



Property Tax Portal

USER GUIDE

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Sign up for a new account

1. Open your web browser and go to the Property Tax Portal:
<https://burlington-czp.cstpt.com/TXC/index.html>

2. On the Tax Portal homepage, click on **Sign Up**

Already have an account?


NOTE:
You will need a property tax bill from 2025 or later which will have the information to verify your identity.

3. On the 'Create New User' page, enter and confirm your email address
 - This email address will be used to login into Burlington's Property Tax Portal.
4. Enter and confirm a password that meets the security requirements:
 - Contains a number
 - Contains a lower-case letter
 - Contains an upper-case letter
 - Contains a special character
 - Contains a total of at least 12 characters
5. Once you've completed all the required fields, click **Create New User**.

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.



Must not be empty.

Login

* eMail Address:

* Confirm eMail Address:

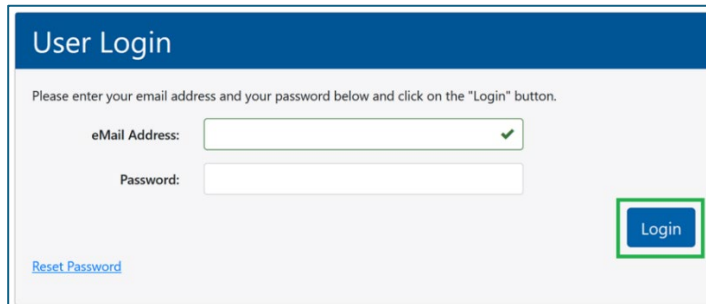
* Password:

* Confirm Password:

6. A verification email will be sent to the address you provided. Please verify your email address by clicking the link in this email. You will then be directed back to the homepage to login.

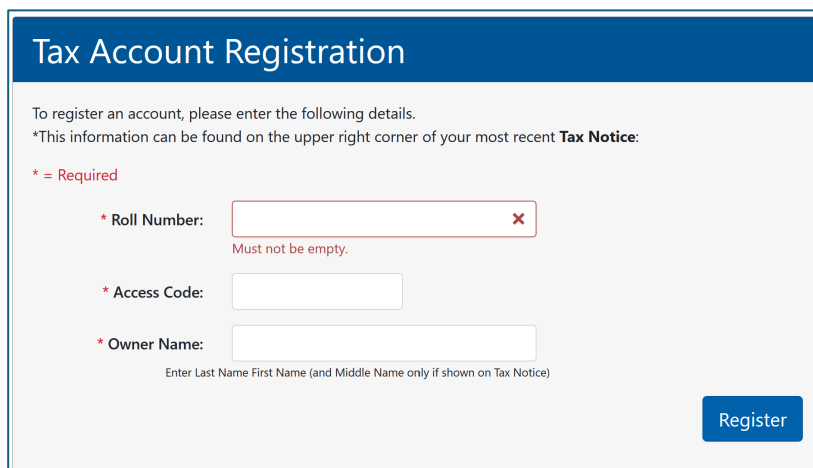
Login to your account

1. Open your web browser and go to the city of Burlington Property Tax Portal:
<https://burlington-czp.cstpt.com/TXC/index.html>
2. Click on **Login** and enter your registered email address and password.
 - Please be aware that if the password is entered incorrectly five (5) consecutive times, a notification email will be sent indicating the account has been locked. Access to retry logging into the account will be restored after one hour.

