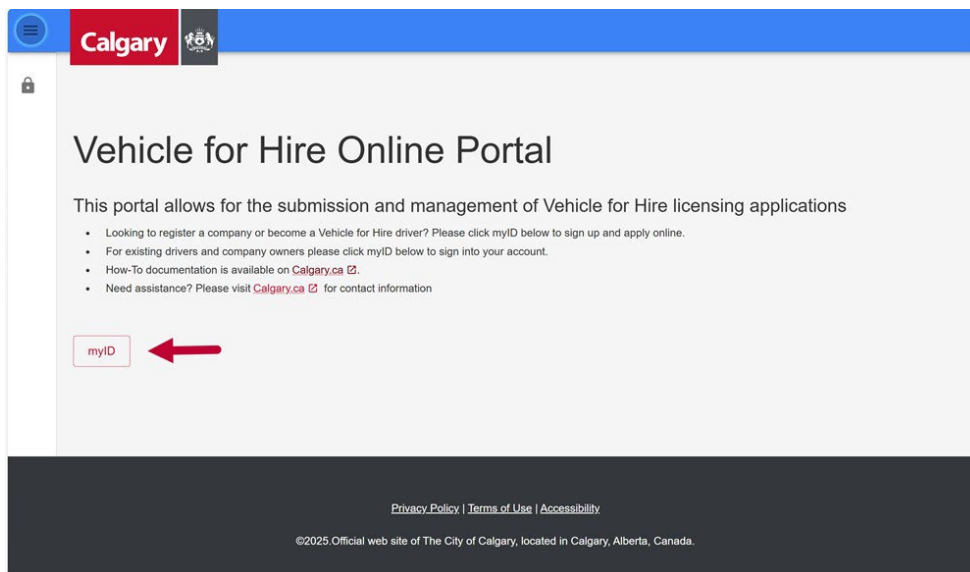


1.1 Setting Up a myID Account

To access the Vehicle for Hire Online Portal, a company must register for a City of Calgary *myID* and *myID* Business Account.

If you already have a *myID* account but not a *myID* Business Account, please jump to [1.2 Setting Up a myID Business Account](#) below. If you already have both accounts, please jump to [1.3 Setting up a New TNC](#).

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




You will need to create a *myID* personal account before you can create a business account.

1. Select to *Create a myID* account.

2. Complete all the required information in the form.

Enter your first and last name, and your email address.

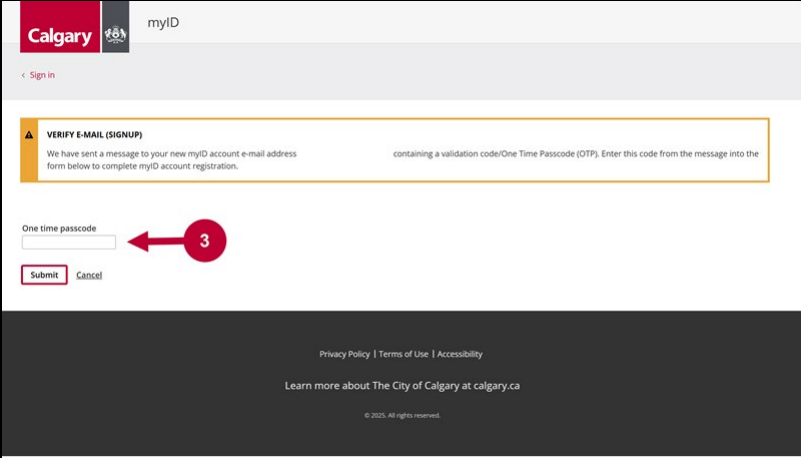
Select a username. If the name is available, you will see this message:

 **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.

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

<p>3. Enter the Validation Code from the email and click Submit.</p>	
<p>You will then be redirected back to the myID sign up/sign in page from Step 1.</p>	

Once you have a *myID* Account, you will need to create a *myID* Business Account. If you already have a *myID* Business Account, please skip ahead to section 1.3 *Setting up a New TNC*.

1.2 Setting Up a myID Business Account

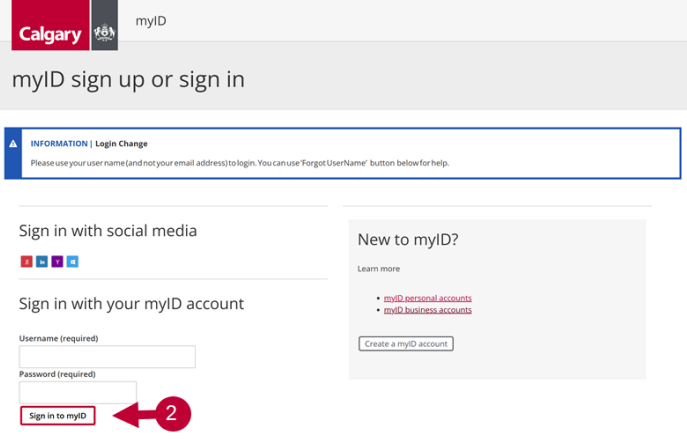
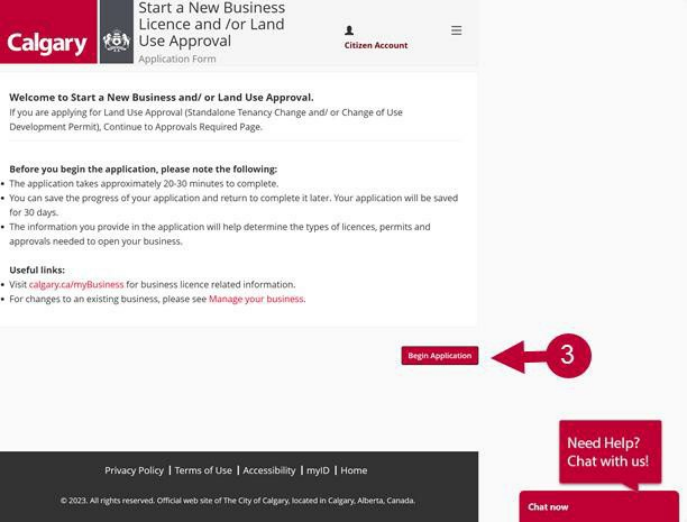
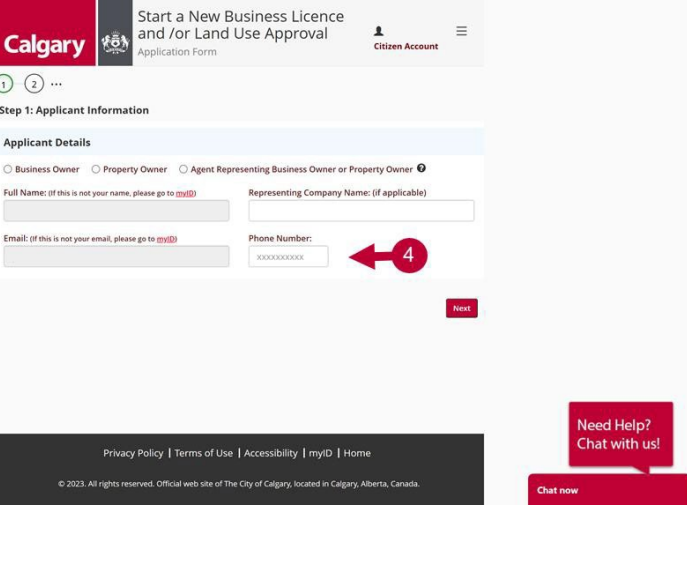
Go to the [Online Services](https://apply.calgary.ca/) page (https://apply.calgary.ca/).

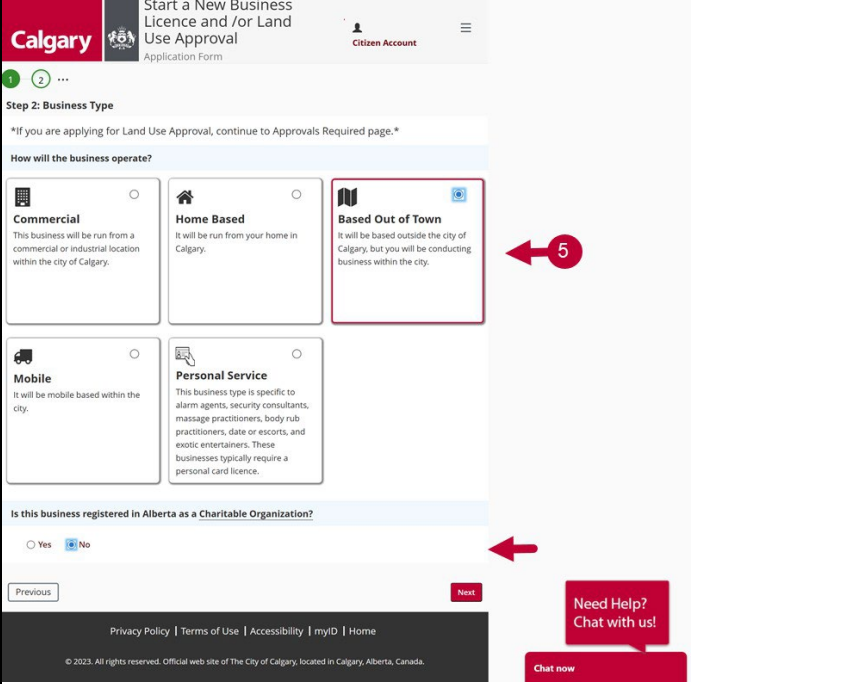
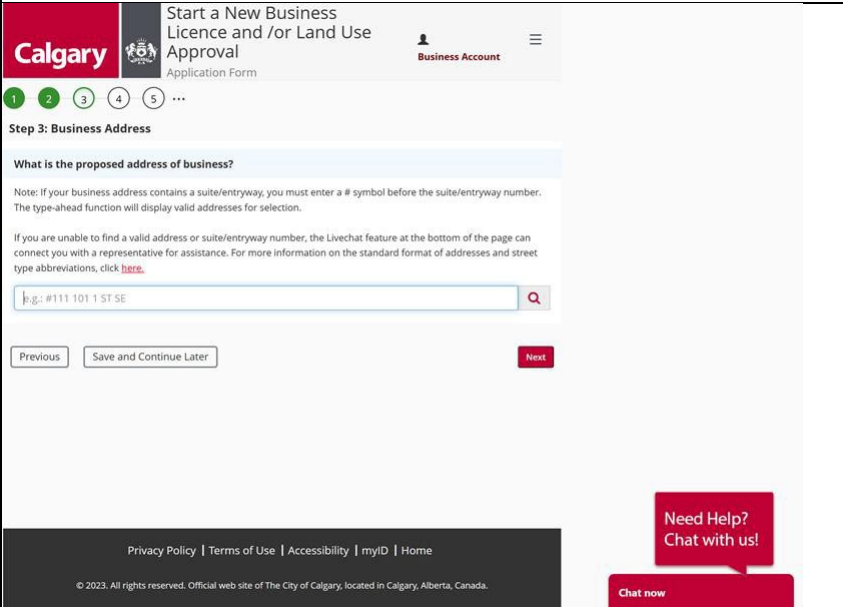
1. Select to Start a New Business Licence and/or Land Use Approval.

