

LOCATING RESIDENT ACCESS


1. Navigate to city.milwaukee.gov/treasurer
2. Hover over the “FORMS & APPS” tab.
3. Select “Resident Access / Pay Online” to proceed to the resident access navigator page.

From here, proceed to “HOW TO CREATE AN ACCOUNT” or “PAYING AS A GUEST” to continue. You may also follow this [link](https://cityofmilwaukeewi.tylerportico.com/navigator/public/selections/navigator). <https://cityofmilwaukeewi.tylerportico.com/navigator/public/selections/navigator>

HOW TO CREATE AN ACCOUNT

1. From the resident access navigator page, you’ll see a link to “sign in” in the top right. Click that link to begin creating your account.
2. From here, you’ll be presented with numerous login options. You may select an existing account to grant access (such as Google, Apple, etc.), or create a unique login using an email address by clicking “create an account” at the bottom of the page. For this example, we will create an account using a unique email.
3. On the following page, enter your email address, name, phone number, and create a strong, unique password.
4. Once your account information is entered, you will be sent a verification code via the email address you entered. In a separate window or tab, open your email, find the code, and enter it on this screen.
5. Congratulations! You’ve created your new account. If you proceed to the “Real Estate Tax” section from the navigator page, you may begin linking properties to your account for ease of access.

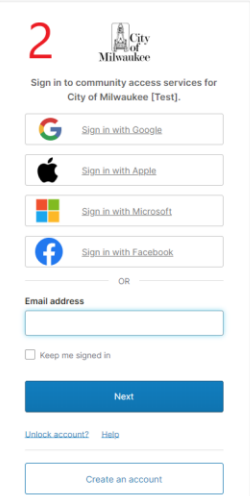
Click on the option that best fits your needs.



The Resident Access Navigator page features five main service categories, each with an icon and a sub-link:

- Real Estate Tax**: View and Pay Real Estate Bills
- Water Works**: Water, Sewer, City Services Billing; View and Pay Water Bills
- Personal Property**: View and Pay Personal Property Bills
- Special Assessments**: Special Improvements; View and Pay Special Assessments Bills
- Assessor's Office**: View Property Assessments

A red number '1' is positioned to the right of the Assessor's Office icon.



2

City of Milwaukee

Sign in to community access services for City of Milwaukee [Test].

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

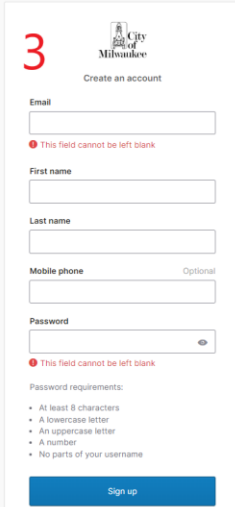
Email address

Keep me signed in

Next

[Unlock account?](#) [Help](#)

Create an account



3

City of Milwaukee

Create an account

Email

This field cannot be left blank

First name

Last name

Mobile phone Optional

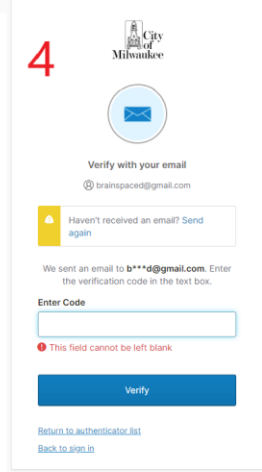
Password

This field cannot be left blank

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

Sign up



4

City of Milwaukee

Verify with your email

Haven't received an email? [Send again](#)

We sent an email to **b****d@gmail.com**. Enter the verification code in the text box.

