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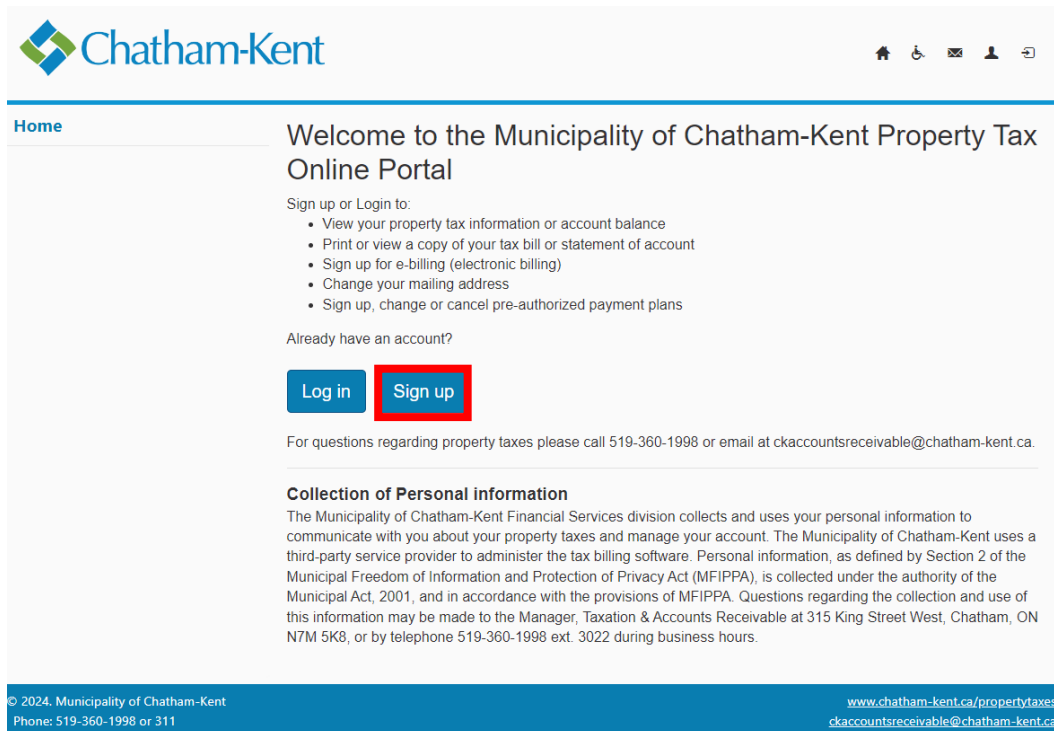
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How to Sign Up for the Online Portal

Signing up for the online portal will allow you to log in and:

- View your property tax information or account balance
- Print or view a copy of your tax bill or statement of account
- Sign up for electronic billing
- Change your mailing address
- Sign up, change or cancel pre-authorized payment plans

1. Select 'Sign up' as identified below.



The screenshot shows the Chatham-Kent Property Tax Online Portal. At the top left is the Chatham-Kent logo. To the right are navigation icons for home, accessibility, email, user profile, and a refresh button. Below the logo is a 'Home' link. The main heading reads 'Welcome to the Municipality of Chatham-Kent Property Tax Online Portal'. Underneath, it says 'Sign up or Login to:' followed by a bulleted list of services: 'View your property tax information or account balance', 'Print or view a copy of your tax bill or statement of account', 'Sign up for e-billing (electronic billing)', 'Change your mailing address', and 'Sign up, change or cancel pre-authorized payment plans'. Below this list is the question 'Already have an account?' and two buttons: 'Log in' and 'Sign up'. The 'Sign up' button is highlighted with a red border. Below the buttons is a line of text: 'For questions regarding property taxes please call 519-360-1998 or email at ckaccountsreceivable@chatham-kent.ca'. A section titled 'Collection of Personal information' follows, explaining that the municipality collects personal information for tax services and is subject to the MFIPPA. At the bottom, a blue footer contains the copyright notice '© 2024, Municipality of Chatham-Kent', the phone number '519-360-1998 or 311', and the website 'www.chatham-kent.ca/propertytaxes' and email 'ckaccountsreceivable@chatham-kent.ca'.


2. Next you will be required to create a login which will be used each time you log in to the online portal. A valid email address and password is required. Passwords must meet the following criteria:
 1. Must contain a number.
 2. Must contain a lower case letter.
 3. Must contain an upper-case letter.
 4. Must contain one of the following special characters: ~!@#\$%^&*()_-=+{}[]|;:<>,.?`
 5. Must be at least 12 characters in length.

Once the required fields have been filled in, select 'Create New User' as identified below.

Create New User

* = Required

1. Password must contain a number.
2. Password must contain a lower case letter.
3. Password must contain an upper case letter.
4. One of the following special characters must be used: ~!@#\$%^&*()_-=+{}[]|;:<>,.?`
5. Password must be at least 12 in length.



