



City of Lynchburg CityLink User Guide

Welcome to CityLink, the City of Lynchburg’s online account management and payment website. Please select from the following options or continue reading for a complete description and instructions on how to use CityLink.

This is CityLink Main Page:

Important Information

© 2021 - City of Lynchburg, VA Disclaimer Payment Refund/Cancellation Policy Privacy Policy Terms of Service

Along the top (and bottom) of the CityLink Main Page there are links that provide access to various components of the system:


Lynchburg VIRGINIA	<ul style="list-style-type: none"> Click to access CityLink Home Page
Help	<ul style="list-style-type: none"> Click to access Help Documentation
Login john.doe@lynchburgva	<ul style="list-style-type: none"> Click to login or, if already logged in – clicking your email address will access manage account settings
© 2018 - City of Lynchburg, VA	<ul style="list-style-type: none"> Clicking here will take you to the City of Lynchburg Home Page
Disclaimer	<ul style="list-style-type: none"> Clicking here will take you to a Disclaimer
Payment Refund/Cancellation Policy	<ul style="list-style-type: none"> Clicking here will take you to the Payment Refund and Cancellation policies
Privacy Policy	<ul style="list-style-type: none"> Clicking here will take you to the Privacy Policy

Terms of Service	<ul style="list-style-type: none"> Clicking here will take you to our Terms of Service
Logout	<ul style="list-style-type: none"> Log out of CityLink

View Your City Accounts:

In order to view your City account information, click the blue **Login** button on the Main Page


Adding Accounts:



Quick Payment

Pay a bill, other than parking, using a credit card or e-Payment without logging into CityLink.


[Pay Now](#)



Parking

Manage your parking account.


[Pay for Parking](#)



View Your City Accounts

Login to CityLink to view all accounts associated with your profile.

[Login](#)



Trash Collection

[Purchase Trash Decals](#)

[Check Decal Status](#)

[Get Information](#)

Once you have logged in, you can add your account(s) to the system by clicking the green **+** sign on the initial screen:

My City Accounts +

You have not setup any account links yet. Click the + above to get started.

Clicking the green **+** sign will bring you to the Add Account screen:

Add Account

User:

Account Type: ▼

Account Number:

Nickname:

PIN:

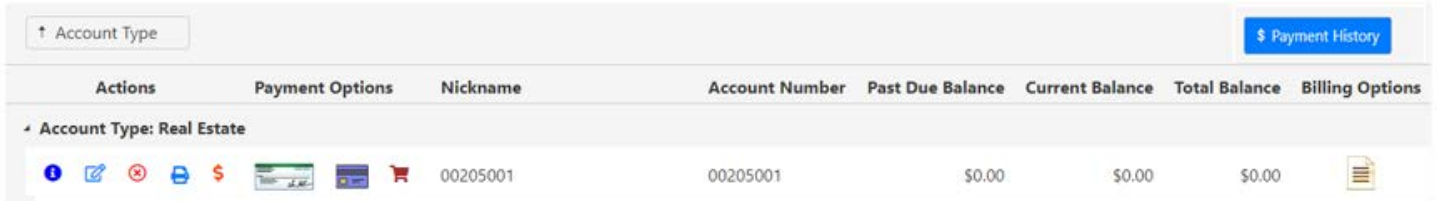
Pin is required only when adding an Business License account










[Create](#) | [Back to Accounts](#)

Enter your information in order to add your account and click **Create**. You will get a confirmation that your account has been successfully created and added as depicted below:










My City Accounts



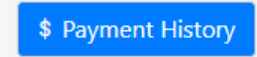
• The new account link '00205001' was added successfully.



Account Type	Actions	Payment Options	Nickname	Account Number	Past Due Balance	Current Balance	Total Balance	Billing Options
Account Type: Real Estate	    	  	00205001	00205001	\$0.00	\$0.00	\$0.00	

Once you have added your account(s) to the system, you can use the system to access your account information, make payments, check your balance, etc. Clicking on the icons on your account listing will provide the following functionality:


	View Account Details
	Edit Account List Item
	Remove Account from List
	Print Available Bills
	Pay via eCheck
	Payment History for Account
	Pay via Credit Card
	Add To Payment Cart
	"Paper Bill" Billing Option Indicator

	“eBill” (electronic bill) Billing Option Indicator
	Business License
	View Payment History for all accounts

View Account Details:

Clicking the blue “i” icon, will allow you to view the details of the account in the “Account Details” screen:

Account Details

 Real Estate

[Back to Accounts](#)

<p style="text-align: center;"><u>Account Information</u></p> <p>Account Number: 00205001</p> <p>Account Status: Active</p> <p>Account Name: CITY OF LYNCHBURG, CITY MANAGER'S OFFICE</p> <p>Address Line 1: 900 CHURCH ST</p> <p>Address Line 2:</p>	<p style="text-align: center;"><u>Balances</u></p> <p>Current Balance: \$0.00</p> <p>Past Due Balance: \$0.00</p> <p>Credit Balance: \$0.00</p> <p>Total Balance: \$0.00</p>	<p style="text-align: center;"><u>Billing</u></p> <p>Last Bill Date:</p> <p>Last Bill Amount: \$0.00</p> <p>Next Bill Due Date:</p>	<p style="text-align: center;"><u>Payments</u></p> <p>Last Payment Date:</p> <p>Last Payment Amount: \$0.00</p> <p>Total Payments Since Last Bill: \$0.00</p>
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Click “**Back to Accounts**” to return to your accounts listing.

