

TOWN OF WHITCHURCH-STOUFFVILLE

# VIRTUAL TOWN HALL

Registered Property Owner Manual

Thank you for enrolling in the Virtual Town Hall!

You can now access your Property Tax and Water Accounts online.

Revenue & Taxation Department  
revenue@townofws.ca

# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

### Step 1: How to enroll on Virtual Town Hall

Before you can enroll on Virtual Town Hall, you must have the following information available:

- Customer ID (located on your property tax bill as Customer Number)
- Name as shown on Bill

**Town of Whitchurch-Stouffville**  
 111 Sandiford Drive, Stouffville, ON L4A 0Z8  
 Tel: 905-640-1900 or  
 Toll Free: 1-855-642-TOWN (8696)

**Final Tax Bill**

Group Code  
 Mortgage Company

Billing Date  
 June 24, 2019

Mortgage Accounts Number  
 Property Location and Legal Description  
 GAR LEHMAN AVE

Roll Number  
 000-157-04439-0000  
 TOWN OF WHITCHURCH-STOUFFVILLE  
 111 SANDIFORD DR  
 STOUFFVILLE ON L4A 0Z8

ASSESSMENT		MUNICIPAL		EDUCATION	
Tax Class and Description	Value	WHITCHURCH-STOUFFVILLE Tax Rate %	Amount	REGION OF YORK Tax Rate %	Amount
RTEP Residential - RTEP	481,500	0.25581200		0.33654900	
Sub Totals		Municipal (WS and Region) Levy		Education	
Special Charges / Credits		Installments		Summary	
		Due Date	Amount		
		Jul 15, 2019		Sub-Total - Tax Levy	
		Sep 16, 2019		2019 Tax Cap Adjustment	
				Special Charges/Credits	
				Final 2019 Levies	
				Less Interim	
				Past Due Taxes/Credit	
Total Special Charges				Total Amount Due	

**Second Installment**

Due Date  
**Sep 16, 2019**

Owner  
 TOWN OF WHITCHURCH-STOUFFVILLE

Customer Number  
 WH11/COU44

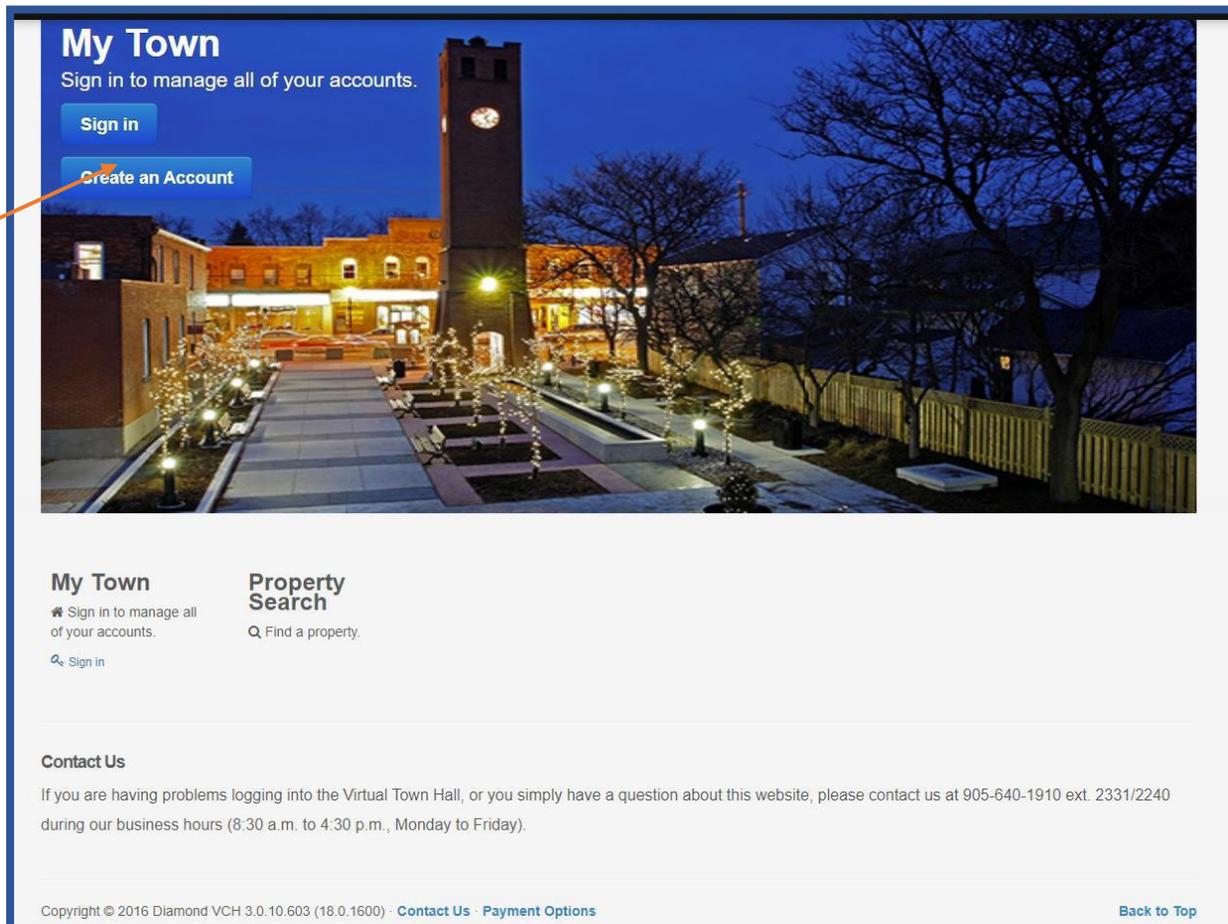
Roll# 000-157-04439-0000

Current Amount Due  
 Past Due/Credit  
 Total Amount Due  
 Amount Paid

# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

1. On your browser, type in <https://vth.townofws.ca/default.aspx>
2. On the main page, click “Create an Account” - You will be directed to the New Account Activation page



# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

3

3. On the New Account Activation page, enter:
  - a. User name (maximum 15 characters)
  - b. Password (must be at least 8 characters: containing an upper and a lowercase letter, and at least 1 number and 1 symbol) - **\*\* If you do not meet the criteria, the “next button” will not activate to move forward**
  - c. Confirm Password – **CLICK TAB BUTTON**
    - “Matches!” will appear to the right if entered correctly
  - d. Email Address
  - e. Confirm Email Address
  - f. Click “I’m not a robot”
  - g. Click next to continue

**Town of Whitchurch-Stouffville**

### New Account Activation

Please complete and submit this form to register a profile with the Town. After submission, we will send you an email to confirm your profile registration. Once your profile is activated, you will have access to your Property Tax and Water Billing account information.

Your password must be at least 8 characters, contain upper and lowercase letters, at least 1 number, and a symbol.

[Log On Information](#) [Personal Information](#)

User Name: \* WS0044 Maximum 15 characters

Password: \* \*\*\*\*\* Must be at least 8 characters, contain upper and lowercase letters, at least 1 number, and a symbol.

Confirm Password: \* \*\*\*\*\* Matches!

Email Address: \* tracy.parsons@townofws.ca

Confirm Email: \* tracy.parsons@townofws.ca

Follow the validation steps below: \*

I'm not a robot  reCAPTCHA  
Privacy - Terms

Please note: Usernames and passwords are case sensitive.

[Return To Main Menu](#) [<< Previous](#) [Next >>](#)

4. Using either your property tax bill, enter:
  - a. Customer ID (located on your property tax bill as Customer Number)
  - b. Name as shown on bill
5. Click Next

**Town of Whitchurch-Stouffville**

### New Account Activation

Please complete and submit this form to register a profile with the Town. After submission, we will send you an email to confirm your profile registration. Once your profile is activated, you will have access to your Property Tax and Water Billing account information.

Your password must be at least 8 characters, contain upper and lowercase letters, at least 1 number, and a symbol.

[Log On Information](#) **Personal Information**

Customer ID:

Name On Bill:  Example: SMITH JOHN

Please select an 'Account Type' from the drop-down list and complete the required information **as it appears** on your most recent bill or statement.

