



TOWNSHIP OF MUSKOKA LAKES | PROPERTY TAX ONLINE SERVICES

# HOW TO REGISTER FOR PROPERTY TAX ONLINE PORTAL + E-BILLING

**A STEP-BY-STEP GUIDE**  
FOR NEW USERS

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## INTRODUCTION & E-BILLING

Thank you for your interest in the Township of Muskoka Lakes' [Property Tax Online Portal](#). This guide will walk you through the steps to create an account, register for e-billing, and manage your property tax account information online.

During the sign-up process, you will have the option to register for our **new Property Tax e-Billing system** (see Step 6 in the first guide; pg. 6). This secure service lets you receive your tax bills electronically and manage your payments with ease via the Township of Muskoka Lakes' Property Tax Online Portal!

This new and safe online process allows users to:

- Link & Register multiple Property Tax accounts
- Link & Register multiple property owners
- View account balances and transactions
- View your bills and assessments
- Receive your tax bill via email (if registered for e-billing)
- Choose from multiple payment options, including pay with credit card\*

**Please Note:** Once registered for e-Billing, you will no longer receive a paper bill.

Your property tax bill will be emailed from [online@muskokalakes.ca](mailto:online@muskokalakes.ca) containing a link to your bill or a PDF version. Once billed, a PDF version can be printed directly from your property tax account at any time.

This is a secure site, and we are dedicated to protecting your privacy and safeguarding your personal financial information. **This site is best accessed on a computer with either Google Chrome or Firefox web browsers.**

For support, please contact the Property Tax Department at [propertytax@muskokalakes.ca](mailto:propertytax@muskokalakes.ca) or call 705-765-3156.

*\*Please note that a service charge by the third-party supplier of 2.5% will apply to all credit card payments and 1.5% on all debit card payments.*

# STEP-BY-STEP GUIDE | HOW TO CREATE AN ACCOUNT

Before you get started, you will need your most recent property tax bill containing your Roll Number and Access Code/PIN.

## How to Enter Your Roll Number

1. **Municipality 4453** – Do not input the first 4 digits
2. **Jurisdiction 3-digit** number highlighted in **blue**, select from the dropdown menu.
3. **Roll number 12-digit** number highlighted in **green**, including the period and last four zeros.
4. **Access Code/PIN number – 6 digits** located above your roll number on the tax bill.

Township of Muskoka Lakes Number (4453)		Jurisdiction		Unique Property Code	
010	Cardwell	060	Medora and Wood		
020	Watt	070	Bala		
030	Windermere	080	Wood South		
040	Medora North	090	Monck		
050	Port Carling				

## STEP 1

Visit [Property Tax Online Portal](https://online.muskokalakes.ca) ([online.muskokalakes.ca](https://online.muskokalakes.ca))

## STEP 2

Select 'Link & Register'. This will open the Online Log In page.

Welcome to the Property Tax Online Portal

To use these online services, you will need your **Access Code/PIN** and **property tax roll number** both found on the top of your tax bill. **Please note, once registered for eBilling, you will no longer receive a paper bill.**

This is a secure site, and we are dedicated to protecting your privacy and safeguarding your personal financial information. By registering your property tax account, you can:

- Link & Register multiple Property Tax accounts
- Link & Register multiple property owners
- View account balances and transactions
- View your bill(s) and assessments
- Receive your tax bill(s) via email
- Choose from **multiple payment** options, including by credit card

[Link & Register a new Property Tax Account](#)

[Already have an account, Login here](#)

*This site is best accessed using Google Chrome or Firefox web browsers from your laptop.*

