

1. OVERVIEW

The Municipal Portal (“Muniportal”) is an online application for municipalities to view and manage their orders from TCOL (Tax Certificates Online).

2. CUSTOMER EXPERIENCE

Below is the customer workflow when placing an order for a tax certificate that requires the municipality to upload and process the order.

1.1. PLACING AN ORDER

1. Log into your account: <https://login.apicanada.com/login>
2. Click on Services > TCOL in the header.
3. Click the profile icon in the header. Select “Change region.”
4. Select BC. Click “Change Region.”
5. Click “Alternate Search.”
6. Select Tax Authority: [select the tax authority you’re looking for from the dropdown], and enter your Search type.
7. Click Search.
8. Before placing the order, view the processing message that lets you know the tax certificate will be emailed to you and in your account after processing:

Purchase Authorization

Note: This is a customizable message. Contact us at tcol.support@dyedurham.com if you want to add to add your custom text (e.g., to include turnaround times for processing orders).

- Click Authorize Purchase.
- View confirmation message that the tax certificate is being processed:

Tax Certificate Receipt

We've received your order. Your tax certificate is being processed - a copy will be emailed to you and available in your account as soon as it's ready.

Note: This is a customizable message. Contact us at tcol.support@dyedurham.com if you want to add to add your custom text (e.g., to include turnaround times for processing orders).

- If you click on “Purchase History” in the header and click “View” on the order you just placed, you’ll see the message below:

The Municipality will process your order and a copy of your tax certificate will be emailed to you.

Tax Certificate PDF Receipt

The Municipality will process your order and a copy of your tax certificate will be emailed to you.

1.2. VIEWING A PROCESSED ORDER

- Once the municipality processes your order, you’ll get an email notification with your attached tax certificate:

[EXTERNAL] TEST - Your TCOL Order - 58594

do.not.reply@apicanada.com
To: Cheryl Pe

Tue 2/10/2026 2:57 PM

TaxCertificate.pdf
97 KB

Your Tax Certificate for TCOL Order - 58594

Your TCOL order for the following property PID: 333-222-444 has been completed. Please find your tax certificate attached to this email.

You can also click on the following link to log into TCOL where you can view your order details, download your receipt and download your tax certificate pdf : <https://tcol-tapicanada.com/history/search/51771>

- (Optional) Click on the link in the email to log into your APIC account.
- Once logged in, you'll be directed straight to your purchase history where you can view your tax certificate and download it:

The screenshot shows a web browser window at tcol-tapicanada.com/history/search/51771. The page layout includes a sidebar on the left with a 'Masquerade As' button, a 'Help Menu' with links for 'Get Certificate Help', 'How to Find a Parcel ID', and 'Pricing Details', and contact information for a TCOL Representative (1-877-953-8253). The main content area is titled 'Your Purchase' and displays search parameters: Customer Reference, Region (British Columbia), and Search Parameters (333-222-444). Below this is a promotional banner for TSOL and a set of buttons for 'Start a Tax Certificate Search', 'Download Tax Certificate', 'Download Your Receipt', and 'View Search History'. A note instructs users to click the 'Download Tax Certificate' button to view their purchase. At the bottom, there are tabs for 'Tax Certificate' and 'Receipt'. The 'Tax Certificate' tab is active, showing a preview of a document with the following details:

TAX CERTIFICATE	
Town of Caledon 1011 Old Church Road Caledon, ON L7R 1R8 (905) 369-2272 ext. 7730 info@tcol.ca	
CERTIFIED AT	February 16, 2024
ISSUED TO	Cheryl Pa cheryl.pa@tydurham.com
CERTIFICATE NO	12996
REFERENCE	ROLL NUMBER 31.24.830.018.11906.0000
ASSESSED OWNER	BRACKEN GLEN GORDON BRACKEN CRAIG ROBERT
PROPERTY DESCRIPTION	PENALTY INTEREST OF 1.388 %
3244 THE BRANDE CALEDON CON 2 WHS PT LOT 6	HAS BEEN CALCULATED AS OF THE DATE THIS CERTIFICATE IS ISSUED