

# User Guide

For  
New York City e-file

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## Returning Users

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Jacques Jiha, Ph.D.  
Commissioner

Help ▼

### Welcome to NYC eFile

**Important Information**

**Returning Users:** You can log in using the same user name and password you used in our previous system. You will be asked to choose a new password and security questions.

**New users:** Click the "Register" button below to register and begin using the system.

Username:

Password:

[Forgot UserName](#)

[Forgot Password](#)

[Log In](#) [Register](#)

**Returning User:**  
Enter Username and Password from previous system

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Commissioner

### Welcome to NYC eFile

Our records indicate that you are accessing this new site for the first time. We have sent an activation code to the e-mail address associated with your account.

Please enter the activation code to establish a new profile on this system.

Activation Code:

[Continue](#)

To confirm your identify, an **Activation Code** will be sent to your e-mail address on file

## Sample of Activation Code e-mail

**From:** [DoNotReply@nycefile.com](mailto:DoNotReply@nycefile.com) [<mailto:DoNotReply@nycefile.com>]  
**Sent:** Tuesday, February 17, 2015 10:59 AM  
**To:** Smith, Joe  
**Subject:** NYC eFile Activation Code

Thank you for using NYC eFile. Until you activate your account, you will not have access to the system. To activate your account, please enter the following activation code:

**Activation Code : K048D11T**

If you have any questions, please contact Customer Service at : (212)-291-4106.

If you do not receive the Activation e-mail, contact Customer Service at **(212) 291-4106**.

Complete the fields in red of the Register Page



- Create new password
- Establish Security Questions

**Register - Existing User**

Registration: ☐ Business ☐ Individual *You must select if you are a Business or Individual.*

Business Name:

First Name:

Middle Initial:

Last Name:

Contact Name:  *You must enter a Contact Name.*

Address Line 1:

Address Line 2:

City:  State:

Postal Code:  (ex: 123451111)

Country:

Telephone:  (ex: 7181234567)

Email:  (ex: john.doe@paysaver.com)

Confirm Email:  *You must confirm your Email Address.*

**Registration Continued**

**Important Information**

**Username Requirements :** User Names are required to be a minimum of 6 letters and/or numbers in length with a maximum of 10 characters.

**Password Help :** Passwords are required to be a minimum of 8 characters in length and contain at least 1 uppercase, 1 lowercase, 1 number, and 1 special character (!@#%&'\*~).

**Username and Password Information**

Username:

Confirm Username:

Password:

Confirm Password:

**Security Questions**

You are required to select and answer three questions for security purposes. You will be asked for your answers if you need to retrieve or reset your password.

Question 1:


Answer:

Question 2:

Answer:

Question 3:

Answer:



## New Users

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**Welcome to NYC eFile**

**Important Information**

**Returning Users:** You can log in using the same user name and password and answer the security questions.

**New users:** Click the "Register" button below to register and begin the process.

Username:

Password:

[Forgot UserName](#)

[Forgot Password](#)

**Creating a Registration is a 4 step process.**

**1. Click the "Register" button**

**2. Complete the Create User Profile Page**



**3. Create a password and establish Security Questions for password reset**

**Create User Profile**

Registration: ☐ Business ☐ Individual

Business Name:

First Name:

Middle Initial:

Last Name:

Contact Name:

Address Line 1:

Address Line 2:

City:  State:

Postal Code:  (ex: 123451111)

Country:

Telephone:  (ex: 7181234567)

Email:  (ex: john.doe@taxpayer.com)

Confirm Email:

**Registration Continued**

**Important Information**

Username Requirements : User Names are required to be a minimum of 6 letters and/or numbers in length with a maximum of 10 characters.

Password Help : Passwords are required to be a minimum of 8 characters in length and contain at least 1 uppercase, 1 lowercase, 1 number, and 1 special character (!@#%&'&").

**Username and Password Information**

Username:

Confirm Username:

Password:

Confirm Password:

**Security Questions**

You are required to select and answer three questions for security purposes. You will be asked for your answers if you need to retrieve or reset your password.

Question 1:


Answer:

Question 2:

Answer:

Question 3:

Answer:



Type the NYC Moving Letters

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Commissioner

[Help ▼](#)

**Registration Confirmation**

You have successfully created your user account for the NYC portal, you

An email has been sent to the email address you used during registration. You must complete your registration by using the activation code sent to your e-mail address.

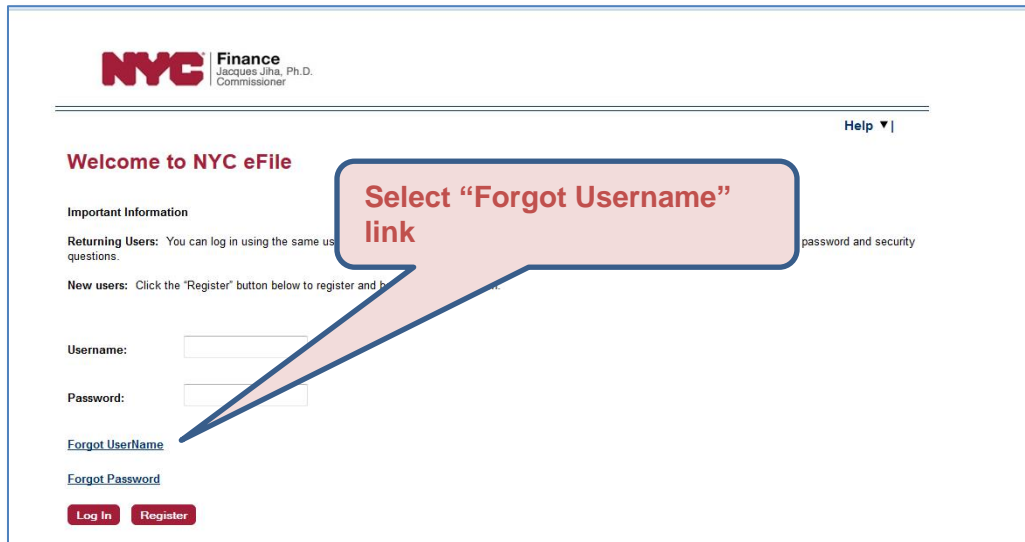
Activation Code:

**4. To complete the registration, enter the Activation Code sent to your e-mail address**

[Sample of Activation Code e-mail](#)

If you do not receive an e-mail, please contact Customer Service at (212) 291-4106.