Enter Code

This field cannot be left blank

Verify

[Return to authentication list](#)

[Back to sign in](#)

UNDERSTANDING YOUR TYLER PORTAL

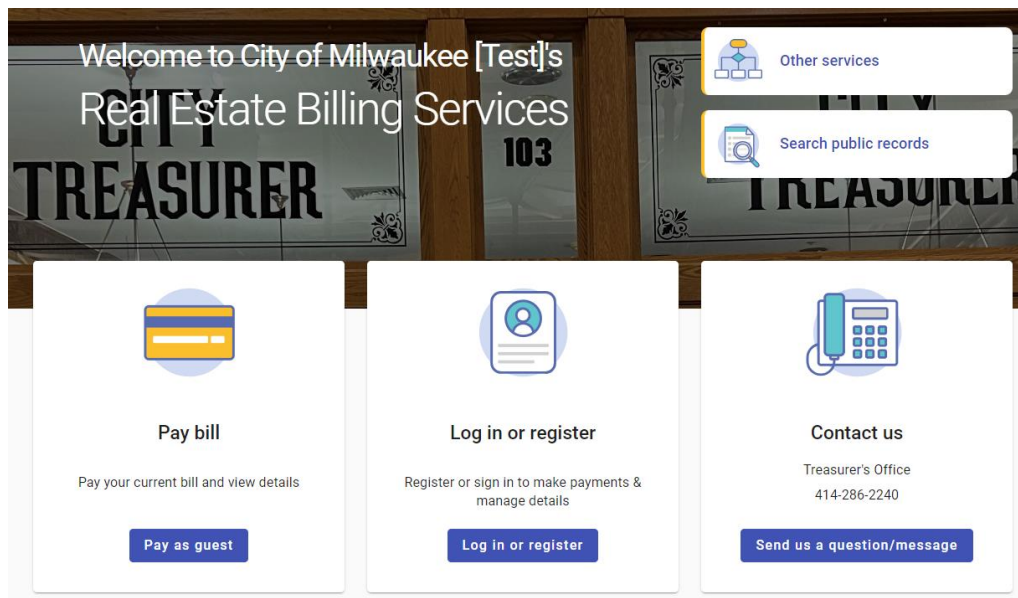
From the navigator page, you'll find four main options;

- Real Estate Tax
- Water Works
- Personal Property
- Special Assessments

From any of these links, you can make a payment towards the appropriate account.

REAL ESTATE TAX

Clicking on the Real Estate Tax link brings you to the following screen.



Logging in allows you to add multiple properties to your account for review and payment

WATER WORKS

Clicking this link will bring you to the Milwaukee Water Works account access.

PERSONAL PROPERTY

Adding a personal property bill to your account from this section follows the same directions as adding a Real Estate Tax bill.

SPECIAL ASSESSMENTS

Bills associated with your property, but distinct from your normal property taxes, are often called special assessments. These bills are typically split into 10 or more installments and paid over the course of several years as part of your normal property taxes. Here, you can make a payment directly against these bills in order to avoid the accrual of interest over time.

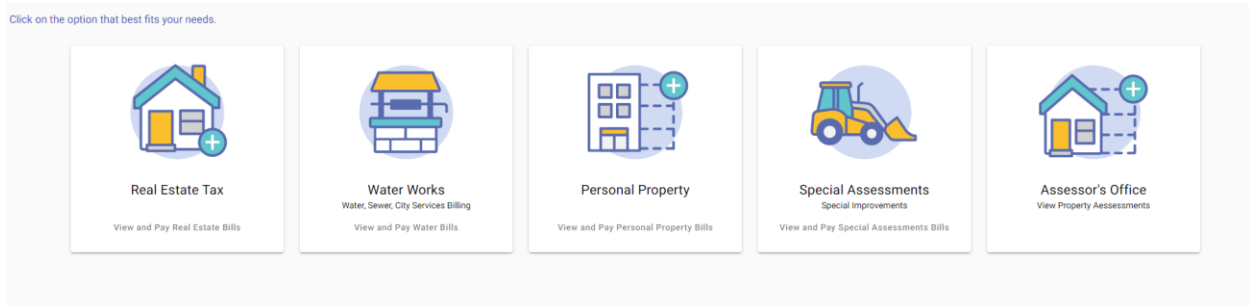
ASSESSMENTS

Following this link will bring you to the City Assessor's section of the city's official website.