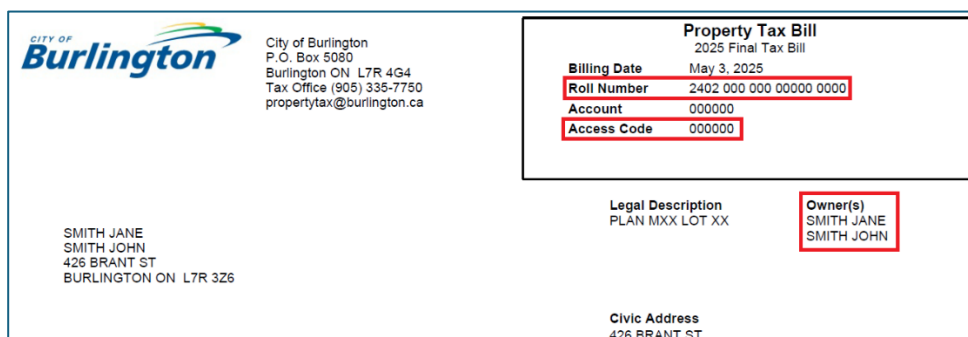


The 'User Login' form has a blue header with the title 'User Login'. Below the header, it says 'Please enter your email address and your password below and click on the "Login" button.' There are two input fields: 'eMail Address:' with a green checkmark icon and 'Password:' with a green checkmark icon. A blue 'Login' button is on the right. A blue link 'Reset Password' is at the bottom left.

- If you have forgotten your password, you can reset it from this screen. More information about how to do this is provided later in this guide.
3. Once you're logged in, the Tax Account Registration page will appear.
 4. Three (3) pieces of information from your most recent property tax bill are required. If you do not have a copy of your tax bill, please contact our office at propertytax@burlington.ca.
 - Roll Number
 - Access Code
 - Owner Name



The 'Tax Account Registration' form has a blue header with the title 'Tax Account Registration'. Below the header, it says 'To register an account, please enter the following details.' and '*This information can be found on the upper right corner of your most recent Tax Notice:'. A red asterisk indicates required fields. There are three input fields: '* Roll Number:' with a red 'X' icon and 'Must not be empty.', '* Access Code:', and '* Owner Name:' with a note 'Enter Last Name First Name (and Middle Name only if shown on Tax Notice)'. A blue 'Register' button is at the bottom right.



The 'Property Tax Bill' form is divided into two main sections. The left section contains the City of Burlington logo and contact information: 'City of Burlington, P.O. Box 5080, Burlington ON L7R 4G4, Tax Office (905) 335-7750, propertytax@burlington.ca'. Below this is the owner's address: 'SMITH JANE, SMITH JOHN, 426 BRANT ST, BURLINGTON ON L7R 3Z6'. The right section contains the 'Property Tax Bill' details: '2025 Final Tax Bill, Billing Date May 3, 2025, Roll Number 2402 000 000 00000 0000, Account 000000, Access Code 000000'. Below this is the 'Legal Description' 'PLAN MXX LOT XX' and the 'Owner(s)' 'SMITH JANE, SMITH JOHN'. At the bottom right is the 'Civic Address' '426 BRANT ST'.

Register your property tax account

Three (3) pieces of information are required from your most recent property tax bill:

1. Roll Number (all 19 digits with no spaces or dashes)
2. Access Code (six digits with no spaces or dashes)
3. Owner Name (**exactly as it appears on your tax bill**)

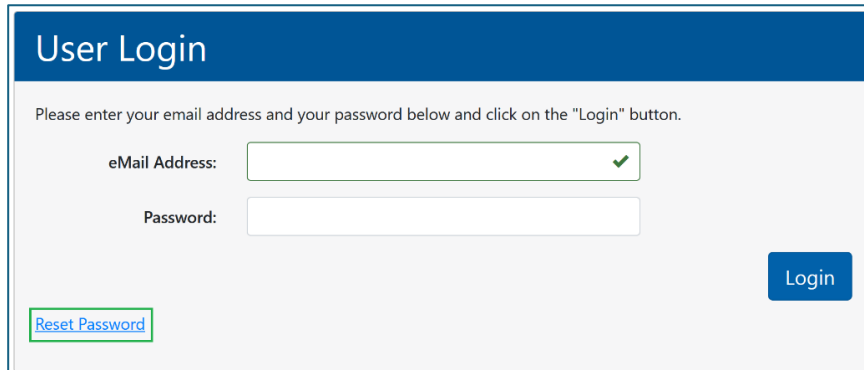
After setting up your account, you will be directed to an account overview page. From there, you can enroll additional accounts by selecting the **Add Account** button on the **Account List** page.

After adding all accounts, select the desired tax account from the 'Account List' to view details and to update billing delivery preferences, mailing address or payment plans.

Note: Multiple property owners are able to register the same tax account to their own personal Property Tax Portal account that was created using a separate email address.

