

Online Public Portal User Guide

Thank you for visiting San Mateo County Tax Collector's official payment system. This guide includes instructions for creating an online account, managing your billing preferences, and signing up for payment plans.

Last updated September 2024.

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Accessing the Public Portal

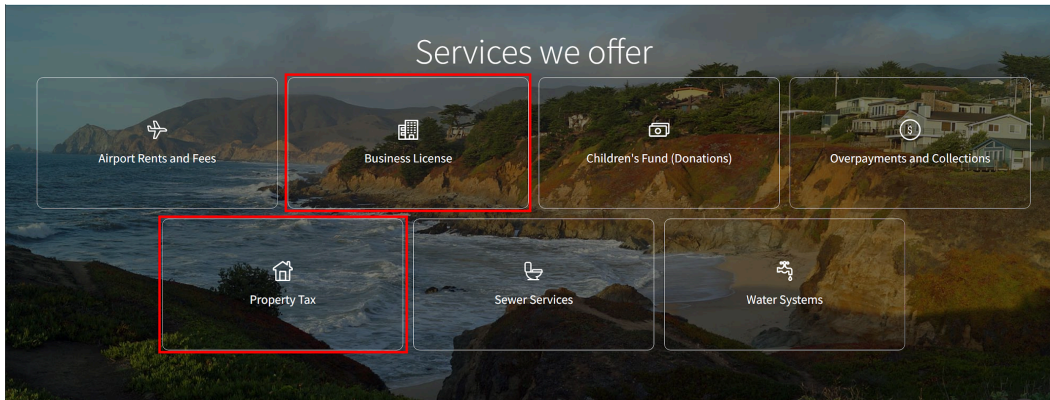
Navigate to www.smcgov.org/tax and click **View/Pay Property Taxes**.

Tax Collector Popular Links

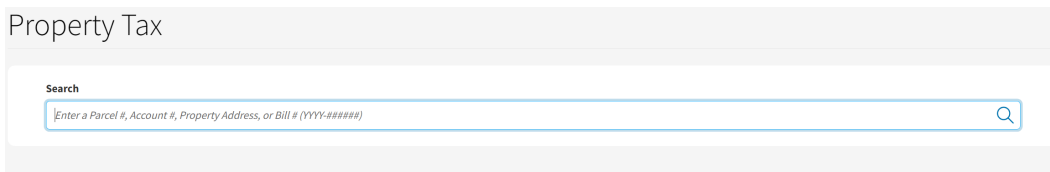
View/Pay Property Taxes (No login is needed)	Apply for a Business License	Transient Occupancy Tax	Chat with a Live Agent
Change my Billing Address	Using the Tax Payment System	Tax Payment System/Payment FAQ	

Searching for and Paying Bills on the Public Site

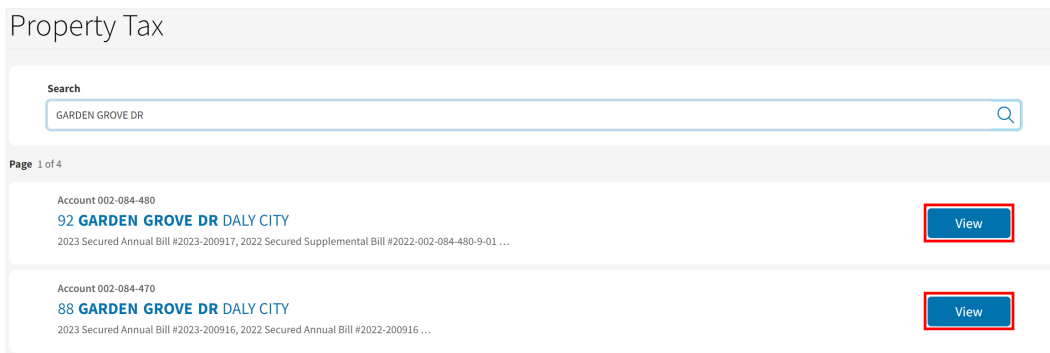
- 1) Select the **Property Tax** or **Business License** module, according to the type of bill you are paying.



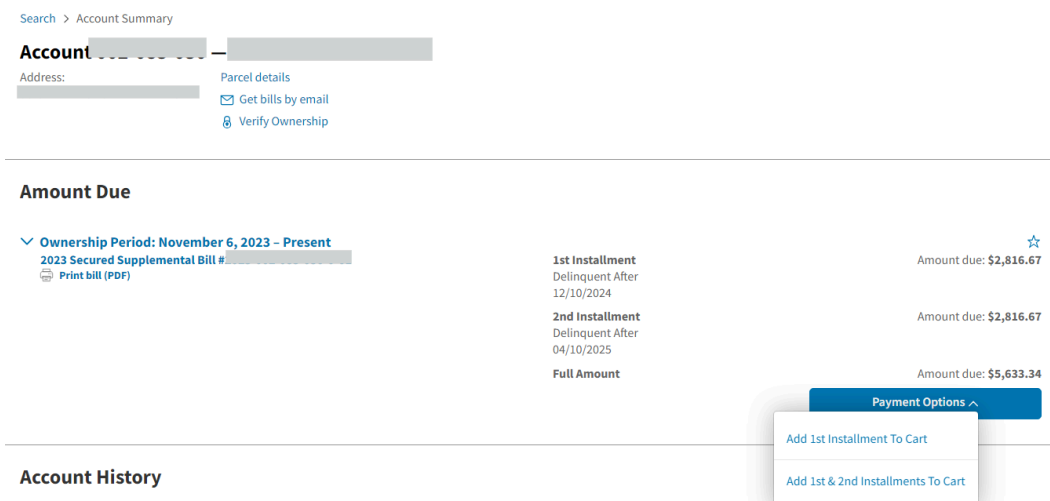
- 2) Search for the bill by parcel/account number, bill number, or situs address.



