Guide to New Payment Portal Features

May 31, 2019

THE CITY OF COLUMBUS
OFFICE OF THE CITY AUDITOR
INCOME TAX DIVISION

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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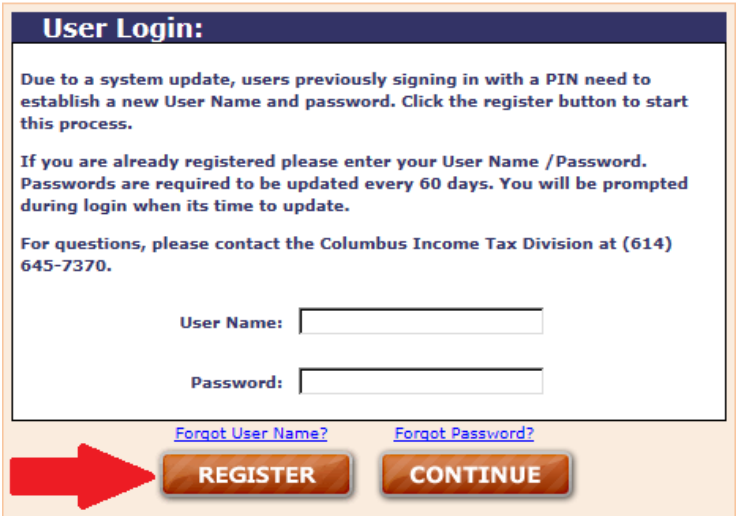
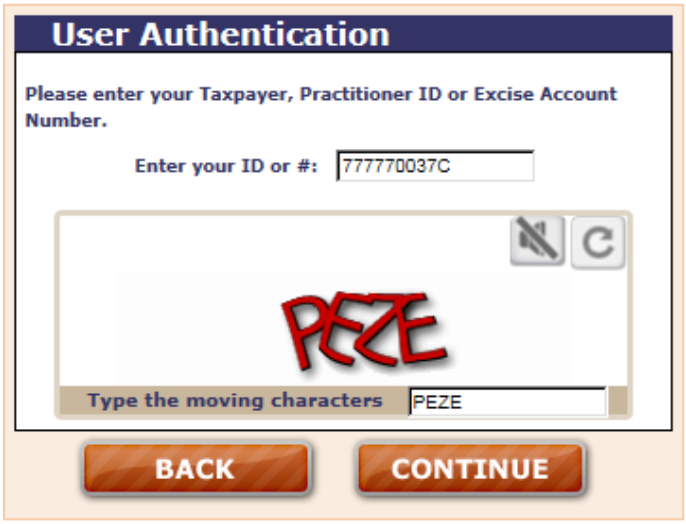
Creating your User Name and Password

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.

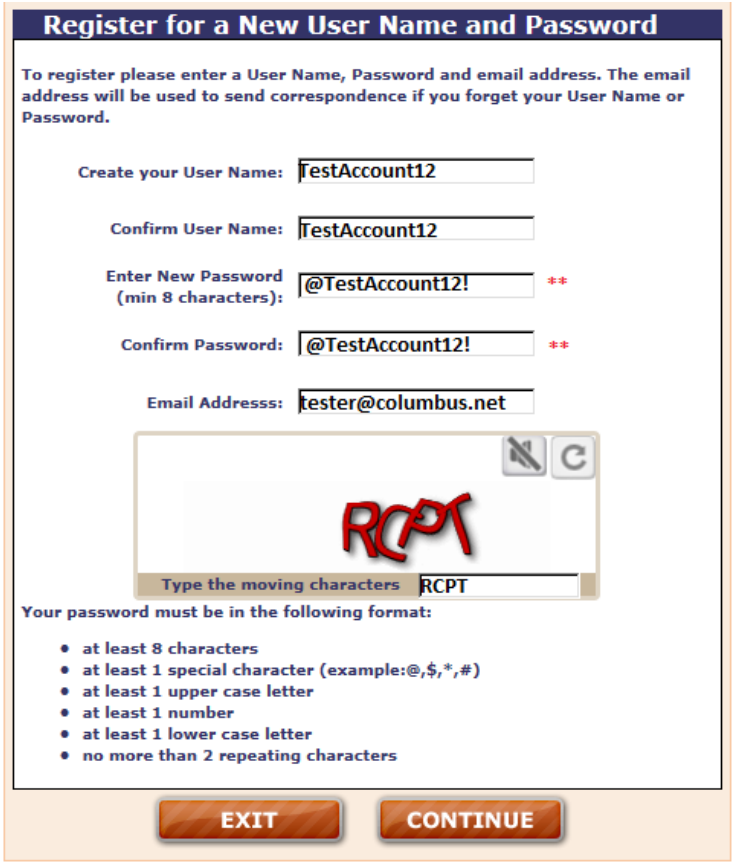
1. On the home page, click “Register” at the bottom of the User Login box.