**Quick Links**

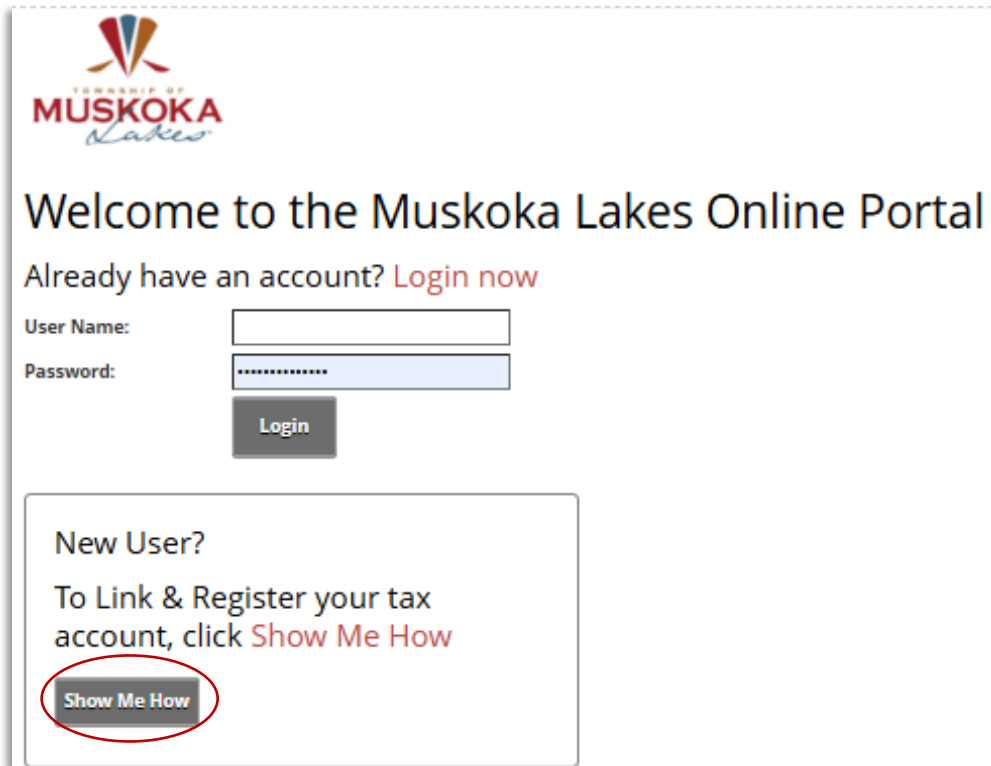
- [My Property Tax](#)
- [My Account](#)
- [Make a Property Tax Payment](#)
- [Contact Us](#)

**Property Tax Updates**

*The Township of Muskoka Lakes will accept up to \$1,000 cash for Property Tax payments at the township office.*

### STEP 3

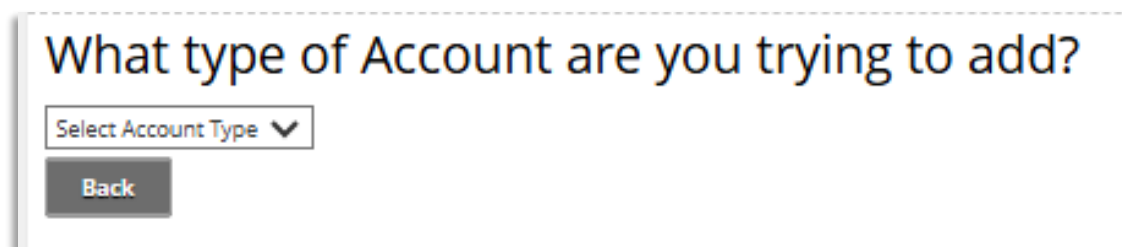
Select 'Show Me How'.



The image shows the Muskoka Lakes Online Portal login page. At the top left is the Muskoka Lakes logo. Below it, the text 'Welcome to the Muskoka Lakes Online Portal' is displayed. Underneath, there is a link 'Already have an account? Login now'. Below this are two input fields: 'User Name:' and 'Password:', each followed by a text box. A 'Login' button is positioned below the password field. To the right of the login fields is a box titled 'New User?'. Inside this box, the text reads 'To Link & Register your tax account, click Show Me How'. Below this text is a button labeled 'Show Me How', which is circled in red.

### STEP 4

Click the drop-down arrow and select the type of account you are trying to add:  
**PT Property Taxes**



The image shows a screen titled 'What type of Account are you trying to add?'. Below the title is a drop-down menu with the text 'Select Account Type' and a downward arrow. Below the drop-down menu is a 'Back' button.

## STEP 5

Fill in your information.

