



BillPay Guide for Web Payments

Cuyahoga County, OH

point&pay



Table of Contents

Section 1: Search for Parcels.....	4
1.1 Search Parcels.....	4
1.1.1 Search by Parcel Number.....	4
1.1.2 Search by Name.....	4
1.1.3 Search by Address.....	4
Section 2: Checkout (one-time payment).....	5
2.1 Add to Parcel to Cart - Review - Checkout.....	5
2.1.1 Add to Parcel to Order - Review - Checkout.....	5
2.1.2 Adding multiple parcels.....	5
2.1.3 Cart checkout.....	6
2.1.4 Cart review.....	6
2.1.5 Selecting/adding payment method.....	6
2.1.6 Order review.....	7
2.2 Payment confirmation.....	8
2.2.1 Payment confirmation and receipt.....	8
2.2.2 Payment confirmation email.....	8
Section 3: Account Registration / Claiming a Parcel.....	8
3.1. Registration from Payment Confirmation Page.....	9
3.1.1 Register.....	9
3.1.2 Confirm email.....	9
3.1.3 Create password.....	9
3.2. Registration from payment confirmation email.....	9
3.2.1 Register.....	9
3.2.2 Create password.....	9
3.3 Registration from Search and Display	10
3.3.1 Locate parcel.....	10
3.3.2 Register parcel.....	10
3.3.3 Confirm email.....	10
3.3.4 Create password.....	11



Section 4: Dashboard Overview.....	11
4.1 Making Payments from Dashboard Cards.....	11
4.1.1 Select payment options.....	12
4.1.2 Cart checkout.....	12
4.2 Adding Parcels to Dashboard.....	12
4.2.1 Login.....	12
4.2.2 Search.....	12
4.2.3 Register Bill	12
Section 5: Dashboard Profile.....	13
5.1 Updating Personal Information.....	13
5.1.1 Name and Phone Number.....	13
5.1.2 Updating Email Address and Password.....	14
5.2 Manage Payment Method.....	14
5.2.1 Add New Payment Method.....	14
5.2.2 Edit Payment Method.....	14
5.2.3 Delete Payment Method.....	14
Section 6: Dashboard History.....	14
6.1 Account Activity and Statements.....	14
6.1.1 Account Activity	14
6.1.2 Payment History.....	15
Section 7: Support.....	15
7.1 Forgot email addresses.....	15
7.2 Updating email address.....	16
7.3 Forgot passwords.....	16



To begin, please visit: <https://www.paydici.com/cuyahoga-county-treasurer-oh/search/landing>

A screenshot of the Point & Pay website landing page for Cuyahoga County, Ohio. The page features the county logo in the top left, a search bar, contact information for the Cuyahoga County Treasurer, and a prominent dark blue button with a house icon and the text "Search for Property Taxes". The main content area includes a "Welcome" message and instructions on how to use the site for payments and registration.

WELCOME

Point & Pay hosts this site on behalf of Cuyahoga County Treasurer to enable fast easy access to bills and electronic payment options. To make a one-time payment without registering, please select from the payment options below.

By utilizing the registration options, you will have the ability to create a dashboard, receive notifications, and view payment history.

(Recommended)

Search for Property Taxes

Cuyahoga County Treasurer, OH
(216) 443-7400, ext. 1
support@pointandpay.com
<https://cuyahogacounty.us/treasury/>

Point & Pay Support
support@pointandpay.com

Section 1: Search for Parcels

In order to make a payment taxpayers must locate their bill(s) on the search page. Taxpayers can search by Parcel ID, Name or Address. Click on the 'Search for Property Taxes' button to continue to the search screen.

1.1 Search Parcels

1.1.1 Search by Parcel Number

Example: 010-047262-00

010 = tax district; 047262 = parcel number; 00 = extension

Insert Dashes To Separate Each Value(###-#####-##)

See Parcel number on Tax Bill received from Treasurer

1.1.2 Search by Name


Example: Doe(space)John

Initiate search using the last name and then the first name



1.1.3 Search by Address

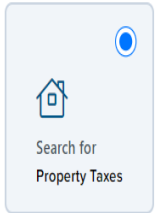
Examples: 1001 East Brown Street = 1001 Brown 1407 N. 4th St = 1407 Fourth
Use only the street number and the street name without street direction (N,S,E,W) or suffix (St, Dr, Ave, etc.) and spell out numeric street names (4th).



