

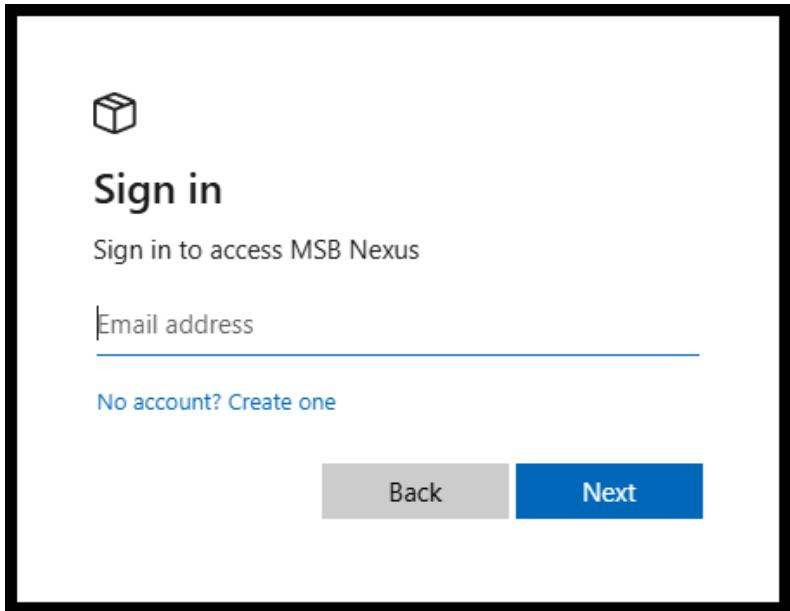
ONLINE PAYMENTS VISUAL INSTRUCTIONS

Read or print these instructions before you begin if you are unfamiliar with our online payment process.

To schedule a future dated payment, copy the link below to register for an account, search for your property tax information and schedule a payment.

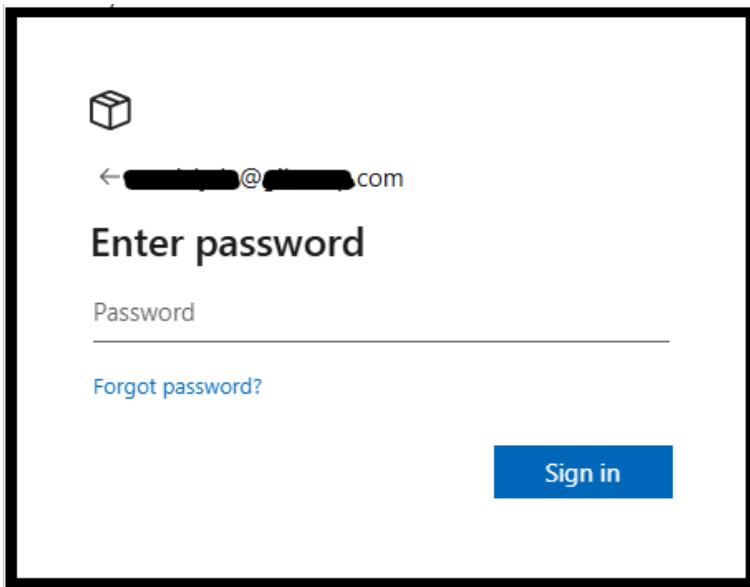
Payments.msbpay.com/DCTCS

Enter your email address and if you DO NOT have an account, click on **No account? Create one**



The image shows a 'Sign in' page for MSB Nexus. At the top, there is a small icon of a cube. Below it, the text 'Sign in' is displayed. A sub-instruction 'Sign in to access MSB Nexus' follows. A text input field labeled 'Email address' is present, with a placeholder 'Email address' and a blue underline. Below the input field is a link 'No account? Create one'. At the bottom, there are two buttons: a grey 'Back' button and a blue 'Next' button.