## Forgot Username



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Help ▼

**Welcome to NYC eFile**

**Important Information**

**Returning Users:** You can log in using the same username and password and security questions.

**New users:** Click the "Register" button below to register and log in.

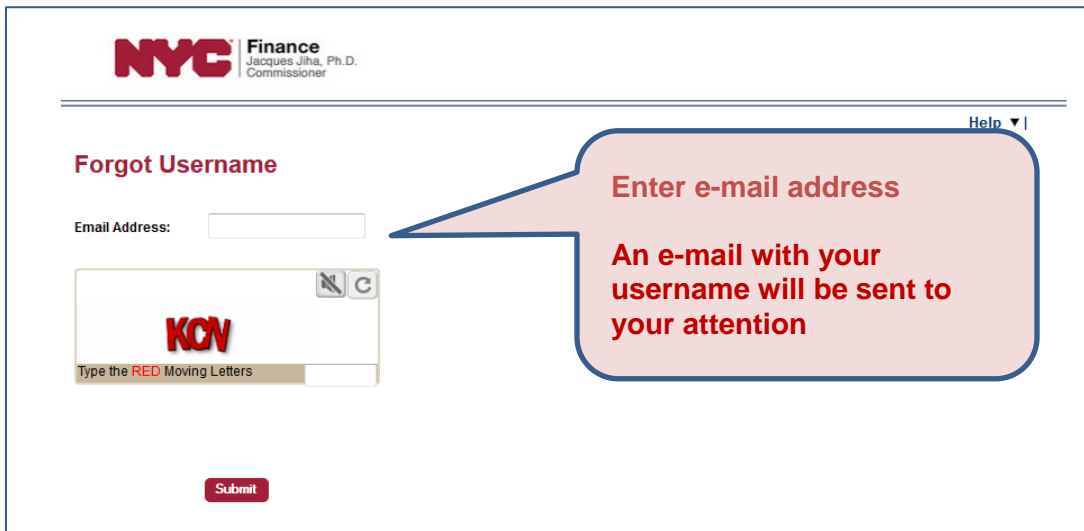
Username:

Password:

[Forgot Username](#)

[Forgot Password](#)

**Select "Forgot Username" link**



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Help ▼

**Forgot Username**

Email Address:

**KOV**  
Type the RED Moving Letters

**Enter e-mail address**

**An e-mail with your username will be sent to your attention**

**If you don't receive an e-mail, please contact customer support at (212) 291-4106**

**If you get an invalid e-mail message, this indicates that we don't have your e-mail address on file and you must register as a new user**

[Return to Main Menu](#)

**From:** [DoNotReply@nycefile.com](mailto:DoNotReply@nycefile.com) [<mailto:DoNotReply@nycefile.com>]  
**Sent:** Wednesday, February 18, 2015 2:19 PM  
**To:** Smith, Joe  
**Subject:** NYC eFile Username recovery

Thank you for using NYC eFile. Your Username for this system is:

**Username :** joesmith

If you have any questions, please contact eFile support at (212)-291-4106.

## Reset Password

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[Help ▼](#)

**Welcome to NYC eFile**

**Important Information**

**Returning Users:** You can log in using the same user name and password you used in our previous system. You will be asked to choose a new password and security questions.

**New users:** Click the "Register" button below to register and begin.

Username:

Password:

[Forgot UserName](#)

[Forgot Password](#)

**Select the "Forgot Password" link**

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[Help ▼](#)

**Forgot Password**

In order to recover your password, you must provide the account information you registered for this site.

Username:

**Enter Username**

[Return to Main Menu](#)

**Forgot Password**

In order to recover your password, you must provide the answer to your security question.

Security Question: In which city did your father grow up?

Answer:

[Back](#) [Continue](#)

**Answer Security Question**

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**Change Password**

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

New Password:

Confirm New Password:

[Submit](#)

**Create new password**

## Bank Account

### Adding Bank Accounts

Properties ▾ | Payments ▾ | **Account ▾** | Help ▾ | Logout

Update Profile

[Update Bank Accounts](#)

Select "Update Bank Accounts" from Account menu

Your last visit was: Wednesday 02/18/2015 12:00 PM

Properties ▾ | Payments ▾ | **Account ▾** | Help ▾ | Logout

**Payment Bank Accounts**

Manage or view the bank account information for your agency. [International ACH Transactions](#)

[Add Bank Account](#)

No Bank Account information found:

Account	Account Type	Account Holder Name	View	Edit	Delete
No Record found.					

Displaying items 0 - 0 of 0

**Select "Add Bank Account"**



[Return to Main Menu](#)

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Properties ▼

Payments ▼

Account ▼

Help ▼

Logout

## Add Bank Account Information

To add a bank account to your profile, fill in the Account Information fields and click the Submit button.

Account Holder Name:

Account Type:


Account Number:

Confirm Account Number:

Routing Number:

Submit

Enter Bank Account Information



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Properties ▼ |
 Payments ▼ |
 Account ▼ |
 Help ▼ |
 Logout

Your last visit was: Wednesday 02/18/2015 12:24 PM



## Payment Bank Account Maintenance

Manage or view the bank account information linked to your profile. When Adding Bank Accounts, please note that we do not accept [International ACH Transactions \(IAT\)](#).

Add Bank Account

1 Bank Account information found:

Account	Account Type	Account Holder Name	View	Edit	Delete
****4567	Checking	Joe Smith	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Delete</a>


<
<
1
>
>


Displaying items 1 - 1 of 1

**The banking information has been saved.**

**Additional bank accounts can be added if needed.**

## Changing/Deleting Bank Account

Properties ▼ | Payments ▼ | Account ▼ | Help ▼ | Logout

Update Profile

Update Bank Accounts

**Select “Update Bank Accounts” from Account submenu**

**Payment Bank Account Maintenance**

Manage or view the bank account information linked to your profile. When Adding Bank Accounts, please note that we do not accept [International ACH Transactions \(IAT\)](#).

[Add Bank Account](#)

1 Bank Account information found:

Account	Account Type	Account Holder Name	View	Edit	Delete
*****3456	Checking	Joe Smith	<a href="#">View</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

Displaying items 1 - 1 of 1

User can view, edit or delete bank account information

### Important Information:

- The Bank Account Numbers will be masked at all times and only the 4 last digits will be visible
- In the Bank Account Edit Option, only the Account Holder Name can be changed
- If a bank account has to be changed, the user will have to delete the old bank account and add the new one to the user's profile

**Update Bank Account Information**

For security purposes, this page does not allow updates to specific account information. To change additional fields, you must delete the account and add a new one.

Account Holder Name:

Account Type:

Account Number:

Routing Number:

[Submit](#)

Update bank account:

Only Account Holder Name can be changed

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Your last visit was: Thursday 02/19/2015 09:20 AM

[Properties](#) | [Payments](#) | [Account](#) | [Help](#) | [Logout](#)

**Delete Bank Account Verification**

Verify you want to delete the bank account information.

Account Holder Name:

Account Type:

Account Number:

Routing Number:

[Back](#) [Confirm](#)

Delete bank account:

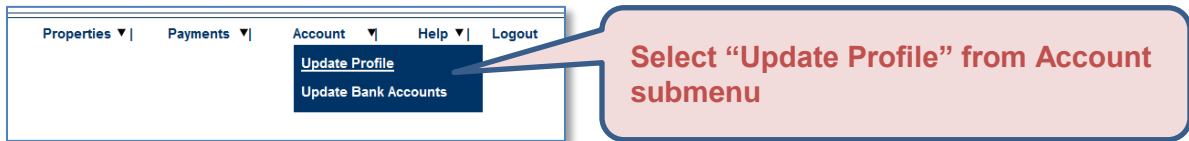
Select "Confirm" and bank account will be deleted