The screenshot shows the 'Online Services TEST Application Form' page. The main heading is 'Welcome to Online Services'. Below this, there is a blue bar with 'Information | View the Status of your Application'. A text box asks if the user wants to check the status of their application, with a 'Click here' button. Below that, a message says 'Please select one of the following services by clicking on the heading, or sign in with myID to continue with the existing application.' The page displays a grid of service tiles:

- Home Improvement**: Apply for your home improvement project including decks, garages, additions, home renovations, secondary suites and more.
- Certificate of Compliance**: Upload your Real Property Report to apply for a Certificate of Compliance for the purpose of selling your home.
- Commercial and Multi-Family Buildings**: Apply for permits on commercial, multi-family, or industrial buildings. Including new construction, alterations, revisions to existing permits, temporary structures, special function events and condominium applications.
- Demolitions**: Residential and Commercial projects that require building demolition or removal.
- Short Term Rentals**: Apply for a new Short-term Rental. Renew your existing Short-term Rental. Make changes your Short-term Rental.
- Start a New Business Licence and/or Land Use Approval**: Apply for a new business licence and/or Land Use Approval (Tenancy Change or Change of Use Development Permit).
- Manage Business**: Renew your business licence or make changes to your business including location, ownership, contact details and more.
- Signs and Antennas**: Apply for a new sign, antenna/communication tower, or renewing an existing approved sign application.
- Pay Outstanding Fees**: Use our online tool to pay for outstanding fees and access receipts for previously paid fees.
- Construction drawings - Development**: Apply to have your designs of public infrastructure, such as utilities, roads, and other surface improvements as well as Construction Drawing Minor Revision (CDMR), reviewed and approved through the construction drawings design review process.
- Land Use Amendment, Outline Plan and Road Closure**: Apply to have your land use amendment, outline plan or road closure proposal reviewed by Administration.

At the bottom of the page, there is a footer with 'Privacy Policy | Terms of Use | Accessibility | myID | Home' and '© 2023. All rights reserved. Official web site of The City of Calgary, located in Calgary, Alberta, Canada.' A 'Need Help? Chat with us!' button is located in the bottom right corner.

<p>2. Enter your <i>myID</i> account and password, then click <i>Sign in to myID</i>.</p>	
<p>3. Select to <i>Begin Application</i>.</p>	
<p>4. Your full name and email address will be automatically filled in. Select whether you are a Business Owner, a Property Owner, or an Agent.</p> <p>If you are an Agent, you will need to enter the Representing Company Name.</p> <p>Enter your phone number and click <i>Next</i>.</p>	

<p>5. Enter the business type. This depends on your business location, Commercial, Home Based, or Based Out of Town.</p> <p>Choose <i>No</i> for the question “Is the business registered as a Charitable Organization”, and then click <i>Next</i>.</p>	
<p>If you chose <i>Out of Town</i>, please go to step 6.</p> <p>If you chose <i>Commercial</i> or <i>Home Based</i>, enter the address of the business location, then click <i>Next</i>.</p> <p>If you chose <i>Home Based</i>, there will be a series of questions related to the use of the residential home for business use.</p>	

6. Select your business activity.
Type *Transportation Network Service* into the search bar directly.

From the list, select *Transportation Network Service* and then click *Next*.

Start a New Business Licence and /or Land Use Approval Application Form

Step 3: Business Activity

Search for a **Out of town** activity that best describes the business. Or, you can [browse by activity group](#). *If you are applying for **Land Use Approval**, please continue forward to the **Approvals Required** page.*

Out of town activities

Transport

Examples: Construction
Trade Show
Pet Care

1 activities were found for **Transport**

- Transportation Network Service

5 activities were found in **Transportation & Warehousing** group:

- Bicycle Courier Agency
- Limo Service
- Taxi Service
- Transportation Network Service
- Trucking/Hauling

3 activities were found in Ground Passenger **Transportation & Transit** group:

- Limo Service
- Taxi Service
- Transportation Network Service

Selected Activity

Transportation Network Service

Previous Save and Continue Later Next

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7. Answer the questions about how you will use the location.

Provide a brief description of your business and how it operates, then click *Next*.

If you chose *Home Based* or *Out of Town*, please go to step 8.

Start a New Business Licence and /or Land Use Approval Application Form

Step 5: Business Questionnaire

If you are applying for Land Use Approval, please answer the following questions as best as possible for the new business anticipating to occupy the space.

You selected the **Taxi Service** activity.

1. Will the business vehicles be stored, repaired, maintained or cleaned at this location when not in use?

-- Select an answer --

Have you previously applied for planning approval for how your business intends to use the space? (i.e., Development Permit or Tenancy Change)

Yes
 No

Please describe your business below

To ensure we understand your business, briefly describe in your own words, how the business operates.

Previous Save and Continue Later Next

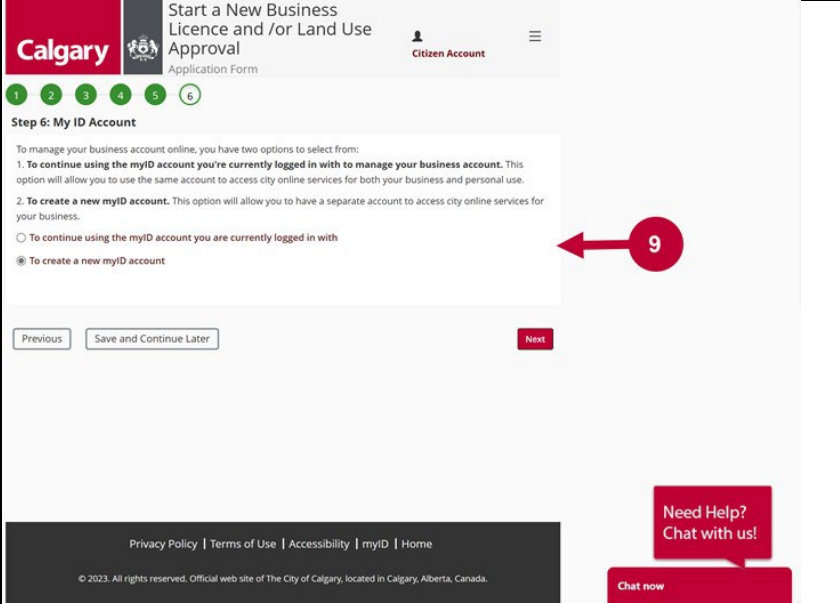
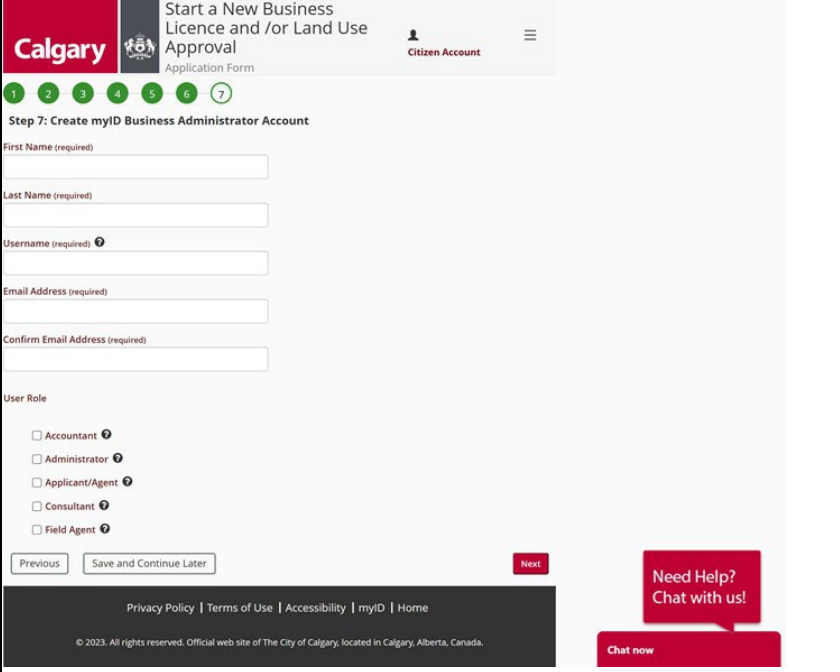
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<p>Select whether you will be the first tenant in the building space, whether the building previously had a different business in it, or whether you currently are using building space.</p> <p>Once you make your selection, a further series of questions will appear. Select Yes or No in response to each question. Once you have answered all the questions, click Next.</p>	<p>Calgary Start a New Business Licence and /or Land Use Approval Application Form Business Account</p> <p>1 2 3 4 5 6 7 ...</p> <p>Step 6: Tenant Information</p> <p>If applying for Land Use Approval only, please select the appropriate option for tenant. If unsure please select "New tenant/Land Use Approval (There was a different business using this space, but proposed business will be taking over)"</p> <p>Which of the following describes this business location?</p> <p><input checked="" type="radio"/> First tenant in the space (Building is brand new and I am the first tenant)</p> <p><input type="radio"/> New tenant/Land Use Approval (There was a different business using this space, but the proposed business will be taking over) </p> <p><input type="radio"/> Existing tenant (I have pre-existing approval for this space but I am making changes to operations)</p> <p>Is a school, child care facility, overnight medical facility, residence, or food, drink, and/or cannabis business proposed as either a primary or ancillary use? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Is a waste management, recycling, or wastewater treatment facility being proposed? <input type="radio"/> Yes <input type="radio"/> No</p> <p>What was the last business to occupy the space? (if known or applicable) <input type="text"/></p> <p>Is any part of the business taking place outside? (e.g auto sales, outside storage) <input type="radio"/> Yes <input type="radio"/> No</p> <p>What floor of the building is the business located on? <input type="text"/></p> <p>What is the total area of the business? <input type="text"/> Sq ft</p> <p>Will you be adding or increasing the size of a sign? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Previous Save and Continue Later Next</p> <p>Privacy Policy Terms of Use Accessibility myID Home</p> <p>© 2023. All rights reserved. Official web site of The City of Calgary, located in Calgary, Alberta, Canada.</p> <p>Need Help? Chat with us!</p> <p>Chat now</p>
<p>8. On this page, choose to register your business now and then acknowledge that you understand a building permit may be required (if Commercial). Once you select these, click Next.</p>	<p>Calgary Start a New Business Licence and /or Land Use Approval Application Form Citizen Account</p> <p>1 2 3 4 5 ...</p> <p>Step 5: Approvals Required</p> <p>Below is a summary of the approvals required to open and operate your business in Calgary. All application requirements and payment must be completed before your application can be processed. You may choose to apply for specific approvals individually, or all approvals at once.</p> <p>If you are applying for Land Use Approval (Standalone Tenancy Change or a Change of Use Development Permit) please ensure you select "YES- apply now" under the Planning Approval section.</p> <p>Please note a fee is required for a Change of Use Development Permit.</p> <p>Business Registration</p> <p>No licence required</p> <p>Your business activities do not require a municipal business licence, continuing with the application will register your business with the city and provide you a unique business ID (this is a mandatory requirement of commercial locations for tax purposes). Every business location within the City is required to obtain planning approval for the space they are operating, the approvals required to obtain planning approval are outlined below.</p> <p>Based out of town businesses are subject to a non-resident surcharge in addition to base licensing fees. If you own property within Calgary, the non-resident surcharge may be waived. Please use the Live Chat feature at the bottom of the page for more information.</p> <p>Would you like to register your business now?</p> <p><input type="radio"/> Yes - register now. Note that when you register for a business, you will also be creating a new Business myID that you may use to maintain your business or request City of Calgary services </p> <p>Previous Save and Continue Later Next</p> <p>Privacy Policy Terms of Use Accessibility myID Home</p> <p>© 2023. All rights reserved. Official web site of The City of Calgary, located in Calgary, Alberta, Canada.</p> <p>Need Help? Chat with us!</p> <p>Chat now</p>