### How to Enter Your Roll Number

1. **Municipality 4453** – Do not input the first 4 digits
2. **Jurisdiction 3-digit** number highlighted in **blue**, select from the dropdown menu.
3. **Roll number 12-digit** number highlighted in **green**, including the period and last four zeros.
4. **Access Code/PIN number – 6 digits** located above your roll number on the tax bill.

**Township of Muskoka Lakes**  
1 Bailey ST PO Box 129  
Port Carling ON P0B 1J0  
Tel. No. : (705) 765-3156

**TAX BILL**

Access Code: 000000

Roll No. 4453 010 00000000.0000

Mortgage Co:

Mortgage No.

Township of Muskoka Lakes Number (4453)

Jurisdiction

Unique Property Code

010	Cardwell	090	Muskoka and Wood
020	Watt	070	Bala
030	Windermere	080	Wood South
040	Muskoka North	090	Muskoka
050	Port Carling		

**Jurisdiction:** 010-CARDWELL ▼

**Roll:** 00100101.0000

**Access Code / Pin:** .....

### Tips:

- '4453' is the Township of Muskoka Lakes identifier and not required to be entered.
- Select drop-down arrow to the right of 'Jurisdiction' and scroll to the next 3 digits of the roll number.
- Enter the next 12 digits including the period and 4 zeros at the end in the 'Roll' field.
- Enter your Access Code/Pin from your tax bill
- Refer to the first image prior to Step 1 for a closer look at the tax bill breakdown

## STEP 6

To register for e-billing, select the 'Please Notify me by Email that my Property Tax Notice is Ready'.

Then choose your preference of either:

- 'Viewing my Property Tax Notice Online'  
OR
- 'Attach a PDF Copy of the Property Tax Notice to the Email'

Please Notify me by Email that my Property Tax Notice is Ready: ☐

I will View my Property Tax Notice Online: ☒

Attach a PDF Copy of the Property Tax Notice to the Email: ☐

Email Address:

Verification Code:

## STEP 7

Next, you will need to verify your email address.

Enter your email address, click on the Send Verification Email, and wait for a verification code email.

Once you receive the verification code, enter it into the box provided and click Save.

Email Address:

Verification Code:

Verification code has been sent to [redacted] This code will be active for 15 minutes.

*Heads Up! You will need to verify your email once more in Step 9.*

## STEP 8

Enter a Username.

### Notes:

- Must be at least 5 characters long, only letters, numbers, periods or dashes.
- Do not use spaces or special characters.

Just a couple more steps to setup your personal access account for the site.

Username - must be at least 5 characters long, cannot contain spaces or any special characters. Please use only letters, numbers, periods, dashes or underscores.

Password- password must contain 8 characters including at least 1 special character. (i.e. \$ # @ %)

User Name:

Email Address:

Send Verification Email

Verification Code:

Password:

Confirm Password:

Back

Save

## STEP 9

Enter your email address, click on the **Send Verification Email**, and wait for a verification code email.

### Notes:

- The code will be active for 15 minutes. Enter the verification code.

Just a couple more steps to setup your personal access account for the site.

Username - must be at least 5 characters long, cannot contain spaces or any special characters. Please use only letters, numbers, periods, dashes or underscores.

Password- password must contain 8 characters including at least 1 special character. (i.e. \$ # @ %)

User Name:

Email Address:

Send Verification Email

Verification Code:

Password:

Confirm Password:

Back

Save

## STEP 10

Create a password which must contain 8 characters with at least 1 special character.

Confirm your password and Click 'Save'.

Just a couple more steps to setup your personal access account for the site.

Username - must be at least 5 characters long, cannot contain spaces or any special characters. Please use only letters, numbers, periods, dashes or underscores.

Password- password must contain 8 characters including at least 1 special character. (i.e. \$ # @ %)

User Name:	<input type="text"/>	<input type="button" value="Send Verification Email"/>
Email Address:	<input type="text"/>	
Verification Code:	<input type="text"/>	
Password:	<input type="password"/>	
Confirm Password:	<input type="password"/>	

## STEP 11

Congratulations! You are now signed up for and have access to the Property Tax Online Portal with the Township of Muskoka Lakes.

When your tax bill is ready to view, you will receive an email from [online@muskokalakes.ca](mailto:online@muskokalakes.ca).



