



CITIZEN ACCESS INSTRUCTIONS

The following instructions are provided to aid taxpayers with the secure online filing and payment portal provided by the City of Centennial. These instructions cover the following topics:

- [HOW TO REGISTER FOR ONLINE FILING](#)
- [HOW TO LINK A TAX ACCOUNT](#)
- [HOW TO FILE & PAY](#)

Additionally, by utilizing the side menu options displayed below, the secure online filing portal can be used to:

- Review and print previously filed returns
- Print a copy of a license using the “License Information” menu option
- Apply for a new license
- Renew a license
- Pay outstanding balances using the “Outstanding Balances” menu option



About Logged in as: [redacted] Citizen Access

tax & licensing menu

- file returns
- return history
- license information
- apply for license
- renew license
- account information
- manage accounts
- outstanding balances
- my user profile
- home
- log out

Welcome to Tax & Licensing

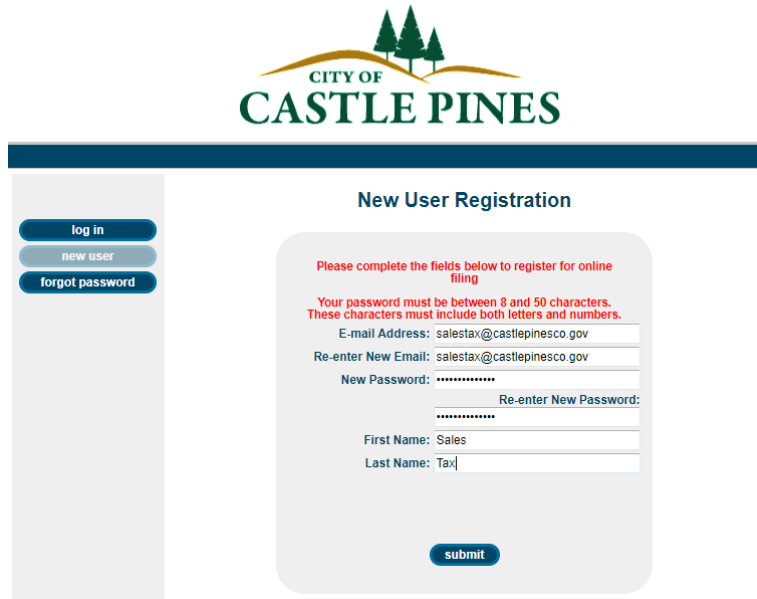
Please select a menu option from the left.

For help email salestax@castlepinesco.gov

You can access the City’s Citizen Access portal for online filing via the City’s website at www.castlepinesco.gov or directly at <https://castlepines.premacorp.com/citizenaccess/>.

HOW TO REGISTER FOR ONLINE FILING

From the login page, select “new user” on the left and complete the fields required to register. Then click “submit”.



The screenshot shows the 'New User Registration' page for the City of Castle Pines. At the top is the city logo. Below it is a navigation menu with three buttons: 'log in', 'new user', and 'forgot password'. The main content area is titled 'New User Registration' and contains a registration form. The form includes a red warning message: 'Please complete the fields below to register for online filing' and 'Your password must be between 8 and 50 characters. These characters must include both letters and numbers.' The form fields are: E-mail Address (pre-filled with 'salestax@castlepinesco.gov'), Re-enter New Email (pre-filled with 'salestax@castlepinesco.gov'), New Password (masked with dots), Re-enter New Password (masked with dots), First Name (pre-filled with 'Sales'), and Last Name (pre-filled with 'Tax'). A 'submit' button is located at the bottom of the form.

A confirmation email will be sent to the e-mail address provided containing a link to validate the account. Follow the link and a login screen will appear. Activate the account by logging in.

HOW TO LINK YOUR TAX ACCOUNT

After registering and accessing the online filing portal, you will be prompted to link your City tax account to your newly created username. To link your account go to “manage accounts” and select “add account” to lookup your account.



The screenshot shows the 'Citizen Access' page for the City of Castle Pines. At the top is the city logo. Below it is a navigation menu with a 'tax & licensing menu' section containing several buttons: 'file returns', 'return history', 'license information', 'apply for license', 'renew license', 'account information', 'manage accounts', 'outstanding balances', 'my user profile', 'home', and 'log out'. A red arrow points to the 'manage accounts' button. The main content area is titled 'Welcome to Tax & Licensing' and contains the text: 'Please select a menu option from the left.' and 'For help email salestax@castlepinesco.gov'.