Enter your password. If you do not remember your password, click on **Forgot password?**

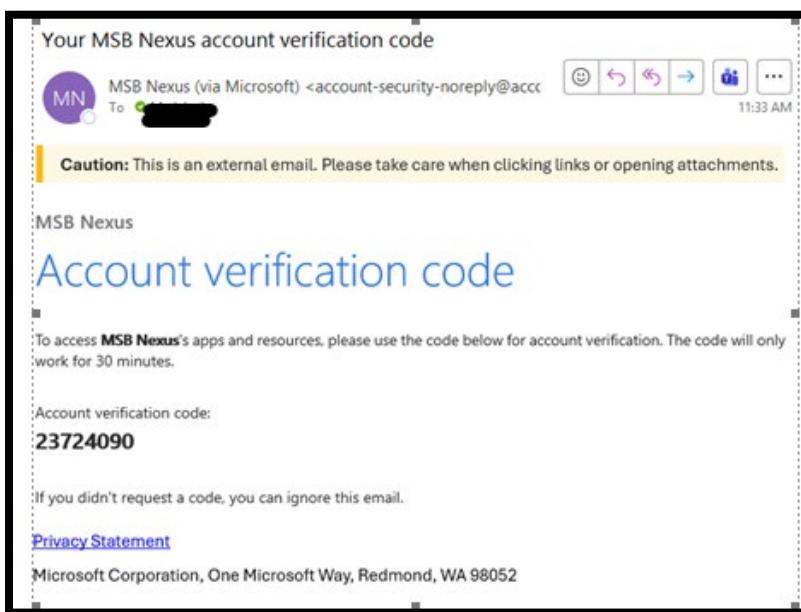


The image shows an 'Enter password' page. At the top, there is a small icon of a cube and a redacted email address. Below the email address, the text 'Enter password' is displayed. A text input field labeled 'Password' is present, with a placeholder 'Password' and a blue underline. Below the input field is a link 'Forgot password?'. At the bottom, there is a blue 'Sign in' button.

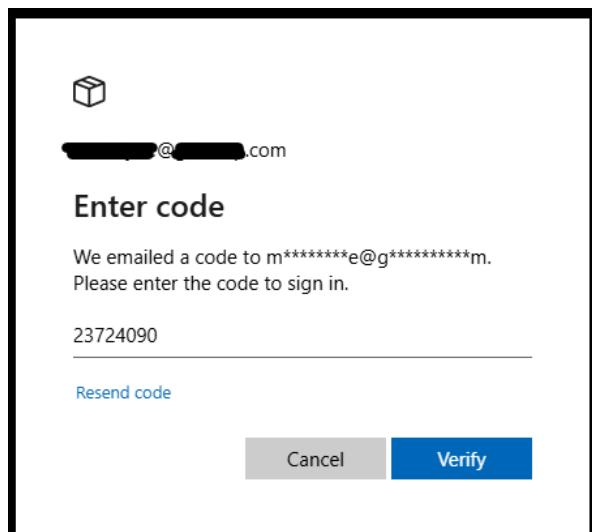
Once you enter your password, you will be prompted to verify your identity by clicking on the **Email code to**
*****@*****



You will receive an email from MSB Nexus (via Microsoft) account-security-noreply@accountprotection.microsoft.com with subject **Your MSB Nexus account verification code**



You should copy/paste or enter the eight-digit code into the Enter Code field (if you did not receive the code, click on **Resend Code**)



If you choose, you can stay signed in to prevent the need to obtain another verification code with every log in (Note: if you clear your browser or close the browsing session, you will be required to verify again).



Once your registration is complete you will be brought to this page.

You will need to add your Payment Method of either a Credit Card or E-Check first before searching for your account and scheduling your payment.

A screenshot of a web application interface for managing payment methods and scheduled payments.
Payment Methods Section: A table with the following columns: Payment Type, Card Type, Account Number, Expiration Date, and Actions. The table contains two rows: 'Credit Card' and 'eCheck'. Red arrows point to the 'Actions' column for both rows. Below the table, there is a note: *For Credit/Debit card payments, a convenience fee 2.50% with a \$2.00 minimum will be charged. *For ACH (eCheck) payments, a convenience fee of \$1.50 will be charged. No portion of this convenience fee is retained by Douglas County.
Search for an Account Section: A search bar with the placeholder 'Search for Account ID' and buttons for 'Reset' and 'Search'.
Scheduled Payments Section: A table with the following columns: Scheduled Date, Account ID, Payment Option, Payment Type, Convenience Fee, Amount Due, Total Amount Scheduled, Status, and Actions. The 'Actions' column is visible at the far right of each row.

