



MyWESTLINCOLN



[Click to visit our MyWESTLINCOLN site](#)

Welcome to MyWESTLINCOLN

MyWESTLINCOLN is an online platform that allows you to view and manage your property tax, utility and receivable accounts. After you sign up for an account, you can access the self-serve options at any time from any location. You can even make a credit card payment towards your account balance directly from the platform (a third-party service fee applies).

Below is a list of commonly asked questions. Please see if your question is answered below before contacting the Township. If you need further assistance, please call us at 905-957-3346 or [email the Finance Department](#). Our business hours are Monday to Friday from 9:00 am to 4:30 pm. Please have the property address, owner name and property tax roll or utility account number ready to verify your identity.

Commonly Asked Questions

Why should I sign up for a MyWESTLINCOLN account?

A MyWESTLINCOLN account can benefit you in many ways. You can:

- Manage your Township accounts electronically and securely.
- Access the platform at any time, even outside of Township hours, anywhere you have internet service and a device.
- Complete tasks from one convenient platform, such as manage your accounts, change your address or contact information and perform property searches.
- Receive paperless account notifications. This means you will receive your bills, statements and other account communications instantly via email and your MyWESTLINCOLN profile.
- Help to contribute to a paper-free environment.

How do I create a MyWESTLINCOLN account?

Setting up your MyWESTLINCOLN account is as easy as 1-2-3!

1. Go to MyWESTLINCOLN to get started. Click the button below to open the platform in a new browser window.
2. Click **Activate New Account** to set up a username and password.
3. Have on hand a recent copy of your property tax, utility or accounts receivable invoice. You will need to enter information from one of these to create your account.

For more information, refer to our [step-by-step instructions](#) for setting up your MyWESTLINCOLN account.

Where do I find the information I need to activate my account?

To activate your MyWESTLINCOLN account, you will need to provide certain information that appears on your Township invoice. To help you find this information on your invoice, we have provided the below samples:

If I have multiple Township accounts, do I have to sign up for each account separately?

No - you can set up your MyWESTLINCOLN account using information from only one account. Your Township accounts are connected through your assigned Customer ID. For example, if you own multiple properties, each having a

property tax and water account, you can sign up for your account using information from one property account. After you log in, you will see a list of the accounts that belong to you.

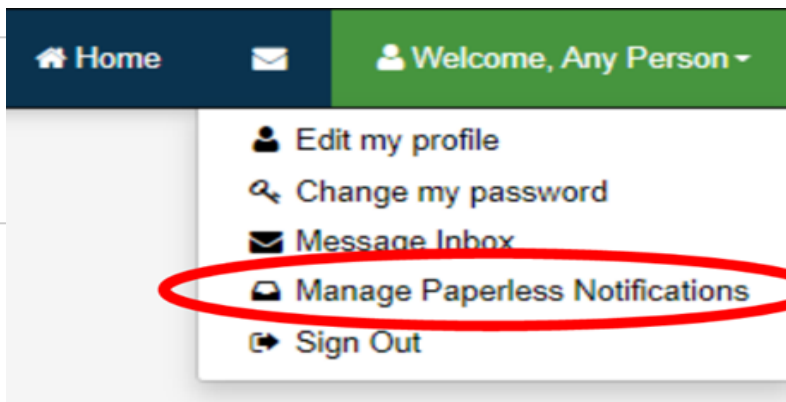
What if one of my Township accounts does not appear?

We apologize for any inconvenience. If one of your accounts is missing from your MyWESTLINCOLN profile, please call 905-957-3346 or [email the Finance Department](#). Our business hours are Monday to Friday from 9:00 am to 4:30 pm. Please have the property address, owner name and property tax roll or utility account number ready to verify your identity.

What is Paperless Billing/Notifications?

For your convenience, you are automatically enrolled in Paperless Billing/Notifications when you activate your MyWESTLINCOLN account. This means that you will receive your water, property tax and accounts receivable invoices, statements, and other account communications electronically, directly to your email. You can also access this information on your MyWESTLINCOLN account.

While this is not recommended, if you wish to remain on Paper Bills/Notifications and receive paper copies in the mail, this can be updated on your MyWESTLINCOLN account. Go to Manage Paperless Notifications in your user menu to update your settings. However, we would like to emphasize that if you choose this option, you will not be able to view any documents on your MyWESTLINCOLN account and you will not receive any invoices by email.



How do I change my Paperless Notifications settings?