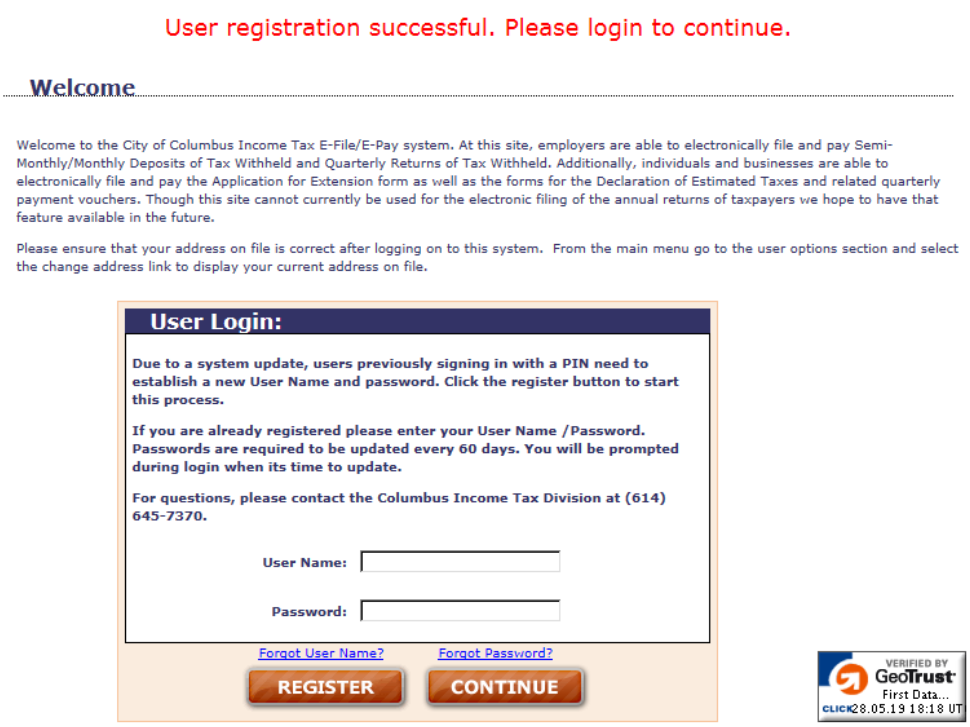
2. Enter your Taxpayer ID (City Tax ID), Practitioner ID, or Excise Tax Account number.



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.



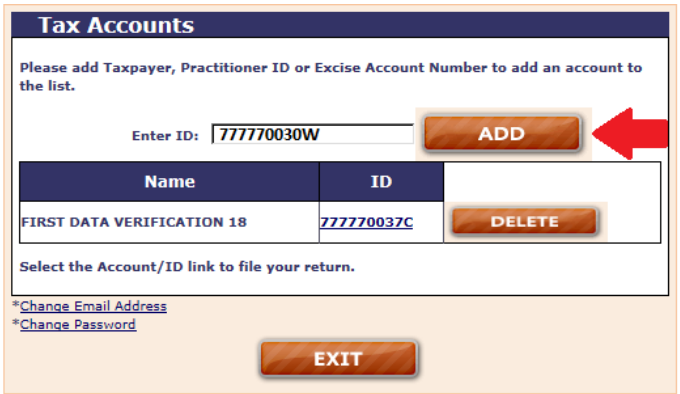
4. You will be taken back to the home page. Use your new user name and password to log in.