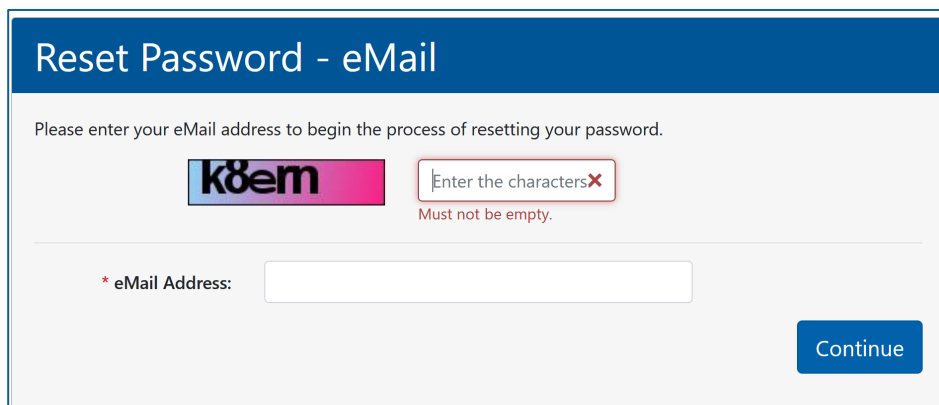
Reset your password

1. Open your web browser and go to the City of Burlington Property Tax Portal:
<https://burlington-czp.cstpt.com/TXC/index.html>
2. Click on **Login** to go to the User Login page.
3. Select the **Reset Password** link located at the bottom left of the User Login page.



The screenshot shows the 'User Login' page. It has a blue header with the text 'User Login'. Below the header, there is a light gray box containing the text 'Please enter your email address and your password below and click on the "Login" button.' There are two input fields: 'eMail Address:' with a green checkmark icon to its right, and 'Password:' with a green checkmark icon to its right. A blue 'Login' button is located to the right of the password field. At the bottom left of the light gray box, there is a blue link labeled 'Reset Password'.

4. The Reset Password – Email page will appear. Enter your email address registered for the Property Tax Portal and then select Continue.

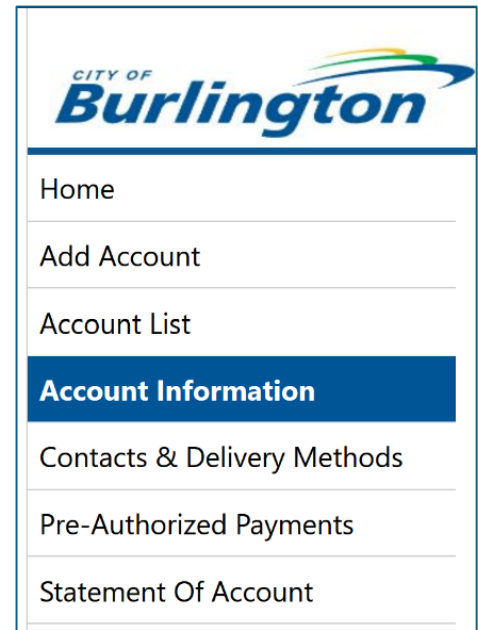




The screenshot shows the 'Reset Password - eMail' page. It has a blue header with the text 'Reset Password - eMail'. Below the header, there is a light gray box containing the text 'Please enter your eMail address to begin the process of resetting your password.' There is a CAPTCHA image showing the letters 'k8em' in a pink and blue box. To the right of the CAPTCHA is a red-bordered input field with the text 'Enter the characters' and a red 'x' icon. Below the CAPTCHA and input field, there is a red error message that says 'Must not be empty.' Below this, there is a red asterisk followed by the text 'eMail Address:' and a white input field. A blue 'Continue' button is located to the right of the email input field.

5. An email will be sent with a link to reset your password. Click on the link in the email and enter a new password. If the reset password email is not in your inbox, check your junk/spam folder.

