



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 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 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.

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](http://online.muskokalakes.ca) (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

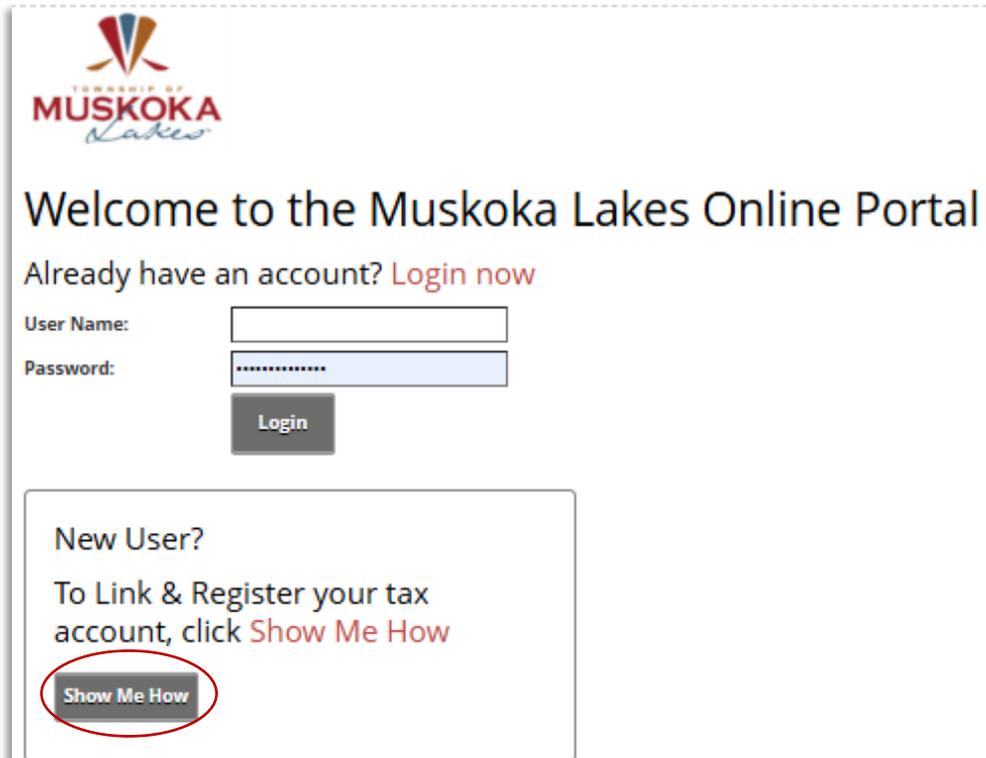
- [My Property Tax](#)
- [My Account](#)
- [Make a Property Tax Payment](#)
- [Contact Us](#)

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'.





Welcome to the Muskoka Lakes Online Portal

Already have an account? [Login now](#)

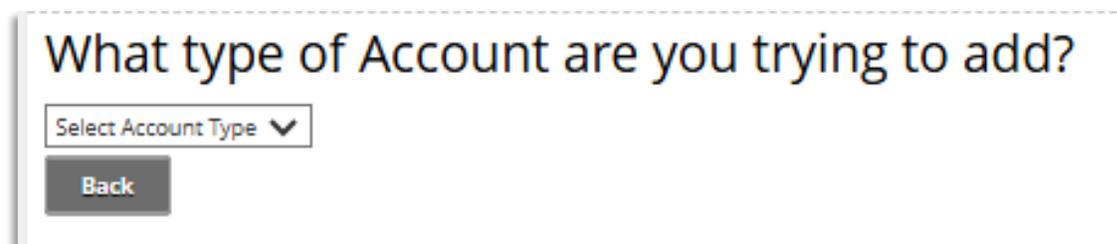
User Name:

Password:

New User?
To Link & Register your tax account, click [Show Me How](#)

STEP 4

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



What type of Account are you trying to add?

Select Account Type ▼

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

000	Cardwell	000	Muskoka and Wood
010	Wat	070	Ball
030	Windermere	080	Wood South
040	Muskoka North	090	Monk
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

Heads Up! The verification code will only be active for 15 minutes. You will need to verify your email once more in Step 9.

STEP 8

Create 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:

Verification Code:

Password:

Confirm Password:

STEP 9

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

Heads Up! The verification code will only be active for 15 minutes.