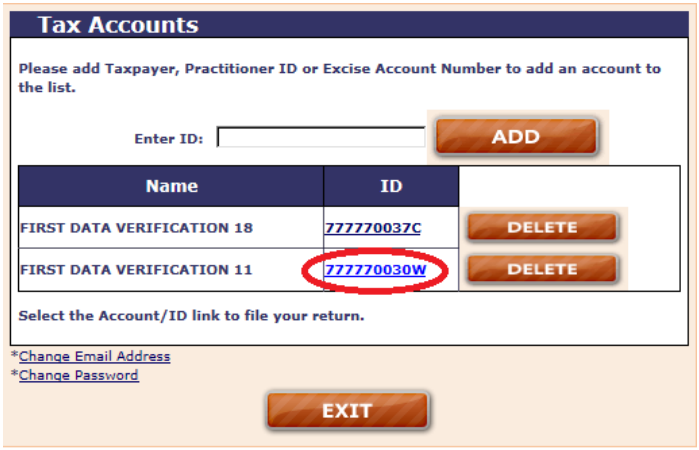
Adding Accounts to the Tax Accounts Screen

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.

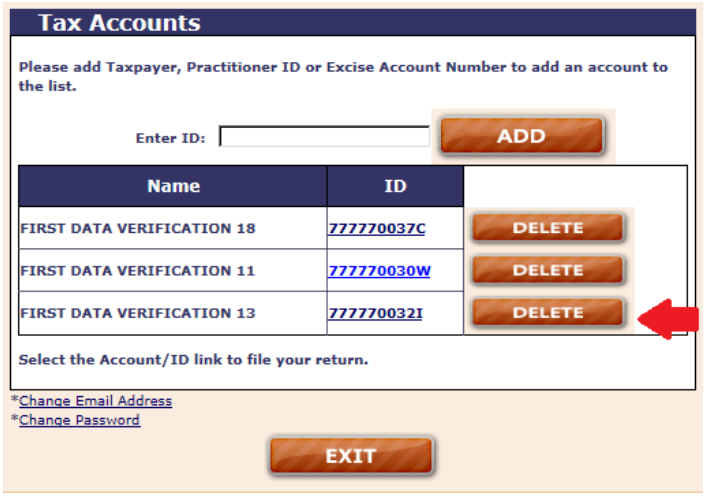
1. Enter the Taxpayer ID (City Tax ID) or Excise Tax Account number associated with the account you would like to add, and then click “Add”.



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



3. 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.



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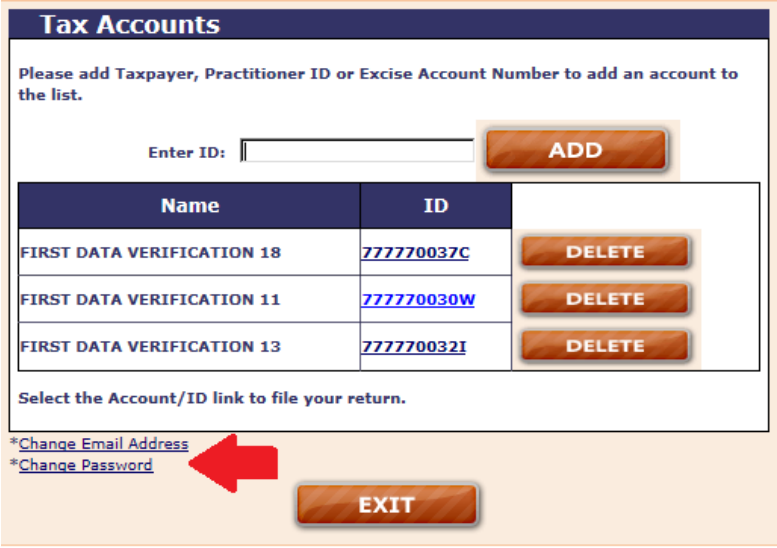
INCOME TAX DIVISION

