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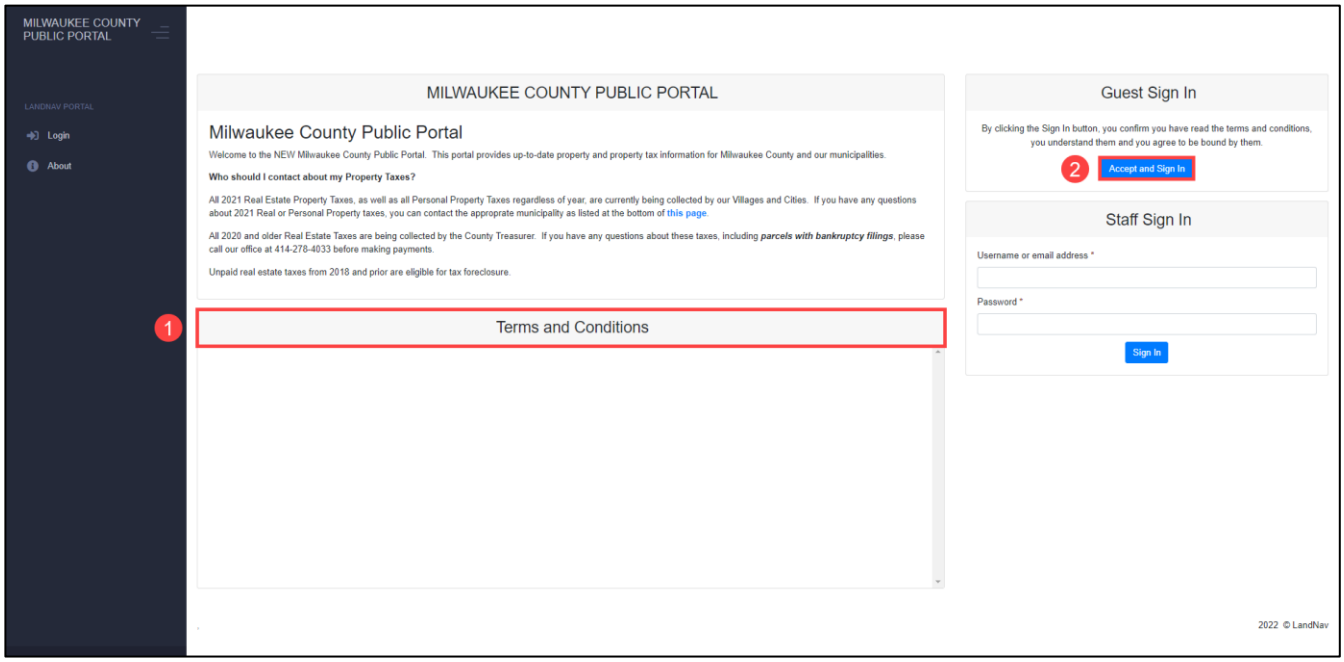
Current as of 5/17/2022

Public Portal – How to Make a Tax Payment

Step 1: Open the Public Portal in any internet browser.

