

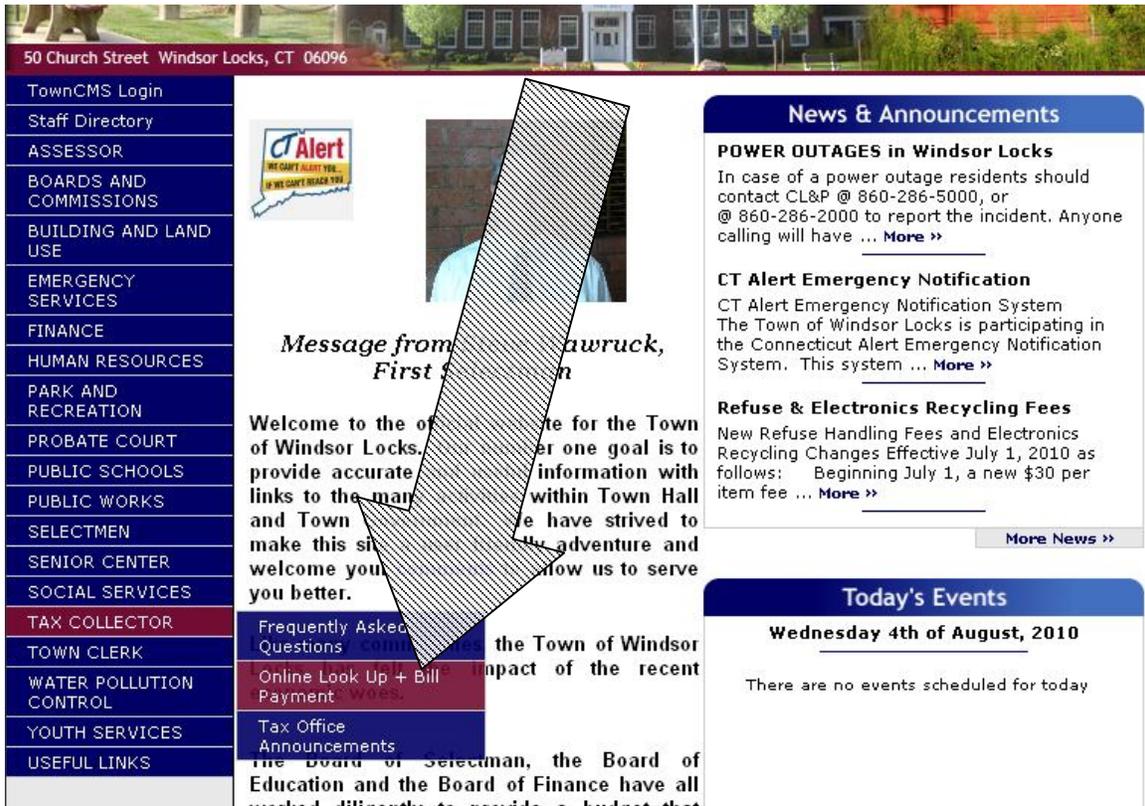
INSTRUCTIONS FOR USING THE ONLINE BILL LOOKUP/BILL PAY

Updated:
July 2010
August 2010
March 2011
September 2011
June 2013

1. In your web browser's address bar, please type in: www.windsorlocksct.org.



2. On the Windsor Locks home page go to: "Tax Collector." From here click on "Online Look Up + Bill Payment."



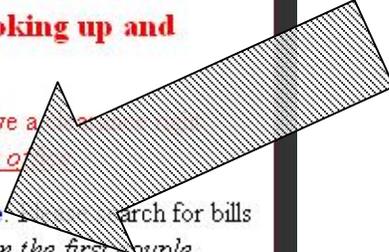
3. Click on the blue hyperlink that says, "To look up what you owe and pay your bills online, please click here."

