



# User Guide

## **Town of Halton Hills Property Tax Portal – 2024**

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# Sign up for a new portal account

1. Click on the website link [Property Tax Portal](#)
2. The log in/sign up page will appear. Click on Sign up

The screenshot shows the 'Welcome to the Town of Halton Hills Property Tax Portal' page. It features a 'Home' navigation bar, a 'Sign up or login to:' section with a bulleted list of services, and an 'Already have an account?' section with 'Login' and 'Sign up' buttons. A note at the bottom states: 'You will need your most recent property tax bill to verify your identity.'

3. Enter and confirm your email address
  - o The email address will be used as the login ID
4. Enter and confirm a password that meets the security requirements:
  - o Contains a number
  - o Contains a lower case letter
  - o Contains an upper case letter
  - o Contains a total of at least 12 characters
5. Once completed, click Create New User

The 'Create New User' form includes a list of password requirements: 1. Password must contain a number. 2. Password must contain a lower case letter. 3. Password must contain an upper case letter. 4. One of the following special characters must be used: ~!@#\$\$%^&\*()\_+={}|;:<>.,?. The form has fields for 'eMail Address', 'Confirm eMail Address', 'Password', and 'Confirm Password', each with a red asterisk indicating it is required. A 'Create New User' button is located at the bottom right.

6. A verification email will be sent. Please verify your email address by clicking the link in this email. You will then be directed to the sign-in home page.

# Log in to the Property Tax Portal

1. Click on the website link [Property Tax Portal](#). The log in/sign up page will appear
2. Click on Log In and enter your email address and password
  - o Please note, if the password is incorrectly inputted five (5) consecutive times, a notification email will be sent advising the account has been locked. Access will be regained after an hour.

**User Login**

Please enter your user ID or primary eMail address and your password below and click on the "Login" button.

eMail Address:

Password:

[Reset Password](#)

**Login**

3. Once you are logged in, the Tax Account Registration page will appear
4. Three (3) pieces of information are required from your most recent property tax bill. If you don't have a copy of your tax notice, click the link below the information fields to request these details from our office.
  - o Roll Number
  - o Access Code
  - o Owner Name

**Tax Account Registration** [Help](#)

To find and register an account, please enter the following details:

\* = Required

\* Roll Number (19 digit):  ✓

\* Access Code (6 digit):  ✓

\* Owner Name (exactly as listed on notice):  ✓

Enter all information as it appears on your tax notice or ownership change letter.

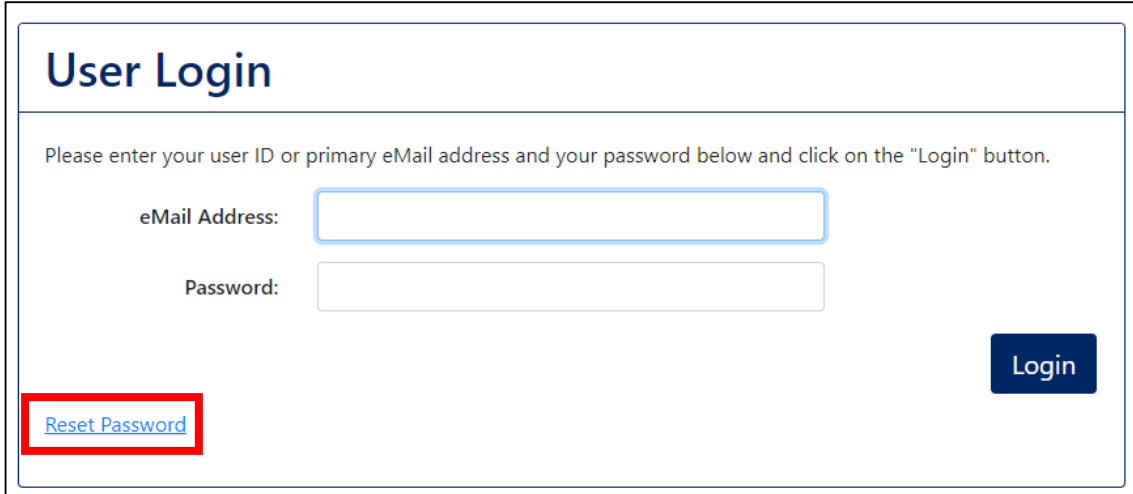
[Click to view an example and detailed instructions.](#)

[Click to request your tax account information for registration if you don't have your tax notice.](#)

**Register**

# Reset Your Password

1. If the password has been forgotten or need to reset the password, select the Reset Password link on the bottom left of the login screen



**User Login**

Please enter your user ID or primary eMail address and your password below and click on the "Login" button.