Login

* Email Address:

* Confirm eMail Address:

* Password:

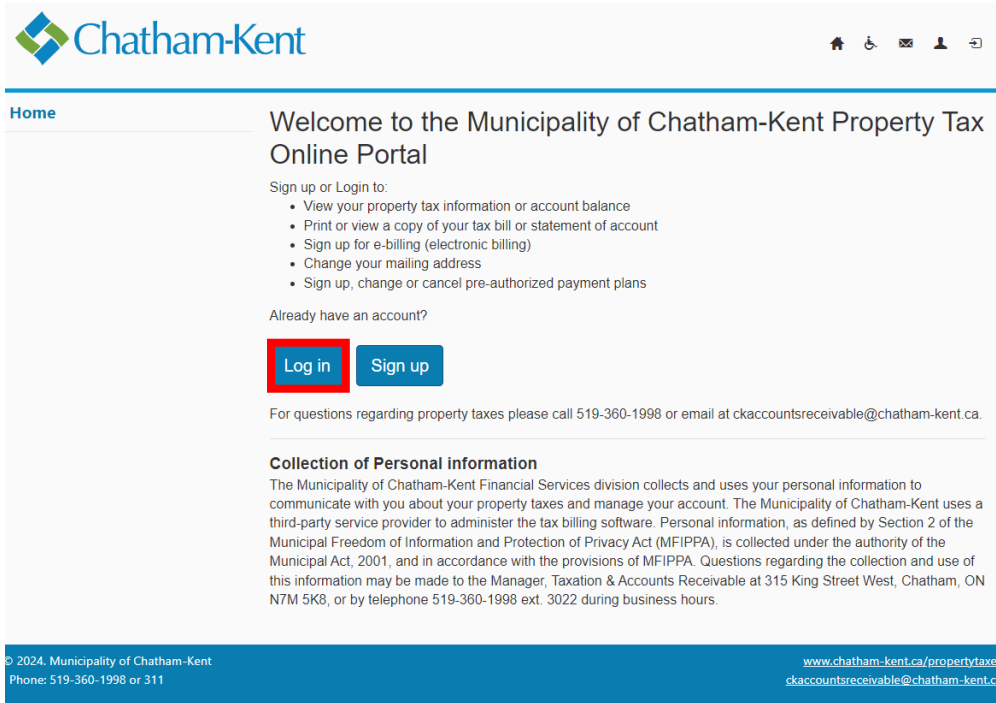
* Confirm Password:

[Create New User](#)

Once 'Create New User' has been selected, you will receive a confirmation email containing a link to enable your account. Click the link provided in the confirmation email to verify the log in. From there, you will be directed to log in to the online portal.

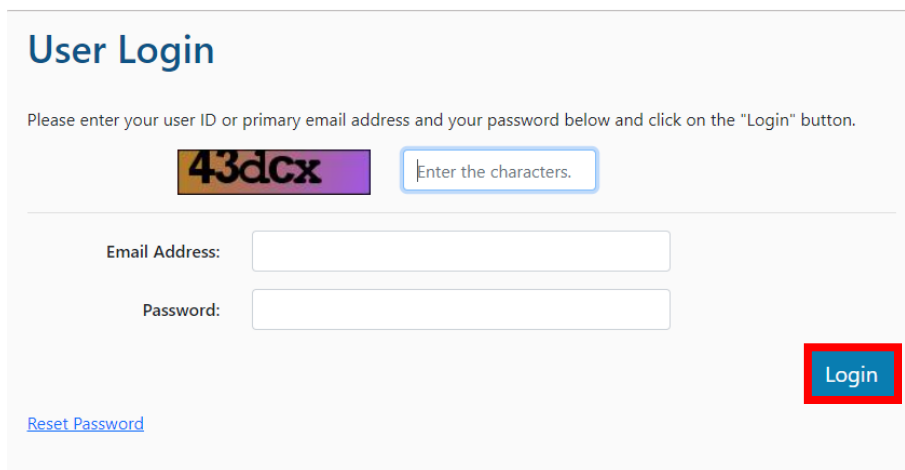
Logging in to the Online Portal

1. Select 'Log in' as identified below.



The screenshot shows the Chatham-Kent Property Tax Online Portal. At the top left is the Chatham-Kent logo. The main heading is "Welcome to the Municipality of Chatham-Kent Property Tax Online Portal". Below this, there is a "Sign up or Login to:" section with a list of services: View your property tax information or account balance, Print or view a copy of your tax bill or statement of account, Sign up for e-billing (electronic billing), Change your mailing address, and Sign up, change or cancel pre-authorized payment plans. Below the list is a link "Already have an account?". Two buttons, "Log in" and "Sign up", are displayed. The "Log in" button is highlighted with a red box. Below the buttons is contact information: "For questions regarding property taxes please call 519-360-1998 or email at ckaccountsreceivable@chatham-kent.ca". A "Collection of Personal information" section follows, detailing the use of personal information for tax services. The footer contains copyright information for 2024 and contact details.

2. Enter your login credentials in the email address and password fields followed by the character verification field. Once complete, select 'Login' as identified below.



The screenshot shows the "User Login" page. It includes a heading "User Login" and a prompt: "Please enter your user ID or primary email address and your password below and click on the 'Login' button." Below the prompt is a character verification field displaying "43dcx" and a text input field labeled "Enter the characters.". There are two input fields: "Email Address:" and "Password:". A "Login" button is located at the bottom right and is highlighted with a red box. A "Reset Password" link is located at the bottom left.

3. A verification code will be required on the next screen you are directed to. This verification code is retrieved through an email that is sent to the email address used in your login credentials.

The verification code from the email you received will need to be entered into the 'verification code' field as shown below.

Example of verification code email:

This is an email from the Municipality of Chatham-Kent Property Tax department. In order to complete your login you must enter the Verification Code below into the Verification Screen.

Verification Code **887785**.

If you have any questions, please give us a call at 519-360-1998 or email ckaccountsreceivable@chatham-kent.ca

Learn more about property taxes at www.chatham-kent.ca/propertytaxes

Once completed, select 'Continue Login' to complete the log in process.