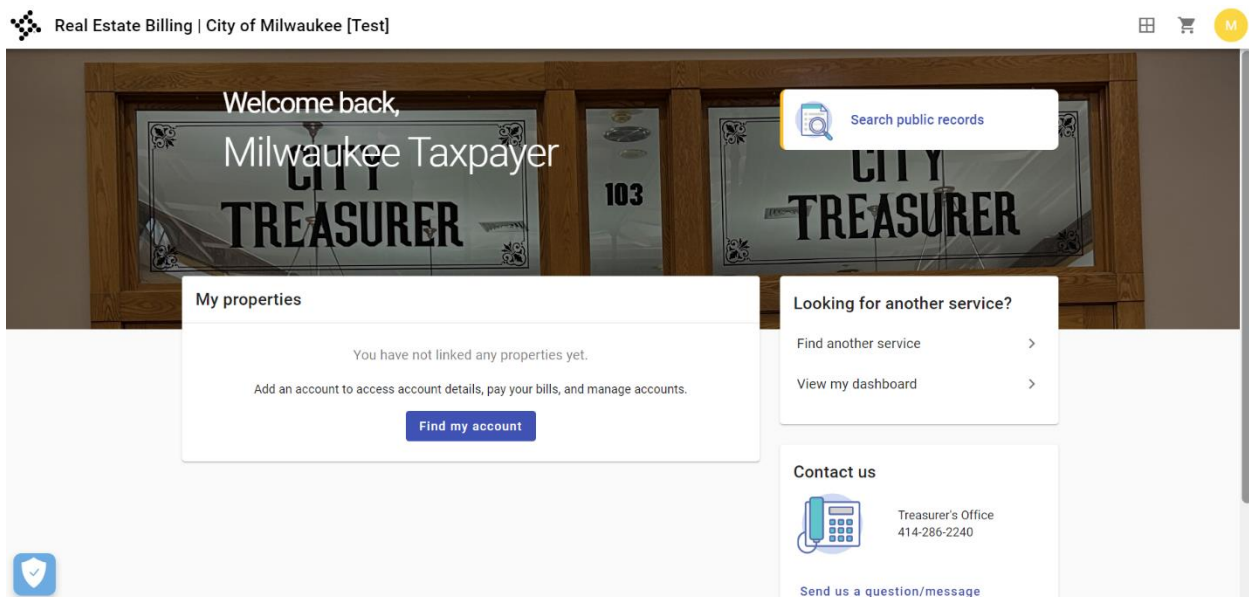
ADDING PROPERTY ACCOUNTS TO YOUR TYLER PAYMENT PORTAL

If you create a personal account, you can save several property accounts in order to make future payments quick and easy. The process is simple:

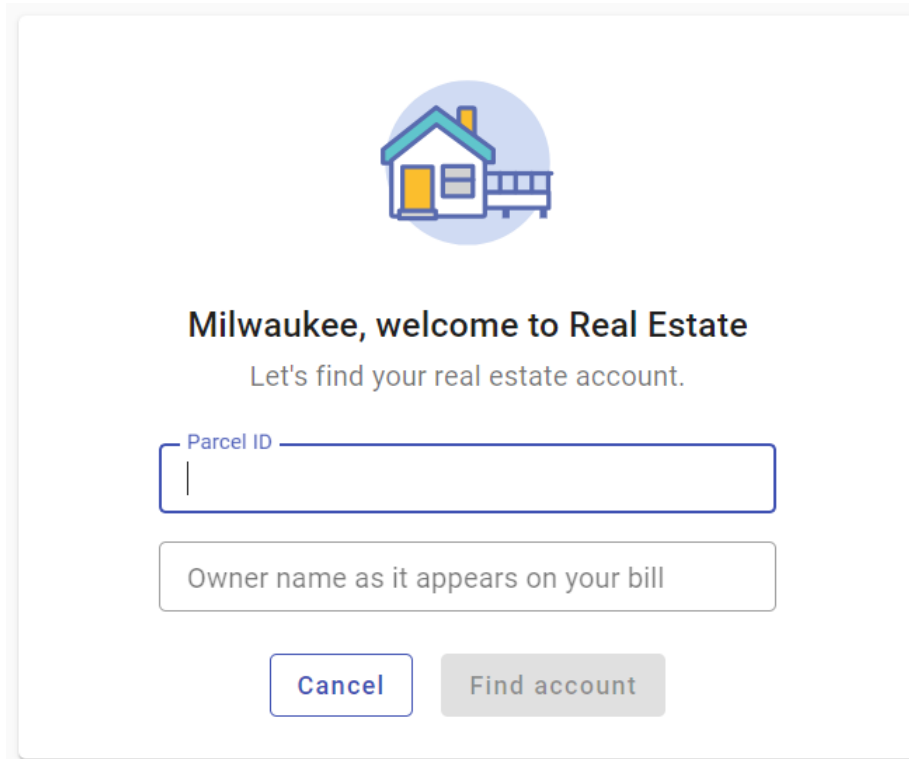
1. From the navigator page pictured below, select the type of account you'd like to add to your personal payment portal. For this example, we'll add a real estate account. Click the selection on the left.



