



# Property Tax Portal User Guide

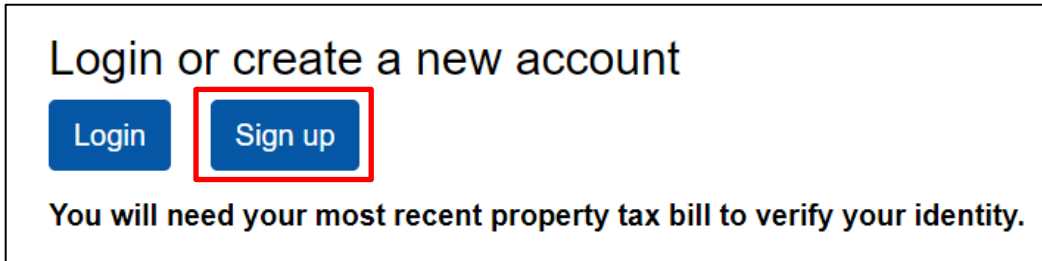
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# Sign up for a new account

1. Open your browser and go to the [Town of Caledon Property Tax Portal](https://caledon.ca/tax) (visit [caledon.ca/tax](https://caledon.ca/tax))
2. On the Tax Portal homepage, click on **Sign Up**



3. In the Create New User page, enter and confirm your email address:
  - o This email address will be used to login to the Town of Caledon Property Tax Portal.
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 you've completed all the required fields, click **Create New User**.

Create New User

\* = Required

1. Password must contain a number.
2. Password must contain a lower case letter.
3. Password must contain an uppercase letter.
4. One of the following special characters must be used: ~!@#\$%^&\*()\_+={}|:;<>.,?`
5. Password must be at least 12 characters in length.

Login

\* Email Address:  ✖  
Must not be empty.

\* Confirm Email Address:

\* Password:

\* Confirm Password:

Create New User

6. A verification email will be sent to the address you provided. Please verify your email address by clicking the link in this email. You will then be directed back to the homepage to login.

# Login to your account

1. Open your browser and go to the [Town of Caledon Property Tax Portal](https://caledon.ca/tax) (visit [caledon.ca/tax](https://caledon.ca/tax))
2. Click on **Login** and enter your registered email address and password.
  - Please be aware that if the password is entered incorrectly five (5) times consecutively, a notification email will be sent indicating that the account has been locked. Access to the account will be restored after one hour.

**User Login**

Please enter your email address and your password below and click on the "Login" button.

Email Address:  ✓

Password:  ✓

[Reset Password](#)

**Login**

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

Home

**Add Account**

Account List

## Tax Account Registration

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

\* = Required

\* Roll Number (19 digit):  ✓

\* Access Code (6 digit):  ✓

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

Enter all information as it appears on your property tax bill 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. Open your browser and go to the [Town of Caledon Property Tax Portal](https://caledon.ca/tax) (visit [caledon.ca/tax](https://caledon.ca/tax))
2. Click on **Login** to go to the User Login page.
3. Select the **Reset Password** link located at the bottom left of the User Login page.

## User Login

Please enter your email address and your password below and click on the "Login" button.

Email Address:  ✓

Password:

[Reset Password](#)

4. The Reset Password – Email page will appear. Enter your email address registered for the Property Tax Portal and then select **Continue**.

