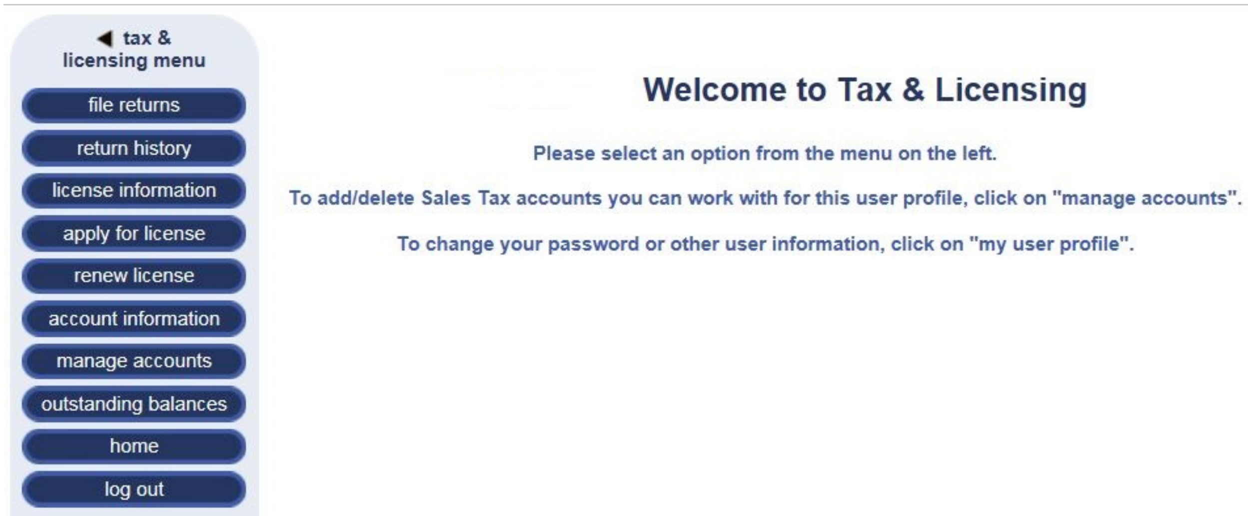
CITIZEN ACCESS INSTRUCTIONS

The following instructions are provided to aid taxpayers with the secure online filing and payment portal provided by the City of Loveland. These instructions cover the following topics:

- HOW TO REGISTER FOR ONLINE FILING
- HOW TO LINK A TAX ACCOUNT
- HOW TO FILE & PAY

Additionally, by utilizing the side menu options displayed below, the secure online filing portal can be used to:

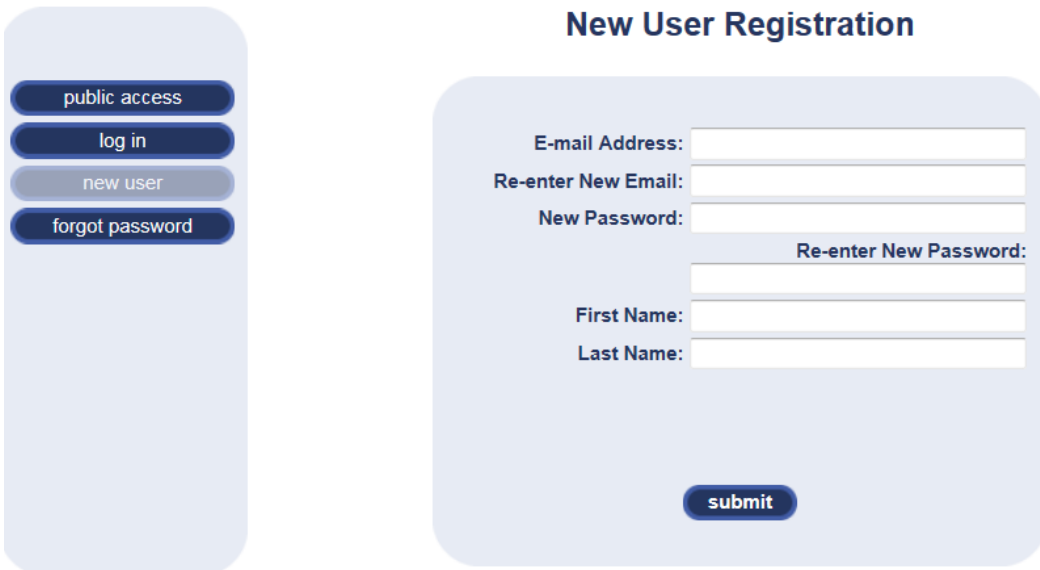
- Review and print previously filed returns
- Print a copy of a license using the "License Information" menu option
- Apply for a new license
- Renew a license
- Pay outstanding balances using the "Outstanding Balances" menu option



