

My Town

🔑 Sign in to manage all of your accounts.

🔍 Sign in

Pet Search

🔍 Locate the owner of a lost pet by tag.

New Pet Licence

🐾 Apply for a new licence

🔍 Requires Account

Property Search

🔍 Find a property.

## Contact Us We Can Help

If you are having problems logging into Virtual Town Hall, or would like to request a user name, or you simply have a question about Virtual Town Hall, please contact us at (613) 257-6200 during our business hours or email [reception@carletonplace.ca](mailto:reception@carletonplace.ca).

[Staff Directory](#)

[User Manual](#)

# Virtual Town Hall

## User Manual

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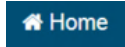
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## Setting Up Your Account

1. To begin, please visit the [link for the Virtual Town Hall Home Page](#)
2. Select “Sign in” at the top of the page on the right-hand side
3. Click “Activate your account with us”
4. From here you will enter your log-in information you will use going forward when accessing virtual town hall.
5. Enter username, password, and email address. You will be asked to confirm your password as well as your email address.
6. Click Next
7. Enter personal information. You can choose to register by Tax Account, Utility Account, or Receivables Account. Please note you will need information from your bill to register this information.
  - a. If using tax account, enter your fifteen-digit roll number from your tax bill (ex. 010010040000000), next enter your name exactly as shown on the bill
  - b. If using a utility account, enter the eight-digit account number from your utility bill, be sure to exclude the. (ex. 00000600), next enter your name exactly as shown on bill
  - c. If using receivables account enter your customer ID which can be found on your most recent bill (ex. JACKG0001), next enter your name exactly as shown on bill
8. You will then be taken to a screen stating a verification email has been sent to the email you provided.
9. Check your email, and click on the link provided
10. This link will bring you to the log in page where you can now log in using the username and password created.

## Basics

Home



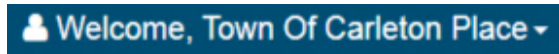
Clicking on the Home button redirects you to the main screen where you can view a listing of all your accounts. From here you can make payment, sign up for PAP or view balances.

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

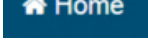
**Change my password** – here you can change your password, you will need your old password to do so

**Message Inbox** – also brings you to your message inbox

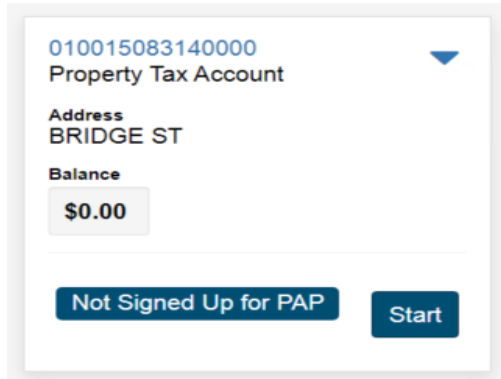
**Paperless Notifications Signup** – Displays your email associated with your account, and allows you to choose which accounts you would like to sign up for paperless

**Sign Out** – will sign you out of your virtual town hall account

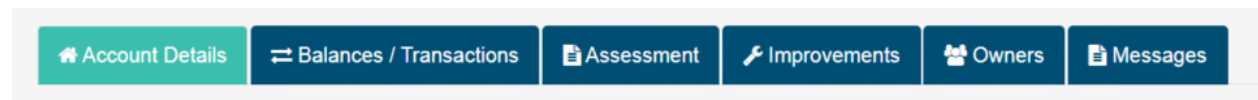
# Viewing Your Property Tax Account

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

This will direct you to a list with all your town accounts, the property tax account will look like the below.



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 the above information.

## Account Details

- Registered Owners
- Municipal Address
- Mailing Address – If this is incorrect, please update mailing address under the “edit my profile” from the welcome tab
- 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 at the beginning of March
- Interim Levy 2 – Second installment of the interim levy within the specified year due at the beginning of June
- Annual Levy 1 – First installment of the final levy within the specified year, due at the beginning of September
- Annual Levy 2 – Second installment of the final levy within the specified year due at the beginning of November
- 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%

### **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

### **Improvements**

- Will provide any local improvements for your property

### **Owners**

- Registered owners to 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 town
- If there is a mortgage holder on your account that should not be listed on title, please contact the town
- 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 town with their interest in your property

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.

[Finance and Taxes](#)

[PAP Information](#)

[Ebilling Information](#)

## PAP Setup


When on the home screen under Account Listing each account will state whether it is signed up for PAP. If it is not, you can enlist in the program by clicking “Start.”



This will take you to a page with the PAP agreement, a section to add your bank account, as well as choose the plan you would like.

The first thing you can do is add your banking information for what account you would like the funds withdrawn from. You can do this by clicking “+ Add New Account.” You will then be taken to the edit my profile page.