## Reset Password - Email

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

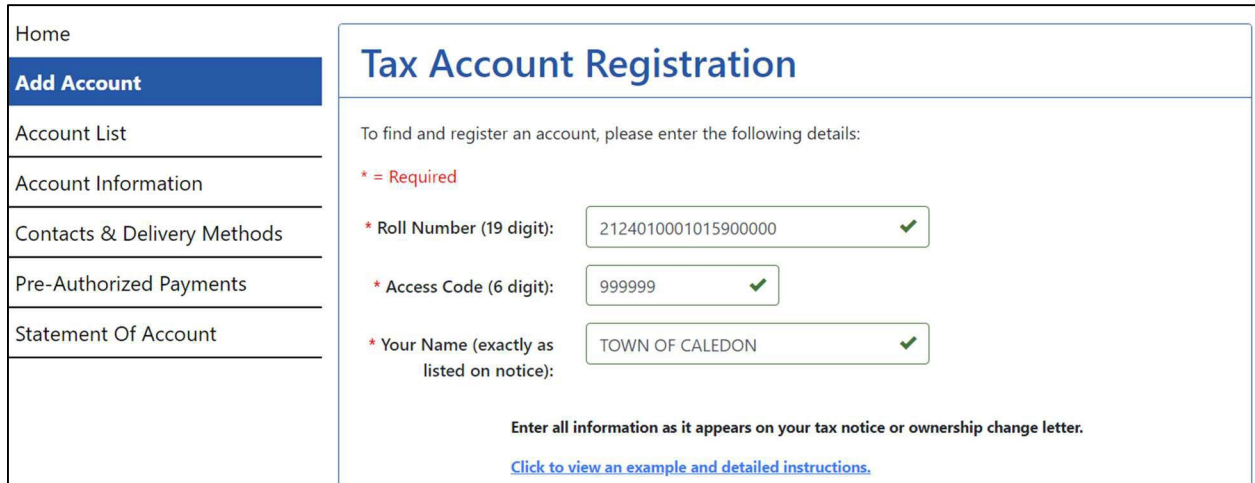
\* Email Address:  ✗  
Must not be empty.

5. An email will be sent with a link to reset your password. Click on the link in the email and enter a new password.
  - o If the reset password email is not in your inbox, check your junk/spam folder.

# Registering your Property Tax Account

Three (3) pieces of information are required from your most recent property tax bill:

1. Roll Number (all 19 digits with no spaces or dashes)
2. Access Code (six digits with no spaces or dashes)
3. Owner Name (exactly as it appears on your tax bill)



Home

**Add Account**

Account List

Account Information

Contacts & Delivery Methods

Pre-Authorized Payments

Statement Of Account

### Tax Account Registration

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

\* = Required

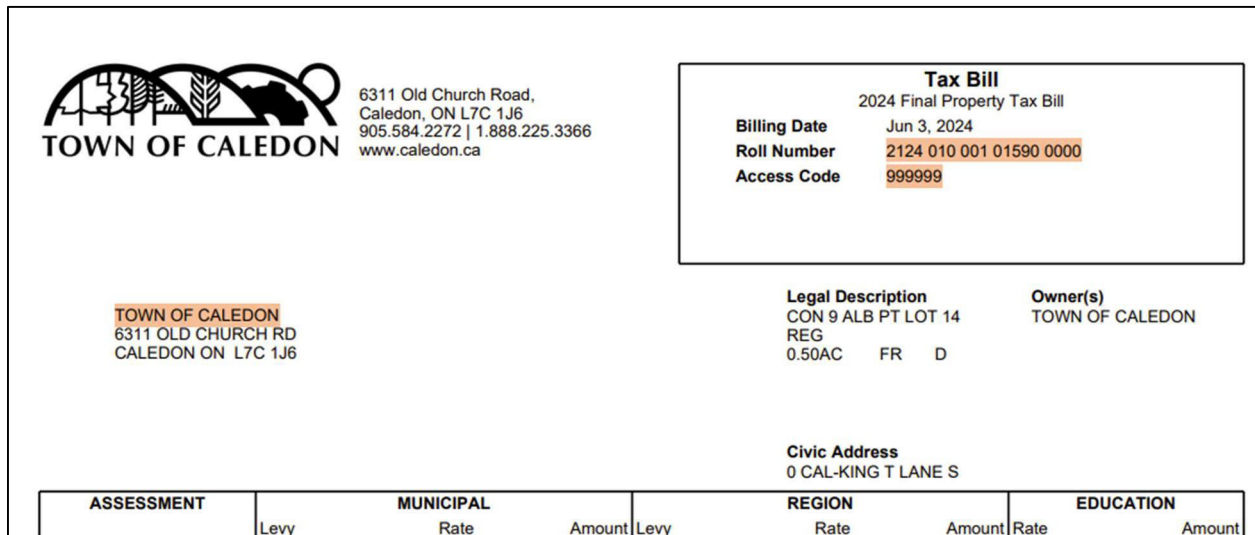
\* Roll Number (19 digit): 2124010001015900000 ✓