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6. On the next screen, it will advise if your new account activation is successful.
7. An email from [revenue@townofws.ca](mailto:revenue@townofws.ca) will be sent to your email address provided during your account activation process.

### New Account Activation

**Success**

Your profile registration was successful. An email has been sent to the email address you entered to confirm your profile creation. Once your profile has been activated, by clicking on the link in the email, you will then have access to your Property Tax and Water Billing accounts.

Please check your Spam or Junk folder if it does not appear in your inbox.

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# Town of Whitchurch-Stouffville – Virtual Town Hall

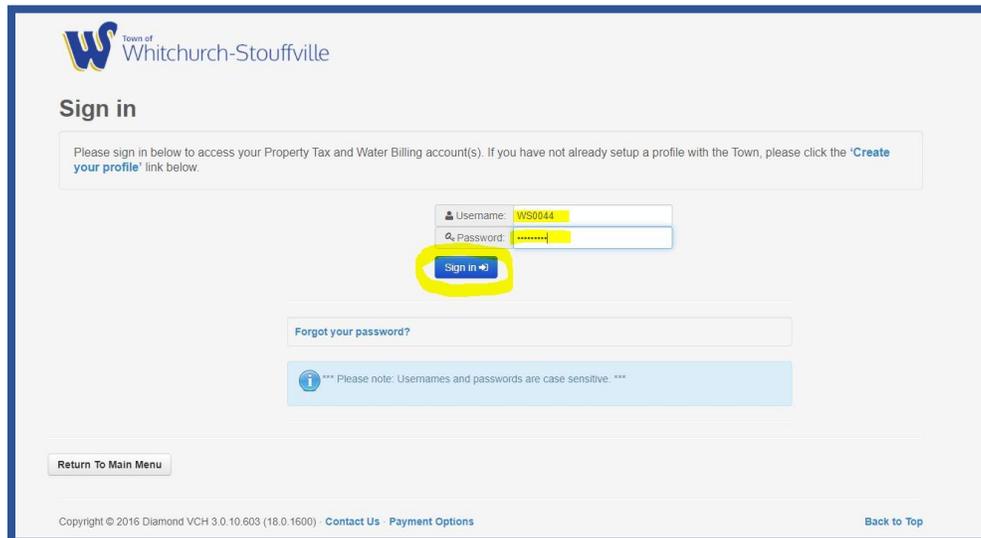
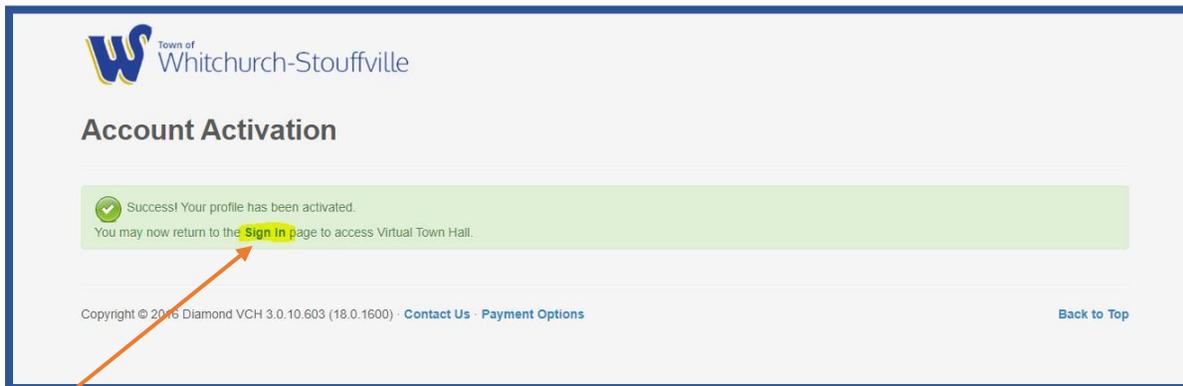
## Online Access to Property Tax and Water Billing Accounts

8. Click on the link in the email (see sample below) to activate your Virtual Town Hall Account.



9. You will receive the following screen indicating your success in activating your profile.

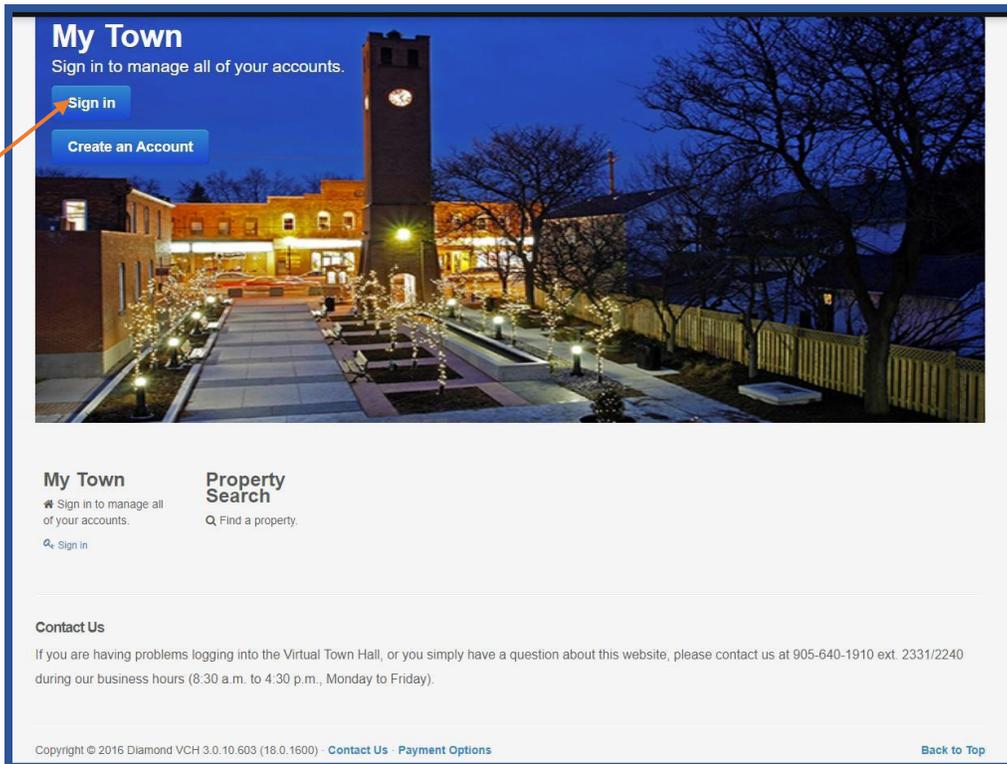
10. You may now click “Sign in” to be directed to the Sign in Page.



# Town of Whitchurch-Stouffville – Virtual Town Hall Online Access to Property Tax and Water Billing Accounts

## **Step 2 – Signing into Virtual Town Hall:**

If you have already registered your profile, sign into Virtual Town Hall at <https://vth.townofws.ca/default.aspx>



# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

1. On the Sign in Page, enter:
  - a. Username
  - b. Password
  
2. Click “Sign In” to be directed to your Account Listing Page.

**Town of Whitchurch-Stouffville**

### 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. \*\*\*

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## Town of Whitchurch-Stouffville – Virtual Town Hall

### Online Access to Property Tax and Water Billing Accounts

This account listing screen will list your property tax, water account and general receivable accounts for your Customer ID.

If you own more than one property in Stouffville, please make sure that your account listing includes all property tax and water accounts.

If any accounts are not listed, please contact the Tax and Revenue Department at 905-640-1910 ext. 2240.

### 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)

**Debit Cards containing both the Interac and Visa logos are not set up to access the Interac Online Payment service.**

**000157044390000**

Property Tax Account

Address  
**GAR LEHMAN AVE**

Balance  
(This may include future installment already billed)

Pre-Authorized Payments Active

Change
Stop

**9999999.00**

Water Billing Account

Address  
**9999999 SANDIFORD**

Balance  
(This may include future installment already billed)

Pre-Authorized Payments Active

Change
Stop

**WHITC0044**

General Receivables

Address

Balance  
(This may include future installment already billed)

Return To Main Menu
Pay Multiple Accounts

**Step 3: To view the details of your Property Tax Account**

1. Click on the property tax roll number to access the Property Tax account information page.

The screenshot displays a web interface for a Property Tax Account. At the top, the account number **000157044390000** is highlighted in yellow. Below it, the text "Property Tax Account" is visible. The address is listed as **GAR LEHMAN AVE**. The balance section is currently blank, with a note that it may include future instalments already billed. A blue button indicates the user is "Not enrolled for Pre-Authorized Payments", and a green "Enroll" button is located at the bottom right of the account details.