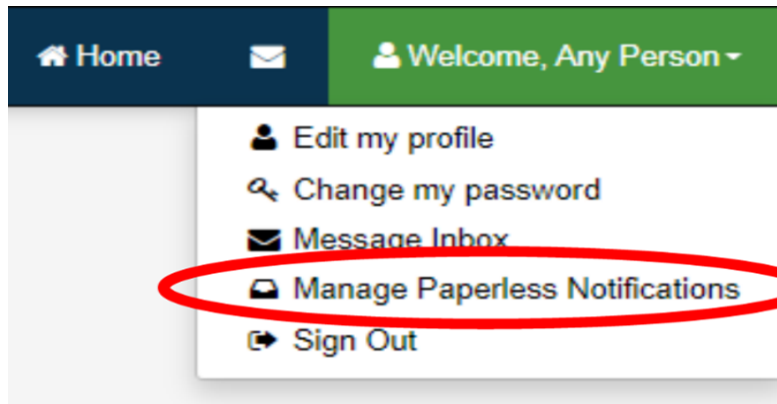
When you sign up for MyWESTLINCOLN, you will automatically be enrolled in Paperless Bills/Notifications for each of your Township

accounts. This means you will receive all account communications through your email and your MyWESTLINCOLN account.

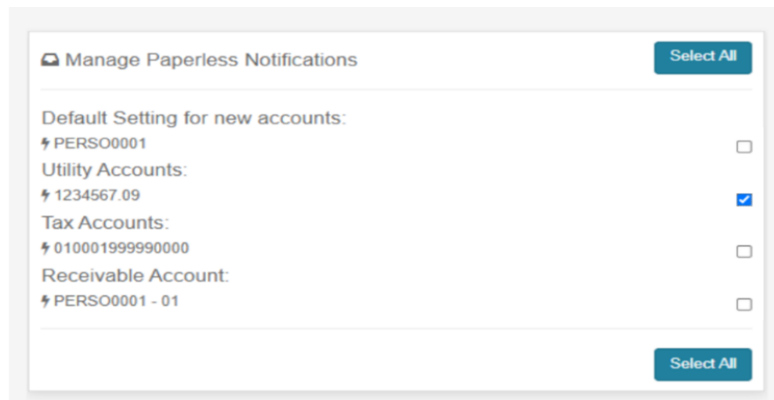
To modify your settings and enroll for Paper Bills/Notifications, follow the steps below.

Please note your MyWESTLINCOLN experience may be limited if you remain on paper notifications. If you choose to receive paper notifications for an account, you will not be able to view these documents on MyWESTLINCOLN and you will not receive any email notifications.

1. Click **Manage Paperless Notifications** under your name in the top right corner of the platform.



2. Click on an account to activate paperless notifications. If an account has a checkmark next to it, paperless notifications are set up. If there is no checkmark, paper notifications are set up.



3. Return to the homepage to save your settings.

If you would like to receive paper/mailed communications and paperless notifications, you can receive **both**, however you must contact the Finance Department via [email](#) or call 905-957-3346 to arrange this. Our business hours are Monday to Friday from 9:00 am to 4:30 pm.

What if I just want to receive paperless notifications, but do not wish to sign up for a MyWESTLINCOLN account?

You can receive paperless notifications without having a MyWESTLINCOLN account. Click the button below to complete our sign up form.

If you have any difficulties, [email the Finance Department](#) or call us at 905-957-3346. Our business hours are Monday to Friday from 9:00 am to 4:30 pm. Please have your property address, owner name, and property tax roll or utility account number ready to verify your identity.

How do I make a payment on my Township account?

Through MyWESTLINCOLN, you can make a credit card payment towards your outstanding account balances. Making a payment is as easy as 1-2-3-4!

There is a 1.75% service charge to process credit card payments that is charged by our third-party processor. The Township does not keep this fee.

1. Sign in to your MyWESTLINCOLN account and go to the Account Listing page.
2. Click the Pay button beside the account balance you wish to pay. This will take you to our third-party payment processing page.
 - Please note payments cannot exceed \$1,000 per transaction. If you wish to pay more than \$1,000, you will need to make partial payments. If you need to make a partial payment or if your payment exceeds \$1,000, refer to our [step-by-step instructions](#) to guide you through a small extra step.
3. Enter your email address, name, phone number and credit card details. Click the Next button.
4. On the Confirm Payment page, verify the payment amount. If the amount is correct, select Pay. A receipt will be emailed to you.

For all other available payment methods, refer to our [tax](#) and [water](#) payment pages.