\* Access Code (6 digit): 999999 ✓

\* Your Name (exactly as listed on notice): TOWN OF CALEDON ✓

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

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



 6311 Old Church Road,  
Caledon, ON L7C 1J6  
905.584.2272 | 1.888.225.3366  
www.caledon.ca

### Tax Bill

2024 Final Property Tax Bill

**Billing Date** Jun 3, 2024  
**Roll Number** 2124 010 001 01590 0000  
**Access Code** 999999

**Legal Description** CON 9 ALB PT LOT 14  
REG 0.50AC FR D

**Owner(s)** TOWN OF CALEDON

**Civic Address**  
0 CAL-KING T LANE S

ASSESSMENT	MUNICIPAL		REGION		EDUCATION		
Levy	Rate	Amount	Levy	Rate	Amount	Rate	Amount

After setting up your account, you will be directed to an account overview page. From there, you can enroll additional accounts by selecting the **Add Account** button on the **Account List** page.

After adding all accounts, select the desired tax account from the **Account List** to view details and to update billing delivery preferences, mailing address or payment plans.

# View the Tax Account(s)

- When you first login to your account, you will see two options on the top left of the screen:
  - Home – Additional information and a link to the Property Tax webpage and contact details.
  - Add an Account.

- Once logged in and you have selected the property tax account that you would like to view, additional menu options will be available:

- Account Information
- Change Contacts & Delivery Methods
- Enroll or change Pre-Authorized Payments
- Request a Statement of Account

- The **Account Information** tab provides a summary of your account, including transaction history and any available tax notices for viewing and downloading.

- Tax Bills** available for viewing and download can be accessed by clicking the icon under the PDF table heading. This action will open a new page where you can print or save the bill to your device.



**Account Information**

Roll Number: 2124 010 009 00710 0000 Account: 1010791  
 Property Address: 6311 OLD CHURCH RD CALEDON

**Account Summary**

**Current Assessed Value**

Property Class	Description	School Support	Value
E	Exempt	No Support	\$11,394,000

Showing 1 to 1 of 1 entries

Pending Payments: Post-dated Payments:

**Transactions Summary**

Due Date MM/DD/YYYY	Type	Amount	Transaction Date MM/DD/YYYY	Balance
	Balance as of 09/22/2023	\$0.00	09/22/2023	\$0.00