## Town of Whitchurch-Stouffville – Virtual Town Hall

### Online Access to Property Tax and Water Billing Accounts

2. Navigate through the tabs highlighted to view additional information for your property tax account.

**\*\* Please note: This information is only available from 2013 tax year or your date of closing.**

**Property Tax Account**

Here you will find information on your Property Tax account.

Account Details | Balances / Transactions | Assessment | Improvements | Owners | Messages

Property Tax Roll Number **000157044390000** Property Zoning **R11**

**Name:** WHITCHURCHSTOUFFVILLE TOWN

**Municipal Address:** GAR LEHMAN AVE

**Address:** 37 SANDIFORD DR  
STOUFFVILLE, ON L4A 3T2

**Legal Description:** WHITCHURCH CON 9 PT LOT 32

Additional Descriptions

PLAN 65M4369 BLK 64 AND RP  
65R35938 PART 4

a.) **Account Details:**

- a. Owner Name(s)
- b. Mailing Address
- c. Property Location
- d. Legal Description
- e. Property Zoning

b.) **Balances/Transactions:**

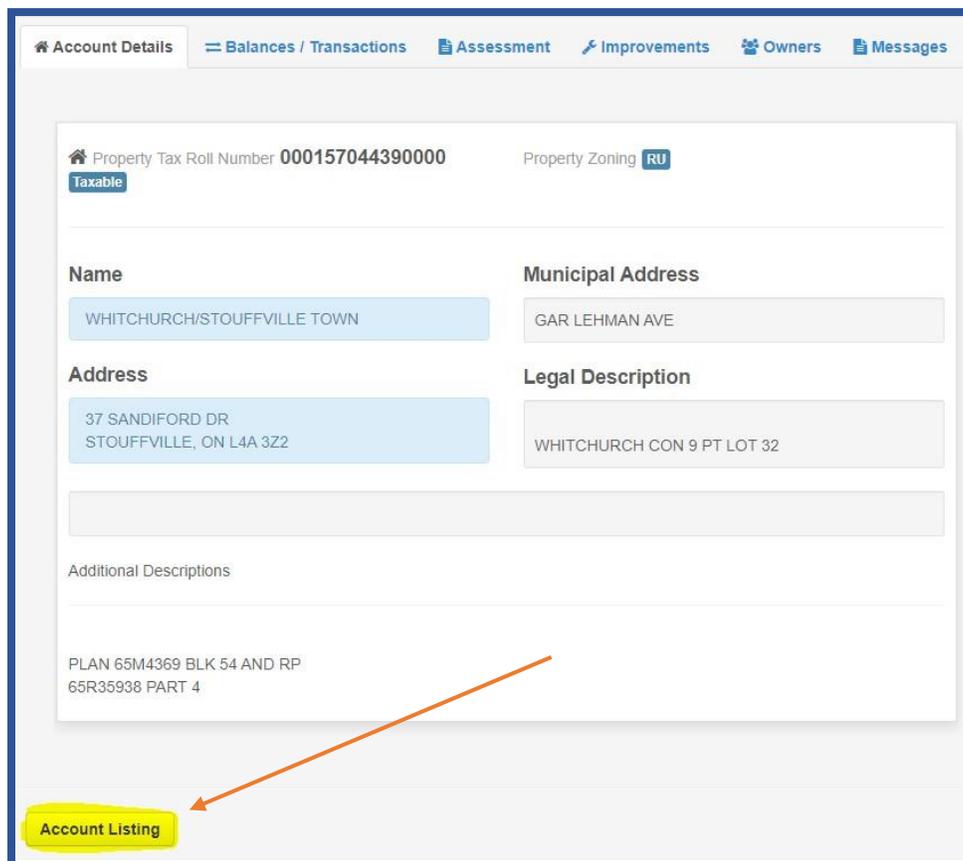
- a. Property Tax Year Summary provides balance for each year
- b. Transaction History on account
  - i. For Levy transactions, you will be able to click “Show Bill” and view that billing (from date of enrollment of e-bill only)

# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

- c.) **Assessment:**
  - a. Current Assessment value and tax class
  - b. Historical Assessment value and tax class for previous years
- d.) **Improvements:**
  - a. Local improvements on your property
- e.) **Owners:**
  - a. Owners of property
  - b. Mortgage Holders on property (if responsible for payments)
- f.) **Messages:**
  - a. Email messages sent for property tax account (ebills, reminder notices)

3. To return to Account Listing Page, click on Account Listing button at bottom left corner of page



**Step 4: To view the details of your Water Account**

1. Click on Water Billing Account number to access the Water Billing account information page.

**9999999.00** ▼

Water Billing Account

Address  
**9999999 SANDIFORD**

Balance  
(This may include future installment already billed)

---

**Not enrolled for Pre-Authorized Payments**

**Enroll**

2. Navigate through the tabs to view additional information for your water billing account.

The screenshot displays a web interface for account management. At the top, there are four tabs: 'Account Details', 'Balance Information', 'Billing History', and 'Account Transactions'. The 'Account Details' tab is selected and highlighted in yellow. Below the tabs, the account information is displayed in a white box with a blue border. The account number is '9999999.00' and the status is 'Active'. The service address is '9999999 SANDIFORD'. The mailing address is '37 SANDIFORD DR, STOUFFVILLE, ON L4A 3Z2'. The town name 'WHITCHURCH/STOUFFVILLE TOWN' is displayed at the bottom right of the account details box.

- a.) **Account Details:**
  - a. Account Number
  - b. Service Address
  - c. Mailing Address
  - d. Account status (active)
- b.) **Balances Information:**
  - a. Balance per billing period
    - i. Current Balance
    - ii. 0-30 days
    - iii. 31-60 days
    - iv. 61-90 days
    - v. 91 and over
- c.) **Billing History:**
  - a. Provides access to historical water bills
    - i. Click on specific billing to view on screen
- d.) **Account Transactions:**
  - a. Transaction History on account
    - i. For Levy transactions, you will be able to click “Show Bill” and view that billing (from date of enrollment of e-bill only)

## Town of Whitchurch-Stouffville – Virtual Town Hall Online Access to Property Tax and Water Billing Accounts

### Step 5: Make a payment to your Property Tax and/or Water Account(s)

#### Debit Card Payment Options available:

- A. Current Balance (Full) payment for Property Tax or Water
- B. Partial payment for Property Tax or Water
- C. Multiple account payments for Property Tax and/or Water

**\*\*Debit cards containing both the Interac and Credit Card Logo are not set up to access the Interac Online Payment service\*\***



#### Option A:

To make a payment for the **current balance/full** shown for your Property Tax or Water Bill accounts:

1. Click on the “Pay by Debit” button from the Account listing page for the corresponding account.

<p><b>000197421280000</b></p> <p>Property Tax Account</p> <p>Address</p> <p>Balance (This may include future installment already billed)</p> <p><b>\$344.85</b></p> <p><b>Pay by Debit</b></p> <p>Not enrolled for Pre-Authorized Payments</p> <p><b>Enroll</b></p>	<p><b>7206984.00</b></p> <p>Water Billing Account</p> <p>Address</p> <p>Balance (This may include future installment already billed)</p> <p><b>\$344.66</b></p> <p><b>Pay by Debit</b></p> <p>Not enrolled for Pre-Authorized Payments</p> <p><b>Enroll</b></p>
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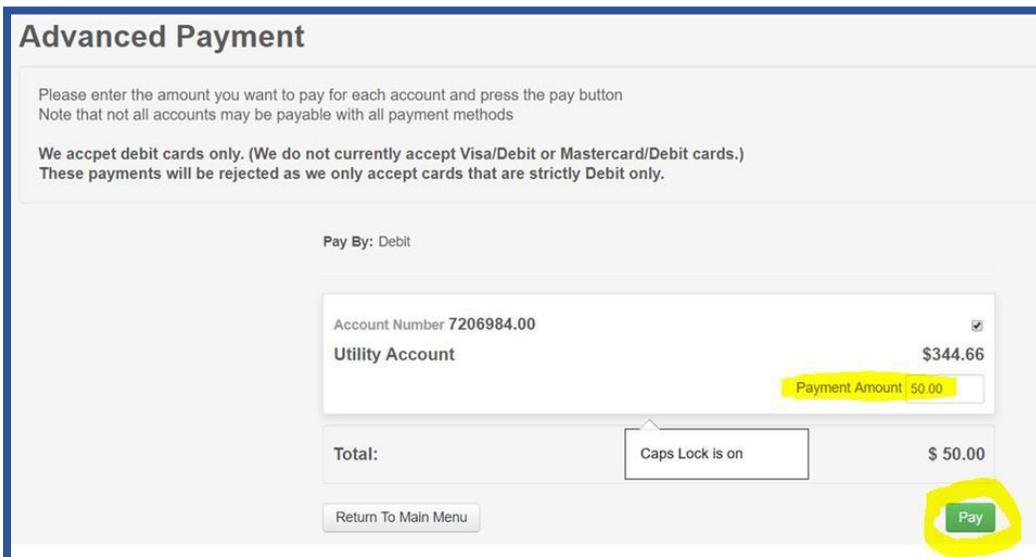
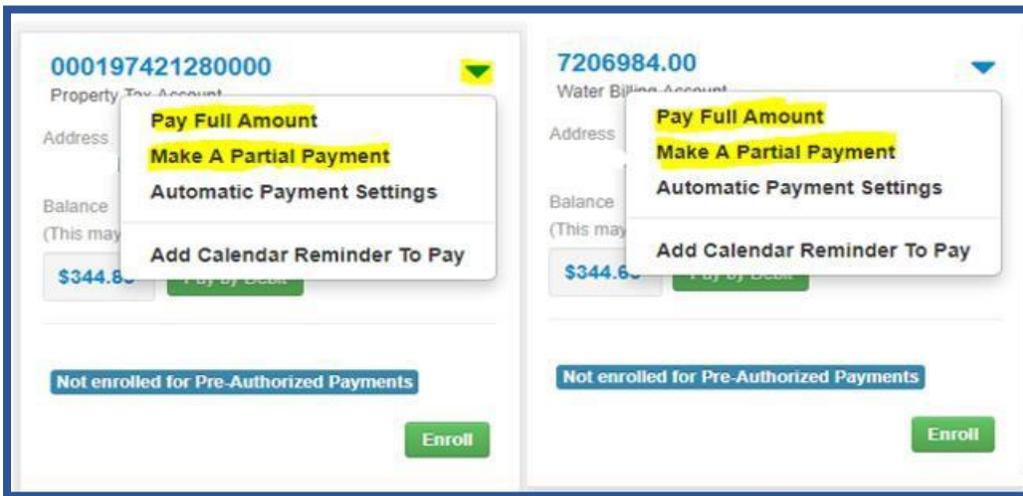
# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

### Option B:

To make **full payment or partial payment** for Property Tax or Water Bill accounts:

1. Click on the down arrow link located to the right of the account number and choose which payment you would like to make.
  - a. If you chose to make **full payment**, you will be transferred to the payment gateway for Interac (Go to Step 2)
  - b. If you chose to make a **partial payment**, you will be directed to the Advanced Payment page (see below)
    - i. Enter the amount that you wish to pay and click on the Pay button to continue to the payment gateway for Interac (Go to Step 2)



## Town of Whitchurch-Stouffville – Virtual Town Hall

### Online Access to Property Tax and Water Billing Accounts

2. Complete the information shown on the payment gateway page to complete your payment.
  - a. A receipt will appear on screen and will also be emailed to you once payment has been accepted.

FRANÇAIS

**Interac**  
Online

### PAYMENT DETAILS

HELP

**PAY TO** Town of Whitchurch Stouff

**INVOICE NO** mhp19281112029p90

**AMOUNT** CAD344.85



**Click to choose your Financial Institution:**

 RBC Royal Bank  Canada Trust

**... or a financial institution in this list:**

... select an institution ...

**... or a credit union in:**

... select province or territory ...

...select credit union ...

**To cancel and return to Town of Whitchurch-Stouffville:**

Caps Lock is on

Acxsys Corporation ("Acxsys") owns and operates the INTERAC® Online payment service

**Option C:**

To make a payment by debit for **multiple accounts** (property tax and/or water),

1. Click on the “Pay Multiple Accounts” button which appears at the bottom of the page to be directed to the Advanced Payment page.

**Whitchurch-Stouffville**

## 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)

<b>000157044390000</b> Property Tax Account Address <b>GAR LEHMAN AVE</b> Balance (This may include future installment already billed) <input type="text"/> <b>Not enrolled for Pre-Authorized Payments</b> <b>Enroll</b>	<b>9999999.00</b> Water Billing Account Address <b>9999999 SANDIFORD</b> Balance (This may include future installment already billed) <input type="text"/> <b>Not enrolled for Pre-Authorized Payments</b> <b>Enroll</b>
<b>WHITC0044</b> General Receivables Address Balance (This may include future installment already billed) <input type="text"/>	

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

# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

2. Enter the amount of payment for each of the accounts you wish to pay
3. Click on the Pay button to continue to the payment gateway for Interac

### Advanced Payment

Please enter the amount you want to pay for each account and press the pay button  
Note that not all accounts may be payable with all payment methods

**We accpet debit cards only. (We do not currently accept Visa/Debit or Mastercard/Debit cards.)  
These payments will be rejected as we only accept cards that are strictly Debit only.**

Pay By: Debit

Account Number 000197421280000	<input checked="" type="checkbox"/>
<b>Property Tax Account</b>	<b>\$344.85</b>
Payment Amount	344.85
Account Number 7206984.00	<input checked="" type="checkbox"/>
<b>Utility Account</b>	<b>\$344.66</b>
Payment Amount	344.66
<b>Total:</b>	<b>\$ 689.51</b>

Return To Main Menu

Pay

Caps Lock is on

## Town of Whitchurch-Stouffville – Virtual Town Hall Online Access to Property Tax and Water Billing Accounts

4. Complete the information shown on the payment gateway page to complete your payment.
  - a. A receipt will appear on screen and will also be emailed to you once payment has been accepted.

**\*\* Please note: For multiple payments, only one transaction will be created representing the total amount being paid.**

The screenshot displays the Interac Online payment gateway interface. At the top right, there is a 'FRANÇAIS' language option. The main heading is 'PAYMENT DETAILS' with a 'HELP' link. The payment information section includes:

- PAY TO:** Town of Whitchurch Stouff
- INVOICE NO:** mhp19281112029p90
- AMOUNT:** CAD344.85

Below this, there is a section titled 'Click to choose your Financial Institution:' with buttons for 'RBC Royal Bank' and 'Canada Trust'. Underneath, it says '... or a financial institution in this list:' followed by a dropdown menu and a 'Select >' button. Another section says '... or a credit union in:' with a dropdown for '... select province or territory ...' and another dropdown for '...select credit union ...' with a 'Select >' button. At the bottom, there is a 'CANCEL' button and a 'To cancel and return to Town of Whitchurch-Stouffville' link. A 'Caps Lock is on' warning box is overlaid on the 'CANCEL' button. The footer text reads: 'Acxsys Corporation ("Acxsys") owns and operates the INTERAC® Online payment service'.

