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Newmarket's Property Tax Portal User Guide

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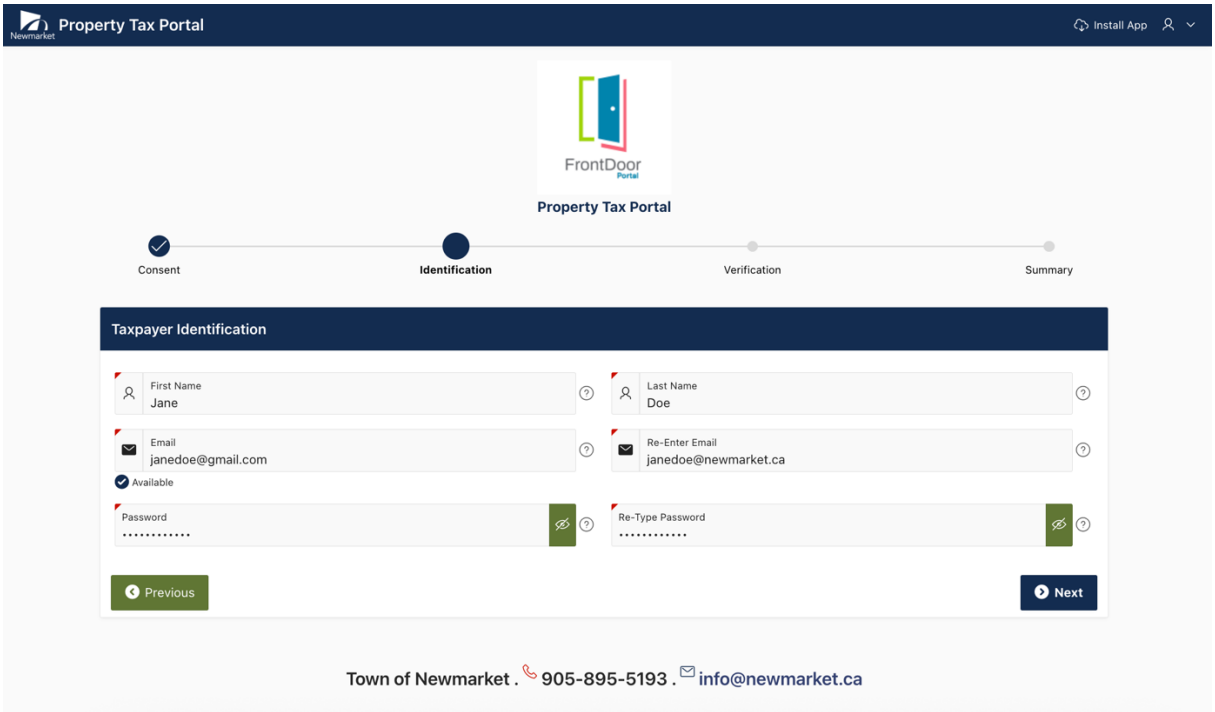
- Access the Portal Online
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How to Register for an Account

1. Click **Register Now** to register for an account.

2. Review the terms and conditions under **Taxpayer Consent. Click the checkboxes** if you agree with the terms, then **click next.**

