



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](http://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](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 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.*

## STEP 3

Enter your username and password.

**User Log In**

Username:

Password:

Remember Login

**Login** **Cancel**

[Reset Password](#)

## 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.

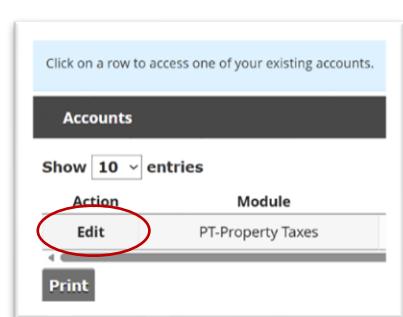
## STEP 5

Click on your profile name on the top right.



## STEP 6

Click 'Edit' beside your existing property tax account.



Action	Module
Edit	PT-Property Taxes

**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.

 MUSKOKA Lakes	Township of Muskoka Lakes 1 Bailey ST PO Box 129 Port Carling ON P0B 1B0 Tel. No.: (705) 765-3156	<b>TAX BILL</b>	<b>→ 4453   010   00000000.0000</b> Township of Muskoka Lakes Number (4453) Jurisdiction Unique Property Code																				
Access Code <b>000000</b>			<table border="1"><tr><td>010</td><td>Cardwell</td><td>060</td><td>Meeks and arrest</td></tr><tr><td>020</td><td>West</td><td>070</td><td>Isle</td></tr><tr><td>030</td><td>Whitemore</td><td>080</td><td>Wood South</td></tr><tr><td>040</td><td>Moss North</td><td>090</td><td>Moss</td></tr><tr><td>050</td><td>Port Carling</td><td></td><td></td></tr></table>	010	Cardwell	060	Meeks and arrest	020	West	070	Isle	030	Whitemore	080	Wood South	040	Moss North	090	Moss	050	Port Carling		
010	Cardwell	060	Meeks and arrest																				
020	West	070	Isle																				
030	Whitemore	080	Wood South																				
040	Moss North	090	Moss																				
050	Port Carling																						
Roll No. <b>4453 010 00000000.0000</b>	Mortgage Co:																						
	Mortgage No.																						

**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.

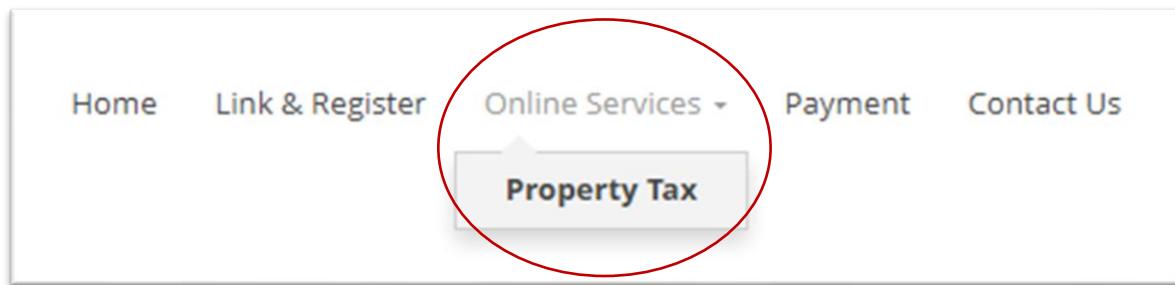
When your tax bill is ready to view, you will receive an email from [online@muskokalakes.ca](mailto:online@muskokalakes.ca).

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

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

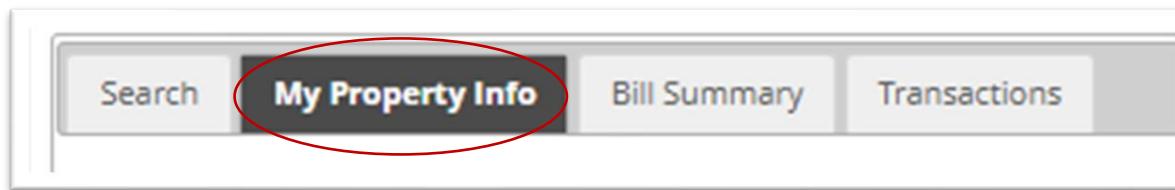
### STEP 1

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](mailto:online@muskokalakes.ca)

Search My Property Info **Bill Summary** Transactions

Jur Number  
Roll Number  
Balance

Show 1 entries

TAX YEAR	VIEW BILL	Bill Type	Amount
2025	<b>View</b>	Interim	\$950.91

Search:

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 Separate
P	English Public
S	English Separate
N	No Support

Check your MPAC Assessment Notice for letters not noted above.