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:

Verification Code:

Password:

Confirm Password:

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. \$ # @ %)

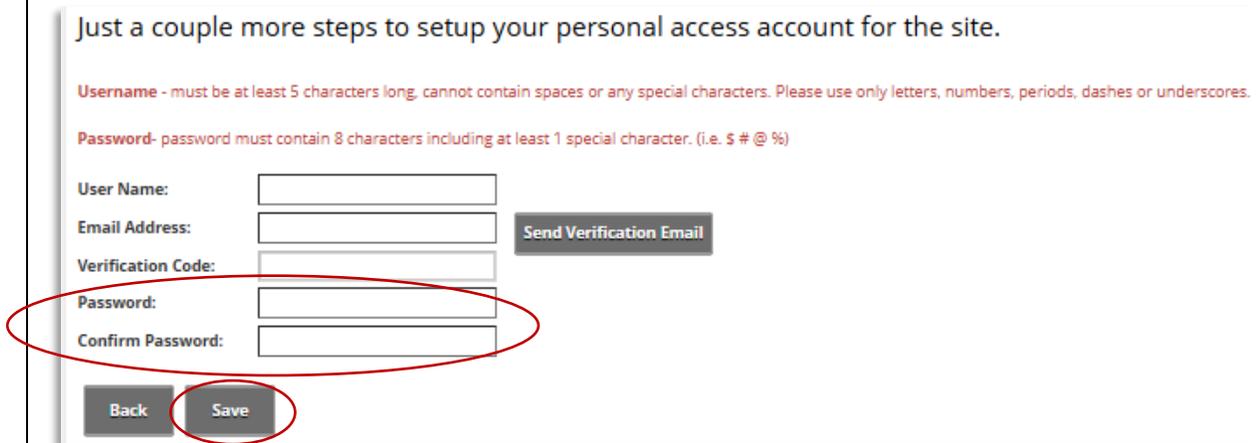
User Name:

Email Address:

Verification Code:

Password:

Confirm 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.

Note: When the next tax bill is generated, you will receive an email containing the tax bill or link based on your registration preference.

If you have any questions, please email propertytax@muskokalakes.ca

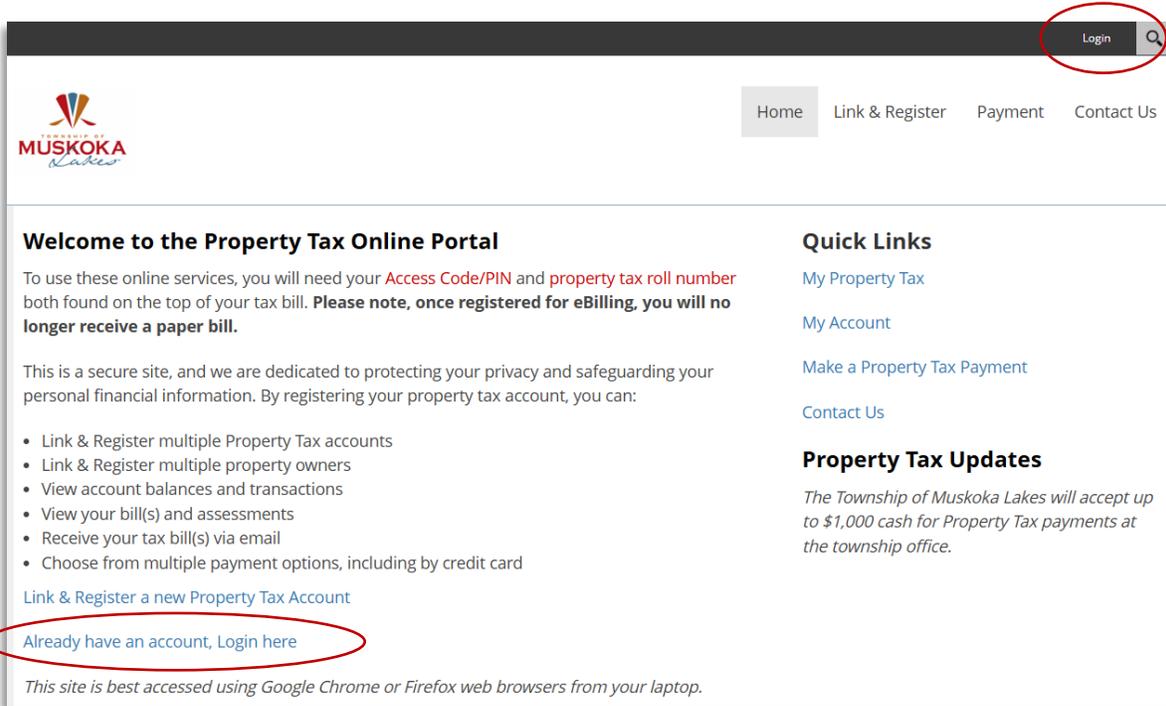
STEP-BY-STEP GUIDE | HOW TO REGISTER MULTIPLE ROLL NUMBERS FOR E-BILLING

STEP 1

Visit [Property Tax Online Portal](#)

STEP 2

Login to an existing account.