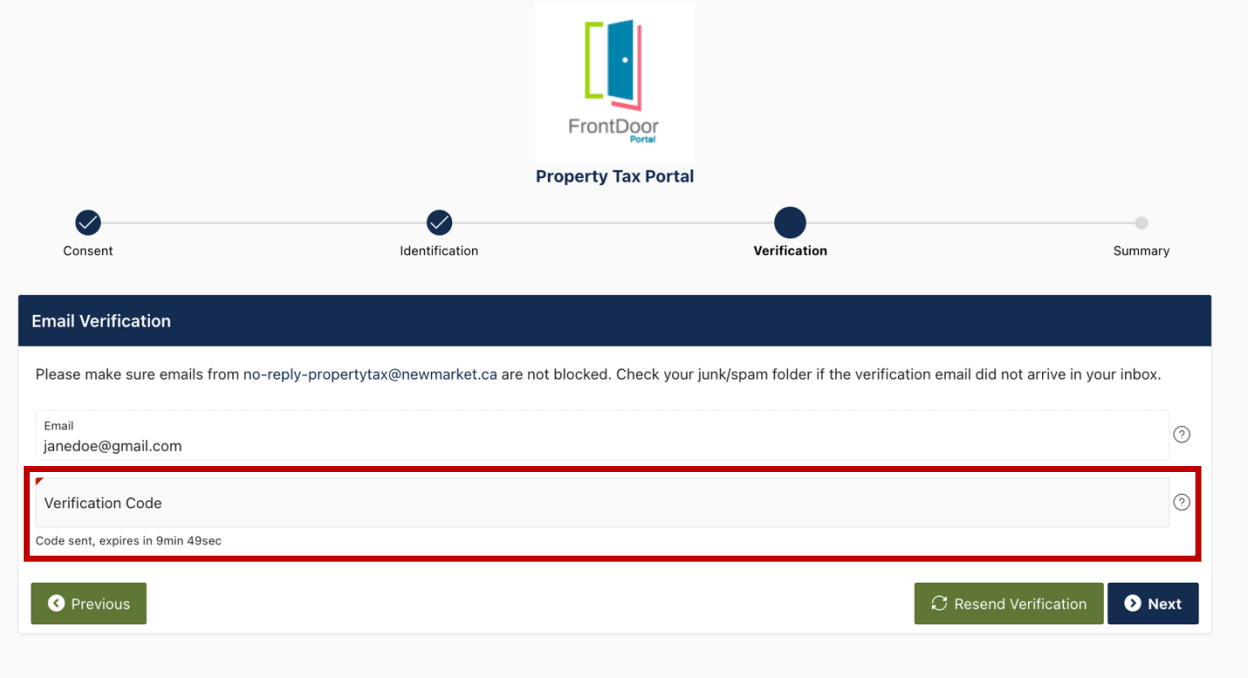
3. Under **Taxpayer Identification**, enter your **First Name**, **Last Name**, **Email Address** and **password**. The email address will be used as your login. **Click Next.**



4. You will be asked to verify your email. A **verification code** will be sent to the email that you inputted on the previous screen. Navigate to your email, log in, and locate the verification email sent from no-reply-propertytax@newmarket.ca

5. Input **the one-time access code** from the verification email into the **Verifcation Code** box and click **Next**. Your account is now registered, and you can now log in to your account.

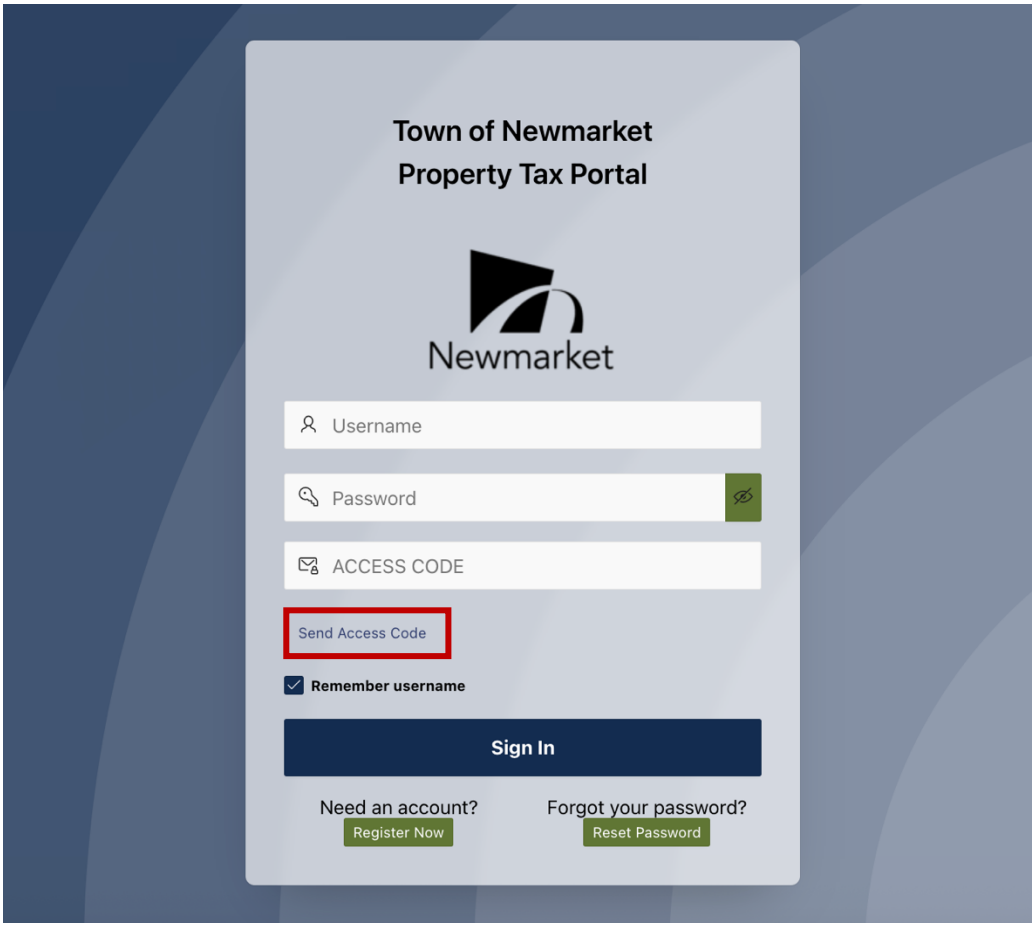
Note: Once you register for an account, **please link a property to your tax account within 24 hours** of registering for an account. Failure to link a tax account within 24 hours will result in the account being deleted and the user will be required to re-register for an account.