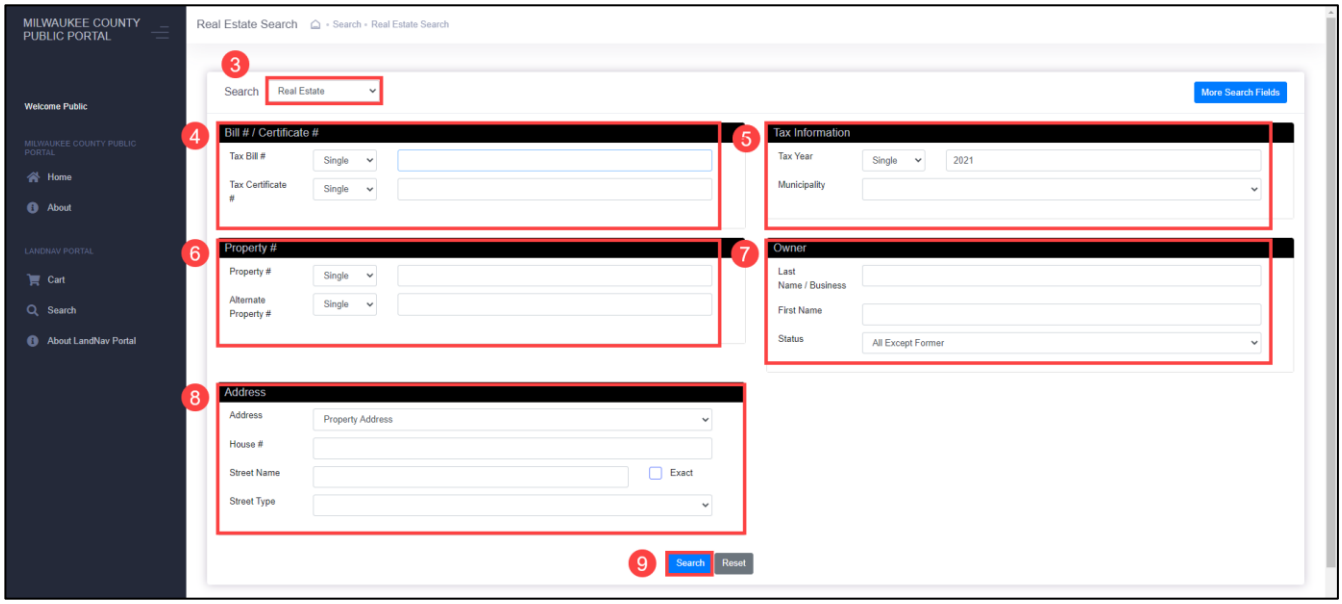
- ***Note:*** *In this example, we are using Milwaukee County's Public Portal.*

1. Read through any Terms & Conditions that appear on the homepage.
2. In the "Guest Sign In" window, click "Accept and Sign In."



Step 2: Search for your property or tax bill using any of the following methods (see #3-8).

- ***Please Note:*** *You do not need to use all of the following search options.*
- Tip: *If you are experiencing difficulty when searching, try simplifying your search.*



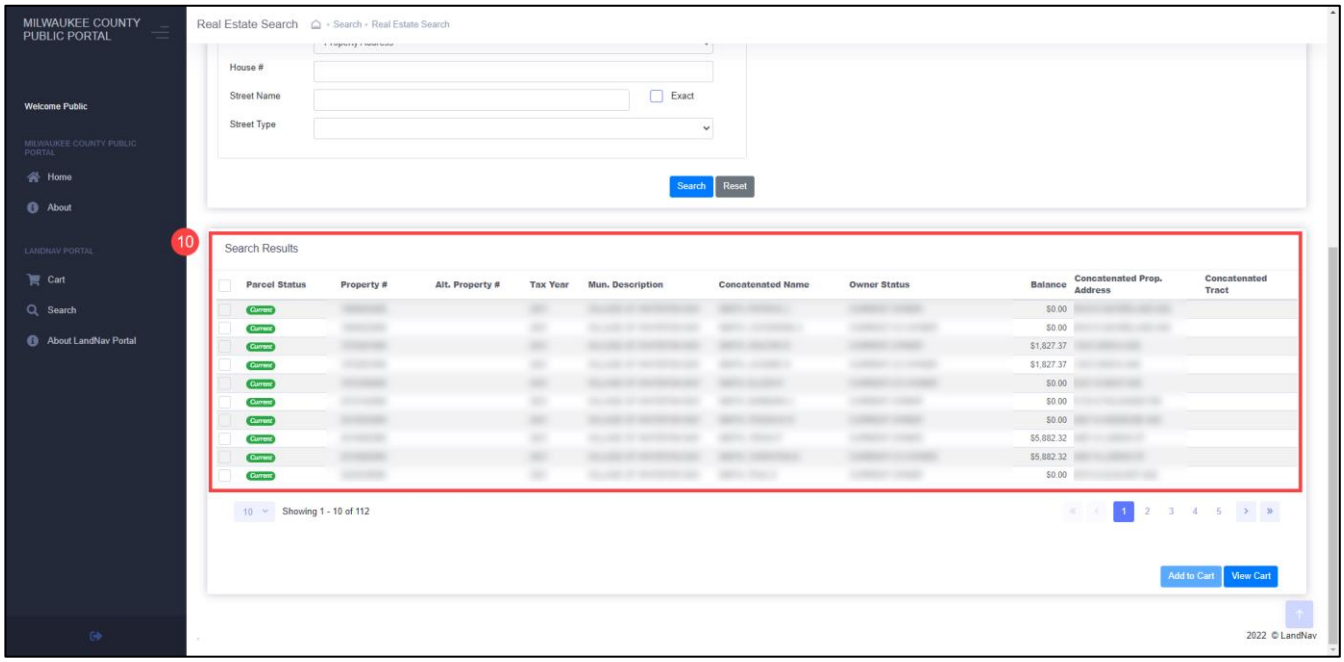
3. **Search:**
    - This is a drop-down menu. Select the appropriate type of record from the list.
    - *Note: This will default to "Real Estate."*
4. **Bill # / Certificate #:**
    - Enter either your Tax Bill number or your Tax Certificate number in the text boxes provided.
5. **Tax Information:**
    - Tax Year: This is a drop-down menu. You may leave this on "Single" to search for a single tax year or select "Range" and enter a range of tax years.
    - Municipality: Narrow-down your search results by selecting your municipality from the drop-down list.
6. **Property #**:
    - Enter either your Primary Parcel number or your Alternate Parcel number in the appropriate text box provided.
7. **Owner:**
    - Last Name / Business: Enter the Last Name or Business Name on the tax record.