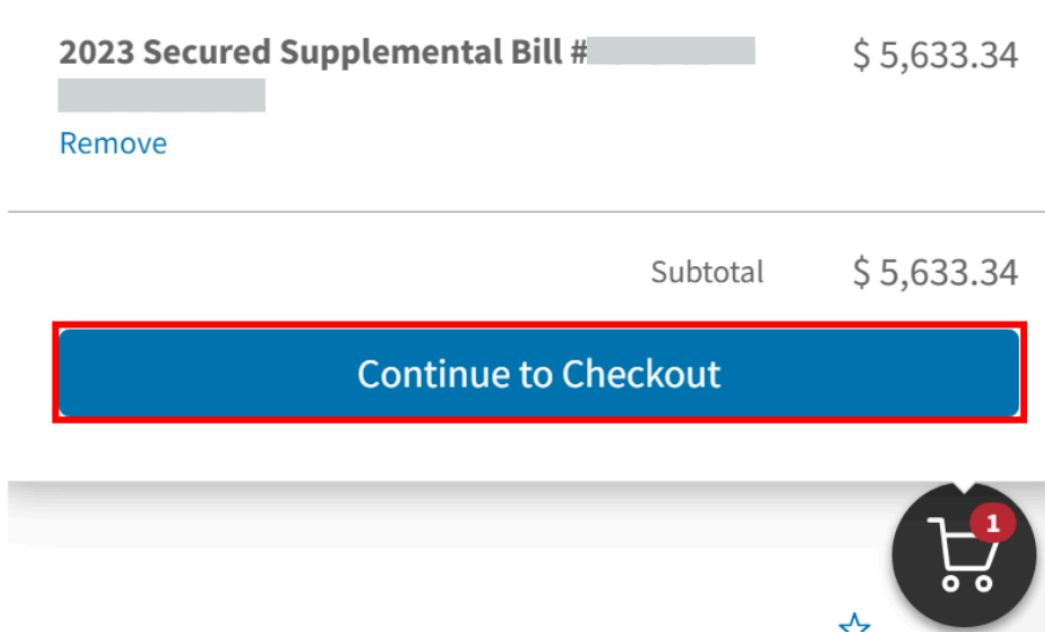
- 3) Click **View** to see bills on an account.



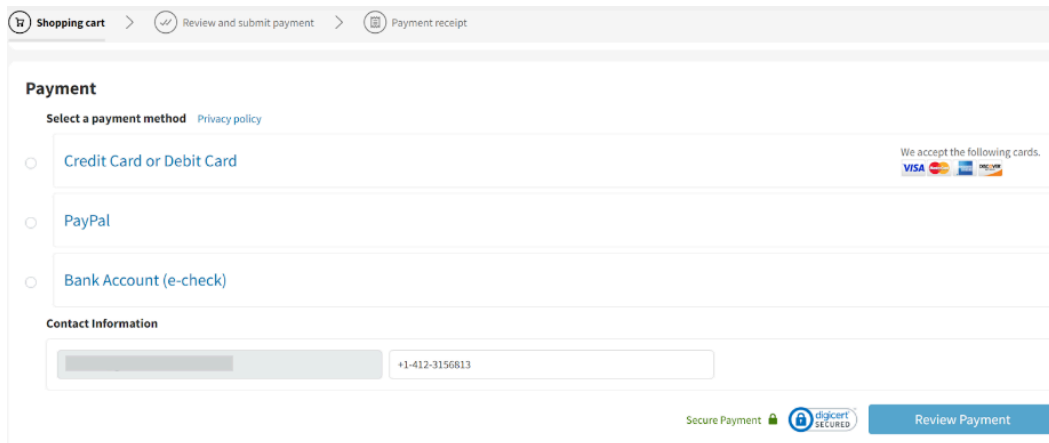
- 4) Select the **Add to Cart** button or choose an installment in the **Payment Options** drop-down next to a bill you wish to pay. If you have more bills to pay, search again and add the next bill to your shopping cart. Repeat until you have added all bills that you wish to pay.



5) When you are ready to check out, click the **Cart icon** and '**Continue to Checkout**'.



6) Select your payment type. Agree to the convenience fee (if applicable) and click '**Review Payment**'.



7) Review your payment details on the following page and click '**Submit Payment**' when you are ready. Upon successful checkout, you will be redirected to the receipt page. A receipt will be emailed to you, and you can print it if desired by clicking the '**Print Receipt**' button.

Managing Your Online Account

Signing Up for an Account

- 1) Click the **My Account icon** in the upper right-hand corner of the page.



