



TOWN OF WHITCHURCH-STOUFFVILLE

VIRTUAL TOWN HALL

Tax Certificate Request Manual

Thank you for enrolling in the Virtual Town Hall!

You can now access online Tax Certificate Requests.

Revenue & Taxation Department
revenue@townofws.ca

Town of Whitchurch-Stouffville

On-line Tax Certificate Requests Using Virtual Town Hall

How to enroll on Virtual Town Hall:

Before you can enroll on Virtual Town Hall, you must request a username.

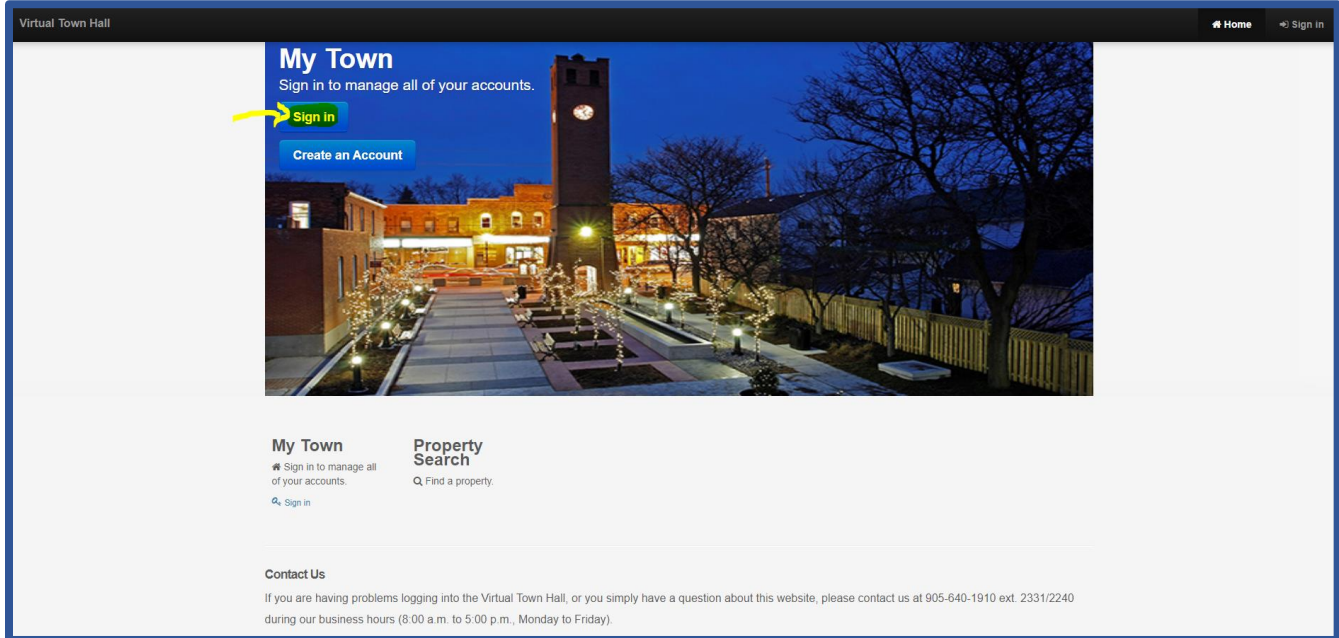
Please submit your request by email to tax@townofws.ca including the following information:

- Law Firm Name
- Email Address (email where tax certificates will be sent)
- Phone number
- Contact person

Step 1: Registering:

Once you receive the username:

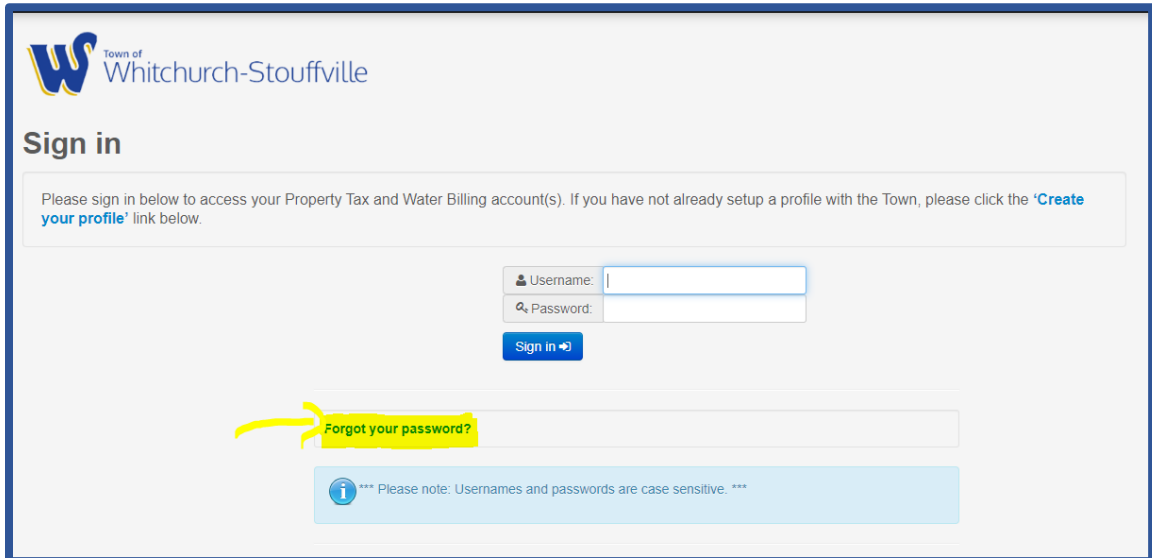
1. On your browser, type in <https://vth.townofws.ca/default.aspx>
2. On the main page, click "Sign In"



Town of Whitchurch-Stouffville

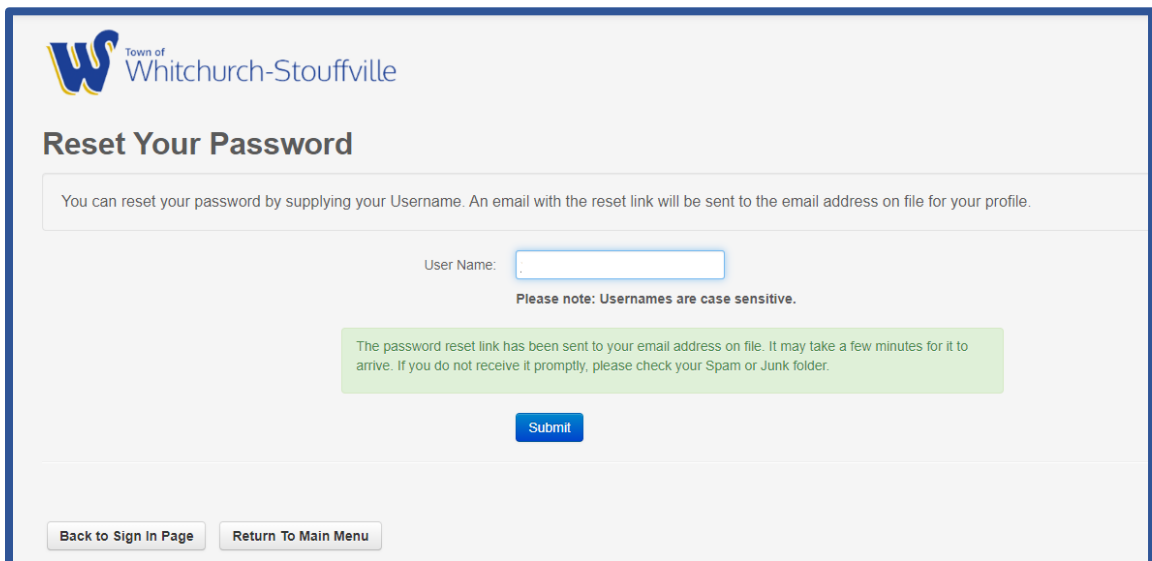
On-line Tax Certificate Requests Using Virtual Town Hall

- It will take you to the sign in page, click “Forgot your password?” link to setup your password.



The screenshot shows the 'Sign in' page for the Town of Whitchurch-Stouffville. At the top left is the town's logo. Below it, the text 'Sign in' is displayed. A message box states: 'Please sign in below to access your Property Tax and Water Billing account(s). If you have not already setup a profile with the Town, please click the [Create your profile](#) link below.' Below this are two input fields: 'Username:' and 'Password:'. A blue 'Sign in' button with a right-pointing arrow is positioned below the password field. A yellow arrow points to a link labeled 'Forgot your password?' located below the sign-in button. At the bottom, a light blue information box contains the text: '*** Please note: Usernames and passwords are case sensitive. ***'

- Enter the username provided by the town and click on the Submit button



The screenshot shows the 'Reset Your Password' page for the Town of Whitchurch-Stouffville. At the top left is the town's logo. Below it, the text 'Reset Your Password' is displayed. A message box states: 'You can reset your password by supplying your Username. An email with the reset link will be sent to the email address on file for your profile.' Below this is a 'User Name:' input field. A note below the field reads: 'Please note: Usernames are case sensitive.' A green message box states: 'The password reset link has been sent to your email address on file. It may take a few minutes for it to arrive. If you do not receive it promptly, please check your Spam or Junk folder.' Below this is a blue 'Submit' button. At the bottom, there are two buttons: 'Back to Sign In Page' and 'Return To Main Menu'.

