

Guide to New Payment Portal Features

May 31, 2019

Effective May 31, 2019, new City of Columbus Payment Portal users and users who previously signed in with a PIN will now log in with a user name and password. Other improvements have been made, including the ability for taxpayers to access all of their accounts with their single user name rather than using a separate PIN for each log in, and the addition of a payment form for hotel-motel/short-term rental excise tax accounts.

This guide aims to assist users with these new processes. Please call our team at 614-645-7370 if you have any questions.

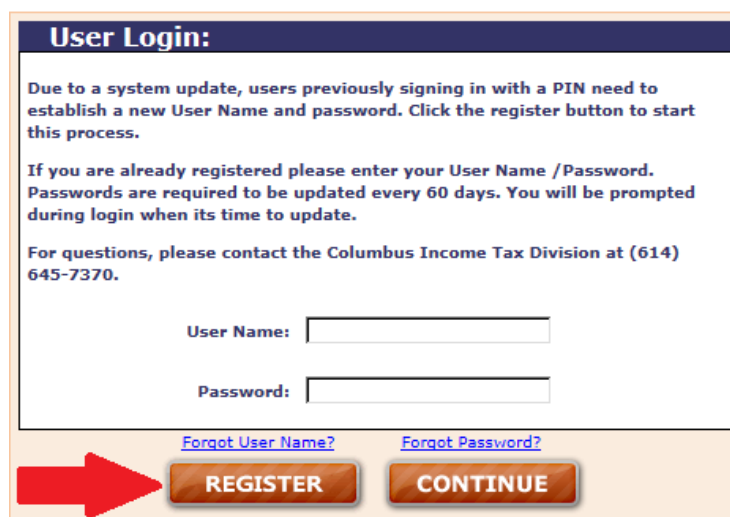
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Creating your User Name and Password

New Payment Portal users and users who previously signed in with a PIN will now log in with a user name and password. To create your user name and password, follow the steps below.

1. On the home page, click “Register” at the bottom of the User Login box.



User Login:

Due to a system update, users previously signing in with a PIN need to establish a new User Name and password. Click the register button to start this process.


If you are already registered please enter your User Name / Password. Passwords are required to be updated every 60 days. You will be prompted during login when its time to update.

For questions, please contact the Columbus Income Tax Division at (614) 645-7370.

User Name:

Password:

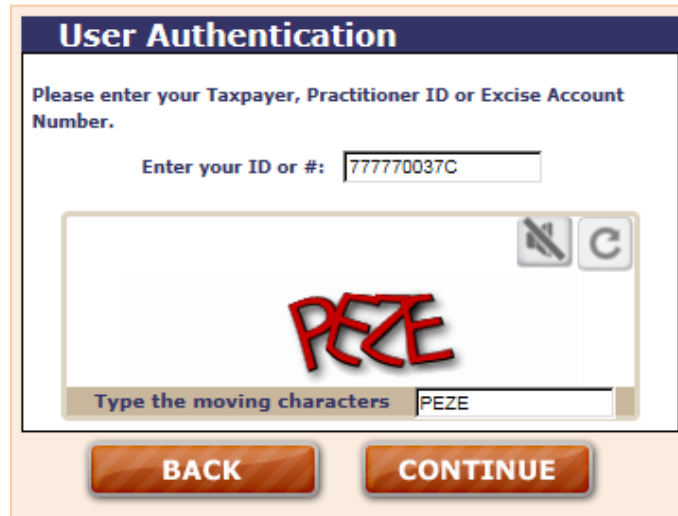
[Forgot User Name?](#) [Forgot Password?](#)

 **REGISTER** **CONTINUE**

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2. Enter your Taxpayer ID (City Tax ID), Practitioner ID, or Excise Tax Account number.



