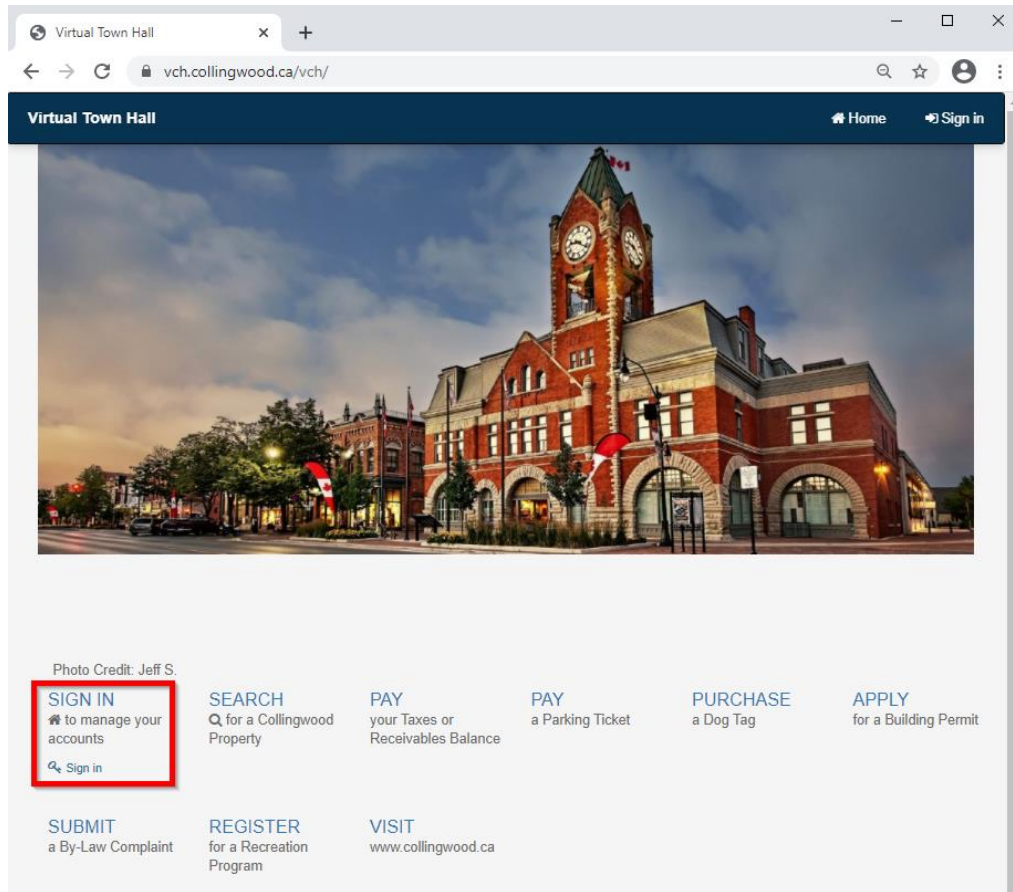


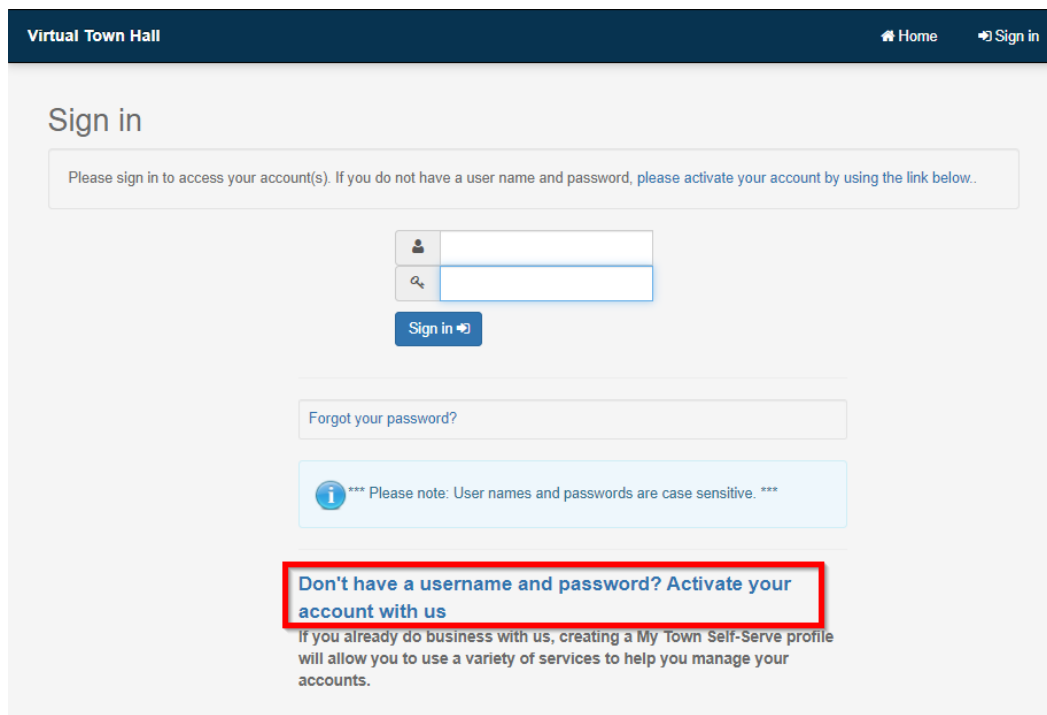
# How to Create an Account in Virtual Town Hall

Go to <https://vch.collingwood.ca/vch/>

From the home page select **Sign In**



On the Sign In page, click the link to **Activate your account with us**



Complete the required fields on the **New Account Activation** page. Pay close attention to the user name and password requirements outlined and click **Next**

The next page will be where you validate your personal information to link your Virtual Town Hall account to your customer account within the Town's property tax billing system. This is done using your roll number and name **exactly** as it appears on your tax bill including any middle names then selecting **Next**.

**When you enter your name, it must be typed in ALL CAPS to pass validation.**

*\* Please note if there are 2 owners listed on the property tax statement they are each a separate customer, only the name of the individual creating an account needs to be entered.*

Assessment	
Class	Value