Online Look Up and Bill Payment

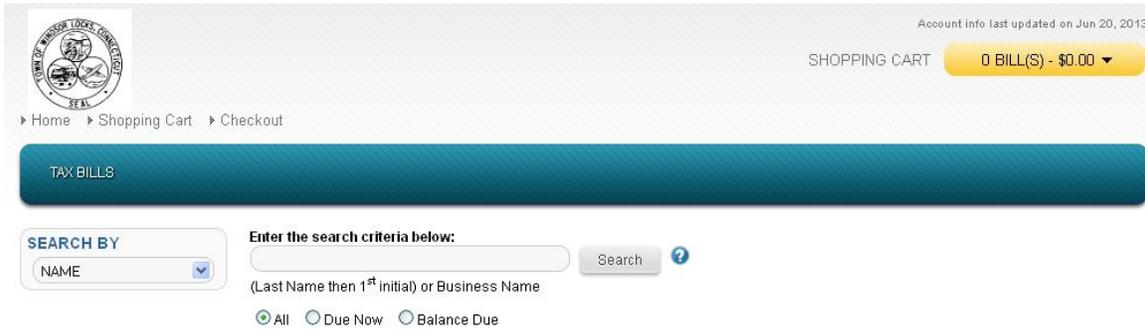
For first time users, please read the instructions before looking up and paying a bill online.

If you need a clearance for motor vehicles, DO NOT pay online. To receive a clearance away, you must pay (in cash, money order, or certified bank check) *in the office*.

To look up what you owe and pay your bills online, please click [here](#) to search for bills using *only your last name, followed by one space (no comma), and then the first couple letters of your first name*. Leave the other fields (including property location, unique identification number, and list number) blank.



4. You will come to this page:



Account info last updated on Jun 20, 2013

SHOPPING CART 0 BILL(S) - \$0.00

Home > Shopping Cart > Checkout

TAX BILLS

SEARCH BY
NAME

Enter the search criteria below:

 (Last Name then 1st initial) or Business Name

Search ?

All Due Now Balance Due

5. From here, you can use the drop box on the left to search by name, property location, bill number, unique ID, or link number. (We suggest using your name so everything, cars and real estate, comes up.)



» Home » Shopping Cart » Checkout

TAX BILLS

SEARCH BY

NAME

NAME

PROPERTY LOCATION

BILL #

UNIQUE ID

LINK NUMBER

Enter the search criteria below:

Search



(Last Name then 1st initial) or Business Name

All Due Now Balance Due

6. The results will come in showing different columns which include the bill number, name/address, property/vehicle, paid, outstanding, options, and pay.

BILL #	NAME/ADDRESS	PROPERTY/VEHICLE	PAID	OUTSTANDING	OPTIONS	PAY
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For any bill of which there is a balance due, click on the green shopping cart to add the bill to your cart.



7. This screen will once again show you what you are paying and the amount of the bill.

Pay in Full:
Balance: \$1,835.62
Discount: \$0.00
Total: \$1,835.62

Pay Due Now: \$1,835.62

Add to Cart

Please note that pay in full will pay both the first and second installment. Pay current due will pay only the current installment due. Also please note that although under “Pay in Full” there is a line which says “Discount,” we do not offer any discounts for paying in

full, this is a feature that is found within the program and we are working on having it removed to avoid any future confusion.

8. Once you have decided what bill to pay, click on the “Add to Cart” button.

9. After adding to the cart, you will be given the opportunity to add other bills. If you would like to add bills, repeat steps 5-8. In the top right corner, you can see how many bills are in your cart and what the total is.

10. To check out, click on the yellow tab. From here it will drop down box showing you the bills you are paying and the balance on each bill. To pay the bills, click on “checkout.”



11. The next screen is provides a disclaimer regarding delinquent Motor Vehicle bills. Once again, everything you are paying on will be presented for your approval. If you decide you do not want to pay something, click on the red “x” to remove the bill. To pay, click the “Pay Tax Bills Now” button.

BILL #	UNIQUE ID	BILL TYPE	PAY AMOUNT	REMOVE
2011-1-		REAL ESTATE	1,835.62	

Terms and Conditions

By clicking on "Pay now" button, you agree the following terms and conditions.

If motor vehicle taxes are unpaid, you will not be able to register any vehicles with the Connecticut Department of Motor Vehicles or renew any vehicle registrations. (Per Connecticut General Statute 14-33). ALL outstanding vehicle taxes associated with your name and/or your VIN#, including taxes not yet delinquent, must be paid in full in order for a release to be issued.