User Authentication

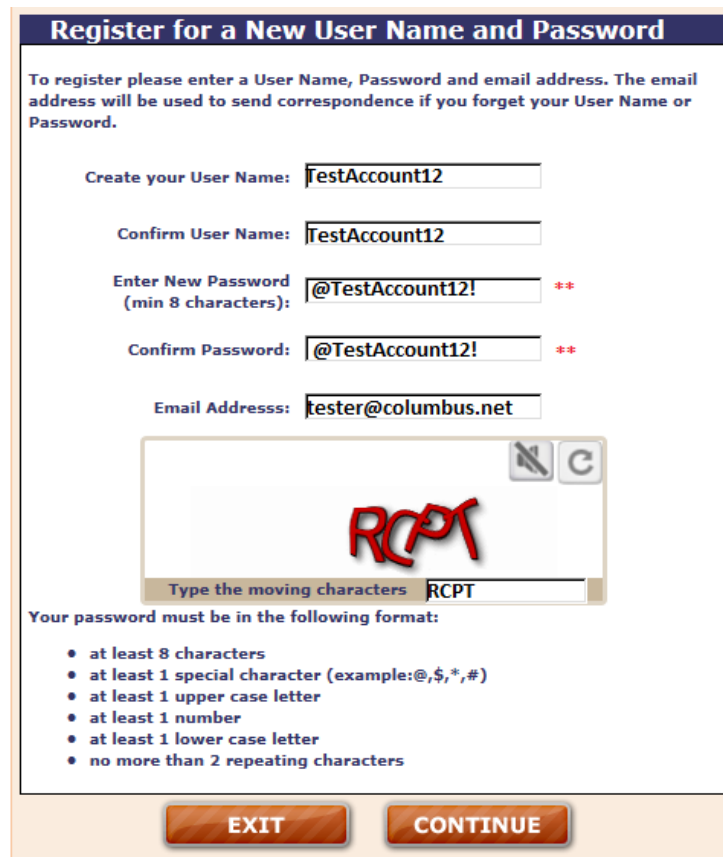
Please enter your Taxpayer, Practitioner ID or Excise Account Number.

Enter your ID or #:

Type the moving characters

BACK **CONTINUE**

3. Follow instructions to create a new user name and password and enter an email address to associate with your account.
 - a. User names must be at least 8 characters in length
 - b. Passwords must be in the format outlined in the screen instructions
 - i. **please note that passwords will be hidden when entered. Password is not hidden in example below in order to demonstrate password rules.



Register for a New User Name and Password

To register please enter a User Name, Password and email address. The email address will be used to send correspondence if you forget your User Name or Password.

Create your User Name:

Confirm User Name:

Enter New Password (min 8 characters): **

Confirm Password: **

Email Address:

Type the moving characters

Your password must be in the following format:

- at least 8 characters
- at least 1 special character (example:@,\$,*,#)
- at least 1 upper case letter
- at least 1 number
- at least 1 lower case letter
- no more than 2 repeating characters

EXIT **CONTINUE**

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4. You will be taken back to the home page. Use your new user name and password to log in.

User registration successful. Please login to continue.

Welcome

Welcome to the City of Columbus Income Tax E-File/E-Pay system. At this site, employers are able to electronically file and pay Semi-Monthly/Monthly Deposits of Tax Withheld and Quarterly Returns of Tax Withheld. Additionally, individuals and businesses are able to electronically file and pay the Application for Extension form as well as the forms for the Declaration of Estimated Taxes and related quarterly payment vouchers. Though this site cannot currently be used for the electronic filing of the annual returns of taxpayers we hope to have that feature available in the future.

Please ensure that your address on file is correct after logging on to this system. From the main menu go to the user options section and select the change address link to display your current address on file.

User Login:

Due to a system update, users previously signing in with a PIN need to establish a new User Name and password. Click the register button to start this process.

If you are already registered please enter your User Name / Password. Passwords are required to be updated every 60 days. You will be prompted during login when its time to update.

For questions, please contact the Columbus Income Tax Division at (614) 645-7370.

User Name:

Password:

[Forgot User Name?](#) [Forgot Password?](#)



Adding Accounts to the Tax Accounts Screen

After logging in, a tax accounts screen will display the account associated with the Taxpayer ID, Practitioner ID, or Excise Tax Account number you used to create your user name. To add more accounts to your portal, follow the steps below.

1. Enter the Taxpayer ID (City Tax ID) or Excise Tax Account number associated with the account you would like to add, and then click "Add".

Tax Accounts

Please add Taxpayer, Practitioner ID or Excise Account Number to add an account to the list.

Enter ID:

Name	ID	
FIRST DATA VERIFICATION 18	777770037C	<input type="button" value="DELETE"/>

Select the Account/ID link to file your return.

[*Change Email Address](#)
[*Change Password](#)

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- The account will be added to your tax accounts screen. To make a payment on the account, click the Account ID link.