STEP 3

Enter your username and password.

The screenshot shows a 'User Log In' form. It has a 'Username:' label followed by a text input field. Below that is a 'Password:' label followed by a password input field. There is a checkbox labeled 'Remember Login'. At the bottom, there are three buttons: 'Login' (blue), 'Cancel' (grey), and 'Reset Password' (grey).

STEP 4

If you're using your personal computer, 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.

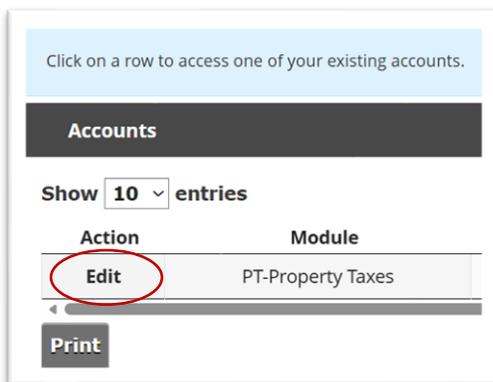
STEP 5

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.

 Township of Muskoka Lakes 1 Bailey ST PO Box 129 Port Carling ON P8B 1J0 Tel. No. : (705) 365-3156	TAX BILL	→ 4453	010	00000000.0000
		<small>Township of Muskoka Lakes Number (4453)</small>	<small>Jurisdiction</small>	<small>Unique Property Code</small>
→ Access Code 000000				
→ Roll No. 4453 010 00000000.0000	Mortgage Co:			
	Mortgage No.			

010	Cardwell	000	Muskoka and Wood
020	Watt	010	Beak
030	Woodman	000	Wood South
040	Muskoka North	000	Wood
050	Port Carling		

Jurisdiction:

Roll:

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'.

Heads Up! The verification code will only be active for 15 minutes.

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.

Tip: 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.

Note: When the next tax bill is generated, you will receive an email containing the tax bill or link based on your registration preference.

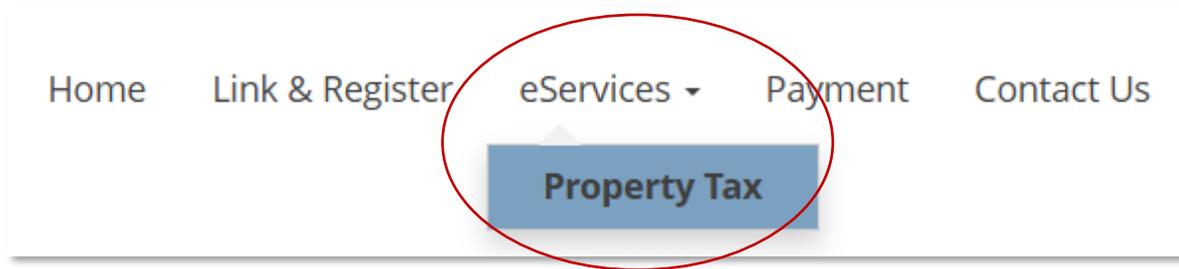
If you have any questions, please email propertytax@muskokalakes.ca

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 containing the tax bill or link based on your registration preference.

If you have any questions, please email propertytax@muskokalakes.ca

eServices > Property Tax

Account Name

Search My Property Info **Bill Summary** Transactions

Jur Number :
Roll Number :
Balance : \$48.92

Show **10** entries Search:

Bill Type	Tax Year	View Bill	Amount	Instalment	Due Date
Interim	2026		\$48.93	\$48.93	3/31/2026

Print

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

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 eServices ▾ **Payment** Contact Us

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. [Pre-Authorized Payment Plan](#) | [Township of Muskoka Lakes](#)

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). If you need help adding Muskoka Lakes Township Taxes as a PAYEE, please click here for more information. [Internet/Telephone Banking](#) | [Township of Muskoka Lakes](#)

3. **Cash, Cheque, Interact, Credit Card or Payment by Mail** – Muskoka Lakes accepts payments in person or cheques by mail. Click this link for more information. [Cash, Cheque, Interact, Credit Card, Mail](#) | [Township of Muskoka Lakes](#)

4. **Payments Made Through Your Property Mortgage** – Follow the link for more information on property tax payments made for you by a mortgage company or bank as part of your regular mortgage payments. [Pay at your Financial Institution](#) | [Township of Muskoka Lakes](#)

5. **Online Credit Card/Debit Card Payments** – Muskoka Lakes does not accept credit card payments 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

Please note that a service fee by the third party supplier of 2.5% will be applied to all credit card payments and 1.5% on all debit 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 service fee before payment is processed.

