

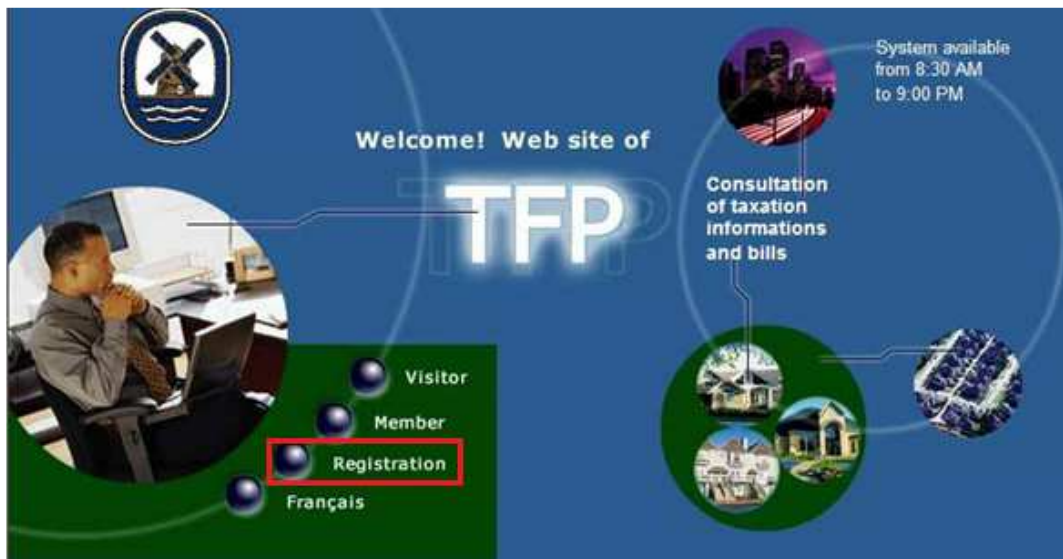
## Guide to using TFP's online services (Taxation, Billing and Collection) for owners

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### Registration

- 1) You must have one of these documents :
  - ✓ Municipal tax account
  - ✓ Water bill
  - ✓ Tax notice on transfer duties
  - ✓ Statement of hand account
- 2) Go to [www.pointe-claire.ca/taxes](http://www.pointe-claire.ca/taxes) and click on hyperlink [Access to the online service](#). You will be redirected to the home page of the TFP site.

TFP website home page



Click on « Registration » button.

1. In the Registration window:

The screenshot shows a registration form with two main sections: **IDENTIFICATION** and **ACCESS DEFINITION**.

**IDENTIFICATION** fields include:

- ID no.: 28109
- First name: ROBY
- Name: YAHULIE
- E-mail address: (empty)
- Confirm e-mail address: (empty)
- Telephone (home): (empty) (5141234567 --> (514)123-4567)
- Telephone (office): (empty) (51412345671234 --> (514)123-4567 [1234])
- Cell phone: (empty) (5141234567 --> (514)123-4567)

**ACCESS DEFINITION** fields include:

- Access code: (empty) Access code must be at least 5 characters
- Password: (empty) Password must be at least 8 characters
- Retype the password: (empty) Password must be at least 8 characters
- Type of access: -Required- (dropdown menu)

Buttons: Record, Undo

It is mandatory to fill out the highlighted fields:

- ID NO. You will find your ID number on the upper right corner of the recipient box of the reference document (municipal tax bill, water bill, transfer of duties bill, statement of account)

Example:

The example shows a recipient box with the following information:

- DESTINATAIRE / TO: 28109
- ☐ This account concerns not only the debtor(s) listed below but also all other co-debtors whose names appear as owners on the assessment roll.
- ROBY YAHULI
- 133 AV. SUNLAND
- POINTE-CLAIRE QC H9R 1L9

- FIRSTNAME and NAME (see above picture).
- Your E-MAIL ADDRESS, register twice
- An ACCESS CODE – must contain at least 5 characters
- Your PASSWORD, which must be entered twice.  
The password cannot contain any accented characters or spaces. It must be at least 8 characters long and cannot be any longer than 20 characters. The first character must be a letter and the subsequent characters can be letters, numbers or the *underscore* character “\_”. You must confirm the new password. Please note that the password is case sensitive.
- To select the type of access, click on the pull-down menu, and select “Property owner”.