**COUNTY OF
SAN MATEO**

Menu

Español  

- 2) Select '**Sign Up**' and use Apple, Facebook, Google, or your email to create an account.

Email

Password

Remember me

Sign In

Forgot password?

Don't have an account? [Sign up](#)

- 3) If using an email to create an account, you will need to fill out the following form and provide a password containing lower case letter(s), uppercase letter(s), and a number(s)

The image shows a web form for creating an account on the County of San Mateo website. At the top left is the County of San Mateo logo, which features a circular seal with a landscape scene and the text 'COUNTY OF SAN MATEO' to its right. Below the logo is a white box with a red border containing the form. The form is titled 'Create Account' and has four input fields: 'Email *', 'Password *', 'First name *', and 'Last name *'. The asterisk indicates that these fields are required. Below the fields is a blue button labeled 'Register'. At the bottom left of the form is a link that says 'Back to Sign In'.

- 4) TaxSys will send an email confirmation to ensure that your email address is correct. You should receive the email immediately. If you do not, check your Spam folder.

Verify your account registration by clicking the **'Verify Email'** link in the confirmation email.



Welcome!

Thank you for creating a profile. You'll be able to make secure payments for your local government services, checkout faster, and save your payment information.

Please verify your email address by clicking the following button.

[Verify Email](#)

If the button doesn't work, visit this URL in your browser: https://beta.govhub.com/svc/login/oidc/okta/verify?login=philcook2@gmail.com&okta_verify_url=https://test-login.govhub.com/tokens/EIRowjFOF1gtcKweRaW0/verify

If you have any issues with your profile, please don't hesitate to reach out to us.

Thank you.

Need help? Contact our [support team](#) or [give us feedback](#).

5) After successfully enrolling, you will be directed to a confirmation screen



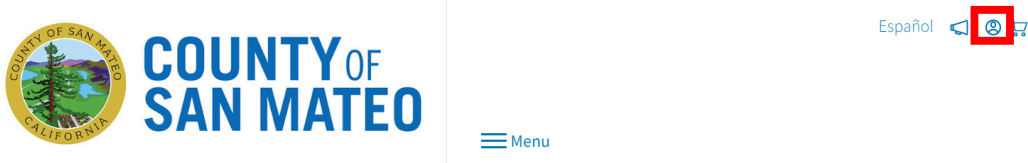
Thank you!

Your account has been activated.

You may now [return to the site and log in](#).


Logging Into an Account


1) Click the **My Account icon** in the upper right-hand corner of the page.




2) On the login screen, select the login method that matches how you registered.

Sign In

 Sign in with Apple

 Sign in with Facebook

 Sign in with Google

OR

Email

Password

Remember me

Sign In

Resetting Your Password

- 1) Click the **My Account icon** in the upper right-hand corner of the page.



**COUNTY OF
SAN MATEO**

Menu

Español  

- 2) Click the **'Forgot password?'** link.

Email

Password

Remember me

Sign In

[Forgot password?](#)

- 3) Enter your email address and click **'Reset via Email'**.



**COUNTY OF
SAN MATEO**

Reset Password

Email

Reset via Email

[Back to Sign In](#)

- 4) If you have an account associated with the email address, you will receive a **Password Reset Request** email. From the email, click the **'Reset Password'** and follow the instructions to set a new password.



Password Reset Request

You can reset your password by clicking the following button.



If you did not request to reset your password, please verify that you can still log in to your account. If so, you can ignore this email.

Thank you.

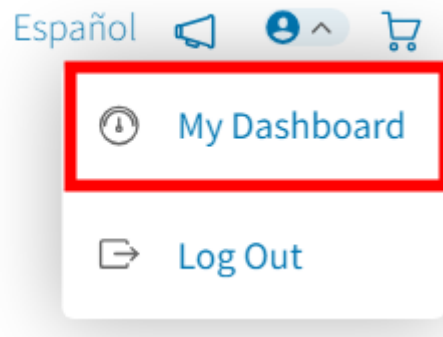
If you receive an unexpected password recovery email, it's likely that someone accidentally entered your email or username when attempting to log in to their own account.

Need help? Contact our [support team](#) or [give us feedback](#)

Using the My Items Dashboard

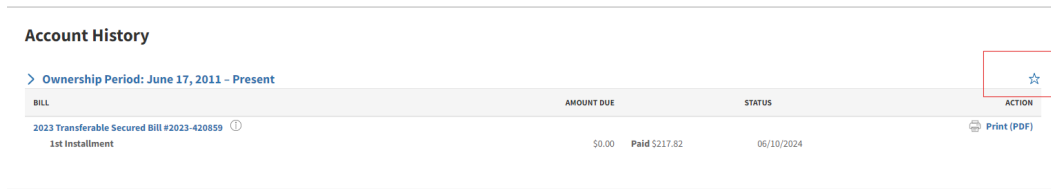
Accessing the Dashboard

After logging in, click the **My Account icon** at the top right of the screen from any page. The **My Dashboard** link will appear in a drop-down menu.



Saving Items to the My Items Dashboard

- 1) From the **Account Summary** or **Bill Details** pages in the property tax or business license module, click the blue star to 'Add to my Items'.