Showing 1 to 1 of 1 entries Previous 1 Next

**Tax Bills**

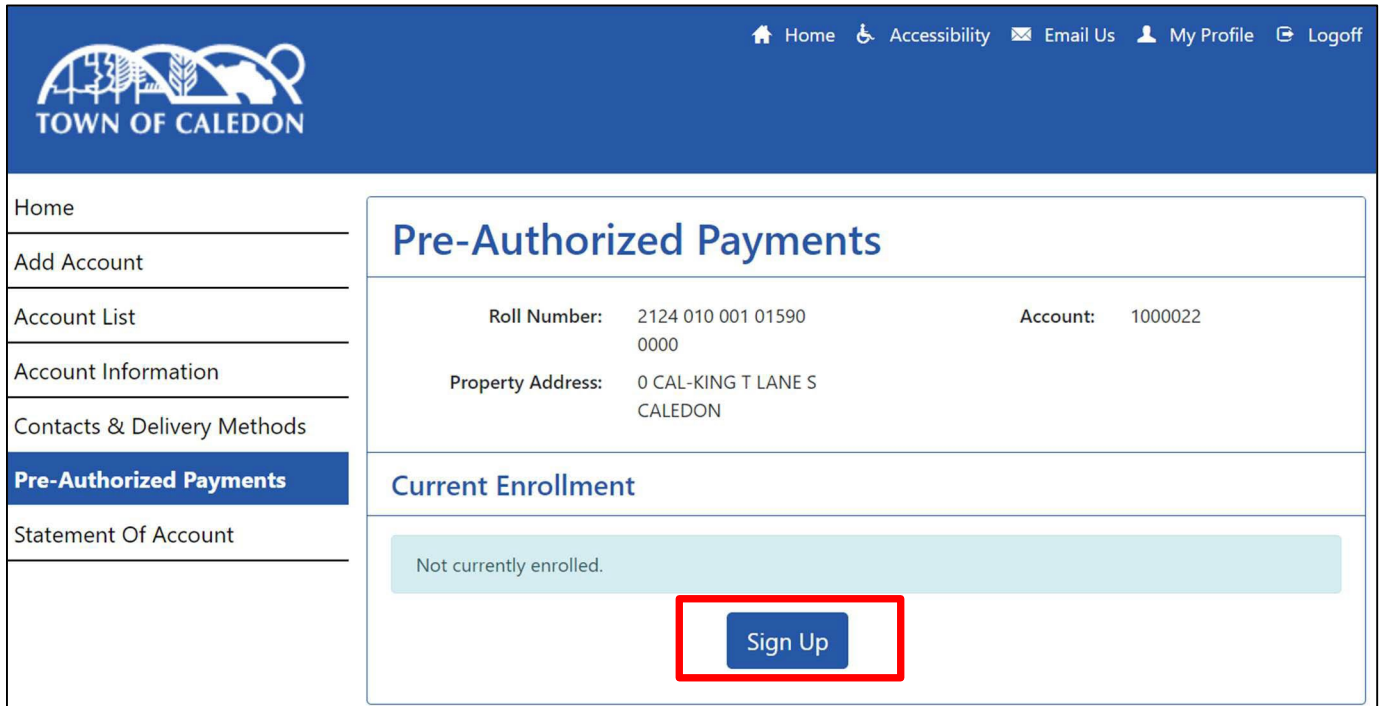
PDF	Billing Date MM/DD/YYYY	Tax Year	Notice Title	Levied	Paid
	06/03/2024	2024	2024 Final Property Tax Bill	\$0.00	\$0.00
	02/01/2024	2024	2024 Interim Property Tax Bill	\$0.00	\$0.00

Showing 1 to 2 of 2 entries

https://www.caledon.ca/tax info@caledon.ca 6311 Old Church Rd Caledon, ON Need Assistance? Contact us to provide feedback

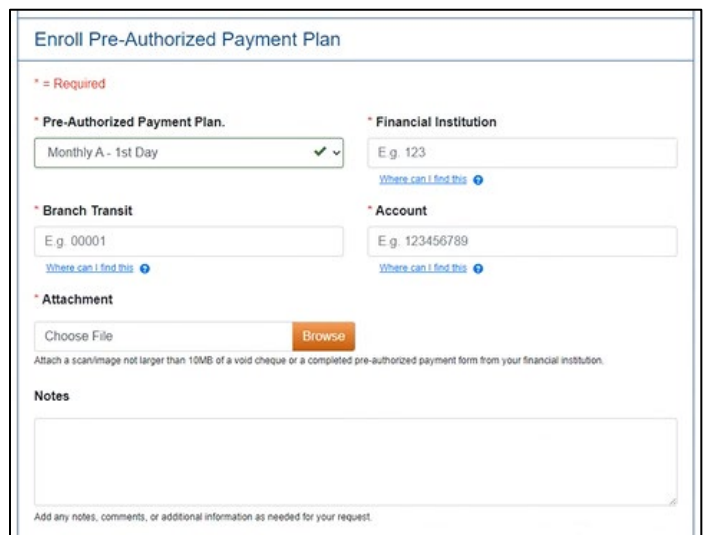
# Sign up or Update Pre-authorized Payment Plans

1. Once you've logged in, choose the account you wish to set-up from your account list and then select the **Pre-authorized Payments** tab from the menu options.
2. If you have not previously enrolled in a pre-authorized payment plan, please select **Sign Up**.
  - o Note: If you need to update or cancel an existing payment plan, proceed directly to step 7.



