

Virtual City Hall User Guide

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About Virtual City Hall

Virtual City Hall is a secure, self-serve tool that allows property owners to view and manage your City of Welland tax and water accounts online. You can:

- Check account balances
- View past bills and payment history
- Access property and assessment information
- Download or print PDF copies of your bills (if you're enrolled in e-billing)
- Pay your account online

To create your account, you'll need:

- Your tax roll number or water account number
- The name exactly as it appears on your bill (Last name first, then first name and middle name, with no commas — example: SMITH JOHN HENRY)

You can find this information on your most recent City of Welland tax or water bill.

If you need assistance, contact:

- virtualfinance@welland.ca
- 905-735-1700 x2181

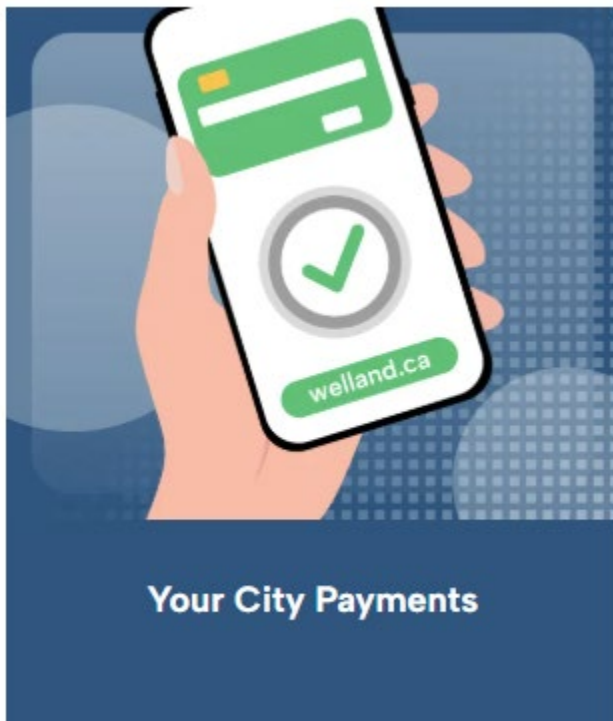
Monday to Friday, 8:30 a.m. — 4:30 p.m.

How to create your account

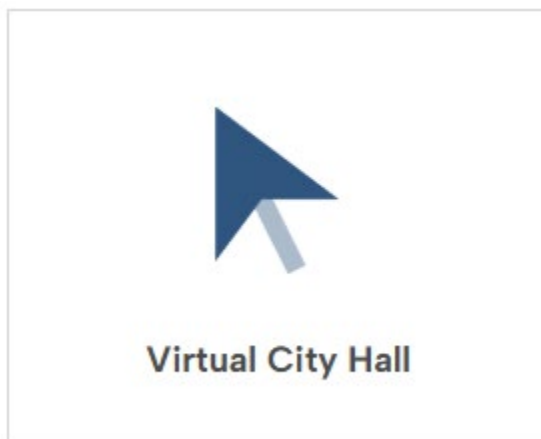
Step 1: Access Virtual City Hall

Visit www.welland.ca.

At the bottom of the page, click on **Your City Payments**:



Select **Virtual City Hall**:

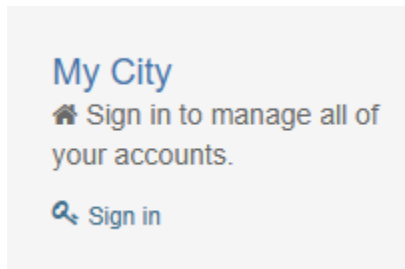


You will be taken to the [Virtual City Hall](http://www.welland.ca) home page.

Step 2: Find “Activate your account with us”

On the Virtual City Hall home page, you will find **Sign in** in two locations. Click on whichever is more convenient for you.

- 1) Click on **Sign in** under My City; or



- 2) Click on **Sign in** on the right-hand side of the blue bar at the top of the page.