Have additional questions, please contact the Town of Newmarket at 905-895-5193 or email info@newmarket.ca.

How to Log in to your Account

1. Input the email that you used to sign up for the Property Tax Portal
2. Input your password



3. Click **Send Access Code** (located below the Access Code box)
4. A **one-time access code** will be sent to the email that you used to register for an account. If you do not see the email in your inbox, please check your **Junk Mail** folder.

   Note: The access code sent to your email will expire in 10 minutes. If the access code has expired, please repeat steps 1 to 3 above.

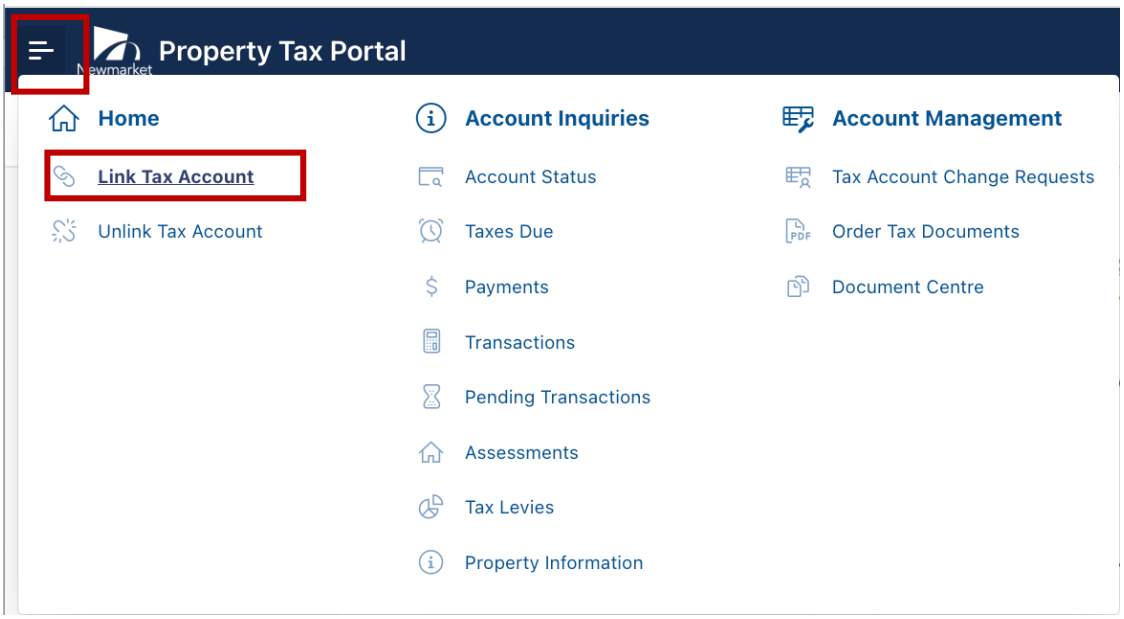
5. Input the access code into the login screen and click **Sign In** to access your account.