# STEP-BY-STEP GUIDE | HOW TO REGISTER MULTIPLE ROLL NUMBERS FOR E-BILLING

## STEP 1

Visit [Property Tax Online Portal](#)

## STEP 2

Login to an existing account.

**Welcome to the Property Tax Online Portal**

To use these online services, you will need your **Access Code/PIN** and **property tax roll number** both found on the top of your tax bill. **Please note, once registered for eBilling, you will no longer receive a paper bill.**

This is a secure site, and we are dedicated to protecting your privacy and safeguarding your personal financial information. By registering your property tax account, you can:

- Link & Register multiple Property Tax accounts
- Link & Register multiple property owners
- View account balances and transactions
- View your bill(s) and assessments
- Receive your tax bill(s) via email
- Choose from multiple payment options, including by credit card

[Link & Register a new Property Tax Account](#)

[Already have an account, Login here](#)

*This site is best accessed using Google Chrome or Firefox web browsers from your laptop.*

**Quick Links**

- [My Property Tax](#)
- [My Account](#)
- [Make a Property Tax Payment](#)
- [Contact Us](#)

**Property Tax Updates**

*The Township of Muskoka Lakes will accept up to \$1,000 cash for Property Tax payments at the township office.*

## STEP 3

Enter your username and password.

**User Log In**

Username:

Password:

☐ Remember Login

## STEP 4

Click the checkbox to 'Remember Login' so that next login will automatically populate your username and password.

Click 'Login'.

**Note:** The password associated with your account can be changed from the login page (or the account page). Click 'Reset Password' and enter a new password when prompted.

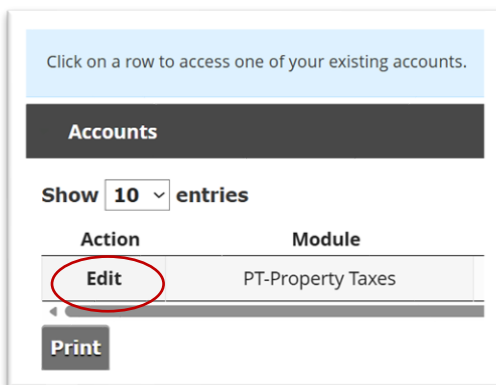
## STEP 5

Click on your profile name on the top right.



## STEP 7

Click 'Edit' beside your existing property tax account.



**Note:** The **jurisdiction, roll number and email address** will be populated automatically in the fields based on the account roll you edited.

Validate that this information is correct from your previous property tax bill.

If you have more than 1 property, each roll number will need to be added individually.

## STEP 8

Enter Access Code/PIN.

**Tip:** Found on the top of your recent tax bill.

### Add PT Account

#### How to Enter Your Roll Number

1. **Municipality 4453** – Do not input the first 4 digits
2. **Jurisdiction 3-digit** number highlighted in **blue**, select from the dropdown menu.
3. **Roll number 12-digit** number highlighted in **green**, including the period and last four zeros.
4. **Access Code/PIN number – 6 digits** located above your roll number on the tax bill.

The image shows a sample tax bill from the Township of Muskoka Lakes. The bill includes the township's name, address, and phone number. The Roll Number is 4453 010 00000000.0000, and the Access Code is 000000. A table on the right lists the jurisdictions and their corresponding Unique Property Codes.

Jurisdiction	Unique Property Code
010 Cardwell	000 Muskoka and West
010 West	010 Muskoka
010 Windermere	000 Muskoka South
040 Muskoka North	000 Muskoka
050 Post Carling	

**Jurisdiction:** 010-CARDWELL ▼

**Roll:** 00100101.0000

**Access Code / Pin:** .....

Please Notify me by Email that my Property Tax Notice is Ready: ☒

I will View my Property Tax Notice Online: ☐

Attach a PDF Copy of the Property Tax Notice to the Email: ☐

Email Address:

**Send Verification Email**

Verification Code

## STEP 9

Select 'Please Notify me by Email that my Property Tax Notice is Ready'

## STEP 10

Select how you would like to receive your tax bill by clicking either 'I will View my Property Tax Notice Online' OR 'Attach a PDF Copy of the Property Tax Notice to the Email'.