Changing your Email Address

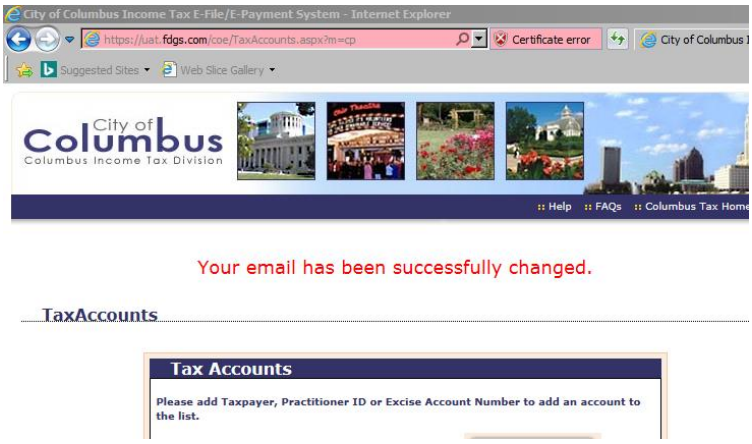
After logging in, you can change the email address associated with your user name. To change your email address, follow the steps below.

1. Click “Change Email Address” from the tax accounts screen.



2. Enter the new email address twice and click “Continue”.

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



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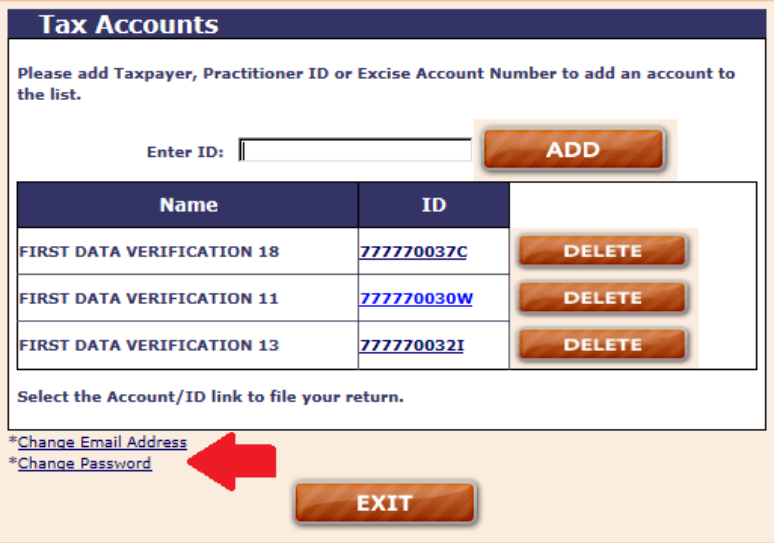
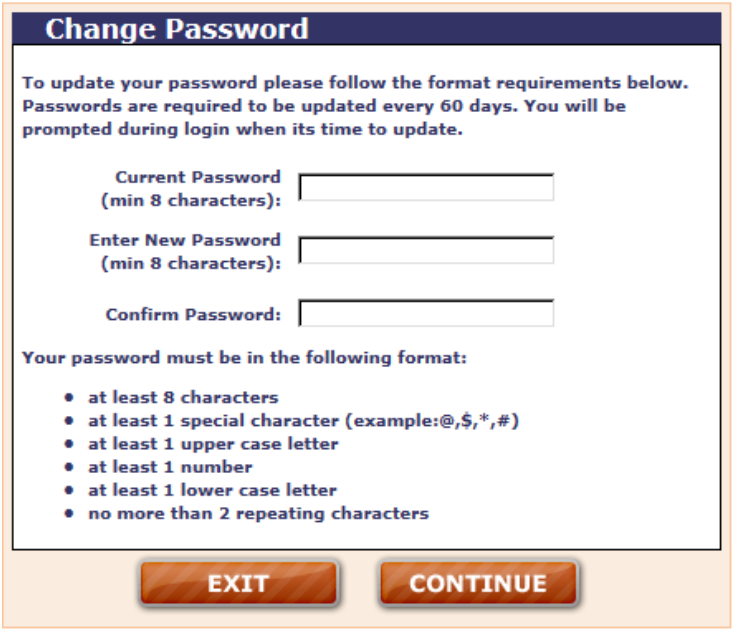
Changing your Password