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

6. **E-Transfers (Email Transfers)** – are not accepted by the Township of Muskoka Lakes.

Getting your payment in on Time

Payments are due on the dates specified on any tax bill or other notice. It can take payments made by Credit Card, Debit Card, Internet/Telephone Banking or Paying at Your Financial Institution **three (3) to five (5) business days** to reach Muskoka Lakes. Your account will not be credited until we receive the payment.

Penalty and Interest

Penalty and interest is charged on the first day of each calendar month on any tax balance unpaid as set out in the Municipal Act, 2001. The current interest rate is 1.25%. Failure to receive a tax bill does not exempt the bill from being due or exempt the taxpayer from incurring late payment charges. The Finance department has no authority to waive penalty or interest for any reason.

Online Banking Links

Click on your personal banking logo to connect directly to your bank.



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. Update your address here: [Mailing Address Change](#) | [Township of Muskoka Lakes](#)

Property Tax Updates

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

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

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

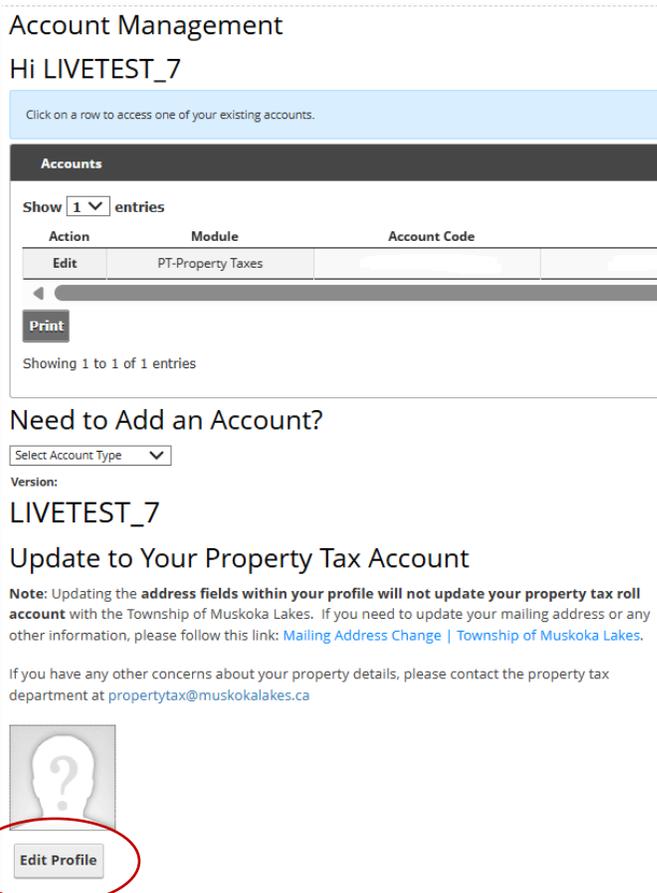
STEP 1

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



STEP 2

Click 'Edit Profile'.



Account Management

Hi LIVETEST_7

Click on a row to access one of your existing accounts.

Accounts		
Action	Module	Account Code
Edit	PT-Property Taxes	

Showing 1 to 1 of 1 entries

Need to Add an Account?

Select Account Type

Version:
LIVETEST_7

Update to Your Property Tax Account

Note: Updating the **address fields within your profile will not update your property tax roll account** with the Township of Muskoka Lakes. If you need to update your mailing address or any other information, please follow this link: [Mailing Address Change | Township of Muskoka Lakes](#).

If you have any other concerns about your property details, please contact the property tax department at propertytax@muskokalakes.ca

 **Edit Profile**

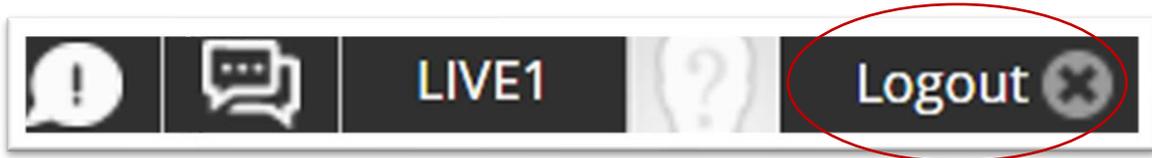
STEP 3

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.