Chatham-Kent

Home

User Verification Code

* = Required

A verification code was sent to your email. Enter the code from the email below to complete your login.

* Verification Code:

© 2024, Municipality of Chatham-Kent
Phone: 519-360-1998 or 311

www.chatham-kent.ca/propertytaxes
ckaccountsreceivable@chatham-kent.ca

Adding a Tax Account

1. Select 'Add Account' as identified below.

The screenshot shows the Chatham-Kent Property Tax Online Portal. The navigation menu on the left includes 'Home', 'Add Account' (highlighted with a red box), and 'Account List'. The main content area displays a welcome message and a list of navigation options: 'Add Account', 'Account List', 'Account Information', 'Contacts & Delivery Methods', and 'Pre-Authorized Payments'. A footer contains copyright information and contact details.

2. Enter in the roll number, access code and owner name fields. The data entered in these fields will be specific to your property/properties and can be located on the top of your most recent tax notice or ownership change letter. It is important to enter the information exactly how it is displayed on the notice you are referring to. Once complete, select 'Register' as identified below.

The screenshot shows the 'Tax Account Registration' form. The navigation menu on the left includes 'Home', 'Add Account' (highlighted with a red box), and 'Account List'. The main content area contains the registration form with the following fields: 'Roll Number' (3650 123 456 78910 0000), 'Access Code' (123456), and 'Owner Name' (SMITH JOHN JAMES). Each field has a green checkmark indicating it is valid. A 'Register' button is highlighted with a red box. A footer contains copyright information and contact details.

Once you have completed the tax account registration, you will be directed to the account information page for the recently registered tax account.

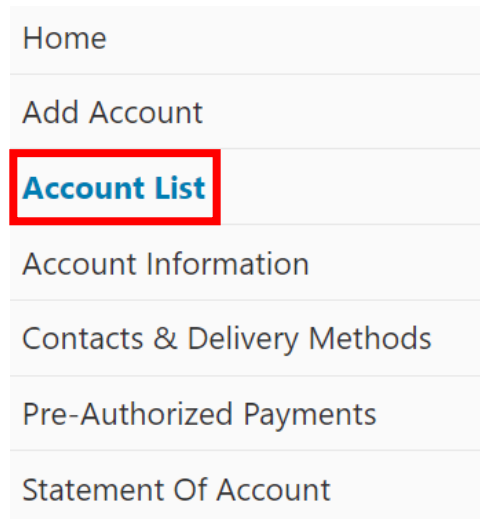
Viewing your Tax Account

Once your tax account has been registered, you are able to view it through the online portal. If you have not registered your tax account, please refer to the steps outlined in 'Adding a Tax Account' on [page 6](#).

If only one tax account is registered, each time you log in to the portal you will be brought straight to the account information page for the tax account.

If multiple tax accounts are registered:

1. Select the 'Account List' from the directory on the left as shown below.



2. Select the tax account number link as identified below to view the desired tax account information. This link will direct you to the account information page specific to the tax account previously selected.

The below information is readily available on the account information page:

- Current assessed value
- Account balances owing
- Transactions summary
- PDF version of tax notices issued



Account List

These are the tax accounts already registered under your profile.

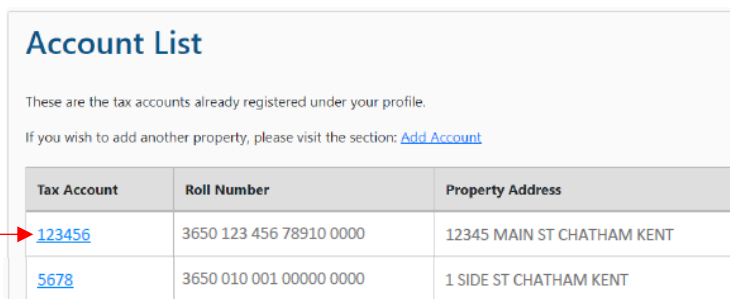
If you wish to add another property, please visit the section: [Add Account](#)

Tax Account	Roll Number	Property Address
123456	3650 123 456 78910 0000	12345 MAIN ST CHATHAM KENT
5678	3650 010 001 00000 0000	1 SIDE ST CHATHAM KENT

Contacts and Delivery Methods

Through the contacts and delivery methods page delivery methods and mailing address change requests can be actioned.

1. Log in using your credentials previously created. For additional steps on logging in, please refer to the 'Logging in' steps outlined on [page 4](#).
2. Select the tax account number link as identified below to view or amend the desired tax account contact and delivery methods.



The screenshot shows the 'Account List' page with a red arrow pointing to the '123456' link in the first row of the table.

Tax Account	Roll Number	Property Address
123456	3650 123 456 78910 0000	12345 MAIN ST CHATHAM KENT
5678	3650 010 001 00000 0000	1 SIDE ST CHATHAM KENT

3. Select the 'Contacts & Delivery Methods' tab displayed on the left as identified below.

The screenshot shows the Chatham-Kent website interface. The left sidebar contains a navigation menu with the following items: Home, Add Account, Account List, Account Information, **Contacts & Delivery Methods** (highlighted with a red box), Pre-Authorized Payments, and Statement Of Account. The main content area is titled 'Contacts and Delivery Methods' and displays the following information:

Roll Number: 3650 010 001 00000
0000
Property Address: 1 SIDE ST
CHATHAM KENT

Account Contacts and Notice Delivery

Tax Notice Delivery Method:	Paper Billing	Letters & Other Notices:	Paper Billing
Mailing Address:	1 SIDE ST CHATHAM KENT N7M 5K8	Mailing Address:	1 SIDE ST CHATHAM KENT N7M 5K8