Tax Accounts

Please add Taxpayer, Practitioner ID or Excise Account Number to add an account to the list.

Enter ID: **ADD**

Name	ID	
FIRST DATA VERIFICATION 18	777770037C	DELETE
FIRST DATA VERIFICATION 11	777770030W	DELETE

Select the Account/ID link to file your return.

[*Change Email Address](#)
[*Change Password](#)

EXIT

- You may continue to add accounts. All added accounts will be available on the tax accounts screen each time you log in. To delete an account, click the "Delete" button next to the account ID.

Tax Accounts

Please add Taxpayer, Practitioner ID or Excise Account Number to add an account to the list.

Enter ID: **ADD**

Name	ID	
FIRST DATA VERIFICATION 18	777770037C	DELETE
FIRST DATA VERIFICATION 11	777770030W	DELETE
FIRST DATA VERIFICATION 13	777770032I	DELETE

Select the Account/ID link to file your return.

[*Change Email Address](#)
[*Change Password](#)

EXIT

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Changing your Email Address

After logging in, you can change the email address associated with your user name. To change your email address, follow the steps below.

1. Click "Change Email Address" from the tax accounts screen.

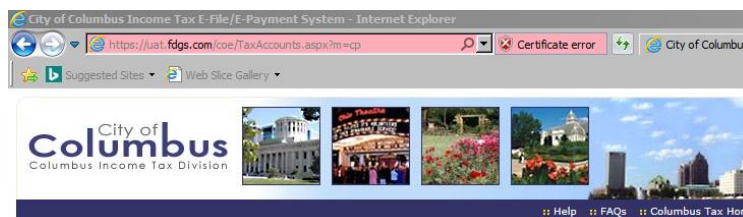
Name	ID	
FIRST DATA VERIFICATION 18	777770037C	DELETE
FIRST DATA VERIFICATION 11	777770030W	DELETE
FIRST DATA VERIFICATION 13	777770032I	DELETE

2. Enter the new email address twice and click "Continue".

New Email Address:

Confirm Email Address:

3. You will receive a confirmation message at the top of the tax accounts screen.



Your email has been successfully changed.

TaxAccounts

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Changing your Password

After logging in, you can change the password associated with your account. To change your password, follow the steps below.

1. Click "Change Password" from the tax accounts screen.

Name	ID	
FIRST DATA VERIFICATION 18	777770037C	DELETE
FIRST DATA VERIFICATION 11	777770030W	DELETE
FIRST DATA VERIFICATION 13	777770032I	DELETE

2. Enter your current password, enter a new password following the rules listed, and reenter to confirm.

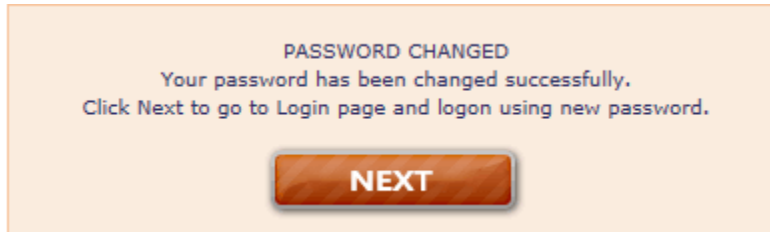
Your password must be in the following format:

- at least 8 characters
- at least 1 special character (example:@,\$,*,#)
- at least 1 upper case letter
- at least 1 number
- at least 1 lower case letter
- no more than 2 repeating characters

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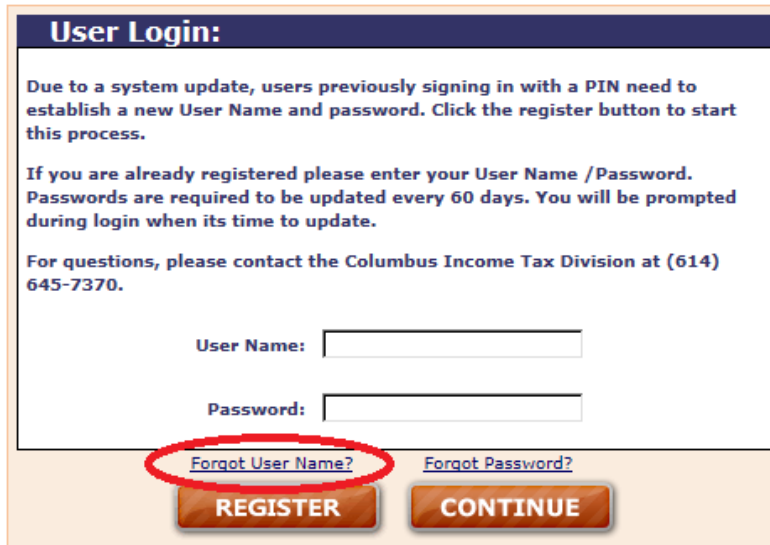
3. You will receive a confirmation message and be asked to log in with your new password.