3. On the **Enroll Pre-authorized Payment Plan** page, assistance with the required fields is available through the help buttons provided on the page.

4. Fill out the required information:
  - o Pre-authorized Payment Plan (Monthly A or B or Installment payment plan)
  - o Institution Number
  - o Transit Number
  - o Account Number
  - o Attachment – upload a picture of a void cheque or direct deposit form
  - o Notes – any notes necessary (for example, start my payment plan in August)



5. Read and accept the Terms and Conditions, then click **Save**.



7. The Town of Caledon provides this Pre-Authorized Debit Program in accordance with the rules established by Payments Canada.

8. I understand and acknowledge that personal information on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, and will be used for the pre-authorized payment process. Questions about this collection should be directed to the Associate, Service Caledon, 6311 Old Church Road, Caledon ON L7C 1J6, 905.584.2272.

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

6. After saving the application, the enrollment page will display a confirmation that your request has been submitted. The Tax Department will review your application, and you will receive an email once it has been confirmed or if additional information is required.

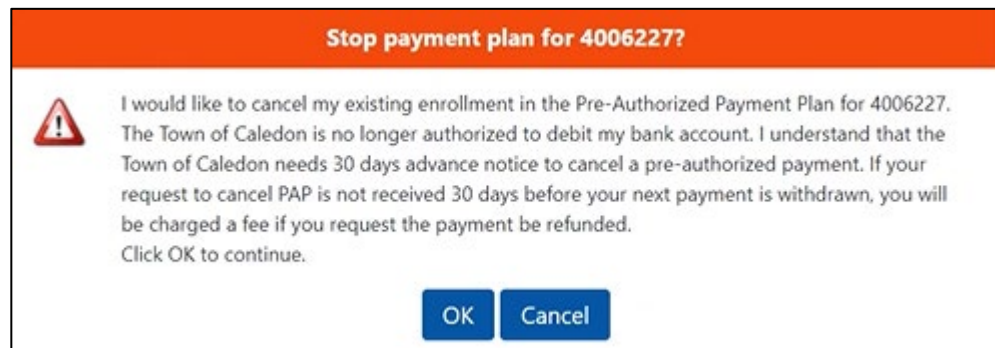
Change Request Log							
Request Reference	Request	Details	Request Date	Status	Status Date	Response	
6000050	Enrol in Pre-Authorized Payment Plan	Monthly A - 1st Day	09/09/2024	Pending	09/09/2024		<a href="#">Cancel</a>

7. If a pre-authorized payment plan already exists, the following will be shown under **Current Enrollment** and will state the following:
- Reference (Internal reference number for the plan)
  - Payment plan type
  - Next payment date (date of next withdrawal)
  - Payment amount (amount that will be withdrawn)

## Current Enrollment

Reference	Payment Plan	Next Payment	Payment Amount	
4005033	Monthly B - 15th Day	09/15/2024	\$516.81	<a href="#">Update</a> <a href="#">Stop</a>

8. Selecting **Update** will direct you to the **Details page**, where you can modify your banking information. Use the **Notes field** to provide any additional comments, such as the date on which the change should be implemented. Review and accept the terms and conditions, then click **Save** to submit the changes.
9. The enrollments page will display a confirmation that your change request has been submitted. The Tax Department will review the request and you will receive an email once the change has been confirmed or if additional information is needed.
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.



11. The enrollments page will confirm that your cancellation request has been submitted. The Tax Department will review the request and you will receive an email once the payment plan has been terminated, along with any additional details that need to be communicated.