## User Profile

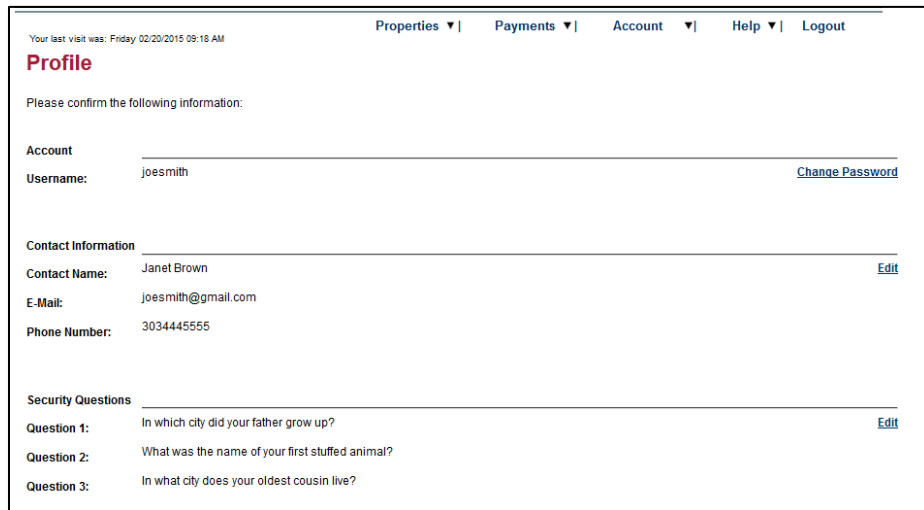
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### Update User Profile

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The Profile page allows update of password, contact information and security questions. Please note that a username cannot be changed or deleted.

A screenshot of the 'Profile' page in a web application. At the top, it says 'Your last visit was: Friday 02/20/2015 09:18 AM'. Below this is the 'Profile' heading and a prompt: 'Please confirm the following information:'. The page is divided into three sections: 'Account', 'Contact Information', and 'Security Questions'. The 'Account' section shows 'Username: joesmith' with a 'Change Password' link. The 'Contact Information' section shows 'Contact Name: Janet Brown', 'E-Mail: joesmith@gmail.com', and 'Phone Number: 3034445555', each with an 'Edit' link. The 'Security Questions' section shows three questions: 'Question 1: In which city did your father grow up?', 'Question 2: What was the name of your first stuffed animal?', and 'Question 3: In what city does your oldest cousin live?', each with an 'Edit' link.

## Payments

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### Making a Payment

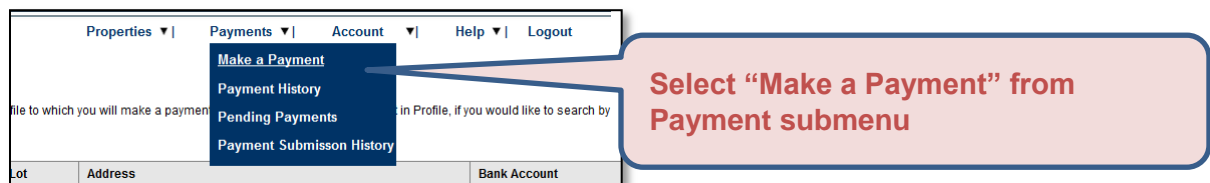
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First thing a user must do in order to make a payment is to [add a bank account](#) to the system. Once you have created a bank account in your profile, there are three ways to make a payment:

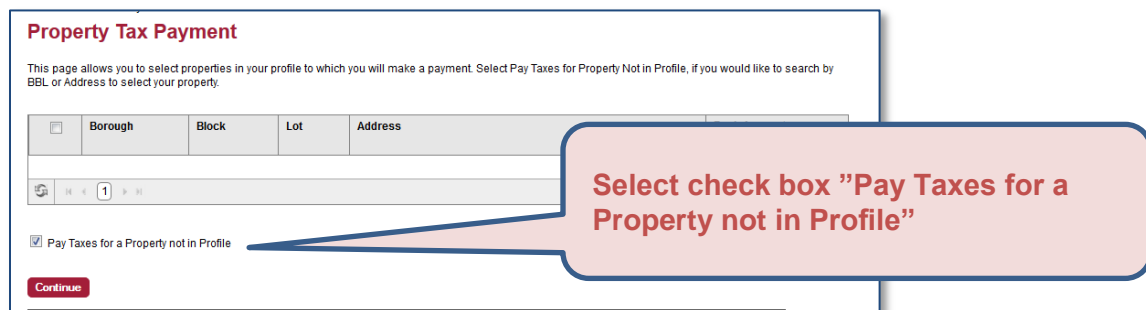
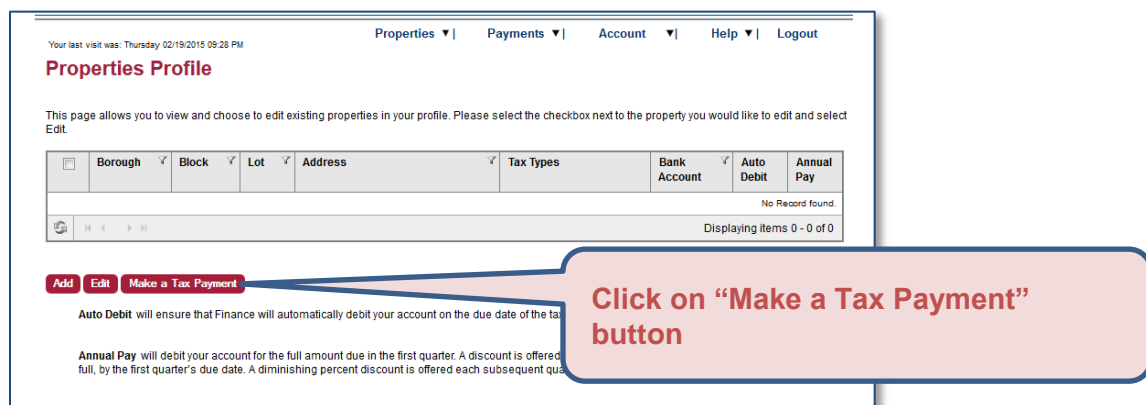
- 1 [Making a payment without a property saved in your profile](#)  
You can simply log in and make a payment without saving a property to your profile settings

- 2 [Making a payment with properties saved in your profile](#) – you can search and save properties in your profile allowing you to save time next time you come back to the site by simply accessing just those properties that you’ve saved in your profile.
- 3 [Setting Up Auto Debit or Annual pay](#) – you can save properties in your profile and have them set up to automatically be paid with a bank account on file either quarterly (Auto Debit) or Annually.

### Making a Payment without a property saved in your profile



The Properties Profile Page will be displayed



Your last visit was: Thursday 02/19/2015 09:28 PM

**Property Tax Payment for Non-Profile**

This page allows you to select properties that are not in your profile by searching by BBL or entering the Street Address. Entering an address requires an exact text match to return a successful result. Where possible enter a Borough, Block and Lot number. To find your BBL, [please click here](#).

Add Properties: ☒ Borough, Block and Lot ☐ Address

Borough	Block	Lot	Easement
Please Select...	07943	0008	No Easement

**Search**

Search for your Property by Borough number or address. If not sure about your BBL. Use the “click here” link that will redirect to a Property Address Search web site.

The property with the address will appear. Check the “Select” box and click on “Continue”

**Property Tax Payment for Non-Profile**

This page allows you to select properties that are not in your profile by searching by BBL or entering the Street Address. Entering an address requires an exact text match to return a successful result. Where possible enter a Borough, Block and Lot number. To find your BBL, [please click here](#).