You can access the Citizen Access portal for online filing via the cities website https://wsinno.ci.loveland.co.us/citizenaccess/

HOW TO REGISTER FOR ONLINE FILING

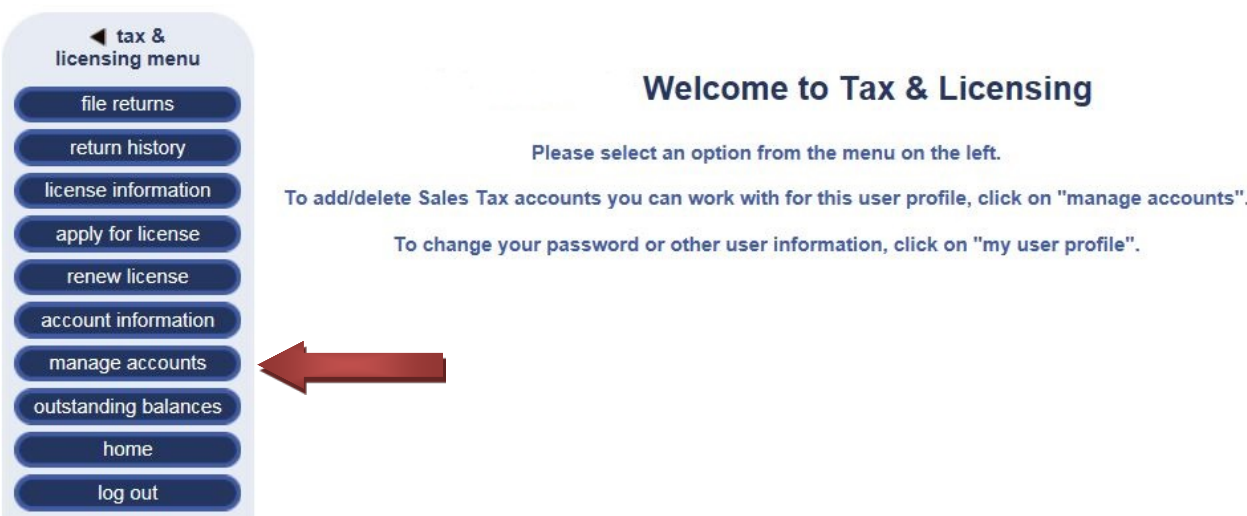
From the login page, select "new user" on the left and complete the fields required to register. Then click "submit".



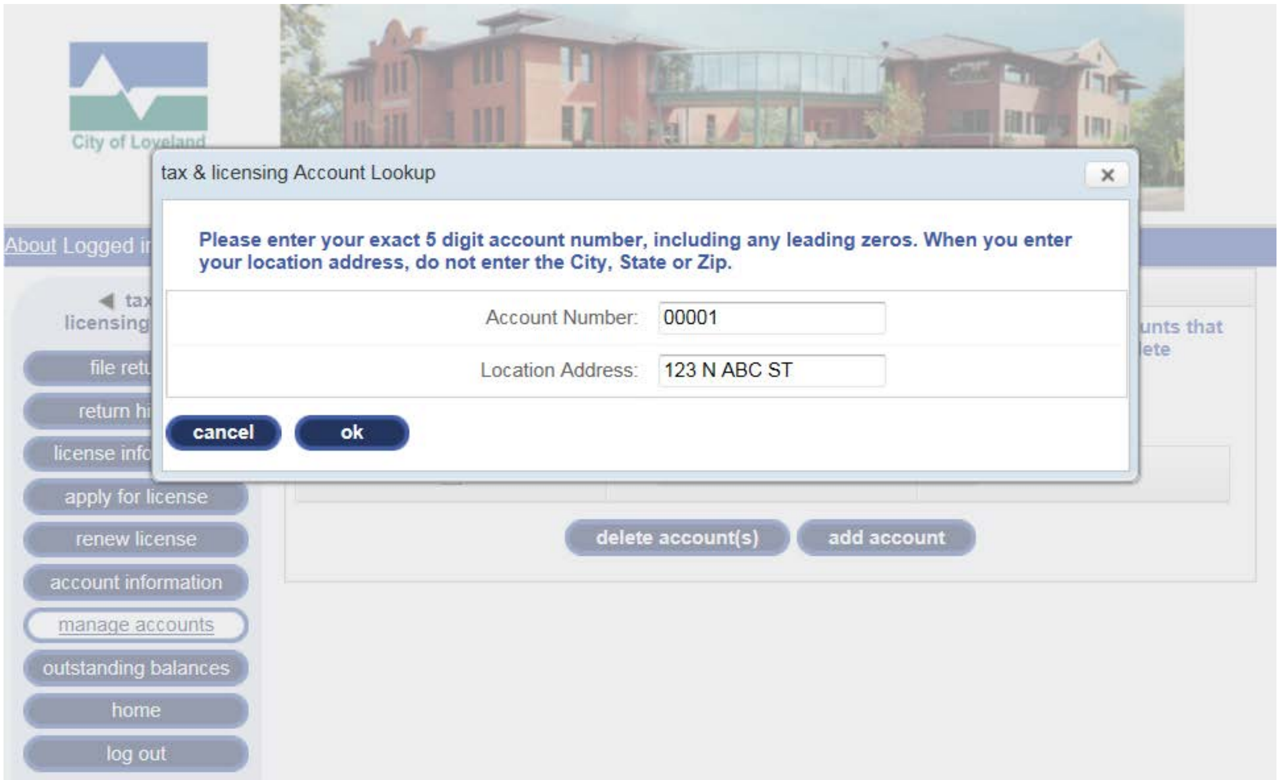
A confirmation e-mail will be sent to the e-mail address provided containing a link to validate the account. Follow the link and a login screen will appear. Activate the account by logging in.