<p>9. Select whether you wish to continue to use your Personal/Citizen account (<i>myID</i>) or whether you wish to create a new <i>myID</i> for your business, then click <i>Next</i>.</p> <p>If you selected to use the myID account you are currently using, skip the information below and go to step 10.</p>	
<p>If you chose to create a new <i>myID</i> account, you must create an Administrator Account for your <i>myID</i> Business Account. Complete the required information. Select your role from the list and then click <i>Next</i>.</p>	

10. Enter the required information about your business, including the name, email, phone number, and move-in date. Then enter the mailing address for your business.

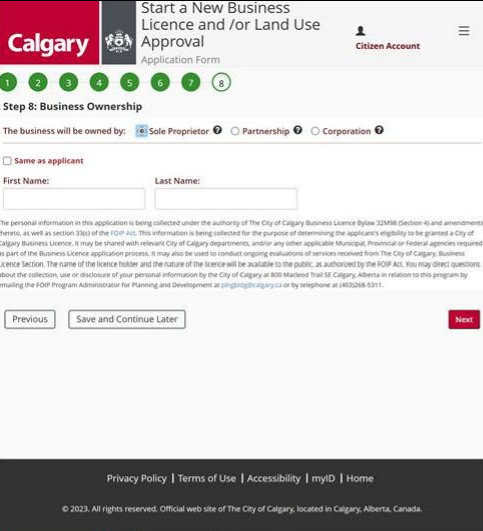
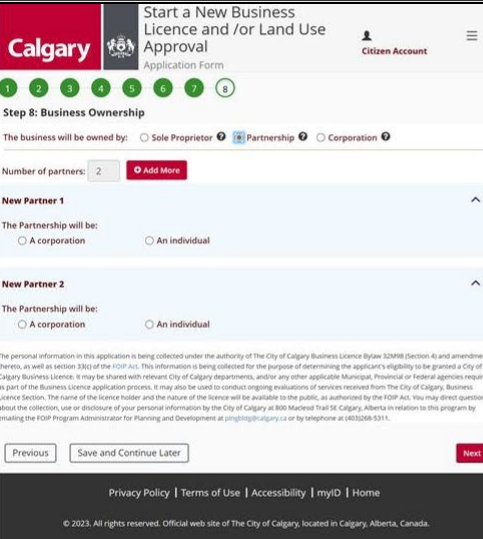
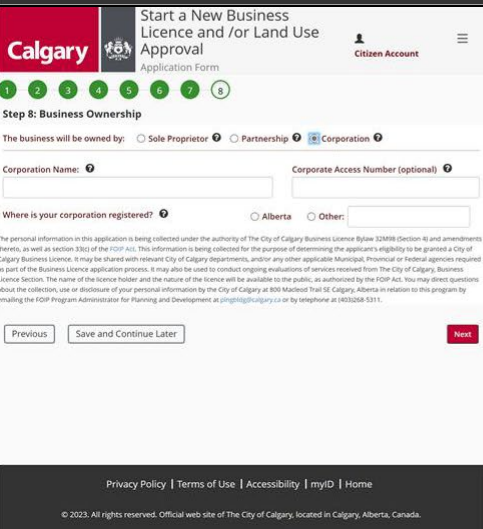
You can select to have the same email and phone number as your myID account if they are the same.

Then, click *Next*.

The screenshot shows the 'Step 7: Business Details' section of the 'Start a New Business Licence and /or Land Use Approval' application form. The form includes fields for 'Trade Name', 'Business Email' (with a 'Same as applicant' checkbox), 'Business Phone Number' (with a 'Same as applicant' checkbox), 'Start Date' (mm/dd/yyyy), 'Primary Address', 'Mailing Address', 'Country', 'Province/State', 'City', and 'Postal Code/Zip'. A red circle with the number '10' and an arrow points to the 'Trade Name' field. At the bottom right, there is a red 'Next' button and a 'Need Help? Chat with us!' chat button.

11. Select the business ownership format.

The screenshot shows the 'Step 8: Business Ownership' section of the application form. It features a dropdown menu for 'The business will be owned by:' with radio button options for 'Sole Proprietor', 'Partnership', and 'Corporation'. A red circle with the number '11' and an arrow points to this dropdown menu. Below the form are 'Previous', 'Save and Continue Later', and 'Next' buttons. At the bottom right, there is a 'Need Help? Chat with us!' chat button.

<p>If you select Sole Proprietor, you can then enter the name of the owner. If you select <i>Same as applicant</i>, it will autofill the information.</p> <p>Once you have entered the required information, click <i>Next</i>.</p>	 <p>Start a New Business Licence and /or Land Use Approval Application Form</p> <p>Step 8: Business Ownership</p> <p>The business will be owned by: <input checked="" type="radio"/> Sole Proprietor <input type="radio"/> Partnership <input type="radio"/> Corporation</p> <p><input checked="" type="checkbox"/> Same as applicant</p> <p>First Name: <input type="text"/> Last Name: <input type="text"/></p> <p>Buttons: Previous, Save and Continue Later, Next</p> <p>Need Help? Chat with us!</p>
<p>If you select Partnership, you will be asked whether the partnership is a corporation or an individual. You will then need to complete the information about the partners. You can select to add more partners.</p> <p>Once you have entered the required information, click <i>Next</i>.</p>	 <p>Start a New Business Licence and /or Land Use Approval Application Form</p> <p>Step 8: Business Ownership</p> <p>The business will be owned by: <input type="radio"/> Sole Proprietor <input checked="" type="radio"/> Partnership <input type="radio"/> Corporation</p> <p>Number of partners: 2 Add More</p> <p>New Partner 1</p> <p>The Partnership will be: <input type="radio"/> A corporation <input type="radio"/> An individual</p> <p>New Partner 2</p> <p>The Partnership will be: <input type="radio"/> A corporation <input type="radio"/> An individual</p> <p>Buttons: Previous, Save and Continue Later, Next</p> <p>Need Help? Chat with us!</p>
<p>If you select a Corporation, you will be asked to enter the information about the Corporation.</p> <p>Once you have entered the required information, click <i>Next</i>.</p>	 <p>Start a New Business Licence and /or Land Use Approval Application Form</p> <p>Step 8: Business Ownership</p> <p>The business will be owned by: <input type="radio"/> Sole Proprietor <input type="radio"/> Partnership <input checked="" type="radio"/> Corporation</p> <p>Corporation Name: <input type="text"/> Corporate Access Number (optional): <input type="text"/></p> <p>Where is your corporation registered?: <input type="radio"/> Alberta <input type="radio"/> Other: <input type="text"/></p> <p>Buttons: Previous, Save and Continue Later, Next</p> <p>Need Help? Chat with us!</p>

12. This is the summary of all the information you have entered about your business. Verify all the information is correct.