SEARCH

Cuyahoga County Treasurer, OH
(216) 443-7400, ext. 1
support@pointandpay.com
<https://cuyahogacounty.us/treasury/>

Point & Pay Support
support@pointandpay.com



SEARCH BY

Parcel Number

Parcel Number

Name

Address



Section 2: Checkout (one-time payment)

2.1 Add to Parcel to Order - Review - Checkout

2.1.1 Add to cart

After following the steps in Section 1 to search and display parcels, taxpayers can add items to their cart by clicking on the radio button next to the payment option and clicking “Add to cart”. Note that some payment option amounts may be editable.

Search for Property Taxes

SEARCH BY

Parcel Number 932-11-0 Search

Search results for Parcel Number : "932-11-0"

Parcel Number 932-11-0 SMITH, TRUSTEE
Property Tax Washington ST Chagrin Falls, OH 44022

Delinquent Balance (\$0.00)
 First Half Balance (\$0.00)
 Second Half Balance (\$2,773.66)
 Total Balance (\$2,773.66)

\$2,000.00

Add To Cart



- To remove the item from the cart, the taxpayer can click “Remove from Cart” if you would prefer to select another payment option.

Parcel Number 932-11-0
Property Tax

SMITH, TRUSTEE
Washington ST Chagrin Falls, OH 44022

Delinquent Balance (\$0.00)
 First Half Balance (\$0.00)
 Second Half Balance (\$2,773.66)
 Total Balance (\$2,773.66)

\$2,000.00

Remove From Cart
Register Bill

Checkout (\$2,000.00)

- If you would like to adjust the amount option, you can do so in the “amount field” and then click “update cart”.

Parcel Number 932-11-0
Property Tax

SMITH, TRUSTEE
Washington ST Chagrin Falls, OH 44022

Delinquent Balance (\$0.00)
 First Half Balance (\$0.00)
 Second Half Balance (\$2,773.66)
 Total Balance (\$2,773.66)

\$1,000.00

Update Cart
Remove From Cart
Register Bill

Checkout (\$2,000.00)

2.1.2 Adding multiple parcels

Taxpayers can do a new search or locate additional parcels and add to their cart from this same screen as well.



2.1.3 Cart checkout

At any point after adding a payment option to their cart, taxpayers can:

- Click the Cart Icon (which shows the total dollar amount in their cart) in the upper right hand corner of the page to complete checking out.
- They can also click the “Checkout” option after their last parcel selection at the bottom of the screen. This takes them to the Cart Review page.

Search for Property Taxes

SEARCH BY

Parcel Number 932-11-0 Search

Search results for Parcel Number : *932-11-0

Parcel Number 932-11-0
Property Tax

SMITH, TRUSTEE
Washington ST Chagrin Falls, OH 44022

Delinquent Balance (\$0.00)
 First Half Balance (\$0.00)
 Second Half Balance (\$2,773.66)

\$1,000.00

Total Balance (\$2,773.66)

Remove From Cart
Register Bill

Checkout (\$1,000.00)



2.1.4 Cart review

Taxpayers can edit payment options and/or amounts.

Once changes have been made, they must click “Update Cart”. To continue to checkout, taxpayers must click the “checkout” option at the bottom of the page.

Parcel Number 932-11-0

Property Tax

NAME [REDACTED] SMITH, TRUSTEE

ADDRESS [REDACTED] Washington ST Chagrin Falls, OH 44022

Delinquent Balance (\$0.00)

First Half Balance (\$0.00)

Second Half Balance (\$2,773.66)

Total Balance (\$2,773.66)

\$1,500.00

Update Cart

Register Bill \$1,000.00 X REMOVE

Order Summary

Parcel Number 932-11-020 \$1,000.00 Property Tax

ESTIMATED TOTAL \$1,000.00

Checkout

2.1.5 Selecting/adding payment method

Taxpayers are prompted to select and enter their preferred payment method (fees are calculated for each payment type and are displayed at the top of the page).

For eCheck payments, routing numbers are validated in real time and taxpayers are required to enter the bank account number twice to help prevent errors. Credit and debit card numbers are verified immediately. Invalid card numbers will not be permitted to checkout.



CART **PAYMENT** **REVIEW** **CONFIRMATION**

< BACK

Choose your method of payment

Pay with Credit Card
\$34.50 service fee

Pay with Debit Card
\$2.95 service fee

Pay with Electronic Check
\$0.00 service fee

Order Summary

Parcel Number 932-11-0. \$1,500.00
Property Tax


Processing Fees TBD

ESTIMATED TOTAL **\$1,500.00**

[Continue](#)

- After selecting a method of payment, enter your payment details, then click continue to proceed to the final review screen.

