

How to Set Up an iCity Online Account

Step 1: Visit the Online Portal at:

<https://icityonline.aspgov.com/penetanguishene/live/>

Step 2: Click “Link & Register” at the bottom of the page.

Welcome to the Town of Penetanguishene's Property Tax and Utility Billing Online Portal

Welcome to the Property Tax and Utility Billing Online Portal for the Town of Penetanguishene! We are pleased to offer our citizens, businesses and visitors the convenience of managing your accounts online at any time. For most of the services we provide, you must link your account information and create a user account. To use this service you will need your **Access Code**. To use this service, you will need your Access Code. On your property tax bill, your Access Code is located at the top-left, below the Town information and above your roll number. On your Utility Bill, your Access Code is located on the mid-right side, below the "Bill From" and Bill to" dates.

You can also obtain your Access PIN Code by calling the Municipal Office at **705-549-7453** or by emailing, finance@penetanguishene.ca

When visiting the portal for the first time, you will be prompted to create a profile using a username and password. Once the initial profile is created and the password is set, your newly created username and password can be used to [login](#) to the portal and view your accounts any time throughout the billing cycle.

This a secure site as we are dedicated to protecting your privacy and safeguarding your personal information. Upon successful login, you will be given access to the online portal applicable to your account(s).

This site is best accessed using Google Chrome or Firefox on a desktop device.

Link & Register

Username:

Password:

Remember Login

Login **Cancel**

Reset Password

Quick Links

 [Property Tax](#)

 [Utility Billing](#)

Step 3: Click the “**Show Me How**” button located below the “Login” button, to open the account registration page.

Link & Register for your Account



Welcome to Online Services

User Name:

Password:

Login

Not Setup for Access on our Site?

Online account registration gives you the freedom to access all of your accounts through a single, safe, and secure access point.

Show Me How

You have selected **Link & Register**. Use this feature if you do not currently have an **Online Services** account with the Town of Penetanguishene.

If you already have an account, select **Login** to sign in.

If you are already signed in, hover over **Online Services** and select a module from the drop list. You can also click your **User Profile** to view all your linked accounts.



How to set up your Online Account

To set up your account, please have your utility bill or property tax bill handy. You will need your account number and a 6-digit pin number located on your bill to set up your account.

Follow these steps to set up/link your online accounts:

Step 4: Using the drop-down menu, select the account type you would like to add to your account (i.e. property tax or utility billing).

***Please note:** Your property tax and utility billing accounts will need to be added individually.

Link & Register for your Account

What type of Account are you trying to add?

Select Account Type ▾

Back

You have selected **Link & Register**. Use this feature if you do not currently have an **Online Services** account with the Town of Penetanguishene.

If you already have an account, select **Login** to sign in.

If you are already signed in, hover over **Online Services** and select a module from the drop list. You can also click your **User Profile** to view all your linked accounts.

Step 5: For property tax, fill in the required information from your Property Tax Bill, including your jurisdiction, roll number, and Access Code.

What type of Account are you trying to add?

PT-Property Taxes

Add PT Account

Your Access Code is located in the top left of the bill, below the Town information and above your roll number.

TOWN OF PENETANGUISHENE
10 ROBERT ST WEST BOX 5009
PENETANGUISHENE ON L9M 2G2
Tel. No. : (705) 549-7453

Access Code **123456**

Roll No. **14372 010 12345678.0000**

Jurisdiction:

Roll:

Access Code / Pin:

Please Notify me by Email that my Property Tax Notice is Ready:

I will View my Property Tax Notice Online:

Attach a PDF Copy of the Property Tax Notice to the Email:

Email Address:

Verification Code

***Please Note:** The 3 digits following the "4372" in your roll number indicate your jurisdiction.

For example:

010 = TOWN OF PENETANGUISHENE

020 = TAY ANNEX AREA

030 = MIDLAND ANNEX AREA

040 = TINY ANNEX AREA

What type of Account are you trying to add?

PT-Property Taxes

Add PT Account

Your Access Code is located in the top left of the bill, below the Town information and above your roll number.

