

## Welcome to the Isle of Wight Citizen Payment Portal for Business Licenses

Follow the links on this page to get started, or click on the icons to take you to our webpage.

1. Go to [www.isleofwight.gov](http://www.isleofwight.gov) and find the Make A Payment page.

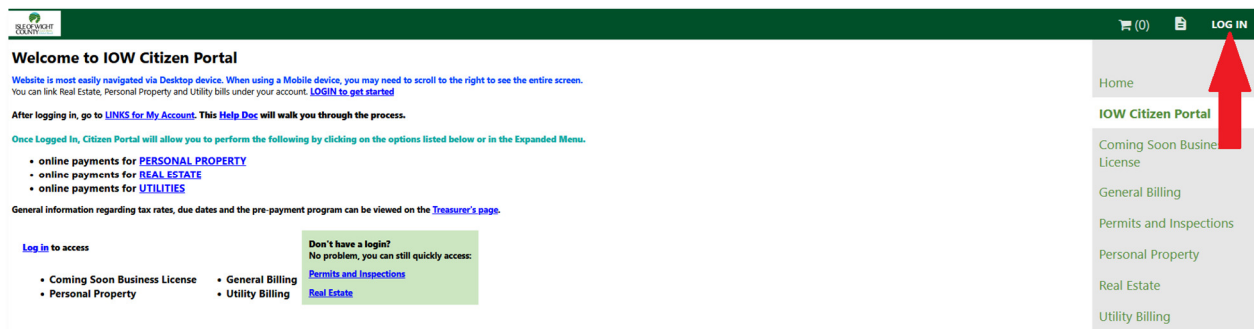


2. Once there, find the **IOW Citizen Portal icon** and select it.



3. You will need to **set up an account** for the IOW Citizen Portal.

Click on the *Log In* icon in the top right corner.



If you already have an account, you can skip to Step 6. You do not need to create a new account unless you prefer to keep your business account separate from your personal account. If you would like to create a new account, move on to Step 4.

4. From there, it will present you with a Sign In page. If you do not have an account already, you will need to scroll to the bottom and click **Create an Account**. Afterwards, follow the necessary steps to create the account.

Sign in to community access services for Isle of Wight County VA.

Email address

☐ Keep me signed in

Next

OR

Sign in with...

Unlock account? [Help](#)

[Create an account](#)

Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

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

Password

Sign up

Already have an account? [Sign In](#)

5. After you **click Sign up**, you will receive a verification code to your email. Copy that code into the Verification box and click Verify.

\*\*\* Please check your email spam folder if you do not see the code within 5 minutes.

Welcome to your Community Access account

Community Access Identity <noreply@identity.tylerpo>

**Caution:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi ,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code: **1**

Verify with your email

We sent an email to e\*\*\*@user.com. Enter the verification code in the text box.