You will then be prompted to enter your tax account License number (CAS-000000), the business location address line 1 as it appears on your license.

The screenshot shows the City of Castle Pines logo at the top. Below it is a sidebar menu with options like 'file returns', 'return history', 'license information', etc. A modal window titled 'tax & licensing Account Lookup' is open. It contains the following text: 'Please provide the following information in order to link an account to your profile. Account Number: Enter your Castle Pines Account Number. Example: CAS-000000 Location Address: Enter only line 1 of the location address exactly as it appears on your printed license. Example: 123 N MAIN ST For assistance linking an account, please email salestax@castlepinesco.gov'. There are two input fields: 'Account Number:' and 'Location Address:'. A red arrow points to the 'Location Address:' input field. At the bottom of the dialog are 'cancel' and 'ok' buttons.

HOW TO FILE & PAY

1. FILE & PAY - Select "file returns" from the side Menu. On the following page, select the year and period you are filing for and select "next" to continue.

The screenshot shows the City of Castle Pines logo at the top. Below it is a sidebar menu with options like 'file returns', 'return history', 'license information', etc. The main content area is titled 'Returns Step 1/8: General Information' with a red asterisk indicating required fields. It says 'Please enter the gross amount for your return.' and contains several dropdown menus and text boxes. A red arrow points to the 'Enter the year you would like to file for:' dropdown menu, which is currently set to '2020'. Another red arrow points to the 'Enter the filing period you would like to file for:' dropdown menu, which is currently set to 'January 2020'. At the bottom of the form are 'cancel' and 'next' buttons.

2. ENTER THE RETURN - You will then be prompted to enter information into each of the fields from the tax return (gross sales & service, bad debts, deductions, etc.), selecting “next” after completing the information on each page. After entering all information, a summary will be provided. You may select “back” at any time to make changes.


CITY OF CASTLE PINES

[About](#) Logged in as: _____ | Citizen Access

tax & licensing menu

- [file returns](#)
- [return history](#)
- [license information](#)
- [apply for license](#)
- [renew license](#)
- [account information](#)
- [manage accounts](#)
- [outstanding balances](#)
- [my user profile](#)
- [home](#)
- [log out](#)

[back](#) [cancel](#) [next](#)

Returns Step 5/8: Summary

Total Retail Sales \$10,000.00 calculated at 2.75% equals Net Tax Due :	\$275.00
Excess Tax collected:	\$0.00
Account Allowance:	\$0.00
Total Tax Due:	\$275.00
Months Overdue:	0
Interest is 1.5% of Total for Each Month (no min / no max):	\$0.00
Late Payment Penalty is 15% of Total (no min / no max):	\$0.00
Total Due with Penalties and Interest:	\$275.00

[back](#) [cancel](#) [next](#)

3. PAY & SIGN - Next, you will be prompted to enter payment information (if applicable) and sign your return. On the payment screen, enter the checking account and routing number for the checking account being used to pay the total tax due.

NOTE: If paying via ACH Credit, rather than ACH Debit, on step 6 of 8 of the online filing process, zero out the payment amount and continue with signing and submitting the return (you will not be prompted to enter in banking information for payment). Submit payment via ACH Credit per the City’s ACH Credit Payment Instructions.



About Logged in as: Citizen Access

tax & licensing menu

- file returns
- return history
- license information
- apply for license
- renew license
- account information
- manage accounts
- outstanding balances
- my user profile
- home
- log out

back cancel next

Returns Step 7/8: Payment *Required

Total Amount Due: \$275.00
Payment Amount: \$275.00

*Select Payment Method:

*Name on Account:
*Account Type:
*Routing Number:
*Account Number:

back cancel next

On the Legal screen, type your first and last name to certify that the return is legal and valid.



About Logged in as: Citizen Access

tax & licensing menu

- file returns
- return history
- license information
- apply for license
- renew license
- account information
- manage accounts
- outstanding balances
- my user profile
- home
- log out

back cancel submit

Returns Step 8/8: Legal *Required

Processing may take a moment, please do not click the submit button more than once.

I hereby certify, under penalty of perjury, that the statements made herein are to the best of my knowledge true and correct. By clicking on the next button, I agree to these statements.

* First Name: * Last Name:

back cancel submit

4. CONFIRMATION - Your return is now filed. A submission confirmation page will appear and a confirmation email with a copy of the filed return will be sent.