TOWN OF PENETANGUISHENE
10 ROBERT ST WEST BOX 5009
PENETANGUISHENE ON L9M 2G2
Tel. No. : (705) 549-7453

Access Code 123456

Roll No. 4372 **010** 12345678.0000

Jurisdiction: 010-TOWN OF PENETANGUISHENE

Roll: 010-TOWN OF PENETANGUISHENE

Access Code / Pin:

Please Notify me 020-TAY ANNEX AREA
 030-MIDLAND ANNEX AREA

I will View in 040-TINY ANNEX AREA

Attach a PDF Copy of the Property Tax Notice to the Email:

Email Address:

Verification Code

Cancel **Save**

You have selected **Link & Register**. Use this feature if you do not currently have an **Online Services** account with the Town of Penetanguishene.

If you already have an account, select **Login** to sign in.

If you are already signed in, hover over **Online Services** and select a module from the drop list. You can also click your **User Profile** to view all your linked accounts.

In the “Roll” field: Enter the remaining twelve (12) digits of your roll number.

For example:

For roll#: 4372 010 [12345678.0000], enter the 12 digits shown in the brackets.

What type of Account are you trying to add?

PT-Property Taxes

Add PT Account

Your Access Code is located in the top left of the bill, below the Town information and above your roll number.

TOWN OF PENETANGUISHENE
10 ROBERT ST WEST BOX 5009
PENETANGUISHENE ON L9M 2G2
Tel. No. : (705) 549-7453

Access Code 123456

Roll No. 4372 010 12345678.0000

Jurisdiction: 010-TOWN OF PENETANGUISHENE

Roll: 00298765.0000

Access Code / Pin: *****

Please Notify me by Email that my Property Tax Notice is Ready:

I will View my Property Tax Notice Online:

Attach a PDF Copy of the Property Tax Notice to the Email:

Email Address:

Verification Code:

You have selected **Link & Register**. Use this feature if you do not currently have an **Online Services** account with the Town of Penetanguishene.

If you already have an account, select **Login** to sign in.

If you are already signed in, hover over **Online Services** and select a module from the drop list. You can also click your **User Profile** to view all your linked accounts.

Step 6: If you would like to receive your property tax bills via email or through the portal, please select the appropriate option.

Once you check “**Please Notify me by Email**”, you can choose from the following two options:

Option 1: “I will View my Property Tax Notice Online”

OR

Option 2: “Attach a PDF Copy of the Property Tax Notice to the Email”

What type of Account are you trying to add?

PT-Property Taxes

Add PT Account

Your Access Code is located in the top left of the bill, below the Town information and above your roll number.

TOWN OF PENETANGUISHENE
10 ROBERT ST WEST BOX 5009
PENETANGUISHENE ON L9M 2G2
Tel. No. : (705) 549-7453

Access Code 123456

Roll No. 4372 010 12345678.0000

Jurisdiction: 010-TOWN OF PENETANGUISHENE

Roll: 00298765.0000

Access Code / Pin:

Please Notify me by Email that my Property Tax Notice Is Ready:

I will View my Property Tax Notice Online:

Attach a PDF Copy of the Property Tax Notice to the Email:

Email Address: **Send Verification Email**

Verification Code:

Cancel **Save**

You have selected **Link & Register**. Use this feature if you do not currently have an **Online Services** account with the Town of Penetanguishene.

If you already have an account, select **Login** to sign in.

If you are already signed in, hover over **Online Services** and select a module from the drop list. You can also click your **User Profile** to view all your linked accounts.

Step 7: Enter and verify your email address.

Add PT Account

Your Access Code is located in the top left of the bill, below the Town information and above your roll number.

TOWN OF PENETANGUISHENE
10 ROBERT ST WEST BOX 5009
PENETANGUISHENE ON L9M 2G2
Tel. No. : (705) 549-7453

Access Code 123456

Roll No. 4372 010 12345678.0000

Jurisdiction:

Roll:

Access Code / Pin:

Please Notify me by Email that my Property Tax Notice is Ready:

I will View my Property Tax Notice Online:

Attach a PDF Copy of the Property Tax Notice to the Email:

Email Address: **Send Verification Email**

Verification Code

Cancel **Save**

You have selected **Link & Register**. Use this feature if you do not currently have an **Online Services** account with the Town of Penetanguishene.