PLEASE CONTACT THE TAX COLLECTOR'S OFFICE at (860)627-1415 TO ARRANGE FOR PAYMENT AND TO OBTAIN A RELEASE.

Per Connecticut General Statute Sec.12-144b. payments must first be applied to the taxpayers oldest outstanding obligation, by type of tax (real estate, motor vehicle or personal property)

After clicking on "Pay Tax Bills Now" button, you will be redirected to our secure processing center.

Number of Payments: 1

Total Payments: \$1,835.62

[Back To Search Result](#)

[Pay Tax Bills Now](#)

12. You will now be directed to the actual payment website. For first time users, you will be required to register by clicking on the underlined blue "Register Now."

50 Church Street Windsor Locks, CT 06096

[Login](#)
[FAQs](#)
[Terms and Conditions](#)
[Customer Service](#)

Login

User ID:
Password: [Login](#)

The User ID and Password are case sensitive.

[Forgot User ID or password?](#)
[Register now](#)

This site is for electronic payments only. No credit or debit cards will be accepted.

Per Connecticut General Statute, all payments must first be applied to the oldest outstanding bill in the following order: interest, tax, and then lien.

If Motor Vehicle taxes are delinquent and you need a clearance/release to either renew your registration or register a new vehicle, ALL outstanding vehicle taxes in the owner(s) name(s) must be paid in cash, certified bank check, or money order *in person*.

No receipts will be mailed; instead you will be emailed a transaction confirmation.

13. Please fill in the registration form carefully and accurately. Ensure the email you provide is accurate as this is where your confirmation will be emailed to.

Registration

Profile

First Name:

Last Name:

Company: (optional)

Address Line 1:

Address Line 2: (optional)

City/State/Zip: (xxx-xxx-xxxx)

Day Phone: (xxx-xxx-xxxx)

Email Address:

Confirm Email Address:

Enter a User ID: (6-29 letters and/or numbers)

Enter a Password: (8-14 letters and numbers)

Confirm Password:

Security Question:

Security Answer:

All fields are mandatory unless otherwise noted.

14. After clicking to continue, you will get another chance to review your information. Please ensure everything is correct then read the disclaimer at the bottom of the page. If you need to change anything click on “Change a setting.” If you have read and understand the disclaimer click “I accept, Create my account.” Press Cancel if you want to stop your registration.

Verify

Please review the registration information you provided. Click on the "Change a Setting" button if you need to make a correction.

First Name:

Last Name:

Company:

Address Line 1:

Address Line 2:

City/State/Zip:

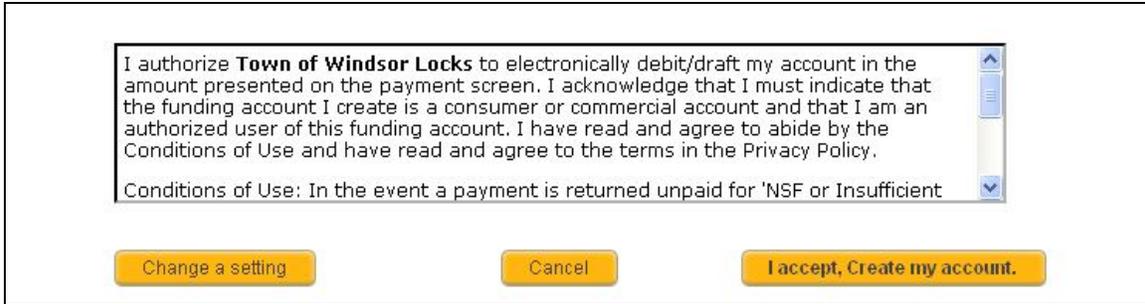
Day Phone:

Email Address:

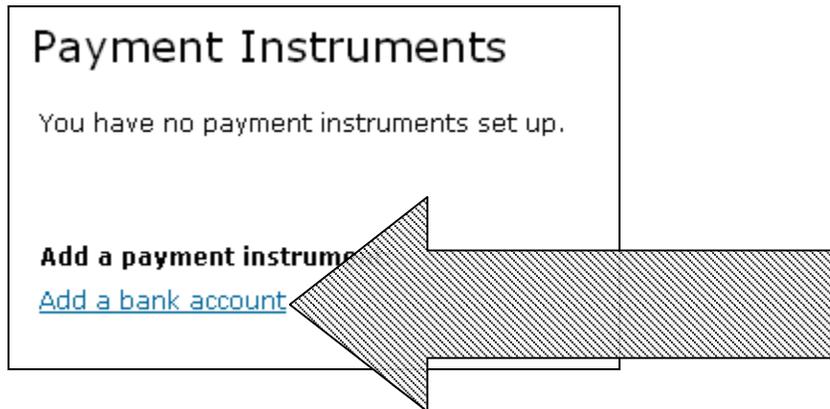
User ID:

Security Question:

Security Answer:



15. From here, you will set up an account by clicking on the underlined blue “Add a bank account.”



16. Please enter in the correct information and click “Continue” after you have ensured everything is entered accurately.

Payment Instrument Add

[Get help](#) locating check information.

Nickname: ⓘ

Name on Account: ⓘ

Checking
 Savings

Routing Number: ⓘ

Account Number: ⓘ

Type: Consumer ⓘ
 Commercial

For your routing number and account number, please examine your checks as follows.

Personal Checks:

The diagram shows a personal check with a memo line. Below the memo line, the MICR line contains the numbers: ⑆ 123456789 ⑆ 123456789 ⑆ 1234. Red lines point from the labels 'Routing Number', 'Account Number', and 'Check Number' to the corresponding parts of the MICR line.

Commercial Checks:

The diagram shows a commercial check with a MICR line containing the numbers: ⑆ 1234 ⑆ 123456789 ⑆ 123456789 ⑆. Red lines point from the labels 'Check Number', 'Routing Number', and 'Account Number' to the corresponding parts of the MICR line.

To locate the account number, look for a series of numbers between the ⑆ symbol. If the account number includes the symbol ⑆, disregard it and enter the entire section of numbers. If the check number is included at the beginning or end of the account number, simply omit it. The check number will correspond with the number in the upper-right corner of your check.

To locate the routing number, look for the series of nine numbers between the ⑆ symbols.

17. Next you will be required to verify your bank account information. Please carefully review the terms and conditions. After reading and understanding them, click the box and then click “Continue.”

Verify Bank Account

Please verify that the information shown below is correct and click Continue.

Nickname: Checking
Name on Account: Checking
Routing Number:
Account Number:
Type: Consumer

Terms and conditions will appear here. This is blank solely for instructional purposes.

I accept these terms and conditions.

[Previous](#) [Continue](#)

18. The next screen will confirm that a bank account has been added. To make a payment on the bill(s) you originally selected please click on the underlined blue “Make a Payment.”

Bank Account Added

Checking has been added to your available payment instruments.

Back to [Payment Instruments](#).

[Make a Payment](#).

19. The next screen will show you how much you are paying. This will list all the bills and the balance left remaining on the tax bill. To change the amount for each bill, just type the new amount into the amount box. **There is a \$5 minimum payment for the time being and is scheduled to be fixed for July 2012.**

[Reload payment details](#)

	List Number	Amount
<input type="button" value="Remove"/>	2009	<input type="text" value="0.00"/>
Payment Amount:		\$0.00
Payment Instrument:		<input type="text" value="Checking"/>
Convenience Fee .50		\$0.50
Total Payment Amount:		\$0.50
Payment Date:		07/02/2010
<input type="button" value="Cancel"/>		<input type="button" value="Continue"/>

There is a \$0.50 convenience fee. However, when you consider the total cost of \$0.44 for postage plus gas, the online payment system remains, in most cases, the most economical sense. (Plus you do not need to stand in lines or worry about your payment getting lost in the mail.)

20. This will bring you to your final screen telling you the payment has been complete and giving you a confirmation number. Please note that your payment “is postmarked” for when the payment has been complete. As long as your get a confirmation number on the last day the taxes are due, you will be on time. Any payments which are not complete on the due date, will be considered late and accrue interest.

Payment Complete

Name on account:
User ID:

List Number: 2009 \$5.00
Payment Instrument: Checking
Convenience Fee: \$0.50
No payment is due at this time.
Payment Total: \$5.50
Payment Date: 07/02/2010

Your confirmation number is 1338030.