HOW TO LINK YOUR TAX ACCOUNT

After registering and accessing the online filing portal, you will be prompted to link your city tax account to your username. To link your account go to "manage accounts" and select "add account" to lookup your account.

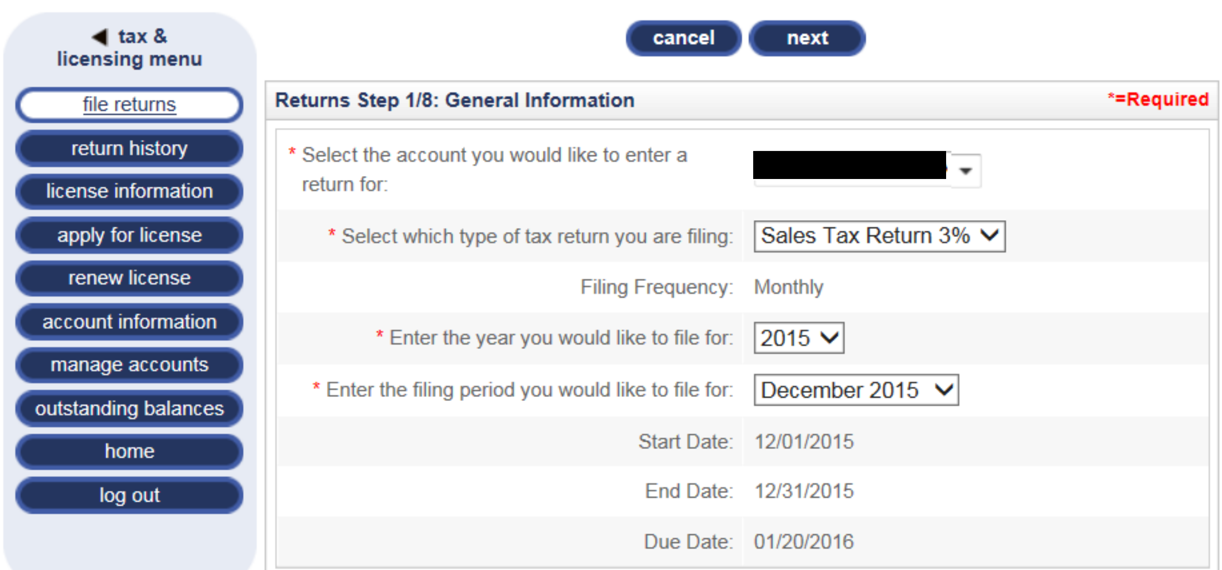


You will then be prompted to enter your sales tax account number (this is your license number and **<u>must</u>** be five digits), <u>the business location</u> address (**<u>only line 1</u>**) as it appears on your license. Once you have entered this information, select “ok” to link the account.