Town of Whitchurch-Stouffville

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- An email from revenue@townofws.ca will be sent to your email address provided during your account setup process. **See Sample below**
- Click on the link in the email to set up your Virtual Town Hall Account.



- When you click on the link, you will get this screen:

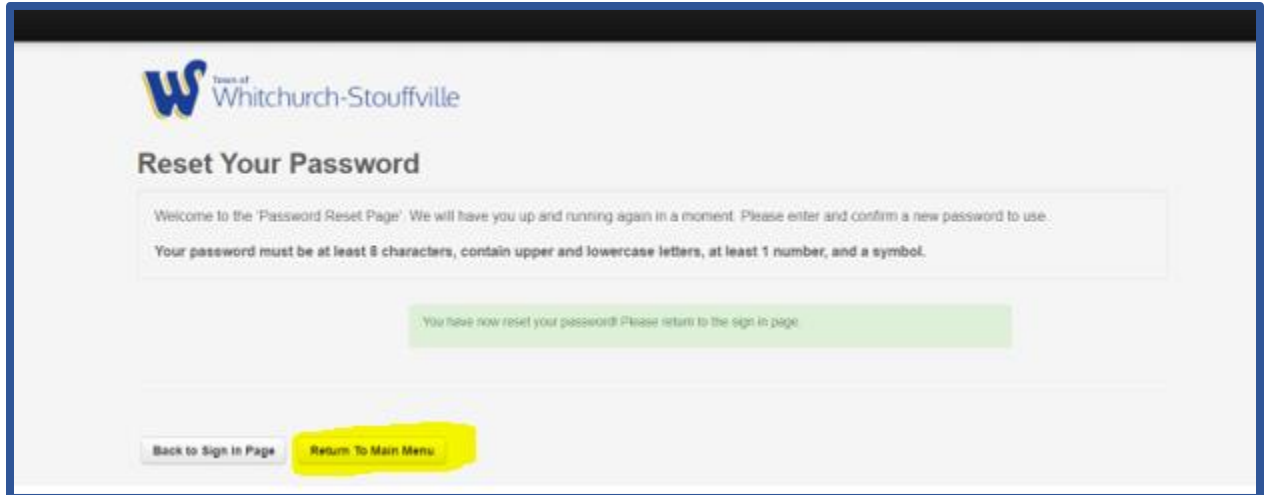
The screenshot shows the "Reset Your Password" page. At the top left is the Town of Whitchurch-Stouffville logo. The title is "Reset Your Password". Below the title is a message: "Welcome to the 'Password Reset Page'. We will have you up and running again in a moment. Please enter and confirm a new password to use." A yellow highlight is placed over the password requirements: "Your password must be at least 8 characters, contain upper and lowercase letters, at least 1 number, and a symbol." Below this are two input fields: "New Password" and "Confirm New Password". The "Confirm New Password" field has a "Matches!" indicator to its right. A yellow "Submit" button is located below the input fields. At the bottom left, there are two buttons: "Back to Sign In Page" and "Return To Main Menu".

- Enter the following information:
 - a new password (at least 8 characters containing upper and lowercase letters and at least 1 number and a symbol)
 - Confirm new password
- Click Submit button.