FIRST NAME LAST NAME

CARD NUMBER 

MONTH YEAR CVV ⓘ

BILLING ADDRESS

COUNTRY ZIP CODE

CITY STATE

EMAIL ADDRESS PHONE

Pay with Debit Card
\$2.95 service fee

Pay with Electronic Check
\$0.00 service fee


Order Summary

Parcel Number 932-11-020 \$1,500.00
Property Tax

Processing Fees \$34.50

ESTIMATED TOTAL **\$1,534.50**

[Continue](#)





2.1.6 Order review

Taxpayers can review their complete order and select a date for their payment on the Order Review page (by clicking on the payment date box). If any parcels in the cart have a due date prior to the payment date, a notification should appear on screen to remind them.

The screenshot shows the 'Review your order details' page. At the top, there are four tabs: CART, PAYMENT, REVIEW, and CONFIRMATION. Below the tabs is a navigation bar with a '< BACK' link. The main content area is titled 'Review your order details'. It contains several sections: 'Parcel Number' (#932-11-0), 'Second Half Balance' (\$1,500.00), 'Order Summary' (Subtotal: \$1,500.00, Processing Fees: \$34.50, TOTAL: \$1,534.50), 'PAYMENT METHOD' (VISA **** * 7954), and 'CONTACT INFORMATION' (Pnp Pnp, PNP, Oldsmar, FL 33558, TEST@PNP.COM, (555) 555-5555). A 'PAYMENT DATE' section is highlighted with a green box, showing a calendar for May 2023 with 'Tue May 16th 2023' selected. Below the calendar is a checkbox for 'I Agree to the Terms & Conditions' and a 'Submit Payment' button, both also highlighted with a green box.

Taxpayers must agree to the Terms and Conditions by checking the box at the bottom and then click "Submit" to complete the payment.

This screenshot is identical to the previous one, but with a green arrow pointing to the 'I Agree to the Terms & Conditions' checkbox and the 'Submit Payment' button, indicating the final step in the payment process.



2.2.2 Payment confirmation email

Taxpayers will receive an email notification with payment and order details as well as a link to register for an account or login if they have not already done so.

Follow steps in Section 3 (below) to register an account.

The screenshot shows an email confirmation from Point & Pay. At the top center is the Cuyahoga County logo. Below it, the text reads "Hello [REDACTED]" in blue, followed by "Order Confirmation #6321701" in bold. The main body of the email states: "Your payment of \$1534.50 to Cuyahoga County Treasurer, OH has been processed on May 16, 2023." and "Soshane Buckle at Point and Pay submitted this payment on your behalf." A table follows with three columns: "Parcel Number", "Installment", and "Amount". The table contains three rows: a parcel payment of \$1,500.00, processing fees of \$34.50, and a total of \$1,534.50. Below the table, it says "Payment Method: **** * 7954 (Visa)". There is a link to register the account and a blue "REGISTER" button. Contact information for Cuyahoga County Treasurer, OH, is provided at the bottom, including a phone number and email address. A "Need login help?" link is also present. At the very bottom, there is a disclaimer and an unsubscribe link, followed by the "point&pay" logo.

Parcel Number	Installment	Amount
932-11-0'	Second Half Balance	\$1,500.00
Processing Fees:		\$34.50
Total:		\$1,534.50



Section 3: Account Registration(Taxpayer Dashboard)

Taxpayers may register for an account in order to view and pay claimed parcels, store payment methods and manage their communication preferences including paperless and SMS. Taxpayers can register for an account three ways:

- From payment confirmation page
- From payment confirmation email
- From the search results screen

3.1. Registration from Payment Confirmation Page

3.1.1 Register

After submitting a payment, taxpayers simply click the “Register” button on the right side of the payment confirmation page.

CART PAYMENT REVIEW CONFIRMATION

Payment Successful

Confirmation #6321772

An email confirmation has been sent to sbuckle@nabancarc.com

Print Your Confirmation

PAYMENT DATE	Wednesday, May 17, 2023	TOTAL	\$2,927.42
		FEE	\$12.00
Parcel Number 932-11-0	Second Half Balance Washington ST Chagrin Falls, OH 44022		\$2,273.45
PAYMENT METHOD			
VISA *****7954			
CONTACT INFORMATION			
Pnp Pnp PnP Lutz, FL 33558 sbuckle@nabancarc.com (955) 955-9555			

Save time and paper
Register to save this account to your favorites and never miss a payment with our convenient features like SMS notifications or FuturePay.
We have sent you an activation email. Please check your inbox to complete registration or click below.