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

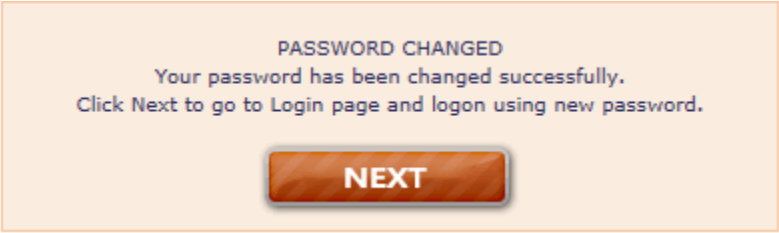
1. Click “Change Password” from the tax accounts screen.



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



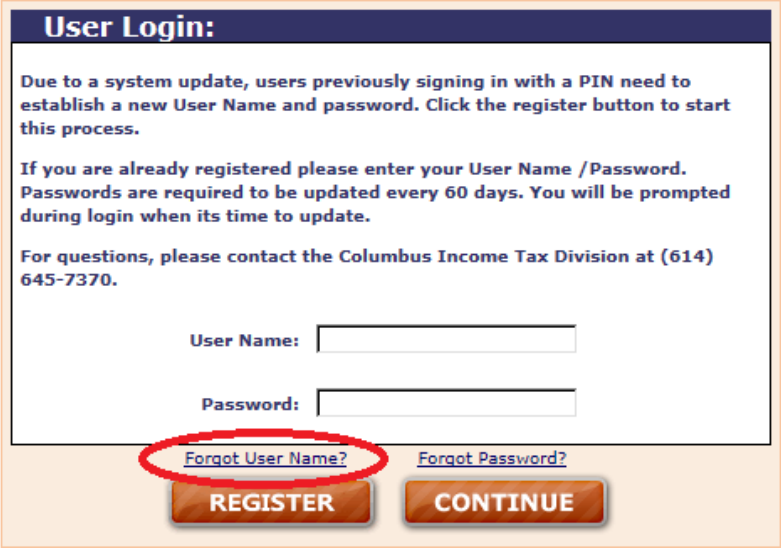
3. You will receive a confirmation message and be asked to log in with your new password.



Recovering a Forgotten User Name

To recover your user name, follow the steps below.

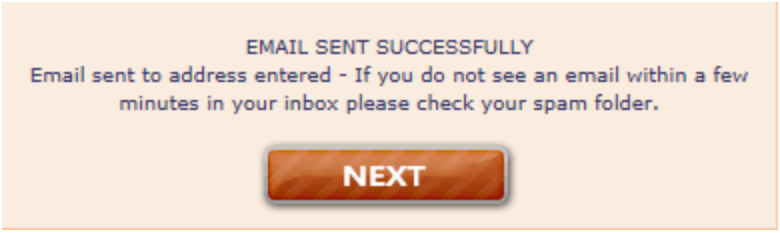
1. From the home page, click “Forgot User Name?”