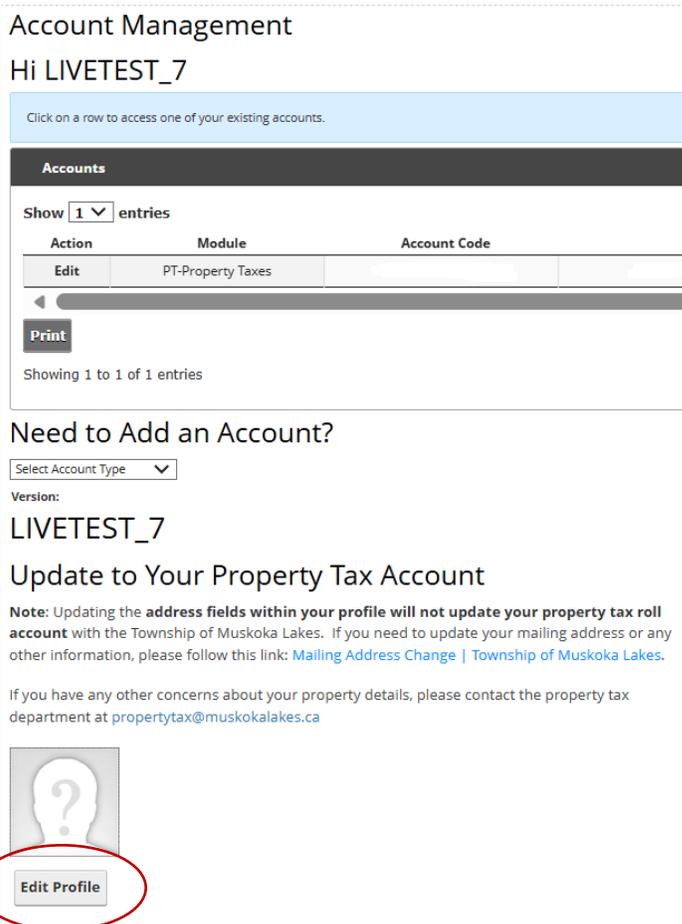
STEP 1

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



STEP 2

Click 'My Account'.



Account Management

Hi LIVETEST_7

Click on a row to access one of your existing accounts.

Accounts		
Action	Module	Account Code
Edit	PT-Property Taxes	

Showing 1 to 1 of 1 entries

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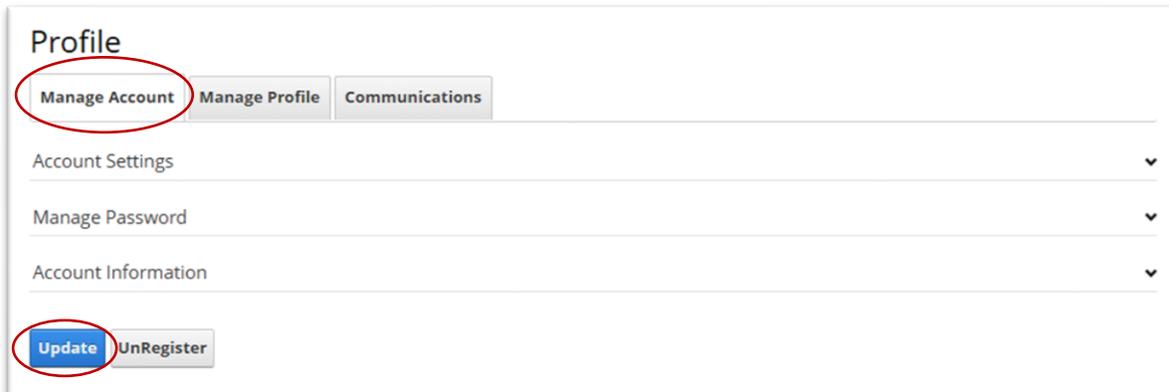
If you have any other concerns about your property details, please contact the property tax department at propertytax@muskokalakes.ca

 **Edit Profile**

STEP 3

Click 'Manage Account'.

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



The screenshot shows a 'Profile' management interface. At the top, there are three buttons: 'Manage Account', 'Manage Profile', and 'Communications'. The 'Manage Account' button is circled in red. Below these buttons are three sections: 'Account Settings', 'Manage Password', and 'Account Information', each with a dropdown arrow. At the bottom of the interface, there are two buttons: 'Update' and 'UnRegister'. The 'Update' button is circled in red.

STEP 4

Click 'Manage Profile'

- Updating the **fields within your profile will not update your property tax roll account** with the Township of Muskoka Lakes.
- If you need to update your mailing address or any other information, please follow this link: [Mailing Address Change | Township of Muskoka Lakes](#).
- If you have any other concerns about your property details, please contact the property tax department at propertytax@muskokalakes.ca

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.