If you need to make changes to a section, click *Edit* and enter the new information.

Once you have verified all the information is correct, click *Next*.

Calgary Start a New Business Licence and /or Land Use Approval Application Form

1 2 3 4 5 6 7 8 9 10

Step 9: Summary

Applicant Edit ^

I am a Business Owner.

Full Name:
Phone:
Email:

Business Type Edit ^

Business Type:
Is Charitable Organization:

Business Activity Edit ^

Business activity: Transportation Network Service

Business Questionnaire & Description Edit ^

Business Description:

Business Details Edit ^

Trade Name:
Move-in date:
Primary Mailing Address

Business Ownership Edit ^

Ownership Type:
Full Name:

MyID Details Edit ^

First Name:
Last Name:
User Name:
Email Address:
Role Type:

myID for business

There are two types of myID business accounts:

- Business Administrator
- Business User

With a business administrator account, you can:

- Receive an email with a digital copy of your licence when your licence is issued (note: individuals who are required to obtain a personal identification card will not be receiving a digital copy of their licence at this time).
- Create myID business user accounts.
- Modify your profile information.
- Change your password.
- Close your, or other business user accounts (only business administrators can close accounts, not business users).

More Information

myID business account FAQs
Manage your business

Approvals Required Edit ^

Applying for:
 Business Registration

Business Licence Type(s):
No license required

Next steps - Business Licence Approvals:

A File Manager will contact you regarding next steps and provide any assistance during the process.

Previous Save and Continue Later **Next**

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13. Carefully read the Online Services Terms of Use and then select that you consent and confirm the information is true. Then, click *Confirm and Pay*.

Please note, there will not be a fee at this stage as this is a registration only.

Start a New Business Licence and /or Land Use Approval Application Form

Step 10: Applicant's Declaration

Online Services Terms of Use

PLEASE REVIEW THESE TERMS OF USE CAREFULLY. BY ACCESSING AND USING THIS ELECTRONIC ONLINE SERVICES WEBSITE, YOU ACCEPT AND AGREE TO THE FOLLOWING TERMS OF USE. IF YOU DO NOT AGREE WITH THESE TERMS OF USE YOU ARE NOT AUTHORIZED TO USE THIS ONLINE SERVICES SITE AND MUST IMMEDIATELY DISCONTINUE USE OF THIS ONLINE SERVICES SITE.

1. Interpretation

These Online Application Consent and Confirmation of Applicant supplement, and shall be interpreted consistently with, the general Terms of Use for the City of Calgary's website, found at the bottom of each web page.

I consent and confirm this information is true.

Previous Save and Continue Later Confirm and Pay

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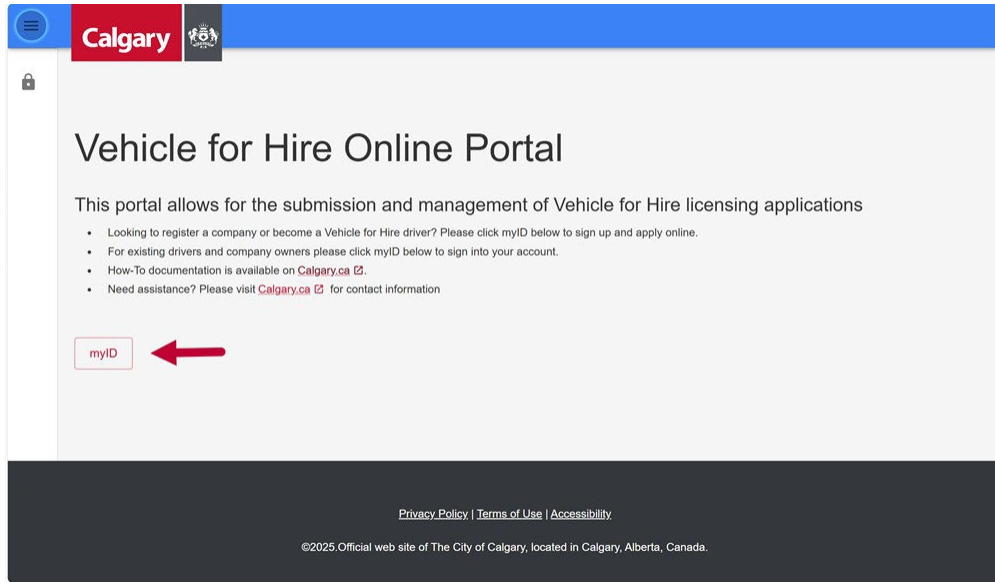
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If you chose to create a new myID Business Account for your business, you will receive a confirmation email providing you a temporary password. Log in through the link in the email message and change your password.

If you chose to continue using the myID account you are currently logged in with, you will use your current username and password to access the Vehicle for Hire online portal.

1.3 Setting Up a New TNC

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



<p>1. Once you have logged in, you will be redirected back to the Vehicle for Hire Online Portal.</p> <p>Click the <i>Company Setup</i> icon.</p>	
---------------------------------------------------------------------------------------------------------------------------------------------------	--

2. Complete all the required Company Setup information including Contact and Address.

Click *Create Company*.

Company Setup

Contact

Legal Entity Name *

Primary Phone * Secondary Phone

Address

Street Address * Unit/Suite

City * Province/State *

Country * Postal/ZIP *

Please create the company first before managing contacts.

CREATE COMPANY

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3. Verify all Company Information is correct, then click *Save all Changes*.

Company Information

Contact

Legal Entity Name *

Primary Phone * Secondary Phone

Address

Street Address * Unit/Suite

City * Province/State *

Country * Postal/ZIP *

Organization Contacts

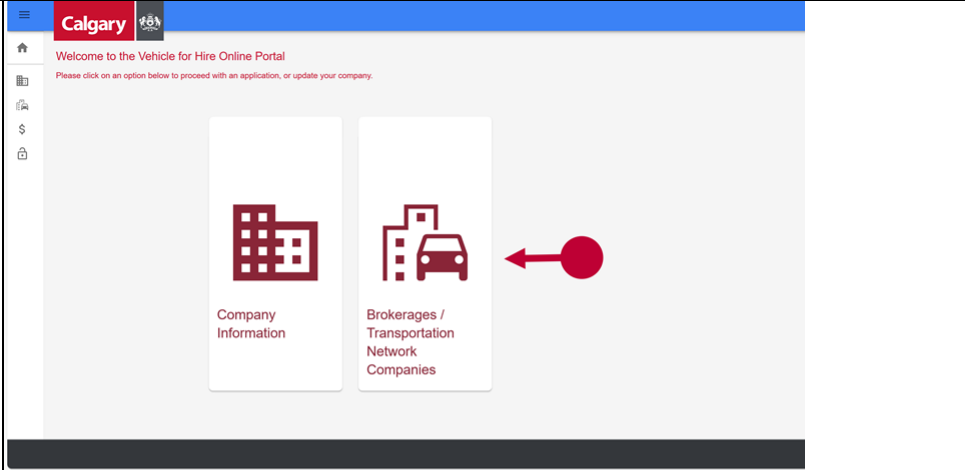
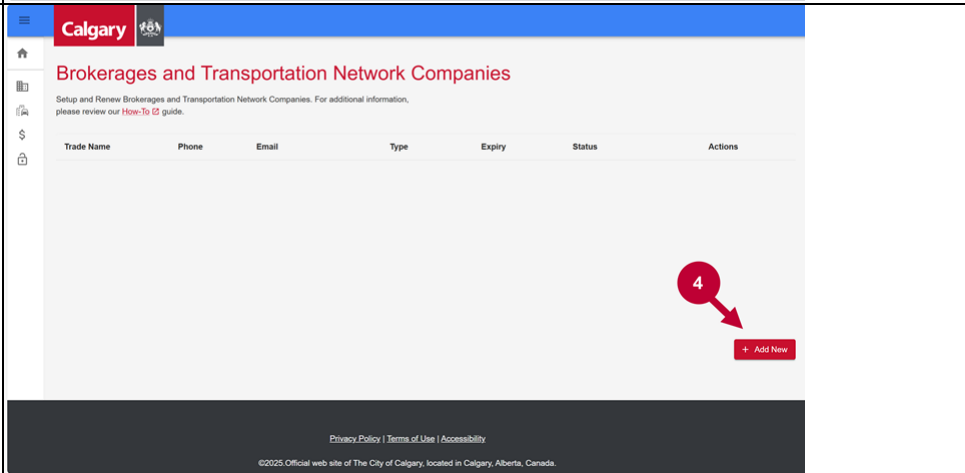
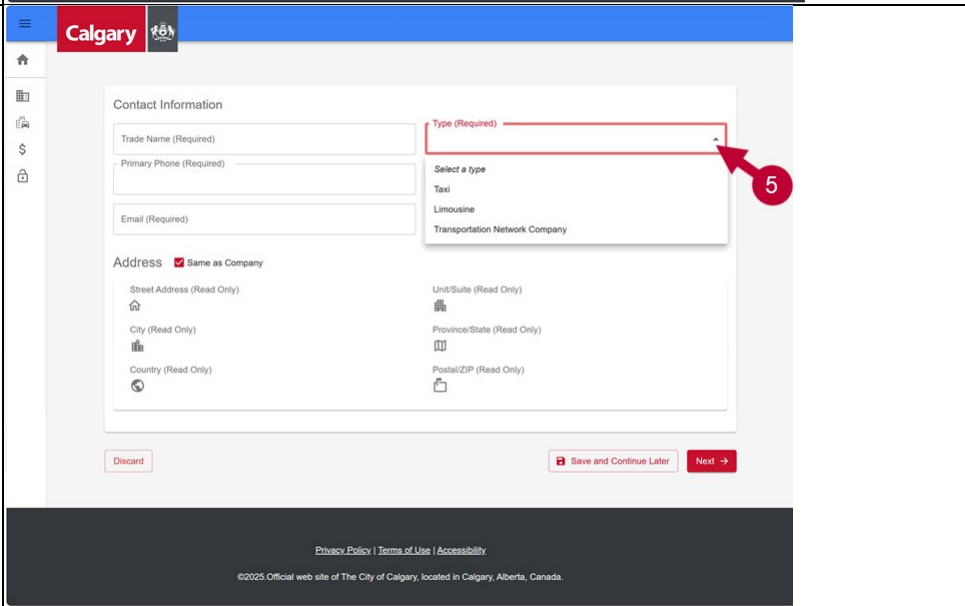
MyID Users: [See our help content for additional details](#)

Name	Email	Type	Director	Actions
		Personal	<input checked="" type="checkbox"/>	

Setup MyID Business Users
Users who work for your company with emails accounts that you maintain. Allows you to manage access to all City of Calgary MyID websites based on their company email address.