Have additional questions, please contact the Town of Newmarket at 905-895-5193 or email info@newmarket.ca.

How to link a property to your Property Tax Portal

Note: Please link your tax account within 24 hours of registering for an account. Failure to link a tax account within 24 hours will result in the account being deleted and the user will be required to re-register for an account.

1. Click **Link Tax Account** to link a property to your account. You can also access Link Tax Account by clicking the menu button located in the top left-hand corner.

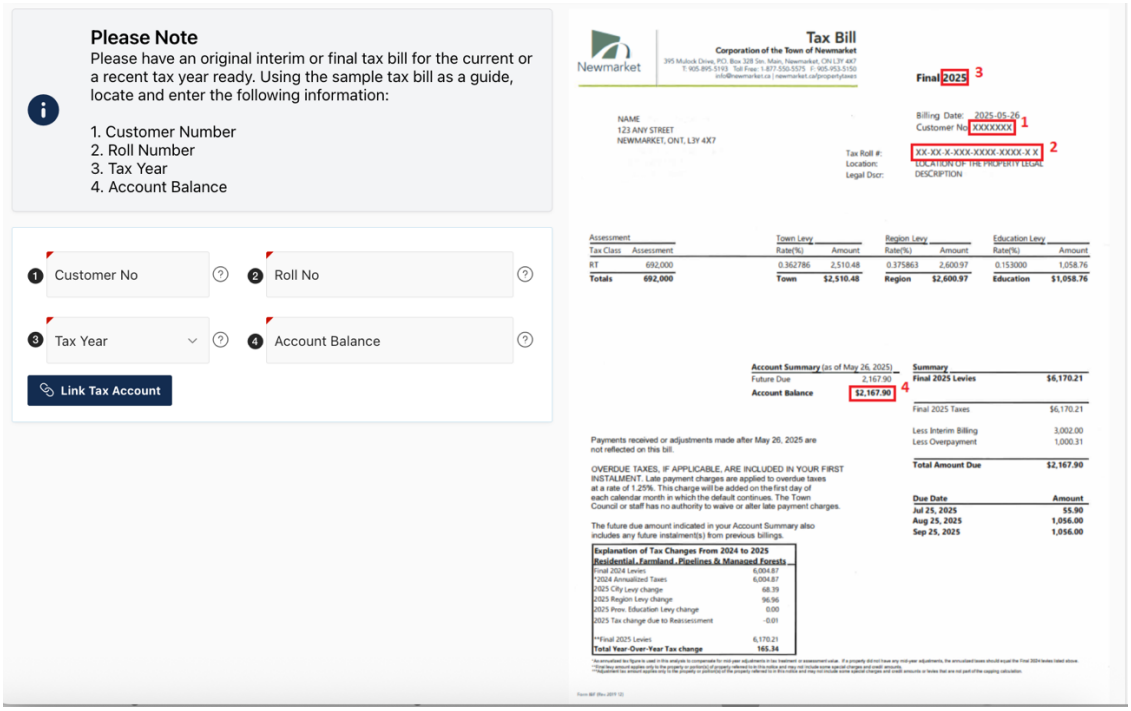


2. You will need to have a copy of a previous tax bill to link your account
3. Input the:
    a. Customer Number
    b. Roll Number
    c. Tax Year (of the tax bill that you have)
    d. Account Balance

If all the information matches, click **Link Tax Account**, and your account will be linked to your property.

Note: Please note that you can link a property to more than one email.

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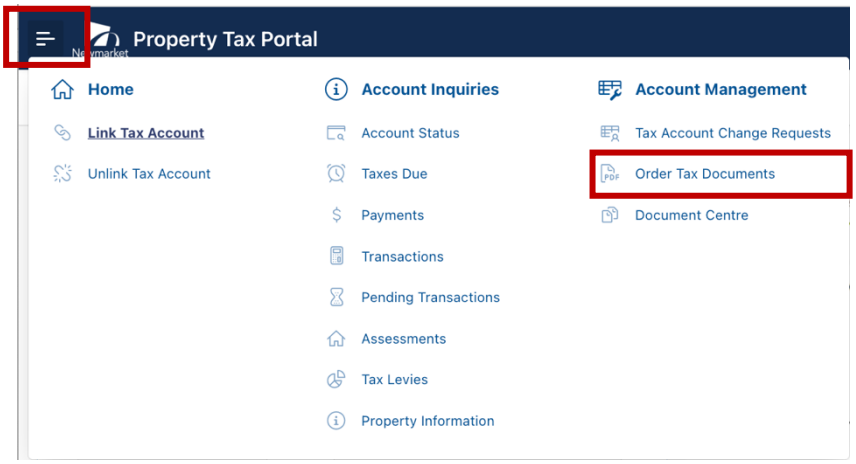