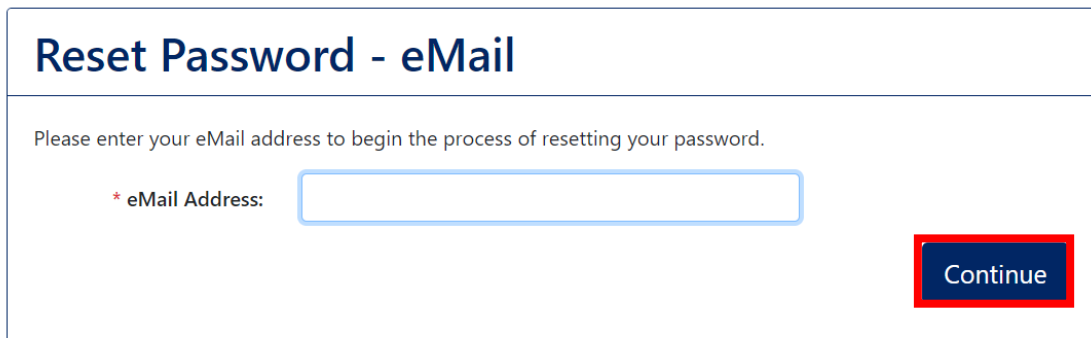
eMail Address:

Password:

[Reset Password](#)

**Login**

2. The Reset Password screen will appear
3. Enter the email address used for the Property Tax Portal then select Continue
4. An email to reset the password will be sent, select the link and enter a new password
  - o If it is not in your Inbox, double check your Junk/Spam emails



**Reset Password - eMail**

Please enter your eMail address to begin the process of resetting your password.

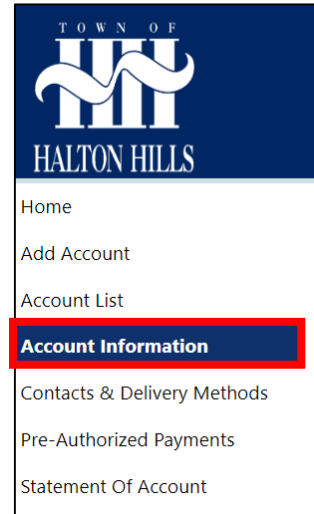
\* eMail Address:

**Continue**

[Cancel](#)

## View the Tax Account(s)

- When logging in for the first time, two menu options will appear on the top left of the screen
  - Home page for additional information and link to the Property Tax webpage and contact details
  - Add an Account
- Once logged in and an account is selected, additional menu options will appear to:
  - View Account Information
  - Change Contacts & Delivery Methods
  - Enroll or change Pre-Authorized Payments
  - Request a Statement of Account



- The Account information tab will show the account summary, including the transaction history and any tax notices that are available to view and download

### Account Information

Roll Number: 2415 000 000 00000  
0000

Property Address: 1 Halton Hills Drive  
Halton Hills

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### Account Summary

Current Assessed Value

Property Class	Description	School Support	Value
R-T	Residential - Taxable Full	English Public	\$375,600

Showing 1 to 1 of 1 entries

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Pending Payments:

Pre-Authorized Payment Plan: Monthly

Next Pre-Authorized Amount: \$0.00

Post-dated Payments:

Next Pre-Authorized Payment: 03/29/2024

Transactions Summary


Due Date MM/DD/YYYY	Type	Amount	Transaction Date MM/DD/YYYY	Balance
02/29/2024	2024 Interim Tax Bill	\$3,104.43	02/27/2024	\$3,104.43
12/29/2023	CREDIT CLEARING REFUND	\$200.00	12/29/2023	\$0.00
12/15/2023	EFT PAYMENTS	(\$200.00)	12/15/2023	(\$200.00)
12/14/2023	CREDIT CLEARING REFUND	\$500.00	12/14/2023	\$0.00
12/14/2023	CREDIT CLEARING REFUND	\$500.00	12/14/2023	(\$500.00)
11/16/2023	CREDIT CLEARING REFUND	\$5,000.00	11/16/2023	(\$1,000.00)
11/09/2023	CREDIT CLEARING REFUND	\$18,000.00	11/09/2023	(\$6,000.00)
11/09/2023	CREDIT CLEARING REFUND	\$23,500.00	11/09/2023	(\$24,000.00)
11/09/2023	CREDIT CLEARING REFUND	\$5,000.00	11/09/2023	(\$47,500.00)
11/02/2023	Transfer TO Account	(\$18,000.00)	11/02/2023	(\$52,500.00)

Showing 1 to 10 of 74 entries

[Previous](#)
[1](#)
[2](#)
[3](#)
[4](#)
[5](#)
[...](#)
[8](#)
[Next](#)

- Available tax bills can be viewed and downloaded by clicking on the icon under the PDF table heading, this will open a new page where the notice can be printed or saved to your device.

Tax Notices

PDF	Billing Date MM/DD/YYYY	Tax Year	Notice Title	Levied
	02/27/2024	2024	2024 Interim Tax Bill	\$3,104.43

Showing 1 to 1 of 1 entries

# Register or Update Pre-authorized Payments

1. Choose the account you wish to set up from your account list and select the Pre-authorized payments tab from the menu options.
2. If you have not previously signed up for a pre-authorized payment plan, you will select Sign up. If you need to update or cancel a payment plan you have enrolled, skip to step 7 for instructions.

The screenshot shows the Town of Halton Hills website interface. At the top, there is a navigation bar with the town logo and links for Home, Accessibility, Contact Us, My Profile, and Logoff. A sidebar on the left contains a menu with options: Home, Add Account, Account Information, Contacts & Delivery Methods, Pre-authorized Payments (highlighted), and Statement Of Account. The main content area is titled 'Pre-authorized Payments' and displays the following information:

Roll Number:	2415 000 000 00000 0000
Property Address:	1 Halton Hills Drive Halton Hills

Below this information, the 'Current Enrollment' section shows a light blue box with the text 'Not currently enrolled.' and a red-bordered 'Sign Up' button.

3. Select the Sign up button and the pre-authorized payments enroll page will appear. There are help buttons you can click for assistance with the information needed for the required fields.
4. Fill out the information required
  - Pre-authorized payment plan (Monthly or Installments plan)
  - Institution number
  - Transit number
  - Account number
  - Attachment – upload a picture of a void cheque or direct deposit form
  - Notes – any notes necessary (i.e. start my payment plan in February)

## Enroll in Pre-Authorized Payment Plan Help

**\* = Required**

**\* Pre-Authorized Payment Plan**

Monthly ✓ ▾

**\* Financial Institution**

E.g. 123 [Where can I find this?](#)

**\* Branch Transit**

E.g. 00001 [Where can I find this?](#)

**\* Account**

E.g. 123456789 [Where can I find this?](#)

**\* Attachment**

Choose File Browse

Attach a scan/image of a void cheque or a completed pre-authorized payment form from your financial institution.

**Notes**

Add any notes, comments, or additional information as needed for your request.

**\* Terms and Conditions.** Please read carefully and scroll down to put a check in the box.  
 "Yes, I agree to the Terms and Conditions." Then, click the Save button.

5. Read and accept the Terms and conditions and click Save

**Yes, I agree to the Terms and Conditions**

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[Cancel](#)
Save

6. Once the application is saved, the enrollments page will appear indicating the enrollment request has been submitted. The application will now be reviewed by the Tax Department. You will receive an email once the application has been confirmed or requesting any additional information.