Invite MyID Personal Users
Users or employees who wish to use their personal email accounts to conduct business on behalf of your company. Personal MyID users must accept your invitation in order for your business to represent them.

SAVE ALL CHANGES

<p>Navigate back to the Home page and click the <i>Brokerages / Transportation Network Companies</i> icon.</p>	
<p>4. Click the + <i>Add New</i> icon.</p>	
<p>5. Use the drop-down menu to select the correct business type – <i>Transportation Network Company</i>.</p>	

6. Select the correct payment structure.

The screenshot shows a web form for a Transportation Network Company. The form is titled "Contact Information" and includes fields for Trade Name (Required), Primary Phone (Required), Email (Required), and Address (with a "Same as Company" checkbox). The "Type (Required)" dropdown is set to "Transportation Network Company". The "Payment Structure (Required)" dropdown is open, showing options: "Select a Payment Structure", "Combined Licence Fee", and "Per Licence Fee". A red circle with the number 6 and an arrow points to the dropdown menu. At the bottom, there are buttons for "Discard", "Save and Continue Later", and "Next ->".

7. Complete the information in the Contact Information and Address sections and then click *Next*.

The screenshot shows the same web form as above, but now the "Payment Structure" dropdown is closed. The "Per Licence Fee" dropdown is also open, showing a list of options. A red circle with the number 7 and an arrow points to the "Next ->" button at the bottom right. The "Discard" and "Save and Continue Later" buttons are also visible. At the bottom, there is a footer with "Privacy Policy | Terms of Use | Accessibility" and "©2025 Official web site of The City of Calgary, located in Calgary, Alberta, Canada."

8. You must now complete the TNC Questions. For each item, type in your response.

Write clear answers to each question with as much information as you can provide. This will help the Licencing Representatives when they evaluate your application.

TNC Information
For additional information, please refer to our [How-To](#) guide.

Contact Information

Trade Name (Required) _____ Type (Required)
Transportation Network Company

Primary Phone (Required) _____ Secondary Phone (Optional) _____

Email (Required) _____ Payment Structure (Required) _____
Per Licence Fee

Address Same as Company

Street Address (Read Only) _____ Unit/Suite (Read Only) _____

City (Read Only) _____ Province/State (Read Only) _____

Country (Read Only) _____ Postal/ZIP (Read Only) _____

TNC Questions
Please answer the following questions with as much detail as possible. Note that these questions are in direct relation to [Vehicle for Hire Bylaw](#) 20M2021.

< Section 96

In addition to any other information required by the Director pursuant to section 26(2), an Applicant for a Transportation Network Company Licence must submit to the Director:

(a) a detailed description of App's functionality
Does the App meet the requirements of the Bylaw as per Section 96? Please explain how: (Required)

Enter your answer here... 0/2000

Section 97
Section 98
Section 99
Section 9. (5)
Section 100

As you complete the sections, the icons will change from an orange warning triangle to a green circle with a checkmark.

TNC Questions
Please answer the following questions with as much detail as possible. Note that these questions are in direct relation to [Vehicle for Hire Bylaw](#) 20M2021.

Section 96
In addition to any other information required by the Director pursuant to section 26(2), an Applicant for a Transportation Network Company Licence must submit to the Director:

Section 97
A Transportation Network Company must, on a monthly basis, provide to the Director a current list of all drivers that are authorized to use the Transportation Network Company's App.

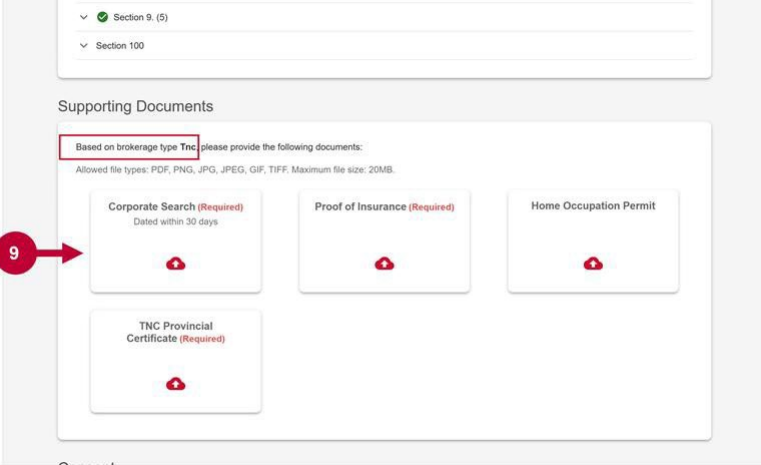
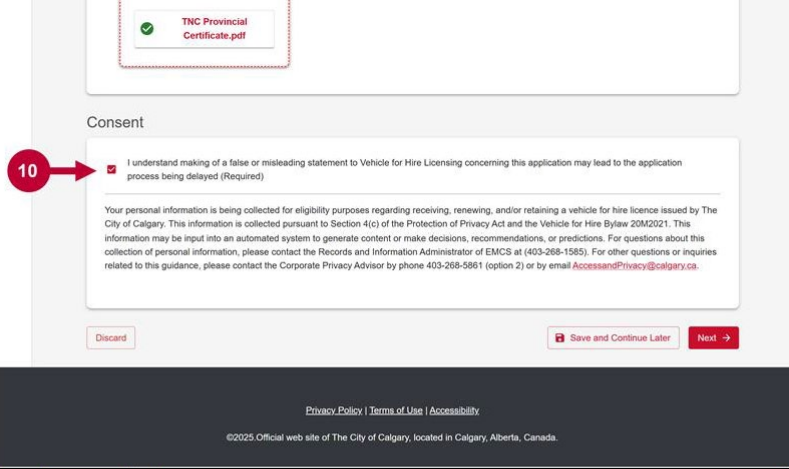
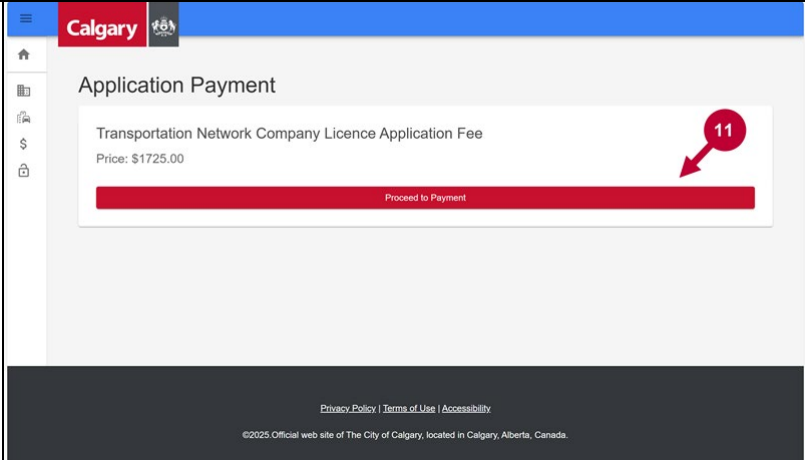
Section 98
A Transportation Network Company must ensure that each Transportation Network Driver using an App administered by the Transportation Network Company holds a valid and subsisting Transportation Network Driver's Licence.

Section 99
At the request of the Director, a Transportation Network Company must suspend any Transportation Network Driver from using the Transportation Network Company's App.

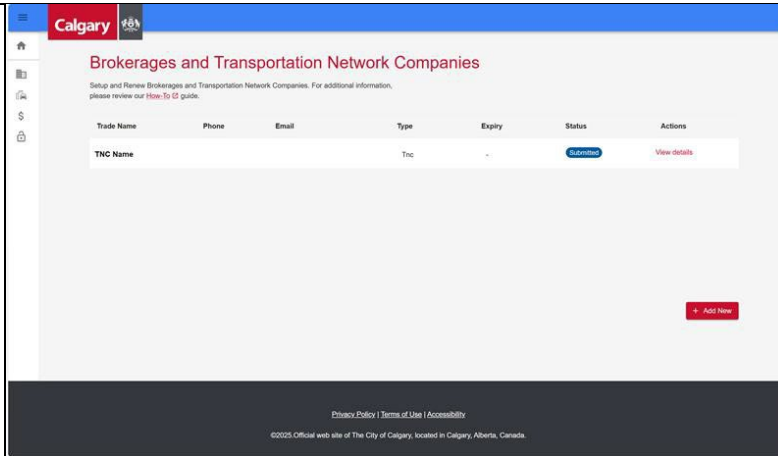
Describe the process to suspend a Transportation Network Driver on the Transportation Network Company App if requested.*

Enter your answer here...