**Credit Card Payment Options available: (Visa or Mastercard only)**

- A. Current Balance (Full) payment for Property Tax or Water
- B. Partial payment for Property Tax or Water

**Option A or B:**

To make a payment through Credit Card,

1. Click on the link “Pay By Credit” from the Account Listing page.

**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)

<b>000157044390000</b> Property Tax Account Address <b>GAR LEHMAN AVE</b> Balance (This may include future installment already billed) <b>(\$8.62)</b>	<b>WHITC0044</b> General Receivables Address Balance (This may include future installment already billed) <b>\$0.00</b>
--	--

**Not enrolled for Pre-Authorized Payments**

## Town of Whitchurch-Stouffville – Virtual Town Hall

### Online Access to Property Tax and Water Billing Accounts

2. You will be directed to the PAYTM credit card payment page to complete your payment
  - a. Choose which account you are paying (Property Tax or Water Billing - see samples below)
  - b. Enter applicable account number (Property Tax Roll Number or Water Account)
  - c. Amount to pay
  - d. Name on account
  - e. Email address
  - f. Phone Number
  
3. Click Continue to Payment to be directed to the Checkout page

The screenshot displays two payment forms side-by-side. The left form is for Property Tax and the right form is for Water Billing. Both forms are pre-filled with sample data. The 'Continue to payment' button is highlighted in blue at the bottom of each form. Two orange arrows originate from the 'Continue to payment' button in the right column and point towards the 'Continue to payment' button in the left column, indicating the flow of the process.

# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

4. Verify the details of your payment to be paid to the Town of Whitchurch-Stouffville
  - a. Email Address (your receipt of payment will be sent to this email address)
  - b. Amount of Payment
5. Enter credit card payment details:
  - a. Card Number
  - b. Expiry Date
  - c. CVC
  - d. Name on credit card
  - e. Postal Code
6. Click “Pay \$” button to complete payment

The screenshot shows a payment interface for the Town of Whitchurch-Stouffville. On the left, a summary card displays the town's logo and contact information: "Town of Whitchurch-Stouffville", "tracy.parsons@townofws.ca", and "(905) 640-1910". It also shows the payment amount: "Amount \$1.00", a "Paytm convenience fee (pending payment details)", and a "Total amount \$1.00". On the right, the "Payment details" section includes fields for "Card number" (4242 4242 4242 4242), "Expiration date" (MM/YY), "CVC/CVC" (123), "Name on card" (Card Holder), and "Postal or Zip code". A blue button labeled "Pay \$1.00" is positioned at the bottom right. Below the button, a small note states: "By providing your debit/credit card and clicking Pay, as the legal cardholder, you authorize Paytm to charge your card for the amount specified. Please review the Paytm [privacy policy](#)." At the very bottom, it says "This page will automatically timeout after 04:41". An orange arrow points from step 6 of the instructions to the "Pay \$1.00" button.

# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

### Pre-Authorized Payment Plan

If you wish to enroll for Pre-Authorized Payments (PAP):

1. Click the “Enroll” button for the account you wish to pay by Pre-authorized Payments.
  - a. You will be directed to the Pre-Authorized Payments Information page

**Town of Whitchurch-Stouffville**

### 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)

<b>000157044390000</b> Property Tax Account Address: <b>GAR LEHMAN AVE</b> Balance: (This may include future instalment already billed) <input type="text"/> <b>Not enrolled for Pre-Authorized Payments</b> <b>Enroll</b>	<b>9999999.00</b> Water Billing Account Address: <b>9999999 SANDIFORD</b> Balance: (This may include future instalment already billed) <input type="text"/> <b>Not enrolled for Pre-Authorized Payments</b> <b>Enroll</b>
<b>WHITC0044</b> General Receivables Address: Balance: (This may include future instalment already billed) <input type="text"/>	

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## Town of Whitchurch-Stouffville – Virtual Town Hall

### Online Access to Property Tax and Water Billing Accounts

#### **\*\* Before proceeding, please read the Pre-Authorized Payments Agreement**

To set up your Property Tax account:

2. Click the “down arrow” to select the plan type
  - a. Tax – 10 Month Plan (Jan-Oct) - default
  - b. Tax – Installment Plan (withdrawn on specified due dates – 4 times per year)
3. Click on “+Add New Account” Button

Town of Whitchurch-Stouffville

### Pre-Authorized Payments Information

Below you can setup or modify your preauthorized payments

Account: No Accounts Found

[+ Add New Account](#)

Plan: Tax -10 Month Plan (Jan-Oct)

**Pre-Authorized Payments Agreement**

Town of Whitchurch-Stouffville  
111 Sandiford Drive,  
Stouffville ON L4A 0Z8

To set up your Water Billing account:

2. Currently, the Town only offers Installment for Water Billing
3. Click on “+Add New Account” Button

Town of Whitchurch-Stouffville

### Pre-Authorized Payments Information

Below you can setup or modify your preauthorized payments

Account: No Accounts Found

[+ Add New Account](#)

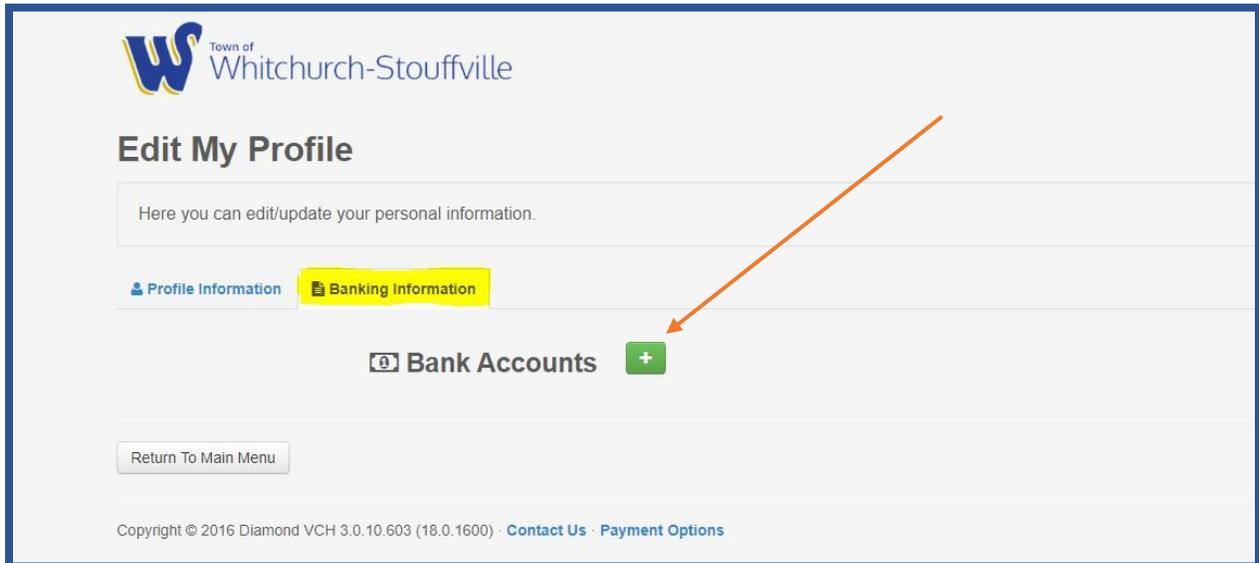
Plan: Water - Installment (Qtr)

Max Amount:

**Pre-Authorized Payments Agreement**

Town of Whitchurch-Stouffville  
111 Sandiford Drive,  
Stouffville ON L4A 0Z8

4. Under the Banking Information tab:
  - a. Click on “+” symbol to add your banking information



# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

5. On the Create New-Pre-Authorized Bank Record page, using diagram below enter:
  - a. Institution (eg. TD Canada Trust)
  - b. Branch Number (must have 5 digits, include zeros)
  - c. Bank Number (1-4 digits, include zeroes)
  - d. Account Type (use down arrow for additional type)
    - i. Chequing
    - ii. Savings
  - e. Account Number (4-18 digits, no spaces or hyphens)
6. Once you review your details, click Save to return to Edit My Profile Page

**Town of Whitchurch-Stouffville**

### Create New Pre-Authorized Bank Record

Enter your banking information below.