Change Request Log							
Request Reference	Request	Details	Request Date	Status	Status Date	Response	
6000003	Enroll in Pre-Authorized Payment Plan	Monthly Testing	03/05/2024	Pending	03/05/2024		<a href="#">Cancel</a>



7. If a pre-authorized payment plan already exists, this will be shown under Current Enrollment and will state the following:
  - o Reference (reference number for the payment plan)
  - o Payment Plan type (Monthly or Installments)
  - o Next Payment (date of upcoming withdrawal)
  - o Payment Amount (amount that will be withdrawn)

Current Enrollment				
Reference	Payment Plan	Next Payment	Payment Amount	
4007829	Monthly	03/29/2024	\$0.00	<a href="#">Update</a> <a href="#">Stop</a>

8. Selecting Update will take you to a Details page, where changes to your banking information can be made. Use the Notes field to add comments (i.e. The date the change should be made), read and accept the terms and conditions, and select Save to submit changes.

### Update Pre-Authorized Payment Plan Details Help

\* = Required

**\* Pre-Authorized Payment Plan**

Monthly
✓
▼

**\* Financial Institution**

Where can I find this ?

**\* Branch Transit**

Where can I find this ?

**\* Account**

Where can I find this ?

**\* Attachment**

Attach a scan/image of a void cheque or a completed pre-authorized payment form from your financial institution.

**Notes**

Add any notes, comments, or additional information as needed for your request.

**\* Terms and Conditions.** Please read carefully and scroll down to put a check in the box.  
 "Yes, I agree to the Terms and Conditions." Then, click the Save button.

9. The enrollments page will appear indicating the change request has been submitted. The request will now be reviewed by the Tax Department. You will receive an email once the change has been confirmed or requesting any additional information.


10. Selecting Stop from the current enrollment details will submit a request to stop the pre-authorized payment plan payments. A confirmation window will appear, click OK to stop, or Cancel to return to the main page.

## Pre-Authorized Payments

Roll Number: 2415 000 000 00000  
0000

Property Address: 1 Halton Hills Drive  
Halton Hills

**Stop payment plan for 4007829?**

 You have chosen to stop the payment plan for 4007829.  
Click OK to continue.

### Current Enrollment

Reference	Payment Plan	Next Payment	Payment Amount	
4007829	Monthly	03/29/2024	\$0.00	<a href="#">Update</a> <a href="#">Stop</a>

11. The enrollments page will appear indicating the cancellation request has been submitted. The application will now be reviewed by the Tax Department. You will receive an email once the payment plan has been stopped and any additional details to be communicated.

# Update Mailing Address & Delivery Methods

1. Selecting Contacts & Delivery Methods from the menu options will bring you to the contact information currently associated with the account.
2. The default delivery method will be set to paper billing. If you wish to change your bill delivery method, select Update Delivery Methods.

Home

Add Account

Account Information

**Contacts & Delivery Methods**

Pre-Authorized Payments

Statement Of Account

### Contacts and Delivery Methods

Roll Number: 2415 000 000 00000  
0000

Property Address: 1 Halton Hills Drive  
Halton Hills

#### Account Contacts and Notice Delivery [Help](#)

Tax Notice Delivery Method:	Paper Billing	Letters & Other Notices:	Paper Billing
Mailing Address:	1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2	Mailing Address:	1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2

[Update Delivery Methods](#) [Request Mailing Address Change](#)

3. To update to eBilling to receive email notifications when your tax bill is available in the Portal, select the eBilling option from the menu and Save.

#### Account Contacts and Notice Delivery [Help](#)

\* = Required

* Tax Notice Delivery Method:	<input type="text" value="Paper Billing"/> ✓ ▾	* Letters & Other Notices:	Paper Billing
Mailing Address:	<input type="text" value="Paper Billing"/> eBilling HALTON HILLS ON L7G 5G2	Mailing Address:	1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2

[Cancel](#) [Save](#)

4. If you wish to switch back to paper billing, select Paper Billing from the drop-down menu and select Save.
5. If you wish to change the mailing address, select Request Mailing Address Change.