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

3. Enter the email address associated with your account.

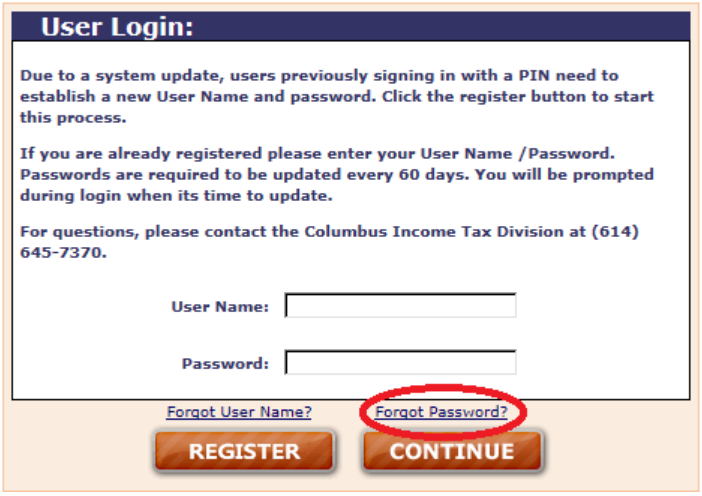
4. You will receive a confirmation notice and an email with further instructions. If you do not receive this email after 10 minutes, please check your spam folder.



Resetting a Forgotten Password

To reset your password, follow the steps below.

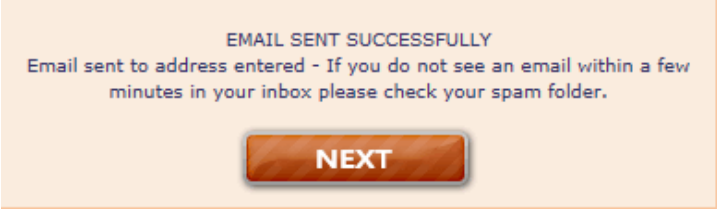
1. From the home page, click “Forgot Password?”



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

3. Enter the email address associated with your account.

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.



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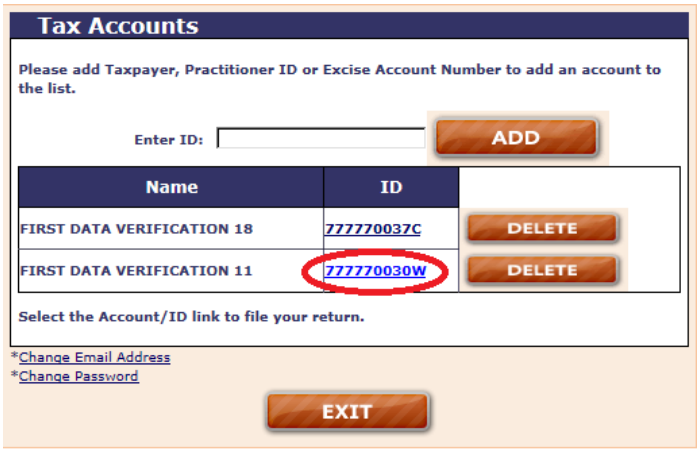
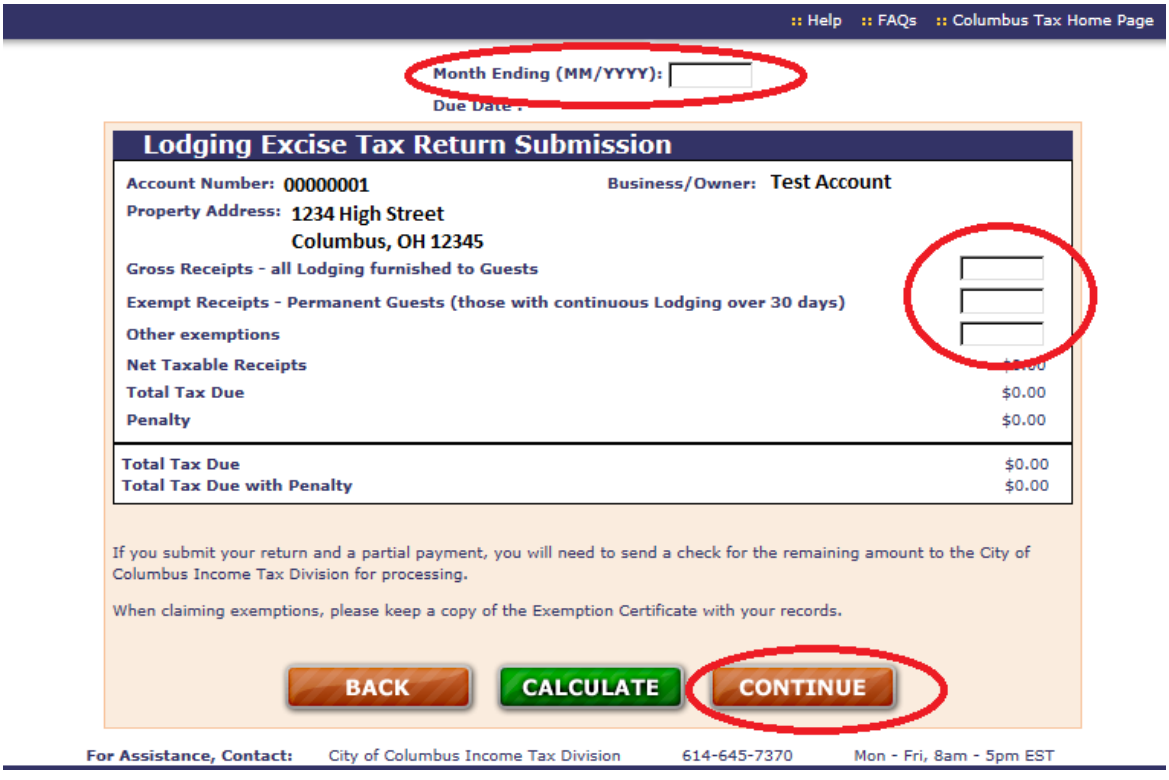
Filing/Paying Lodging Excise Tax

