Property Tax Portal

User Guide

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Alternate formats of this document are available as per the Accessibility for Ontarians with Disabilities Act. Please contact the City of Guelph Accessibility Coordinator 519-822-1260 extension 3536 or TTY 519-826-9771
How to Sign Up

1. Click on the website link Property Tax Portal
2. The log in/sign up page will appear

![Property Tax Portal Sign Up Page](image)

3. Click on Sign up
4. Enter and confirm your email address
   a. The email address will be used as the login ID
5. Enter and confirm a password that meets security requirements:
   a. Contains a number
   b. Contains a lower case letter
   c. Contains an upper case letter
   d. One of the following special characters must be used: -!A#$%^&*()_+-=[]{}|;:<>,.? 
   e. Contains a total of at least 12 characters

![Create New User Form](image)

6. Once completed, click Create New User
7. You will receive a verification email from noreply@guelph.ca. Please verify your email address by clicking the link in the message.
   a. If it is not in your Inbox, please check your Junk/Spam emails
How to Log in

1. Click on the website link Property Tax Portal
2. The log in/sign up page will appear
3. Click on Log in and enter your email address and password
4. You will receive an email. Please enter the code from the email to continue
   a. If the password is incorrectly entered five (5) consecutive times, you will receive a notification email advising the account has been locked for one hour. You can try again after the one-hour lockout period.
5. Once you are logged in, the Tax Account Registration page will appear
   a. This will need to be done in order for your account to be fully set up
6. Three pieces of information are required from the top right corner of your 2023 or later property tax bill
   a. Roll Number – 19 digit roll number
   b. Access Code – 6 digit number
   c. Owner Name – exactly how it is written on your tax bill: ‘last name, first name, middle name (if applicable) ’
7. Once the accounts are set up, you will be directed to an account list, choose the correct tax account you wish to view.
How to 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 Log in](image1)

2. The Reset Password screen will appear
3. Enter the email address used to login to the Property Tax Portal
4. Select Continue

![Reset Password - Email](image2)
5. You will receive an email to reset the password. Click the reset password link and enter a new password
   a. If it is not in your Inbox, check your Junk/Spam emails

6. Your account will appear when the new password has been changed
How to View a Tax Account

1. When logging in for the first time, two menu options will appear on the top left of the screen
   a. Home tab – where a brief overview of the capabilities of the system will appear
   b. Add account tab – where the tax account(s) are set up in the system
      i. If there is only one account is set up, future logins will automatically take you to the account information screen
      ii. If more than one account, future logins will take you to the Account List, where you can select the account you wish to view

2. Once logged in, additional menu options will appear, which include
   a. Contacts and delivery methods
   b. Pre-authorized payments
   c. Statement of account

3. Account information
   a. This will show the account summary, including the transaction summary and tax notices
# Account Information

- **Roll Number:** 2308 010 000 0000 0000
- **Account:** 1000000
- **Property Address:** 1 CARDEN ST

## Account Summary

### Current Assessed Value

<table>
<thead>
<tr>
<th>Property Class</th>
<th>Property Class Description</th>
<th>School Support</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>RT</td>
<td>Residential - Taxable Full</td>
<td>English Public</td>
<td>$1,111,000</td>
</tr>
</tbody>
</table>

Showing 1 to 1 of 1 entries

## Transactions Summary

<table>
<thead>
<tr>
<th>Due Date</th>
<th>Type</th>
<th>Amount</th>
<th>Transaction Date</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/29/2023</td>
<td>2023 Final Taxes</td>
<td>$3,539.00</td>
<td>05/18/2023</td>
<td>$0.00</td>
</tr>
<tr>
<td>09/26/2023</td>
<td>EDI</td>
<td>($3,539.00)</td>
<td>09/27/2023</td>
<td>($3,539.00)</td>
</tr>
<tr>
<td>06/30/2023</td>
<td>2023 Final Taxes</td>
<td>$3,540.54</td>
<td>05/18/2023</td>
<td>$0.00</td>
</tr>
<tr>
<td>05/02/2023</td>
<td>EDI</td>
<td>($3,540.54)</td>
<td>06/25/2023</td>
<td>($3,540.54)</td>
</tr>
<tr>
<td>04/28/2023</td>
<td>2022 Interim Taxes</td>
<td>$3,287.00</td>
<td>01/27/2023</td>
<td>$0.00</td>
</tr>
<tr>
<td>04/25/2023</td>
<td>EDI</td>
<td>($3,287.00)</td>
<td>04/26/2023</td>
<td>($3,267.00)</td>
</tr>
<tr>
<td>02/28/2023</td>
<td>2023 Interim Taxes</td>
<td>$3,268.53</td>
<td>01/27/2023</td>
<td>$0.00</td>
</tr>
<tr>
<td>02/24/2023</td>
<td>EDI</td>
<td>($3,288.53)</td>
<td>02/27/2023</td>
<td>($3,288.53)</td>
</tr>
<tr>
<td>12/16/2022</td>
<td>2022 STX0480</td>
<td>$1,022.04</td>
<td>11/10/2022</td>
<td>$0.00</td>
</tr>
<tr>
<td>12/06/2022</td>
<td>EDI</td>
<td>($1,022.04)</td>
<td>12/07/2022</td>
<td>($1,022.04)</td>
</tr>
</tbody>
</table>

Showing 1 to 10 of 47 entries

### Tax Notices

For an accessible format, contact Finance at 519-822-1260 extension 5605. TTY 519-826-9771

<table>
<thead>
<tr>
<th>PDF</th>
<th>Billing Date</th>
<th>Tax Year</th>
<th>Notice Title</th>
<th>Levied</th>
<th>Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>![ ]</td>
<td>05/19/2023</td>
<td>2023</td>
<td>2023 Final Taxes</td>
<td>$7,079.54</td>
<td>$7,079.54</td>
</tr>
<tr>
<td>![ ]</td>
<td>01/27/2023</td>
<td>2023</td>
<td>2023 Interim Taxes</td>
<td>$6,575.53</td>
<td>$6,575.53</td>
</tr>
</tbody>
</table>
Contacts and Delivery Methods

1. Selecting Contacts and Delivery Methods from the menu options will bring you to the contact information currently associated with the account.

