Property Tax Portal

User Guide

Last updated: January 29, 2024

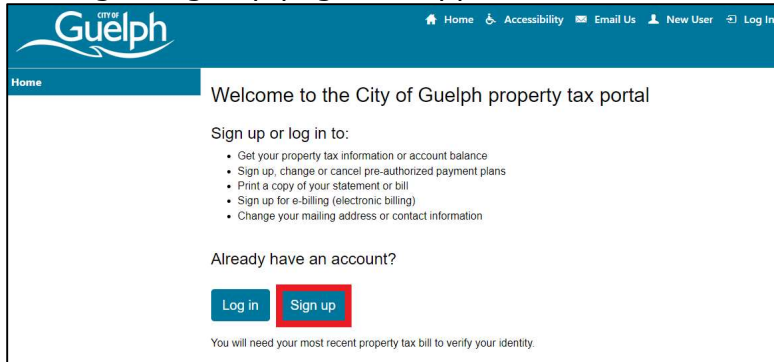## Contents

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

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

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) '

Tax account registration

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

* = Required

* Roll number: [   ]

* Access code: [   ]

* Owner name: [   ]

To find the above information, please locate a tax bill from 2023 or later
and enter the information exactly how it is printed.

Register

7. Once the accounts are set up, you will be directed to an account list, choose the correct tax account you wish to view

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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

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

Email Address: ✔

Password: ✔

Log In

Reset Password

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

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

* Email Address:

Continue

Cancel

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

Password change

* = Required

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:
   ~!@#$%^&*()_-+={}[]|:;<>,.?
5. Password must be at least 12 characters in length.

Please fill in the below fields and click the 'Submit' button

* New password:

* Confirm password:

Cancel   Submit

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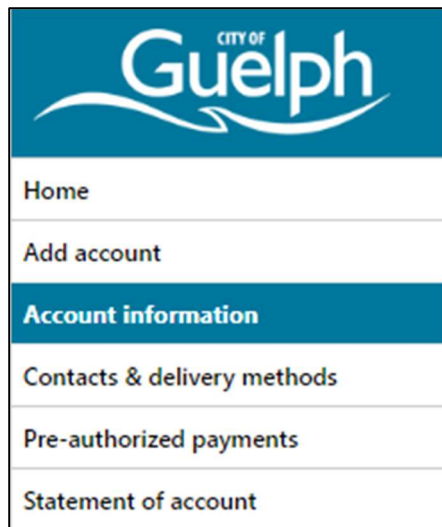
3. Account information
   a. This will show the account summary, including the transaction summary and tax notices

Account Information

Roll Number:	2308 010 000 00000 0000
Property Address:	1 CARDEN ST

Account: 1000000

Account Summary

Current Assessed Value

Property Class	Property Class Description	School Support	Value
RT	Residential - Taxable Full	English Public	$1,111,000

Showing 1 to 1 of 1 entries

Transactions Summary

Due Date	Type	Amount	Transaction Date	Balance
09/29/2023	2023 Final Taxes	$3,539.00	05/18/2023	$0.00
09/26/2023	EDI	($3,539.00)	09/27/2023	($3,539.00)
06/30/2023	2023 Final Taxes	$3,540.54	05/18/2023	$0.00
06/23/2023	EDI	($3,540.54)	06/26/2023	($3,540.54)
04/28/2023	2023 Interim Taxes	$3,287.00	01/27/2023	$0.00
04/25/2023	EDI	($3,287.00)	04/26/2023	($3,287.00)
02/28/2023	2023 Interim Taxes	$3,288.53	01/27/2023	$0.00
02/24/2023	EDI	($3,288.53)	02/27/2023	($3,288.53)
12/16/2022	2022 STX0480	$1,022.04	11/10/2022	$0.00
12/06/2022	EDI	($1,022.04)	12/07/2022	($1,022.04)

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Tax Notices

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

PDF	Billing Date	Tax Year	Notice Title	Levied	Paid
🔴	05/18/2023	2023	2023 Final Taxes	$7,079.54	$7,079.54
🔴	01/27/2023	2023	2023 Interim Taxes	$6,575.53	$6,575.53

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

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

Request Mailing Address Change

Roll Number:	2308 010 000 00000 0000	Account:	1000000
Property Address:	1 CARDEN ST		

Please note that updating your mailing address will also update that information for *any additional* tax accounts (listed below), which are also linked to your contact profile.

