Instructions to Pay By Credit Card Online

To pay online, visit www.infotaxonline.com and scroll down to click on Ichabod Crane CSD.
After you have clicked on Ichabod Crane CSD, **find your parcel**: The simplest way is to look at your current tax bill locate the **bill number** in the upper right-hand corner and enter that number into the “Tax Bill #” section, then click “Search.” There is NO NEED TO FILL IN ALL THE INFORMATION. The program has the ability to search with only one section completed as long as that information is accurate.

(If you don’t have your current bill or are having difficulty finding your parcel, see below for more details on how to locate your parcel)
Once you’ve found your parcel, to pay using a credit card or e-check, click on the

**Pay Balance** button near the bottom of the page:

Once you click on the “Pay Balance” page, the screen will look like this:
On the left, you’ll see information on the credit card payments:

Secure Online Credit Card Payments

Now you can pay your tax bill from the comfort of your home or office by using our secure online payment service. Credit cards accepted: MasterCard, Discover, American Express or Visa. A per transaction convenience fee of 2.45% or $3.00 minimum will be charged by the payment processing company for this service.

The TAX BALANCE(S) shown below are based on the most recent data that has been uploaded to Info-Tax Online. Your total tax liability is determined by the tax collector and could possibly be different than the amount shown.

To continue on to pay by credit card, click Pay Taxes in Full

$3,671.93

This action will take you to the Municpay website which will ask you to fill in your contact information and credit card information.

To finalize the payment, click “Process Sale”

Details to note:

- At any time, you can click your browser’s Back button or the "Cancel Sale" button to cancel your payment. Clicking the "Process Sale" button on their site finalizes your payment. Please note that it will take approximately three days for your payment to clear before it can be credited to your tax bill, and that InfoTax Online will not show your payment until the tax collector has processed the cleared payment.
- One payment, one parcel. Sorry, you cannot pay for multiple parcels in one transaction.
- 2.65% fee. There will be a fee charged. This fee does not come to the school. The school collects only the tax payment exactly to the penny. The credit card company receives the 2.65% fee.
- If you pay by card and have a change to your bill where there is refund due to you, your credit card will be credited with the amount due back.

Having difficulty finding your parcel?

While the simplest way to find your bill or parcel is to look at your current tax bill locate the bill number in the upper right-hand corner and enter that number into the “Tax Bill #” section, you may not have access to your bill or you may need to search in a different way.

There is no need to fill in all the information in every box of the search window. The program has the ability to search with ANY one section completed as long as that information is accurate.

Any information you don’t know, leave blank. If there is more than one parcel with the criteria you list, it will produce a list and you will be able to choose the specific parcel from that list.
The most frequent issue when searching for a parcel is:

There are no properties that match your search information

Here are some common reasons why:

**You have a typo.** This program is not like a Google search which will sometimes ask “did you mean...” if it thinks you meant to type something else. You must type in the information exactly as it was entered in the InfoTax program.

**There's difference between Hawley Rd and Hawley Road.** If you type in “Hawley Road,” for the “Property Location” section, it will say there are no such properties. This is because all the Hawley Road parcels were entered as “Hawley Rd” and, sadly, the program will not recognize that “Road” means “Rd.” Same thing for “Street” vs. “St” and “Avenue” vs. “Ave,” etc. Most property locations were entered using standard abbreviations. You must type in the information exactly as it was entered in the program. Try using a standard abbreviation.

**911 street numbers aren’t always on the parcels.** Some houses are identified with a 911 street number, however, for tax purposes, the street number on the parcel is not recorded. If you input your street number when there is none on the bill, it will say there are no properties. You must type in the information exactly as it was entered in the program. Try removing the street number and search just by the street.

**Spaces are characters.** If the name is VanAllen. Some names were entered with a space between “Van” and “Allen” and some were not. You must type in the information exactly as it was entered in the program. Try spelling the name with a space or without the space. Or try searching by Property Location.

**The property is on a County Route or a State Route.** This can be problematic since there are a number of abbreviations for County Routes: CR22, Cty Rte 22, County Route 22, Route 22 and the same for State Routes. Different parcels on the same route may have the “Property Location” listed with a different abbreviation. You must type in the information exactly as it was entered in the program. If you live on a County or State Route, try searching by owner name.

**If you recently purchased the property, it may still be listed under the previous owner’s name.** Changes to the tax rolls happen ALL the time and there are a number of steps to update owner
information on the tax bills after a purchase. The paperwork may not have made it to the appropriate people by the cut-off for when we needed to have the tax bills printed. It will catch up.

Please, don’t get frustrated if the program says there are no properties that match your search criterion.

- Simply enter the smallest amount of information you KNOW to be correct and leave the rest of it blank. If there is more than one parcel with the criteria you enter, it will produce a list and you will be able to choose the specific parcel from that list.
- Check for typos.
- And if that doesn’t work, call Mindy Potts 518-758-7575 x 3001.

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