Then, on the Sign in page, click **Activate your account with us**.

Sign in

Please sign in below to access your Property Tax and Utility account(s). If you have not already setup an account with the City of Welland, please click the 'Activate your profile' link below.

Username:

Password:

Sign in

Forgot your password?



*** Please note: Passwords are case sensitive. ***

Don't have a Username and Password?

Activate your account with us

By creating a My City Self-Serve account, you will be able to access services to help you manage your accounts.

Step 3: Create your login

Part 1: Log On Information

Choose your username (maximum 15 characters, case sensitive).

Enter and confirm your password (minimum of 8 characters, case sensitive, and must contain a number, small letter, capital letter, and a special character e.g. *#@%).

Enter and confirm your email address.

Click Next.

New Account Activation

Please complete and submit this form to register an account profile with the City of Welland. After submission, we will send you an email to confirm your account registration. Once your account is activated, you will have access to your Property Tax and Utility account information.

 Log On Information

 Personal Information

Username: *

15 character username max

Password: *

**Confirm
Password: ***

Email Address: *

Confirm Email: *

Please note: Usernames can be a maximum of 15 characters, and usernames and passwords are case sensitive. A minimum of 8 characters with each of four character sets number, small, capital, special e.g. *#@%*.

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[Next >>](#)

Part 2: Personal Information

Select a registration account type of tax account or utility (water) account. Important things to know:

- You only need to register using one or the other. If you use your tax account, your linked water account should be automatically available after your account is created (and vice versa). If you are missing information, contact virtualfinance@welland.ca.
- If you own multiple properties, you will need to create multiple usernames.

Enter the roll number or account number from your bill.

- Roll number (tax), 15 digits, no dashes. For example: 010001011000000
- Account number (utility/water), 11 digits, no decimal. For example: 01011010000

Enter your name exactly as it appears on your bill.

- For individuals: last name first, then first name and middle name, as applicable, with no commas. For example: SMITH JOHN HENRY
- For businesses: the business name as it appears on your bill. For example: 12345678 ONTARIO INC

Check the reCAPTCHA security box next to “I’m not a robot”.

Click Next.

New Account Activation

Please complete and submit this form to register an account profile with the City of Welland. After submission, we will send you an email to confirm your account registration. Once your account is activated, you will have access to your Property Tax and Utility account information.

[Log On Information](#) **Personal Information**

Registration Account Type: *

Tax Account

Roll Number:

Please enter roll number with no dashes

Name On Bill:

As appears on Bill: Last First Middle

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: *

☐ I'm not a robot


reCAPTCHA

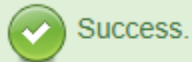
Return To Main Menu

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Next >>

You should now see a screen with a message stating that your account registration was successful and directing you to an email to confirm your account creation.

New Account Activation



Your account registration was successful. We have sent you an email to confirm your account creation. Once your account is activated, you will have access to your Property Tax and Utility account information.

