Guide to using the TFP-Internet service

to view or receive an electronic version of a school tax bill
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INTRODUCTION

1. Registering a member

To register a member, access the TFP-Internet page by going to http://www.cgtsim.qc.ca. Then click on [ Tax - obtain your statement ] or go to https://tfp.cgtsim.qc.ca. Then click on [ Registration ].

The word “member” has been used to simplify the process. It refers to any owner of a taxable property and can also be used by other stakeholders such as notaries and mortgagees.
Registration section
Register on this page to access the TFP-Internet service

REQUIRED INFORMATION

1. You will need to have on hand a school tax bill or statement.
2. You will also need the following information:
   • The person’s ID number - Website (or external constituent), which can be found on the school tax bill or statement
   • The person’s first and last name as shown on the school tax bill or statement. Be sure to use the exact same spelling.

To access the website, you will need Microsoft Internet Explorer version 10.0 (IE10) or later. You will also need Adobe Acrobat Reader version 9.0 or later.
**IDENTIFICATION**

ID number  This is the number shown on the school tax bill or statement in the [Identification - Website] section.

First Name  The first name must be written exactly as shown on the school tax bill or statement. This field is not case sensitive (does not use upper or lower case letters).

Name  The name must be written exactly as shown on the school tax bill or statement. This field is not case sensitive (does not use upper or lower case letters). For companies, the complete name must appear in the [Name] field.

Email address  The e-mail address will be used by the system to send messages. If the account is locked, the email address will be used to communicate the user code and password.

Telephone  - Home  Home phone number
- Office  Office phone number, if applicable
- Cell phone  Cell phone number of member.

**ACCESS DEFINITION**

Access code  The member must choose an access code. The code must be unique in the database. It must contain a minimum of five (5) characters.

Password  The member must choose a password. It must contain a minimum of eight (8) characters. It must be different from the user code. It must contain no spaces or accents.

Retype the password  The member must retype their password to verify its accuracy.

Type of access  Select [propriétaire]. means owner

Save  To save the data online, select [Record].
If all information is correct, the “member” will be created with a Valid status. Access to TFP-Internet is immediate.
2. Member section

**PURPOSE** This page is used to access TFP-Internet. Before accessing their data, a member must first register in the [Registration] section

![TFP-Internet logo]

Notify that your account will be inactivated after 5 invalid accesses.

Access code

Password

Start

Forgotten your password?

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**USE**

**FORGOTTEN YOUR PASSWORD?**

If you forget your password, click here to have it sent to you. You must type in your email address, and the system will check to see if that email address has been registered with TFP-Internet. If it has, the system will automatically send an email to that address showing the access code and password.

**PASSWORD ERROR**

If the member enters an incorrect password five times, their status will change from *Valid* to *Invalid*. If that happens, an e-mail will be sent to the member indicating that their membership has become invalid.

If this happens, please call the customer service department at 514 384-5034.

The CGTSIM staff will take the necessary steps to give you access to the site again.
2.1 Menu

**PURPOSE** This page gives you access to the various services available such as viewing or accessing bills or statements.
### 2.2 Search

**PURPOSE** This page allows you to search for taxable properties using various search criteria.

Various criteria can be used:
- My properties
- Address (taxable property)
- Roll number
- Short roll number
- File number
- Lot number
- Name of owner
- Postal code

- If you want to search by address, use the [Public street] field and follow these steps:
  - Type in the name of the public street
  - Press the [Filter] button: *the public streets found will appear to the right of the drop-down menu*
  - Open the drop-down menu of the [Public street] field
  - Choose the public street.
  - Press on the [Search] button.
  - To carry out another search using the [Public street] field, press on the [Cancel] button and start again.

**Hint:** Use the postal code to facilitate your search.
2.3 Personal information

The following information is available:

**Online bill**

A link to the current school tax bill is available in PDF format, starting in July 2018.

**Account statement**

Members can view their account statements in the [Account statement] section.

Select the account statement you wish to view by clicking on the *Account statement* icon in the first column, to the left of the statement. A window will open indicating that you will need to use Adobe Acrobat Reader, version 9 or later, to view the file, and that the file is being produced. A hyperlink will appear allowing you to view the requested document.
2.4 Member information

The member can change certain profile and access data:

- **Identification**
  - First name: unchangeable
  - Name: unchangeable

- **Current profile**
  - Email address: changeable
  - Telephone (home): changeable
  - Telephone (office): changeable
  - Telephone (cell): changeable
  - Type of access: unchangeable

- **Application for online billing**
  - To complete the registration, check the box applying for online billing and the box accepting the terms and conditions of use.

- **Change access code**
  - Access code: changeable

- **Change password**
  - Password: changeable
  - Retype password: changeable