How to Request Tax Documents

At this time, property owners can only request the **Tax Statements or Tax Receipts** online. All other document requests can be completed by contacting taxes@newmarket.ca. More features will be added online in the later stages as the portal is updated.

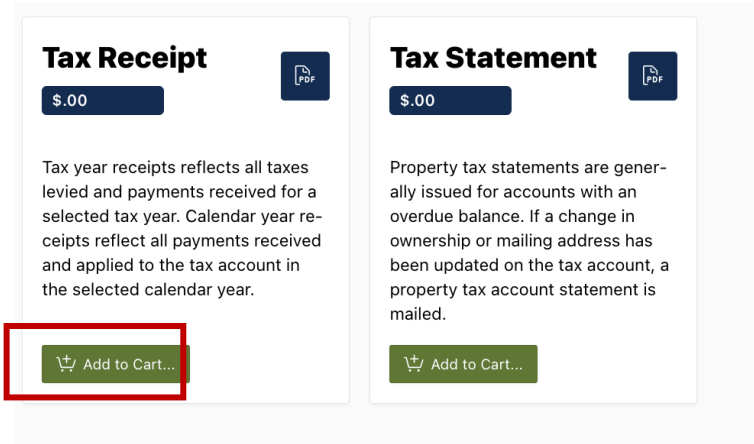
Property tax statements are generally issued for accounts with an overdue balance or if there is a change in ownership or change in mailing address. There is no cost to request a Tax Statement online.

1. Click the **menu button** located on the top left-hand corner of the window. You can click on **Account Management** and select **Order Tax Documents** as well.

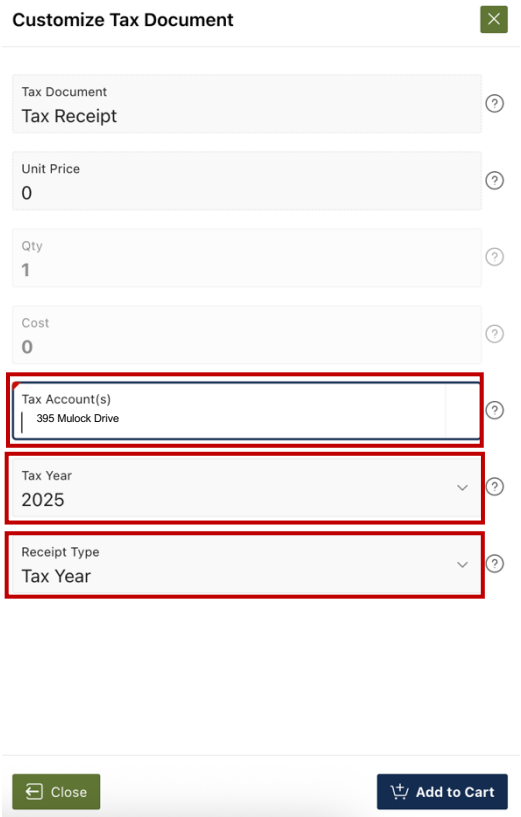


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2. Select the document that you want to obtain and click on the shopping cart icon to add the document to your card. Currently, there is no cost to order a **Tax Receipt** or a **Tax Statement.**