To add your Payment Method, Click on **ADD** by either credit card or E-Check:

Payment Methods

Payment Type	Card Type	Account Number	Expiration Date	Actions
Credit Card				Add
eCheck				Add

*For Credit/Debit card payments, a convenience fee 2.19% will be charged.
No portion of this convenience fee is retained by Douglas County. No charge for eCheck.

To add your Credit Card Payment Method, ALL fields with a **RED *** are required to be filled in:

Add Credit Card Payment Method

Please enter the required information below for this payment method.

* Cardholder name

* Card number

* Card Type

* Expiration date * CVV

Billing Details

Address line 1

Address line 2

City

State * Zip code

Save **Cancel**

To add your E-Check Payment Method, ALL fields with a **RED *** are required to be filled in, make sure to include all leading zeros for the bank account number:

Add eCheck Payment Method

Please enter the required information below for this payment method.

* Name on account

Enter Name on account

* Bank routing number

Financial Institution

* Bank account number

* Confirm bank account number

Billing Details

Address line 1

Enter address line 1

Address line 2

Enter address line 2

City

Enter city

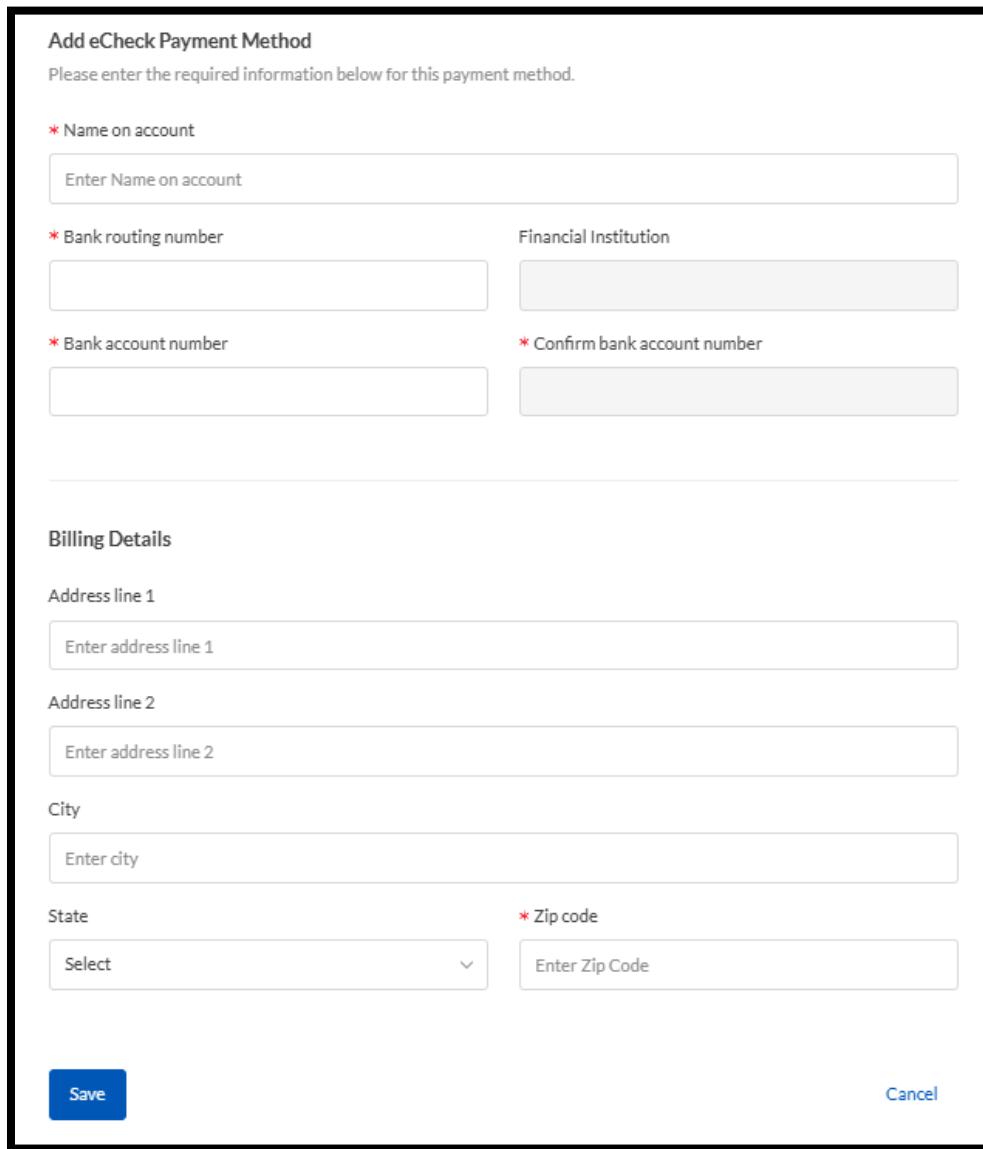
State

Select

* Zip code

Enter Zip Code

Save **Cancel**



To search for your Account, the Account number will begin with an R, P, M or C (The 2nd digit is a Zero and not the letter O).

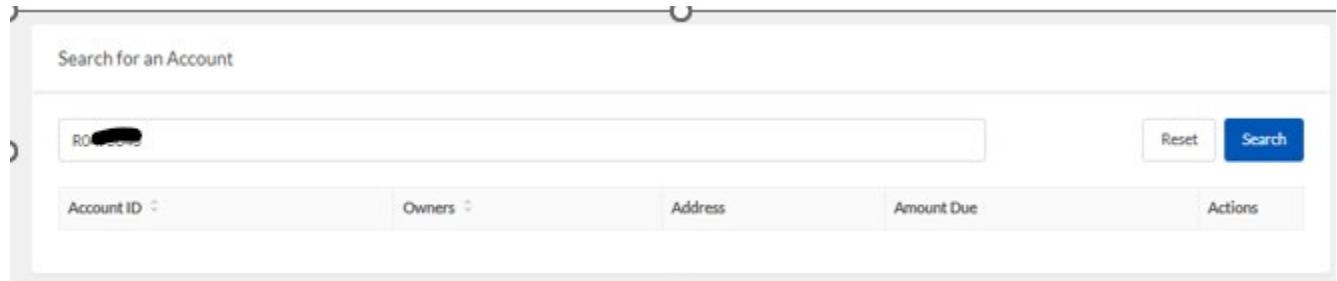
Enter your account number and click the **Search button**:

Search for an Account

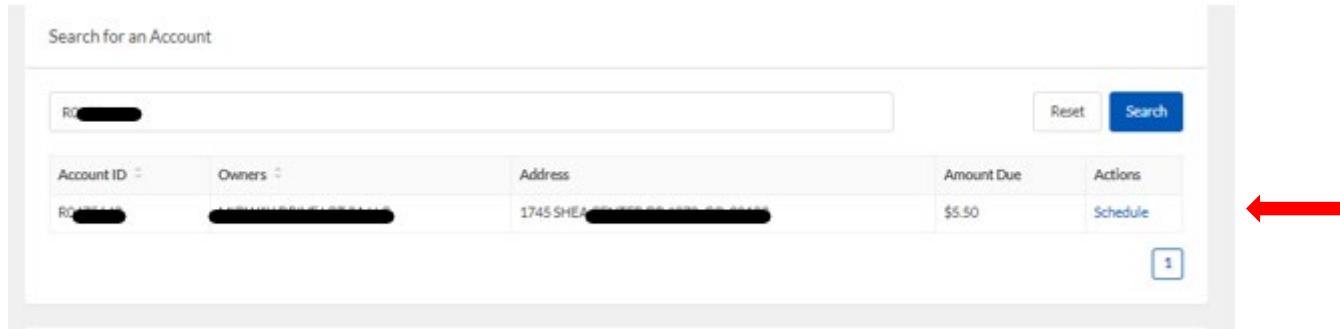
RO[REDACTED]