Recovering a Forgotten User Name

To recover your user name, follow the steps below.

1. From the home page, click "Forgot User Name?"



The "User Login" page has a dark blue header with the text "User Login:". Below the header, there is a paragraph: "Due to a system update, users previously signing in with a PIN need to establish a new User Name and password. Click the register button to start this process." Another paragraph follows: "If you are already registered please enter your User Name / Password. Passwords are required to be updated every 60 days. You will be prompted during login when its time to update." A third paragraph provides contact information: "For questions, please contact the Columbus Income Tax Division at (614) 645-7370." There are two input fields: "User Name:" and "Password:". Below the input fields are two links: "Forgot User Name?" (circled in red) and "Forgot Password?". At the bottom are two orange buttons: "REGISTER" and "CONTINUE".

2. Enter the Taxpayer ID (City Tax ID), Practitioner ID, or Excise Tax Account number you used to create your user name and password.



The "User Authentication" page has a dark blue header with the text "User Authentication". Below the header, there is a paragraph: "Please enter your Taxpayer, Practitioner ID or Excise Account Number." There is an input field labeled "Enter your ID or #:" with the value "77770037C". Below the input field is a large image of the "GGTA" logo. Below the logo is a text input field labeled "Type the moving characters" with the value "GGTA". At the bottom are two orange buttons: "BACK" and "CONTINUE".

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3. Enter the email address associated with your account.



Forgot User Name

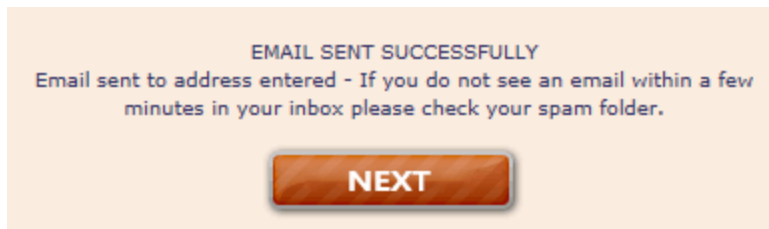
Enter the email address associated with your user name.

Email Address:

Type the moving characters

EXIT **CONTINUE**

4. You will receive a confirmation notice and an email with further instructions. If you do not receive this email after 10 minutes, please check your spam folder.



EMAIL SENT SUCCESSFULLY

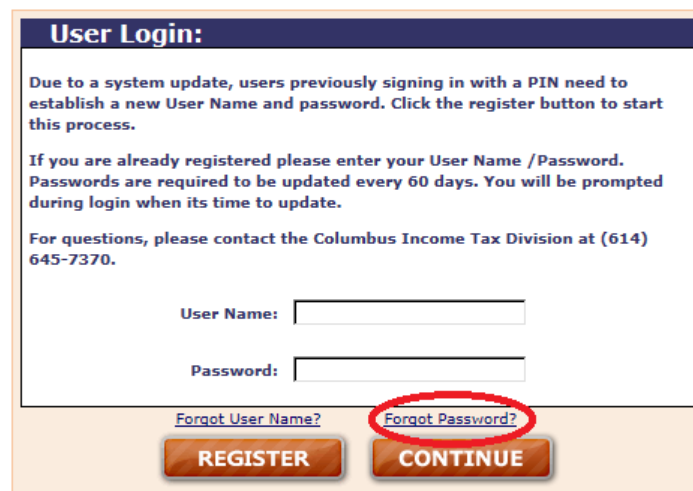
Email sent to address entered - If you do not see an email within a few minutes in your inbox please check your spam folder.

