



City of Castle Pines  
Tax & Licensing Division  
PO Box 913320  
Denver, CO 80291-3320

## 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



You can access the City’s Citizen Access portal for online filing via the City’s website at [www.castlepinesco.gov](http://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”.



**New User Registration**

Please complete the fields below to register for online filing

Your password must be between 8 and 50 characters. These characters must include both letters and numbers.

E-mail Address:

Re-enter New Email:

New Password:

Re-enter New Password:


First Name:

Last Name:

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.



About | Logged in as: Citizen Access

**Welcome to Tax & Licensing**

Please select a menu option from the left.

For help email [salestax@castlepinesco.gov](mailto:salestax@castlepinesco.gov)

**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

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 website interface. A sidebar on the left contains a 'tax & licensing menu' with options: 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 modal dialog box 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', and 'For assistance linking an account, please email salestax@castlepinesco.gov'. Below this text are two input fields: 'Account Number:' and 'Location Address:'. A red arrow points to the 'Location Address' 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 website interface. A sidebar on the left contains a 'tax & licensing menu' with options: file returns, return history, license information, apply for license, renew license, account information, manage accounts, outstanding balances, my user profile, home, and log out. The main content area is titled 'Returns Step 1/8: General Information' with a red asterisk indicating required fields. It contains the following text: 'Please enter the gross amount for your return.', '\* Select the account you would like to enter a return for: CAS-004000 : MISC AC', '\* Select which type of tax return you are filing: Sales Tax Return', 'Filing Frequency: Monthly', '\* Enter the year you would like to file for: 2020', and '\* Enter the filing period you would like to file for: January 2020'. Below this text are two input fields: 'Start Date: 01/01/2020' and 'End Date: 01/31/2020'. At the bottom are 'cancel' and 'next' buttons. A red arrow points to the '2020' dropdown menu, and another red arrow points to the 'January 2020' dropdown menu.

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.


The screenshot displays the City of Castle Pines logo at the top. Below it is a navigation bar with 'About', 'Logged in as: [redacted]', and 'Citizen Access'. A sidebar on the left contains a 'tax & licensing menu' with buttons for 'file returns', 'return history', 'license information', 'apply for license', 'renew license', 'account information', 'manage accounts', 'outstanding balances', 'my user profile', 'home', and 'log out'. The main content area is titled 'Returns Step 5/8: Summary' and contains the following information:

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

Navigation buttons 'back', 'cancel', and 'next' are located at the top and bottom of the summary section.

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.*



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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:  [Help me find it!](#)

\*Account Number:  [Help me find it!](#)

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



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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:

- 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.