

User Guide for Online Taxation, Billing and Collection Services for Property Owners

Registration

1. Have one of the following documents ready:
 - a. Tax bill
 - b. Water bill
 - c. Deed
 - d. Account statement
2. Go to the [TFP home page](#) and click on the *Registration* tab.



3. You must fill out the fields highlighted in yellow:
Registration page

IDENTIFICATION	
ID no.	<input type="text"/>
First name	<input type="text"/>
Name	<input type="text"/>
E-mail address	<input type="text"/>
Confirm e-mail address	<input type="text"/>
Telephone (home)	<input type="text"/> (514)1234567 --> (514)123-4567
Telephone (office)	<input type="text"/> (514)12345671234 --> (514)123-4567 [1234]
Cell phone	<input type="text"/> (514)1234567 --> (514)123-4567

ACCESS DEFINITION	
Access code	<input type="text"/> Access code must be at least 5 characters
Password	<input type="text"/> Password must be at least 8 characters
Retype the password	<input type="text"/> Password must be at least 8 characters
Type of access	<input type="text" value="Property owner"/>

- Your ID no. can be found on the top right-hand corner of your reference document (tax bill, water bill, deed, account statement)

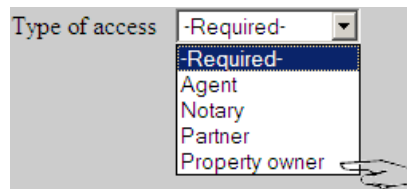
Example of a reference document

PROPRIÉTAIRE / OWNER 22753

LOCKWOOD, NANCY
DONALD-RILEY, CHARLES
76 CH DE BRESLAY
POINTE-CLAIRE QC H9S 4M8

Cet avis s'adresse à la fois au(x) propriétaire(s) identifié(s) ci-dessus et à d'autres personnes également inscrites comme propriétaires au rôle d'évaluation.
 This notice concerns not only the owner identified here but also all other persons who's names appear as owners on the assessment roll.

- Your Name, as it appears on your tax bill (see image above). Please note that the First name section should not be filled out.
- Your Email address, to be entered twice
- Your Access code – it should consist of at least 5 characters
- Your Password, to be entered twice
 Your password may not contain any accented characters or spaces. It must be at least 8 characters in length and may not exceed 20 characters. The first character must be a letter and the following characters may be a mix of letters, numbers or underscores “_”. The system is case sensitive.
- To identify the Type of access, click the drop-down menu and select “Property owner”.
-



- When done, click *Record*. 

If you get an error message, place the mouse pointer on the red arrow to display the reason for the error.

Example of error

Please complete the fields in error. ↪
 * Place the mouse pointer on the arrow to display error message.

E-mail address ↪

Telephone (home)

After you have registered, you will receive an email with an authentication number. You must enter this number to complete your registration.

Authentication page

Authentification de votre adresse courriel

Suite à votre inscription ou à la modification de votre adresse courriel dans votre compte membre TFP Internet, un courriel de vérification a été envoyé à l'adresse courriel que vous avez indiquée avec un numéro d'authentification qui permettra d'en vérifier la validité.

Veuillez entrer ce numéro d'authentification et cliquer le bouton Enregistrer.

Note : Si vous n'avez pas reçu de courriel, vous pouvez modifier l'adresse courriel en question dans la section Modifier adresse de courriel ci-dessous.

AUTHENTIFICATION

Numéro d'authentification

MODIFIER ADRESSE DE COURRIEL

Nouvelle adresse de courriel

If you are unable to register, please contact the taxation team at 514-630-1300, extension 1829.

After confirming your authentication and accepting the terms of use, you will be directed to the page allowing you to register for the electronic document service.

By registering for this service, you will receive an email as soon as a new document is added to your file. You will no longer receive a bill by mail. A reminder email is also sent when the payment due date is approaching.

Example of a *My Properties* page:

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 "Confirm" button at the end of your selections.

Subscription	Roll number	File number	Address of the property	Property status	Subscription date	Unsubscription date
<input checked="" type="checkbox"/>	66097 8136-39-2754 0000000	00004410	75 BOUL. HYMUS POINTE-CLAIRE	Active	2016-12-08	

- To add your property(ies), click on Confirm.
- To remove your property(ies) from the service, remove the checkmark from the Subscription column and click on Confirm.