Account History

> Ownership Period: June 17, 2011 - Present

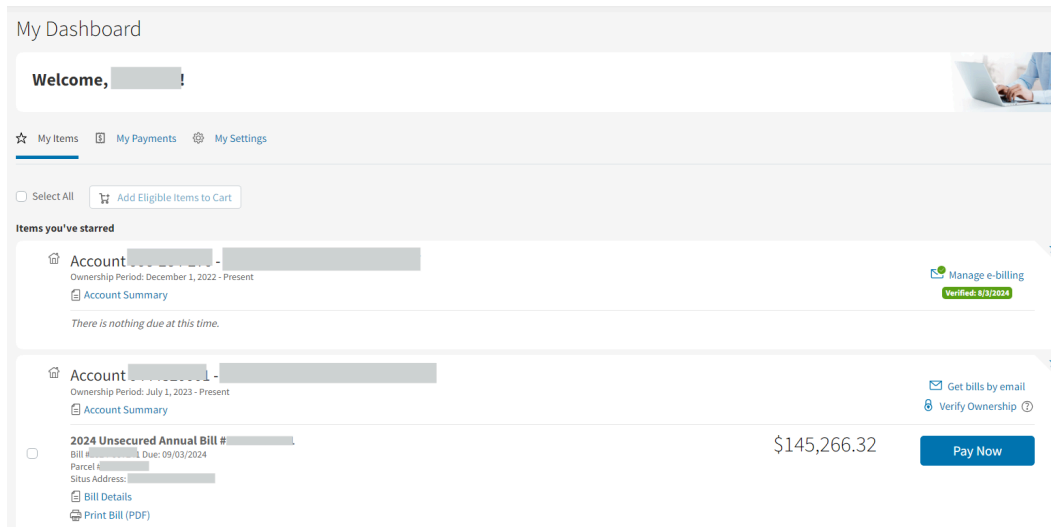
BILL	AMOUNT DUE	STATUS	ACTION
2023 Transferable Secured Bill #2023-420859 1st Installment	\$0.00	Paid \$217.82	06/10/2024 Print (PDF)

Search > Account Summary

Account 000080014 — LEASED EQUIP

Legacy Account Number ⓘ 00000814N

- 2) Once saved, you can access your starred items from the **My Items Dashboard**.



My Dashboard

Welcome, [Name]!

☆ My Items | 📄 My Payments | ⚙️ My Settings

Select All | 🛒 Add Eligible Items to Cart

Items you've starred

Account [Redacted] - [Redacted]

Ownership Period: December 1, 2022 - Present

[Account Summary](#)

Manage e-billing
Verified: 8/3/2024

There is nothing due at this time.

Account [Redacted] - [Redacted]

Ownership Period: July 1, 2023 - Present

[Account Summary](#)

2024 Unsecured Annual Bill # [Redacted] \$145,266.32

Bill # [Redacted] Due: 09/03/2024

Parcel # [Redacted]

Siteus Address: [Redacted]

[Bill Details](#)

[Print Bill \(PDF\)](#)

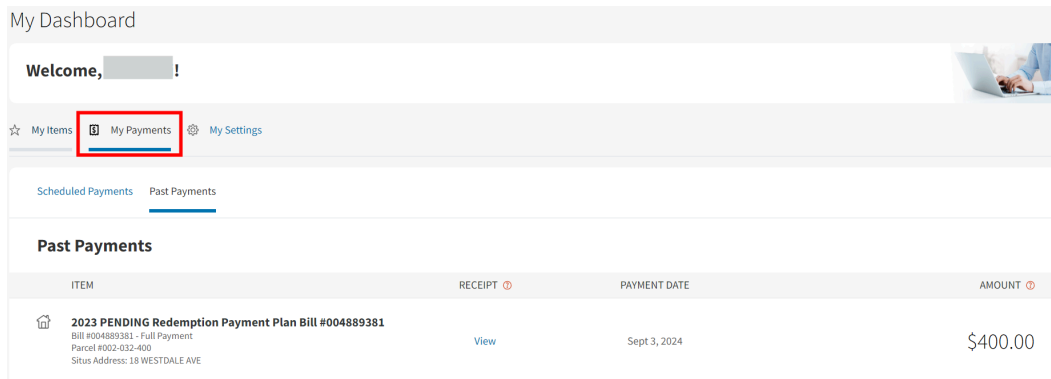
[Get bills by email](#)

[Verify Ownership](#)


[Pay Now](#)

Viewing Past Payments

The **My Payments** tab displays scheduled and historical payments made from your account. You can see the payment date and amount, and print a receipt.