Enter Code

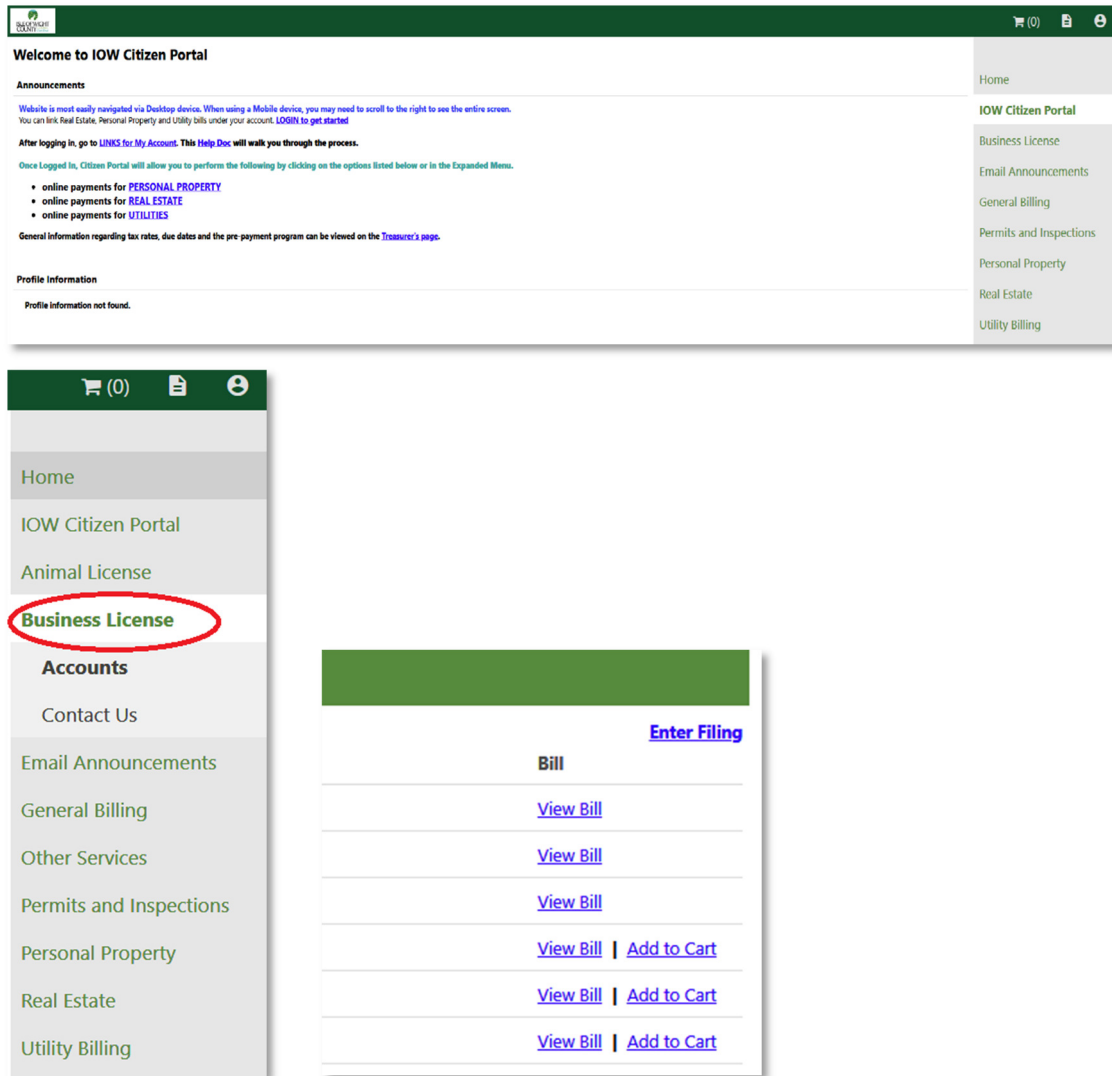
Verify

[Return to authenticator list](#)

[Back to sign in](#)

6. You will now see the information below, but will not be able to select the Business License section until you have contacted the BL office to link your account and give you access. You can also link up any Business Personal Property accounts to this profile if you have bills with the requested information. Please contact [blcoriow@isleofwightus.net](mailto:blcoriow@isleofwightus.net) with your **business name** alongside the **name** and **email address** you used to set up the Citizen Portal account to request access.

Your account should be linked within 2 business days. You will then see your Business License Account when you log into the IOW Citizen Portal, or you can select the Business License area from the right side.



## Process for filing a submission and making payments:

Once your business license account is linked to your Citizen Portal (or CSS) account, you will be able to enter your monthly meals or lodging tax filings and pay online.

1. Go to the Business License Accounts section of the CSS page by clicking the menus on the right side. On this page, you will see your business license account showing the account number, business name, and business address. To submit a filing for your meals tax account, click **Enter Filing**.

Account ID	DBA Name	Location	Status	Details
Account #	Business Name	Business Address	ACTIVE	Bills <b>Enter Filing</b>

2. On this screen, you will see all prior meals tax months, including what is currently due, what is late, and what has already been filed. For the months that need to be filed, you will click **Enter Filing** again.

Year	Month	Status	Late After	Total	Balance	Filing
2025	7	NOT DUE	8/20/2025	0.00	0.00	<a href="#">Enter Filing</a>
2025	6	LATE	7/21/2025	0.00	0.00	<a href="#">Enter Filing</a>
2025	5	FILED	6/20/2025	Amount Due	Amount Due	

3. CSS will then have you input the gross receipts for the month due and will automatically calculate the total amount due, including any penalty and interest if applicable. Once you have acknowledged that the information is accurate, you can click **Submit Filing**.
4. **BEFORE PAYING, please upload a copy of the signed PDF submission form.**  
\*\*\* An editable PDF document for the Meals and Beverages Tax or the Transient Lodging Tax is available in the Documents section next to the Log In icon in the top right corner. Once you download it to your device, you can save a copy of the completed form and just edit the monthly numbers as needed and save with a new file name on your device for easy uploading.

**Business License**  
**Filing Amounts**  
**Confirmation**  
Thank you. Your information has been successfully submitted.

You can now:

- **Attach a document to your new Filing**
- Submit another Renewal

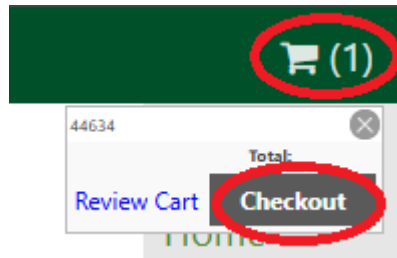
Account ID: \_\_\_\_\_  
DBA Name: \_\_\_\_\_  
Category: MEALS TAX COLLECTIONS  
Type: MEALS TAX COLLECTIONS  
Renewal Cycle: MONTHLY  
Month: 6  
Year: 2025

Resources  
BL Meals Tax Form  
BL Lodging Tax form  
IOW Citizen Portal  
Animal License  
Business License  
Accounts  
Owner Information  
Filing  
Contact Us  
Email Announcements

- If you wish to pay the bill, you can click **Add bill to Cart** at the top of the screen. Additionally, you can place multiple bills into your shopping cart, allowing you to pay and check out in one session.
- \*\*\* To do so, you will need to go back to your business accounts and click **Bills** (next to Enter Filing). There, you will be able to click **Add to Cart** on the desired bills you want to pay.

<a href="#">Account ID</a>	<a href="#">DBA Name</a>	<a href="#">Location</a>	<a href="#">Status</a>	<a href="#">Details</a>
Account #	Business Name	Business Address	ACTIVE	<a href="#">Bills</a> <a href="#">Enter Filing</a>

- To go to the payments page, click the shopping cart icon in the top right corner, and then click **Checkout**.



- Once you get to the payments page, you can enter your credit card or eCheck information. The eCheck payment feature only has a \$1.50 service charge fee, rather than a percentage-based fee for a Credit Card payment, so we encourage the use of that to minimize the online fees. You can also schedule your payment date during the checkout process.

**Be sure to click the Sign In box on the right side of the screen to save your payment methods and payment history for future use.**