# Update Mailing Address & Delivery Methods

1. Once logged in, selecting **Contacts and 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	<h2>Contacts and Delivery Methods</h2> <p>Roll Number: 2124 010 001 01590      Account: 1000022 0000</p> <p>Property Address: 0 CAL-KING T LANE S CALEDON</p> <hr/> <h3>Account Contacts and Notice Delivery</h3> <table><tr><td>Tax Notices Delivery Method:</td><td>Paper Billing</td><td>Letters &amp; Other Notices:</td><td>Paper Billing</td></tr><tr><td>Mailing Address on file:</td><td>6311 OLD CHURCH RD CALEDON ON L7C 1J6</td><td>Mailing Address on file:</td><td>6311 OLD CHURCH RD CALEDON ON L7C 1J6</td></tr></table> <p><a href="#">Update Delivery Methods</a>    <a href="#">Request Mailing Address Change</a></p>	Tax Notices Delivery Method:	Paper Billing	Letters & Other Notices:	Paper Billing	Mailing Address on file:	6311 OLD CHURCH RD CALEDON ON L7C 1J6	Mailing Address on file:	6311 OLD CHURCH RD CALEDON ON L7C 1J6
Tax Notices Delivery Method:		Paper Billing	Letters & Other Notices:	Paper Billing					
Mailing Address on file:		6311 OLD CHURCH RD CALEDON ON L7C 1J6	Mailing Address on file:	6311 OLD CHURCH RD CALEDON ON L7C 1J6					
Add Account									
Account List									
Account Information									
<b>Contacts &amp; Delivery Methods</b>									
Pre-Authorized Payments									
Statement Of Account									

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

<h2>Account Contacts and Notice Delivery</h2>	
<p>* = Required</p>	
* Tax Notices Delivery Method:	<div style="border: 1px solid #ccc; padding: 5px;"><p>Paper Billing ✓</p><p><b>Paper Billing</b></p><p>eBilling</p></div>
Mailing Address on file:	L7C 1J6
* Letters & Other Notices:	Paper Billing
Mailing Address on file:	6311 OLD CHURCH RD CALEDON ON L7C 1J6
	<a href="#">Cancel</a> <input type="button" value="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**.

Home	<h2>Contacts and Delivery Methods</h2> <p>Roll Number: 2124 010 001 01590      Account: 1000022 0000</p> <p>Property Address: 0 CAL-KING T LANE S CALEDON</p> <h3>Account Contacts and Notice Delivery</h3> <table><tr><td>Tax Notices Delivery Method:</td><td>Paper Billing</td><td>Letters &amp; Other Notices:</td><td>Paper Billing</td></tr><tr><td>Mailing Address on file:</td><td>6311 OLD CHURCH RD CALEDON ON L7C 1J6</td><td>Mailing Address on file:</td><td>6311 OLD CHURCH RD CALEDON ON L7C 1J6</td></tr></table> <p><a href="#">Update Delivery Methods</a>    <a href="#">Request Mailing Address Change</a></p>	Tax Notices Delivery Method:	Paper Billing	Letters & Other Notices:	Paper Billing	Mailing Address on file:	6311 OLD CHURCH RD CALEDON ON L7C 1J6	Mailing Address on file:	6311 OLD CHURCH RD CALEDON ON L7C 1J6
Tax Notices Delivery Method:		Paper Billing	Letters & Other Notices:	Paper Billing					
Mailing Address on file:		6311 OLD CHURCH RD CALEDON ON L7C 1J6	Mailing Address on file:	6311 OLD CHURCH RD CALEDON ON L7C 1J6					
Add Account									
Account List									
Account Information									
<b>Contacts &amp; Delivery Methods</b>									
Pre-Authorized Payments									
Statement Of Account									

6. Fill out the required fields and click **Send Request**. If you are entering a U.S. or international address, ensure you select the appropriate format to validate the address fields accurately.

\* = 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

Please note that by updating your mailing information with this request, you are hereby giving authorization to the Corporation of the Town of Caledon to update their records with your new mailing address information.