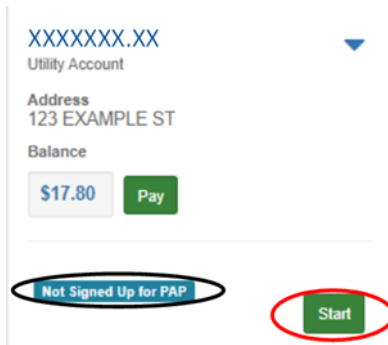
For more information, refer to our [step-by-step instructions](#) on how to make a payment on your MyWESTLINCOLN account.

On the Account Listing page, what is the Start button that appears beside my accounts?

The Township offers pre-authorized payment (PAP) program plans to water and tax account holders. On the Account Listing page, you will see a list of your accounts and it will indicate whether those accounts are part of the PAP

program. If your account is not enrolled in the program, you will see a message indicating **Not Signed Up for PAP**.

To enroll your account in the PAP program, click the green **Start** button. You will be redirected and provided with instructions on how to enroll. Once approved to join the program, the account will note you are enrolled in PAP.



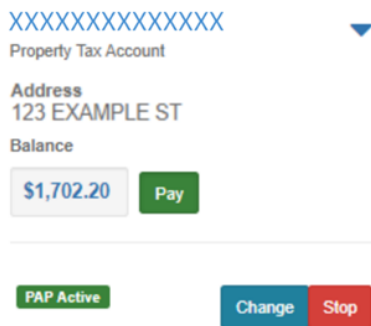
XXXXXXX.XX
Utility Account

Address
123 EXAMPLE ST

Balance
\$17.80

Not Signed Up for PAP

If you are already enrolled in our PAP program for one or all of your Township accounts, each account will note **PAP Active**.



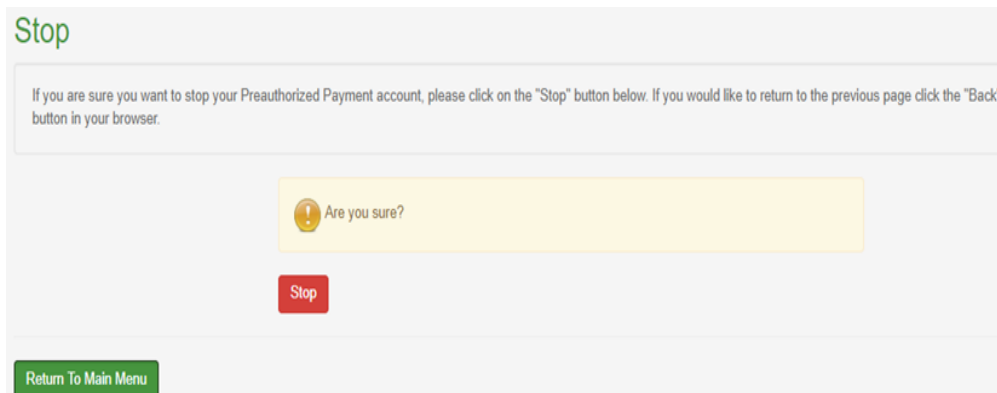
XXXXXXXXXXXXXXXXX
Property Tax Account

Address
123 EXAMPLE ST

Balance
\$1,702.20

To make changes to your information or enrollment status, click **Change** to update the Township. Please ensure you make the changes at least a week prior to the PAP payment deadline.

To stop your enrollment, click on the **Stop** button. A new window will open and you will be asked to confirm the end of your enrollment in the PAP program for that account. Please make any changes at least a week prior to the PAP payment deadline.



Stop

If you are sure you want to stop your Preauthorized Payment account, please click on the "Stop" button below. If you would like to return to the previous page click the "Back" button in your browser.

Are you sure?

How do I look up property assessment information?

You can view assessment information for properties in West Lincoln even if you do not have a MyWESTLINCOLN account.

On the MyWESTLINCOLN home page, select **Property Search**. You can search by address or roll number. If you do not enter any information, every property in the Township will appear when you click the **Search** button.

Property Search

This section allows you to view tax assessments as they appear on the Assessment Roll distributed by MPAC (Municipal Property Assessment Corporation). The Township of West Lincoln does not assume responsibility nor accept any liability arising from any use other than assessment interpretation. The information reflects the contents of the Assessment database per the stated date and time of this document.

[Return To Main Menu](#)

Search Options

Tax Roll Number 2602

Suite

Number

Street

[New Search](#) [Return To Main Menu](#)

Roll number is 15 digits, ending with 0000 - do not include periods, dashes, 2602.

You will see a list of properties. Find the property you are interested in and select **Assessment Inquiry**. You will need to read and accept the Property Assessment Information Agreement to continue. If you agree to the terms, select the **Click to Accept** button.