[Update Delivery Methods](#) [Request Mailing Address Change](#)

Contacts on this Account

Relationship to Account	Name	Email Address
Owner	SMITH JOHN JAMES	

Showing 1 to 1 of 1 entries

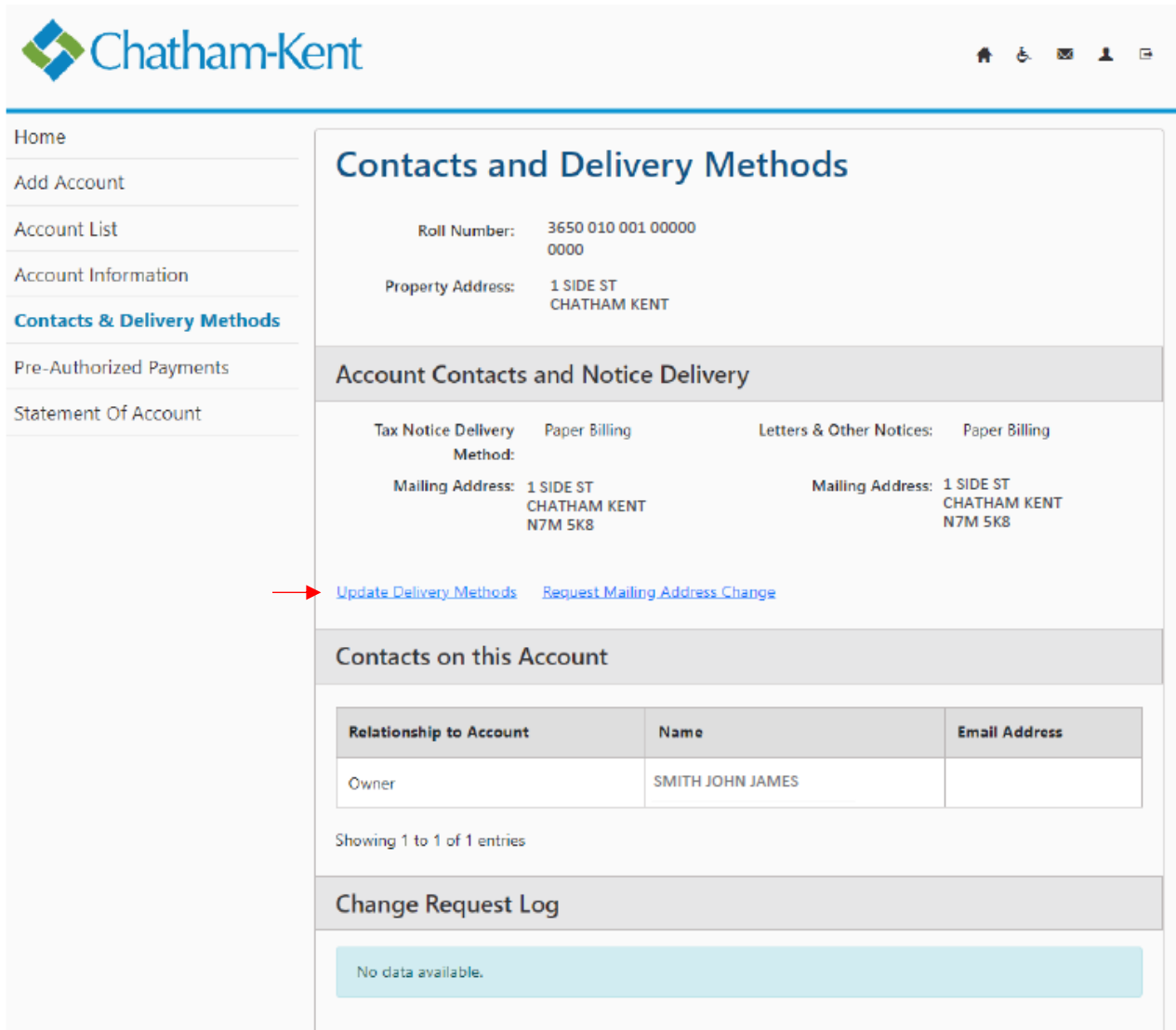
Change Request Log

No data available.

From here, you will have the option to update your delivery method to paper billing or e-billing, as well as submitting a request to update your mailing address.

Updating Delivery Methods

1. Select 'Update Delivery Methods' as identified in red below.



Chatham-Kent

Home
Add Account
Account List
Account Information
Contacts & Delivery Methods
Pre-Authorized Payments
Statement Of Account

Contacts and Delivery Methods

Roll Number: 3650 010 001 00000
0000

Property Address: 1 SIDE ST
CHATHAM KENT

Account Contacts and Notice Delivery

Tax Notice Delivery Method:	Paper Billing	Letters & Other Notices:	Paper Billing
Mailing Address:	1 SIDE ST CHATHAM KENT N7M 5K8	Mailing Address:	1 SIDE ST CHATHAM KENT N7M 5K8

[Update Delivery Methods](#) [Request Mailing Address Change](#)

Contacts on this Account

Relationship to Account	Name	Email Address
Owner	SMITH JOHN JAMES	

Showing 1 to 1 of 1 entries

Change Request Log

No data available.

- Select the drop down arrow for the 'Tax Notice Delivery Method' field as indicated in red below to select the preferred tax notice delivery method specific to the tax account previously selected. Complete the change by selecting the 'Save' button as indicated in red below. **Please note:** this process will need to be completed for any additional properties requiring this change, it does not update the delivery method for all of your tax accounts at once.