2. From here, ensure that you are logged in. Click the "Find my account" link. (If you have already linked a parcel to your account, instead click "Link another property.")

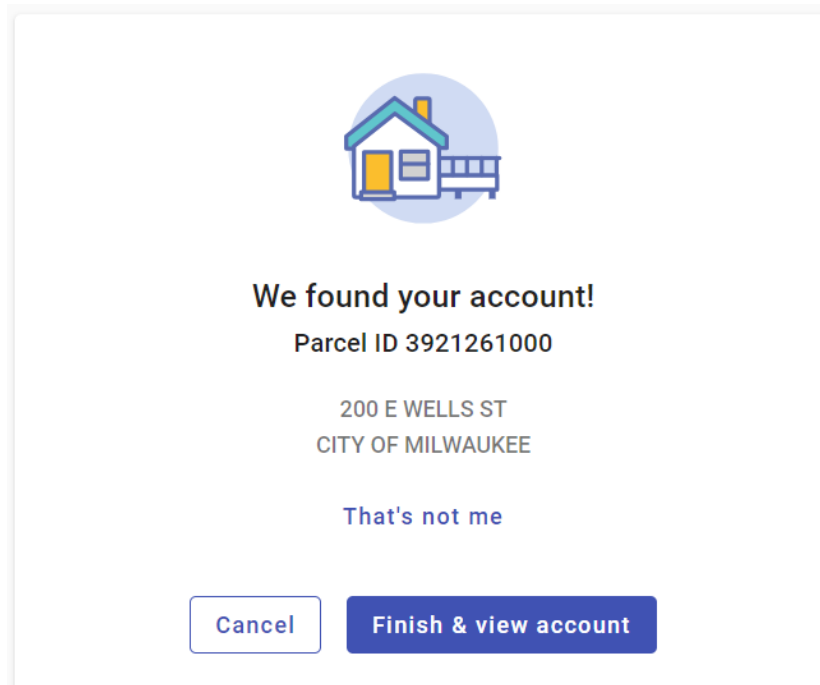


3. When presented with the below screen, enter your 10-digit Parcel ID into the appropriate field. This number is also known as the account number or the tax key.