[Register now](#)



3.1.2 Confirm email

Taxpayers are then prompted to confirm their email address by logging into their email account and clicking “Confirm My Email”.



Hello

Please click the link below to confirm your email address and complete account registration for Cuyahoga County Treasurer, OH.

[CONFIRM MY EMAIL](#)

Once registration is complete, you can:

- View account and payment history

Thank you,
Cuyahoga County Treasurer, OH
216-443-7000



3.1.3 Create password

After confirming email, taxpayers are taken to the registration page where they are prompted to create a password and accept the Terms and Conditions. Passwords must be at least 6 characters and contain at least one uppercase letter, one lowercase letter and one number to meet Point and Pay standards.

Register

FIRST NAME

LAST NAME (OR COMPANY NAME)*

EMAIL ADDRESS*

PASSWORD*

PASSWORD CONFIRMATION*

I Accept The Terms Of Use And Privacy Policy

[Create account](#)



3.2. Registration from payment confirmation email

3.2.1 Register

After submitting a payment, taxpayers must login their email and click the “Register” button in the body of the payment confirmation email.

3.2.2 Create password

After confirming email, taxpayers are directed to the Point and Pay registration page where they are prompted to create a password and accept the Terms and Conditions. Passwords must be at least 6 characters and contain at least one letter, one lowercase letter and one number to meet Point and Pay standards.

3.3 Registration from Search and Display Results

3.3.1 Locate parcel

From the search page: <https://cuyahogacounty.us/treasury/> taxpayers can locate their parcel(s) by entering either Parcel ID, Address or Name.

3.3.2 Register Bill

Once the parcel is located, taxpayers must click the drop down arrow to the left of the parcel row and then select “Register Bill”.

3.3.3 Confirm email

Taxpayers are prompted to enter their email address and confirm ownership by logging into their email account and clicking “Confirm My Email” button located in the body of the email.



3.3.4 Create password

After confirming email, taxpayers are directed to the Point and Pay registration page where they will then be prompted to create a password and accept the Terms and Conditions. Passwords must be at least 6 characters and contain at least one uppercase letter, one lowercase letter and one number to meet Point and Pay standards.

Section 4: Dashboard & Card Actions

Taxpayers can make payments, view saved payment methods and add parcels from their dashboard. Each parcel contains a card which can be revealed by clicking the drop down button on the left of the parcel. Each card presents bills and payment options.

4.1 Making Payments from Dashboard Cards

4.1.1 Select payment options

From the dashboard, the taxpayer must select a payment option and click “Add to Cart” for each parcel they want to pay.

The screenshot shows a dashboard interface for a taxpayer. At the top left, the word "Dashboard" is displayed. On the right, there is a "More Actions" link with a dropdown arrow. Below the dashboard title, a parcel is listed with a dropdown arrow on the left, the text "Parcel Number 932-11-0", and the address "E Washington ST Chagrin Falls, OH 44022". To the right of the parcel information, the word "BALANCE" is followed by the amount "\$2,773.66" and a vertical ellipsis menu icon. A "Property Tax" card is shown below the parcel information. The card has a "BACK" link at the top left. It contains four radio button options: "Delinquent Balance (\$0.00)", "First Half Balance (\$0.00)", "Second Half Balance (\$2,773.66)" (which is selected), and "Total Balance (\$2,773.66)". A text input field below the selected option contains the value "\$2,773.66". At the bottom of the card is a blue button labeled "Add To Cart".



4.1.2 Cart checkout

Follow steps 3-6 in Section 2. In step 5, taxpayers have the option to select from stored payment methods.

4.2 Adding Parcels to Dashboard

4.2.1 Login

Taxpayers must first login to their account at

<https://www.paydici.com/cuyahoga-county-treasurer-oh/search/landing>, then click “Claim

New Parcel” from the upper right hand corner of the page.

4.2.2 Search

Follow steps from Section 1 to search and display parcels.

4.2.3 Register Bill

Once the parcel is located, taxpayers must click the drop down arrow to the left of the parcel row and then select “Register Bill”. Repeat steps above to register additional bills.



Section 5: Dashboard Profile

Taxpayers can update personal information including name, phone number, email address, communication preferences (SMS), passwords as well as manage payment methods.