<p>Home</p> <p>Add Account</p> <p>Account Information</p> <p><b>Contacts &amp; Delivery Methods</b></p> <p>Pre-Authorized Payments</p> <p>Statement Of Account</p>	<h2 style="text-align: center;">Contacts and Delivery Methods</h2> <hr/> <p>Roll Number: 2415 000 000 00000 0000</p> <p>Property Address: 1 Halton Hills Drive Halton Hills</p> <hr/> <h3 style="text-align: center;">Account Contacts and Notice Delivery <a href="#">Help</a></h3> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;"> <p>Tax Notice Delivery Method: Paper Billing</p> <p>Mailing Address: 1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2</p> </td> <td style="width: 50%;"> <p>Letters &amp; Other Notices: Paper Billing</p> <p>Mailing Address: 1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2</p> </td> </tr> </table> <p style="text-align: center;"> <a href="#">Update Delivery Methods</a>    <a href="#">Request Mailing Address Change</a> </p>	<p>Tax Notice Delivery Method: Paper Billing</p> <p>Mailing Address: 1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2</p>	<p>Letters &amp; Other Notices: Paper Billing</p> <p>Mailing Address: 1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2</p>
<p>Tax Notice Delivery Method: Paper Billing</p> <p>Mailing Address: 1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2</p>	<p>Letters &amp; Other Notices: Paper Billing</p> <p>Mailing Address: 1 HALTON HILLS DRIVE HALTON HILLS ON L7G 5G2</p>		

6. Complete the required fields and click Send Request. If you are entering a US or International address you will need to select the corresponding format to validate the address fields correctly.

**\* = Required**

**\* Country Format**

Canada   
  USA   
  International

Include additional delivery information

**\* Unit-Street Address**

Description of the unit street address.

**RR/Box/Stn/etc.**

Description of rural route, post office.

**\* City**                     
 **\* Province**                     
 **\* Postal Code**

**Notes**

Add any notes, comments or additional information as needed for your request.

[Cancel](#)    [Send Request](#)

7. All changes made can be viewed in the Change Request Log at the bottom of the page

# Generate a Statement of Account

1. Select Statement of Account from the menu options.
2. A list of any statement of account requests you have previously made will appear. If a new statement of account is required, select Request New Statement of Account.

Home

Add Account

Account Information

Contacts & Delivery Methods

Pre-Authorized Payments

**Statement Of Account**

### Statement of Account

Roll Number: 2415 000 000 00000  
0000

Property Address: 1 Halton Hills Drive  
Halton Hills

### Statement of Account Requests [Help](#)

No data available.

[Request New Statement of Account](#)

3. Fill out the dates for the statement of account you require and select Submit Request. The start date cannot be prior to you owning the property - a message will appear showing you the earliest start date you may select.

Home

Add Account

Account Information

Contacts & Delivery Methods

Pre-Authorized Payments

**Statement Of Account**

### Request New Statement of Account

Roll Number: 2415 000 000 00000  
0000

Property Address: 1 Halton Hills Drive  
Halton Hills

### Request Form

Transaction history start date cannot be before contact start date Feb 15, 2024.

To request a new Statement of Account, please enter the following details:

\* = Required

\* Start Date: 01/02/2024 The start date of the transaction history you are requesting.

\* End Date: 03/05/2024 The end date of the transaction history you are requesting.

[Cancel](#) [Submit Request](#)

4. The statement of account requested will now be available, select View Statement under the Actions tab

**Statement of Account Requests [Help](#)**

Your request for a new Statement of Account has been submitted.