View the tax account(s)

1. When you first login to your account, you will see two options on the top left of the screen:
 - Home – Additional information and a link to the Property Tax webpage and contact details.
 - Add an Account.
2. Once you have logged in and selected the property tax account that you would like to view, additional menu options will be available:
 - Account Information
 - Change Contacts & Delivery Methods
 - Enroll or change Pre-Authorized Payments
 - Request a Statement of Account
3. The **Account Information** menu option provides a summary of your account, including property assessment, account balance, transaction summary and any available tax notices for viewing and downloading. Tax Bills are available for viewing and downloading by scrolling down the Account Information screen to the Tax Notice section. Click the icon under the PDF table heading to open a new page where you can print or save the bill to your device.



Tax Notices					
PDF	Billing Date	Tax Year	Notice Title	Levied	Paid
	05/03/2025	2025	2025 Final Tax Bill	\$1,650.29	\$91.32
	01/10/2025	2025	2025 Interim Tax Notice	\$1,478.23	\$1,478.23

Update mailing address & delivery methods

1. Once logged in, selecting **Contacts and Delivery Methods** from the menu options will bring you to the contact information currently associated with the account.
2. The default delivery method will be set to paper billing. If you wish to change your bill delivery method, select **Update Delivery Methods**.

Contacts and Delivery Methods

Roll Number:	2402 060 605 01100 0000	Account:	119332
Property Address:	426 BRANT ST BURLINGTON		

Delivery Method and Mailing Address

Tax Notices Delivery Method:	Paper Billing	Delivery Method for other Letters/Notices:	Paper Billing
Mailing Address on file:	426 BRANT ST BURLINGTON ON L7R 3Z6	Mailing Address on file:	426 BRANT ST BURLINGTON ON L7R 3Z6

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

3. To switch to **eBilling** and receive email notifications when your tax bill is available in the Portal, select the **eBilling option** from the menu and click **Save**.

Delivery Method and Mailing Address

* = Required

* Tax Notices Delivery Method:	<div>Paper Billing</div> <div>Paper Billing</div> <div>eBilling</div> <div>L7R 3Z6</div>	* Delivery Method for other Letters/Notices:	Paper Billing
Mailing Address on file:		Mailing Address on file:	426 BRANT ST BURLINGTON ON L7R 3Z6

[Cancel](#) [Save](#)

4. If you wish to switch back to paper billing, select Paper Billing from the drop-down menu and select **Save**.
5. If you wish to change the mailing address, select **Request Mailing Address Change**.

Contacts and Delivery Methods

Roll Number:	2402 060 605 01100 0000	Account:	119332
Property Address:	426 BRANT ST BURLINGTON		

Delivery Method and Mailing Address

Tax Notices Delivery Method:	Paper Billing	Delivery Method for other Letters/Notices:	Paper Billing
Mailing Address on file:	426 BRANT ST BURLINGTON ON L7R 3Z6	Mailing Address on file:	426 BRANT ST BURLINGTON ON L7R 3Z6

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

6. Fill out the required fields and click Send Request. If you are entering a U.S. or international address, ensure you select the appropriate format to validate the address fields accurately.

*** = Required**

*** Country Format**

☒ Canada ☐ USA ☐ International

☐ Include additional delivery information

*** Unit-Street Address**

Unit-Street Address

Description of the unit street address.

RR/Box/Stn/etc.

RR/Box/Stn/etc.

Description of rural route, post office.

*** City** *** Province** *** Postal Code**

City Province Postal Code

Notes

Notes for your request

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

[Cancel](#) [Send Request](#)

7. If the mailing address is updated, it will change the mailing address for all owners on the account and all tax accounts where you are the owner.

Sign up or update pre-authorized payment plans

1. Once you've logged in, choose the account you wish to set up from your account list and then select the **Pre-authorized Payments** tab from the menu options.
2. If you have not previously enrolled in a pre-authorized payment plan, please select **Sign Up**.

Note: If you need to update or cancel an existing payment plan, proceed directly to step 7.