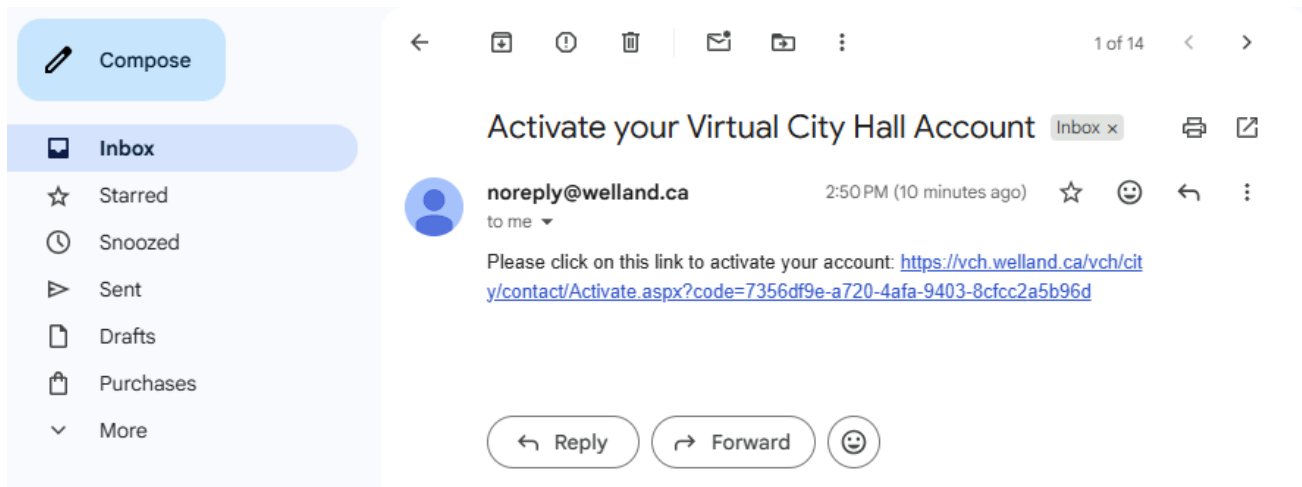
You may now return to the [Login](#) page to access Virtual City Hall.

[Return To Main Menu](#)

Step 4: Confirm your email

Access the email account you indicated in [Step 3, Part 1](#).

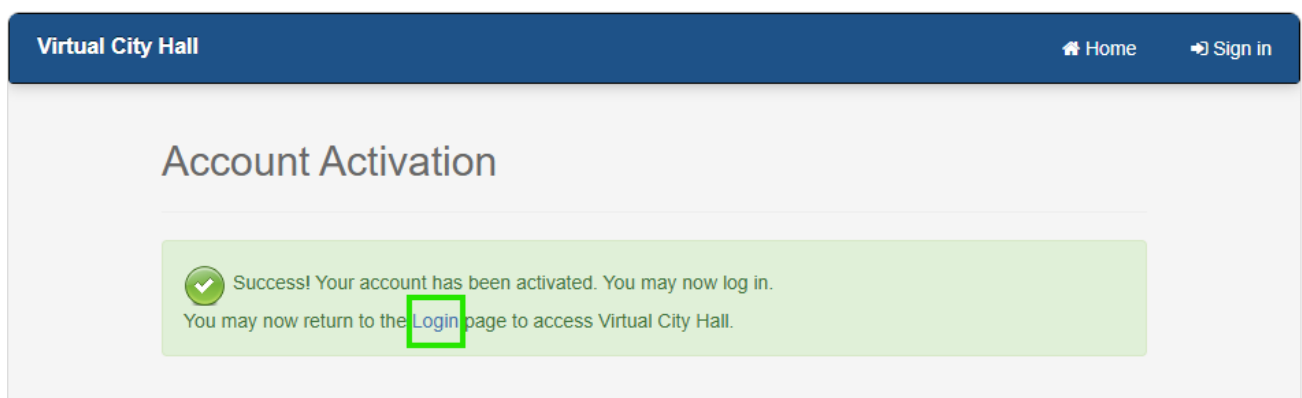
If your registration is successful, you'll receive an email from noreply@welland.ca with the subject line: Activate your Virtual City Hall Account. For example:



If you don't receive an email, check your junk or spam folder.

Click on the activation link. It should take you to a screen with a success message stating that your account has been activated.

Click on Login to return to the Virtual City Hall login page.



Step 5: Sign in

- Enter your username and password
- Access your Virtual City Hall account

You're all set! You only need to register once using either your tax roll number or water account number. Once your account is created, any linked tax and water accounts will appear in your profile.

Virtual City HallHomeSign in

Sign in

Please sign in below to access your Property Tax and Utility account(s). If you have not already setup an account with the City of Welland, please click the 'Activate your profile' link below.

Username:

Password:

Sign in

[Forgot your password?](#)

 *** Please note: Passwords are case sensitive. ***

Don't have a Username and Password?
Activate your account with us
By creating a My City Self-Serve account, you will be able to access services to help you manage your accounts.