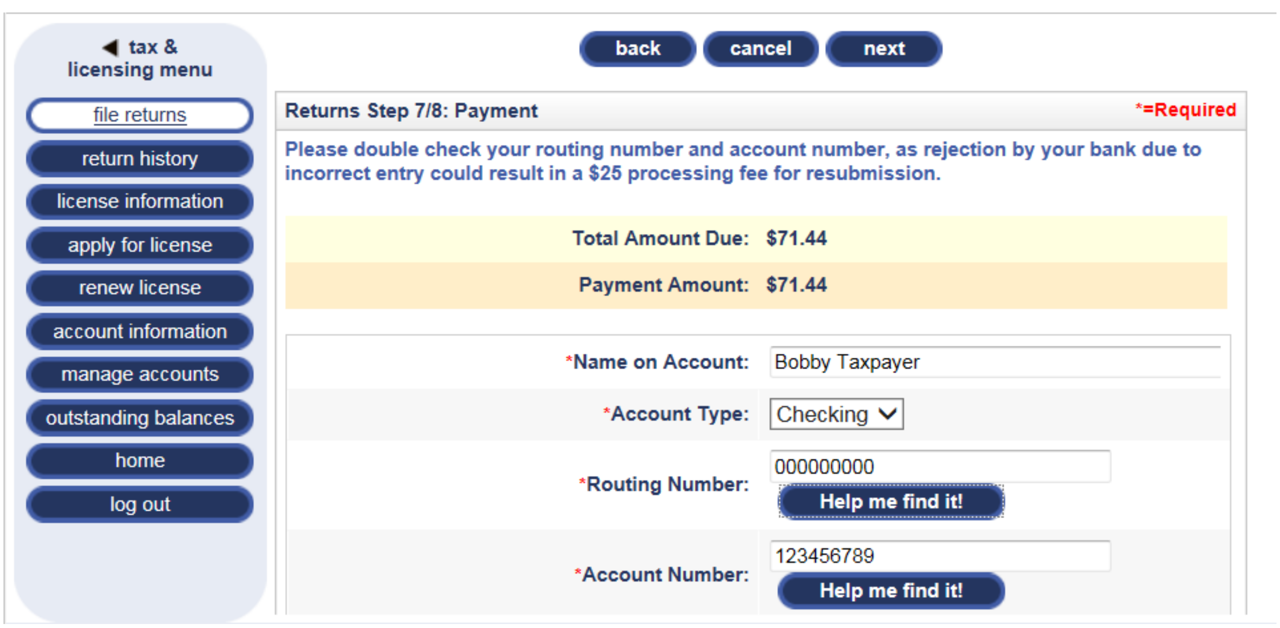
HOW TO FILE AND PAY

1. FILE & PAY – Select “file returns” from the side menu. On the next screen select the year and period you are filing for and select “next” to continue. NOTE: If you file for more than one account you will need to use the drop down to select the correct account.

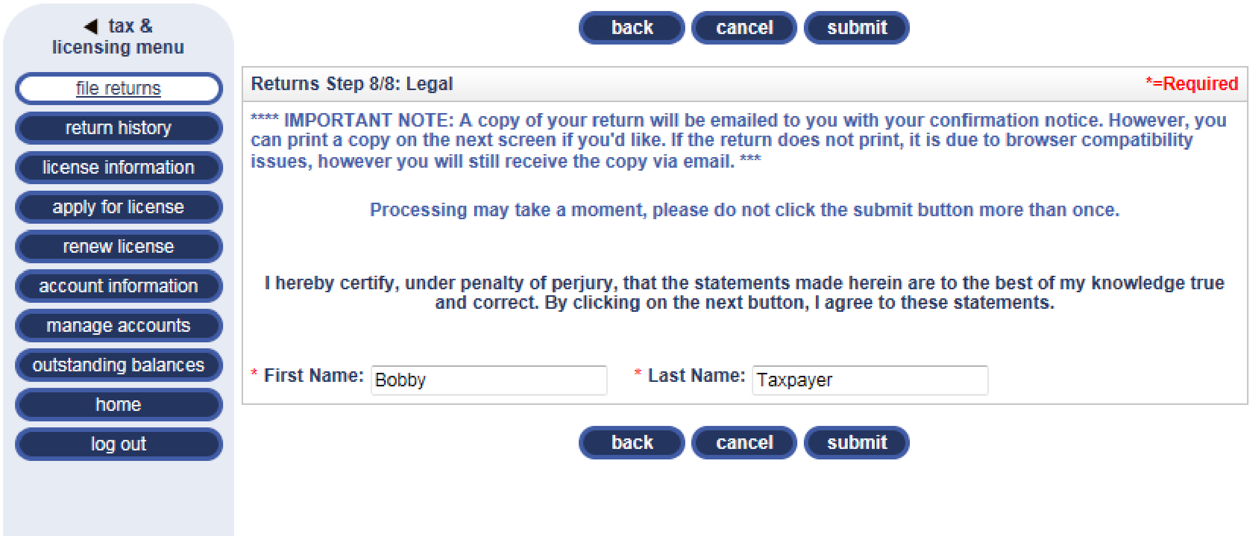


2. ENTER THE RETURN – You will then be prompted to enter information into each of the fields from the tax return (gross sales & service, bad debts, deductions, etc.,) select "next" after completing the information on each screen. After entering all information, a summary will be provided. You may select "back" at any time to make changes.

3. PAY & SIGN – Next, you will be prompted to enter payment information (if applicable) and sign your return. On the payment screen enter the checking account and routing number. NOTE: Please be sure that you have provided your bank with the cities Originator ID number 1846000609, sometimes called customer number, or client ID prior to submitting payment.



On the legal screen type your first and last name to certify that the return is legal and valid.



4. CONFIRMATION – Your return is now filed. A submission confirmation page will appear and a confirmation e-mail with a copy of the filed return will be sent.