- First Name: Enter the First Name on the tax record.
- Status: Select the appropriate option from the drop-down list.

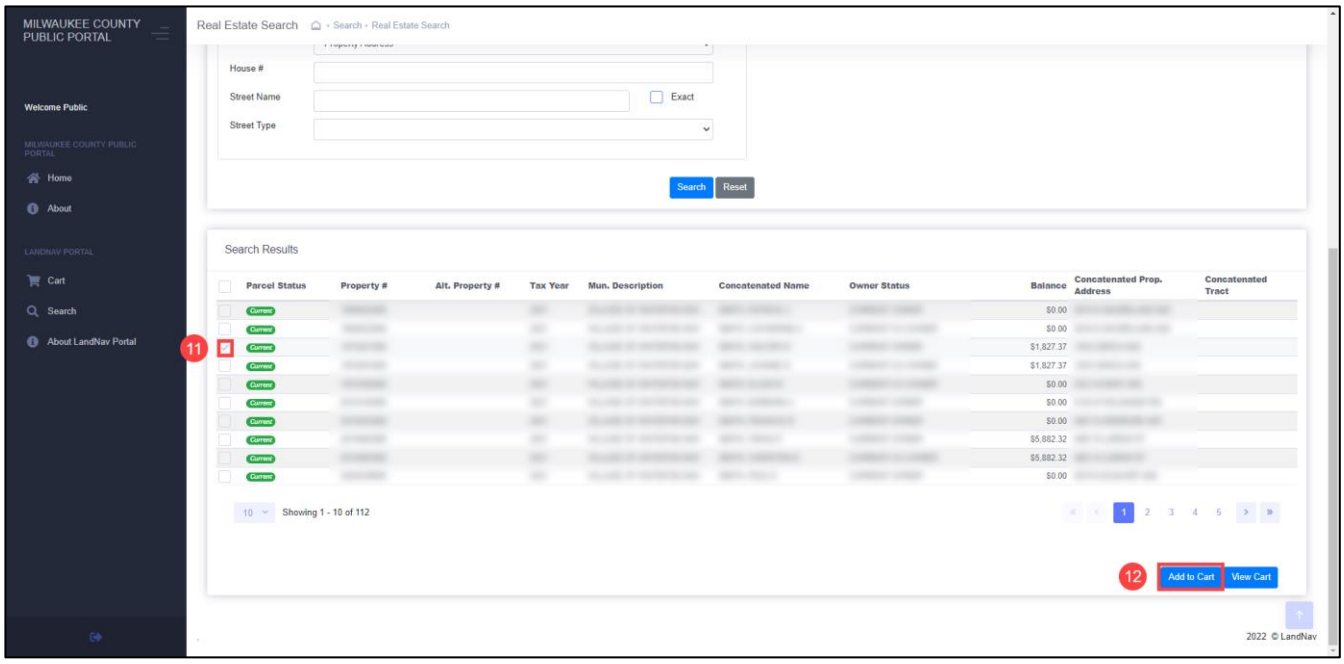
8. **Address:**
   - Address: Select the appropriate Address type from the drop-down menu.
   - House #: Enter only the house number in this field.
   - Street Name: Enter only the street name in this field.
   - Street Type: Select the appropriate type of street from the drop-down.
   - Exact: Check this checkbox to find only exact matches to the information you entered in the other address areas.
9. Click "Search."