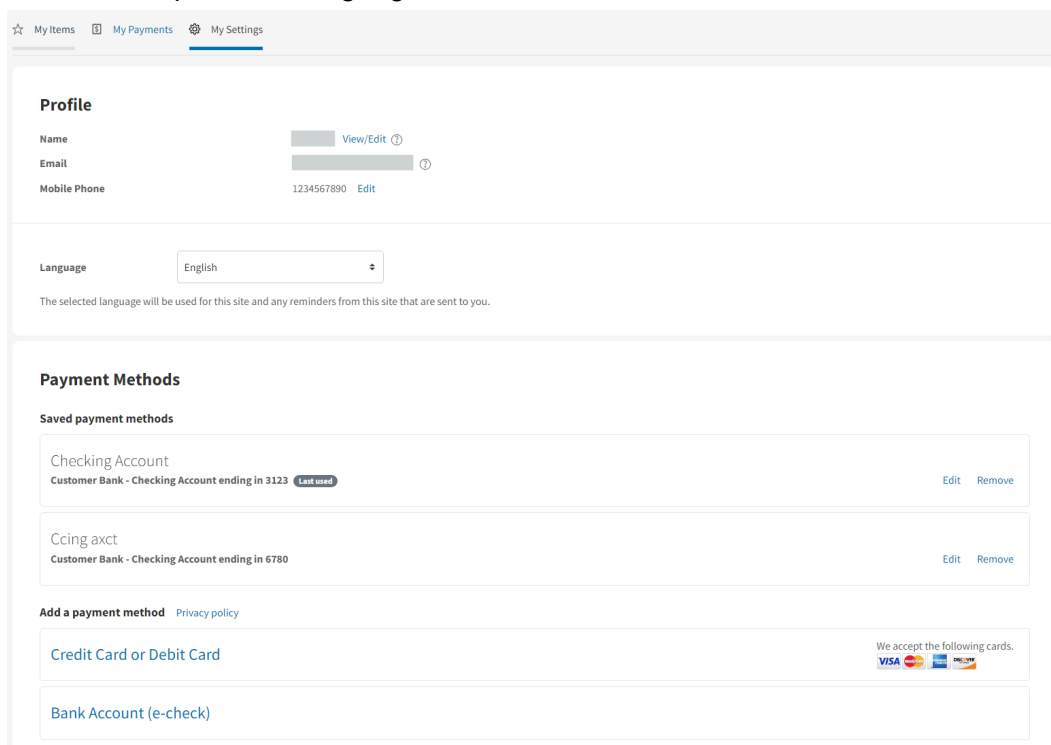


The screenshot shows a user dashboard with a navigation bar containing 'My Items', 'My Payments' (highlighted with a red box), and 'My Settings'. Below the navigation bar, there are tabs for 'Scheduled Payments' and 'Past Payments'. The 'Past Payments' section displays a table with the following data:

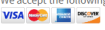
ITEM	RECEIPT	PAYMENT DATE	AMOUNT
 2023 PENDING Redemption Payment Plan Bill #004889381 Bill #004889381 - Full Payment Parcel #002-032-400 Situation Address: 18 WESTDALE AVE	View	Sept 3, 2024	\$400.00

Updating Your Settings

From the **My Settings** tab, you can add saved payment methods and update your name, phone number, and preferred language.



The screenshot shows the 'My Settings' tab with the following sections:

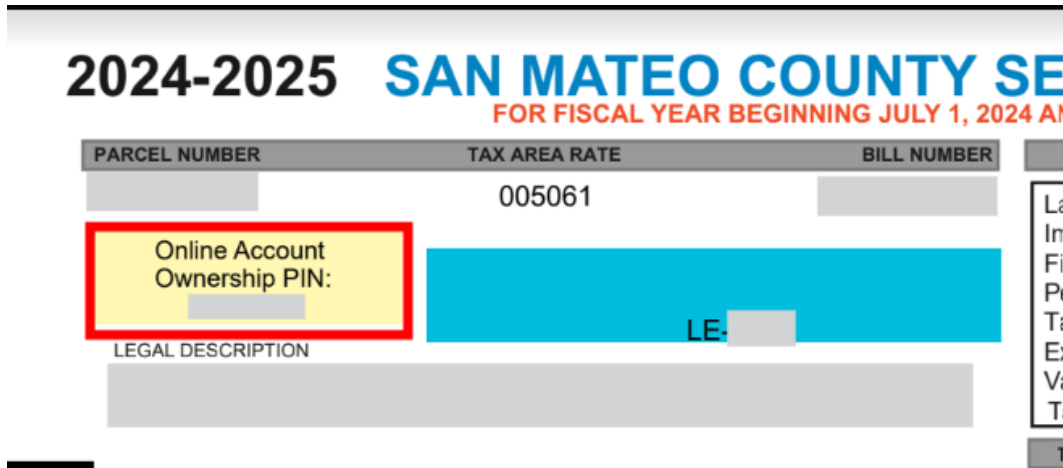
- Profile**
 - Name: [Redacted] [View/Edit](#)
 - Email: [Redacted]
 - Mobile Phone: 1234567890 [Edit](#)
- Language**
 - Language: English
 - The selected language will be used for this site and any reminders from this site that are sent to you.
- Payment Methods**
 - Saved payment methods**
 - Checking Account: Customer Bank - Checking Account ending in 3123 [Last used](#) [Edit](#) [Remove](#)
 - Ccing axct: Customer Bank - Checking Account ending in 6780 [Edit](#) [Remove](#)
 - Add a payment method** [Privacy policy](#)
 - [Credit Card or Debit Card](#)  We accept the following cards.
 - [Bank Account \(e-check\)](#)

Completing Ownership Verification (Property Tax only)

PIN verification allows you to access advanced features like Paperless Billing, Printing Named Bills, and Scheduled Payments for properties that you own.