Add Properties: ☒ Borough, Block and Lot ☐ Address

Borough	Block	Lot	Easement
Staten Island	07943	0008	No Easement

**Search**

Select	Address	Add Property to Profile
<input checked="" type="checkbox"/>	669 CRAIG AVENUE, STATEN ISLAND, NY 10307	<input type="checkbox"/>

**Continue**

Property with the address will be displayed. If the address is correct, check the “Select” box and click on “Continue” button

The payment page allows you to filter by tax type and/or period to pay. The amount due will be calculated based on these selections.

To make changes to the payment amounts and due dates, click on the check box to expand the grid

Your last visit was: Thursday 02/19/2015 09:28 PM

**Property Tax Payment**

This page allows you to provide payment information. You can select the Preferred Bank Account (chosen on your property profile) or other payment method, as well as a payment date and amount. You will be able to verify this information and confirm on the next page.

Payment Method: Account ending with 4567

Payment Label: Debit Payment

Payment Initiation Date: 2/19/2015

Pay Only: ☐ 011-NG-Check ☒ 270-Real Estate ☐ All

Select Period to Pay: ☒ January 1, 2015 ☐ April 1, 2015 ☐ All

Payment Total: \$1,164.77

	Borough	Block	Lot	Address	Tax Type	Tax Liens	Amount Due	Payment Total	Preferred Bank Account
<input checked="" type="checkbox"/>	Staten Isla...	07943	0008	669 CRAIG AVENUE, STATEN ISL...	270-Real Estate	N	\$1,164.77	\$1,164.77	

**Continue**

[Return to Main Menu](#)

### Property Tax Payment

This page allows you to provide payment information. You can select the Preferred Bank Account (chosen on your property profile) or other payment method, as well as a payment date and amount. To see the individual taxes due for a property, select the + next to the property information. After entering payment details, you will be able to verify the information you entered and confirm on the next page.

**Please Note: Changing filter options will reset all data entered in the payment fields of the table.**

**Payment Method:**

**Payment Initiation Date:** 3/12/2015

**Pay Only:** ☒ 270-Real Estate ☒ All

**Select Period to Pay:** ☒ July 1, 2014 ☒ October 1, 2014 ☒ January 1, 2015 ☒ April 1, 2015 ☒ All

**Payment Total:** \$1,606.77

	Borough	Block	Lot	Address	Tax Type	Tax Liens	Amount Due	Payment Total	Preferred Bank Account
<input checked="" type="checkbox"/>	Manhattan	00015	1186	20 WEST STREET 17D, NEW YO...	270-Real Estate	N	\$1,606.77	\$1,606.77	

Select	Tax Type	Account ID	Period Begin	Tax Liability	Collections	Balance	Tax Lien	Payment Amount	Payment Date
<input checked="" type="checkbox"/>	270-Real Estate		06/30/2014	\$405.75	\$0.00	\$405.75	N	405.75	03/12/2015
<input checked="" type="checkbox"/>	270-Real Estate		09/30/2014	\$405.75	\$0.00	\$405.75	N	405.75	03/12/2015
<input checked="" type="checkbox"/>	270-Real Estate		12/31/2014	\$405.75	\$0.00	\$405.75	N	405.75	03/12/2015
<input checked="" type="checkbox"/>	270-Real Estate		03/31/2015	\$405.75	\$0.00	\$389.52	N	389.52	03/12/2015

[Continue](#)

Dates and amounts can be changed and updated in the grid

Click on "Continue"

Your last visit was: Thursday 02/19/2015 09:28 PM

Properties ▼ | Payments ▼ | Account ▼ | Help ▼ | Logout

### Property Tax Payment Verification

**Select Payment Method:** Account ending with 4567

**Payment Label:** Debit Payment

**Payment Initiation Date:** 2/19/2015

**Total Payment Amount:** \$1,164.77

Borough	Block	Lot	Tax Type	Due Date	Payment Amount	Payment Date
Staten Island	07943	0008	270-Real Estate	01/01/2015	\$1,164.77	02/19/2015

Displaying Items 1 - 1 of 1

[Back](#) [Submit](#)

Payment Verification Page allows the review of the payment information before final submittal

Your last visit was: Thursday 02/19/2015 09:28 PM

Properties ▼ | Payments ▼ | Account ▼ | Help ▼ | Logout

### Payment Submission Confirmation

The payment submission process has started. It may take several minutes to complete. The page will refresh every 30 seconds and provide an update on submission progress. You may also click on the "Refresh" button to manually refresh the page.

**Your payment submission is complete with the following results:**

	Submitted	In-Process	Scheduled	Failed
Confirmation ID 3699	1	0	1	0

[Refresh](#)

To view completed payments with confirmation numbers, go to [Payment History Page](#).

To view and correct failed payments, go to [In-Process Payment Status page](#).

Payment Submission Confirmation Page confirms payment was successfully processed and scheduled.

To view Payment Details go to the [Payment History Page](#)

## [Making a Payment with properties saved in your profile](#)

Select “Make a Payment” from the Payment Menu Options  
The Property Tax Payment Page with the saved properties will be displayed

If you have not saved properties to your profile, see [How to add properties to your profile](#)

From Properties Profile Page, click on “Make a Tax Payment”

**Properties Profile**

This page allows you to view and choose to edit existing properties in your profile. Please select the checkbox next to the property you would like to edit and select Edit.

<input type="checkbox"/>	Borough	Block	Lot	Address	Tax Types	Bank Account	Auto Debit	Annual Pay
<input type="checkbox"/>	Bronx	02783	0004	1300 COLLEGE AVENUE , BRONX, NY, 1...	270-Real Estate	*****5678	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Bronx	03112	0003	803 EAST 182 STREET , BRONX, NY, 10...		*****5678	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Bronx	03122	0058	2083 DALY AVENUE , BRONX, NY, 10400		*****5678	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Bronx	03143	0122	2097 WEBSTER AVENUE , BRONX, NY, 1...		*****5678	<input type="checkbox"/>	<input type="checkbox"/>

Displaying items 1 - 4 of 4

[Add](#) [Edit](#) [Make a Tax Payment](#)

Auto Debit will ensure that Finance will automatically debit your account on the due date of the tax installment.

Select one, multiple or all properties from Property Tax Payment Page

Your last visit was: Friday 02/20/2015 09:42 AM

[Properties](#) | [Payments](#) | [Account](#) | [Help](#) | [Logout](#)

**Property Tax Payment**

This page allows you to select properties in your profile to which you will make a payment. Select Pay Taxes for Property Not in Profile, if you would like to search by BBL or Address to select your property.

<input type="checkbox"/>	Borough	Block	Lot	Address	Bank Account
<input type="checkbox"/>	Bronx	02783	0004	1300 COLLEGE AVENUE , BRONX, NY, 10456	*****5678
<input type="checkbox"/>	Bronx	03112	0003	803 EAST 182 STREET , BRONX, NY, 10460	*****5678
<input checked="" type="checkbox"/>	Bronx	03122	0058	2083 DALY AVENUE , BRONX, NY, 10400	*****5678
<input type="checkbox"/>	Bronx	03143	0122	2097 WEBSTER AVENUE , BRONX, NY, 10457	*****5678

Displaying items 1 - 4 of 4

☐ Pay Taxes for a Property not in Profile

[Continue](#)

Select the applicable Payment Method, taxes and the system will display the total amount due.