## STEP 11

Enter your email address and click 'Send Verification Email'.

## STEP 12

Retrieve the email containing the verification code, enter and click 'Save'.

You will receive an email that you are registered for eBilling containing your username and link to your account.

**Note:** Check your junk mail if you do not receive in your inbox.

## LOOKING TO LINK MULTIPLE ROLL NUMBERS?

## STEP 13

Click on your profile name or picture on the top right, then follow repeat steps 1-12.



## STEP 14

Congratulations! You are now signed up for e-Billing.

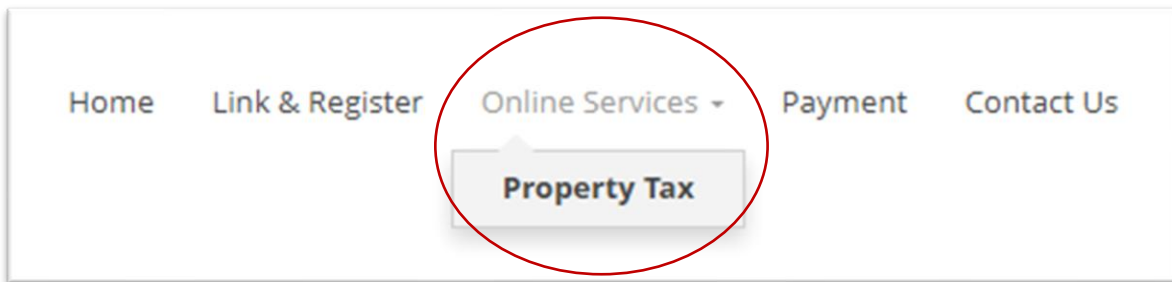
When your tax bill is ready to view, you will receive an email from [online@muskokalakes.ca](mailto:online@muskokalakes.ca).

## STEP-BY-STEP GUIDE | HOW TO ACCESS ONLINE SERVICES

View and download your past bills.

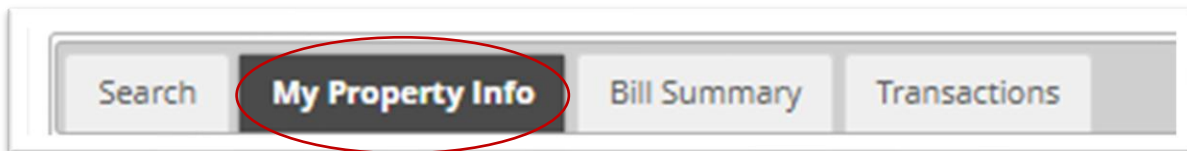
### STEP 1

To access the property tax e-Billing, Click on 'Online Services' from the top menu and click 'Property Tax'.



### STEP 2

Click on the 'My Property Info' tab and validate the information.



### STEP 3

Click the 'Bill Summary' tab.

Click on 'View' under the View Bill column to see that year's property tax bill. A pdf version of your bill will display.

**Note:** When the next tax bill is generated, you will receive an email from [online@muskokalakes.ca](mailto:online@muskokalakes.ca)

Search My Property Info **Bill Summary** Transactions

Jur Number  
Roll Number  
Balance

Show **1** entries Search:

TAX YEAR	VIEW BILL	Bill Type	Amount
2025	<a href="#">View</a>	Interim	\$950.91

Print

Showing 1 to 1 of 1 entries First Previous **1** Next Last

**Realty Tax Class Legend**

Tax Class	Description
RT	Residential Taxable
FT	Farm Taxable
TT	Managed Forest Taxable
MT	Multi-Residential Taxable
CT	Commercial Taxable
IT	Industrial Taxable

**School Support Legend**

Code	Description
A	French Public
C	French Seperate
P	English Public
S	English Seperate
N	No Support

Check your MPAC Assessment Notice for letters not noted above.

## STEP 4

Always 'Logout' on the top navigation to complete the session, or keep scrolling to continue exploring your online account.



View all transactions.

## STEP 1

Click on the 'Transactions' tab to view all transactions on this property tax account.