The screenshot shows the City of Burlington website's 'Pre-Authorized Payments' section. On the left is a navigation menu with options: Home, Add Account, Account List, Account Information, Contacts & Delivery Methods, Pre-Authorized Payments (highlighted), and Statement Of Account. The main content area has a header 'Pre-Authorized Payments' and displays account details: Roll Number (2402 060 605 01100), Account (119332), and Property Address (426 BRANT ST, BURLINGTON). Below this is a 'Current Enrollment' section with a light blue box stating 'Not currently enrolled.' and a 'Sign Up' button. A note at the bottom states: 'If signing up for PAP, please have the following banking information ready: Financial Institution, Transit Number, Account Number, and a scan/image of a void cheque to include with your application.'

3. On the **Enroll Pre-Authorized Payment Plan** page, assistance with the required fields is available on the page – see “where can I find this?”

4. Fill out the required information:
 - Pre-authorized Payment Plan (Monthly Due Date payment plan)
 - Financial Institution Number
 - Branch Transit Number
 - Account Number
 - Attachment – upload a picture of a void cheque or direct deposit form
 - Notes – any notes necessary (for example, start my payment plan in August)

The screenshot shows the 'Enroll in Pre-Authorized Payment Plan' form. It includes a legend for required fields (* = Required). The form has six main sections: Pre-Authorized Payment Plan (dropdown menu), Financial Institution (text input), Branch Transit (text input), Account (text input), Attachment (file upload with 'Browse' button), and Notes (text area). Each input field has a 'Where can I find this?' link. A note at the bottom states: 'Attach a scan/image not larger than 10MB of a void cheque or a completed pre-authorized payment form from your financial institution.'

5. Read and accept the **Terms and Conditions**, then click **Save**.

*** Terms and Conditions**

- Pre-Authorized Payment (PAP) Plan payments in respect of properties in the Residential Tax Class shall be considered to be Personal Pre-Authorized Debits (PADs). All other PAP Plan payments shall be considered to be Business PADs.
- Taxes must be up to date prior to enrollment.
- The City of Burlington will provide written notice of the amount for the debit in advance of the debit date(s).
- Additional taxes resulting from supplementary/omitted assessments or additional charges will not be automatically withdrawn under the PAP plan and payment for such charges must be remitted separately by the specified due date.
- Tax adjustments as a result of an assessment change may increase or reduce the amount of the pre-authorized withdrawal. Written notice will be provided for any updates in the withdrawal amount.
- For the monthly plan, if the withdrawal is returned as "NSF" (Non-Sufficient Funds) by your financial institution, the pre-authorized payment will be represented a second time within 7 business days.
- A \$45.00 service charge will be added if funds are returned by the bank. Late payment charges may be added until paid.
- If your tax account becomes overdue, your property may be removed from the program and you will be issued regular due date billings. Late payment charges will be added until paid.
- If your banking information changes, written notification must be received 10 business days prior to the next withdrawal in order to process the next payment.
- If you wish to withdraw from a program at any time, a request must be received 10 business days prior to the withdrawal date. If you move within Burlington, the PAP program is not transferable.
- You have certain recourse rights if any debit does not comply with this agreement. To obtain more information on your recourse rights, contact your financial institution or visit www.payments.ca.

☐ **Yes, I agree to the Terms and Conditions**

[Cancel](#) [Save](#)

6. After saving the application, the enrollment page will display a confirmation that your request has been submitted. The Tax Department will review your application, and you will receive an email once it has been confirmed or if additional information is required.

Change Request Log							
Request Reference	Request	Details	Request Date	Status	Status Date	Response	Actions
6000001	Enrol in Pre-Authorized Payment Plan	Monthly	10/14/2025	Pending	10/14/2025		Cancel

7. If a pre-authorized payment plan already exists, the following will be shown under **Current Enrollment** and will state the following:

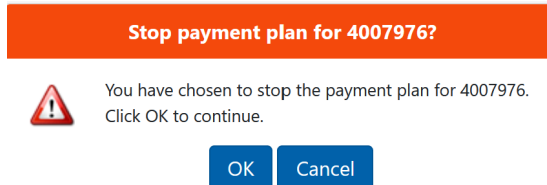
- Reference (Internal reference number for the plan)
- Payment plan type
- Next payment date (date of next withdrawal)
- Payment amount (amount that will be withdrawn)

Current Enrollment				
Reference	Payment Plan	Next Payment	Payment Amount	Actions
4007976	Monthly	01/01/2026	\$774.14	Update Stop

8. Selecting **Update** will direct you to the **Details** page, where you can modify your banking information. Use the **Notes** field to provide any additional comments, such as the date on

which the change should be implemented. Review and accept the terms and conditions, then click **Save** to submit the changes.

