



TOWNSHIP OF MUSKOKA LAKES | PROPERTY TAX ONLINE SERVICES

HOW TO REGISTER FOR E-BILLING

A STEP-BY-STEP GUIDE
FOR EXISTING USERS

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OVERVIEW

Already have an account at online.muskokalakes.ca? You can now register for our new Property Tax e-Billing system. 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 existing 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
- 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 REGISTER 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.

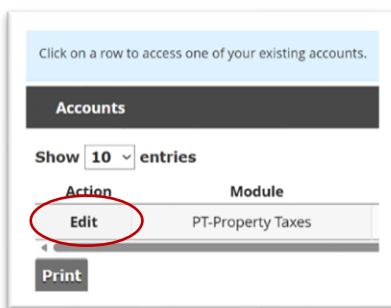
STEP 5

Click on your profile name on the top right.



STEP 6

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 7

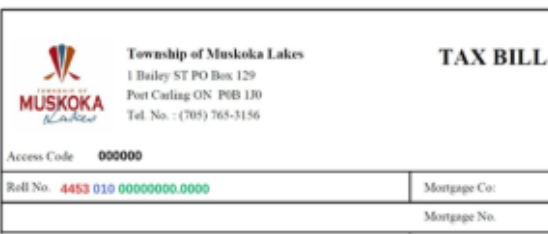
Enter Access Code/PIN.

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 P0B 1J0
Tel. No. : (705) 765-3156

TAX BILL

Access Code: 000000

Roll No.: 4453 010 00000000.0000

Mortgage Co:

Mortgage No.

→ 4453 | 010 | 00000000.0000

Township of Muskoka Lakes Number (4453)

Jurisdiction

Unique Property Code

010	Cardwell	000	Medora and Wood
020	Wain	010	Bala
030	Wendron	000	Wood South
040	Medora North	000	Wood
050	Port 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: ⓘ

enter your email address

Send Verification Email

Verification Code ⓘ

STEP 8

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

STEP 9

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 10

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

STEP 11

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 12

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



STEP 13

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

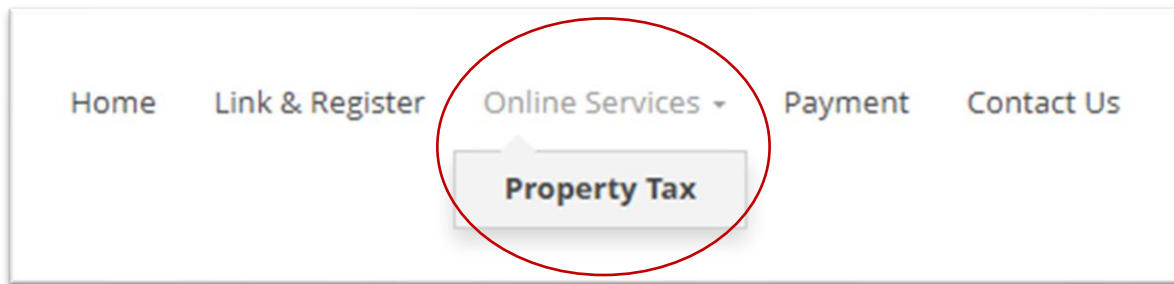
When your tax bill is ready to view, you will receive an email from online@muskokalakes.ca.

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

Here, you'll be able to view and download your past bills.

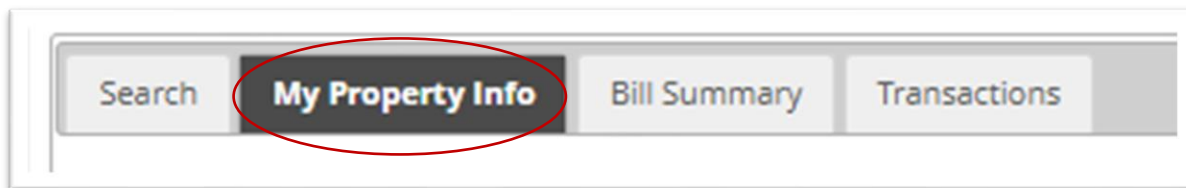
STEP 1

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

Search
My Property Info

Bill Summary
Transactions

Jur Number
Roll Number
Balance

Show 1 entries

Search:

TAX YEAR

VIEW BILL

Bill Type

Amount

2025
View
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.



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 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

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

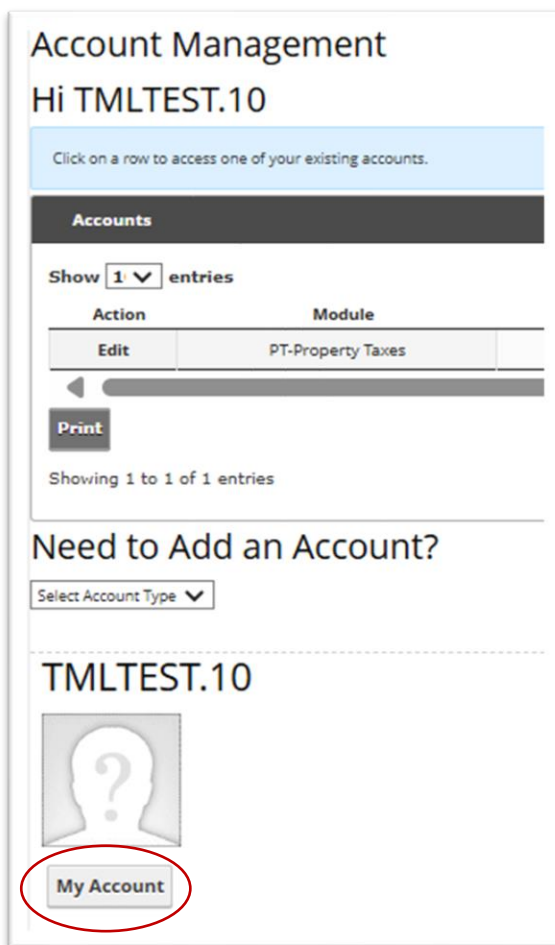
STEP 1

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.