Search

My Property Info

Bill Summary

Transactions

Jur Number

Roll Number

Balance

Show 

1

 entries

Search:

TRANSACTION DATE	PROPERTY CLASS CODE	RATE DESCRIPTION	TRANSACTION AMOUNT
01/13/2025	00	TAX LEVIES	\$950.91
09/03/2024	00	PAYMENT	-\$979.92
06/13/2024	RT	OTHER	\$574.74
06/13/2024	00	TAX LEVIES	-\$921.90
06/13/2024	RT	TAX LEVIES	\$1,327.08
03/14/2024	00	PAYMENT	-\$921.90
02/12/2024	00	TAX LEVIES	\$921.90
08/28/2023	00	PAYMENT	-\$945.47
06/15/2023	RT	OTHER	\$585.56
06/15/2023	00	TAX LEVIES	-\$898.32

Print

Showing 1 to 10 of 50 entries

First

Previous

1

2

3

4

5

Next

Last

There are more results. [Show all](#)

## Make payments online.

### STEP 1

Select 'Payment'.

Home   Link & Register   Online Services -   **Payment**

### STEP 2

There are many safe and convenient ways to make a property tax payment. Pay with Credit or with Debit cards through Paymentus.



#### Options for Making a Property Tax Payment

There are many safe and convenient ways to make a property tax payment.

##### 1. Pre-Authorized Payment Plan (PAP)

Never forget to make your payment again! Have your payment withdrawn automatically from your bank account. Follow this link for more information on signing up for one of our pre-authorized payment plans.

##### 2. Internet/Telephone Banking or Paying at Your Financial Institution

Click on your bank to the right to sign in to online banking and make your payment now. You will need your 19 digit roll number (found at the top of your property tax bill). Do not include spaces or decimal point. If you need help adding Muskoka Lakes Township Taxes as a PAYEE, please click here for more information.

**3. Cash, Cheque, Interac or Payment by Mail** - Muskoka Lakes accepts payments in person or cheques by mail. Click this link for more information.

**4. Payments Made Through Your Property Mortgage** - follow this link for more information on property tax payments made for you by a mortgage company or bank as part of your regular mortgage payments.

**5. Online Credit Card Payments** - Muskoka Lakes does not accept credit card payments in person at our office or by telephone. To make an online credit card payment through our secure third party supplier, please click on the PAYMENTUS logo below.

CLICK PAYMENTUS IMAGE TO MAKE A PAYMENT

**Paymentus**

**Please note that a service fee by the third party supplier of 2.5% will be applied to all credit card payments.**

As a registered user, you can also make credit card payments using the automated telephone payment system by calling 1-844-851-7427 and following the pre-recorded instructions. You will be prompted to confirm the additional 2.5% service fee before payment is processed.

Please contact customer Paymentus Customer Support at [customercare@paymentus.com](mailto:customercare@paymentus.com) or 1-800-420-1663 if you encounter any technical issues.

#### Online Banking Links

Click on your personal banking logo.



#### Other Things to Remember

##### Mailing Address Changes

As the registered property owner, it is your responsibility to ensure your mailing address is always up to date. This ensures that you are receiving your property tax bills and other notifications on time.

##### Getting your payment in on Time



## STEP-BY-STEP GUIDE | HOW TO UNREGISTER FOR E-BILLING

You may opt-out of e-Billing at any time.