## STEP 4

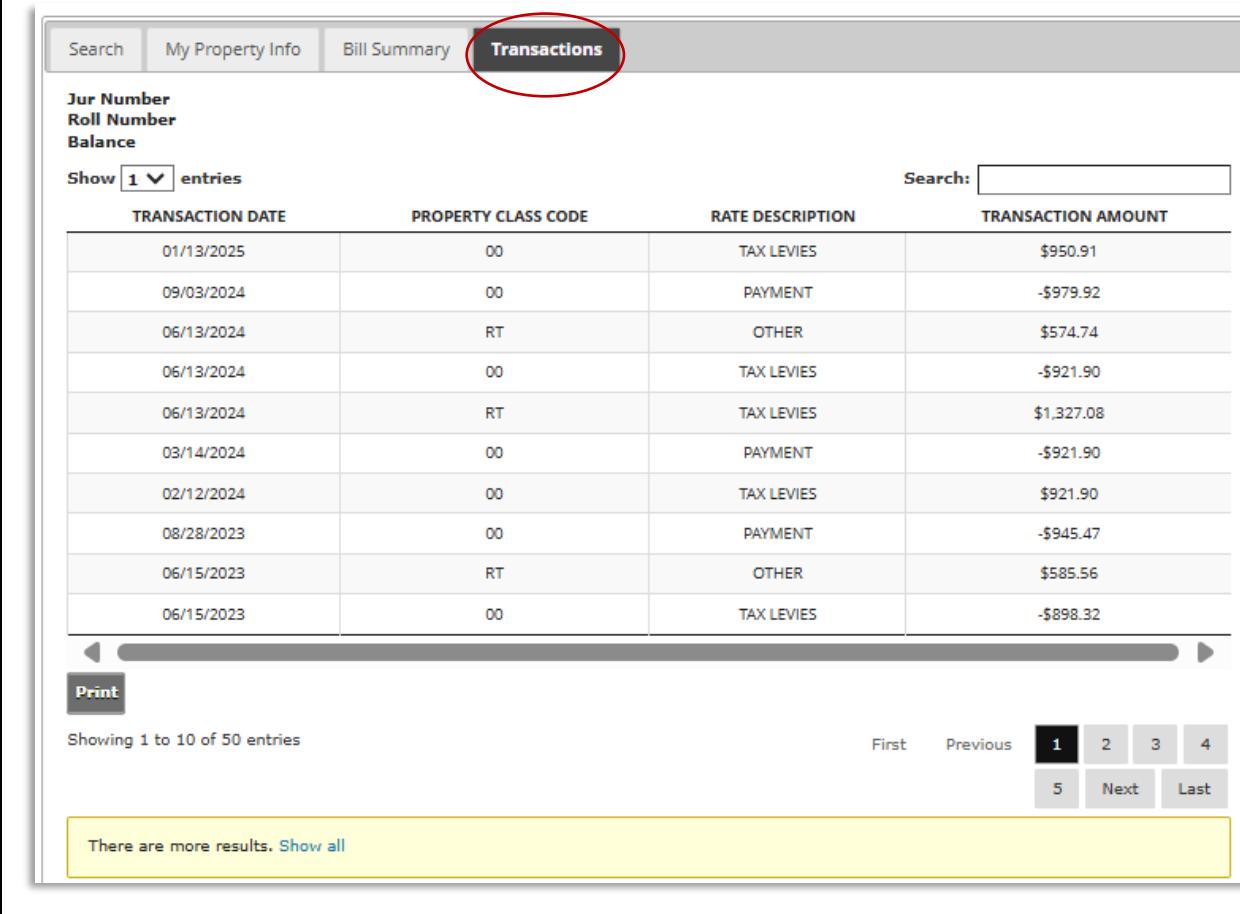
Always 'Logout' on the top navigation to complete the session.



## View all transactions.

### STEP 1

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



The screenshot shows a web-based application for viewing property tax transactions. At the top, there are tabs: 'Search', 'My Property Info', 'Bill Summary', and 'Transactions', with 'Transactions' circled in red. Below the tabs, there are fields for 'Jur Number', 'Roll Number', and 'Balance'. A dropdown menu 'Show 1 entries' is open. A search bar 'Search:' is present. The main content is a table with the following columns: TRANSACTION DATE, PROPERTY CLASS CODE, RATE DESCRIPTION, and TRANSACTION AMOUNT. The table data is as follows:

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

At the bottom left, there is a 'Print' button. On the right, there are navigation buttons for 'First', 'Previous', 'Next', and 'Last'. A yellow box highlights the text '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



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

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'.

Account Management

Hi TMLTEST.10

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

Accounts	
Action	Module
Edit	PT-Property Taxes

Show 1 entries

Action Module

Edit PT-Property Taxes

Print

Showing 1 to 1 of 1 entries

Need to Add an Account?

