BillPay Guide for Web Payments

Cuyahoga County, OH

point&pay

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

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).

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.

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

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

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.

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.

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 |

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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 $1,500.00
TOTAL

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

VISA MasterCard
DISCOVER AMEX

MONTH   YEAR   CVV ⓘ

BILLING ADDRESS

COUNTRY   ZIP CODE

USA

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 $1,534.50
TOTAL

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.

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

2.2 Payment Confirmation

2.2.1 Payment confirmation & receipt

Once the payment has been completed, a confirmation page will appear with payment and order details. Taxpayers can print the payment receipt by clicking "Print Your Confirmation" on this page.

Once the taxpayer has left the payment confirmation page they will not be able to go back and print the receipt however, they may view the Payment Confirmation Email (see below).

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.

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.

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

PNP

LAST NAME (OR COMPANY NAME)*

PNP

EMAIL ADDRESS*

sbuckle@nabancard.com

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.

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.

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.

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 ⌄]
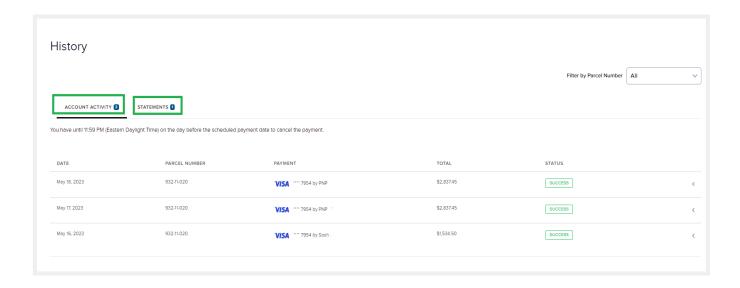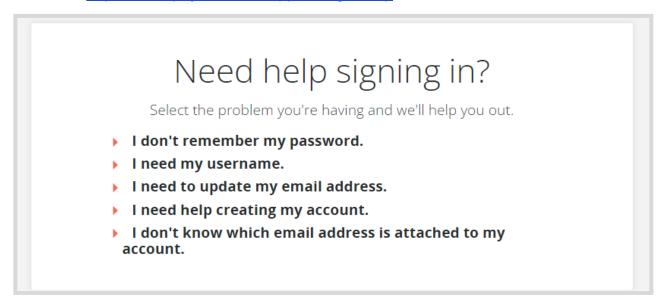
| ACCOUNT ACTIVITY 3 | STATEMENTS 1 |

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.