Once the change has been completed, a confirmation email will be sent to the email address on file.

Chatham-Kent Home Accessibility Contact Us My Profile Logoff

Home
Add Account
Account List
Account Information
Contacts & Delivery Methods
Pre-Authorized Payments
Statement Of Account

Contacts and Delivery Methods

Roll Number: 3650 010 001 00000
0000

Property Address: 1 SIDE ST
CHATHAM KENT

Account Contacts and Notice Delivery

* = Required

* Tax Notice Delivery Method: Paper Billing

* Letters & Other Notices: Paper Billing

Mailing Address: 1 SIDE ST
CHATHAM KENT
N7M 5K8

Mailing Address: 1 SIDE ST
CHATHAM KENT
N7M 5K8

Cancel Save

Contacts on this Account

Relationship to Account	Name	Email Address
Owner	SMITH JOHN JAMES	

Showing 1 to 1 of 1 entries

Requesting a Mailing Address Change

1. Select 'Request Mailing Address Change' as identified in red below.

The screenshot shows the Chatham-Kent website interface. The top navigation bar includes the Chatham-Kent logo and utility icons. A left sidebar contains menu items: Home, Add Account, Account List, Account Information, **Contacts & Delivery Methods**, Pre-Authorized Payments, and Statement Of Account. The main content area is titled 'Contacts and Delivery Methods' and shows account details: Roll Number: 3650 010 001 00000 0000 and Property Address: 1 SIDE ST CHATHAM KENT. Below this is a section for 'Account Contacts and Notice Delivery' with details for Tax Notice Delivery, Paper Billing, Letters & Other Notices, and Paper Billing, all with a mailing address of 1 SIDE ST CHATHAM KENT N7M 5K8. Two links are provided: 'Update Delivery Methods' and 'Request Mailing Address Change', with a red arrow pointing to the latter. A 'Contacts on this Account' table lists one contact: SMITH JOHN JAMES, Owner. A 'Change Request Log' section at the bottom indicates 'No data available.'

2. Populate the updated mailing address information in the below required fields as indicated in red. 'Include additional delivery information' can be selected to indicate a care of name in the mailing address. **It is important to review the additional information included in the blue box while completing your request prior to submission.** Once complete, select 'Send Request' to complete the process.

- Home
- Add Account
- Account List
- Account Information
- Contacts & Delivery Methods
- Pre-Authorized Payments
- Statement Of Account

Request Mailing Address Change

Roll Number: 3650 010 001 00000
0000

Property Address: 1 SIDE ST
CHATHAM KENT

Please note that changing your mailing address will also update it for all your tax accounts linked to your contact profile listed below. By submitting your mailing address request through this portal, you consent to sharing this information with the Municipal Property Assessment Corporation (MPAC).

Tax Account: 123456 and Roll Number: 3650 123 456 78910 0000

* = Required

→ * Country Format

Canada USA International

Include additional delivery information

→ * Unit-Street Address

Unit-Street Address

Description of the unit street address.

RR/Box/Str/etc.

RR/Box/Str/etc.

Description of rural route, post office.

→ * City

City

→ * Province

Province

→ * Postal Code

Postal Code

Notes

Add any notes, comments or additional information as needed for your request.

By submitting your mailing address request through this portal, you consent to sharing this information with the Municipal Property Assessment Corporation (MPAC).

[Cancel](#)

[Send Request](#)

Canceling a Mailing Address Change Request

1. Select the tax account number link as identified below.

Account List

These are the tax accounts already registered under your profile.

If you wish to add another property, please visit the section: [Add Account](#)

Tax Account	Roll Number	Property Address
123456	3650 123 456 78910 0000	12345 MAIN ST CHATHAM KENT
5678	3650 010 001 00000 0000	1 SIDE ST CHATHAM KENT

2. Select the 'Contacts & Delivery Methods' tab displayed on the left as identified below.

Chatham-Kent

Home
Add Account
Account List
Account Information
Contacts & Delivery Methods
Pre-Authorized Payments
Statement Of Account

Contacts and Delivery Methods

Roll Number: 3650 010 001 00000 0000
Property Address: 1 SIDE ST CHATHAM KENT

Account Contacts and Notice Delivery

Tax Notice Delivery Method: Paper Billing Letters & Other Notices: Paper Billing

Mailing Address: 1 SIDE ST CHATHAM KENT N7M 5K8 Mailing Address: 1 SIDE ST CHATHAM KENT N7M 5K8


[Update Delivery Methods](#) [Request Mailing Address Change](#)

Contacts on this Account

Relationship to Account	Name	Email Address
Owner	SMITH JOHN JAMES	


Showing 1 to 1 of 1 entries

3. Navigate to the bottom of the 'Contacts and Delivery Methods' tab to view the 'Change Request Log'. Select 'Cancel' beside the mailing address change request that is being cancelled as identified in red below.

Change Request Log							
Reference	Request	Details	Request Date	Status	Status Date	Response	
1000000	Mailing Address Change	1 SIDE ST CHATHAM KENT N7M 5K8	10/15/2024	Pending	10/15/2024		Cancel 

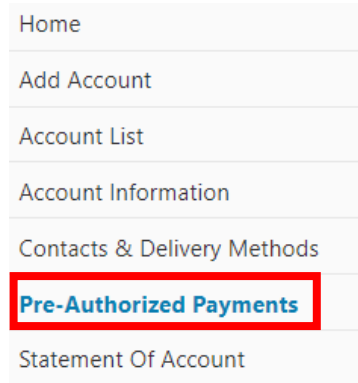
4. You will be asked to confirm the cancellation through the below prompt. Select 'Confirm Cancel'. Your mailing address change request is now cancelled. You will also receive a confirmation email.