Personal information and Saved Payment methods can be accessed from the Dashboard by clicking “Account settings” in the left hand navigation bar.

Account Settings

Personal Information

FIRST NAME

LAST NAME

PHONE

ADDRESS

ADDRESS 2

COUNTRY

STATE

CITY

5.1 Updating BillPay Personal Information

5.1.1 Name and Phone Number

Taxpayers can update their name by clicking the “edit” option just below the “personal information” section, editing the desired fields and clicking “Save”.



5.1.2 Updating Email Address and Password

Taxpayers can update their email address or password by clicking the “edit” button just below the second “Your Account” Section and editing the desired fields. After updating account information, Taxpayers must enter their password then click “Save” to save the changes.

5.1.3 Manage Payment Method

5.1.4 Add New Payment Method

From the Profile page, taxpayers click the “Add New” Button from the right hand side of the page. They must select payment type and add payment information then click “Save”.

5.1.5 Edit Payment Method

From the Profile page, taxpayers click the “Edit” Icon to the right of the payment method. They must select payment type and edit payment information then click “Save”.

5.1.6 Delete Payment Method

From the Profile page, taxpayers must click the “Trash” Icon to the right of the payment method then click “Confirm” to delete the stored payment method.

Point and Pay will send an email when a saved payment method is about to expire and/or if a payment attempt is unsuccessful due to an expired or invalid payment method.



Section 6: Dashboard History

Taxpayers can access their payment history by clicking on the “History” tab from the left hand navigation bar.

History

Filter by Parcel N

ACCOUNT ACTIVITY 3 STATEMENTS 0

You have until 11:59 PM (Eastern Daylight Time) on the day before the scheduled payment date to cancel the payment.

DATE	PARCEL NUMBER	PAYMENT	TOTAL	STATUS
May 18, 2023	932-11-0*	VISA **** 7954 by PNP PNP	\$2,837.45	SUCCESS
May 17, 2023	932-11-0*	VISA **** 7954 by PNP PNP	\$2,837.45	SUCCESS
May 16, 2023	932-11-0*	VISA **** 7954 by Sooh Buckle	\$1,534.50	SUCCESS

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Cuyahoga County Treasurer, OH
(216) 443-7000
support@pointandpay.com
https://cuyahogacounty.us/treasury/
Point & Pay Support
support@pointandpay.com

6.1.1 Account Activity and Statements

6.1.2 Account Activity

The Payments tab contains a list of all web payments made using the Point and Pay payment portal.

6.1.3 Payments History

The Statements tab contains a list of current tax statements for ease of viewing. (See screenshot below)



History

Filter by Parcel Number All

ACCOUNT ACTIVITY | **STATEMENTS**

You have until 11:59 PM (Eastern Daylight Time) on the day before the scheduled payment date to cancel the payment.

DATE	PARCEL NUMBER	PAYMENT	TOTAL	STATUS
May 18, 2023	932-11-020	VISA **** 7954 by PNP	\$2,837.45	SUCCESS
May 17, 2023	932-11-020	VISA **** 7954 by PNP	\$2,837.45	SUCCESS
May 16, 2023	932-11-020	VISA **** 7954 by Sosh	\$1,534.50	SUCCESS

Section 7: Taxpayers login support

Point and Pay support forms for forgotten credentials can be found at

<https://www.paydici.com/support#login-help>.

Need help signing in?

Select the problem you're having and we'll help you out.

- ▶ **I don't remember my password.**
- ▶ **I need my username.**
- ▶ **I need to update my email address.**
- ▶ **I need help creating my account.**
- ▶ **I don't know which email address is attached to my account.**

7.1 Forgotten email addresses

Please direct all taxpayers to the Sign-in support forms for forgotten email addresses at

<https://www.paydici.com/support#login-help>. Point and Pay staff will respond to taxpayers' support requests by phone or email within 1 business day.



7.2 Updating email addresses

If taxpayers need to update their email addresses and cannot login first, please direct them to the Point and Pay support page: <https://www.paydici.com/support#login-help> (or fill out the request on their behalf). A Point and Pay staff will update the email address within 1 business day and email the Taxpayers to confirm the change.

7.3 Forgotten passwords

If the Taxpayers needs to update their password and cannot login first, please direct them to the Point and Pay support page: <https://www.paydici.com/support#login-help> (or fill out the request on their behalf). Point and Pay will automatically generate an email response to the Taxpayers with a link to reset the password.