**Institution**  (eg. TD Canada Trust)

**Branch Number**  (must have 5 digits, include zeros)

**Bank Number**  (1-4 digits, include zeroes)

**Account Type** Chequing ▾

**Account Number**  (4-18 digits, no spaces or hyphens)

Branch Number    Bank Number    Account Number

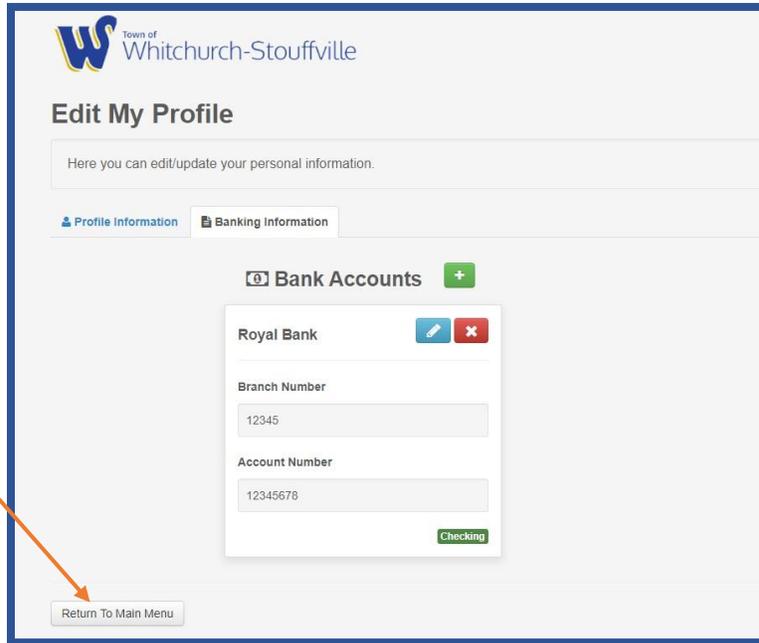
**Save**

**Back**    **Return To Main Menu**

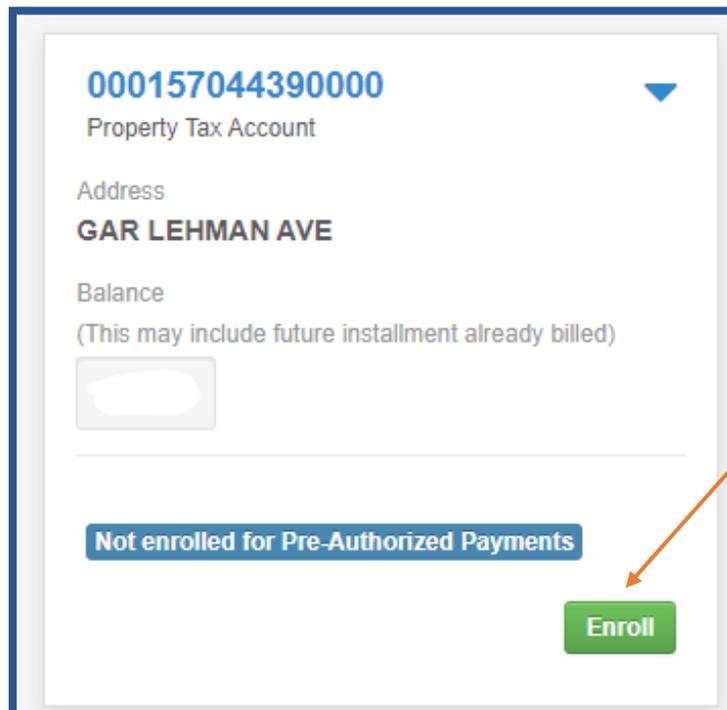
# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

7. Click on “return to main menu” to be directed to account listing page.



8. Click “enroll” to return to the Pre-Authorized Payment Plan enrollment screen



# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

9. Verify the following information:
  - a. Bank Account to have the payments withdrawn from
  - b. Plan Type

**Town of Whitchurch-Stouffville**

### Pre-Authorized Payments Information

Below you can setup or modify your preauthorized payments

Account: Royal Bank Chequing ▼

[+ Add New Account](#)

Plan: Tax -10 Month Plan (Jan-Oct) ▼

10. Review the Pre-Authorized Payments Agreement including:
  - a. Changing banking information
  - b. How to cancel your enrollment
11. Click Save and Accept button to return to Account Listing page

**Town of Whitchurch-Stouffville**

### Pre-Authorized Payments Information

Below you can setup or modify your preauthorized payments

Account: No Accounts Found ▼

[+ Add New Account](#)

Plan: Tax -10 Month Plan (Jan-Oct) ▼

#### Pre-Authorized Payments Agreement

I may dispute a PAD withdrawal only under the following conditions:

1. I never provided authorization to the Municipality.
2. The PAD withdrawal was not drawn in accordance with my authorization.
3. My authorization was revoked. Cancellation must be received within 15 business days prior to the next withdrawal.
4. The withdrawal was posted to the wrong bank/financial institution due to incorrect financial information supplied to the Town of Whitchurch-Stouffville.

I acknowledge that in order to be reimbursed, a notification to the effect that either a), b), c), or d) took place, must be completed and presented to the institution holding the account up to and including 90 calendar days after the date on which the PAD in dispute was posted to the account.

I acknowledge that when disputing any PAD beyond the time allowed in this section is a matter to be resolved between myself and the Town of Whitchurch-Stouffville outside the payment system.

I agree that the PAD information contained in this authorization may be disclosed to any current banking institution used by the Town of Whitchurch-Stouffville for the sole purpose of making these pre-authorized withdrawals.

I understand, accept and will participate in this PAD agreement. I certify by electronically accepting this PAD.

#### More Info

**For Water Billing Accounts**

Town of Whitchurch-Stouffville currently offer instalment plan only for the water billing.

**For Property Tax Accounts**

The Town of Whitchurch-Stouffville will calculate your pre-authorized payment amount based on your annual levy amount and the number of months remaining in the year. If the annual levy has not been determined, your pre-authorized payment amount will be based on 10% of your previous year's levy and the number of months remaining to June 30 of the current year.

**Please Note**

By entering the new Pre-Authorized Payments information above, any existing Pre-Authorized Payments plans setup under this account will be replaced by the new plan information entered above. If you do not wish to proceed or are unsure of continuing, please contact us to set up your Pre-Authorized Payments plan. You may return to the main menu and continue using Virtual Town Hall. By Saving this information you accept to the agreement.

[Save and Accept](#) [Cancel](#)

# Town of Whitchurch-Stouffville – Virtual Town Hall Online Access to Property Tax and Water Billing Accounts

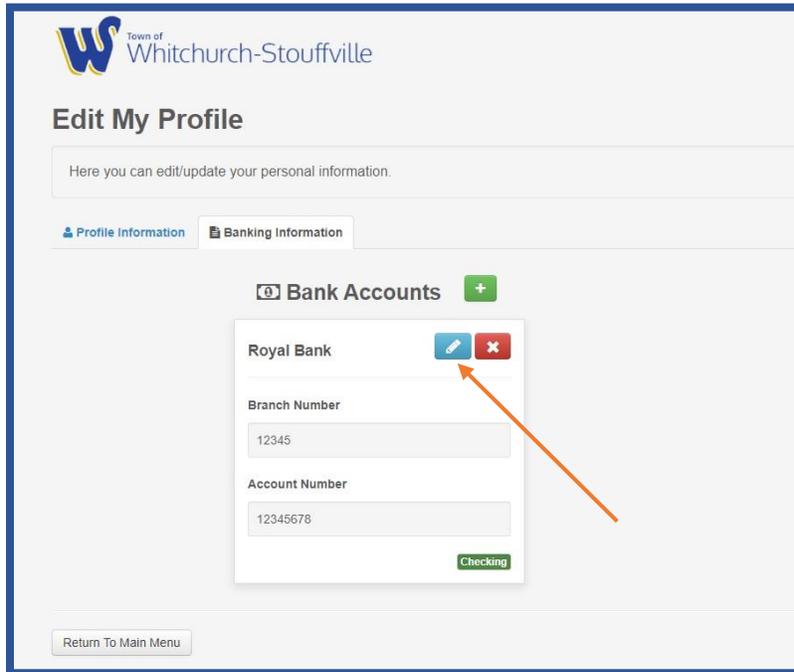
12. As shown below, the Pre-Authorized Payments are now active

The screenshot shows the 'Account Listing' page for the Town of Whitchurch-Stouffville. It features two account cards. The first card is for a Property Tax Account with account number 000157044390000 and address GAR LEHMAN AVE. The second card is for a Water Billing Account with account number 9999999.00 and address 9999999 SANDIFORD. Both cards show a balance field and a status bar at the bottom that reads 'Pre-Authorized Payments Active'. Below the status bar are 'Change' and 'Stop' buttons. Two orange arrows point from the text above to the 'Pre-Authorized Payments Active' status bars on both account cards.