NEXT

Resetting a Forgotten Password

To reset your password, follow the steps below.

1. From the home page, click "Forgot Password?"



User Login:

Due to a system update, users previously signing in with a PIN need to establish a new User Name and password. Click the register button to start this process.

If you are already registered please enter your User Name / Password. Passwords are required to be updated every 60 days. You will be prompted during login when its time to update.

For questions, please contact the Columbus Income Tax Division at (614) 645-7370.

User Name:

Password:

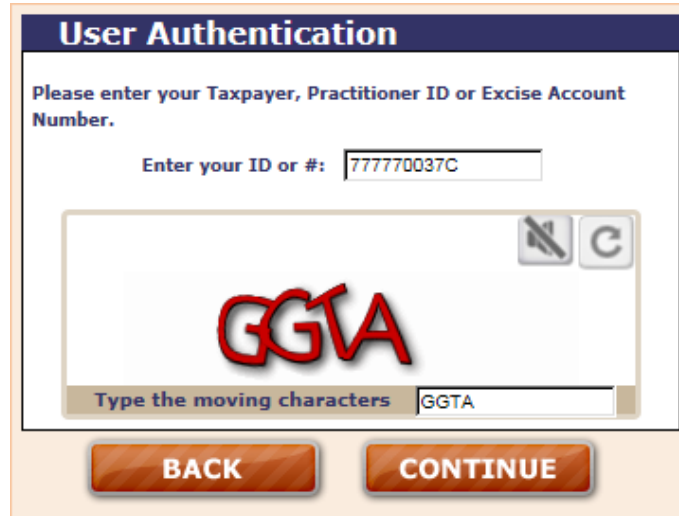
[Forgot User Name?](#) [Forgot Password?](#)

REGISTER **CONTINUE**

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2. Enter the Taxpayer ID (City Tax ID), Practitioner ID, or Excise Tax Account number you used to create your user name and password.



User Authentication

Please enter your Taxpayer, Practitioner ID or Excise Account Number.

Enter your ID or #:

Type the moving characters

BACK **CONTINUE**

3. Enter the email address associated with your account.



Forgot Password

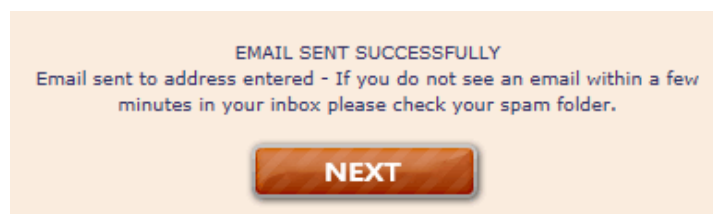
In order to change your password please enter your email address associated with your user name.

Email Address:

Type the moving characters

EXIT **CONTINUE**

4. You will receive a confirmation notice and an email with further instructions. If you do not receive this email after 10 minutes, please check your spam folder.



EMAIL SENT SUCCESSFULLY

Email sent to address entered - If you do not see an email within a few minutes in your inbox please check your spam folder.

NEXT

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Filing/Paying Lodging Excise Tax

Hotel, motel, and short-term rental vendors can now file and pay their monthly lodging excise tax returns through Payment Portal. To access the form, follow the instructions to add your excise tax account to the Accounts Screen. Then, follow the steps below.

1. Click the Account ID link for your excise tax account (please note that example account below is not an excise account).

Name	ID	
FIRST DATA VERIFICATION 18	777770037C	DELETE
FIRST DATA VERIFICATION 11	777770030W	DELETE

2. Complete the Month Ending, Gross Receipts, Exempt Receipts, and Other Exemptions fields. For instructions on completing these fields, please visit the [Hotel-Motel and STR Excise Tax section of our website](#). Then, press Continue.

Month Ending (MM/YYYY):

Due Date:

Account Number: 00000001	Business/Owner: Test Account
Property Address: 1234 High Street Columbus, OH 12345	
Gross Receipts - all Lodging furnished to Guests	<input type="text"/>
Exempt Receipts - Permanent Guests (those with continuous Lodging over 30 days)	<input type="text"/>
Other exemptions	<input type="text"/>
Net Taxable Receipts	\$0.00
Total Tax Due	\$0.00
Penalty	\$0.00
Total Tax Due	\$0.00
Total Tax Due with Penalty	\$0.00

If you submit your return and a partial payment, you will need to send a check for the remaining amount to the City of Columbus Income Tax Division for processing.