[Return To Main Menu](#)

Common issues and solutions

Registration not working?

- Double-check you are using the correct:
 - Account number
 - Roll number (tax), 15 digits, no dashes. For example:
010001011000000
 - Account number (utility/water), 11 digits, no decimal. For example:
01011010000
 - Name format
 - For individuals: last name first, then first name and middle name, as applicable, with no commas. For example: SMITH JOHN HENRY
 - For businesses: the business name as it appears on your bill. For example:
12345678 ONTARIO INC

Didn't receive your activation email?

- Check your junk/spam folder
- Make sure your email address was entered correctly
- Try signing up again

Getting a "password expired" message the first time you login after you activate?

- This is a system security feature and should be a one-time occurrence. Proceed to change your password and enjoy the benefits of Virtual City Hall.

Able to access your tax account, but your water account isn't showing up (or vice versa)?

- Contact virtualfinance@welland.ca to confirm your tax and water profiles have been properly linked.
- If you have multiple properties or roll numbers, you will need to enroll with separate usernames for each account.

Can't see your tax installment due dates?

- If you aren't enrolled in [e-billing](#) for your tax account, installment due dates will not appear in Virtual City Hall.
- Tax installment due dates are the last banking day of February, April, June, and August.

Can't see PDF copies of your bills?

- Make sure you are enrolled in e-billing on the City's website to access future bill PDFs: <https://forms.welland.ca/For-Wellanders/E-billing-Sign-Up-Form>
- Historical billing information can still be viewed in your account; however, barcoded PDF copies of bills issued before enrolling in e-billing are not available online.

Have questions about a specific transaction/amount on your account?

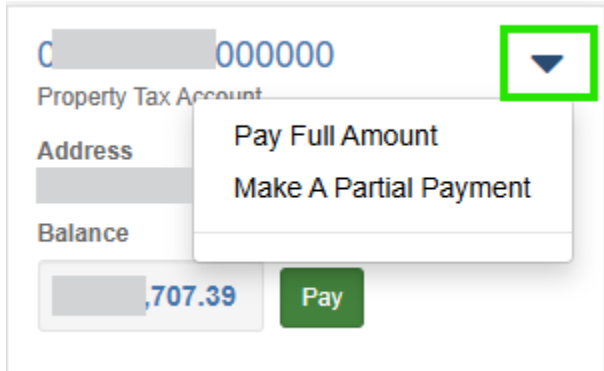
- Email us for additional information about account transactions:
 - tax@welland.ca
 - water@welland.ca

What payments do we accept?

- Payments can be made online through Virtual City Hall by Visa or MasterCard.
- The maximum online payment is \$2,000 per transaction.
- There is a fee of 2.5% for online credit card payments. This is not a City fee; it is a fee charged and collected separately by Paymentus, our third-party provider of this service.
- Visit our website for alternative payment options:
 - [Tax billings | City of Welland](#)
 - [Water and Wastewater Billings | City of Welland](#)

Not sure how to make a partial payment?

- On the home screen, click the arrow beside your account number.
- You will have the option to make either full or partial payment.



The screenshot shows a web interface for the City of Welland. At the top, there's a header with the city logo and name. Below that, there's a section for account management. A dropdown menu is open, showing two options: 'Pay Full Amount' and 'Make A Partial Payment'. The dropdown is highlighted with a green box. Below the dropdown, there's a balance field showing '\$707.39' and a green 'Pay' button.

You made an online payment, but it isn't showing on your account?

- Online payments made through Virtual City Hall can take up to five business days to appear on your account.
- If your payment is not reflected after five business days, email virtualfinance@welland.ca and include a copy of your payment confirmation email.

Need more help?

If you need additional assistance, contact:

- virtualfinance@welland.ca
- 905-735-1700 x2181

Monday to Friday, 8:30 a.m. — 4:30 p.m.