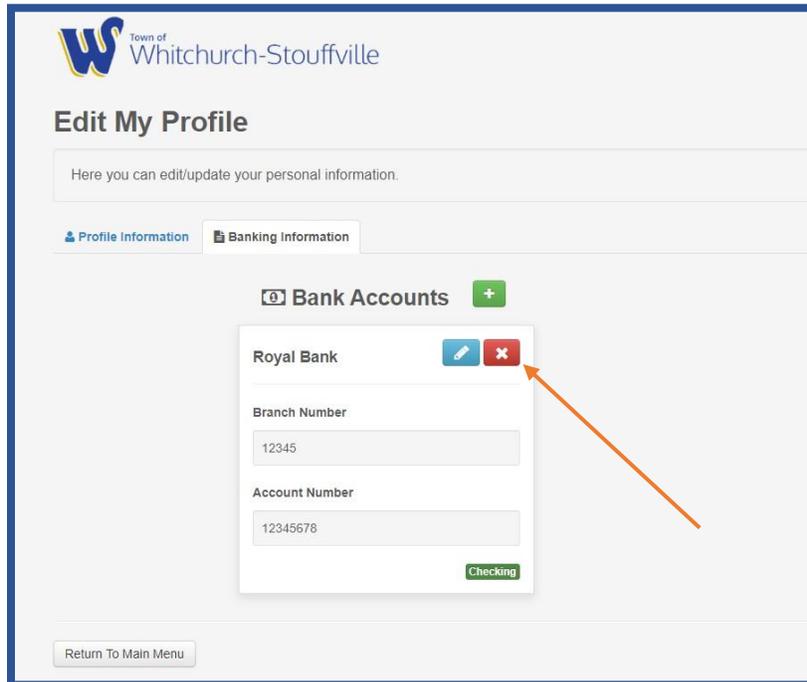
13. Should you choose to change or cancel your Pre-Authorized Payments, please click on “Change or Stop buttons

This screenshot is identical to the one above, showing the 'Account Listing' page with two active pre-authorized payment accounts. In this version, two orange arrows point from the text above to the 'Change' and 'Stop' buttons located at the bottom of each account card.

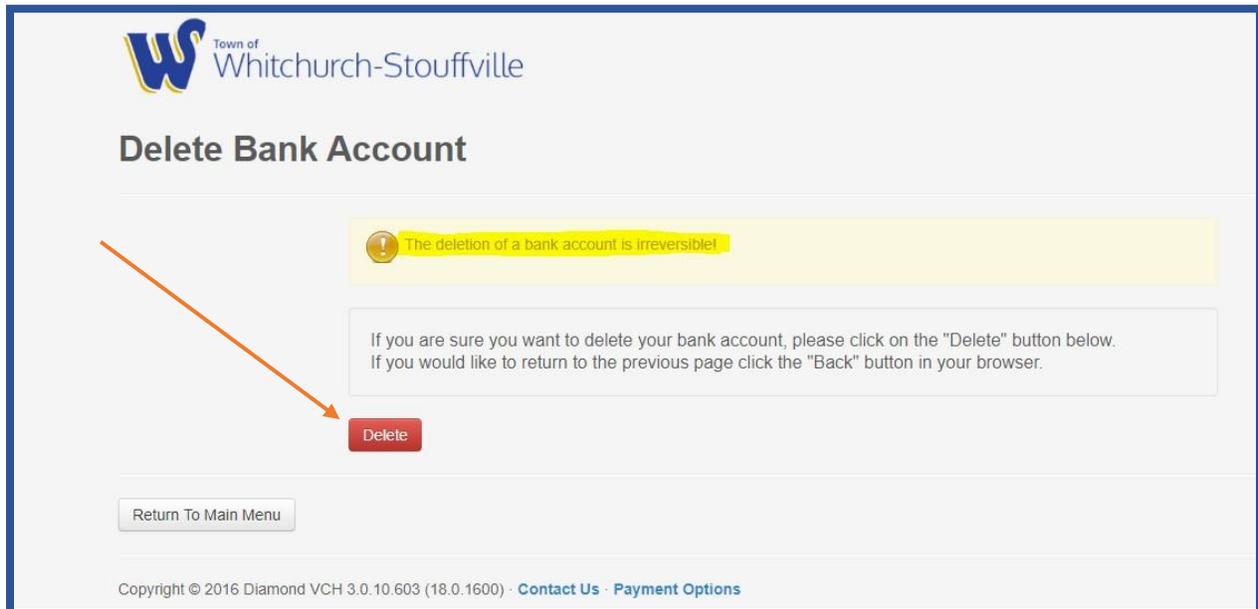
To edit your banking information at any time, click on the pencil button



14. To Delete a bank account from your profile, click on the "X" button



15. You will be required to confirm your request to delete the bank account
  - a. Confirm deletion by clicking on “Delete” button
  - b. Cancel deletion request, click “back” button in your browser

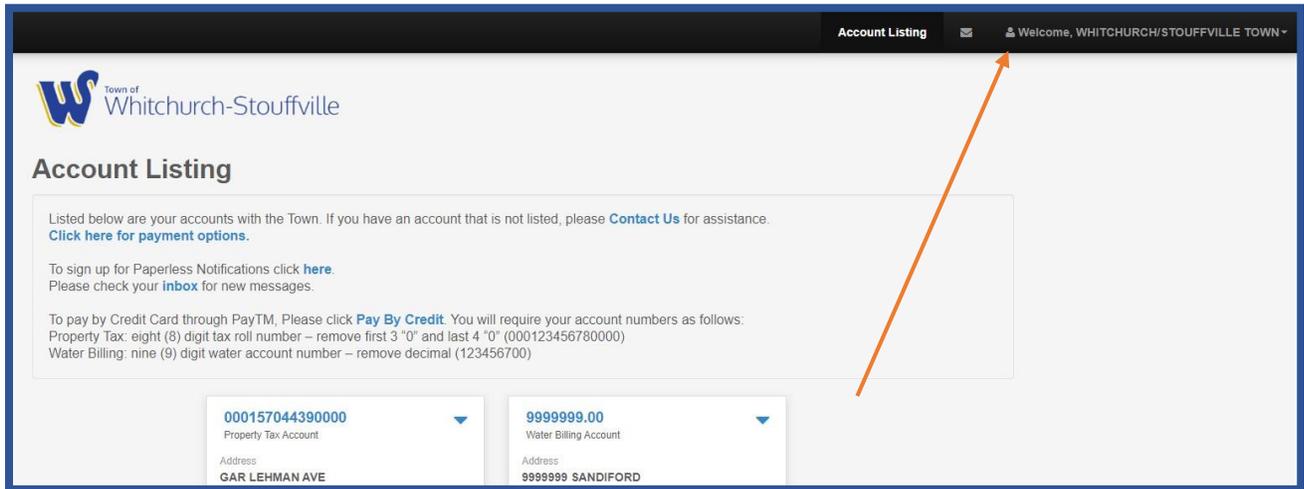


# Town of Whitchurch-Stouffville – Virtual Town Hall

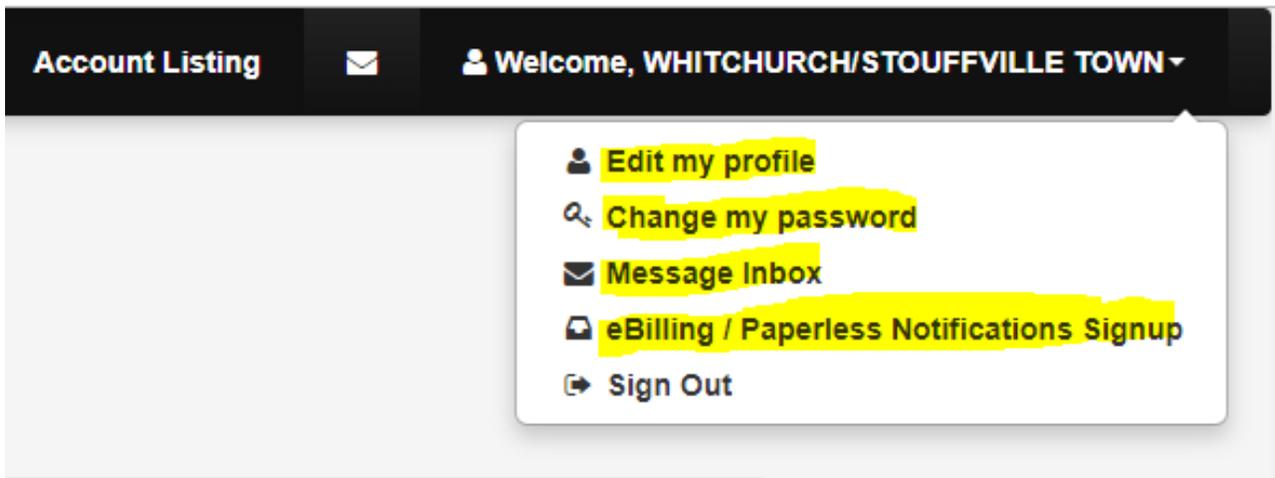
## Online Access to Property Tax and Water Billing Accounts