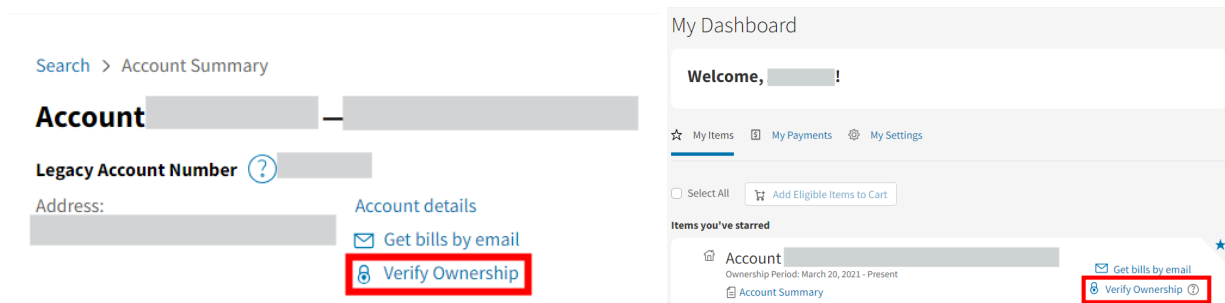
Obtaining an Ownership Verification PIN

Beginning in September 2024, mailed bills will include a PIN that can be used to verify ownership on the public site.

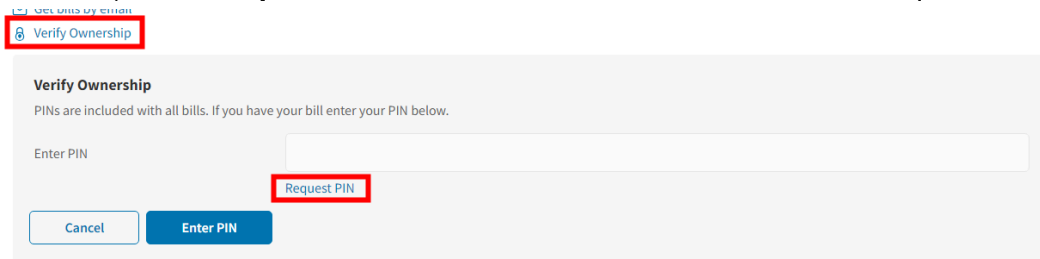


If you do not have a recent bill available, you may also request a PIN to be mailed to the last known address of the assessee of record.

- 1) Look for the **Verify Ownership** link on the **My Items Dashboard** (for items you have saved) or on the **Account Summary** page.



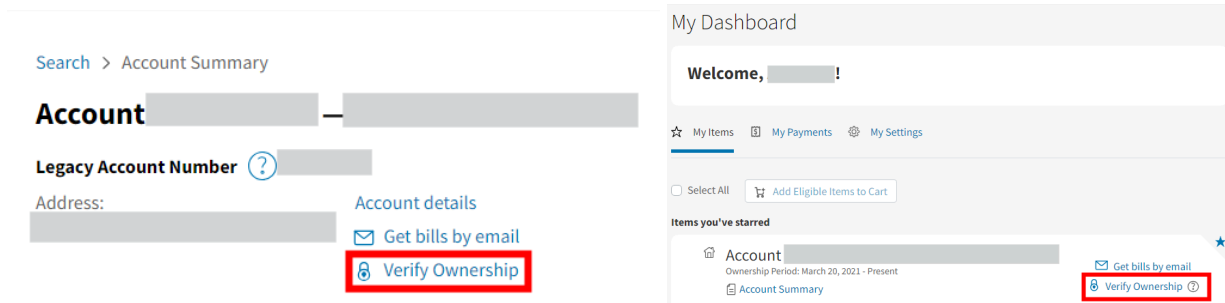
- 2) Select the **Ownership Period** you are responsible for (only applicable for Secured property accounts), click **Request PIN**, and follow the directions to submit a request.



- 3) A confirmation message will appear, confirming the request has been sent, and letting you know to expect a PIN to be mailed to you by the Tax Collector.

Verifying Ownership Using a PIN

- 1) Once you have a PIN and are logged into your online account, look for the **Verify Ownership** link on the **My Items Dashboard** (for items you have saved) or on the **Account Summary** page.



- 2) Select the **Ownership Period** you are responsible for (only applicable for Secured property accounts), enter the PIN, and click '**Enter PIN**'.

The image shows a 'Verify Ownership' form. It has a dropdown menu for 'Ownership Period' with the selected value 'Ownership Period: May 19, 2019 - Present' highlighted in a red box. Below it is a text input field for 'Enter PIN' also highlighted in a red box. At the bottom, there are two buttons: 'Cancel' and 'Enter PIN'.

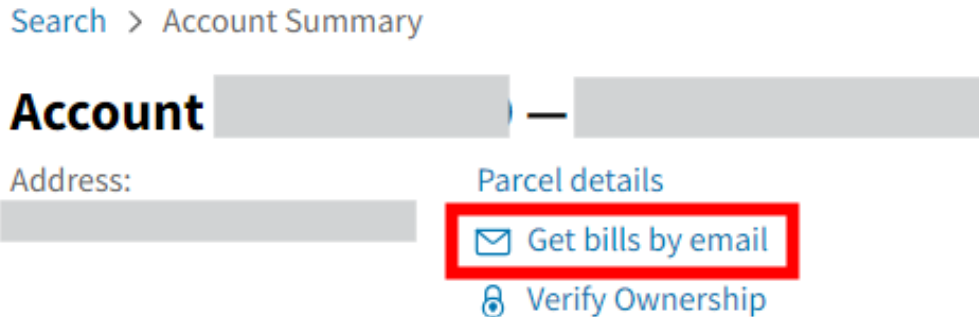
- 3) A confirmation message will appear confirming that you have successfully verified your ownership.