9. The enrollments page will display a confirmation that your change request has been submitted. The Tax Department will review the request and you will receive an email once the change has been confirmed or if additional information is needed.
10. Selecting **Stop** from the current enrollment details will submit a request to stop the pre-authorized payment plan payments. A confirmation window will appear, click **OK** to stop or **Cancel** to return to the main page.



11. The enrollments page will confirm that your cancellation request has been submitted. The Tax Department will review the request and send you an email once the payment plan has been terminated, along with any additional details that need to be communicated.

Generate a statement of account

1. Once logged in, select **Statement of Account** from the menu options.
2. A list of any statement of account requests you have previously made will appear. If a new statement of account is required, select **Request New Statement of Account**.

Statement of Account

Roll Number: 2402 060 605 01100
0000

Account: 119332

Property Address: 426 BRANT ST
BURLINGTON

Statement of Account Request

No data available.

Request New Statement of Account

3. Enter the dates for the statement of account you require and click **Submit Request**. The start date cannot precede the date of property ownership; a message will indicate the earliest available start date you can select.

Request Forms

Note: Statement of account dates cannot be prior to June 1, 2024 or your purchase date.
If you require a statement prior to June 1, 2024, please contact the tax office.

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

* = Required

* Start Date

mm/dd/yyyy

The start date of the transaction history you are requesting.

* End Date

mm/dd/yyyy

The end date of the transaction history you are requesting.

Submit Request

Cancel

4. The statement of account requested will now be available, select '**View Statement**' under the 'Actions' column.

Statement of Account Request

Your request for a new Statement of Account has been submitted.

Reference	Statement Dates	Request Date	Status	Response	Actions
7000000	06/01/2024 10/14/2025	10/14/2025	Completed	Your statement of account is available.	View Statement

Edit your profile

1. Once logged in, select the **My Profile** icon at the top right of the portal.



2. The **Edit User** window will appear to change password.
 - If you wish to change your password, enter and confirm a new password
3. Select **Update User** once you are completed.
4. The **Maintain Accounts** link will open a page listing the account(s) associated with your login information.
5. If an account needs to be removed from the profile, select the account under the **Delete** column and then select '**Delete**' at the bottom right.
6. A confirmation pop-up will appear, click **OK** to delete, cancel to not delete.

Frequently asked questions

1. How do I receive my tax bill if I sign up for eBilling on the portal?

The default delivery method for all tax accounts is paper billing via Canada Post. If you opt to switch to eBilling through the Property Tax Portal, you will receive email notifications when your tax bills are issued. Mail delivery will be discontinued, and you will be able to view, download or print your property tax bills by logging into your Property Tax Portal account. All issued bills will be listed under the 'Account Information' tab.

2. Can I add a second email to the eBilling tax bill notifications?

eBilling notification emails will be sent to the email address registered when you create your account on the Property Tax Portal. If another property owner also wishes to receive email notifications for tax bills, they may create their own account on the Property Tax Portal using their email address and select the eBilling delivery method.

3. I do not have a copy of my tax bill to obtain my roll number and access code. How can I request this information to register my tax account?

You can request your tax account registration details from the Tax Department by emailing us at propertytax@burlington.ca.

4. I receive an error message when I try to log in or when I try to reset my password, what should I do?

Please contact our office with any questions using the propertytax@burlington.ca email. You can find a link to this email at the bottom of every page on the Property Tax Portal.

5. What do I do if I'm locked out of my account due to too many incorrect login attempts?

If you enter incorrect credentials multiple times, you will receive an error message indicating that your account is locked. A notification email will be sent to your registered email address, informing you of the lockout and its duration. Once the lockout period has elapsed, you may attempt to log in again or reset your password. If you receive this notification and suspect that an unauthorized individual may be attempting to access your account, please reset your password immediately to prevent any potentially fraudulent activity.