Step 3: Review your Search Results and Add to the Cart.

10. The list of results will be displayed in the window below. Scroll down the screen to find the record for the tax year in question.

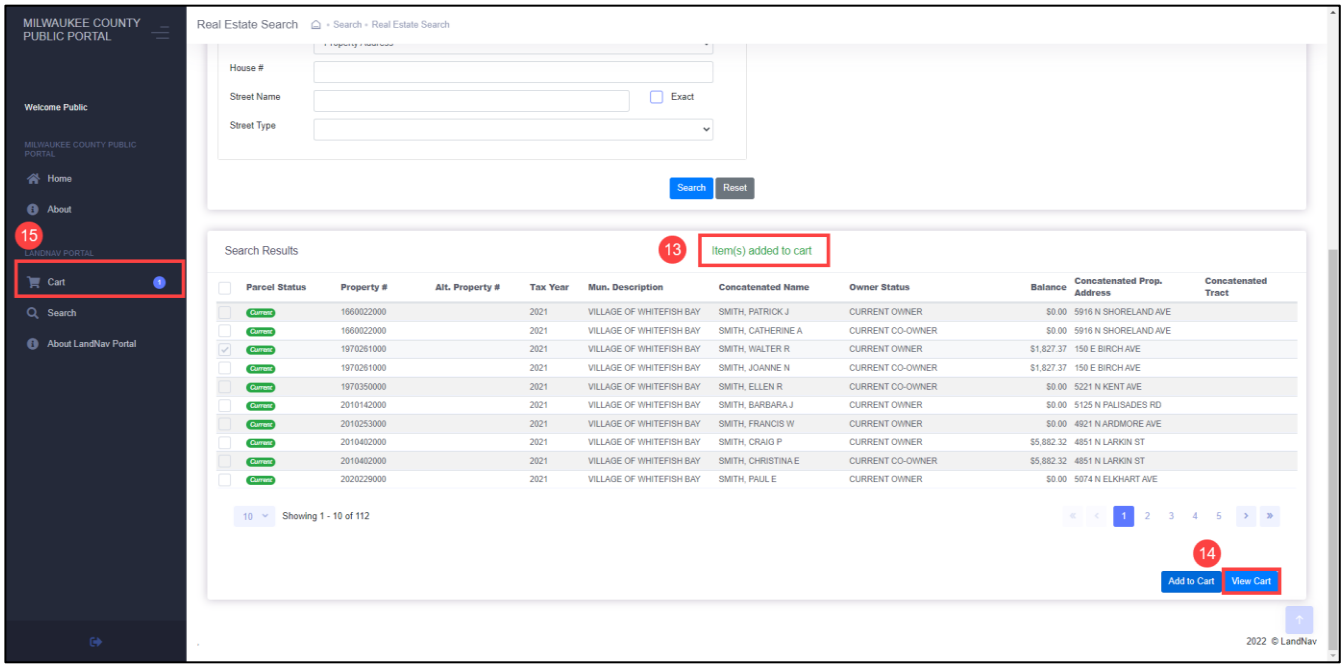


11. Check the checkbox for the tax record you want to pay.
12. Click “Add to Cart.”



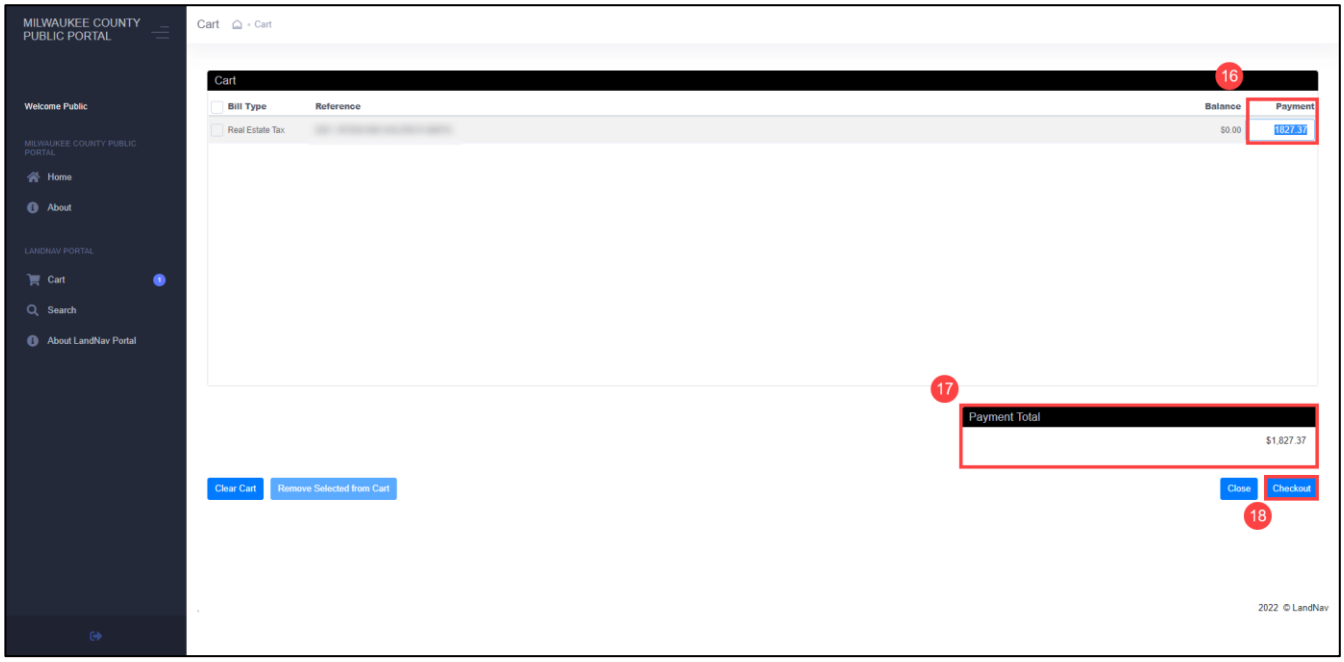
Step 4: Navigate to the Cart.