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).

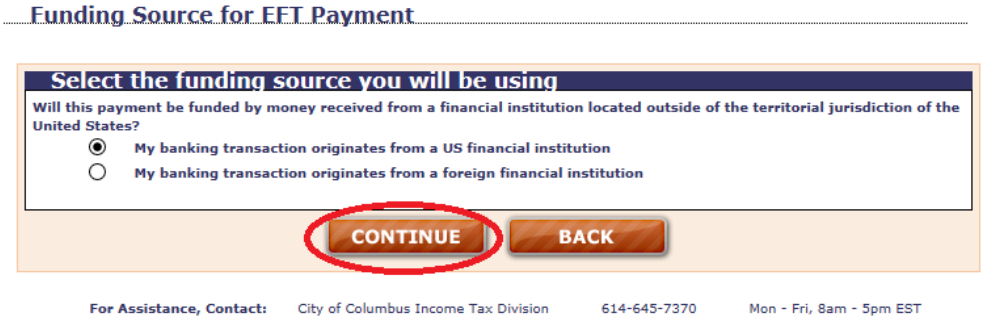


2. Complete the Month Ending, Gross Receipts, Exempt Receipts, and Other Exemptions fields. For instructions on completing these fields, please visit the Hotel-Motel and STR Excise Tax section of our website. Then, press Continue.

