

1. At the Citizen Portal Page, select LOGIN.

The screenshot shows the 'Welcome to IOW Citizen's Portal' page. At the top is a green header with the county logo and a 'TEST' watermark. A sidebar on the right contains navigation links: Home, IOW Citizen's Portal, Permits and Inspections, Personal Property, Real Estate, and Utility Billing. The main content area includes a 'NOTICE: **Action Required to link your accounts**' with a 'LOGIN' link. Below this, it says 'After logging in, go to My Account.' and 'Citizen Portal will allow you to perform the following by clicking on the options listed on the right.' A bulleted list includes: 'Check plan review comments, schedule inspections and check on the results of performed inspections.', 'View Real Estate tax bills.', 'View Personal Property tax bills.', and 'View Utility Billing bills.' Further down, there are links for 'Treasure's page', 'paybill site', 'Stormwater Management Program page', and 'Central Permitting Home page'. At the bottom left, there is a 'Log in to access' section with links for 'Personal Property' and 'Utility Billing'. A green box on the right contains the text: 'Don't have a login? No problem, you can still quickly access: Permits and Inspections, Real Estate'.

2. Signup if this is your first time visiting, or enter the email credentials.

The screenshot shows the 'Sign In to community access services for Isle of Wight County [Countytest]' page. It features four social login buttons: 'Sign in with Google', 'Sign in with Apple', 'Sign in with Microsoft', and 'Sign in with Facebook'. Below these is an 'OR' separator. The 'Email address' field is pre-filled with 'test@iowcitizensportal.com'. There is a 'Keep me signed in' checkbox and a blue 'Next' button. At the bottom, there are links for 'Unlock account?', 'Help', and 'Don't have an account? Sign up'.

3. After logging in, select My Account to link your various bills using the link to account option on the right. The Customer Accounts section is ONLY for Real Estate bill linking.

The screenshot shows the 'Account Settings' page. The header is the same as the previous pages. The sidebar on the right is the same. The main content area is titled 'Account Settings' and includes sections for 'Account Information' (showing 'Now logged in as' and 'Last successful login'), 'Linked Accounts', and 'Customer Accounts'. The 'Linked Accounts' section has a note about linking accounts and a 'link to account' link. The 'Customer Accounts' section has a note about linking accounts and a 'link to account' link. The 'Permits and Inspections Accounts' section has a note about linking accounts and a 'link to account' link. The 'Personal Property Accounts' section has a note about linking accounts and a 'link to account' link. The 'Utility Billing Accounts' section has a note about linking accounts and a 'link to account' link. The 'Account' section has a note about linking accounts and a 'link to account' link.

4. For Customer Account/Real Estate linking, provide the Customer ID# from a current bill and the Town the property is in. You may have more than one Real Estate property linked to your login.

Customer Account Linking
Create new Customer Account Link

To establish a new Customer Account Link, enter the required values below. This section should ONLY be used for REAL ESTATE bills. Personal Property and Utility Bills have their own section to link in.

Customer ID # *

City or Town of Property *

[Submit](#) [Cancel](#)

* indicates required field

5. For Personal Property linking, provide the PID # from the bill and the social security number for the primary owner.

Personal Property Account Link Setup

Be sure to enter the PPID# on your bill and not the Customer number.

What is the ID of this property? *

What is the primary owner's social security number? *

[Submit](#) [Cancel](#)

* indicates required field

6. For Utility bill linking, provide the Account ID and the CID from the bill.

Utility Billing Account Link Setup

Please contact the Utilities Department to have your account(s) linked to enable viewing.

What is the account ID? *

What is the CID? *

[Submit](#) [Cancel](#)

* indicates required field

7. Once you have accounts linked to your login, it will look like this and you can see Details in Customer Accounts to get to the View Bill History for Real Estate.

Account Settings

Account Information

Now logged in as: johndoe@gmail.com

Last successful login: 10/19/2023

E-Mail address: johndoe@gmail.com

Linked Accounts

Existing accounts can be "linked" to your Citizen Portal user id. These links give you quick access to an account's details, bills, etc. For each module that allows user control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided. The CUSTOMER ACCOUNTS link should ONLY be used for REAL ESTATE BILLS. Personal Property and Utilities have their own section to link bills.

