

## 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>
---	--	---

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.