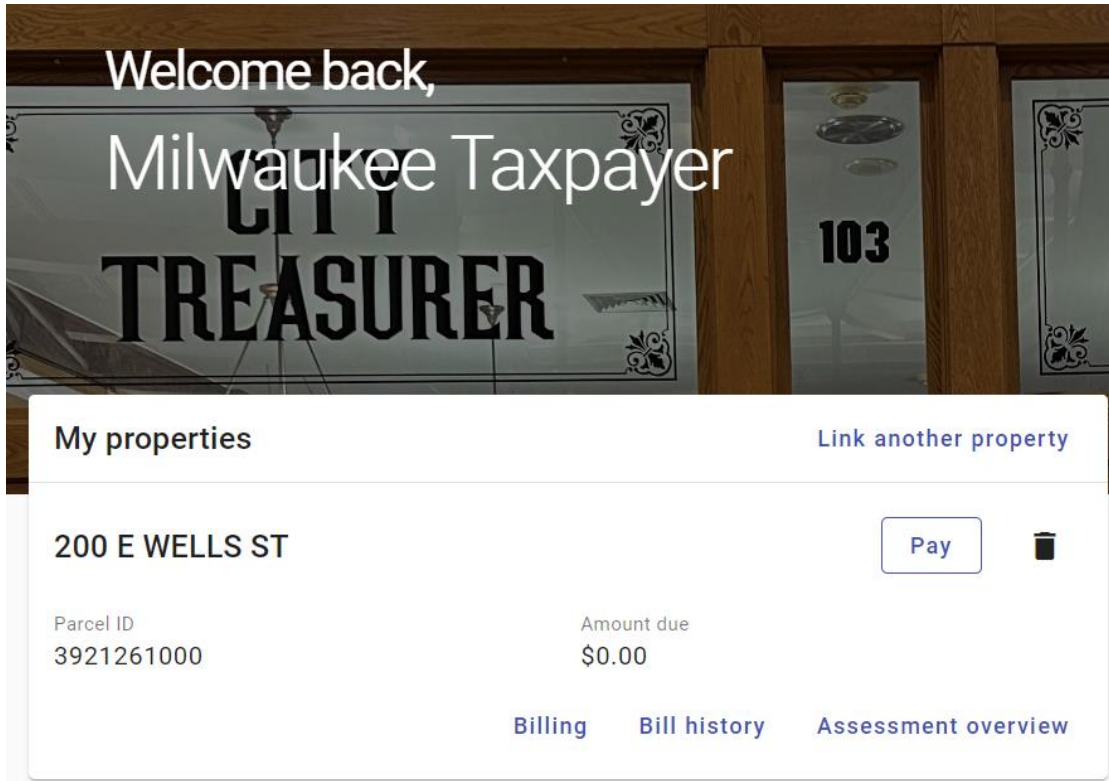
The screen features a house icon at the top center. Below it, the text reads "Milwaukee, welcome to Real Estate" followed by "Let's find your real estate account." There are two input fields: the first is labeled "Parcel ID" and is empty; the second is labeled "Owner name as it appears on your bill" and is also empty. At the bottom, there are two buttons: "Cancel" and "Find account".

4. If the number is valid and the account is found, you should receive a confirmation like the one below.



The screen features a house icon at the top center. Below it, the text reads "We found your account!" followed by "Parcel ID 3921261000". Below that, the address "200 E WELLS ST" and "CITY OF MILWAUKEE" is displayed. A link "That's not me" is shown in blue. At the bottom, there are two buttons: "Cancel" and "Finish & view account".

5. From here, click “Finish & view account.” Once complete, the account should show up on your home screen for easy reference and payment in the future.



ENROLLING IN TYLER AUTOPAY

If you would like to take a *set it and forget it* approach to paying your bill, you can take advantage of Tyler's autopay function using a checking account, savings account, credit card, or debit card. (**Note:** Credit and debit card transactions are subject to a 2.75% convenience fee, \$3.00 minimum.) Let's begin!

1. From your Real Estate Tax page, you'll see your list of properties attached to your account.
2. Click on "**Billing**" for the account you wish to set up with autopay.
3. From this screen, you'll see an overview of your account.
4. On the right, select "**Enroll in Autopay.**"
5. You will have a choice to make; payment by credit card (also includes debit cards), or by eCheck (directly from a checking or savings account).
6. Select your preference and enter your payment details.
7. Enter an email address to receive your payment receipt.
8. Click "**Submit.**"