### **Additional Features:**

Additional features are accessed by clicking on your name in the upper right corner of your screen



The following options are available:



Update Your Account Profile

1. Edit my profile
  - a. Under Profile Information tab, you can update your:
    - i. Mailing address
    - ii. Home Number
    - iii. Mobile Number
    - iv. Email Address

### Edit My Profile

Here you can edit/update your personal information.

**Profile Information** Banking Information

Full Name  WHITCHURCH/STOUFFVILLE TOWN

Mailing Address 37 SANDIFORD DR

City STOUFFVILLE

Province ON

Postal Code L4A 3Z2

Home Number

Mobile Number

Alternate

Email Address tracy.parsons@townofws.ca

Web Address

Please check here to confirm your changes.

Save

# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

- b. Under Banking Information tab, you can:
  - i. Add a bank account (+)
  - ii. Edit a bank account (pencil)
  - iii. Delete a bank account (X)

**Edit My Profile**

Here you can edit/update your personal information.

[Profile Information](#) [Banking Information](#)

**Bank Accounts** +

**Royal Bank** [edit] [delete]

**Branch Number**

**Account Number**

**Chequing**

- 2. Change my password – allows you to change your password at any time

**Change Your Password**

You can change your password below. Please remember that passwords are case sensitive.

**Your password must be at least 8 characters, contain upper and lowercase letters, at least 1 number, and a symbol.**

Old Password

New Password

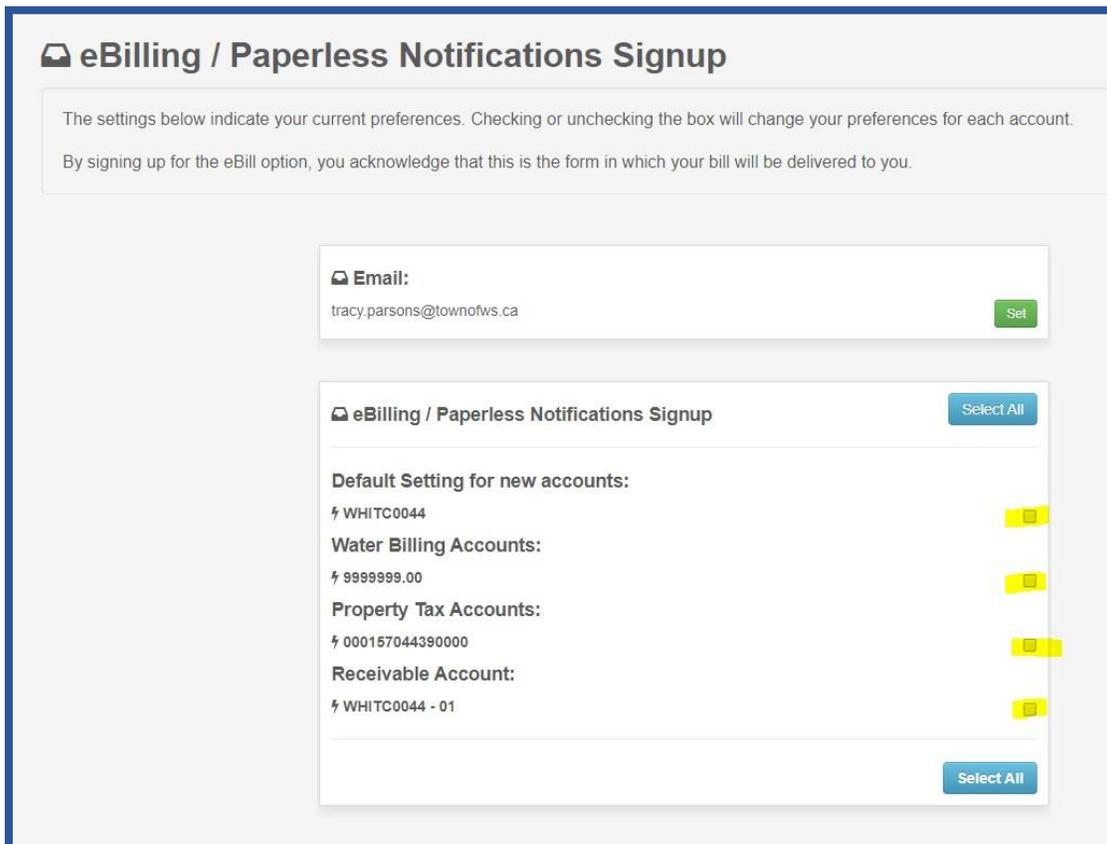
Confirm New Password

**Change**

- 3. Message Inbox
  - a. All emails sent by the Town will be found here



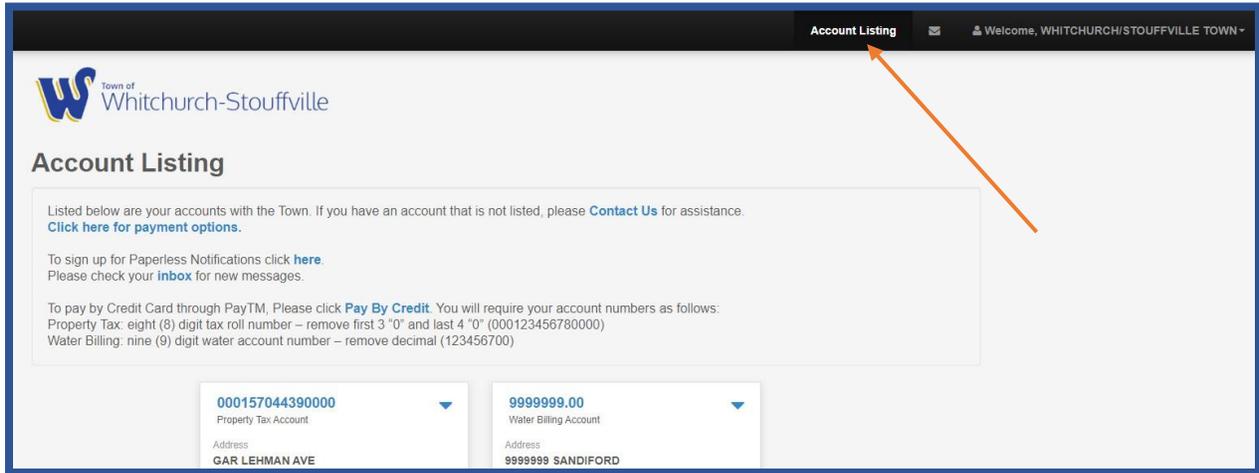
- 4. eBilling/Paperless Notifications Signup
  - a. Allows you to choose which accounts you would like to receive bills electronically
  - b. You can cancel at any time by “unclicking” the account



# Town of Whitchurch-Stouffville – Virtual Town Hall

## Online Access to Property Tax and Water Billing Accounts

Quick access to your Account Listing by clicking on “Account Listing” in upper right corner of the screen



Quick access to your Mailbox by clicking on the Envelope in the upper right corner of the screen.

- The mailbox will be highlighted when there is unread mail

