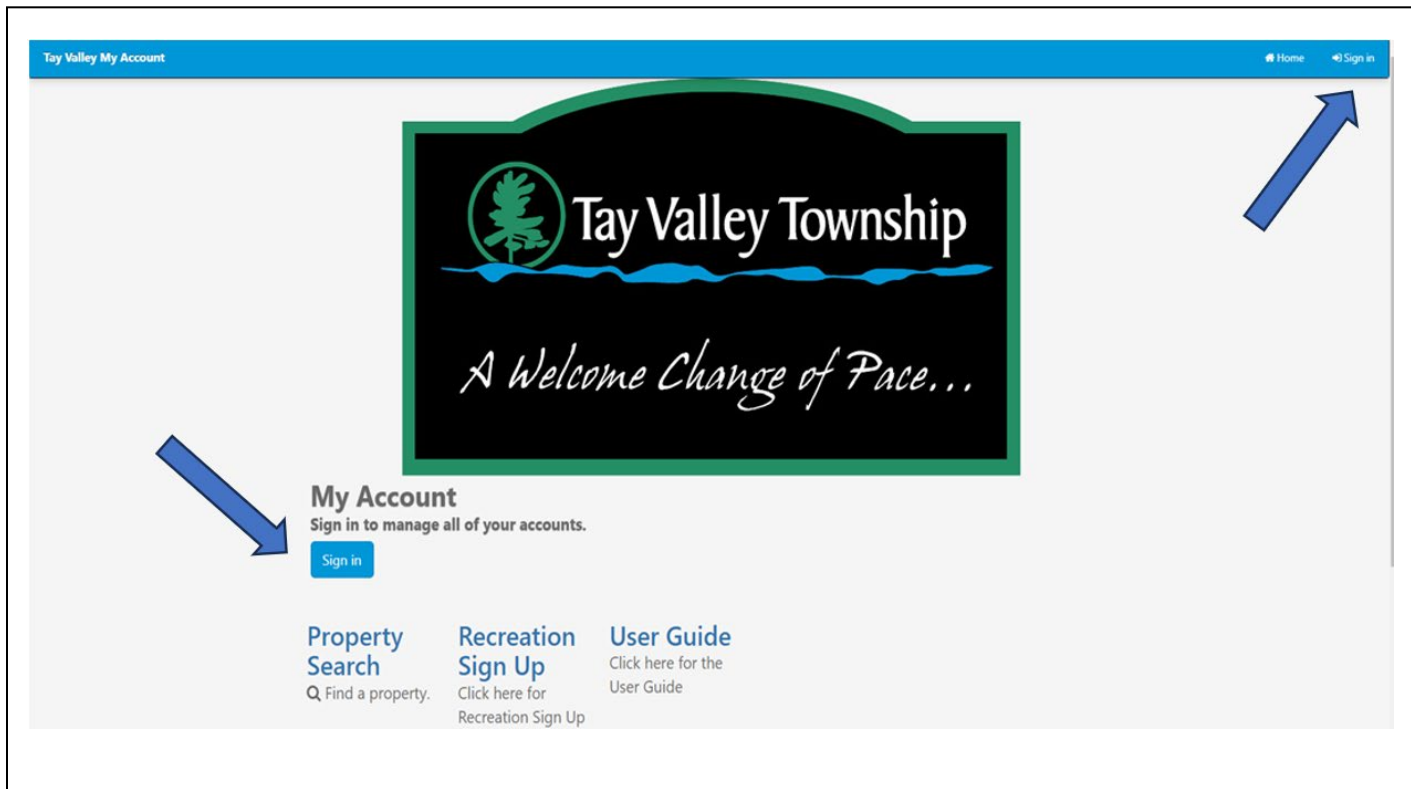


Tay Valley Township 'My Account' User Guide

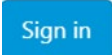
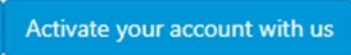
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Think you're ready? Start now <https://myaccount.tayvalleytwp.ca>



Setting up your Tay Valley 'My Account'

1. To begin, click the link for the 'My Account' Home Page
<https://myaccount.tayvalleytwp.ca>
2. Select "**Sign in**" under 'My Account' or at the top right of page. 
3. Click "**Activate your account with us.**" 
4. Enter a username, password, and email address. You will be asked to confirm your password as well as your email address. Save this information as you will need it to log-in to My Account moving forward.
5. Click **Next**.
6. Enter your personal information. You can choose to register by Tax Account or Receivables Account. Please note you will need information from your bill to register.

