

## LOCATING RESIDENT ACCESS

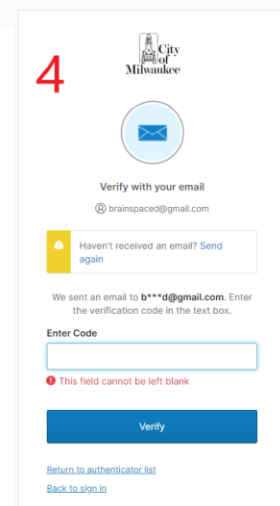
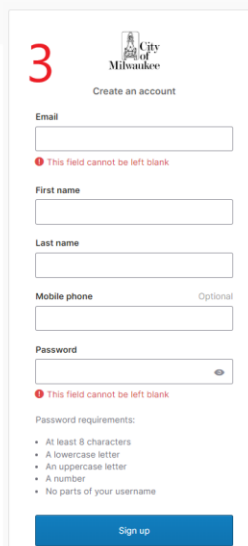
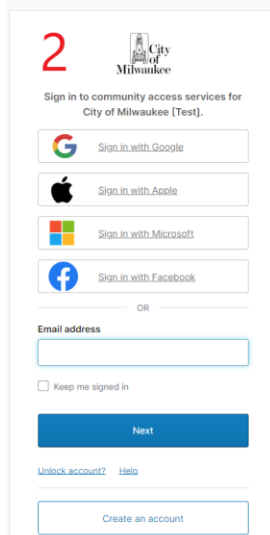
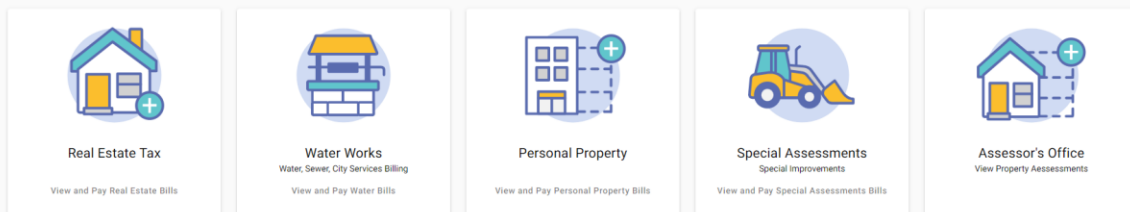
1. Navigate to [city.milwaukee.gov/treasurer](http://city.milwaukee.gov/treasurer)
2. Hover over the “FORMS & APPS” tab.
3. Select “Resident Access / Pay Online”

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

## HOW TO CREATE AN ACCOUNT

1. From the main 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 (pictured to the right). 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. Proceed here (hyperlink to be entered later) to start adding payment accounts to your Tyler payment portal.

Click on the option that best fits your needs.



## UNDERSTANDING YOUR TYLER PORTAL

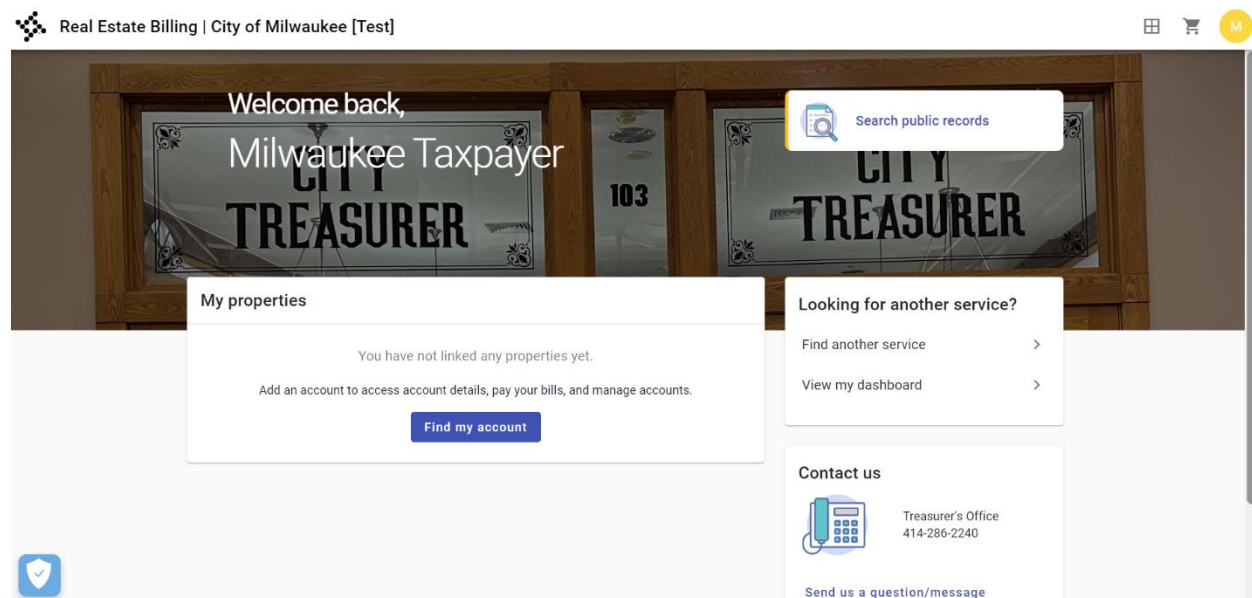
From your homepage, you'll find four main options;