13. If the item has been successfully added to the cart, you will see the "Item(s) added to cart" notification.
14. Click the "View Cart" button at the bottom to go to the cart.
15. Alternatively, click the "Cart" in the Navigation menu on the left.
    - *If you have item(s) in the cart, you will see a number, as shown in the next screenshot.*



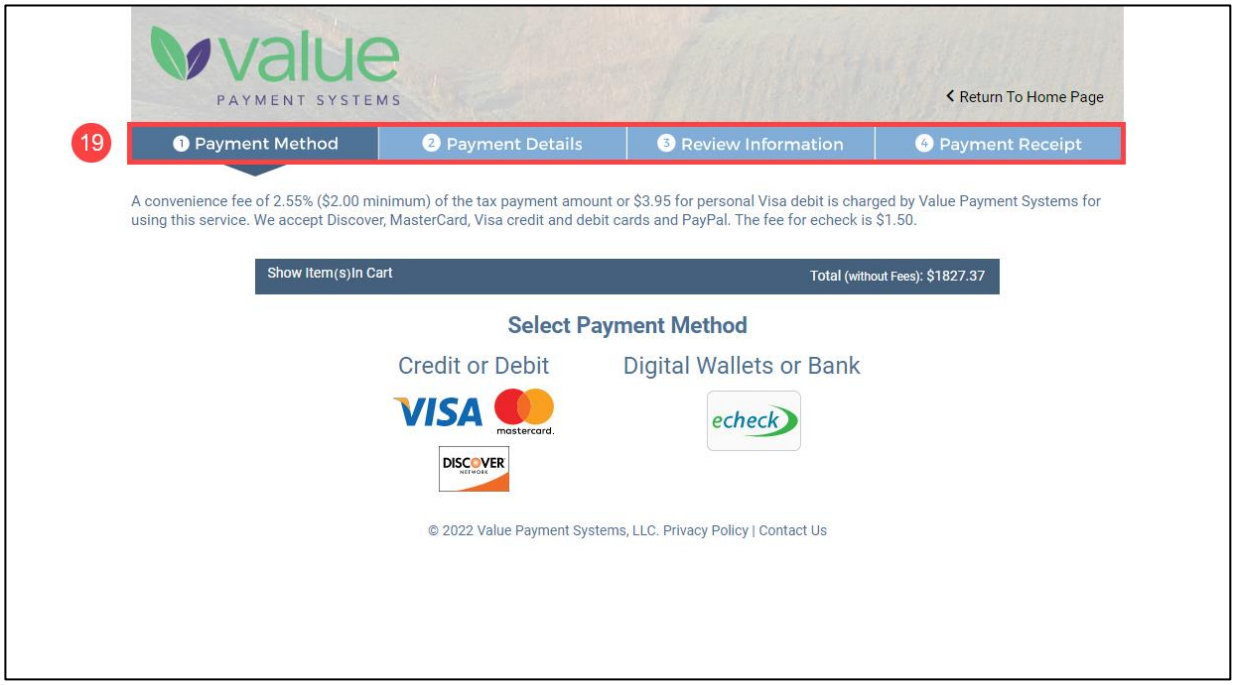
Step 5: Begin the Checkout Process.