Confirm Cancel Address Change Request

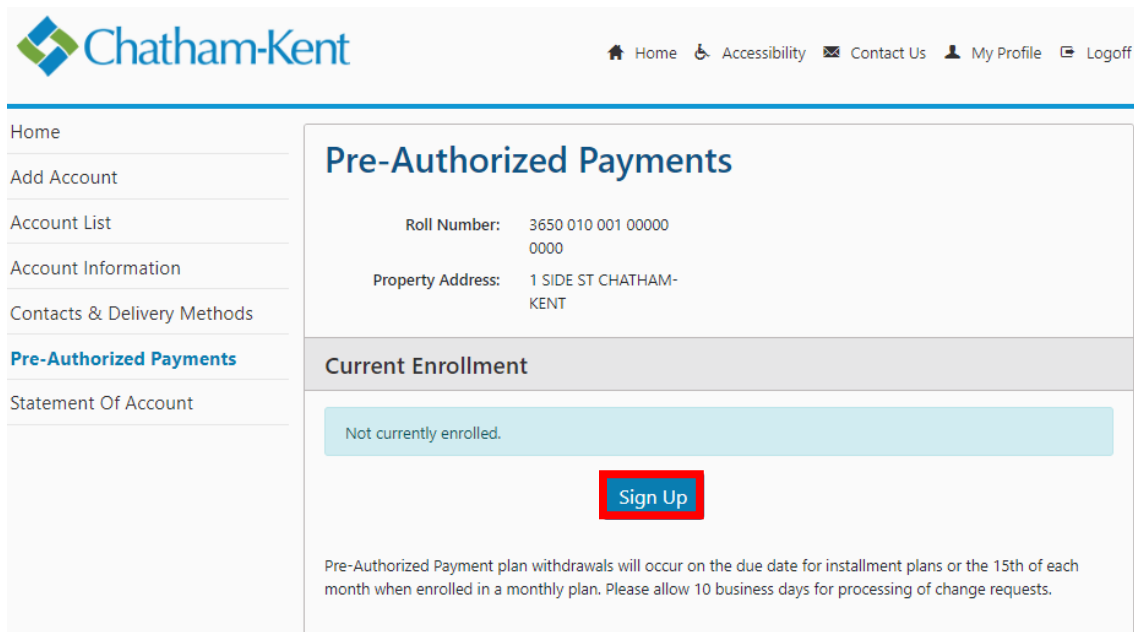
 Are you sure you wish to cancel this Address Change Request?

Enrolling in Pre-Authorized Payments

1. For instances where you own more than one property, first select the applicable tax account from the 'Account List' that you wish to enroll in pre-authorized payments.
2. Select the 'Pre-Authorized Payments' tab as identified in red below.



3. Select the 'Sign Up' button as identified in red below.



The screenshot shows the Chatham-Kent website interface. The header includes the Chatham-Kent logo and navigation links: Home, Accessibility, Contact Us, My Profile, and Logoff. A left sidebar contains a menu with the following items: Home, Add Account, Account List, Account Information, Contacts & Delivery Methods, Pre-Authorized Payments (highlighted in blue), and Statement Of Account. The main content area is titled 'Pre-Authorized Payments' and displays the following information:

- Roll Number: 3650 010 001 00000000
- Property Address: 1 SIDE ST CHATHAM-KENT

Below this information is a section titled 'Current Enrollment' with a light blue background and the text 'Not currently enrolled.' A red-bordered 'Sign Up' button is centered below this text. At the bottom of the page, there is a note: 'Pre-Authorized Payment plan withdrawals will occur on the due date for installment plans or the 15th of each month when enrolled in a monthly plan. Please allow 10 business days for processing of change requests.'

4. Next you will be directed to select which pre-authorized payment plan you would like to enroll in, fill in your banking details and attach either a void cheque or a completed pre-authorized payment form from your financial institution. Terms and conditions and important plan details are outlined here as well for your review. Once reviewed, you will be required to agree to the terms and conditions. Select the save button at the bottom of the page to complete enrollment.

Pre-Authorized Payments Enroll

Roll Number: 3650 010 001 00000
0000

Property Address: 1 SIDE ST CHATHAM-
KENT

Enroll in Pre-Authorized Payment Plan

* = Required

→ * Pre-Authorized Payment Plan → * Financial Institution

Must not be empty. [Where can I find this](#)

→ * Branch Transit → * Account

[Where can I find this](#) [Where can I find this](#)

→ * Attachment

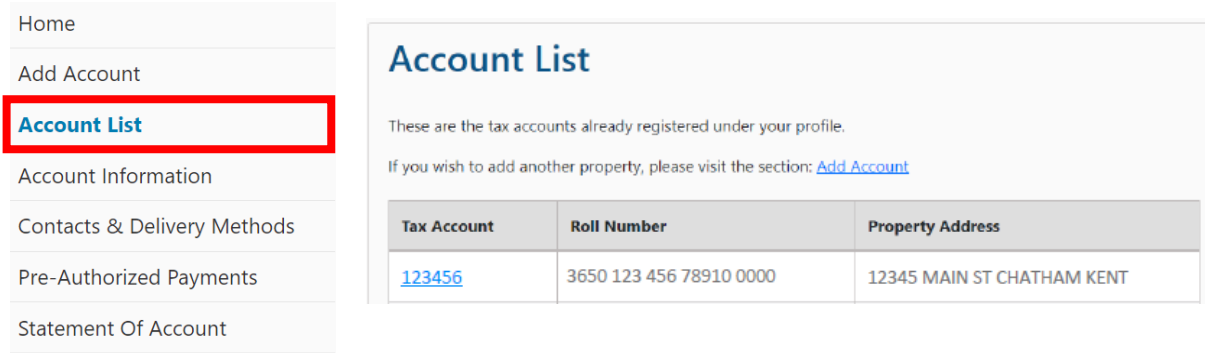
Attach a scan/image of a void cheque or a completed pre-authorized payment form from your financial institution.