Access to services

1. Go to the [TFP home page](#) and click the *Member* tab.



TFP

Notify that your account will be deactivated after 5 invalid accesses.

Access code

Password

 Start

[Forgotten your password?](#)

2. Enter your Access code and Password.

3. Click the *Start* button. 

Forgotten your password? link

This link enables you to receive your password by email. You must provide the email address you used when registering to receive a temporary password. When returning to the site, you will be redirected to a page to change your temporary password.

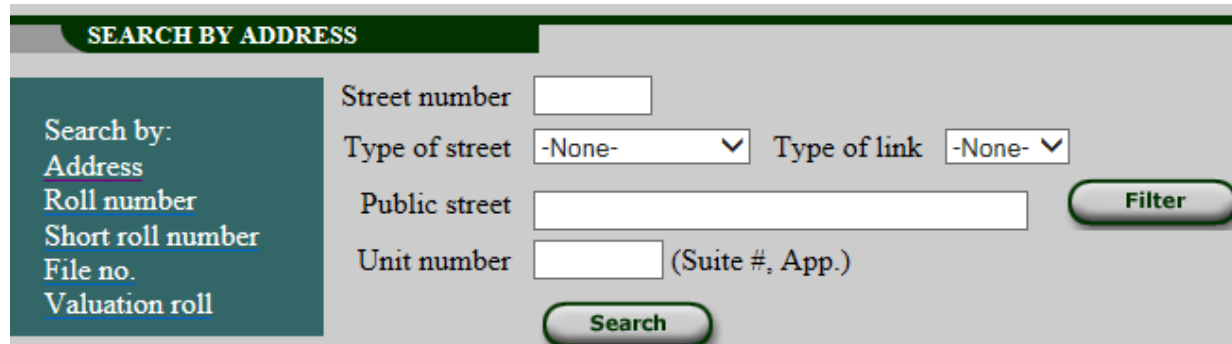
Error in your password

If you enter an invalid password five times, your access will be restricted and you will receive an email stating that your account has been deactivated. If this occurs, please contact the taxation team at 514-630-1300, extension 1829 to reactivate your account. When you return to the site, you will be redirected to a page to change your temporary password.

Search by address

This page allows you to search for a property by address.

Search by Address page



SEARCH BY ADDRESS

Search by:
Address
Roll number
Short roll number
File no.
Valuation roll

Street number

Type of street Type of link

Public street

Unit number (Suite #, App.)

Description of fields:

- Street number: Enter the street number if you wish to access the file for a specific address.
- Type of street/Type of link: It is not necessary to fill in this information.
- Public street: If you are unsure of the spelling of the street, enter a few letters with the “%” character before and after.

Example:

- Click on *Filter* to display the public streets that match the letters you entered. Select the correct public street. To conduct a new search, click on *Cancel*.

Example:

Public street	-None- LABROSSE LAKEBREEZE LAKESIDE	8 Result(s)
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- Unit number: Enter the unit (or apartment) number if applicable.
- Click on *Search*.
 - Click the desired Roll number to access the file or click on the arrow to go to the next page.

Example:

SEARCH RESULTS				Number of files : 24
Click on link to access taxation roll				
Page(s) 1 2				
Roll number	File no.	Property address	Status	
66097 8132-08-6836 0000000	00009057	27A CLAREMONT AV. POINTE-CLAIRE	Active	
66097 8132-06-1484 0000000	00002148	CLAREMONT AV. POINTE-CLAIRE	Inactive	
66097 8132-09-0176 0000000	00002151	17 CLAREMONT AV. POINTE-CLAIRE	Active	
66097 8033-90-9704 0000000	00002152	15 CLAREMONT AV. POINTE-CLAIRE	Active	

For more information, please contact the taxation team at 514-630-1300, extension 1829, or at taxes@pointe-claire.ca.



TFP

To visualise TFP Web site displays, you must use

Adobe Acrobat Reader

Download it free of charge by clicking on the icon below



Preparing taxation roll display.

In progress

Once the task is completed, you can access the report via the link on this page.

Preparing taxation roll display.

Task ended successfully

Once the task is completed, you can access the report via the link on this page.

List(s)

- [Look up the taxation roll display.](#)