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- a. If using your tax account:
- i. enter your fifteen-digit roll number from your tax bill. This includes the last four zeros (ex. (0911) 91X-XXX-XXXXX-0000), next.
 - ii. enter one account holders name exactly as shown on the bill.

Tay Valley Township 217 Harper Rd		Final 2023	
Perth, Ontario K7H 3C6 613 267 5353 1800 810 0161		Billing Date 2023-06-20	
<u>Tax Bill</u>			
Roll No.	0911 916-015-23001-0000	Account No.	MAGOO00002
Mortgage:		Mortgage No.	282159
Name and Address	Municipal Address/Legal Description		
MAGOO MILDRED ELIZABETH MAGOO GEORGE WILLIAM	555 - SILLY LANE CON 5 PT LOT 21		
555 SILLY LANE PERTH ON K7H 3C9 CANADA	Municipal	County	Education
Tax Class Value	Municipal Levies	Tax Rate	Amount
		Tax Rate	Amount
		Tax Rate	Amount

- b. If using receivables account:
- i. enter your customer ID which can be found on your most recent bill (ex. JACKG0001), next.
 - ii. enter your name exactly as shown on the bill.

7. You will then be taken to a screen stating a verification email has been sent to the email you provided.
8. Check your email and click on the link provided in the email.
9. This link will bring you to the log-in page where you can now log-in using the username and password you created.

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Basics

Home



Clicking on the Home button redirects you to the main screen where you can view a listing of all your accounts. From here you can make payment, sign up for Pre-Authorized Payments (PAP) or view balances.

Message Inbox



This icon represents your message inbox. If you are setup for paperless notifications a PDF copy of your bill will be sent to this location.

Welcome



This is a drop-down menu where you can update personal information and change account settings.

Edit My Profile – Here you can change your mailing address, phone number, email address and add banking information.

Change My Password – Here you can change your password, you will need your old password to complete this.

Message Inbox – Also brings you to your message inbox.

Paperless Notifications Signup – Displays your email associated with your account and allows you to choose which accounts you would like to sign up for paperless.

Sign Out – Will sign you out of Tay Valley 'My Account'

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Viewing Your Property Tax Bill

To view your property tax account, click on the **Home** button in the top right-hand

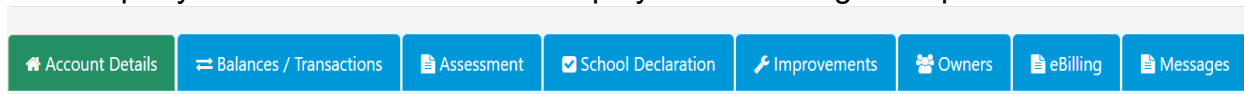
corner of the screen.



This will direct you to a list with all your township accounts, each property tax account will display the account title (fifteen-digit roll number), address and the current balance.

If you click on the fifteen-digit roll number, you will be taken to the 'Property Tax Account Screen.'

The Property Tax Account Screen will display buttons along the top



Account Details

- Registered Owners
- Municipal Address
- Mailing Address – If this is incorrect, please update your mailing address under the “Edit my Profile” button from the welcome tab.
- Legal Description

Balance Transactions

- Account Highlights
- Tax Year Summary
- Transaction History – Billings & Payments during current ownership
 - **Types of Transactions under Transaction History**
 - Assessment – Imported from the Municipal Property Assessment Corporation (MPAC) and posted directly to your property tax account.
 - Interim Levy 1 – First installment of the interim levy within the specified year due near the end of February.
 - Interim Levy 2 – Second installment of the interim levy within the specified year due near the end of April.
 - Annual Levy 1 – First installment of the final levy within the specified year, due near the end of July.
 - Annual Levy 2 – Second installment of the final levy within the specified year due near the end of September.
 - Cash Receipt – Payment made towards your property tax account.
 - Penalty – Penalty that has been applied to outstanding balances on the first day of each month at 1.25%.