If you already have an account, select **Login** to sign in.

If you are already signed in, hover over **Online Services** and select a module from the drop list. You can also click your **User Profile** to view all your linked accounts.

*You will then receive a verification code from:
eservices@penetanguishene.ca

Step 8: Create a User Name and Password

***Please Note:** You will use the User Name you create to login to your account, not your email address.

Step 9: Click “Save”

Just a couple more steps to setup your personal access account for the site.

User Name:	<input type="text" value="testpenetanguishene"/>
Email Address:	<input type="text" value="test@penetanguishene.ca"/>
Verification Code:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>

You have selected **Link & Register**. Use this feature if you do not currently have an **Online Services** account with the Town of Penetanguishene.

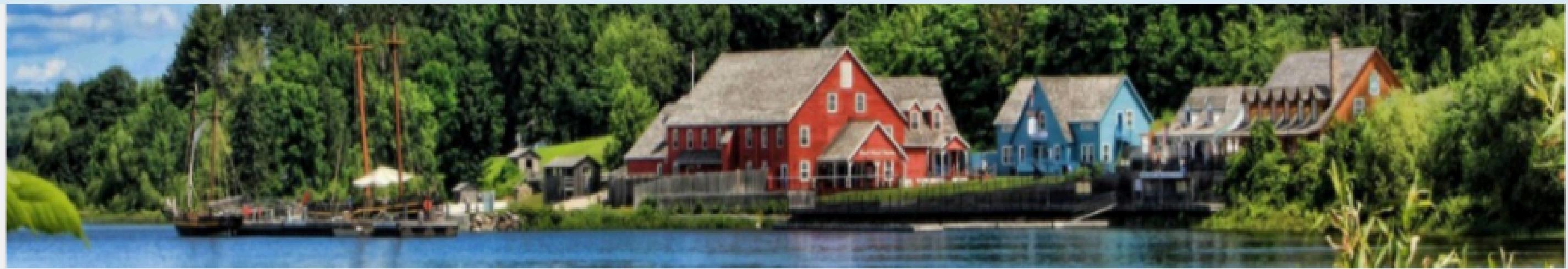
If you already have an account, select **Login** to sign in.

If you are already signed in, hover over **Online Services** and select a module from the drop list. You can also click your **User Profile** to view all your linked accounts.

Congratulations, you've now successfully created your iCity Online account, and your property tax account is now accessible through the iCity Online Portal!

If you have a utility (water/sewer) account that you would like to access through the iCity Online Portal as well, please continue to follow the instructions below.

Step 10: Once you've clicked “**Save**” in Step 9 above, select “**UB - Utility Billing**” from the drop-down menu under “**Need to Add an Account?**”



Account Management

H Test User

Click on a row to access one of your existing accounts.

Accounts					
Action	Module	Account Code	Name	Linked	
Edit	PT-Property Taxes	010-12345678.0000	Test User		Linked

Show 10 entries

Showing 1 to 1 of 1 entries

Need to Add an Account?

Select Account Type

Step 11: Enter your Utility Billing Account Number and Access Code.

Need to Add an Account?

UB-Utility Billing

Verification code has been sent to test@penetanguishene.ca. This code will be active for 15 minutes.

Add UB Account

Your Access Code is located in the mid-right section of your bill.

Billing Date: 31-Mar-2025 Bill From: 01-Jan-2025
Batch #: 2025041601 Bill To: 31-Mar-2025

Line	Access Code 123456		
Item	Units	Amount	
Account Number:	300	123456	003
Access Code / Pin:		

Please Notify me by Email that my Utility Bill is Ready:

I will View my Utility Bill Online:

Attach a PDF Copy of the Utility Bill to the Email:

Email Address:

Verification Code

Step 12: If you would like to receive your utility bills via email or through the portal, please select the appropriate option.

Once you check **“Please Notify me by Email”**, you can choose from the following two options:

Option 1: “I will View my Utility Bill Online”

OR

Option 2: “Attach a PDF Copy of the Utility Bill to the Email”