# New Account Activation

Please complete and submit this form to register an account with us. After submission, we will send you an email to confirm your account creation. Once your account is activated, you will have access to the following services:

- Review and make payments for your property taxes and Town invoices
- Review Property Assessment Information
- Sign up for e-billing on your property taxes (Coming Soon!)

Requirements: User name can be no more than 15 characters. Passwords must be at least 10 characters as well as include complexity – at least 3 of the 4 options: upper case letter, lower case letter, number or special character.

Log On Information

Personal Information

Registration Account Type: \* Tax Account

Roll Number: 4331 010123123450000

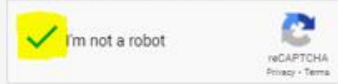
Example: xxxxxxxxxxxxxxxx (Does not contain dashes or periods)

Name On Bill: DOE JANE

Example: SMITH JOHN

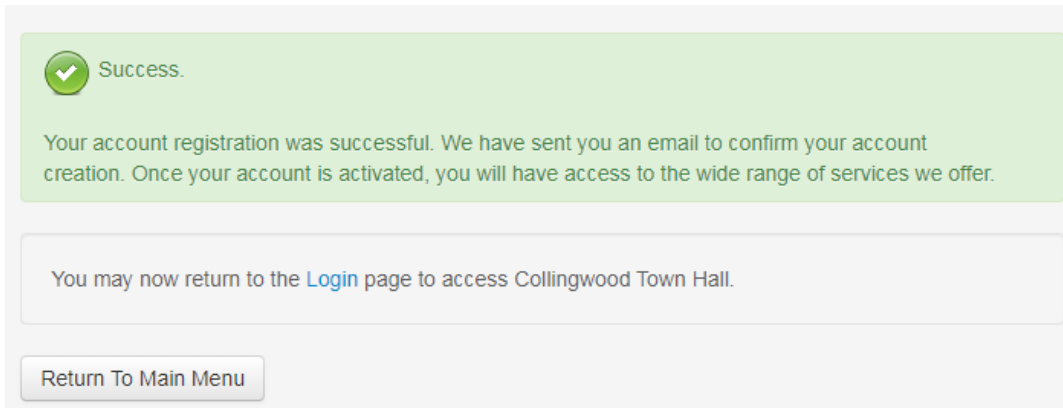
From your latest bill or statement for the account type you have selected, find the information requested and key it in above.