Click on "Continue"

Your last visit was: Friday 02/20/2015 09:42 AM

### Property Tax Payment

This page allows you to provide payment information. You can select the Preferred Bank Account (chosen on your property profile) or other payment method, as well as a payment date and amount. You will be able to verify this information and confirm on the next page.

Payment Method: Account ending with 5678

Payment Label: 1St Quarter Payment

Payment Initiation Date: 2/22/2015

Pay Only: ☒ 270-Real Estate ☐ 231-HPD ERP ☐ 222-Extern DOH ☐ 224-Inspect DOH  
☐ 220-Clean DOH ☐ 226-Sanitation ☐ All

Select Period to Pay: ☒ Past Due ☒ July 1, 2014 ☒ January 1, 2015 ☒ April 1, 2015 ☒ All

Payment Total: **\$3,442.20**

	Borough	Block	Lot	Address	Tax Type	Tax Liens	Amount Due	Payment Total	Preferred Bank Account
	Bronx	03122	0058	2083 DALY AVENUE, BRONX, NY...	270-Real Estate	N	\$3,442.20	\$3,442.20	*****5678

[Continue](#)

Review Payment Details and click on the "Submit" button to process the payment

Your last visit was: Friday 02/20/2015 09:42 AM

### Property Tax Payment Verification

Select Payment Method: Account ending with 5678

Payment Label: 1St Quarter Payment

Payment Initiation Date: 2/22/2015

Total Payment Amount: \$3,442.20

Borough	Block	Lot	Tax Type	Due Date	Payment Amount	Payment Date
Bronx	03122	0058	270-Real Estate	01/01/2015	\$1,726.80	02/22/2015
Bronx	03122	0058	270-Real Estate	04/01/2015	\$1,715.40	02/22/2015

[Back](#) [Submit](#)

The Payment Submission Confirmation Page will provide status of the payment

Your last visit was: Sunday 02/22/2015 08:13 PM

[Properties](#) | [Payments](#) | [Account](#) | [Help](#) | [Logout](#)

### Payment Submission Confirmation

The payment submission process has started. It may take several minutes to complete. The page will refresh every 30 seconds and provide an update on the submission progress. You may also click on the "Refresh" button to manually refresh the page.

Confirmation ID 3712	Submitted	In-Process	Scheduled	Failed
	2	2	0	0

[Refresh](#)

To view completed payments with confirmation numbers, go to [Payment History Page](#).

To view and correct failed payments, go to [In-Process Payment Status page](#).



## Setting up Auto Debit or Annual Pay

A user can choose to set the system up to automatically pay their taxes either quarterly (Auto debit) or Annually (Annual Pay)

Go to your Property Profile and select the Properties you wish to set up for Auto or Annual Pay by checking the check box in the first column of the table and click the “Edit” Button  
(If you have not added a property to your profile see how to [add a property](#))

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Jacques Jiha, Ph.D.  
Commissioner

Your last visit was: Thursday 02/19/2015 10:24 AM

[Properties](#) | [Payments](#) | [Account](#) | [Help](#) | [Logout](#)

### Properties Profile

This page allows you to view and choose to edit existing properties in your profile. Please select the checkbox next to the property you would like to edit and select Edit.

<input type="checkbox"/>	Borough	Block	Lot	Address	Tax Types	Bank Account	Auto Debit	Annual Pay
<input checked="" type="checkbox"/>	Staten Island	07942	0035	25 BRYAN STREET, STATEN ISLAND, NY 10307		****4567	<input type="checkbox"/>	<input type="checkbox"/>

Displaying items 1 - 1 of 1

[Add](#) [Edit](#) [Make a Tax Payment](#)

**Auto Debit** will ensure that Finance will automatically debit your account on the due date of the tax installment.

**Annual Pay** will debit your account for the full amount due in the first quarter. A discount is offered when you pay your real estate taxes, in full, by the first quarter's due date. A diminishing percent discount is offered each subsequent quarter.

**NYC Finance**  
Jacques Jiha, Ph.D.  
Commissioner

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### Edit Properties

This page allows you to edit existing properties in your profile. You have the ability to delete a property, select payments, [Auto Debit](#) and [Annual Pay](#) options. To make bank account selections, you must have Account information. Update Bank Account information

Delete	Borough	Block	Lot	Address	Bank Account	Auto Debit	Annual Pay	Tax Type
<a href="#">Delete</a>	Bronx	02783	0004	1300 COLLEGE AVENUE, BRONX, NY, 1...	****5678	<input type="checkbox"/>	<input checked="" type="checkbox"/>	270-Real Estate

[Save To Profile](#)

[Select Tax Type](#)

Make sure you select the tax types you would like to AutoDebit or AutoPay, otherwise the system will automatically pay any tax types assigned by the City of New York.

## Deleting or Cancelling a Payment

Below are listed the criteria for cancelling a payment:

- Only payments in “scheduled status” can be deleted.
- Payments must be cancelled before 6:00 pm ET one day prior to the due date
- Fedwires and ACH credit transactions are processed immediately and cannot be cancelled.

To cancel a payment, go to [Payment History](#) and pull up the payments.

**Payment History**

This page allows you to view and choose to cancel scheduled payments to your account. The filters allow you to filter payments by payment date or confirmation number. A payment is available for cancellation until 6pm EST. To Cancel, select the Cancel button next to your scheduled payment.

Status:

Payment Start Date:

Payment End Date:

Confirmation Number:

**A red “Cancel” button indicates if a payment can be cancelled**

Select	Status	Confirmation Number	Account Number	Amount	Payment Type	Created On	Borough	Block	Lot	Payment Date
	CANCELLED	1925	*****4567	\$1,225.79	ACH Debit	02/19/2015	5	07942	0035	02/19/2015
	PENDING	1925	*****4567	\$1,220.02	ACH Debit	02/19/2015	5	07942	0035	02/19/2015
<input type="button" value="Cancel"/>	SCHEDULED	3699	*****4567	\$1,104.77	ACH Debit	02/19/2015	5	07943	0008	02/19/2015

Displaying items 1 - 3 of 3

**Cancel Payment Verification**

Please verify this information is correct. You must select Continue to cancel this payment or Back to return to the Cancel Payment screen

Confirmation Number: 1925

Amount: \$1,225.79

Payment Type: ACH Debit

Created on: 2/19/2015 10:41:35 AM

Borough: 5

Block: 07942

Lot: 0035

Payment Date: 2/19/2015 12:00:00 AM

**Review payment before selecting “Continue” button**

The “Cancel Payment Confirmation” will provide a confirmation number which is proof that the payment has been successfully cancelled.

[Return to Main Menu](#)

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**Cancel Payment Confirmation**

Your payment has been cancelled. Your Confirmation number is **15021901581109**

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## In Process/Rejected Payments

Your last visit was: Sunday 02/22/2015 08:13 PM

**Payment Submission Confirmation**

The payment submission process has started. It may take several minutes to complete. The page will refresh every 30 seconds and provide an update on the submission progress. You may also click on the "Refresh" button to manually refresh the page.

Your payment submission is complete with the following results:

	Submitted	In-Process	Scheduled	Failed
Confirmation ID 3712	2	0	1	1

[Refresh](#)

To view completed payments with confirmation numbers, go to [Payment History Page](#).

To view and correct failed payments, go to [In-Process Payment Status page](#).