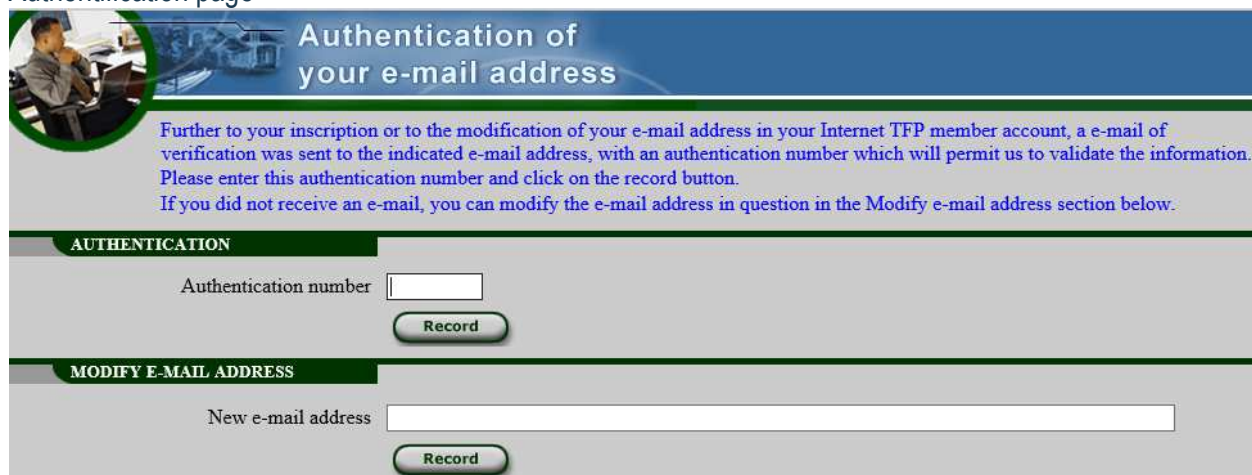
The screenshot shows the 'Type of access' dropdown menu with the following options:

- Required-
- Agent
- Notary
- Partner
- Property owner

- Once finished, click on *Record*.

Following the registration of your inscription, the system will email you an authentication number to ensure that your email address is valid. You will need to retrieve this number, by checking your emails, and register it next to AUTHENTICATION NUMBER to validate and complete the registration.

#### Authentication page



The screenshot shows a web page titled "Authentication of your e-mail address". On the left, there is a circular inset image of a man sitting at a desk with a laptop. The main heading is "Authentication of your e-mail address". Below the heading, there is a paragraph of text: "Further to your inscription or to the modification of your e-mail address in your Internet TFP member account, a e-mail of verification was sent to the indicated e-mail address, with an authentication number which will permit us to validate the information. Please enter this authentication number and click on the record button. If you did not receive an e-mail, you can modify the e-mail address in question in the Modify e-mail address section below." Below this text, there are two sections. The first section is titled "AUTHENTICATION" and contains a label "Authentication number" followed by a text input field and a "Record" button. The second section is titled "MODIFY E-MAIL ADDRESS" and contains a label "New e-mail address" followed by a text input field and a "Record" button.

**Authentication of your e-mail address**

Further to your inscription or to the modification of your e-mail address in your Internet TFP member account, a e-mail of verification was sent to the indicated e-mail address, with an authentication number which will permit us to validate the information. Please enter this authentication number and click on the record button.  
If you did not receive an e-mail, you can modify the e-mail address in question in the Modify e-mail address section below.