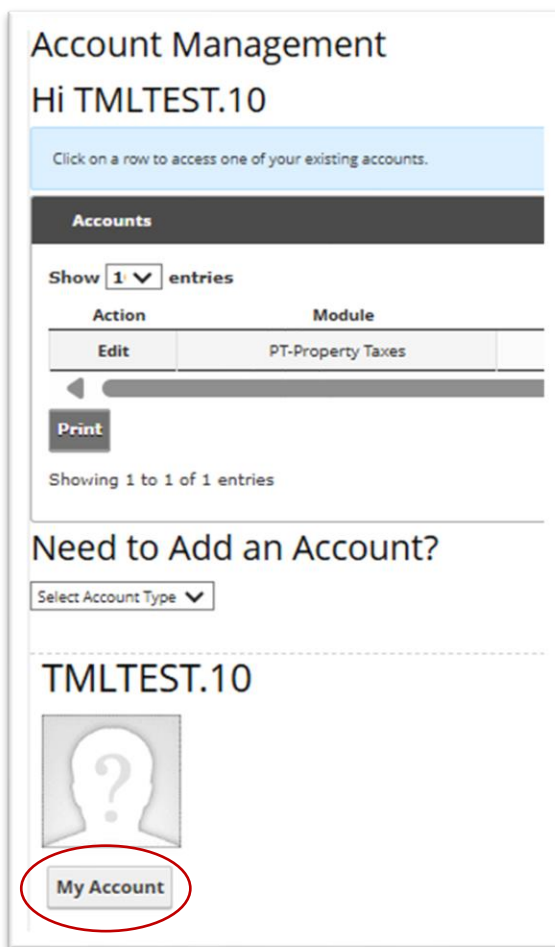
STEP 1

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



STEP 2

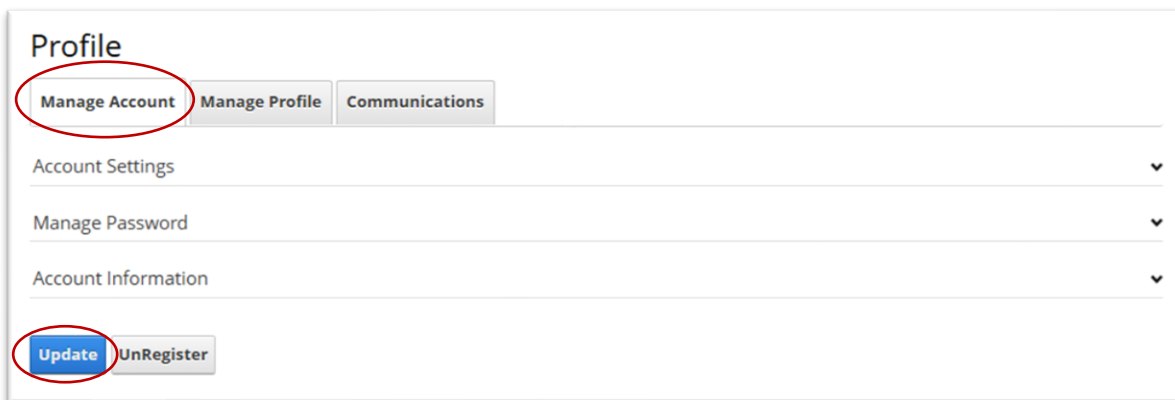
Click 'My Account'.



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

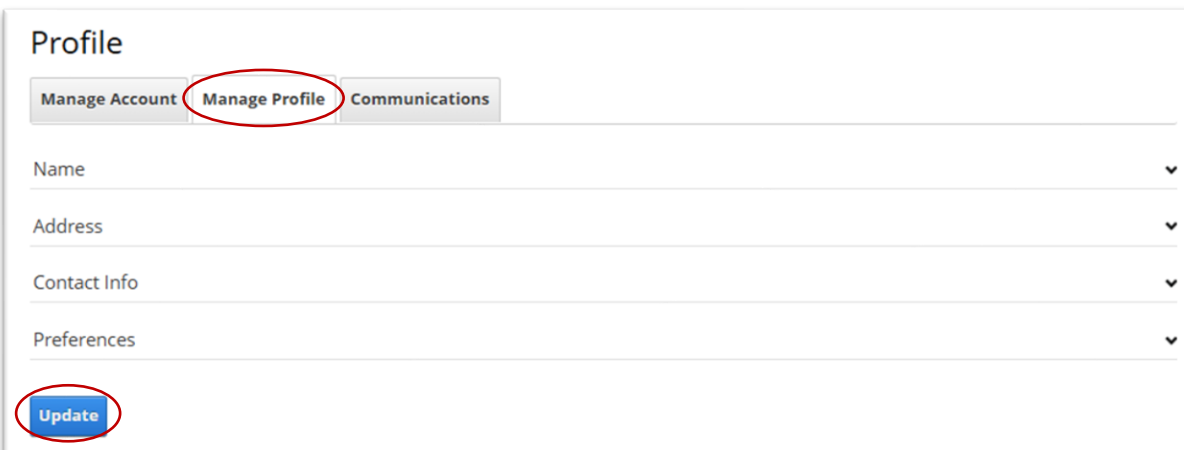


The screenshot shows a 'Profile' management interface. At the top, there are three tabs: 'Manage Account', 'Manage Profile', and 'Communications'. The 'Manage Account' tab is selected and circled in red. Below the tabs, there are three expandable sections: 'Account Settings', 'Manage Password', and 'Account Information', each with a downward 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'.

- 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 same 'Profile' management interface, but now the 'Manage Profile' tab is selected and circled in red. The 'Manage Account' tab is still visible but not selected. The expandable sections below the tabs are 'Name', 'Address', 'Contact Info', and 'Preferences', each with a downward arrow. At the bottom, the 'Update' button is circled in red.

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.