* = Required

* Country Format

🔘 Canada ⚪ USA ⚪ International

☐ Include additional delivery information

* Unit-Street Address

Unit-Street Address

Description of the unit street address.

RR/Box/Stn/etc.

RR/Box/Stn/etc.

Description of rural route, post office.

* City	*** Province**	*** Postal Code**
City	Province ⌄	Postal Code

Notes

Notes for you request

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

Cancel   **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

Change Request Log

| Reference	Request	Details	Request Date	Status	Status Date	Response
9000010	Delivery Method Change	New Delivery Method: eBilling	10/26/2023	Completed	10/26/2023	

Showing 1 to 1 of 1 entries

How to Register for Pre-authorized Payments

1. Select the Pre-authorized payments tab from the menu options
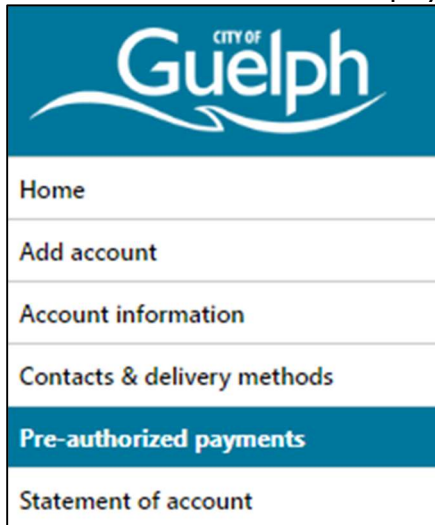
2. If you have not previously signed up for a pre-authorized payment plan, select Sign up

   a. If you have any line items under Current enrollment (e.g. it says enrollment pending) skip to step seven (7.)
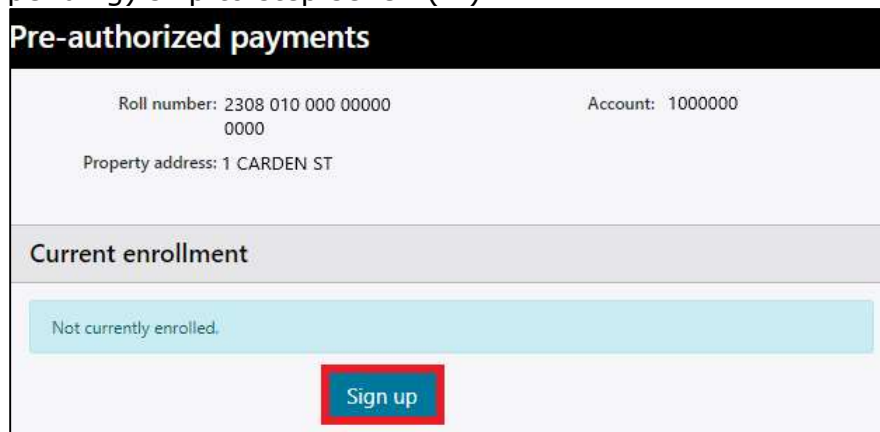
3. Select the Sign up button and the pre-authorized payments enroll page will appear

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

Pre-authorized payments enroll

Roll number: 2038 010 000 00000 0000   Account: 1000000

Property address: 1 CARDEN ST

Enroll in pre-authorized payment plan

* Pre-authorized payment plan

* Institution number

Where can I find this ❓

* Transit number

5 digit number (e.g. 12345)

Where can I find this ❓

* Account number

7 to 12 digit number (e.g. 1234567)

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. File must be less than 5MB and in PDF or standard image format.

Notes

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

* Terms and conditions

I/We authorize the City of Guelph, and the financial institution designated, to begin deductions as per my/our instructions for regular monthly recurring payments or one-time payments from time to time, for payment of all charges arising under my/our City of Guelph Property Tax account(s). Regular monthly payments will be debited on the 15th or the last working day of each month. Instalment plan customers will have their payments debited on the instalment due date. The City of Guelph will provide written notice of the amount for the debit in advance of the debit date(s). This authorization remains in effect until the City of Guelph Tax Department has received written notification from me/us of its change or termination. This notification must be received in writing at least 10 days prior to the next scheduled debit. I/We have certain recourse rights if any debit does not comply with this agreement. I/We have the right to reimbursement for any pre-authorized payment that is not authorized or is inconsistent with this pre-authorized payment agreement. There is a service fee for all payments not honored by your banking institution. Subscribers to the pre-authorized payment plan who have more than two returned payments in any 12-month period will become ineligible to continue the pre-authorized payment plan and the balance of the account will become due on the regular due dates and subject to interest charges of 1.25% per month for any late payments. To obtain further information I/we may contact my/our financial institution or visit cdnpay.ca. Personal information provided on this form will be used to administer the pre-authorized payment plan for tax payments program and is collected under the authority of the City of Guelph By-law Number (2019)-20438. If you have questions about the collection, use, and disclosure of this personal information please contact the Tax department by phone at 519-837-5605 or email tax@guelph.ca.