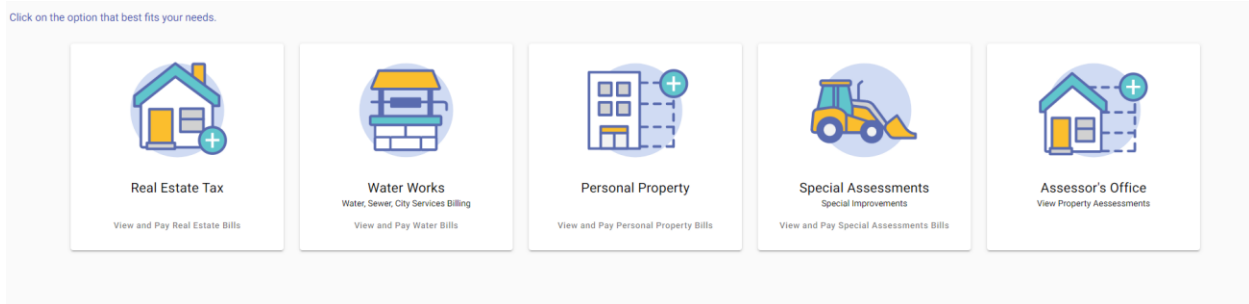
And that's it! Whenever you have a new bill due, the payment account you submitted here will be billed on the listed due date. If the due date falls on a weekend or federal holiday, the account will be billed on the next business day, instead.

Disclaimer: If Tyler payment systems attempts a charge of your account that cannot be fulfilled, a \$35 "returned payment fee" will be applied to the account. (In the case of installment plans, this fee is applied to the October installment of your bill.)

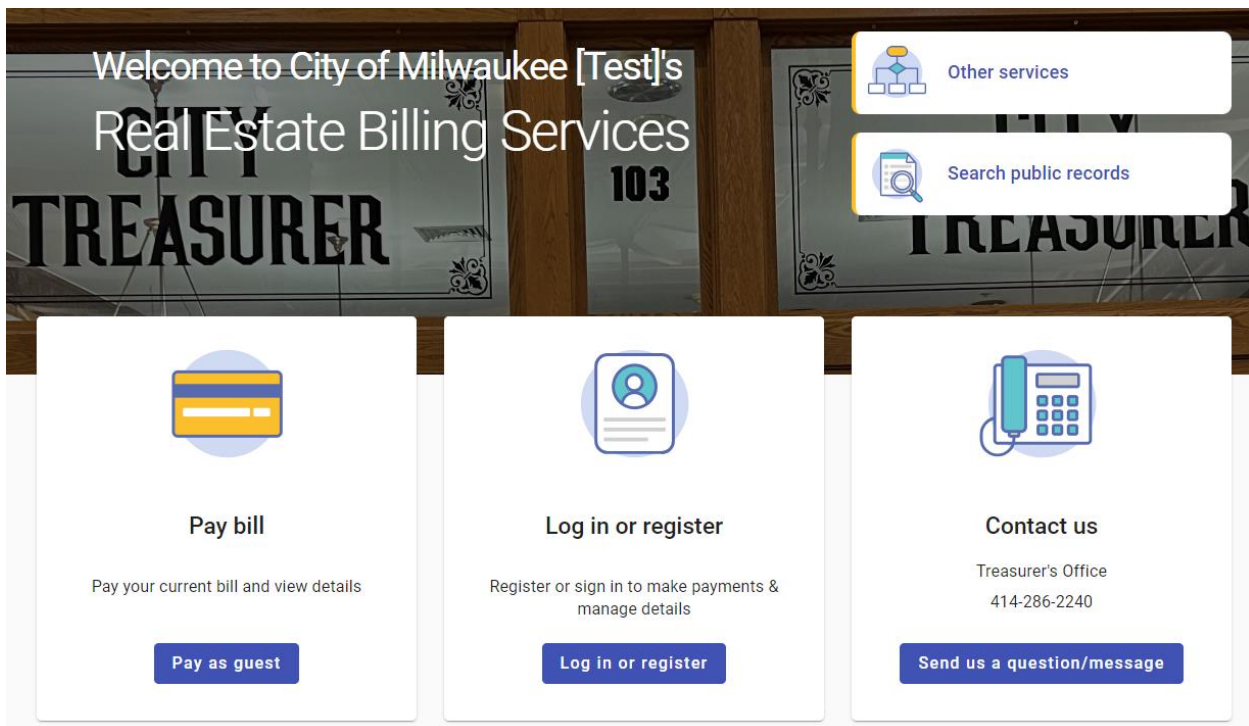
PAYING AS A GUEST

If you would prefer not to create an account or you only have 1 parcel to manage, you can submit a payment without logging in.