Customer Accounts [link to account](#)

Name	Account
12345678901234567890	12345678901234567890

[details | remove](#)

Permits and Inspections Accounts

There are currently no linked accounts.

[Go to Module homepage](#)

Personal Property Accounts [link to account](#)

Account	Customer
12345678901234567890	12345678901234567890

[link to account](#) [remove](#)

[Go to Module homepage](#)

Utility Billing Accounts [link to account](#)

Account	Customer
12345678901234567890	12345678901234567890

[link to account](#) [remove](#)

[Go to Module homepage](#)

8. Select View Bill History for Real Estate bills.

ISLE OF WIGHT COUNTY, VIRGINIA

Customer Profile Details

CustomerID/Account Number: [REDACTED]

Name: [REDACTED]

Address 1: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip: [REDACTED]

Phone Numbers

Number	Type	Allow Notifications	Preferred Contact
[REDACTED]	Home Phone	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[REDACTED]	Other Phone	<input type="checkbox"/>	<input type="checkbox"/>

Email Addresses

Address	Preferred Contact
[REDACTED]	<input type="checkbox"/>

Automatic Payment Enrollments

No automatic payment enrollments were found for the selected customer.

Return to My Account

Home

IOW Citizen's Portal

Permits and Inspections

Personal Property

Real Estate

Utility Billing

9. Click the plus (+) to see all Real Estate bills for that account number.

ISLE OF WIGHT COUNTY, VIRGINIA

Customer Bill History

All Bills

Customer Name: [REDACTED]

Customer ID: [REDACTED]

Real Estate (13 bills)

Return to My Account | Return to Profile

Home

Citizen Self Service

Permits and Inspections

Personal Property Taxes

Real Estate Property Taxes

Utility Bills

10. Once Personal Property or Utility Billing accounts are linked, you can access them from the bar on the side and get to each one under the Accounts link.

ISLE OF WIGHT COUNTY, VIRGINIA

Personal Property

****OPTION #1 If you are Logged in, you can attach your personal property bill(s) through My Account. You will need the property ID found on your bill along with the social security number of the primary owner.****

Contact the Commissioner of the Revenue office at 757-365-6222 for questions regarding your personal property **assessment**.

Contact the Treasurer's office at 757-365-6228 for questions regarding your personal property **payments**.

****OPTION #2 You can search each time for the bill on this page.****

You must have your property ID code in order to search for your tax bills.

If no tax year is entered your search will return bills for the last six tax years.

Please note bills with a future due date may only show balance amounts in the Balance column. To see what is due on a certain date you will need to update the As of date to the bill date or beyond.

If you have made an online payment, please allow 2 - 3 business days for it to post to your account.

Please be patient! You're searching through a large amount of data and your query could take several minutes. Please do not stop the search or refresh this page until your search has completed.

Property ID: [REDACTED]

Tax year: [REDACTED]

☐ Remember these values

Search Reset

Home

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Permits and Inspections

Personal Property

Accounts

Contact Us

Real Estate

Utility Billing

11. Each bill can be viewed to see if it has been paid. (please allow 48 hrs after making a webpayment for the account/bill status to be updated)

ISLE OF WIGHT COUNTY, VIRGINIA

Personal Property

Linked Accounts

Select an account to work with.

Link to Account

3 Found

Tax Year	Property ID	Owner	Bill Number	Bill Type
2021	[REDACTED]	[REDACTED]	[REDACTED]	SUPPLEMENTAL - PERSONAL PROPERTY
2022	[REDACTED]	[REDACTED]	[REDACTED]	REGULAR/ORIGINAL - PERSONAL PROPERTY
2023	[REDACTED]	[REDACTED]	[REDACTED]	REGULAR/ORIGINAL - PERSONAL PROPERTY

011 years 2018 to 2024 only

Property Detail View Bill

Property Detail View Bill

Property Detail View Bill

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