16. Review your items and payment amount for the tax items.
    - ***Please Note:*** *The "Balance" column will show "0.00" if you are making a full payment. This means that the remaining balance for these item(s) will be $0.00, once the transaction is complete.*
17. The Payment Total window will display the total amount of your payment for the entire transaction.
18. Click "Checkout" to begin the checkout process.

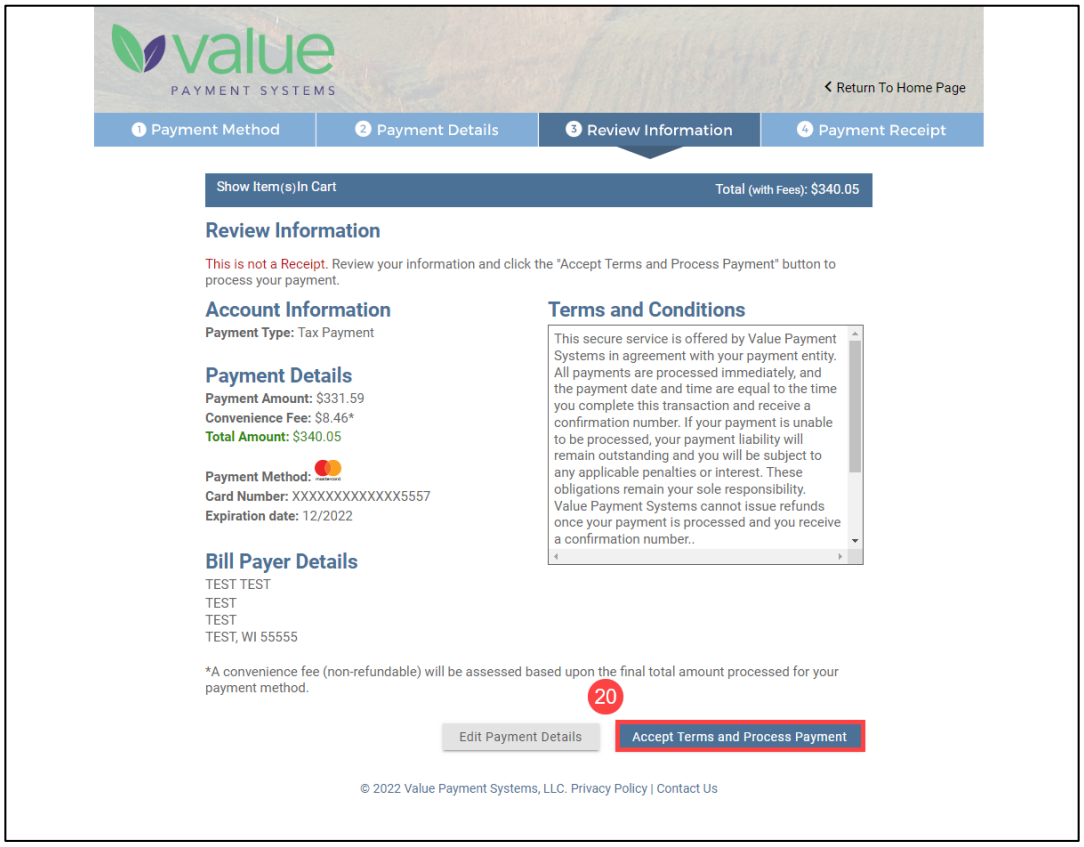


Step 6: Complete your Payment.

19. Complete the payment process by following steps 1 – 4, as shown in the image below.



20. In Value Payment Systems', complete the transaction by reading through the Terms and Conditions. Then, click "Accept Terms and Process Payment."



- If the payment is successful, you will receive a confirmation message from Value Payment Systems.
- You will also be brought back to the Public Portal and will receive "Checkout Complete."

End of Instructions