Notes

Add any notes, comments, or additional information as needed for your request.

Updating Pre-Authorized Payment Plan Banking Information

1. For instances where you own more than one property, first select the applicable tax account from the 'Account List' that you wish to update.



Home

Add Account

Account List

Account Information

Contacts & Delivery Methods

Pre-Authorized Payments

Statement Of Account

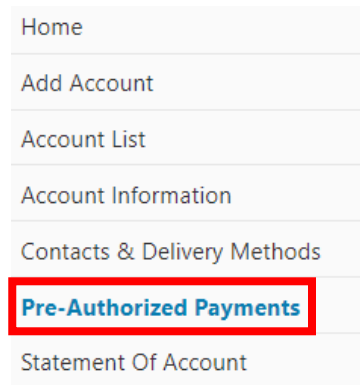
Account List

These are the tax accounts already registered under your profile.

If you wish to add another property, please visit the section: [Add Account](#)

Tax Account	Roll Number	Property Address
123456	3650 123 456 78910 0000	12345 MAIN ST CHATHAM KENT

2. Select the 'Pre-Authorized Payments' tab as identified in red below.



Home

Add Account

Account List

Account Information

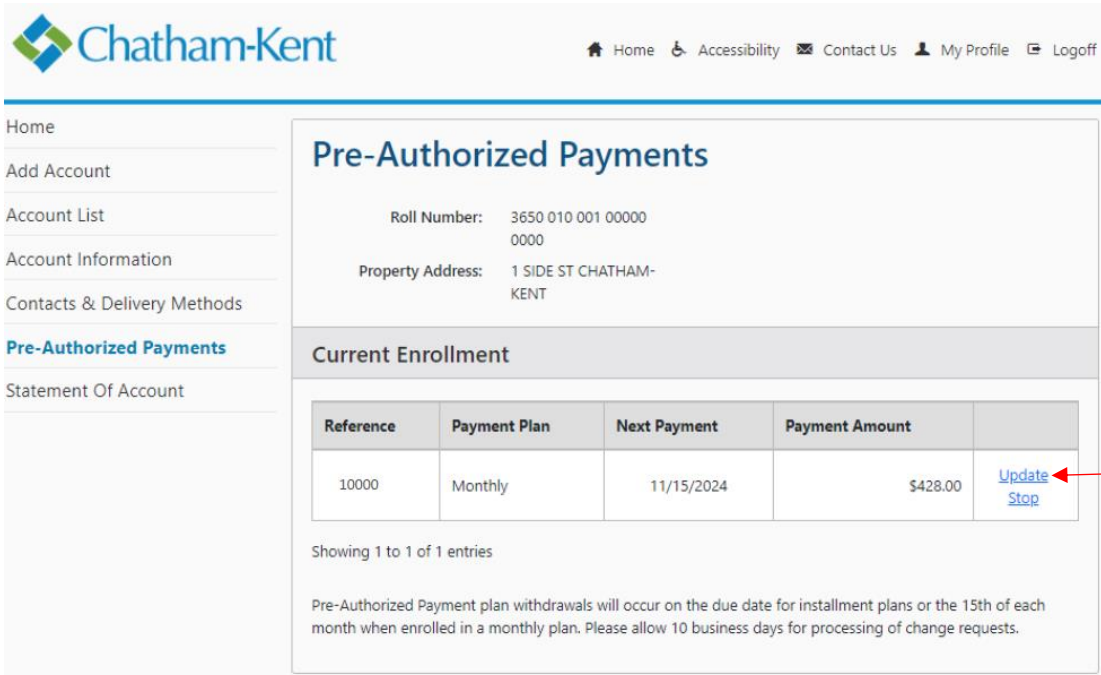
Contacts & Delivery Methods

Pre-Authorized Payments

Statement Of Account



3. Select 'Update' as identified below to update your banking information.



The screenshot shows the Chatham-Kent website interface. At the top left is the Chatham-Kent logo. To the right are navigation links: Home, Accessibility, Contact Us, My Profile, and Logoff. On the left side, there is a vertical menu with options: Home, Add Account, Account List, Account Information, Contacts & Delivery Methods, Pre-Authorized Payments (highlighted in blue), and Statement Of Account. The main content area is titled "Pre-Authorized Payments" and displays the following information:

Roll Number: 3650 010 001 00000
0000
Property Address: 1 SIDE ST CHATHAM-KENT

Current Enrollment

Reference	Payment Plan	Next Payment	Payment Amount	
10000	Monthly	11/15/2024	\$428.00	Update Stop

Showing 1 to 1 of 1 entries

Pre-Authorized Payment plan withdrawals will occur on the due date for installment plans or the 15th of each month when enrolled in a monthly plan. Please allow 10 business days for processing of change requests.

A red arrow points to the "Update" link in the table.