- 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.



From here, you can 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

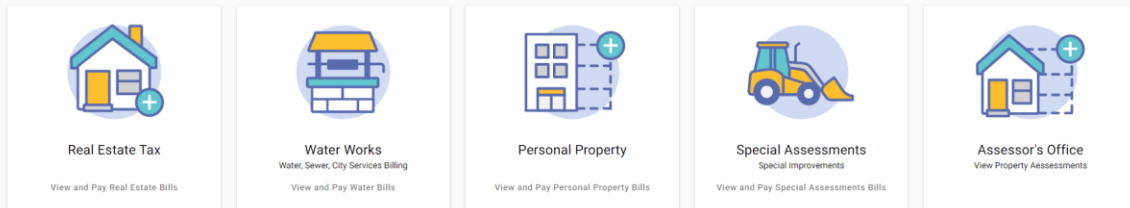
Following this link will bring you to the City Assessor's section of the city's official website.

## 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 your home page, 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.

Click on the option that best fits your needs.



2. From here, enter your parcel ID (listed as your "tax key / Account No" on the top left of your bill).



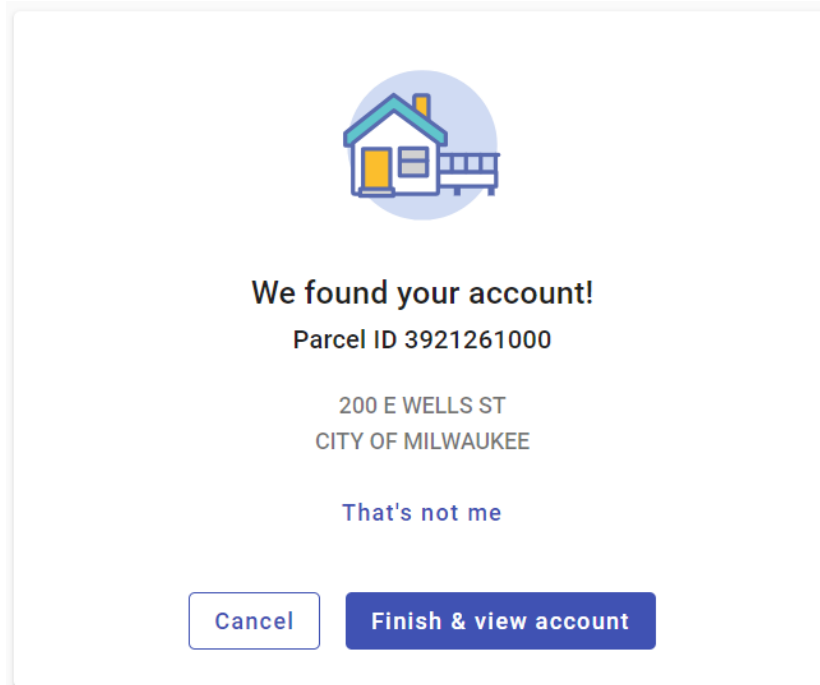
**Milwaukee, welcome to Real Estate**

Let's find your real estate account.