Edit Account List Item:

Clicking the blue edit button will open the “Edit Account” screen:

Edit Account

User:	john.doe@anymail.com
Nickname:	<input type="text" value="RE 00322004"/>
Billing Option:	<input type="text" value="Paper Bill"/>
Last Paperless Changed Date:	08/09/2018 11:57:26 AM
Account Type:	Real Estate
Account Number:	00322004
<input type="button" value="Save"/> Back to Accounts	


From here, you can change the account nickname and billing option (if you are the primary owner of the account). Once you are finished, click the blue **Save** button to save your changes. Click “Back to Accounts” in order to return to your account listings.

Removing Accounts:

In order to delete an account, select the account that you would like to delete and click the red “**x**” icon. This will open the “Remove Account” screen:

Remove Account

Are you sure you want to remove this account from your list?

User:	john.doe@anymail.com
Nickname:	City of Lynchburg
Account Type:	Real Estate
Account Number:	00205001
Date Added:	9/19/2018 11:23:54 AM
Billing Option:	
<input type="button" value="Remove"/> Back to Accounts	

Clicking the blue **Remove** button will remove the account. Click “**Back to Accounts**” to return to your accounts listing.

Print Available Bill:

To print a bill, click the printer icon and this will open a listing of bills from the previous 18-month period that are available for printing. Click on the bill that you wish to print in order to print the bill:

Print Bills

Available bills to print:

Note: Only the last 18 months of bills are available online.

09/18/2018-Business License/MLA Tax - \$71.00

08/15/2018-Business License/MLA Tax - \$62.81

05/21/2018-Business License/MLA Tax - \$70.43

03/29/2018-Business License/MLA Tax - \$77.24

03/14/2018-Business License/MLA Tax - \$56.30

02/21/2018-Business License Tax - \$65.74

01/16/2018-Business License Tax - \$63.52

12/20/2017-Meals Tax - \$87.37

11/20/2017-Meals Tax - \$75.66

10/20/2017-Meals Tax - \$66.20

09/20/2017-Meals Tax - \$112.74

08/20/2017-Meals Tax - \$108.42

Once you select a Bill, the bill will be presented in a new browser tab where it can be printed:

MISCELLANEOUS INVOICE

RETURN LOWER PORTION FOR PROPER CREDIT

Customer Message: Please pay this invoice by the due date below to avoid a 10% penalty. The penalty will be assessed on the first day after the due date. Interest in the amount of 10% per annum will be assessed starting the first day of the month following the due date. For Collection Inquiries, please call (434) 455-3880.

Billing Department	Billing Date
Commissioner of the Revenue	9/18/2018
Billing Inquiries	Due Date
(434)455-3880	9/20/2018
Invoice Number	Invoice Type
187664	BLT
Account Number	Amount Due
1999	\$71.00

Description of Services	Quantity	Amount / Unit	Unit	Total
Meals Tax 08/2018 Meals Tax			EACH	76.29
Business License/MLA Tax		Invoice Total:		76.29
		Penalty and Interest:		0.00
		Amount Paid on Invoice:		5.29
		Previous Balance:		0.00
		Amount Due:		71.00

*** REPRINT ***

Please return this portion with payment

Billing Department	Billing Date	Invoice Number	Account No
Commissioner of the Revenue	9/18/2018	187664	1999
Telephone No	Due Date	Invoice Type	Amount Due
(434)455-3880	9/20/2018	BLT	\$71.00

REMIT TO:
City of Lynchburg
 Billings and Collections Department
 PO Box 603
 Lynchburg, VA 24505-0603

0500001876640001999000071007

FROMAN, ABE
 3550 YOUNG PL
 LYNCHBURG VA 24501

Click on the disk icon to save and/or export.

Click on the printer icon to print.

Pay via eCheck:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account.

Pay via Credit/Debit Card:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account, unless you provide a different email address on the external credit card processor's form.


Add to Payment Cart:


















(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account.

Business License:

*Note, CityLink Business License functions are for businesses that are already established and licensed to do business in the City of Lynchburg. If yours is a new business, please contact City of Lynchburg Commissioner of Revenue at **(434) 455-3850** for further information on licensure and establishment of your business.

For a Business License Account type, there will be a green business license icon  as depicted in the following illustration:

My City Accounts

Account Type		Actions	Payment Options	Nickname	Account Number	Past Due Balance	Current Balance	Total Balance	Billing Options
Account Type: Business License, Meals, Lodging, Amusement Taxes		   	  	City of Lynchburg	23288	\$0.00	\$0.00	(\$0.07)	
Account Type: Real Estate		  	  	00205001	00205001	\$0.00	\$0.00	\$0.00	

Clicking on the green business license icon, opens the “File Business License Taxes” screen:

File Business License Taxes

License Information

License Number: 123456789
Name: John Doe Enterprises
Address: 3550 Young Place

Please select the lines you want to file and enter your Gross Receipts, then click Continue.