**Payments** ▾ | **Account** ▾ | **Help** ▾ | **Logout**

- Make a Payment
- Payment History
- In Process/Rejected Payment**
- Payment Submission History

Your last visit was: Sunday 02/22/2015 08:00 PM

**In-Process Payments**

This page allows you to see the process of your submitted payments. Selecting the Refresh button will update the table with the current status of the payments. Any payments which result in a failure, can be selected and the user can select Submit to have them resubmitted into the queue to be processed.

Select	Status	Confirmation Number	Borough	Block	Lot	Tax Type	Account ID	Payment Amount	Payment Date
<input type="checkbox"/>	Failed	3712	Bronx	03122	0058	270-Real Estate		\$1,728.80	02/22/2015

[Refresh](#) [Submit](#)

[Return to Main Menu](#)

Your last visit was: Sunday 02/22/2015 08:00 PM

### In-Process Payments

This page allows you to see the process of your submitted payments. Selecting the Refresh button will update the table with the current status of the payments. Any payments which result in a failure, can be selected and the user can select Submit to have them resubmitted into the queue to be processed.

Select	Status	Confirmation Number	Borough	Block	Results
<input type="checkbox"/>	Failed	3712	Bronx		Please call Customer Service with this Reference #02222015200128361 or try resubmitting.

Refresh Submit

Explanation of failure will be displayed

Recommendation is to resubmit payment.

Please note that only one payment can be resubmitted at a time.

Check the check box of the payment (s) you want to resubmit, and choose "Submit".

Your last visit was: Sunday 02/22/2015 08:00 PM

Properties ▼ | Payments ▼ | Account ▼ | Help ▼ | Logout

### In-Process Payments

This page allows you to see the process of your submitted payments. Selecting the Refresh button will update the table with the current status of the payments. Any payments which result in a failure, can be selected and the user can select Submit to have them resubmitted into the queue to be processed.

Select	Status	Confirmation Number	Borough	Block	Lot	Tax Type	Account ID	Payment Amount	Payment Date
<input checked="" type="checkbox"/>	Failed	3712	Bronx	03122	0058	270-Real Estate		\$1,726.80	02/22/2015

Refresh Submit

Displaying items 1 - 1 of 1

Review payment detail and resubmit

### Property Tax Payment Verification

Select Payment Method: Account ending with 5678

Payment Label:

Payment Initiation Date: 2/22/2015

Total Payment Amount: \$1,726.80

Borough	Block	Lot	Tax Type	Payment Amount	Payment Date
Bronx	03122	0058	270-Real Estate	\$1,726.80	02/22/2015

Back Submit

## Making a Fedwire/ACH Credit Payments

Follow the [make a payment](#) instructions.

**Property Tax Payment**

This page allows you to provide payment information. You can select the Preferred Bank Account (chosen on your property profile) or other payment method, as well as a payment date and amount. You will be able to verify this information and

**Payment Method:** Select..

**Payment Label:** Select..

**Payment Initiation Date:** Select..

**Pay Only:** ☐ 270-Real Estate ☐ 231-HPD ERP ☐ 224-Inspect DOH ☐ 222-Extern DOH  
☐ 220-Clean DOH ☐ 226-Sanitation ☐ All

**Select Period to Pay:** ☐ Past Due ☐ July 1, 2014 ☐ January 1, 2015 ☐ April 1, 2015 ☐ All

**Payment Total:** \$0.00

	Borough	Block	Lot	Address	Tax Type	Tax Liens	Amount Due	Payment Total	Preferred Bank Account
	Bronx	03122	0058	2083 DALY AVENUE , BRONX, NY,...	231-HPD ERP,224-Inspect ...	N	\$152,269.64	\$0.00	*****5678

**ACH credit/Fedwire Options are available on the Property Tax Payment Page**

**Payment Method:** ACH Credit

**Payment Label:**

**Wire Name:**

**Wire Date:**

**Wire Number:**

**For ACH Credit and Fedwire, Wire Date and Wire Number are required.**

**Wire number format should be:**

**ACH Credit:**

**Sample: CONAME:TEST**

**COMPANY/COID:9999999999**

**For FedWire:**

**Sample Wire 20140504B1Q8C153COOO460**

## Payment History

Properties ▾ | Payments ▾ | Account ▾ | Help ▾

**Payments ▾**

- Make a Payment
- Payment History**
- Pending Payments
- Payment Submission History

**To view Payment History, select Payment History from Payment Submenu**

The Payment History screen will be displayed. The User can search by:

- Status: All, Processed or Pending
- Date Range: Up to 365 days into the past
- Confirmation Number

**Payment History**

This page allows you to view and choose to cancel scheduled payments to your account. The filters allow you to filter payments by payment date or confirmation number. A payment is available for cancellation until 6pm EST. To Cancel, select the Cancel button next to your scheduled payment.

Status:

Payment Start Date:

Payment End Date:

Confirmation Number:

**Enter Search Filter Criteria and click on "Submit" button to view History or "Print" button to view in Receipt Format**

**Payment History**

This page allows you to view and choose to cancel scheduled payments to your account. The filters allow you to filter payments by payment date or confirmation number. A payment is available for cancellation until 6pm EST. To Cancel, select the Cancel button next to your scheduled payment.

Status:

Payment Start Date:

Payment End Date:

Confirmation Number:

**Payment History is displayed**

Select	Status	Confirmation Number	Account Number	Amount	Payment Type	Created On	Borough	Block	Lot	Payment Date
	CANCELLED	1925	*****4567	\$1,225.79	ACH Debit	02/19/2015	5	07942	0035	02/19/2015
	PENDING	1925	*****4567	\$1,220.02	ACH Debit	02/19/2015	5	07942	0035	02/19/2015
<input type="button" value="Cancel"/>	SCHEDULED	3699	*****4567	\$1,164.77	ACH Debit	02/19/2015	5	07943	0008	02/19/2015

Displaying items 1 - 3 of 3

## Payment Submission History

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Properties ▼ | Payments ▼ | Account ▼ | Help ▼ | Logout

### Payment Submission History

The table below lists the 10 last payment submission requests.  
To view each of the successful payments, go to [Payment History Page](#).  
To view each of the failed payment(s) with their error message, go to [In-Process Payment Page](#).

Confirmation ID	Submission Date and Time	Payment date	Status	Total number of Payments submitted	Results
3713	2/22/2015 8:58:20 PM	2/22/2015	Completed	1	Success 1 Fail 0
3712	2/22/2015 8:01:39 PM	2/22/2015	Completed	2	Success 1 Fail 1
3649	2/19/2015 6:43:42 PM	12/31/2014	Completed	2	Success 2 Fail 0
1940	2/19/2015 3:27:58 PM	2/19/2015	Completed	1	Success 1 Fail 0

[Refresh](#)

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**Payment Submission History Page displays the last 10 Payment submission requests and the results.**

## Payment Receipts

Upon successfully completing the payment and receiving a confirmation number, you will be receiving an e-mail summarizing the total dollar amounts submitted in a payment batch. To view individual payment details, please access the [Payment History](#) Screens

**From:** [DoNotReply@nycefile.com](mailto:DoNotReply@nycefile.com) [<mailto:DoNotReply@nycefile.com>]  
**Sent:** Thursday, February 19, 2015 3:32 PM  
**To:** Smith, Joe  
**Subject:** NYC eFile Payment Confirmation

Thank you for using NYC eFile. You have successfully submitted your payment:

Confirmation Number : 1939  
Payment Date : 20150219  
Payment Amount : \$349871.94

Please log into the application and access Payment History to see payment detail.