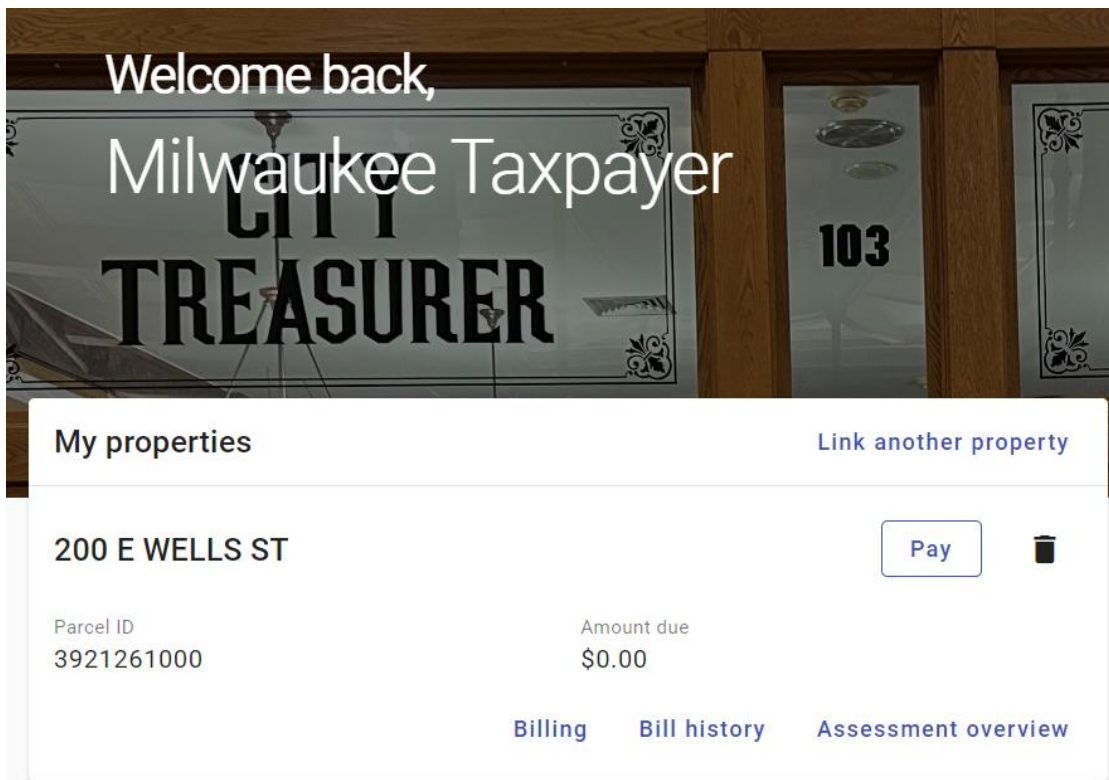
Parcel ID

Owner name as it appears on your bill

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



4. From here, click "finish and view account." Once complete, the account should show up on your home screen for easy reference and payment in the future.



## ADDING PROPERTY ACCOUNTS TO YOUR TYLER PAYMENT PORTAL

If you create a personal account, you can save multiple parcels to the account in order to make future payments quick and easy. The process is simple.

1. From your home page, select “**Real Estate Tax**” on the left.
2. From here, click “**Find my account.**” (If this isn’t the first property you’ve linked, you’ll instead see “**Link another property.**”)
3. Enter your parcel ID/account number/tax key number.
4. If the number is valid and the account is found, you’ll see the property information displayed.
5. If the displayed information is correct, click “**Finish & view my account.**”
6. Once complete, the account will show up on your home screen for easy reference and payment in the future!

## USING TYLER AUTOPAY (Available Dec 14<sup>th</sup>, 2024)

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. (Right side of screen.)
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.**”