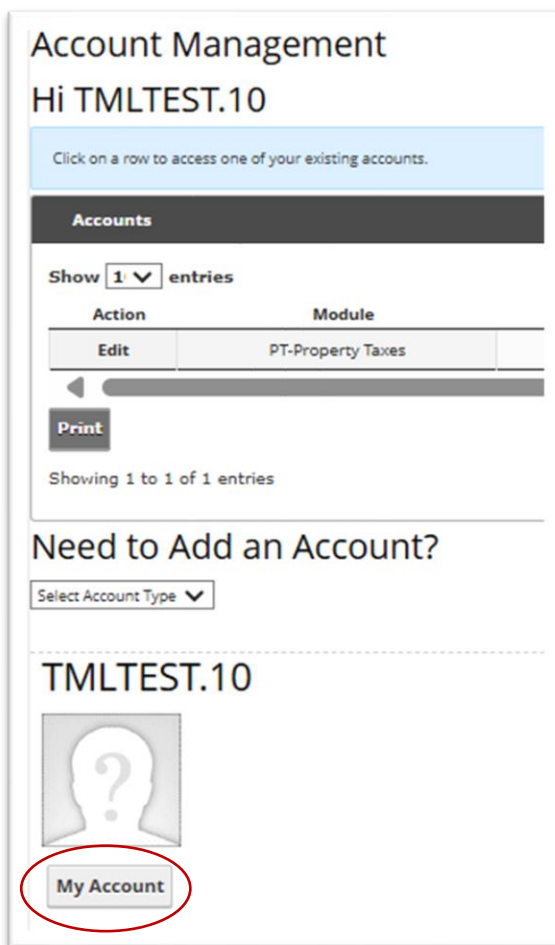
### STEP 1

Click on your profile name or picture on the top right.



### STEP 2

Click 'My Account'.



### STEP 3

Click 'Manage Account'.

1. Manage the account settings (display name and email address)
2. Click 'Unregister' if you would like to remove your roll number from e-Billing.

### STEP 4

Always 'Logout' on the top navigation to complete the session.

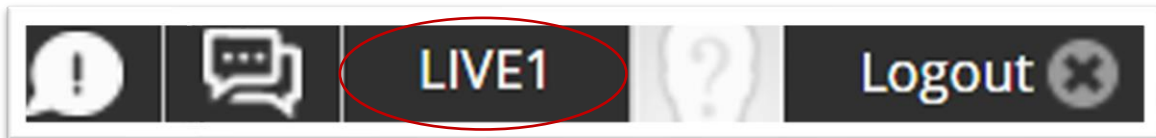


## STEP-BY-STEP GUIDE | HOW TO MANAGE ACCOUNT INFORMATION

The Property Tax Online Services platform allows you to manage and personalize your account preferences.

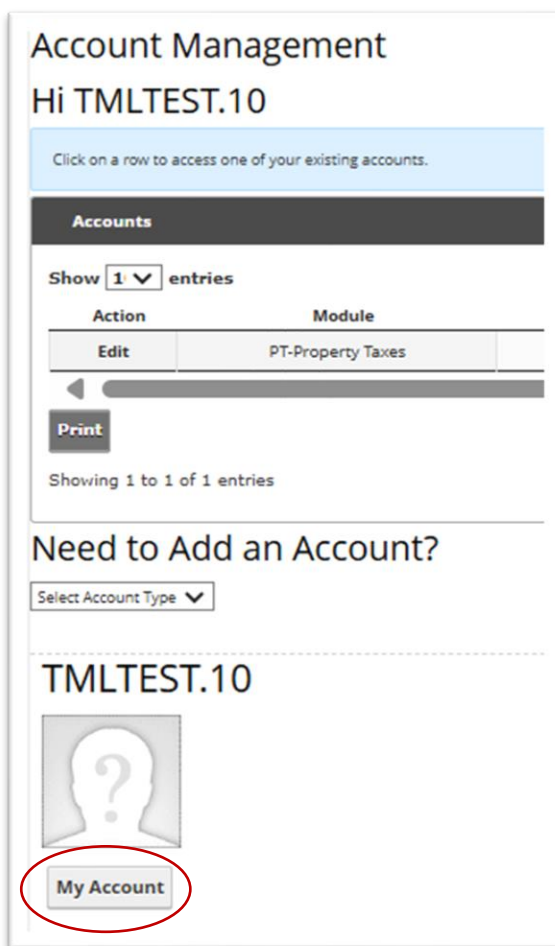
### STEP 1

Click on your profile name or picture on the top right.