Town of Whitchurch-Stouffville

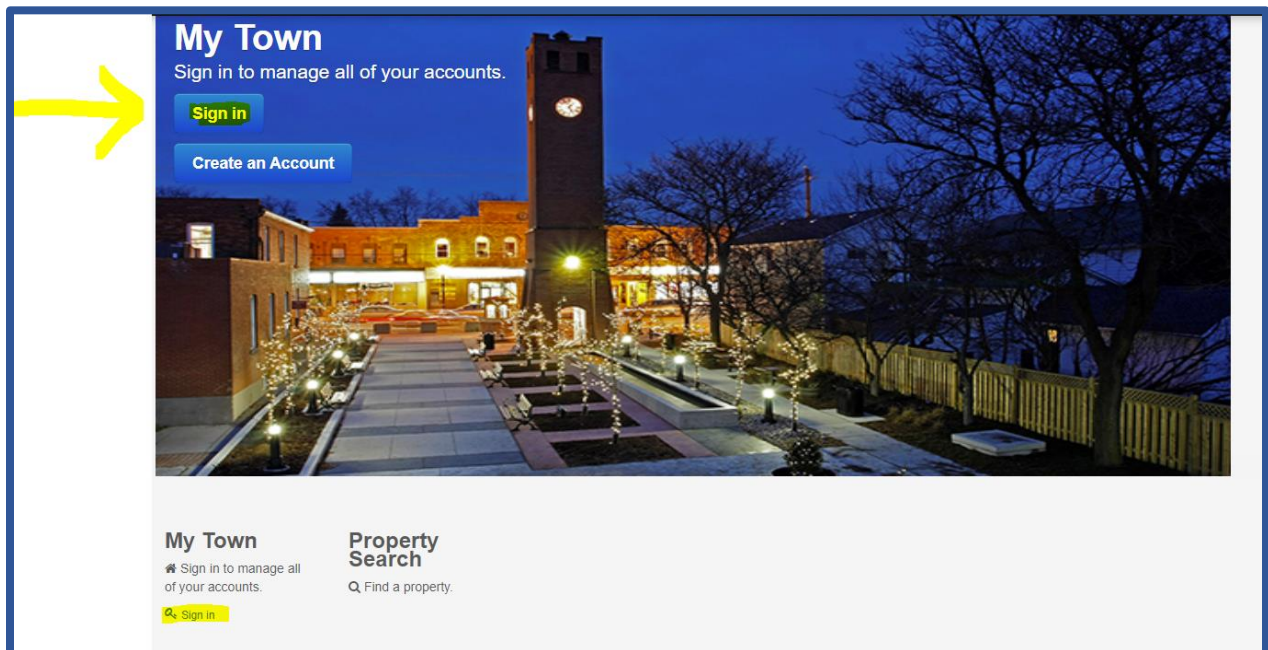
On-line Tax Certificate Requests Using Virtual Town Hall

10. Your password is now set, click on the “Return to Main Menu” to sign in to VTH



Step 2: Log in and Request Tax Certificate

1. To access Virtual Town Hall, click “Sign in” button.



Town of Whitchurch-Stouffville

On-line Tax Certificate Requests Using Virtual Town Hall

2. On the Sign in Page, enter:
 - a. Username provided by Tax Department
 - b. Password created
 - c. Click "Sign In"

Sign in

Please sign in below to access your Property Tax and Water Billing account(s). If you have not already setup a profile with the Town, please click the ['Create your profile'](#) link below.

Username: WS0044
Password: ****

Sign in

[Forgot your password?](#)

*** Please note: Usernames and passwords are case sensitive. ***

[Return To Main Menu](#)

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You will be directed to your Account Listing page. A General Receivables account is shown by default, necessary for setting up your account. It will indicate your Customer ID which is used by the Taxation Department only.

3. Click on the Property Tax Certificate link (upper right corner)

Account Listing Property Tax Certificates Welcome

Account Listing

Listed below are your accounts with the Town. If you have an account that is not listed, please [Contact Us](#) for assistance.
[Click here for payment options.](#)

To sign up for Paperless Notifications click [here](#).
Please check your [inbox](#) for new messages.

To pay by Credit Card through PayTM, Please click [Pay By Credit](#). You will require your account numbers as follows:
Property Tax: eight (8) digit tax roll number – remove first 3 '0' and last 4 '0' (000123456780000)
Water Billing: nine (9) digit water account number – remove decimal (123456700)

000001
General Receivables
Address
Balance
(This may include future installment already billed)
\$0.00

[Return To Main Menu](#) [Pay Multiple Accounts](#)

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Town of Whitchurch-Stouffville

On-line Tax Certificate Requests Using Virtual Town Hall

4. Click on New Property Tax Certificate (to search for property)

Account Listing

Listed below are your accounts with the Town. If you have an account that is not listed, please [Contact Us](#) for assistance.
[Click here for payment options.](#)

To sign up for Paperless Notifications click [here](#).
 Please check your **inbox** for new messages.

To pay by Credit Card through PayTM, Please click [Pay By Credit](#). You will require your account numbers as follows:
 Property Tax: eight (8) digit tax roll number – remove first 3 “0” and last 4 “0” (000123456780000)
 Water Billing: nine (9) digit water account number – remove decimal (123456700)

000001
 General Receivables
 Address
 Balance
 (This may include future installment already billed)
 \$0.00

[Return To Main Menu](#) [Pay Multiple Accounts](#)

Virtual Town Hall

Account Listing Property Tax Certificates - Welcome, P...