Section 99 - question 1 is required

<p>9. When you have answered all the questions, you will need to upload documents supporting your application. The title of each required document is provided. Click on the box for the document and upload it to the application.</p>	
<p>File types that are supported are pdf, png, jpg, jpeg, gif, and tiff. If you select a file type that is not supported, the document will not upload.</p>	
<p>10. Select the Consent and then click <i>Next</i>.</p>	
<p>11. If you are on the Per Licence fee, you will now pay for the licence application fee. Click <i>Proceed to Payment</i>.</p> <p>Complete the online payment process.</p>	

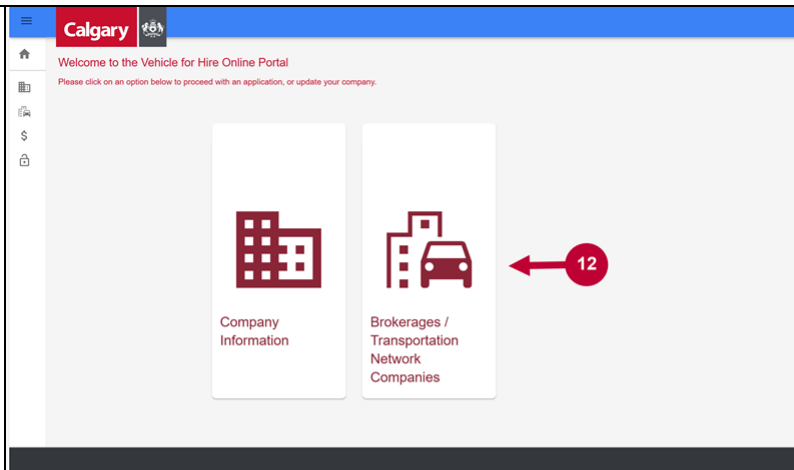
You can see in your profile that the application has been submitted.



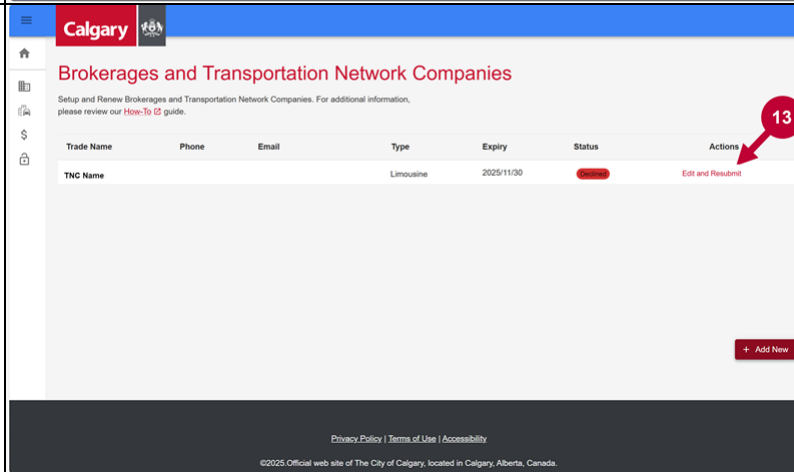
The system sends notification to Vehicle for Hire Licensing. You will receive an email once they have reviewed the application.

If the application has been declined, the email you receive will indicate what needs to be updated.

12. In the event an application is declined, log into the [Vehicle for Hire Online Portal](#) and select Brokerages / Transportation Network Companies



13. Select to edit your application.



13. Make all required changes, select the Consent, and then click Next.

Calgary

TNC Information

For additional information, please refer to our [How-To](#) guide.

Contact Information

Trade Name (Required) _____ Type (Required)
 Transportation Network Company

Primary Phone (Required) _____ Secondary Phone (Optional) _____

Email (Required) _____ Payment Structure (Required) _____

Address Same as Company

Street Address (Read Only) _____ Unit/Suite (Read Only) _____

City (Read Only) _____ Province/State (Read Only) _____

Country (Read Only) _____ Postal/ZIP (Read Only) _____

TNC Questions

Please answer the following questions with as much detail as possible. Note that these questions are in direct relation to [Vehicle for Hire Bylaw](#) 20M2021.

- Section 96
- Section 97
- Section 98
- Section 99
- Section 9. (5)
- Section 100

Supporting Documents

Based on brokerage type **Tnc**, please provide the following documents:

Allowed file types: PDF, PNG, JPG, JPEG, GIF, TIFF. Maximum file size: 20MB.

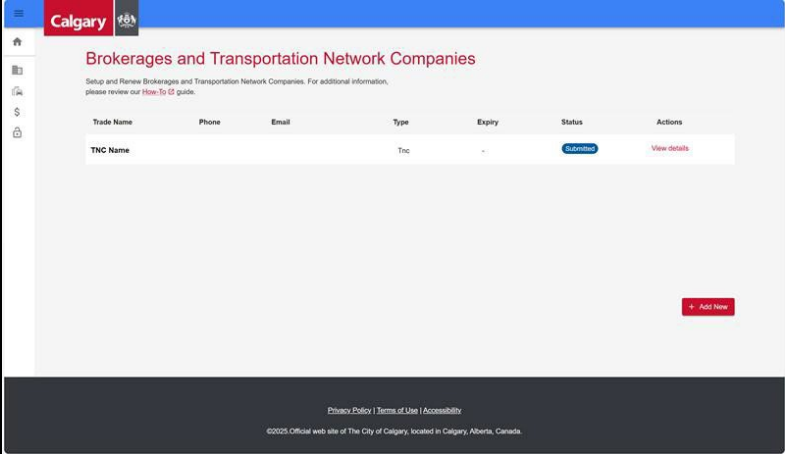
- Corporate Search (Required)**
Dated within 30 days
Corporate Search.pdf
- Proof of Insurance (Required)**
Proof of Insurance.pdf
- Home Occupation Permit**
Home Occupation Permit.pdf
- TNC Provincial Certificate (Required)**
TNC Provincial Certificate.pdf

Consent

I understand making of a false or misleading statement to Vehicle for Hire Licensing concerning this application may lead to the application process being delayed (Required)

Your personal information is being collected for eligibility purposes regarding receiving, renewing, and/or retaining a vehicle for hire licence issued by The City of Calgary. This information is collected pursuant to Section 4(c) of the Protection of Privacy Act and the Vehicle for Hire Bylaw 20M2021. This information may be input into an automated system to generate content or make decisions, recommendations, or predictions. For questions about this collection of personal information, please contact the Records and Information Administrator of EMCS at (403-268-1585). For other questions or inquiries related to this guidance, please contact the Corporate Privacy Advisor by phone 403-268-5861 (option 2) or by email AccessandPrivacy@calgary.ca.

You can see in your profile that the application has been submitted.

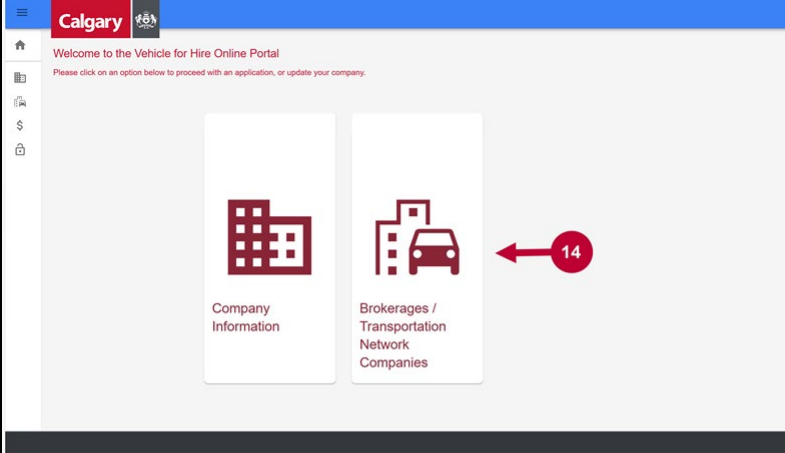


The screenshot shows the 'Brokerages and Transportation Network Companies' page. At the top, there is a header with the 'Calgary' logo and a navigation menu. Below the header, the page title is 'Brokerages and Transportation Network Companies'. A sub-header reads: 'Setup and Renew Brokerages and Transportation Network Companies. For additional information, please review our How-To-Guide.' Below this is a table with columns: Trade Name, Phone, Email, Type, Expiry, Status, and Actions. The table contains one row with 'TNC Name' in the Trade Name column, 'Tnc' in the Type column, and 'Submitted' in the Status column. There are 'Submit' and 'View details' buttons in the Actions column. At the bottom right, there is a '+ Add New' button. The footer contains 'Privacy Policy | Terms of Use | Accessibility' and '©2025 Official web site of The City of Calgary, located in Calgary, Alberta, Canada.'

Once the application has been approved, you will receive an email notifying you that a Vehicle for Hire Officer will schedule an appointment with you for an inspection.

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

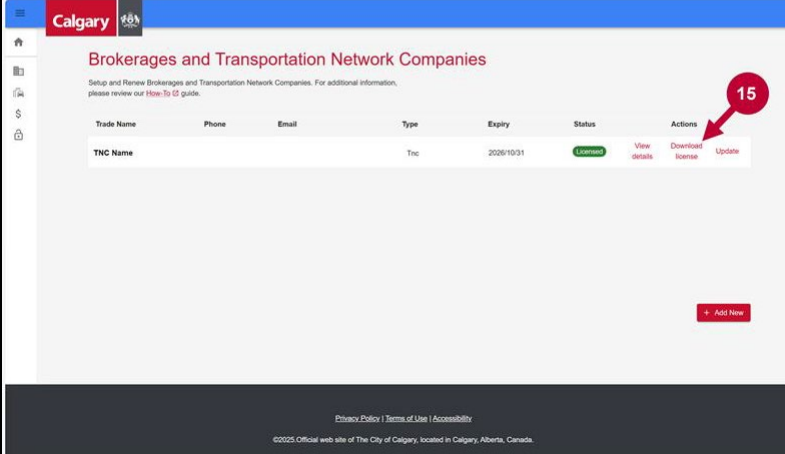
14. Log in to the [Vehicle for Hire Online Portal](#) and select Brokerages / Transportation Network Companies.



The screenshot shows the 'Vehicle for Hire Online Portal' home page. The header includes the 'Calgary' logo and a navigation menu. The main content area has a welcome message: 'Welcome to the Vehicle for Hire Online Portal. Please click on an option below to proceed with an application, or update your company.' Below this are two cards: 'Company Information' and 'Brokerages / Transportation Network Companies'. A red circle with the number '14' and an arrow points to the 'Brokerages / Transportation Network Companies' card. The footer contains 'Privacy Policy | Terms of Use | Accessibility' and '©2025 Official web site of The City of Calgary, located in Calgary, Alberta, Canada.'