4. Next you will be directed to fill in your banking details and attach either a void cheque or a completed pre-authorized payment form from your financial institution. Terms and conditions and important plan details are outlined here as well for your review. Once reviewed, you will be required to agree to the terms and conditions. Select the save button at the bottom of the page to complete the changes.

Pre-Authorized Payments Enroll

Roll Number: 3650 010 001 00000
0000

Property Address: 1 SIDE ST CHATHAM-
KENT

Update Pre-Authorized Payment Plan Details

* = Required

* Pre-Authorized Payment Plan	→	* Financial Institution
Monthly ✓		E.g. 123 Where can I find this?
→ * Branch Transit		* Account
E.g. 00001 Where can I find this?		E.g. 123456789 Where can I find this?
→ * Attachment		
Choose File	Browse	

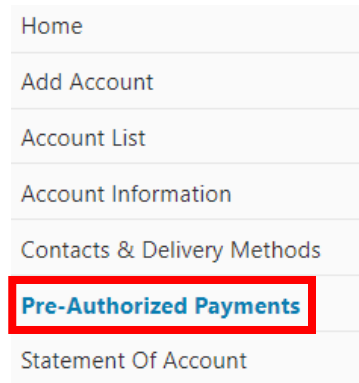
Attach a scan/image of a void cheque or a completed pre-authorized payment form from your financial institution.

Notes

Add any notes, comments, or additional information as needed for your request.

Canceling a Pre-Authorized Payment Plan

1. For instances where you own more than one property, first select the applicable tax account from the 'Account List' that you wish to cancel the pre-authorized payments for.
2. Select the 'Pre-Authorized Payments' tab as identified in red below.



3. Select 'Stop' as identified below to cancel the pre-authorized payment plan.

The screenshot shows the Chatham-Kent website interface. The top navigation bar includes the Chatham-Kent logo and links for Home, Accessibility, Contact Us, My Profile, and Logoff. A left sidebar contains a menu with 'Pre-Authorized Payments' selected. The main content area is titled 'Pre-Authorized Payments' and displays the following information:

Roll Number: 3650 010 001 00000
0000
Property Address: 1 SIDE ST CHATHAM-KENT

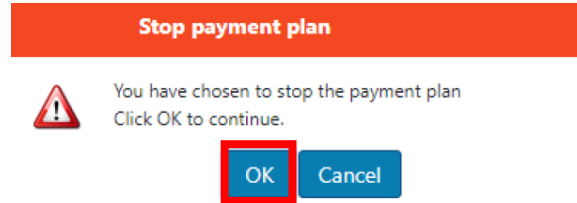
Current Enrollment

Reference	Payment Plan	Next Payment	Payment Amount	
10000	Monthly	11/15/2024	\$428.00	Update Stop

Showing 1 to 1 of 1 entries

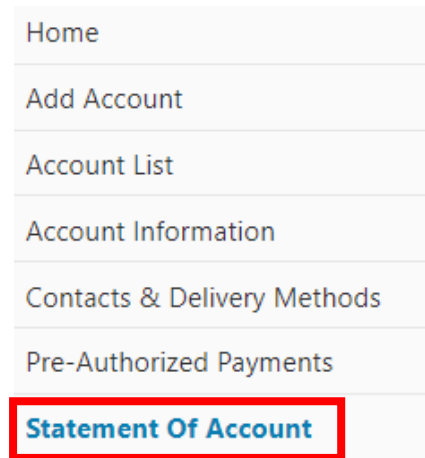
Pre-Authorized Payment plan withdrawals will occur on the due date for installment plans or the 15th of each month when enrolled in a monthly plan. Please allow 10 business days for processing of change requests.

4. Select 'OK' on the below pop-up to confirm you would like to cancel your pre-authorized payment plan.



Requesting a Statement of Account

1. For instances where you own more than one property, first select the applicable tax account from the 'Account List' that you wish to generate a statement of account for.
2. Select the 'Statement of Account' tab as indicated below.



3. Select 'Request New Statement of Account' as indicated below.

Statement of Account

Roll Number: 3650 010 001 00000
0000

Property Address: 1 SIDE ST CHATHAM-
KENT

Statement of Account Requests

No data available.

Request New Statement of Account

4. Next you will be required to fill in the start and end date range for transactions that should be displayed on the statement of account. For example, a statement of account showing all transactions on a tax account for 2024 would result in a start date of January 1st, 2024, and an end date of December 31st, 2024.

Please note: statement of account transactions are only available as far back as January 1st, 2021. If your property ownership start date follows January 1st, 2021, that will be the earliest start date available to select. For example, if your ownership start date is March 1st, 2022, that would be the earliest start date permitted. Once your date range is populated, select 'Submit Request' as indicated below to view the statement of account generated.

Request New Statement of Account



Roll Number: 3650 010 001 00000
0000

Property Address: 1 SIDE ST CHATHAM-
KENT

Request Form

To request a new Statement of Account, please enter the following details:

* = Required

* Start Date  * End Date 

The start date of the transaction history you are requesting. The end date of the transaction history you are requesting.

[Cancel](#) **Submit Request**

5. Select 'view statement' as identified below to view the statement of account requested. When viewing the statement of account, printing or saving a PDF copy to your device are available options.

Statement of Account

Roll Number: 3650 010 001 00000
0000

Property Address: 1 SIDE ST CHATHAM-
KENT

Statement of Account Requests

Reference	Statement Dates	Request Date	Status	Response	Actions
00003	10/01/2024 10/08/2024	10/21/2024	Completed	Your statement of account is available.	View Statement

Showing 1 to 1 of 1 entries

[Request New Statement of Account](#)