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Assessment

- Assessment for Current Year – Broken down by classification and school support.
- Assessment Value – Annual assessment value of your property
- Historical Assessments – Provides the same information as above for prior years.

School Declaration

- How to locate what school system is supported by your taxes.
- Where to go to change your school support (MPAC website).

Improvements

- Will provide any local improvements for your property.

Owners

- Registered owners of the property and any mortgage companies that are responsible for payment of your taxes will be listed here.
 - If there is any discrepancy with owners listed on title, please contact the Township.
 - If there is a mortgage holder on your account that should not be listed on title, please contact the Township.
 - If your mortgage company is responsible for the payment of your taxes and is not listed here, please contact your mortgage company, and ask them to provide the Township with their interest in your property.

eBilling

- Information on what eBilling is and a button to sign up.

For information on finances and taxes, to sign up for Pre-Authorized Payment, or electronic billing, use the links along the top of the Property Tax Account screen.

These will be green buttons that read '**Finance and Taxes**' and '**Pre-Authorized Payment Plan**'


Think you're ready? Start now <https://myaccount.tayvalleytwp.ca>

Pre-Authorized Payment (PAP)

When on the home screen, below each account it will state whether the account is signed up for Pre-authorized Payment. If you have yet to sign up, there will be a button that states 'Not Signed Up For PAP.' You can enroll in the program by clicking the "Start" button next to this.

This will take you to a page with the Pre-Authorized Payment (PAP) agreement and a section to add your bank account.

Add your banking information for what account you would like the funds withdrawn from. By clicking "+ Add New Account." You will then be taken to the "Edit My Profile" page.

1. Click the **Banking Information** tab.
2. Click the  sign to add banking information.
3. Enter your institution, institution number, transit number, and account number.
4. Once information is entered, click **Save**.
5. Click 'Return to Main Menu.'
6. You will now see your newly added bank account under the account section.
7. Click **Save and Accept**.

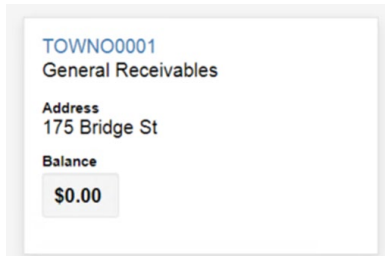
This will take you back to the main menu where you will see the status has changed to PAP Active. Once you enter your bank account, you will not need to reenter to sign-up for other accounts.

If you would like to change your plan or stop Pre-Authorized Payments (PAP), use the **Change** and **Stop** buttons to do so.

Think you're ready? Start now <https://myaccount.tayvalleytwp.ca>

Viewing Your General Receivables Page

To view your general receivables account, click on the **Home** button in the top right-hand corner of the screen.

A blue rectangular button with a white house icon and the text "Home" in white.

This will direct you to a list displaying all your Township accounts, the General Receivables account will look like the image above and display information including Customer ID, address, and balance.

If you click on the customer ID in blue, it will take you to the general receivable's accounts page.

The General Receivables Account will display a green button '**Account Details**' and a blue button '**Account Transactions.**' When clicked it will display the below information.

Account Details

- Account Balance
- Balance summary by aging period
- Last invoice, and last payment

Account Transactions

- Transactions History – Invoices and payments
- Finance Charges – Charged at 1.25% monthly when invoice is 30 days past due.

Think you're ready? Start now <https://myaccount.tayvalleytwp.ca>

Still Got Questions?

Please contact us at financeassistant@tayvalleytwp.ca for more information about 'My Account.'

Didn't Find What You're Looking For?

We Can help! Here's how to reach us.

Municipal Office

Hours:	Mondays to Fridays 8:30 a.m.- 4:00 p.m.
Address:	217 Harper Road Perth, On K7H3C6
Telephone:	613-267-5353 extension 122 1-800-810-0161
Email:	financeassistant@tayvalleytwp.ca
Website:	www.tayvalleytwp.ca

Help Us Make Things Better

Let us know in our feedback section

<https://myaccount.tayvalleytwp.ca/city/feedback/Feedback.aspx>

What's New at Tay Valley Township

Visit our website (tayvalleytwp.ca)

Stay up to date by subscribing to our E-news (<https://subscribe.tayvalleytwp.ca/>)

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