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

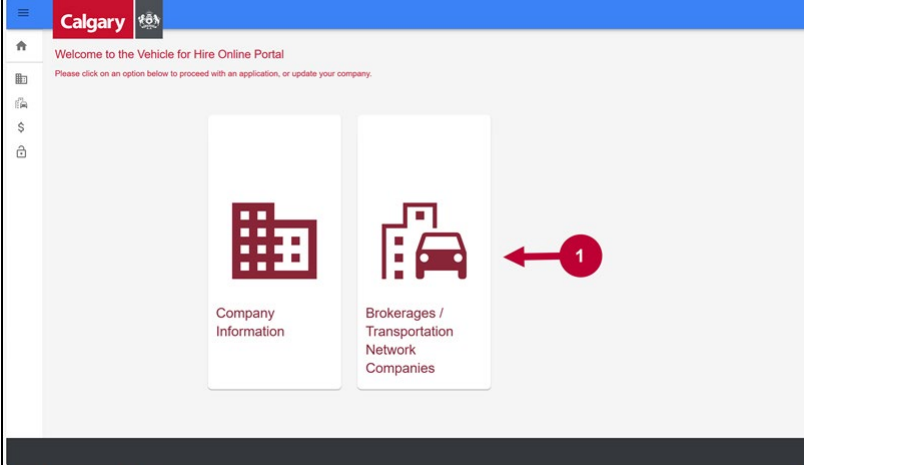
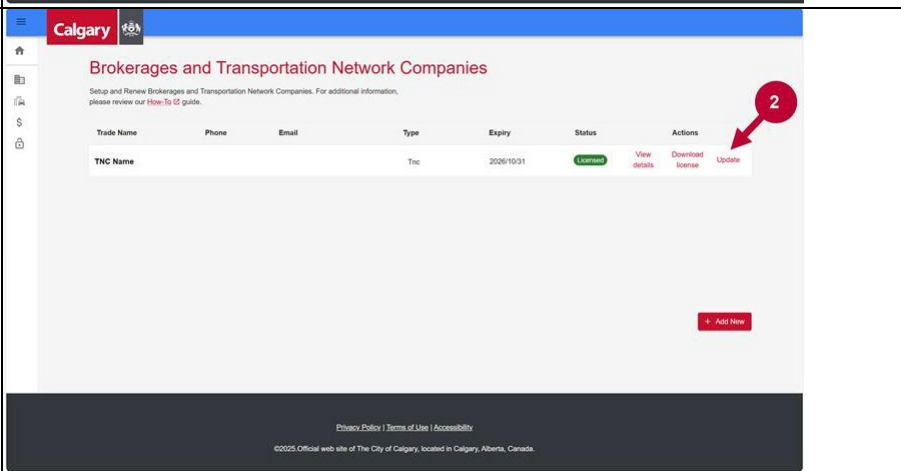
Click *Download licence* to download your TNC licence.



The screenshot shows the 'Brokerages and Transportation Network Companies' page. The header and sub-header are the same as in the previous screenshot. The table now shows the 'TNC Name' entry with a status of 'Licensed' and an expiry date of '2026/10/31'. The 'Actions' column for this entry includes 'View details', 'Download licence', and 'Update'. A red circle with the number '15' and an arrow points to the 'Download licence' button. There is also a '+ Add New' button at the bottom right. The footer contains 'Privacy Policy | Terms of Use | Accessibility' and '©2025 Official web site of The City of Calgary, located in Calgary, Alberta, Canada.'

1.4 Changing Company Information

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

<p>1. Log in to the Vehicle for Hire Online Portal and select Brokerages / Transportation Network Companies.</p>	
<p>2. Select to edit/update the information on your business.</p>	

3. Make all required changes, select the Consent, and then click Next.

TNC Information
For additional information, please refer to our [How-To](#) guide.

Contact Information

Trade Name *
Type *
Primary Phone *
Secondary Phone (Optional)
Email *
Payment Structure *

Address Same as Company

Street Address *
Unit/Suite
City *
Province/State *
Country *
Postal/ZIP *

Consent

I understand making of a false or misleading statement to Vehicle-For-Hiring Licensing concerning this application may lead to the application process being delayed

Your personal information is being collected for eligibility purposes regarding receiving, renewing, and/or retaining a vehicle for hire licence issued by The City of Calgary. This information is collected pursuant to Section 4(c) of the Protection of Privacy Act and the Vehicle for Hire Bylaw 20M2021. This information may be input into an automated system to generate content or make decisions, recommendations, or predictions. For questions about this collection of personal information, please contact the Records and Information Administrator of EMCS at (403-268-1585). For other questions or inquiries related to this guidance, please contact the Corporate Privacy Advisor by phone 403-268-5861 (option 2) or by email AccessandPrivacy@calgary.ca.

DISCARD SAVE AND CONTINUE LATER **NEXT** →

You can see in your profile that the application has been submitted.

Brokerages and Transportation Network Companies
Setup and Renew Brokerages and Transportation Network Companies. For additional information, please review our [How-To](#) guide.

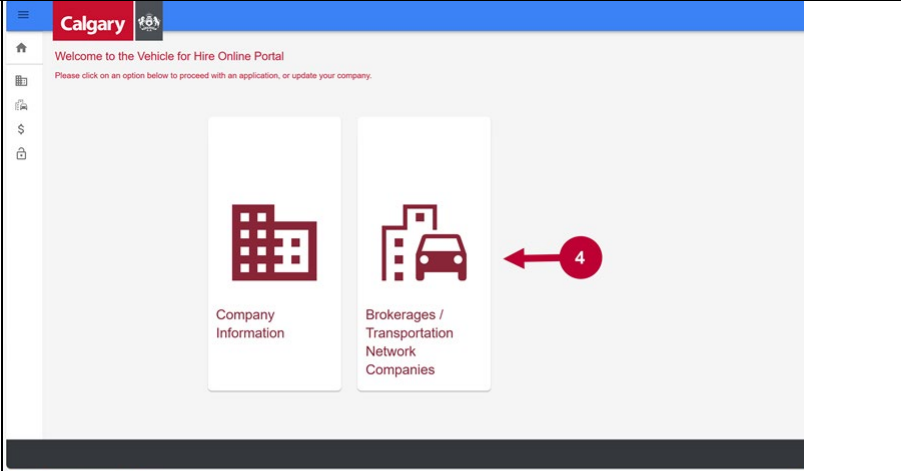
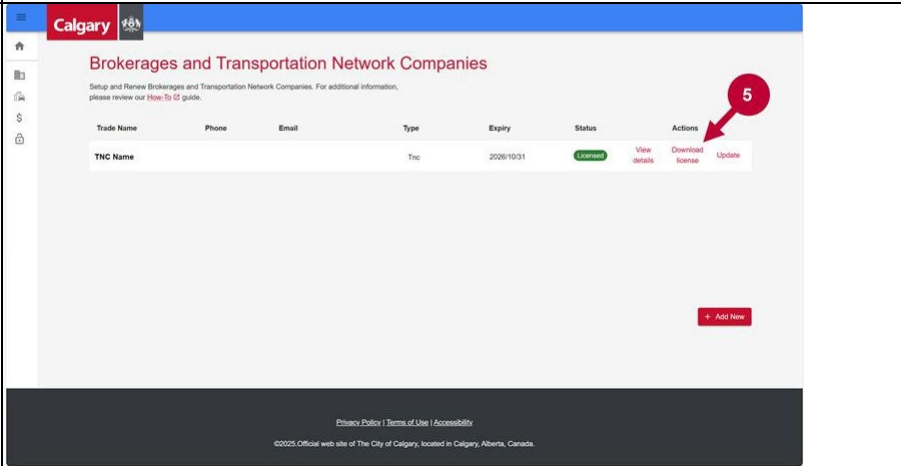
Trade Name	Phone	Email	Type	Expiry	Status	Actions
TNC Name			Tnc	-	Complete	View details

+ Add New

Privacy Policy | Terms of Use | Accessibility
©2025 Official web site of The City of Calgary, located in Calgary, Alberta, Canada.

If your Change Application includes an address change within Calgary, you will receive an email notifying you that a Vehicle for Hire Officer will schedule an appointment with you for an inspection.

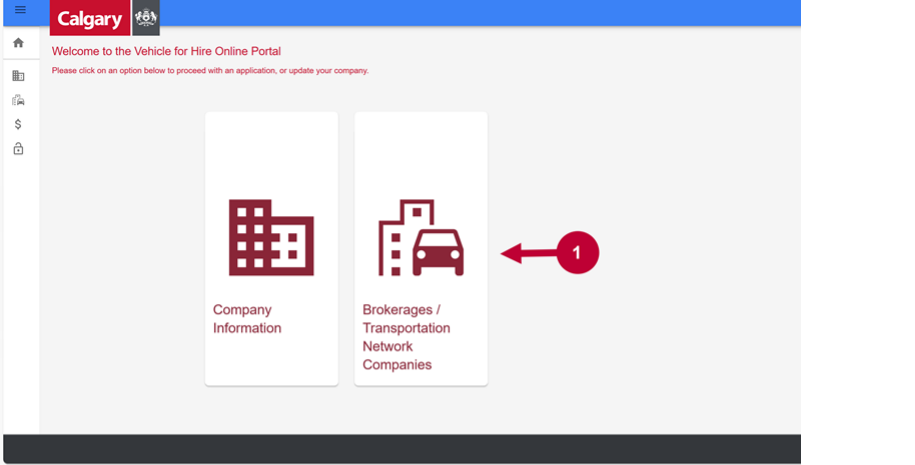
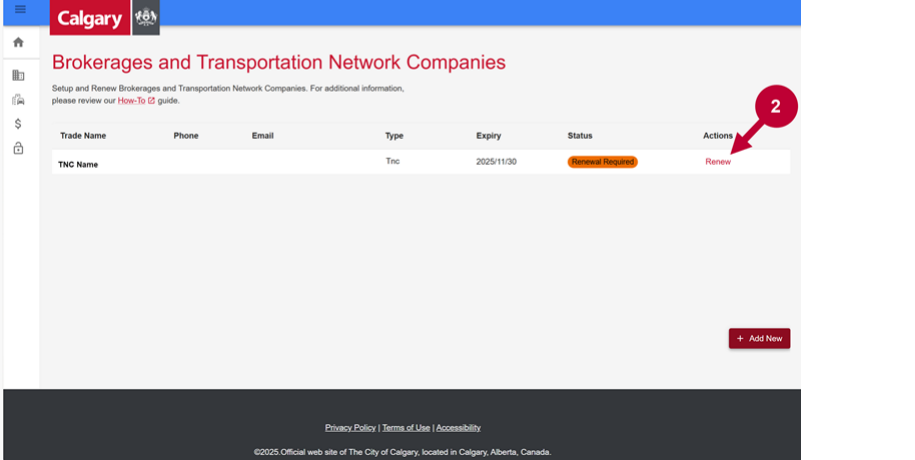
Once the inspection has been completed and the application has been approved, you will receive an email.