**If the mailing address is updated, it will change the mailing address for all owners on the account and all tax accounts where you are the owner.**

[Cancel](#)    [Send Request](#)

# Generate a Statement of Account

1. Once logged in, 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 List
- Account Information
- Contacts & Delivery Methods
- Pre-Authorized Payments
- Statement Of Account

## Statement of Account

Roll Number: 2124 010 001 01590  
0000

Property Address: 0 CAL-KING T LANE S  
CALEDON

Account: 1000022

### Statement of Account Requests

No data available.

Request New Statement of Account

3. Enter the dates for the statement of account you require and click **Submit Request**. The start date cannot precede the date of property ownership; a message will indicate the earliest available start date you can select.
4. The statement of account requested will now be available, select **View Statement** under the Actions column.

## Statement of Account Requests

Your request for a new Statement of Account has been processed, please use the link below to view the PDF statement.

Reference	Statement Dates	Request Date	Status	Response	Actions
7000032	01/01/2024 09/09/2024	09/09/2024	Completed	Your statement of account is available.	<a href="#" style="color: #0056b3; text-decoration: underline;">View Statement</a>

Showing 1 to 1 of 1 entries

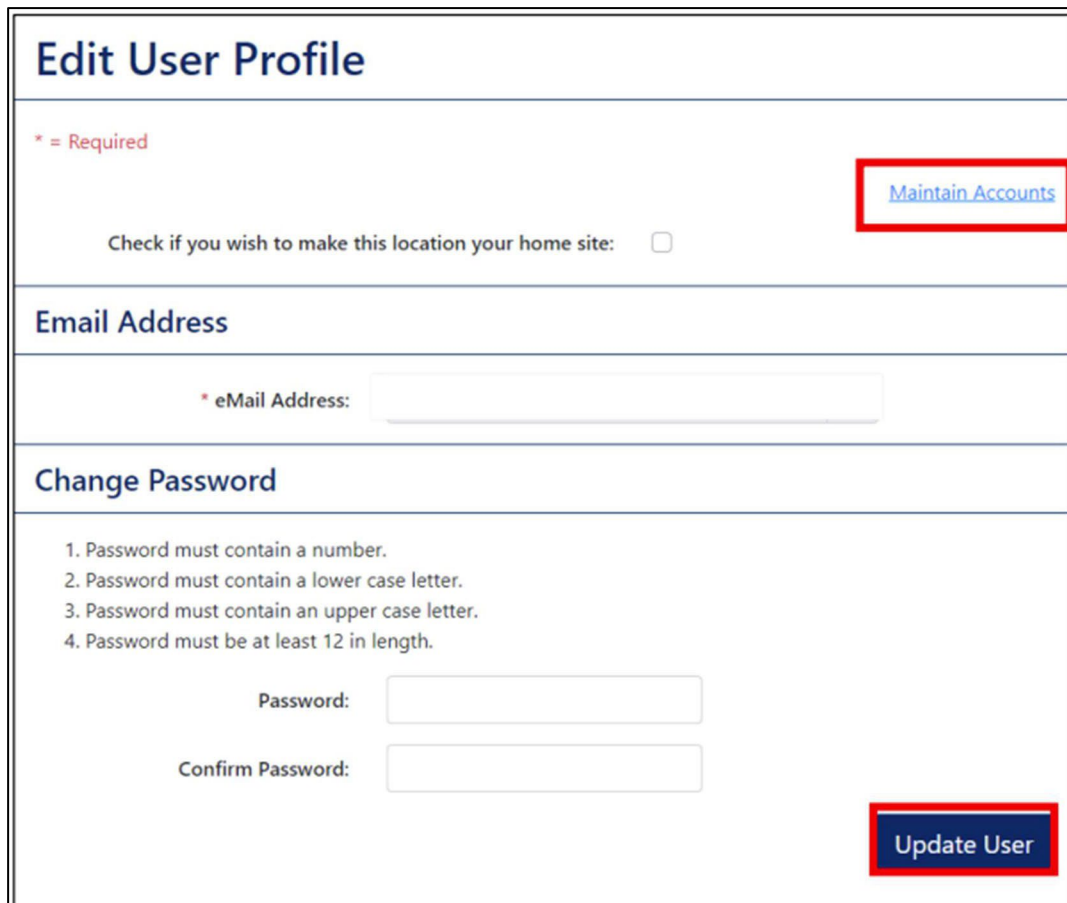
Request New Statement of Account

# Edit Your Profile

1. Once logged in, select the **My Profile** icon at the top right of the portal.



2. The **Edit User** window will appear to change password.
  - If you wish to change your password, enter and confirm a new password
3. Select **Update User** once you are completed.
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 confirmation pop-up will appear, click OK to delete, Cancel to not delete.

A screenshot of the 'Edit User Profile' form. The form has a white background with a thin black border. At the top, it says 'Edit User Profile' in blue. Below that, there's a red asterisk icon followed by the text '\* = Required'. On the right side, there is a blue link 'Maintain Accounts' highlighted with a red box. Below this is a checkbox labeled 'Check if you wish to make this location your home site:'. The next section is 'Email Address' with a text input field labeled '\* eMail Address:'. The final section is 'Change Password' with four numbered requirements: 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. Below these are two text input fields labeled 'Password:' and 'Confirm Password:'. At the bottom right, there is a blue button labeled 'Update User' highlighted with a red box.

# Frequently Asked Questions

## 1. How do I receive my tax bill if I sign up for eBilling on the portal?

The default delivery method for all tax accounts is paper billing via Canada Post. If you opt to switch to eBilling through the Property Tax Portal, you will receive email notifications when your tax bills are issued. Mail delivery will be discontinued and you will be able to view, download or print your property tax bills by logging into your Property Tax Portal account. All issued bills will be listed under the Account Information tab.