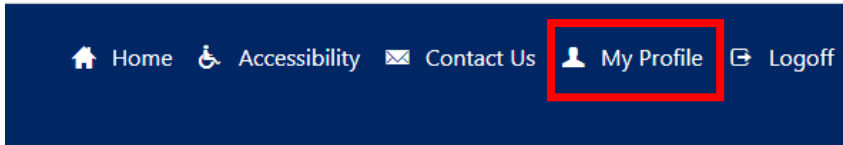
Reference	Statement Dates	Request Date	Status	Response	Actions
7000003	02/15/2024 03/05/2024	03/05/2024	Completed	Your statement of account is available.	<a href="#">View Statement</a>

Showing 1 to 1 of 1 entries

[Request New Statement of Account](#)

# Edit Your Profile

1. Select My Profile icon on the top right corner of the page



2. The Edit User Profile page will appear to Change Password
  - o If you wish to change your password, enter and confirm a new password
3. Select Update User once complete
4. The Maintain Accounts link will open a page listing the account(s) associated with your login information
5. If an account needs to be removed from the profile, select the account under the Delete column and then select Delete at the bottom right
  - o A confirmation pop-up will appear, click OK to delete, Cancel to not delete

## Edit User Profile

\* = Required

[Maintain Accounts](#)

Check if you wish to make this location your home site:

### Email Address

\* eMail Address:

### Change Password

1. Password must contain a number.
2. Password must contain a lower case letter.
3. Password must contain an upper case letter.
4. Password must be at least 12 in length.

Password:

Confirm Password:

[Update User](#)

## Frequently Asked Questions

- Q. How do I receive my tax bill if I sign up for eBilling on the portal?
- A. The default delivery method for all tax accounts is set to paper billing, delivered by Canada Post mail service. If you change your delivery method to eBilling in the Property Tax Portal, you will receive email notifications when your tax bills are issued. The mail service delivery will be stopped and you will be able to view, download or print your property tax bills by logging into your Property Tax Portal account. Any bills issued for your tax account will be listed under the Account Information tab.
- Q. Can I add a second email to the eBilling tax bill notifications?
- A. The eBilling notification emails will be sent to the email address that is registered when you create your account on the Property Tax Portal. If another owner would also like to receive email notifications when the tax bills are available, they can create an account on the Property Tax Portal with their own email and select this delivery method.
- Q. I don't have a copy of my tax notice to find my roll number and access code; how can I request this information to register my tax account?
- A. You can request your tax account registration details from the Add Account tab in the Property Tax Portal. Below the fields for the account registration you will find a link to submit an email request to the tax department. Complete the required fields and send this email; we will verify your account details and provide your information for registration.

Home	<b>Tax Account Registration</b> <a href="#">Help</a>
<b>Add Account</b>	To find and register an account, please enter the following details:
Account List	* = Required
Account Information	* Roll Number (19 digit): <input type="text"/>
Contacts & Delivery Methods	* Access Code (6 digit): <input type="text"/>
Pre-Authorized Payments	* Your Name (exactly as listed on notice): <input type="text"/>
Statement Of Account	Enter all information as it appears on your tax notice or ownership change letter.
	<a href="#">Click to view an example and detailed instructions.</a>
	<a href="#">Click to request your tax account information for registration if you don't have your tax notice.</a>
	<input type="button" value="Register"/>

Q. I receive an error message when I try to log in or when I try to reset my password, what should I do?

A. Please contact our office with details of any errors you are experiencing, and we will work to find the solution for you. You will find a link to submit an email with details of your experience at the bottom footer of any page in the Property Tax Portal; our contact information is also listed in this section. You can use this link to provide any feedback about your experience with the new Property Tax Portal.

<a href="http://HaltonHills.ca/Tax">HaltonHills.ca/Tax</a> <a href="mailto:taxdepartment@haltonhills.ca">taxdepartment@haltonhills.ca</a> 905-873-2600 ext 2622	1 Halton Hills Dr Halton Hills, ON L7G 5G2	Need Assistance? <a href="#">Contact us to provide feedback</a> <a href="#">View the FAQ and User Guide</a>
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Q. What do I do if I received a message that I'm locked out of my account due to too many incorrect login attempts?

A. If you attempt to login with incorrect credentials too many times, you will receive an error message that your account is locked. A notification email will also be sent to your registered email address advising that your account has been locked; this email will indicate the duration of the lockout. Once the lockout time has passed, you can attempt to login again or reset your password.

If you receive this email notification and you suspect an unauthorized person is trying to access your account, please reset your password to prevent fraudulent logins.