Property Assessment Information

Property Assessment information is listed below.

The following assessment information is subject to the Terms and Conditions of the Property Assessment Information Licence agreement between the Township of West Lincoln and the Municipal Property Assessment Corporation (MPAC). By accessing the following information, you agree to view-only/use the information for personal assessment and taxation purposes. No information may be printed, screen shared or otherwise extracted.

To see an estimate of the property taxes payable on this property, refer to the [property tax calculator](#).

[Return To Main Menu](#)

[Click to Accept](#)

Click on the **Account Details** and **Assessment** tabs to learn more about the property. Please note that only information that is publicly available will be shared to protect confidentiality.

What if I forget my account password or user name?

User name

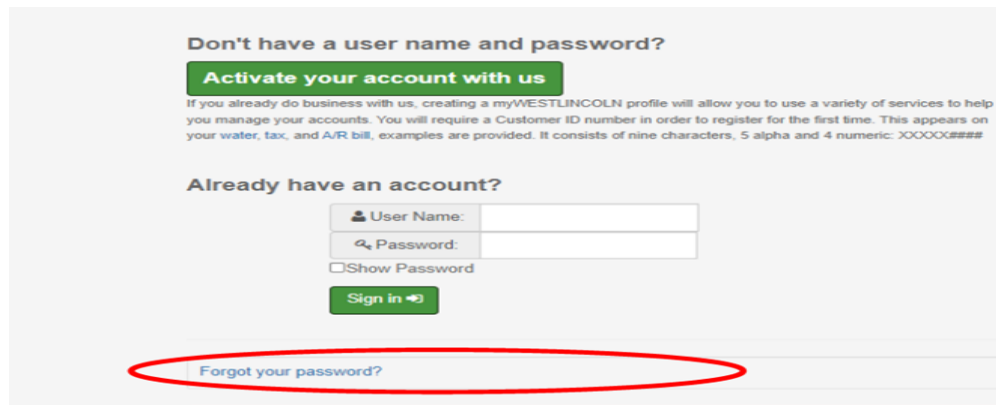
If you forget your user name, please [email the Finance Department](#) or call us at 905-957-3346. Our business hours are Monday to Friday from 9:00 am to 4:30

pm. Please have the property address, owner name, and property tax roll or utility account number ready to verify your identity.

Password

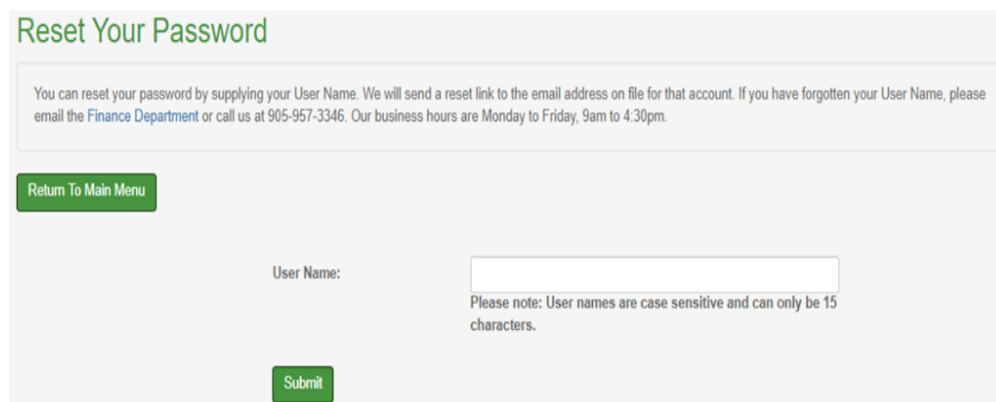
If you forget your password, simply follow the steps below to reset.