☐ Yes, I agree to the terms and conditions
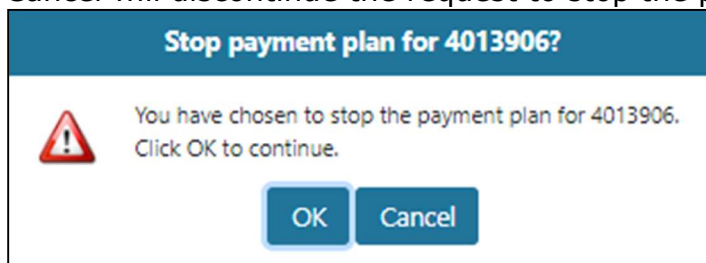
Cancel   **Save**

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

Reference	Payment Plan	Next Payment	Payment Amount	Actions
4020379	Monthly - 12 Month	11/15/2023	$0.00	Update Stop

Showing 1 to 1 of 1 entries

   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.

Stop payment plan for 4013906?

⚠️ You have chosen to stop the payment plan for 4013906. Click OK to continue.

[OK] [Cancel]

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
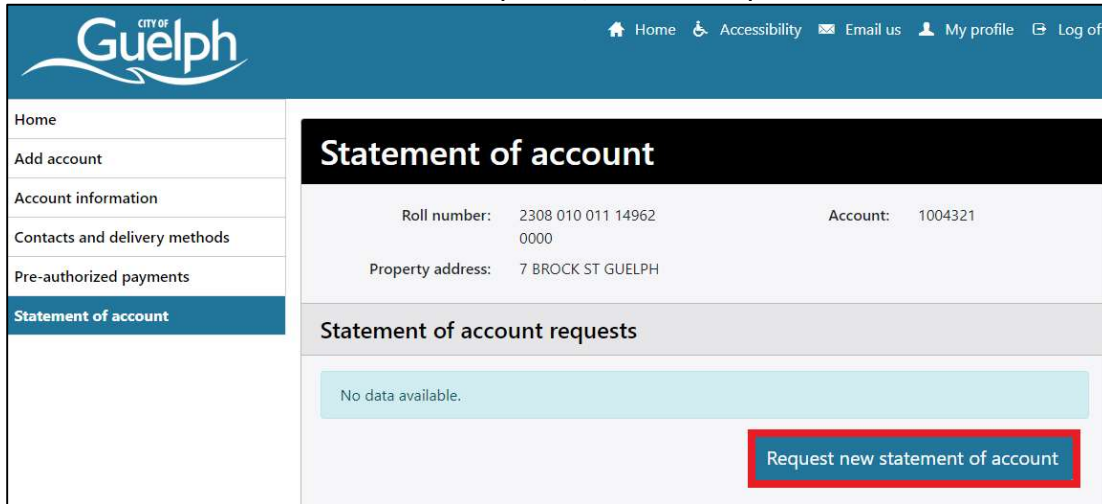
3. Fill out the required dates for the statement of account you wish to view

   a. 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.

   b. The dates also cannot be prior to January 1, 2023. If you require a statement prior to this date, please email tax@guelph.ca