<p>4. Log in to the Vehicle for Hire Online Portal and select Brokerages / Transportation Network Companies.</p>															
<p>5. You can see the updated information in your dashboard.</p> <p>Click the <i>Download</i> licence icon to download your TNC licence.</p>	 <table border="1"><thead><tr><th>Trade Name</th><th>Phone</th><th>Email</th><th>Type</th><th>Expiry</th><th>Status</th><th>Actions</th></tr></thead><tbody><tr><td>TNC Name</td><td></td><td></td><td>Tnc</td><td>2026-10-31</td><td>Current</td><td>View details Download licence Update</td></tr></tbody></table>	Trade Name	Phone	Email	Type	Expiry	Status	Actions	TNC Name			Tnc	2026-10-31	Current	View details Download licence Update
Trade Name	Phone	Email	Type	Expiry	Status	Actions									
TNC Name			Tnc	2026-10-31	Current	View details Download licence Update									

1.5 Renewing your Annual Licence

You can renew your licence up to one month ahead and within 30 days of the expiry date.

You will receive an email notifying you that you must renew your Licence.

<p>1. Log in to the Vehicle for Hire Online Portal and select Brokerages / Transportation Network Companies.</p>															
<p>2. You will see your licence requires renewal. Click <i>Renew</i>.</p>	 <table border="1"><thead><tr><th>Trade Name</th><th>Phone</th><th>Email</th><th>Type</th><th>Expiry</th><th>Status</th><th>Actions</th></tr></thead><tbody><tr><td>Tnc</td><td></td><td></td><td>Tnc</td><td>2025/11/30</td><td>Renewal Required</td><td>Renew</td></tr></tbody></table>	Trade Name	Phone	Email	Type	Expiry	Status	Actions	Tnc			Tnc	2025/11/30	Renewal Required	Renew
Trade Name	Phone	Email	Type	Expiry	Status	Actions									
Tnc			Tnc	2025/11/30	Renewal Required	Renew									

3. You will complete the renewal form the same way as the original licence application.

Verify the contact information is correct, answer all the questions from the questionnaire, upload all the required documents, click the Consent, and then click *Next*.

Calgary

TNC Information

For additional information, please refer to our [How-To](#) guide.

Contact Information

Trade Name (Required)

Primary Phone (Required)

Email (Required)

Type (Required)
Transportation Network Company

Secondary Phone (Optional)

Payment Structure (Required)

Address Same as Company

Street Address (Read Only)

City (Read Only)

Country (Read Only)

Unit/Suite (Read Only)

Province/State (Read Only)

Postal/ZIP (Read Only)

TNC Questions

Please answer the following questions with as much detail as possible. Note that these questions are in direct relation to [Vehicle for Hire Bylaw](#) 20M2021.

- Section 96
- Section 97
- Section 98
- Section 99
- Section 9. (5)
- Section 100

Supporting Documents

Based on brokerage type **Tnc**, please provide the following documents:
Allowed file types: PDF, PNG, JPG, JPEG, GIF, TIFF. Maximum file size: 20MB.

Corporate Search (Required)
Dated within 30 days
Corporate Search.pdf

Proof of Insurance (Required)
Proof of Insurance.pdf

Home Occupation Permit
Home Occupation Permit.pdf

TNC Provincial Certificate (Required)
TNC Provincial Certificate.pdf

Consent

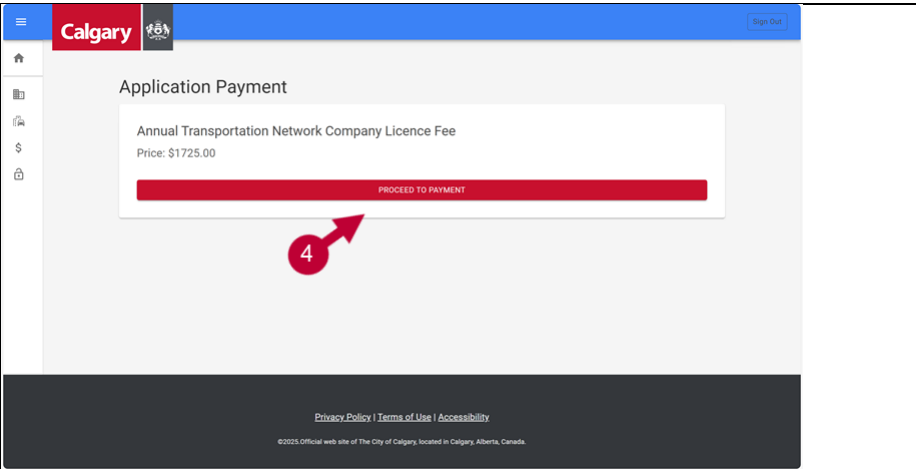
I understand making of a false or misleading statement to Vehicle for Hire Licensing concerning this application may lead to the application process being delayed (Required)

Your personal information is being collected for eligibility purposes regarding receiving, renewing, and/or retaining a vehicle for hire licence issued by The City of Calgary. This information is collected pursuant to Section 4(c) of the Protection of Privacy Act and the Vehicle for Hire Bylaw 20M2021. This information may be input into an automated system to generate content or make decisions, recommendations, or predictions. For questions about this collection of personal information, please contact the Records and Information Administrator of EMCS at (403-268-1555). For other questions or inquiries related to this guidance, please contact the Corporate Privacy Advisor by phone 403-268-5861 (option 2) or by email AccessandPrivacy@calgary.ca.

Discard Save and Continue Later **Next** →

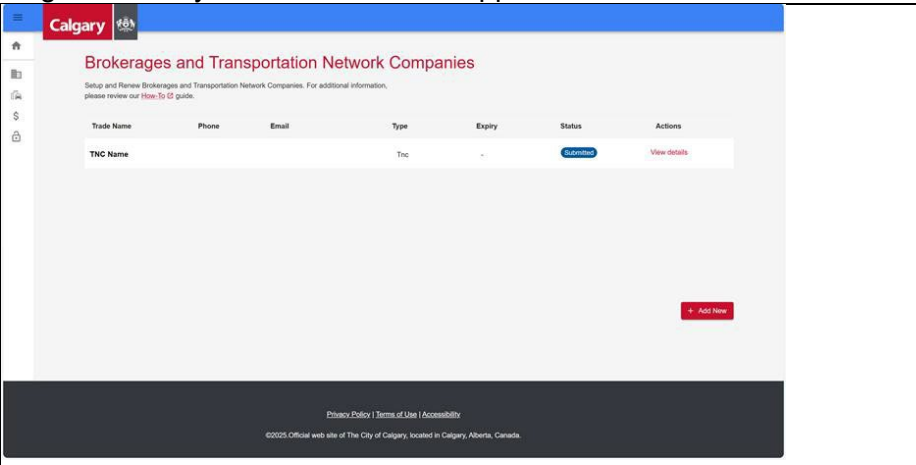
4. If applicable, click *Proceed to Payment*.

Complete the online payment process.



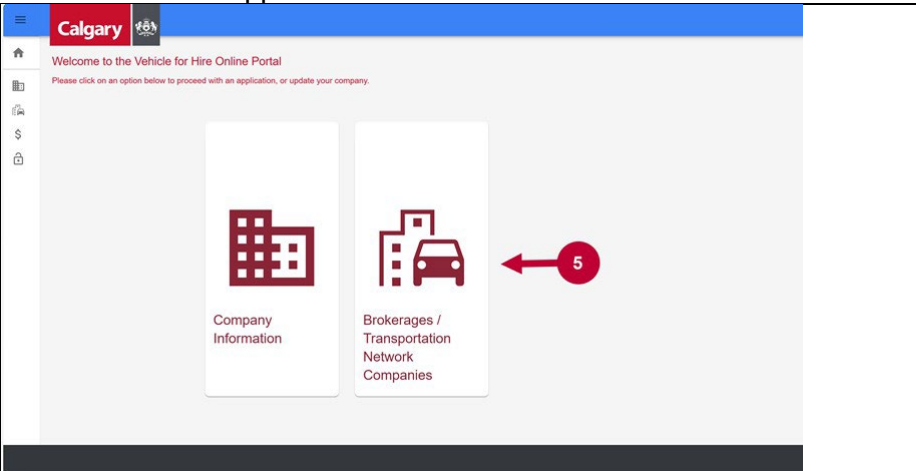
Once the transaction is approved, the system sends notification to Vehicle for Hire Licensing. You will receive a message once they have reviewed the application.

You can see in your profile that the application has been submitted.



Once your application has been reviewed and approved, you will receive an email telling you that your renewal application has been approved.

5. Log in to the [Vehicle for Hire Online Portal](#) and select Brokerages / Transportation Network Companies.



6. Click *Download licence* to download your TNC licence.

