

## *Using your Virtual CityHall Account*

Welcome to Virtual CityHall.

To log into your account please visit our website at <http://www.city-plap.com> and click the Virtual CityHall Quick link on the right.



My Town: Here you can view details of your own Tax and Utility accounts, request a new Tax Certificate or view your historical Tax Certificates. This area requires your login information, the rest do not.

Property Search: Perform a quick search to find Roll Numbers, Assessment information and address details.

Dog Owner Search: Found a stray Dog or Cat? Click here to search for owner information based on tag or tattoo numbers.

Business Directory: Find a business information by search for a name, browsing categories or searching an address.

## How to use the My Town section of the website for Tax Certificates

Click the My Town link to get to the login page. Enter your account information and click 'Sign On'. Once logged in you will find the following options along the top of the page.

- [Display mortgage properties](#)
- [Request new tax certificates](#)
- [Review your historical tax certificates](#)
- [Change your password](#)
- [Review or edit your customer profile](#)

Click the *Request new tax certificate* link. You can search for the property you are looking for using either the Tax Roll number, address or Legal description of the property.

*\*Note there is a \$25.00 fee for each tax certificate that you generate, this fee is automatically billed to you when you generate a tax certificate. Once you have received your tax certificate you may return anytime to print it again at no cost.*

The website will display a list of matching results which will include the roll number, address, and legal description of the properties.

### [Property Search](#)

#### Tax certificate property search results

Tax roll #	Municipal address and legal description	Action
0168600.000	97 SASKATCHEWAN AVE E Lot 4/6 , Block , Plan 12 LINC #: 0 Title #: 83057	<ul style="list-style-type: none"><li><a href="#">Generate Tax Certificate</a></li></ul>

If you do not see the property you are looking for click *Property Search* to return to the search screen, otherwise click *Generate Tax Certificate* for the appropriate property. You will be taken to a Confirmation page with more details.

*\*Note you still have not been charged at this point.*

## Certificate Confirmation

You have chosen tax roll number **0168600.000**. Listed below are the property details of this tax roll.

### Property description

**Legal Description:** Lot 4/6 , Block , Plan 12

**Municipal Address:** 97 SASKATCHEWAN AVE E

**LINC/PIN Number:** 0

If you wish to proceed, you may key in your reference/file number (this is optional) and then click on the "Invoice Certificate" button or click "Cancel" to return to the search page.

### Important Note Prior To Requesting Your Certificate, Be Aware That:

- Your account with us will be charged **\$25.00**
- Once you click on "Invoice Certificate" do not click on the "Back" or "Refresh" button on your browser.
- The request certificate process can take up to 30 seconds.
- The certificate will automatically be displayed on-line for you to print from your browser.
- Should the certificate fail to appear on-line, please try again. If the process continues to fail, please [contact us](#)
- Should the certificate appear on-line, but you are not able to print a hard copy of the certificate, you may be able to print the [historical tax certificate](#) or you may [contact us](#) to forward the certificate to you.

Reference/File Number:

Invoice Certificate

Cancel

The confirmation page again lists the address, roll number and legal description of the property, please verify that this is the correct property.

You are provided a Reference/File Number field to enter your own tracking number for the certificate, this will be printed on the certificate and listed later in your historical tax certificates for your convenience.

Click the Invoice Certificate button to continue. **You will now be charged the \$25.00 fee** for the certificate and will be able to print it out immediately.

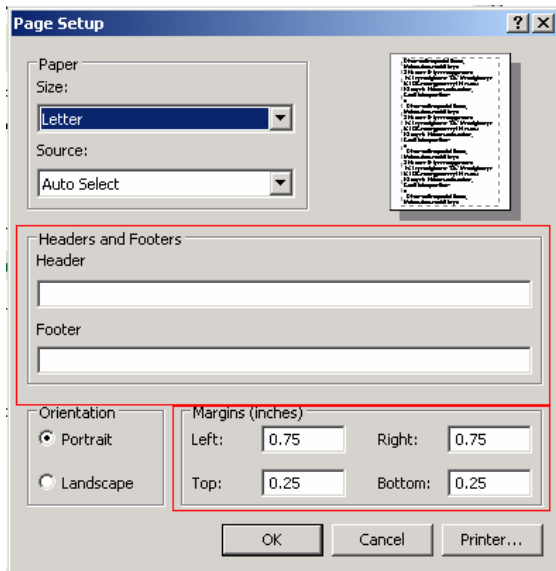
A page is displayed informing you of the generation of your certificate with a link to view and print it.

### Notes about Printing:

To properly print your certificate please note the following tips.

Turn off Internet Explorer Header and Footers and change the margins for the top and bottom of the page to 0.25 inches.

In Internet Explorer click *File* and choose *Page Setup*.



*\*Clear the Header and Footer Fields, and change the Top and Bottom margins to 0.25.*

If you do a Print Preview it should now show the certificate on one page.

\*Please make sure your printer is capable of printing graphics. The certificate requires the signature at the bottom to be viewable to be accepted.

If at all possible please print your certificate in Adobe PDF format for your own storage and safe keeping of the document.

## **Historical Tax Certificates**

Any Tax certificate you have requested through Virtual Cityhall is available again later by visiting the Historical Tax Certificates link when you first sign in. You can view and reprint these certificates at any time.