## 2. Can I add a second email to the eBilling tax bill notifications?

eBilling notification emails will be sent to the email address registered when you create your account on the Property Tax Portal. If another property owner also wishes to receive email notifications for tax bills, they may create their own account on the Property Tax Portal using their email address and select the eBilling delivery method.

## 3. I do not have a copy of my tax bill to obtain my roll number and access code. How can I request this information to register my tax account?

You can request your tax account registration details from the **Add Account** tab in the Property Tax Portal. Below the registration fields, there is a link to submit an email request to the Tax Department. Complete the required fields in the email and we will verify your account details and provide the necessary information for registration.

Home

**Add Account**

Account List

Account Information

Contacts & Delivery Methods

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Statement Of Account

## Tax Account Registration

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

\* = Required

\* Roll Number (19 digit):  ✘  
Must not be empty.

\* Access Code (6 digit):

\* Your Name (exactly as listed on notice):

Enter all information as it appears on your property tax bill 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.](#)

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

Please contact our office with details of any errors you encounter and we will work to resolve them for you. You can find a link to submit an email with your experience details at the bottom footer of any page in the Property Tax Portal. Our contact information is also provided in this section. Additionally, you may use this link to provide feedback about your experience with the new Property Tax Portal.

<a href="https://www.caledon.ca/tax">https://www.caledon.ca/tax</a> <a href="mailto:info@caledon.ca">info@caledon.ca</a> 905-584-2272 ext 7750	6311 Old Church Rd Caledon ON L7C 1J6	Need Assistance? <a href="#">Contact us to provide feedback</a> <a href="#">View the User Guide and FAQs</a>
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**5. What do I do if I received a message that I'm locked out of my account due to too many incorrect login attempts?**

If you enter incorrect credentials multiple times, you will receive an error message indicating that your account is locked. A notification email will be sent to your registered email address, informing you of the lockout and its duration. Once the lockout period has elapsed, you may attempt to log in again or reset your password.

If you receive this notification and suspect that an unauthorized individual may be attempting to access your account, please reset your password immediately to prevent any potential fraudulent activity.