1. On the Sign In page, select the **Forgot your password?** link.



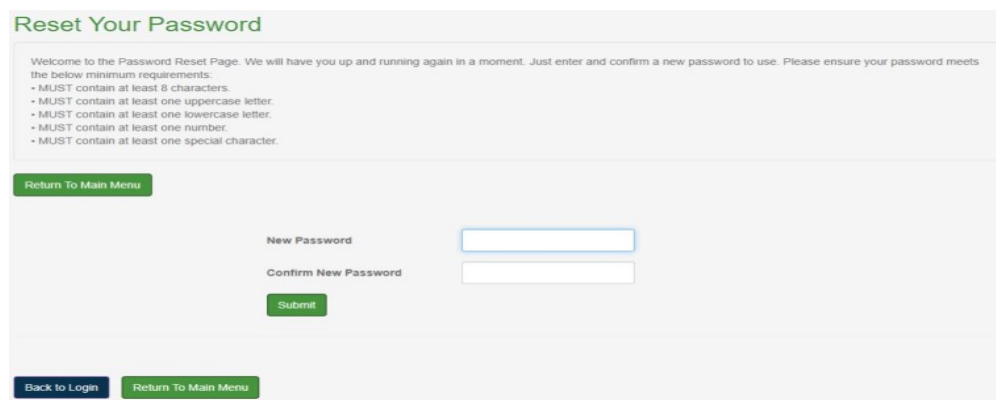
The screenshot shows the 'Sign In' page. At the top, it says 'Don't have a user name and password?' with a green button 'Activate your account with us'. Below that, it says 'Already have an account?' and provides fields for 'User Name' and 'Password', a 'Show Password' checkbox, and a 'Sign in' button. At the bottom, the link 'Forgot your password?' is circled in red.

2. This will bring you to the **Reset Your Password** page. Enter your User Name.



The screenshot shows the 'Reset Your Password' page. It has a green header 'Reset Your Password'. Below it, a message states: 'You can reset your password by supplying your User Name. We will send a reset link to the email address on file for that account. If you have forgotten your User Name, please email the Finance Department or call us at 905-957-3346. Our business hours are Monday to Friday, 9am to 4:30pm.' There is a 'Return To Main Menu' button. The 'User Name' field is highlighted with a green box. Below the field, a note says: 'Please note: User names are case sensitive and can only be 15 characters.' A 'Submit' button is at the bottom.

3. Click **Submit**. You will receive an email shortly to the email address linked to your account. Click on the link to reset your password.

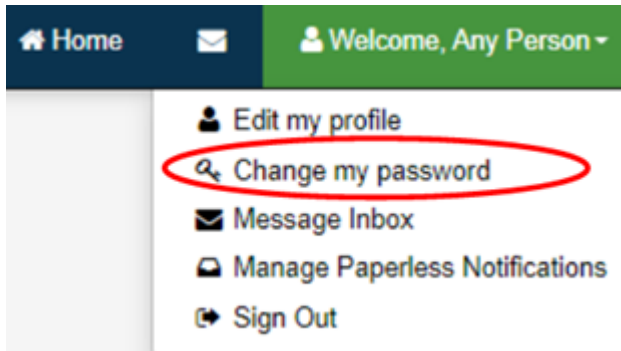


The screenshot shows the 'Reset Your Password' page. It has a green header 'Reset Your Password'. Below it, a message states: 'Welcome to the Password Reset Page. We will have you up and running again in a moment. Just enter and confirm a new password to use. Please ensure your password meets the below minimum requirements: • MUST contain at least 8 characters. • MUST contain at least one uppercase letter. • MUST contain at least one lowercase letter. • MUST contain at least one number. • MUST contain at least one special character.' There is a 'Return To Main Menu' button. The 'New Password' and 'Confirm New Password' fields are highlighted with green boxes. A 'Submit' button is at the bottom. At the very bottom, there are 'Back to Login' and 'Return To Main Menu' buttons.

4. Enter a new password that meets the minimum requirements. Click **Submit** to reset your password. Return to the main menu to log in to your account.

How can I change my account password?

1. Click on your name in the upper right-hand corner of your account to open a dropdown menu. Select **Change my password**.



2. Enter your old password and create a new password. Confirm the password meets all requirements and click **Change**.

I just moved to the Township of West Lincoln; how do I get a MyWESTLINCOLN account?

Welcome to our Township! Please note if you have not received a Township invoice yet, you will not be able to set up an account by yourself. To have an account set up ahead of time, please call us at 905-957-3346 or [email the Finance Department](#). Our business hours are Monday to Friday from 9:00 am to 4:30 pm. We will happily assist in the creation of your account.

If you prefer, you can also wait until you have received your first invoice from us in order to activate your account. Simply follow the activation steps [above](#).

What if my question is not answered above and I still need help?

We are happy to help resolve any inquiry or concern you may have! Please [email the Finance Department](#) or call us at 905-957-3346. Our business hours are Monday to Friday from 9:00 am to 4:30 pm.

Contact Us

Township of West Lincoln

318 Canborough St.
Box 400

Smithville, Ontario
L0R 2A0
Tel: [905-957-3346](tel:905-957-3346)
[Email Us](#)

Township of West Lincoln

318 Canborough St.
Box 400
Smithville, ON L0R 2A0

Phone: [905-957-3346](tel:905-957-3346)
Fax: 905-957-3219
TTY: [905-957-0680](tel:905-957-0680)

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