Reset **Search**

Account ID	Owners	Address	Amount Due	Actions



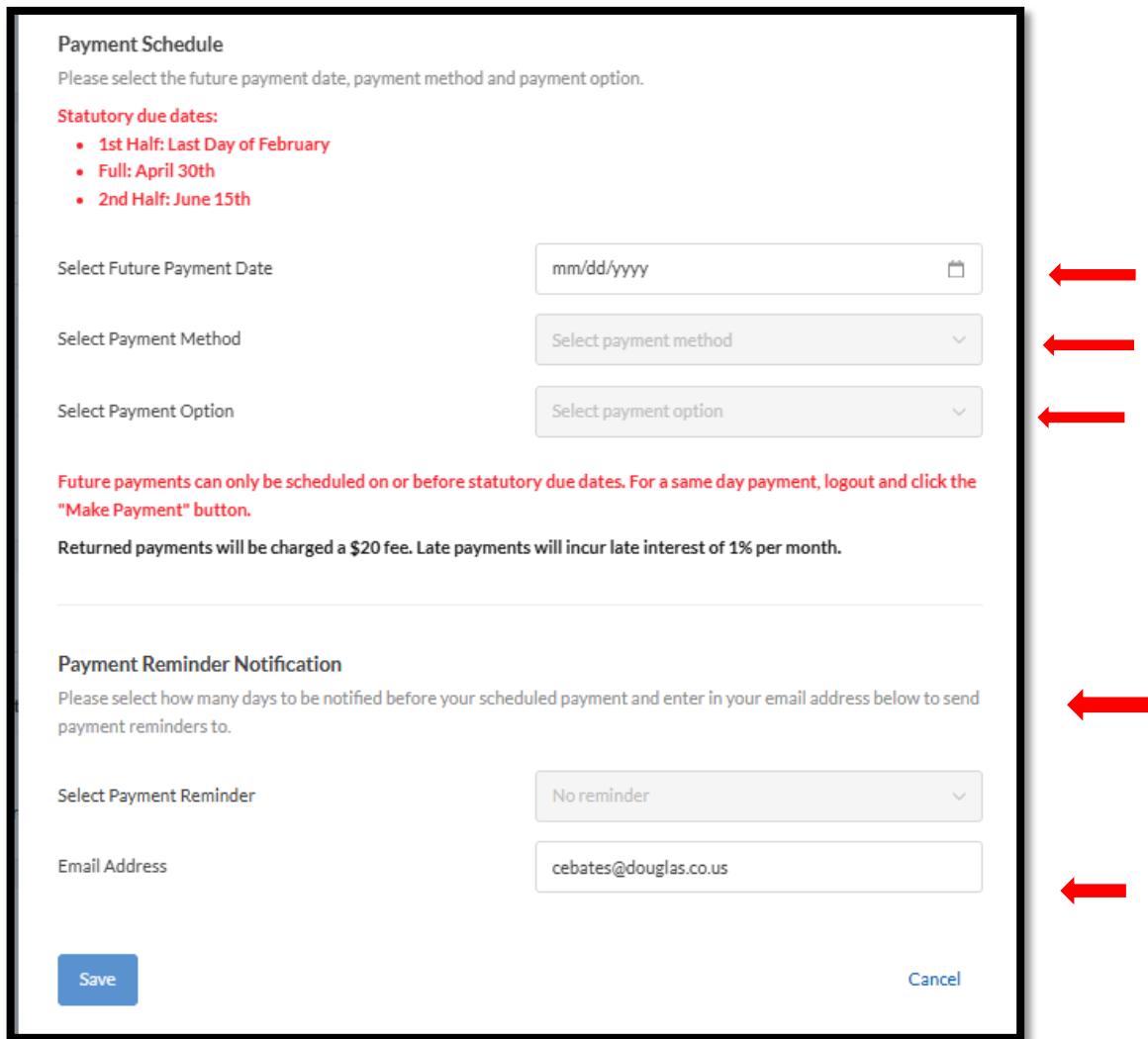
To schedule your payment, click on **Schedule** next to your account information:



Search for an Account

Account ID	Owners	Address	Amount Due	Actions
RO [REDACTED]	[REDACTED]	1745 SHEA [REDACTED]	\$5.50	Schedule

- 1) Select the date you would like to make your payment. This date must be on or before the statutory due date.
- 2) Select your Payment Method (Credit Card or E-Check).
- 3) Select Payment Option (1st Half, Full, 2nd Half).
- 4) For a Payment Reminder Notification - select the number of days and enter your email address.
- 5) Click the **Save button** to complete Payment Schedule.
- 6) To schedule your 2nd half payment, you will need to repeat steps 1 – 5 listed above. (See screen shots below)
- 7) To schedule a payment for another property account, search by account number first, then begin the scheduling process in steps 1 – 5 listed above.