New Property Tax Certificate Search

Enter a 'Property Tax Roll Number' to request a Property Tax certificate

Q Search Options

Property Tax Roll Number

State

Number

Street -- All Streets --

Lot / Block / Plan

LINC / PIN

Search

[New Search](#) [Return To Main Menu](#)

5. Enter one of the following for property search:
 - a. Property Tax Roll Number (ex. 000146358000000) - please remove “1944”
 - b. Property Address:
 - i. Suite # (if applicable)
 - ii. Building #
 - iii. Street Name
 - c. Lot/Block/Plan **** Please note:** Must be very specific to search by legal description only
 - d. LINC/PIN (Property Identification Number)
6. Click Search

Town of Whitchurch-Stouffville On-line Tax Certificate Requests Using Virtual Town Hall

7. Please verify **all information** before requesting tax certificate:
 - a. Tax Roll Number (if known)
 - b. Property Address
 - c. Legal Description

8. Click Request Property Tax Certificate button



The screenshot shows the Town of Whitchurch-Stouffville logo at the top left. Below it is the heading "New Property Tax Certificate Search". A search box contains the instruction "Enter a 'Property Tax Roll Number' to request a Property Tax certificate." Below the search box is a "Show Per Page:" dropdown menu with options 6, 12, 24, and 48. A search result card is displayed, showing the following information:

- Property Tax Roll: 000146358000000
- Address: 111 SANDIFORD DR
- Legal Description: Lot 7, Block , Plan 65M2572
- Legal Description: PLAN 65M2572 LOTS 7 & 8

At the bottom of the search result card is a yellow button labeled "Request Property Tax Certificate".

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9. Enter your Reference/File Number (this will appear on the tax certificate)
 10. Click Online Payment button to continue to make your payment
- OR**
11. Click New Search to return to the New Property Tax Certificate Search page

(Tax certificate fee to be charged will be noted below the reference number – This fee is based on the Town’s Current Fees & Charges Bylaw)

W Town of Whitchurch-Stouffville

Certificate Confirmation

You have chosen to request a Property Tax certificate for the below property.

If you wish to proceed, you may key in your reference/file number (this is optional) and then click appropriate payment button.

Property Tax Roll 000146358000000

Legal Description

Lot 7, Block, Plan 65M2572
PLAN 65M2572 LOTS 7 & 8

Municipal Address

111 SANDIFORD DR

Please Note:

- Once you click the button to process the request, do not click on the 'Back' or 'Refresh' button on your browser.
- The request process can take up to 30 seconds.
- The tax certificate will be requested to the Tax Department and will be emailed to you within 24 business hours.

Reference/File Number:

You Will Be Charged \$ 100.00

Online Payment

New Search Return To Main Menu

Town of Whitchurch-Stouffville



On-line Tax Certificate Requests Using Virtual Town Hall



12. Choose your method of payment:
- Visa or Mastercard
 - Online Debit Card

Mandatory fields marked by *

Payment Method

Please choose a payment method.



Visa or Mastercard Payments:



Enter cardholder name, card number and expiry date and click Process Transaction button

Mandatory fields marked by *

Payment Method

Please choose a payment method.

Payment Details

Transaction Amount: \$85.00 (CAD)

Order ID: mhp19295104842p95

Please complete the following details exactly as they appear on your card.
Do not put spaces or hyphens in the card number.

Cardholder Name*:

Card Number*:

Expiry Date (MMYY)*:

Click 'Process Transaction' to charge your card. Only click the button once. Using the 'Back', 'Refresh' or 'Cancel' button after you press the 'Process Transaction' button will not stop the transaction from being processed and may result in a double charge.

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Online Debit Payment:



Click Proceed to Online Banking button


You will be redirected to your online banking to complete transaction.

Mandatory fields marked by *

Payment Method

Please choose a payment method.



Payment Details

Transaction Amount: \$85.00 (CAD)

Order ID: mhp19295104842p95

Click 'Proceed to Online Banking' to continue with the *Interac*® Online transaction. You will be directed to your online banking site to complete your transaction.

[Proceed to Online Banking](#) [Cancel Transaction](#)

Once you have completed your payment, you will be directed to the Transaction receipt page to print a copy of the receipt for your records.

Should you have any questions regarding this process, please email Town of Whitchurch-Stouffville Revenue & Taxation Department at tax@townofws.ca.