Select Account Type

TMLTEST.10

My Account

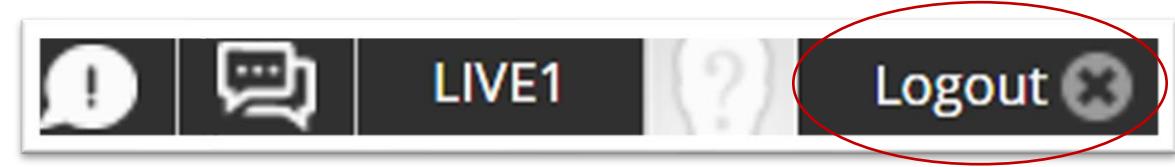
## STEP 3

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'.

A screenshot of the 'Account Management' page. The page title is 'Account Management' and the greeting is 'Hi TMLTEST.10'. A message says 'Click on a row to access one of your existing accounts.' Below this is a table with one row showing 'Edit' and 'PT-Property Taxes' under 'Module'. There are 'Show 1 entries' and 'Print' buttons. The message 'Showing 1 to 1 of 1 entries' is displayed. Below the table is a section titled 'Need to Add an Account?' with a 'Select Account Type' dropdown. At the bottom, there is a user profile for 'TMLTEST.10' with a question mark icon and a 'My Account' button, which is highlighted with a red circle.

## 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

**Profile**

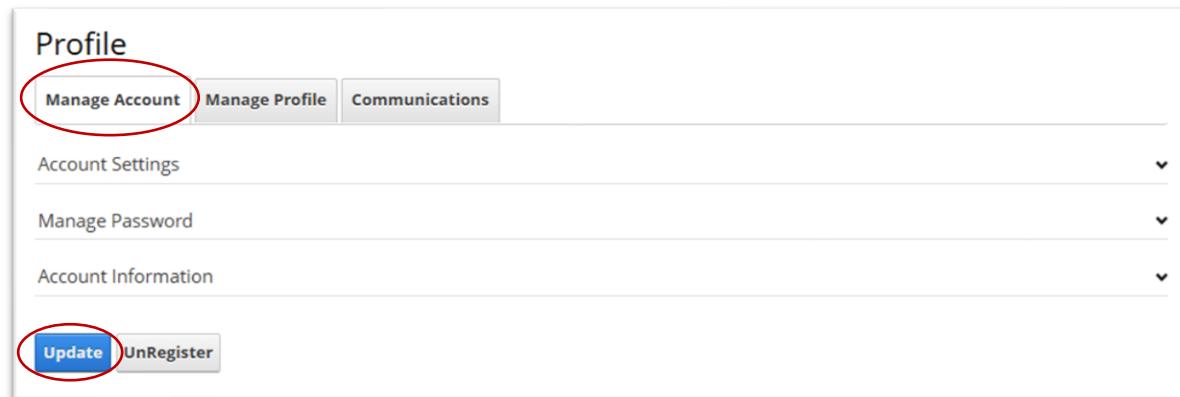
Manage Account **Manage Profile** Communications

Account Settings

Manage Password

Account Information

**Update** 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

**Profile**

Manage Account **Manage Profile** Communications

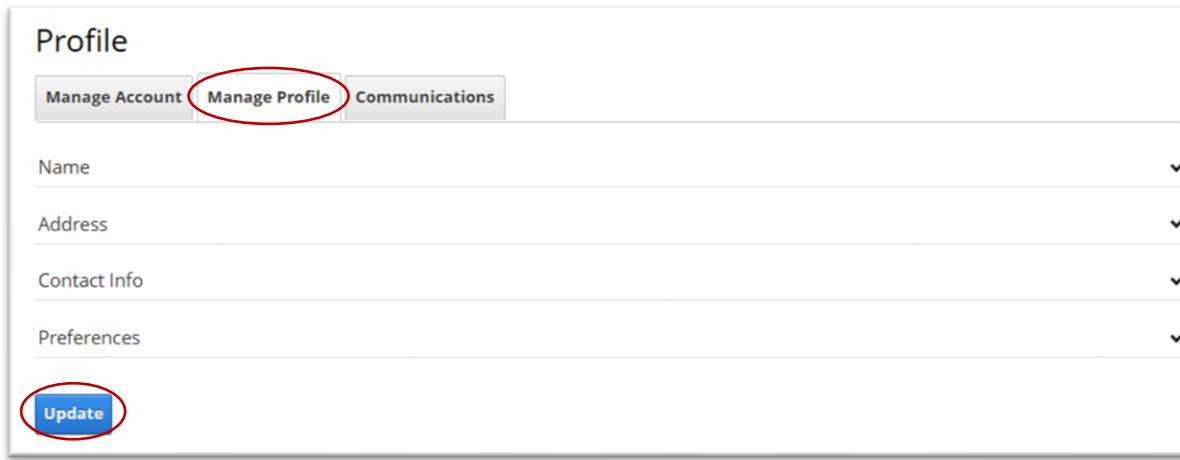
Name

Address

Contact Info

Preferences

**Update**



## 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.