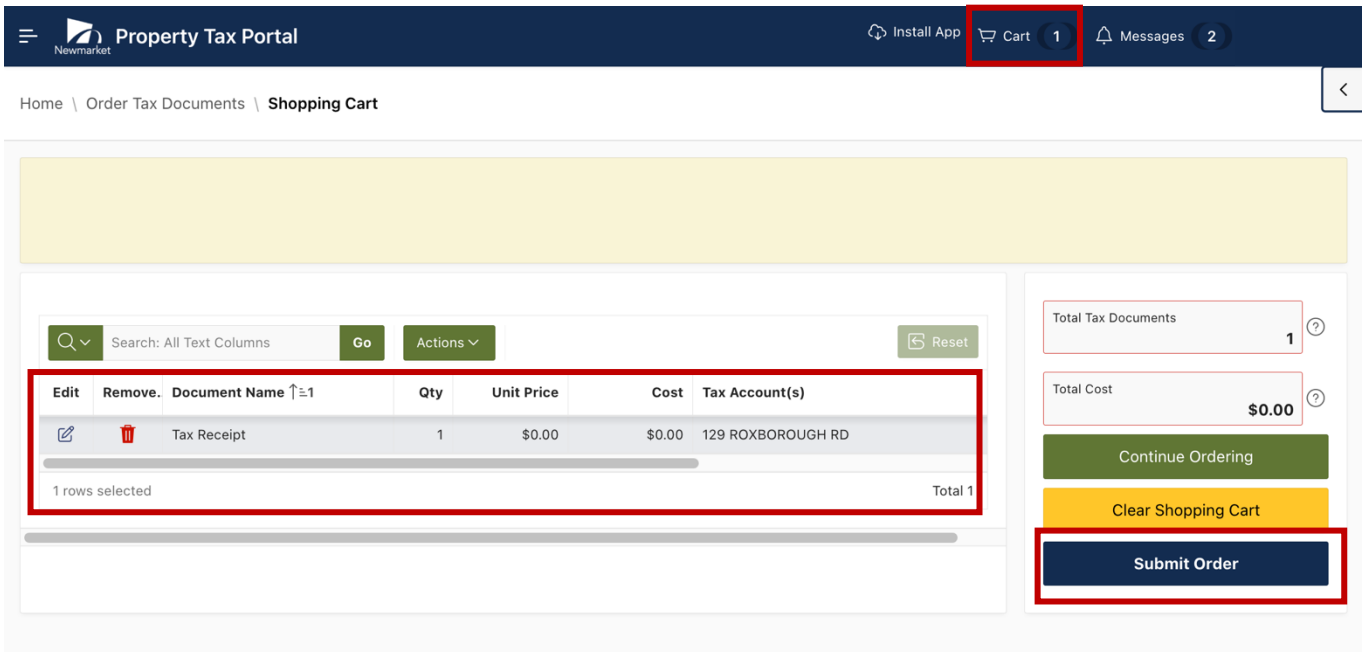
3. Select the **Tax Year** for the Tax Statement that you would like to order and select **Add to Cart.**



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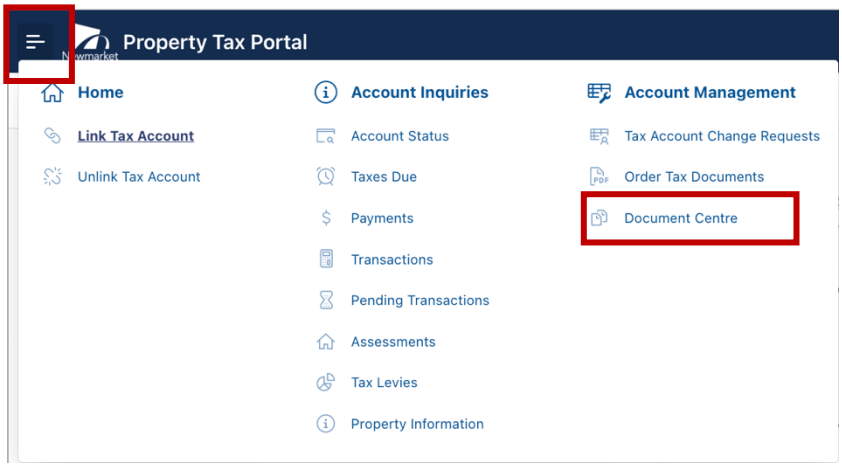
4. Click on the **cart icon**, located at the top of the window and verify the documents that are you looking to obtain.

   Click **Submit Order** once you are happy with the request shown on the screen.



5. Once the order is submitted, you will receive an email verifying your request. **It can take up to 36 hours for the tax statement to be delivered to your account.**

6. When the Tax Statement is ready, it can be viewed in your **Document Centre.**



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