## Returned Payments

---

On rare occasions a debit payment may get returned by the receiving bank. In this situation, you will be notified via an e-mail which will list the payment confirmation number, payment amount and the return reason.

Please contact your bank for more details on the return and make arrangements to submit the payment with a different payment method.

**From:** [DoNotReply@nycefile.com](mailto:DoNotReply@nycefile.com) [<mailto:DoNotReply@nycefile.com>]  
**Sent:** Sunday, February 08, 2015 8:00 AM  
**To:** Smith, Joe  
**Subject:** ACH Return Notification

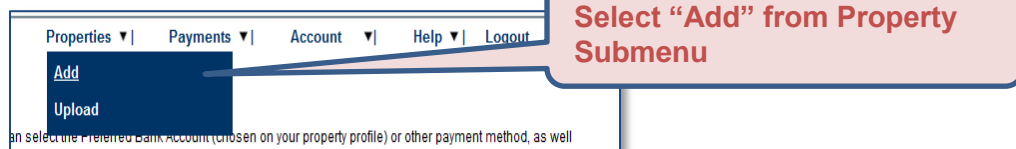
Your recent payment to NYCefile has been returned by your bank

Confirmation Number : 4  
Payment Date : 20150202  
Payment Amount : \$4392.75  
Bank Account : XXXXXXXXXX9456  
Payment Return Reason : R20 Account does not allow ACH transactions or limit for transactions has been exceeded

## Properties

---

### Adding a Property





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Properties ▾ |

Payments ▾ |

Account ▾ |

Help ▾ |

Logout

Add Properties

This page allows you to add properties to your profile by searching by BBL or entering the Street Address. Entering an address requires an exact text match to return a successful result. Where possible enter a Borough, Block and Lot number. To find your BBL, [please click here](#).

Add Properties:

☒ Borough, Block and Lot

☐ Address

Borough	Block	Lot	Easement
<div>Please Select.. ▾</div>	<div></div>	<div></div>	<div>No Easement</div>

Search

Upload a BBL Preference File

User can search for Property by Borough or Address.

Please note that an exact match is required.

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Properties ▾ |

Payments ▾ |

Account ▾ |

Help ▾ |

Logout

Your last visit was: Thursday 02/19/2015 09:20 AM

Add Properties

This page allows you to add properties to your profile by searching by BBL or entering the Street Address. Entering an address requires an exact text match to return a successful result. Where possible enter a Borough, Block and Lot number. To find your BBL, [please click here](#).

Add Properties:

☒ Borough, Block and Lot

☐ Address

Borough	Block	Lot	Easement
<div>Staten Island ▾</div>	<div>07942</div>	<div>0035</div>	<div>No Easement ▾</div>

Search

Upload a BBL Preference File

Select	Address
<div><input checked="" type="checkbox"/></div>	<div>25 BRYAN STREET, STATEN ISLAND, NY 10307</div>

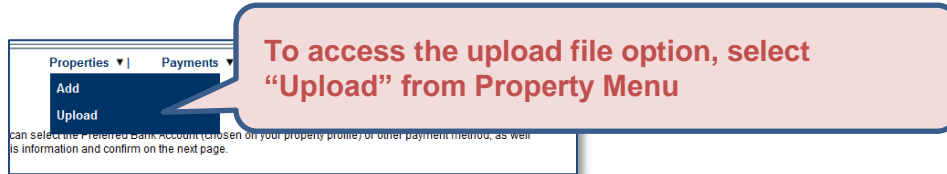
Add to Profile

Once the correct property has been identified, click on the “Add to Profile” button and the Property

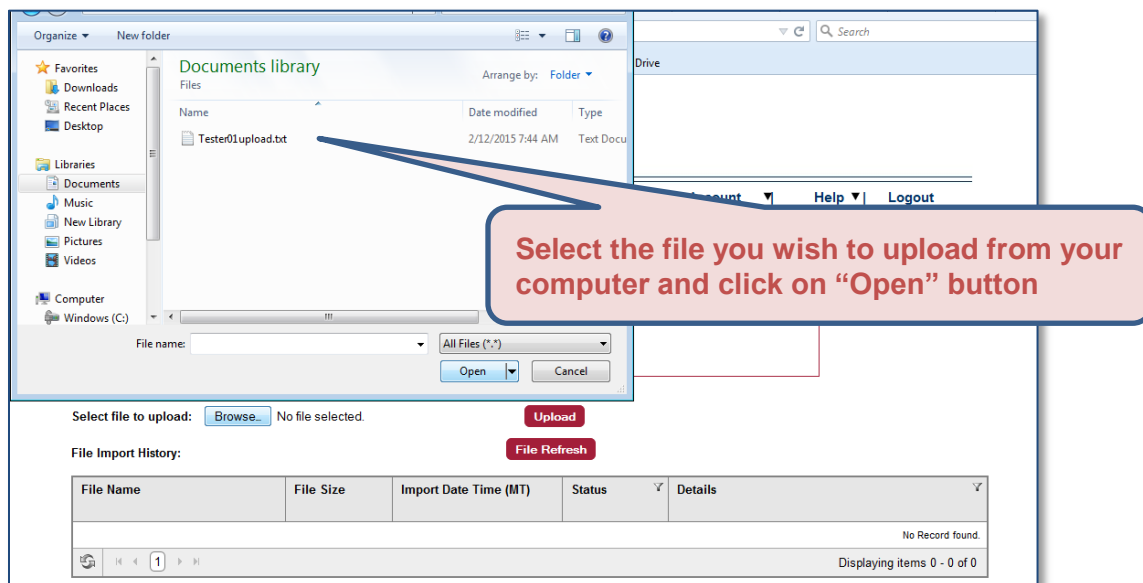
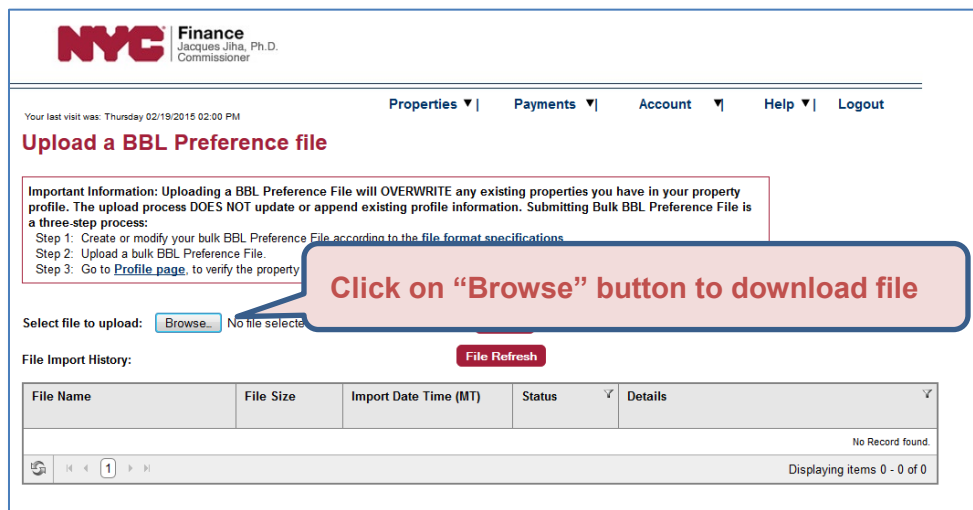
24

## Uploading a File

Multiple Properties may be added to your profile, by using the file upload feature.