### STEP 2

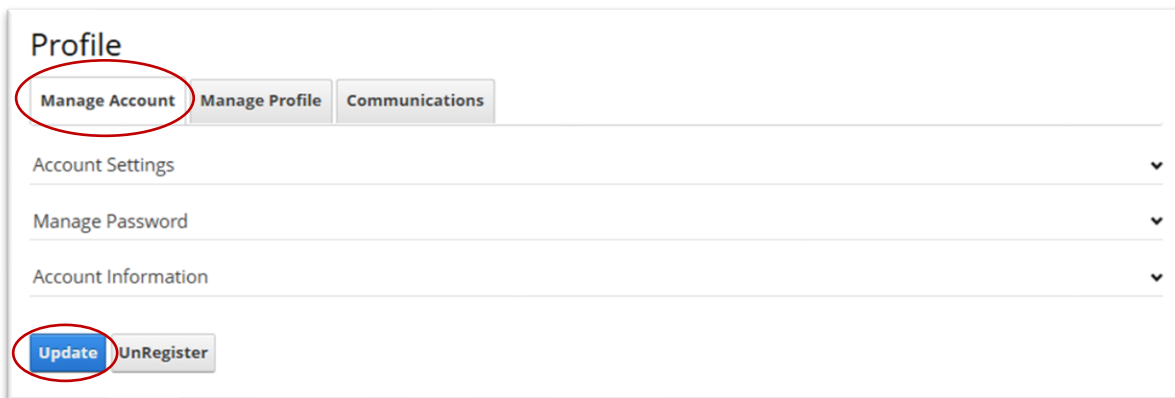
Click 'My Account'.



### STEP 3

Click 'Manage Account'.

- Manage the account settings (display name and email address)
- Manage the password
- And view account information
- Ensure to click 'Update' when the information is changed

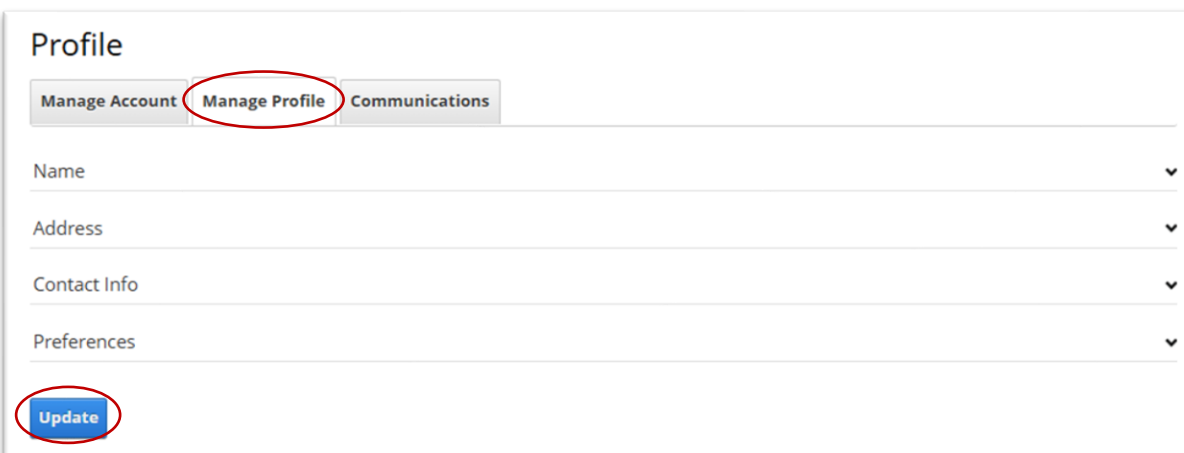


The screenshot shows a 'Profile' management interface. At the top, there are three tabs: 'Manage Account', 'Manage Profile', and 'Communications'. The 'Manage Account' tab is selected and highlighted with a red circle. Below the tabs, there are three expandable sections: 'Account Settings', 'Manage Password', and 'Account Information', each with a downward arrow. At the bottom left, there are two buttons: 'Update' (highlighted with a red circle) and 'UnRegister'.

### STEP 4

Click 'Manage Profile'

- Ensure your name, address, contact info and personal preferences reflect the correct information.
- Ensure to click 'Update' when the information is changed



The screenshot shows the 'Profile' management interface with the 'Manage Profile' tab selected and highlighted with a red circle. The 'Manage Account' and 'Communications' tabs are also visible. Below the tabs, there are four expandable sections: 'Name', 'Address', 'Contact Info', and 'Preferences', each with a downward arrow. At the bottom left, there is a blue 'Update' button highlighted with a red circle.

## STEP 5

Click 'Communications'.

- Manage any subscriptions and the timing of the email delivery schedule.
- Click 'Save' if any changes are made.

## STEP 6

Always 'Logout' on the top navigation to complete the session.

