

## Frequently Asked Questions – Online Portal

### 1) When do I need to file?

- Monthly for all trust taxes except short term rental (e.g. - Admissions, Transient Occupancy, Prepared Food and Beverage Utility Consumer, Consumption, and Right of Way taxes)
- Quarterly for short term rental tax
- Annually for bank franchise, gas pipeline, and business license taxes

### 2) Do I need to file even if I have \$0 gross receipts?

**Yes**

### 3) What information is needed to pay my taxes and associated fees online?

- Real Estate, Solid Waste, Storm Water and Nuisance Abatement taxes/fees are by parcel which can be searched using any of the following information:
  - Parcel ID Number (PIN)
  - Legal Property Address (or any portion of it)
  - Legal Deed Name (or any portion of it)
- Personal Property, Business License, Public Service, and Trust Taxes (Admissions, Prepared Food and Beverage, Transient Occupancy, Short Term Rental, Bank Franchise, etc.) require that you create an account for security purposes, using the following information:
  - Account Number
    - Account numbers changed with the new system. Please use the account number from your latest tax statement (created after December 12, 2022).
  - Last four digits of your social security number (SSN), federal ID number (FEIN), or other government issued ID
    - If you are unable to create an account, please call one of the following numbers:
      - City Treasurer – 540-853-2561
      - Commissioner of the Revenue
        - Business – 540-853-2524
        - Personal Property – 540-853-2521

### 4) What are the benefits of a Watchlist?

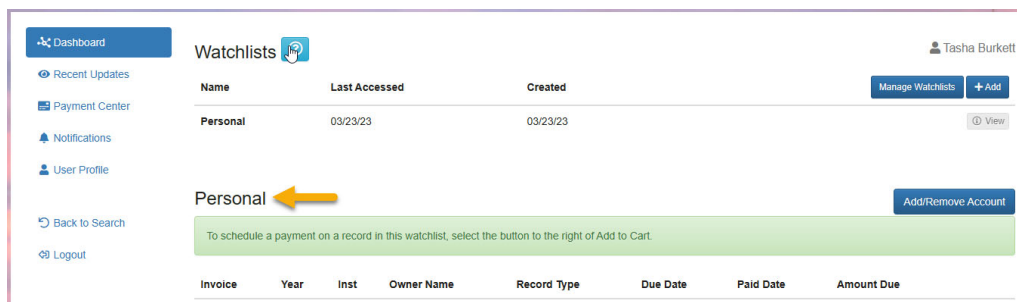
- Allows you to manage all of your taxes and fees related to an account or set of accounts in one place.
- Allows you to enable eAlert notifications, which will allow you to receive email or text updates you when a tax or fee is coming due.

5) How do I create a Watchlist?

- Log into your account (see #3 above for information on creating an account)
- Make sure you are on the **Dashboard**
- There are two blue buttons on the upper right-hand side: “Manage Watchlists” and “Add”
- Click on “Add” and type a name in the box that appears (Ex. “Personal” or “Business”)
- Click the “Add” button to complete this step, then “Close”

6) How do I add accounts to my Watchlist?

- Make sure you are in the correct Watchlist. See illustration below:



- Click the “Add/Remove Account” button on the right-hand side. This will prompt you to enter the following information:

- Account Number
  - Account numbers changed with the new system. Please use the account number from your latest tax statement (created after December 12, 2022).
  - Last four digits of your social security number (SSN), federal ID number (FEIN), or other government issued ID
    - If you are unable to create an account, please call one of the following numbers:
      - City Treasurer – 540-853-2561
      - Commissioner of the Revenue
        - Business – 540-853-2524
        - Personal Property – 540-853-2521

## 7) How do I add a real estate account to my Watchlist?

- While logged into your account, click on “Back to Search.” See illustration below:

Dashboard Watchlists Tasha Burkett

Name	Last Accessed	Created	
Personal	03/23/23	03/23/23	<a href="#">View</a>
Real Estate	03/23/23	03/23/23	<a href="#">View</a>

Back to Search **Real Estate** Cancel

Account

NON-REAL ESTATE:  
Last 4 digits of SSN/FEIN or Driver's License #

Add to Watchlist

- You can search by your parcel ID number, deed name, street address, account number, etc., as shown below:

Search 215 CHURCH AVE SW Search

Clear

24 records returned

Search Tips

You can search for Names, Parcel IDs, Account Numbers (exclude leading zeros), and Street Names. Just start typing!

Create an Account

- You can create a list of records to monitor, register for eAlerts for new bills and more.
- To schedule payments on any record, please create an account.
- Select the Login button below and then Signup.

Previous 1 2 Next

tburkett02

Status	Invoice	Year	Inst	Owner Name	Description	Record Type	Due Date	Paid Date	Status	
<input type="checkbox"/> Unpaid (3) <input type="checkbox"/> Paid (21)	1341755	2022	2	CITY OF ROANOKE	0 PIEDMONT ST SE	Real Estate Storm Water Fee	04/05/23		Unpaid	<a href="#">View</a>
Installment <input type="checkbox"/> 2 (12)	1717864	2022	2	CITY OF ROANOKE VIRGINIA	0 AUTUMN LN NW	Real Estate Storm Water Fee	04/05/23		Unpaid	<a href="#">View</a>

- Click on the “View” button on the right.
- Click on the “Add to Watchlist” button.
- Select the Watchlist you want to use, see below:

Overview & Pay [Related Invoices](#) [Back to Search](#) fburkett02

Owner Information	Bill Information	Payment Status
CITY OF ROANOKE 215 CHURCH AVE SW ROANOKE VA 24011	Account Number 130672 Bill Number 1341755 Due Date 04/05/2023 Bill Year 2022 Installment 2 Invoice Type Real Estate Storm Water Fee	Payment Status <span style="color: red;">✖</span> Unpaid Paid Date Bill Amount \$100.80 Penalty \$0.00 Fee \$0.00 Interest \$0.00 Paid Amount \$0.00 Bill Balance Due <b>\$100.80</b> Total Due for All Bills <b>\$100.80</b>
Property Information	Account Balance Info	
Address 0 PIEDMONT ST SE Parcel ID Number 4040602 Legal Description	Bills Due as of 03/23/2023 \$0.00 Bills Due after 03/23/2023 \$100.80 Total Due for All Bills 03/23/2023 \$100.80 Total Paid for All Bills 03/23/2023 \$619.20	<a href="#">Add To Cart</a> <a href="#">Pay Total Due for All Bills</a> <a href="#">Search for Additional Records</a> <a href="#">Add To Watchlist</a>

8) What if I do not see a bill that I am looking for, or the information I see doesn't look correct?

- The portal communicates with the tax system every 20 minutes. If you worked with someone from the Treasurer or Commissioners Office to correct your account, it may take up to 20 minutes for that correction to appear on the portal.
- Press the **Ctrl** and **F5** keys on your keyboard at the same time to refresh your browser so that the latest information appears on your screen.