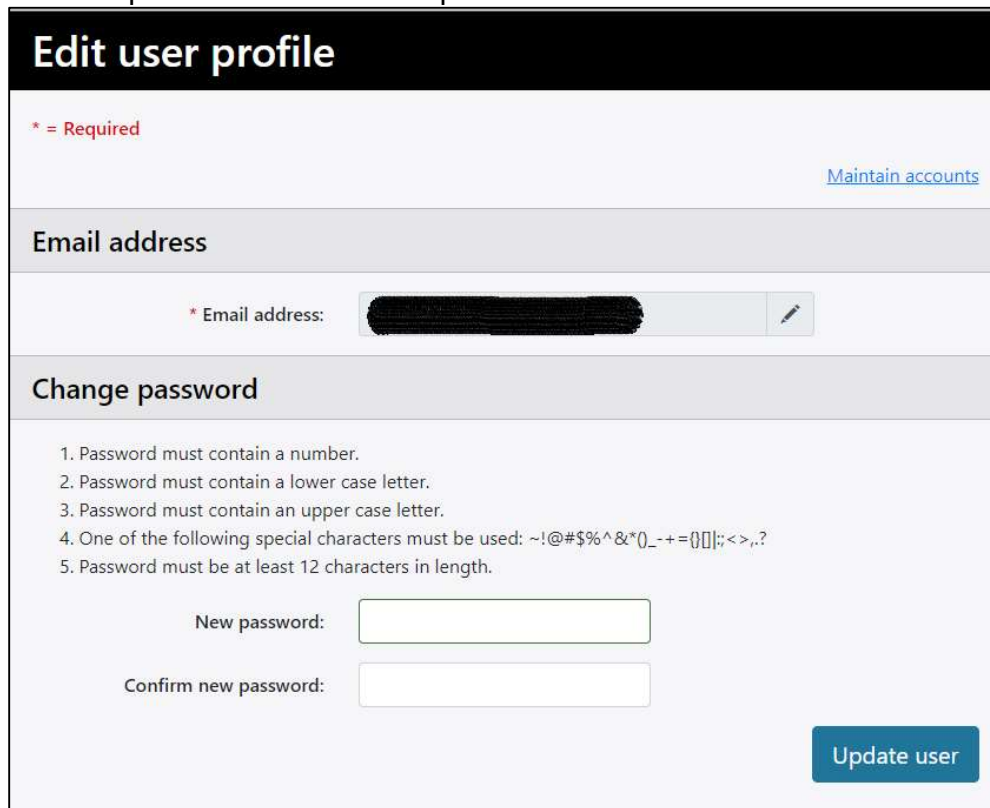4. When completed, select Submit Request

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
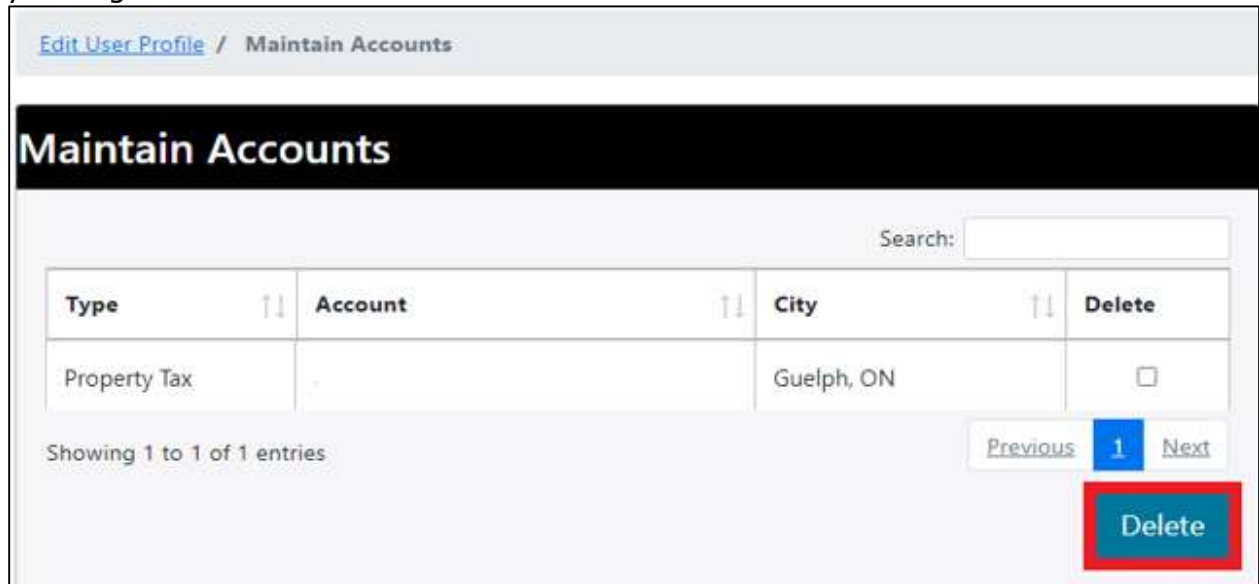
How to Edit Your Profile

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

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