   **Contacts and Delivery Methods**

   | Roll Number: | 2308 010 000 00000 00000 |
   | Property Address: | 1 CARDEN ST |
   | Account: | 1000000 |

   **Account Contacts and Notice Delivery**

   | Tax Notice Delivery Method: | Paper Billing |
   | Letters & Other Notices: | Paper Billing |
   | Mailing Address: | 1 CARDEN ST GUELPH ON N1H 3A1 |
   | Mailing Address: | 1 CARDEN ST GUELPH ON N1H 3A1 |

   **Update Delivery Methods**  **Request Mailing Address Change**

   **Contacts on this Account**

   | Relationship to Account | Name |
   | Owner | JANE SMITH |

   Showing 1 to 1 of 1 entries.

2. If you wish to change billing methods (paper or e-billing), select Update Delivery Methods link and select the preference from the drop-down menu.

3. Verify all the information is accurate and select Save.
   a. If any information needs to be updated, select Cancel and the main Contacts and Delivery Methods page will appear.
4. If you wish to change the mailing address, select Request Mailing Address Change link, and complete the required fields and click Send Request

5. You will receive a confirmation email when the Taxation and Revenue office has reviewed your changes

6. All changes can be viewed in the Change Request Log at the bottom of the page
How to Register for Pre-authorized Payments

1. Select the Pre-authorized payments tab from the menu options

2. If you have not previously signed up for a pre-authorized payment plan, select Sign up
   a. If you have any line items under Current enrollment (e.g. it says enrollment pending) skip to step seven (7.)

3. Select the Sign up button and the pre-authorized payments enroll page will appear

4. Fill out the information required
   a. Pre-authorized payment plan (9, 11, 12 month, or installment)
   b. Institution number
   c. Transit number
   d. Account number
   e. Attachment – upload a picture of a void cheque or direct deposit form
      i. The picture or attachment must be clear
   f. Notes – any notes necessary (i.e. start my payment plan in February)

5. Accept the Terms and conditions and click Save
6. Once the application is saved, the main pre-authorized payments page will appear
   a. Two banners will appear: Enrollment change request submitted. Enrollment pending.
   b. The application will now be reviewed by the City of Guelph, Taxation and Revenue office
7. If a pre-authorized payment plan already exists, this will be shown under Current Enrollment and will state the following
   a. Reference (a number linked to the property)
   b. Payment Plan type (9, 11, 12 month, or Installment)
   c. Next Payment (date of withdrawal)
   d. Payment Amount (amount that will be withdrawn)

   ![Current Enrollment Table]

   e. Actions (two hyperlinks that allow you to Update or Stop the pre-authorized payment plan)
      i. Selecting Update will take you to a Details page, where changes to the original information can be made. Use the Notes field to add comments (i.e. Switching from RBC to CIBC account) and select Save to submit changes.
      ii. Selecting Stop will stop the pre-authorized payment plan and a confirmation window will appear, click OK to stop the payment plan, Cancel will discontinue the request to stop the payment plan.
How to Generate a Statement of Account

1. Select Statement of account from the main menu
2. A list of statement of account request will appear from when you took ownership. If a new statement of account is required, select Request New Statement of Account
3. Fill out the required dates for the statement of account you wish to view
   - The start date cannot be prior to you owning the property – if you do not know the date of when you took ownership, a banner will appear showing you the earliest start date you may view.
   - The dates also cannot be prior to January 1, 2023. If you require a statement prior to this date, please email tax@guelph.ca
4. When completed, select Submit Request
5. Once submitted, the main Statement of Account page will appear
6. The statement of account requested will now appear, select View Statement under the Actions tab
How to Edit Your Profile

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

2. The Edit User Profile page will appear and will show your Email Address and Change Password section
   a. If you wish to update your email address, select the pencil icon to update
      i. Please note, any email addresses previously used cannot be used again
   b. 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

![Maintain Accounts](image)

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
   a. A confirmation pop-up will appear, click OK to delete, Cancel to not delete

6. If any changes are made to the Edit User Profile, ensure you select Update User, if no changes are required, select the Edit User Profile link to return to the main profile page

**General Information**

1. Home icon will go to the home page of the Property Tax Portal
   a. Brief overview of the options available

2. The Accessibility icon allows you to change the colour scheme. Select the icon to reload the portal with your preference
   a. Default colour scheme – shown when you first log in
   b. Black on white colour scheme
   c. Yellow on black colour scheme

3. Email Us icon will allow you to email the City of Guelph, Taxation and Revenue office

4. The My Profile icon allows you to set up or view your current profile

5. Login/Logoff icon allows you to log in or log off the portal