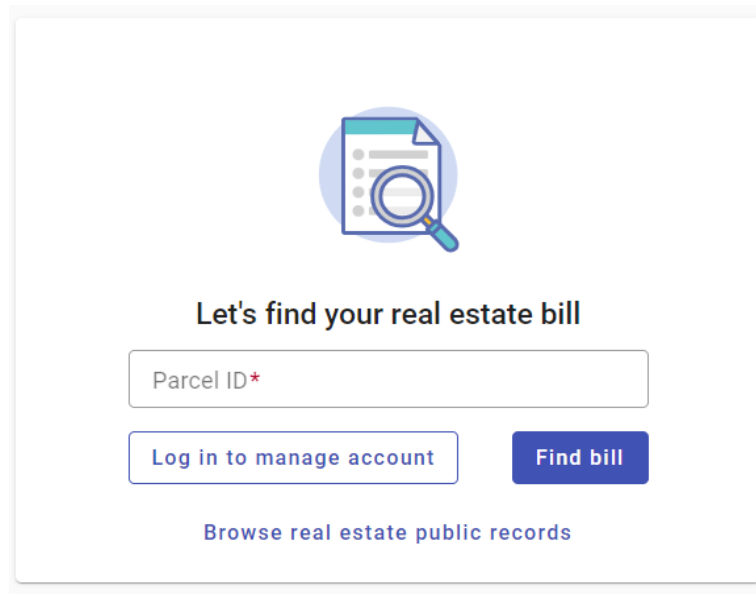
1. Begin at the primary navigator page, pictured below.



2. Clicking on Real Estate Tax brings you to the following screen. Click "Pay as guest" to proceed.



3. Enter the Parcel ID/Account number/Tax key for the property you wish to make a payment towards.



The screenshot shows a search interface for finding a real estate bill. At the top center is an icon of a document with a magnifying glass. Below the icon is the heading "Let's find your real estate bill". Underneath the heading is a text input field labeled "Parcel ID*". Below the input field are two buttons: "Log in to manage account" and "Find bill". At the bottom of the interface is a link that says "Browse real estate public records".


4. Click "Find bill."
5. You will see an account summary.

← 200 E WELLS ST | 3921261000

[Account information](#) [Billing](#) [Bill history](#) [Assessment overview](#) [Assessment history](#) [Property tax report](#)

Property detail			
Parcel ID 3921261000	Jurisdiction MILWAUKEE COUNTY	Book/Page 392/11	Assessed value \$17,372,900.00

Sign in or sign up



Sign in or register to make payments and manage account details.

[Sign in or register](#)

Owner information	
Owner CITY OF MILWAUKEE CITY HALL	Owner location 809 N BROADWAY MILWAUKEE WI 53202
Account ID 40130491	Status Paid

6. Click "Billing."
7. If there is any balance due, you may enter a payment amount by clicking "Pay bill" and inputting your payment details from this screen.

If you have any questions about any of these processes, please contact the Milwaukee City Treasurer's office at 414-286-2240.

PROPERTY TABS

When viewing a property as a guest or logged into your account, you will see the following tabs that offer more information for an individual property.

← 200 E WELLS ST | 3921261000

Billing

Bill history

Account information

Assessment overview


Assessment history

Property tax report

BILLING

A summary of your current balance and amount due.

BILL HISTORY

A history of bills generated for this property. Clicking the paperclip  on the right side of the page displays PDFs generated for the associated year, including bills and receipts.

ACCOUNT INFORMATION

Assorted information of the account.

ASSESSMENT OVERVIEW

Details regarding the property's assessed value.

ASSESSMENT HISTORY

The history of the assessed value of the property.

PROPERTY TAX REPORT

A general account overview with the option to print.