Payment Schedule

Please select the future payment date, payment method and payment option.

Statutory due dates:

- 1st Half: Last Day of February
- Full: April 30th
- 2nd Half: June 15th

Select Future Payment Date

Select Payment Method

Select Payment Option

Future payments can only be scheduled on or before statutory due dates. For a same day payment, logout and click the "Make Payment" button.

Returned payments will be charged a \$20 fee. Late payments will incur late interest of 1% per month.

Payment Reminder Notification

Please select how many days to be notified before your scheduled payment and enter in your email address below to send payment reminders to.

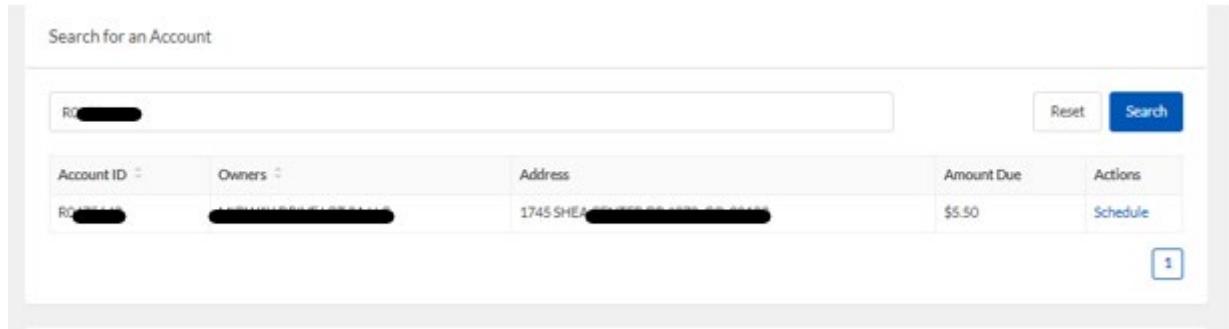
Select Payment Reminder

Email Address

Save **Cancel**

For 2nd Half Payment:

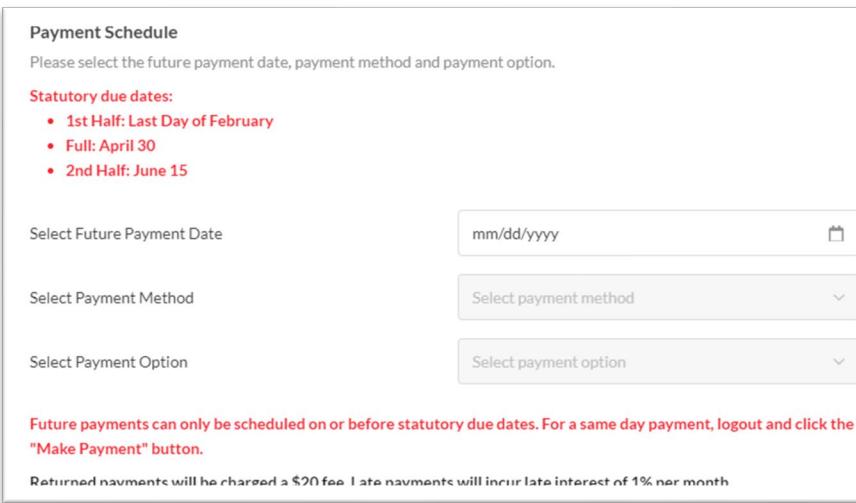
Click on the Schedule button again:



Search for an Account

Account ID	Owners	Address	Amount Due	Actions
RC [REDACTED]	[REDACTED]	1745 SHEA [REDACTED]	\$5.50	Schedule

- 1) Select the date you would like to make your payment. This date must be on or before the statutory due date. Once you select your payment date, the next box – Payment method will be available to select.



Payment Schedule
Please select the future payment date, payment method and payment option.