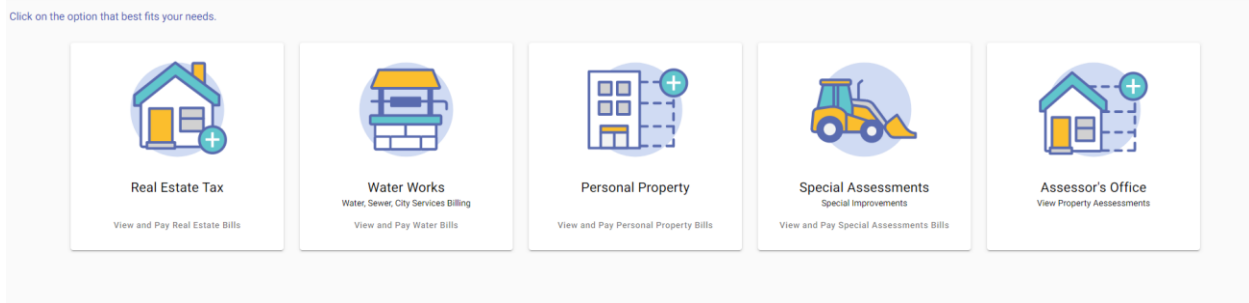
You will receive a confirmation by email when you have successfully enrolled. Whenever you have a new amount due, the payment account you submitted will be billed on the listed due date. If the due date falls on a weekend or federal holiday, the account will be billed on the next business day, instead. (**Note:** You must enroll for **EACH** distinct property if you wish to utilize autopay for that property’s installment payment.)

**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.)

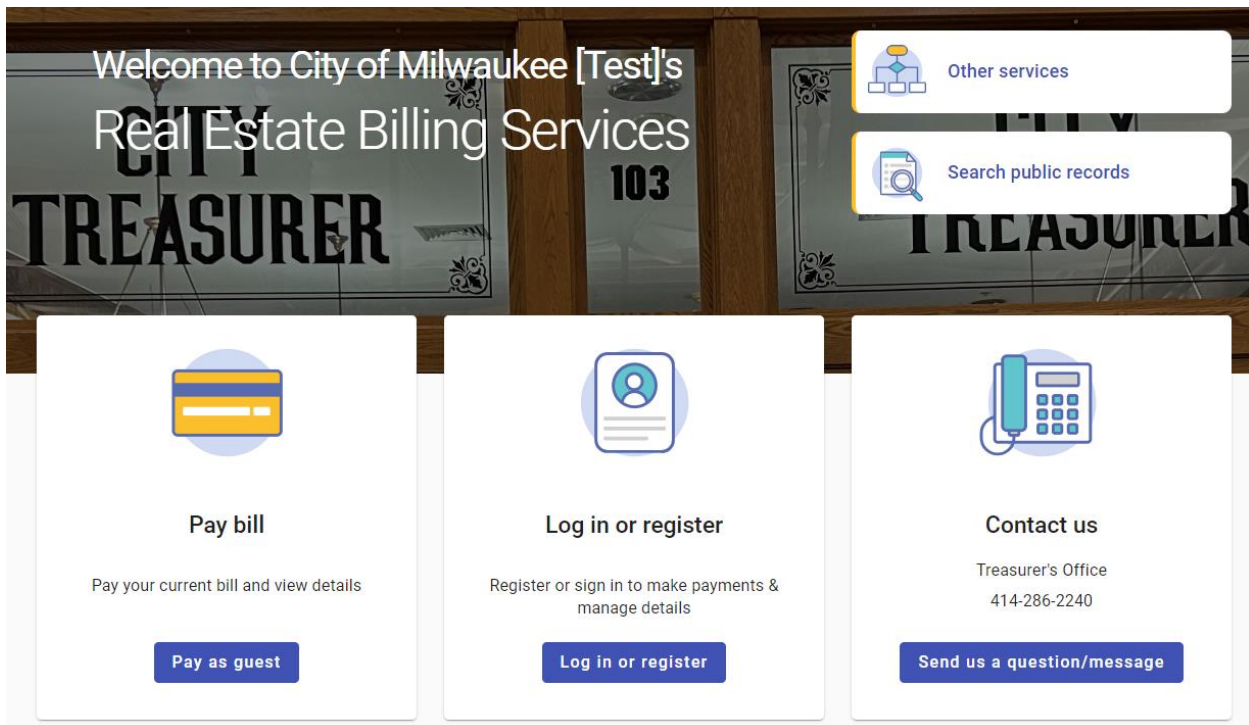
## PAYING AS A GUEST

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 bring 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 pay towards.

**Let's find your real estate bill**

Parcel ID\*

[Log in to manage account](#)
[Find bill](#)

[Browse real estate public records](#)

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

← 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 <b>Paid</b>

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 in to your account, you will see the following tabs that offer more information.

← 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 of documents generated for the associated year, including bills and receipts.

### ACCOUNT INFORMATION

Assorted information of the account.

### ASSESSMENT OVERVIEW

A breakdown of 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.