Managing E-Billing Preferences

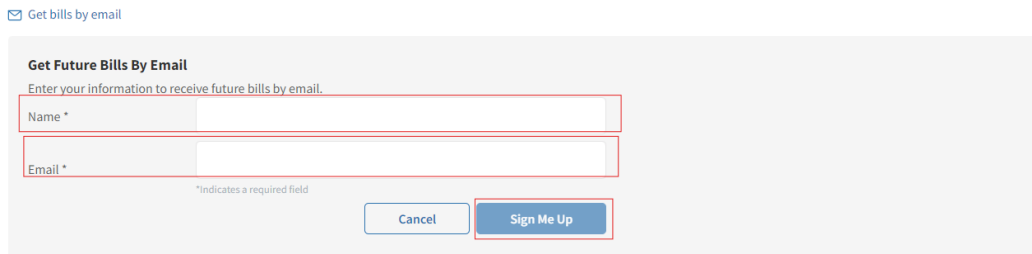
You now have multiple options when registering for E-Billing. You can either register to receive both mailed and emailed bills, either with or without creating an account, or you can register for Paperless Billing, which requires PIN verification (described above)

Signing Up for E-Billing without an Online Account

- 1) From the **Account Summary** page, click the **'Get bills by email'** link.



- 2) Enter your name and email in the page that appears and click **'Sign Me Up'**.



The screenshot shows a form titled 'Get Future Bills By Email' with a sub-header 'Enter your information to receive future bills by email.' There are two input fields: 'Name *' and 'Email *', both with red borders. Below the fields is a small asterisk note: '*Indicates a required field'. At the bottom of the form are two buttons: 'Cancel' and 'Sign Me Up'.

3) You will receive a confirmation email. Click **'Confirm Email'** to finish your registration process.



County of San Mateo

555 County Center, Floor 1, Redwood City, CA 94063

866-220-0308 | [Website](#)

You have signed up to receive your County of San Mateo Property Tax bill by email.

Item Account -

You must click the button below to complete the process of receiving bills by email.

[Confirm Email](#)

4) You will be redirected to a page that confirms your registration. No actions are required on this page.

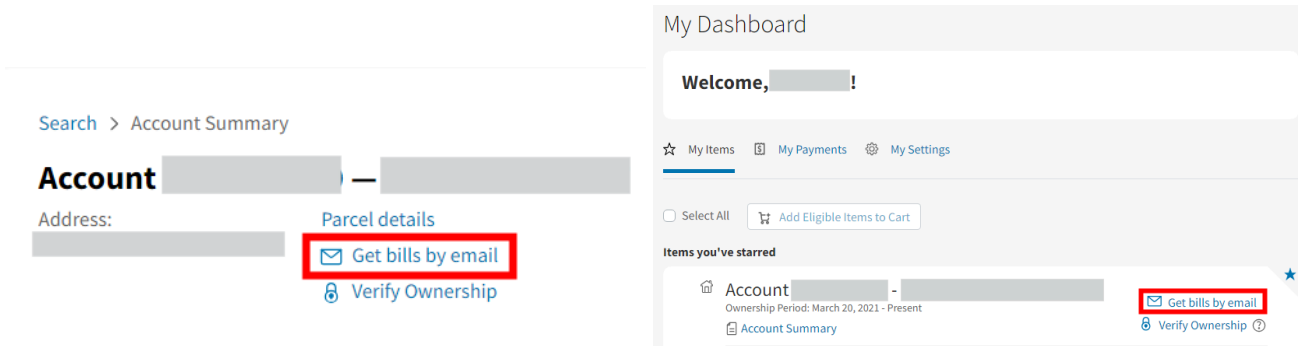


You're now signed up to receive bills by email.

[Back to Website](#)

Signing Up for E-Billing while Logged In

- 1) From the **Account Summary** page or the **My Items Dashboard**, click the '**Get bills by email**' link.



- 2) Select whether to '**Receive future bills by mail and email**' or '**Only receive future bills by email (Requires ownership verification)**'

Note: 'Only receive future bills by email' stops paper bills for new bills on the current ownership period on the account. This option is only available to logged-in users who have PIN-verified property ownership of the account.

The image shows a form titled 'Get future bills by email'. It contains two radio button options: 'Receive future bills by mail and email' (which is selected) and 'Only receive future bills by email (Requires ownership verification)'. Below the options are two buttons: 'Cancel' and 'Save'.

Unsubscribing from E-Billing

If you wish to stop receiving e-bills for an account, you can click the **Unsubscribe** link from your emailed bill or **Manage e-billing** in your **My Items Dashboard**.