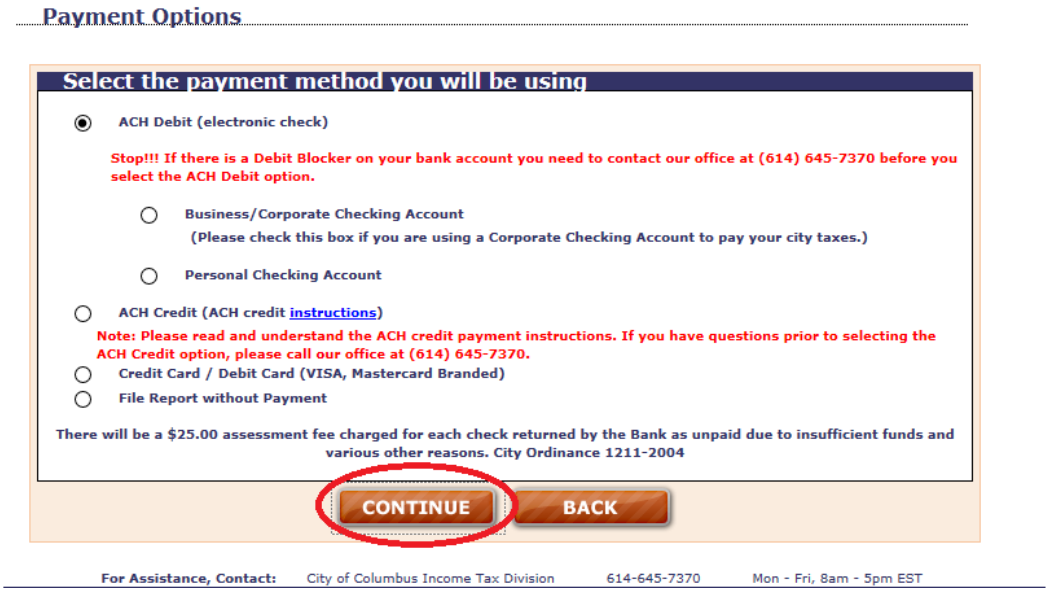
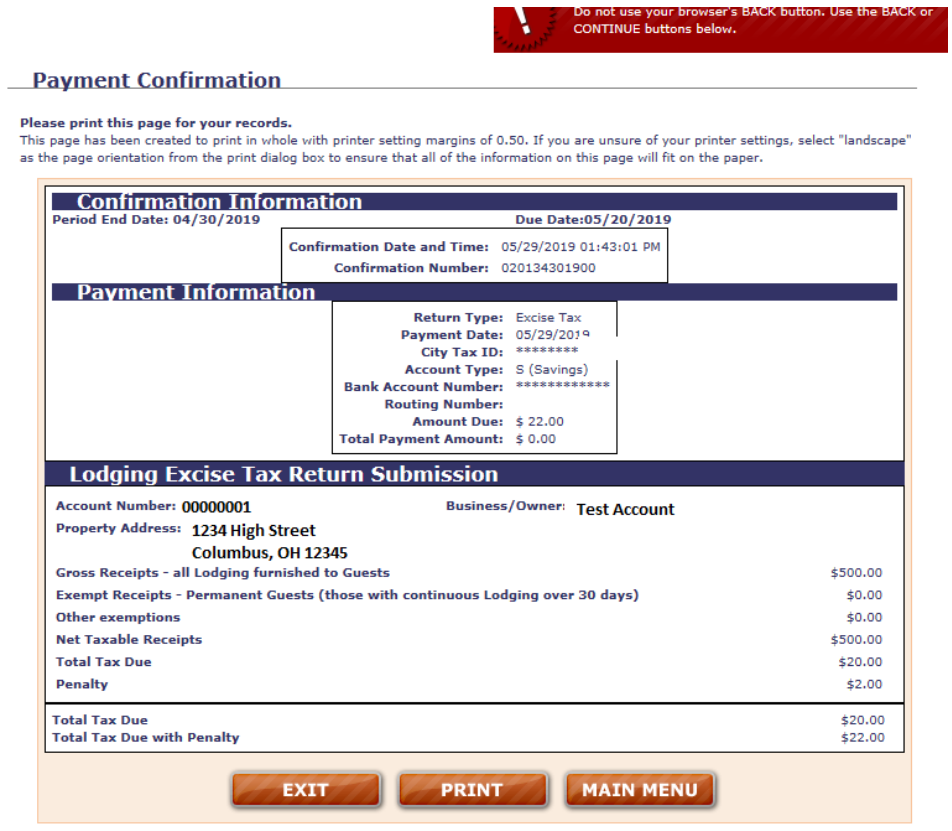


3. Confirm the information on the return and click “Continue”.

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



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



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