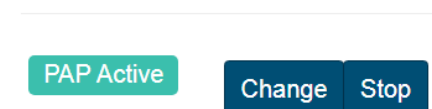


1. Click Banking Information tab
2. Click the  sign to add banking information
3. You will then need to enter your institution, institution number, transit number, and account number
4. Once information is entered, click Save.
5. Click Return to Main Menu
6. You will now see your newly added bank account under the account section.
7. Next you can choose your plan.

There are two PAP plans for property tax. The Tax by Installment option would remove the taxes due four times a year on the due date – the beginning of March, June, September, and November. The Tax Monthly option would remove funds on the 10<sup>th</sup> of each month running February to November. The first five installments being equal to 50% of the prior year’s taxes, the remaining five installments being equal to the final levy less installments paid to date.

8. Once you have chosen the plan you wish to go with, read through the PAP agreement, you will need to accept this to move forward.
9. 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 the bank account is entered, you will not need to reenter to sign up other accounts. You can follow steps 7 to 9 to set up any remaining accounts.

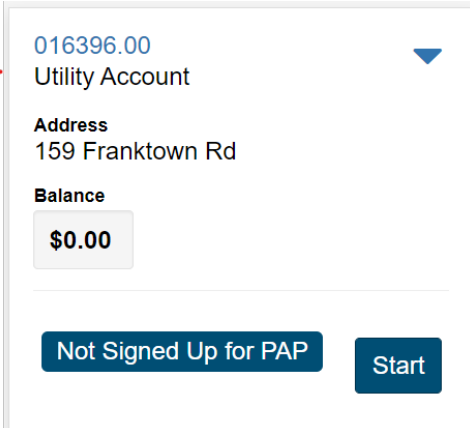


If you would like to change your plan or stop pre-authorized use the change and stop buttons to do so.

# Viewing Your Utility Account

To view your utility account, click on the  button in the top right-hand corner.

This will direct you to a list with all your town accounts, the utility account will look like the below.



The screenshot shows a utility account card with the following details:

- Account Number: 016396.00 (with a dropdown arrow)
- Utility Account
- Address: 159 Franktown Rd
- Balance: \$0.00
- Buttons: "Not Signed Up for PAP" and "Start"

If you click on the eight-digit account number, you will be taken to the 'Utility Account Information Screen.'



## Account Details

- Service Address
- Mailing Address – If this is incorrect, please update mailing address under the “edit my profile” from the welcome tab

## Balance Information

- Balance per billing period

## Billing History

- Shows the previous billing periods and you can open each one individually

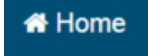
## Account Transactions

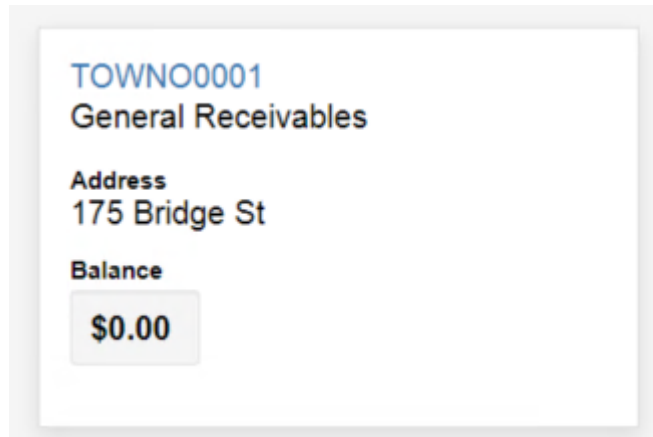
- Cash Receipt – Payment made towards your account



- Penalty – Penalty that has been applied to outstanding balances on the first day after the due date at 10%

## Viewing Your General Receivables Account

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



This will direct you to a list with all your town accounts, the general receivables account will look like the image to the left.

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 the above information.

### Account Details

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

### Account Transactions

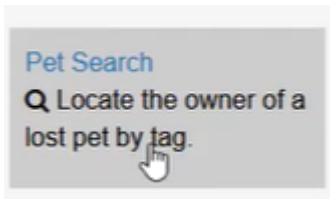
- Transactions History – invoices and payments
- Finance Charges – charged at 1.25% monthly when invoice is 30 days past due

# Pet Licensing

## Renewal

### Pet Search

1. Click the Pet Search button on the home page



2. Enter the tag number found from the lost pet
3. Click "Search"
4. This will display the pet's information, as well as owner information
5. Phone number is optional from the owner to provide and make public, if no phone number is provided you can call the town hall at 613-257-6200 to report the lost pet. If it is after hours, you can call the animal control number at 613-809-7048