The screenshot shows a user dashboard with a navigation bar at the top containing 'My Items', 'My Payments', and 'My Settings'. Below the navigation bar, there are options to 'Select All' and 'Add Eligible Items to Cart'. The main content area is titled 'Items you've starred' and features a card for an account. The account card displays the account name, ownership period ('December 1, 2022 - Present'), and a link to 'Account Summary'. A 'Manage e-billing' link is highlighted with a red box, and a green badge below it indicates 'Verified: 8/3/2024'. Below the account card, a message states 'There is nothing due at this time.' At the bottom, there is a 'Manage e-billing' section with three radio button options: 'Receive future bills by mail and email', 'Only receive future bills by email' (which is selected), and 'Only receive future bills by mail'. 'Cancel' and 'Save' buttons are located at the bottom of this section.

☆ My Items \$ My Payments ⚙ My Settings

Select All Add Eligible Items to Cart

Items you've starred

Account [redacted] - [redacted]

Ownership Period: December 1, 2022 - Present

[Account Summary](#)

Manage e-billing

Verified: 8/3/2024

There is nothing due at this time.

Manage e-billing

Receive future bills by mail and email

Only receive future bills by email

Only receive future bills by mail

Applying for a Payment Plan

If your account includes unpaid Escape bills that are not yet delinquent or unpaid bills in Redemption, you may qualify for a payment plan.

- 1) From the Account Summary page, click '**Apply for Payment Plan**'.

*Note: If current taxes are unpaid, the '**Apply for Payment Plan**' link will be grayed out and there will be an option to pay the current taxes. Complete payment of current taxes, then return and the option to '**Apply for Payment Plan**' will be available.*

Search > Account Summary

Account [REDACTED] — [REDACTED]

Legacy Account Number [REDACTED] ?

Address: [REDACTED] Account details

Get bills by email

You must be logged in to enter or request a PIN.

Amount Due

2023 Unsecured Escape Bill # [REDACTED] Print bill (PDF)

Bill Delinquent After 09/30/2024

Amount due: \$ [REDACTED]

Add To Cart

Apply for Payment Plan

- 2) Read the terms and conditions of the payment plan application. Enter an E-signature and your Email and click '**I accept**'.

Unsecured Escape Payment Plan Application

Pursuant to California Revenue and Taxation Code Section 4837.5, taxes due on escape assessments for prior fiscal years may be paid over a four-year period at the option of the assessee if the dollar amount owed for each assessment on the plan is over \$500.00 and a written request to participate in the Four Year Payment Plan is filed with the Tax Collector's office prior to August 31st or the delinquent date of the assessments(s).

If an escape or underassessment was due, in whole or in part, to the error, omission, or other fault of the assessee, interest at the rate of .75 of 1% per month (9% per annum) shall be added to the outstanding balance starting with the month following the date of the deadline for filing the written request. Participation in the payment plan will not stop a lien(s) from being filed.

To initiate a four year payment plan, you must do the following: 1. Sign and submit this Four Year Payment Agreement to the Treasurer-Tax Collector on or before the delinquent date.

2. Pay at least 20% of the total taxes due.

	PRINCIPAL	APPLICATION FEE	PENALTY	TOTAL AMOUNT	DATE DUE
Payment 1	\$ [REDACTED]	\$0	\$0	\$ [REDACTED]	09/06/2024
Payment 2	\$ [REDACTED]	\$0	\$0	\$ [REDACTED]	08/31/2025
Payment 3	\$ [REDACTED]	\$0	\$0	\$ [REDACTED]	08/31/2026
Payment 4	\$ [REDACTED]	\$0	\$0	\$ [REDACTED]	08/31/2027
Payment 5	\$ [REDACTED]	\$0	\$0	\$ [REDACTED]	08/31/2028

ESCAPE PAYMENT PLAN AGREEMENT 1. A **minimum of 20%** of the total amount of delinquency, including penalties, must be paid at the time the plan is initiated.

2. Current taxes must be paid in full at the time the plan is initiated. While the Payment Plan is in effect, **CURRENT TAXES MUST BE PAID IN FULL PRIOR TO APRIL 10 OF EACH YEAR.**

3. Once a year, in the month the plan was initiated, a **minimum installment payment of 20% plus interest (if applicable)** on the unpaid balance must be paid.

EXCEPTION: Persons opening a payment plan in April, May, or June are required to make an installment payment on the plan **PLUS INTEREST** by the following APRIL 10 each year.

Interest at the rate of **0.75% per month (9% APR)** will be added to the unpaid balance; therefore, your subsequent payments will differ from the payment made when the plan was initiated. **NOTICE**

It is your responsibility to remember to make all payments on time.

Failure to meet the above requirements will cause the plan to default. This will result in addition of all applicable penalties (10% on each installment, \$40 on 2nd installment, \$35 redemption fee, and 1.5% penalty per month from July 1 of the original year the bill was issued), causing a substantial increase in the balance due for your unpaid taxes.

.....

- I have read and understand the above conditions for placing my escape taxes on a 20% Payment Plan.
- I hereby agree to make the required payments on the Payment Plan.
- I also agree to pay all Current Taxes coming due in each fiscal year on or before the delinquent date of the second installment, April 10.

- I understand failure to maintain this plan will result in a recalculation of penalties and a substantial increase in the amount due.

E-Signature: Email:

- 3) The system will redirect you to the shopping cart to make the initial 20% payment to initiate your payment plan.