Statutory due dates:

- 1st Half: Last Day of February
- Full: April 30
- 2nd Half: June 15

Select Future Payment Date

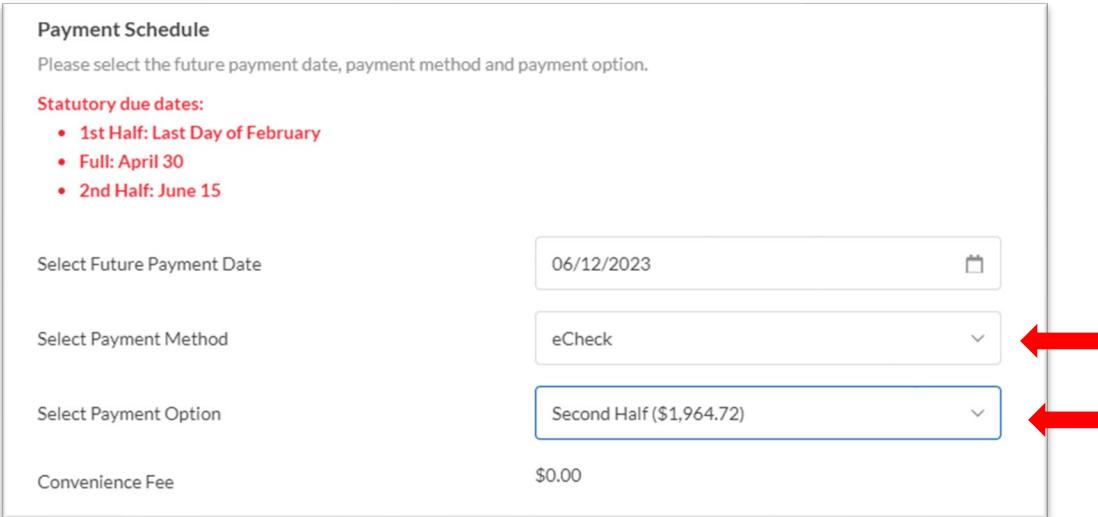
Select Payment Method

Select Payment Option

Future payments can only be scheduled on or before statutory due dates. For a same day payment, logout and click the "Make Payment" button.

Returned payments will be charged a \$20 fee. Late payments will incur late interest of 1% per month

- 2)
- 3) Select your Payment Method (Credit Card or E-Check).



Payment Schedule
Please select the future payment date, payment method and payment option.

Statutory due dates:

- 1st Half: Last Day of February
- Full: April 30
- 2nd Half: June 15

Select Future Payment Date

Select Payment Method

Select Payment Option

Convenience Fee

- 4)
- 5) Then select the Payment Option – 2nd Half

If you need to edit or delete a scheduled payment, go back to the main page where your schedule payments are listed, to the right of each payment there is a section titled Actions, when you click on the Manage Drop Down, you will have a choice to Edit Schedule or Delete Schedule.

Payment Option	Payment Type	Convenience Fee	Amount Due	Total Amount Scheduled	Status	Actions
FirstHalf	ECheck	\$0.00	\$1,964.72	\$1,964.72	● Pending	Manage
SecondHalf	ECheck	\$0.00	\$1,964.72	\$1,964.72	● P Edit Schedule	Delete Schedule

IF YOU HAVE ANY ISSUES WITH THIS SITE PLEASE CONTACT MSB AT: Payment-Processing-Inquiry@gilacorp.com

NOTE: All Credit or Debit Card Payments will incur a convenience fee of 2.5% with a \$2.00 minimum.

E-Checks are \$1.50 and will charge to your bank account in 2 business days.

Returned payments will be charged a \$35.00 fee. Late payments will incur late interest of 1% per month.

NOTE: YOUR PAYMENT WILL POST TO YOUR PROPERTY TAX ACCOUNT ON THE NEXT BUSINESS DAY, HOWEVER WILL BE CONSIDERED RECEIVED AS OF YOUR SCHEDULED PAYMENT DATE.

PLEASE NOTE that your E-Check payment will post to your Bank Account in 2 business days. If it does not post in 2 business days, this could be due to an incorrect bank account number or insufficient funds, please contact your Financial Institution.