Follow the validation steps below: \*

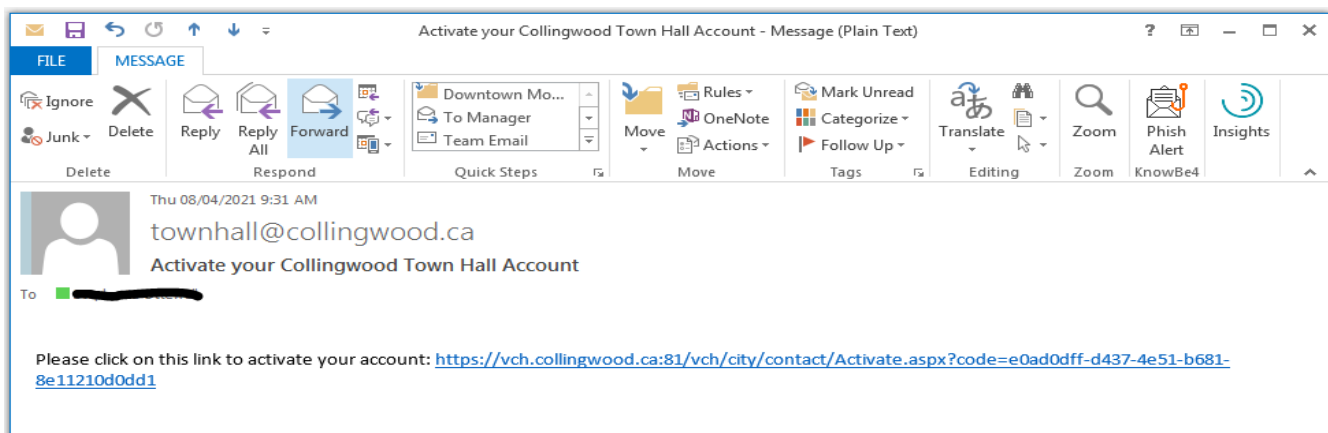


Return To Main Menu << Previous Next >>

If the information entered matches your account on file, you will see this screen




Check your inbox for the confirmation email and click the link in the email to activate your account.



After clicking the link you will receive a notice stating your account has been activated. Continue to the login page to sign in for the first time to view your account balances and make payments.

## Account Activation

 **Success!** Your account has been activated. You may now log in.  
You may now return to the [Login](#) page to access Collingwood Town Hall

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Once you login to your account, you will see your property tax and receivables accounts. Use the links to review and pay your accounts.

## Account Listing

**Property Taxes:**  
Listed below are your accounts with us. If you have an account that is not listed here, please [contact us](#) and we will correct the problem.

**General Receivables:**  
Listed below are your accounts with us. If you have an account that is not listed here, please [contact us](#) and we will correct the problem. To make multiple payments or a partial payment, use the multiple payment button.

Use the Pay button to pay an account, please be aware accounts paid by credit card will be assessed a 2% convenience charge. To make multiple payments or a partial payment, use the multiple payment button.

[Click here](#) to find out how to sign up for Preauthorized Payments.

**010123123450000** ▼  
Property Tax Account

**Address**  
123 ANYWHERE ST

**Balance**

**\$1,990.55****Pay**

[Not Signed Up for Preauthorized Payment Plan](#)

**DOEJA00001**  
General Receivables

**Address**

**Balance**

**\$0.00**