The [file format layout](#) is available by clicking the "file format" link



Your last visit was: Thursday 02/19/2015 02:00 PM

Properties ▾ | Payments ▾ | Account ▾ | Help ▾ | Logout

## Upload a BBL Preference file

**Important Information:** Uploading a BBL Preference File will **OVERWRITE** any existing properties you have in your property profile. The upload process **DOES NOT** update or append existing profile information. Submitting Bulk BBL Preference File is a **three-step process**:

- Step 1: Create or modify your bulk BBL Preference File according to the [file format specifications](#).
- Step 2: Upload a bulk BBL Preference File.
- Step 3: Go to [Profile page](#), to verify the property was added successfully.

**Info**

Your file has been successfully uploaded. Please click 'File Refresh' button to check the latest status on processing of file.

Select file to upload:  No file selected.

File Import History:

File Name	File Size	Import Date Time (MT)	Status	Details
No Record found.				

Displaying items 0 - 0 of 0

Message will confirm if upload was successful

Your last visit was: Thursday 02/19/2015 03:02 PM

Properties ▾ | Payments ▾ | Account ▾ | Help ▾ | Logout

## Upload a BBL Preference file

**Important Information:** Uploading a BBL Preference File will **OVERWRITE** any existing properties you have in your property profile. The upload process **DOES NOT** update or append existing profile information. Submitting Bulk BBL Preference File is a **three-step process**:

- Step 1: Create or modify your bulk BBL Preference File according to the [file format specifications](#).
- Step 2: Upload a bulk BBL Preference File.
- Step 3: Go to [Profile page](#), to verify the property was added successfully.

Select file to upload:  No file selected.

File Import History:

File Name	File Size	Import Date Time (MT)	Status	Details
Testfile2.txt	216 KB	2/19/2015 3:08:13 PM	Success	File Processed Successfully
Testfile1.txt	216 KB	2/19/2015 3:07:52 PM	Rejected	Invalid Username

Displaying items 1 - 2 of 2

Click on "File Refresh" button to view status of uploaded file

## Properties Profile

This page allows you to view and choose to edit existing properties in your profile. Please select the checkbox next to the property you would like to edit and select Edit.

<input type="checkbox"/>	Borough	Block	Lot	Address	Tax Types	Bank Account	Auto Debit	Annual Payment
<input type="checkbox"/>	Bronx	02783	0004	1300 COLLEGE AVENUE, BRONX, NY, 10456		*****5678		
<input type="checkbox"/>	Bronx	03112	0003	803 EAST 182 STREET, BRONX, NY, 10460		*****5678		
<input type="checkbox"/>	Bronx	03122	0058	2083 DALY AVENUE, BRONX, NY, 10460		*****5678		
<input type="checkbox"/>	Bronx	03143	0122	2097 WEBSTER AVENUE, BRONX, NY, 10457		*****5678		

Displaying items 1 - 4 of 4

If upload is successful, the properties can be viewed in the Properties Profile Page. Please note that upload will delete existing property profile and replace – information will never be appended

## Upload File Layout Format

---

Acceptable file formats are:

- a comma-separated, CSV file (.csv)
- or .txt file as long as it is comma-separated in the required format

The file must contain these column headings (indicated by bold black text) in the order listed below.

**eFile RETUserName** (Your NYCeFile Real Estate Tax Payment Service login ID) **You can only upload properties under your OWN profile and UserName.**

**Borough** (1, 2, 3, 4, or 5)

**Block** (Numbers only)

**Lot** (Numbers only)

**Easement** (Blank or A, B, E, F, G, H, I, J, K, L, M, N, P, R, S, U)

Note: Although the following column headings are required, bank account row data is not required because you may make payments using Fed Wire transfers. However, if bank account information is completed for one field, all corresponding bank account fields must also be completed for that row.

**ACH ABA** (Routing Number) (a valid bank routing number or blank)

**ACH Account Number** (Numbers or blank) Note: For security reasons, the bank account number is truncated.

**Account Indicator** (Savings or Checking) (S for savings, C for checking, or blank)

**Account Name** (Characters or blank)

**Auto Debit** (Y for yes, N for no, or blank. If Y, there must be bank information specified.)

**Annual Payment** (Y for yes, N for no, or blank.)

```
eFile RET User ID,Boro,Block,Lot,Easement,ACH ABA (R
test,1,,24,1128,,21000021,0,S,Jane Smith,Y,N
test,1,68,1036,,21000021,0,C,John Doe,Y,N
test,1,,76,1478,,21000021,0,C,John Smith,Y,N
test,1,95,1021,,21000021,0,C,Jane Doe,Y,N
test,1,132,1089,,21000021,0,C,Michael Smith,Y,N
test,1,141,1065,,21000021,0,C,John Brown,Y,Y
test,1,202,1010,,21000021,0,C,Jane Smith,Y,Y
test,1,214,1218,,21000021,0,C,Jane Brown,Y,N
test,1,228,1237,,21000021,0,C,David Brown,Y,N
```

Editing/Deleting Properties

To edit or delete a property, select a property and click the “edit” button from the Properties Profile Page

Your last visit was: Sunday 02/22/2015 09:44 PM

Properties ▾ | Payments ▾ | Account ▾ | Help ▾ | Logout

Properties Profile

This page allows you to view and choose to edit existing properties in your profile. Please select the checkbox next to the property you would like to edit and select Edit.

<input type="checkbox"/>	Borough ✓	Block ✓	Lot ✓	Address ✓	Tax Types	Bank Account ✓	Auto Debit	Annual Pay
<input type="checkbox"/>	Bronx	02783	0004	1300 COLLEGE AVENUE , BRONX, NY, 1...	270-Real Estate	*****5678	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Bronx	03112	0003	803 EAST 182 STREET , BRONX, NY, 10...		*****5678	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Bronx	03122	0058	2083 DALY AVENUE , BRONX, NY, 10460		*****5678	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Bronx	03143	0122	2097 WEBSTER AVENUE , BRONX, NY, 1...		*****5678	<input type="checkbox"/>	<input type="checkbox"/>

1

Displaying items 1 - 4 of 4

Add Edit Make a Tax Payment

Your last visit was: Sunday 02/22/2015 09:44 PM

Properties ▾ | Payments ▾ | Account ▾ | Help ▾ | Logout

Edit Properties

This page allows you to edit existing properties in your profile. You have the ability to delete a property, select tax types and make bank account selections for one time payments, [Auto Debit](#) and [Annual Pay options](#). To make bank account selections, you must have Account information listed in the Update Bank Account information page.

Delete	Borough	Block	Lot	Address	Bank Account	Auto Debit	Annual Pay	Tax Type
Delete	Bronx	03112	0003	803 EAST 182 STREET , BRONX, NY, 10...	*****5678	<input type="checkbox"/>	<input type="checkbox"/>	<div>Select Tax Type</div>

Save To Profile

This page allows you to delete and edit a property. Add a saved Bank Account, Auto Debit or Annual Pay and add Tax Types