**AUTHENTICATION**

Authentication number

**Record**

**MODIFY E-MAIL ADDRESS**

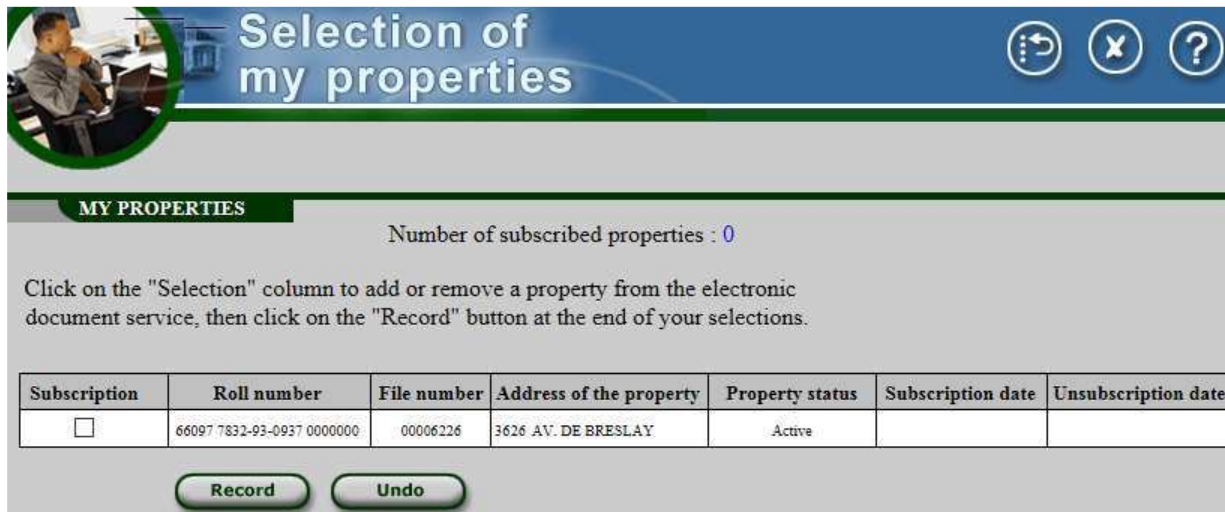
New e-mail address

**Record**

If you are unable to register, please contact the tax department at (514) 630-1300 extension 1829.

After validating your authentication and accepting the conditions of use, you will be automatically directed to the page allowing you to register for the electronic documents service (invoices for annual or additional taxes, invoices for water tax, account statements).

By subscribing to this service, you will receive an email as soon as a new document is submitted to your file and will no longer receive an invoice by mail. A reminder email is also sent when the payment deadline approaches.



**Selection of my properties**

**MY PROPERTIES**

Number of subscribed properties : 0

Click on the "Selection" column to add or remove a property from the electronic document service, then click on the "Record" button at the end of your selections.

Subscription	Roll number	File number	Address of the property	Property status	Subscription date	Unsubscription date
<input type="checkbox"/>	66097 7832-93-0937 0000000	00006226	3626 AV. DE BRESLAY	Active		

**Record** **Undo**

To register for one or more properties for electronic documents, click each of the boxes entitled "Subscription" and press the "Record" button. Unclick to continue receiving invoice in paper.

## Access to service

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1. Go to <http://www.pointe-claire.ca/taxes> and click on the [Access to the online service](#) hyperlink. You will be redirected to the home page of the TFP site.
2. Click on the buttons *English* and *Member*.



3. Enter your *Access code* and *Password*.
4. Click on *Start* button

### Link [Forgotten your password ?](#)

This link will send an e-mail so you can retrieve your password if you have forgotten it. You must give the e-mail address that you entered during your registration. The application will check to make sure the e-mail address is valid, and if it is, an e-mail will be sent to you providing you with your password. In such a situation, when you access the *TFP-Internet* application again, you will be forwarded directly to a section where you will have to enter a new password.

### PASSWORD ERROR

If you enter the wrong password five times in a row, the access code status will go from *Valid* to *Invalid*. If that happens, an e-mail will be sent to you indicating that your file has become invalid. If this happens to you, contact Client Services at 514-630-1300, ext. 1829.

The City of Point-Claire's Client Services staff will be able to take the necessary action to give you access to the site once again. You will then receive an e-mail confirming your access has been reactivated.

## Main Menu



- The [Access to my documents](#) link allows you to access all the documents that have been issued to you.
- The [Account Statement](#) link allows you to produce in real time a statement account of your balance vis-a-vis the City of Pointe-Claire.
- The [Selection of my properties](#) link allows you to subscribe or unsubscribe to the electronic documents service.
- The [Changes to access information](#) link allows you to change your personal information such as, access code, password, email address, etc.

For more information, do not hesitate to contact the taxation department at (514) 630-1300, extension 1829, or at [taxes@pointe-claire.ca](mailto:taxes@pointe-claire.ca).