When claiming exemptions, please keep a copy of the Exemption Certificate with your records.

For Assistance, Contact: City of Columbus Income Tax Division 614-645-7370 Mon - Fri, 8am - 5pm EST

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3. Confirm the information on the return and click "Continue".

:: Help :: FAQs :: Columbus Tax Home Page

Month Ending (MM/YYYY): 04/2019
Due Date : 05/20/2019

Lodging Excise Tax Return Submission

Account Number: 00000001	Business/Owner: Test Account
Property Address: 1234 High Street Columbus, OH 12345	
Gross Receipts - all Lodging furnished to Guests	\$500.00
Exempt Receipts - Permanent Guests (those with continuous Lodging over 30 days)	\$0.00
Other exemptions	\$0.00
Net Taxable Receipts	\$500.00
Total Tax Due	\$20.00
Penalty	\$2.00
<hr/>	
Total Tax Due	\$20.00
Total Tax Due with Penalty	\$22.00

If you submit your return and a partial payment, you will need to send a check for the remaining amount to the City of Columbus Income Tax Division for processing.

When claiming exemptions, please keep a copy of the Exemption Certificate with your records.

For Assistance, Contact: City of Columbus Income Tax Division 614-645-7370 Mon - Fri, 8am - 5pm EST

4. Select the funding source for your payment and click "Continue".

Funding Source for EFT Payment

Select the funding source you will be using

Will this payment be funded by money received from a financial institution located outside of the territorial jurisdiction of the United States?

My banking transaction originates from a US financial institution

My banking transaction originates from a foreign financial institution

For Assistance, Contact: City of Columbus Income Tax Division 614-645-7370 Mon - Fri, 8am - 5pm EST

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5. Select your method of payment, and click "Continue" to be taken to the appropriate payment screen.

Payment Options

Select the payment method you will be using

ACH Debit (electronic check)

Stop!!! If there is a Debit Blocker on your bank account you need to contact our office at (614) 645-7370 before you select the ACH Debit option.

Business/Corporate Checking Account
(Please check this box if you are using a Corporate Checking Account to pay your city taxes.)

Personal Checking Account

ACH Credit (ACH credit [instructions](#))
Note: Please read and understand the ACH credit payment instructions. If you have questions prior to selecting the ACH Credit option, please call our office at (614) 645-7370.

Credit Card / Debit Card (VISA, Mastercard Branded)

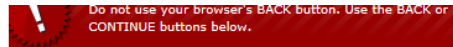
File Report without Payment

There will be a \$25.00 assessment fee charged for each check returned by the Bank as unpaid due to insufficient funds and various other reasons. City Ordinance 1211-2004

CONTINUE **BACK**

For Assistance, Contact: City of Columbus Income Tax Division 614-645-7370 Mon - Fri, 8am - 5pm EST

6. Upon completing your payment, you will see a Confirmation screen, which you may print for your records.



Payment Confirmation

Please print this page for your records.

This page has been created to print in whole with printer setting margins of 0.50. If you are unsure of your printer settings, select "landscape" as the page orientation from the print dialog box to ensure that all of the information on this page will fit on the paper.

Confirmation Information

Period End Date: 04/30/2019 Due Date: 05/20/2019

Confirmation Date and Time: 05/29/2019 01:43:01 PM
Confirmation Number: 020134301900

Payment Information

Return Type:	Excise Tax
Payment Date:	05/29/2019
City Tax ID:	*****
Account Type:	S (Savings)
Bank Account Number:	*****
Routing Number:	*****
Amount Due:	\$ 22.00
Total Payment Amount:	\$ 0.00

Lodging Excise Tax Return Submission

Account Number: 00000001 Business/Owner: Test Account

Property Address: 1234 High Street
Columbus, OH 12345

Gross Receipts - all Lodging furnished to Guests	\$500.00
Exempt Receipts - Permanent Guests (those with continuous Lodging over 30 days)	\$0.00
Other exemptions	\$0.00
Net Taxable Receipts	\$500.00
Total Tax Due	\$20.00
Penalty	\$2.00
Total Tax Due	\$20.00
Total Tax Due with Penalty	\$22.00

EXIT **PRINT** **MAIN MENU**