Lines to File	Gross Receipts	License Tax Type	Fee Description	Due Date
<input type="checkbox"/>	<input type="text"/>	Meals Tax	Meals Tax(August 2018)	09/20/2018
<input type="checkbox"/>	<input type="text"/>	Amusement Tax	Amusement Tax(August 2018)	09/20/2018

[Continue](#) | [Reset](#) | [Cancel](#)

To file business license taxes, first check the “Lines to file” check box for the lines you are filing and paying. Depending on the time of the year, various taxes will be displayed with different due dates. Typically, business license taxes and alcoholic beverage taxes are due May 1. Fiduciary taxes, such as Meals, Lodging, and Amusement are due on the 20TH of each month (of first business day after the 20TH if it falls on a weekend or holiday) for gross receipts received for the previous month.

For example, in January, you will begin to see business licenses taxes appear on this screen. If you have meals, lodging, or amusement taxes, then the lines for December’s gross receipts will be displayed as well. You do not have to pay the business license tax when you are filing other taxes, however, all taxes with the same due date must be filed together.

Once the gross receipt data is entered for the lines you chose, click **Continue** to proceed or **Reset** to start over or **Cancel** to cancel your filing.

Once you have entered your information and clicked **Continue**, the CityLink system will, prepare your filing adding any penalties incurred:

File Business License Taxes

Please confirm your tax filing.

Tax Type	Description	Gross Receipts	Amount Due
Meals Tax	Meals Tax(August 2018)	\$100	\$6.50
Meals Tax	Late Remittance Penalty	\$6	\$0.60
Amusement Tax	Amusement Tax(August 2018)	\$100	\$7.00
Amusement Tax	Late Remittance Penalty	\$7	\$0.70
Total Due			\$14.80

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After reviewing the information, click **Confirm** to confirm your filing, **Edit** to make changes, **Reset** to start over, or **Cancel** to cancel your filing. If you confirm your filing, your taxes will be filed, a confirmation email will be sent to your email address entered into CityLink. If you choose, you may make payment by selecting one of the payment options or, if you wish to pay later, click **Done** in order to return to the account listings. ***Note: If you file and do not pay by the due date, a late remittance penalty will be assessed and discounts will be removed.**

File Business License Taxes


Thank you. Your taxes have been successfully filed. You have an amount due of \$14.81.

Please note, your amount due includes an outstanding balance.

A confirmation email was sent to john.doe@lynchburgva.gov

To pay now, choose a payment option below.

Payment Options



WELCOME TO THE CITY OF
LYNCHBURG, VA

Thank you.
Your tax filing has been received and recorded in our system.

License Number: 25288

Filing Details:

Tax Type	Description	Gross Receipts	Amount Due
Meals Tax	Meals Tax(August 2018)	\$100	\$6.50
Meals Tax	Late Remittance Penalty	\$6	\$0.60
Amusement Tax	Amusement Tax(August 2018)	\$100	\$7.00
Amusement Tax	Late Remittance Penalty	\$7	\$0.70
Total Due			\$14.80

Sincerely,
The City of Lynchburg,
Commissioner of the Revenue Office

Pay via eCheck:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account.

Pay via Credit/Debit Card:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account, unless you provide a different email address on the external credit card processor's form.

Add to Payment Cart:



(See instructions under Quick Payment) *Note: because you are signed in to CityLink, an email confirmation will automatically be sent to the email address associated with your CityLink account.

Payment History:

\$ Payment History

Beginning 6/1/2022, a history of all your payments will be available for viewing. You will also be able to cancel any payments in "Pending" status from the Payment History page as shown below:

Payment History

Showing payment history for **Real Estate 04001021 Account (MyRE)**

Select the Payment Date Range to show payments for a specific timeframe. Only payments with a status of **Pending** can be cancelled.

Note: Payments made prior to [Date] are not available in Payment History. For further assistance, please contact the Billings and Collections department at 434-455-3850.

1	Back to Accounts	All Payments	2	Date Range:	6/10/2020	5/31/2022	Reload
Payment Date	Account Type	Account	Amount Paid	Method	Receipt #	Status	
05/11/2022	Real Estate	04001021	\$20.00	Check	URE20220511002099452	Cancelled By: kathy.cox@lynchburgva.g 5/31/2022 7:52 AM	
05/09/2022	Real Estate	04001021	\$10.00	Check	URE20220509002022556	3 Cancel Payment Pending	
▶ 10/20/2020	Real Estate View Cart	4 04001021	Account: \$316.35 Total Cart: \$1,101.12	Check	QCT20201020515838377	Processed	

1. Navigation back to Accounts Page or Switch to show history of all payments
2. Date Range Selection: select starting and ending payment date range. Payment history is available for payments made on or after 6/1/2022.
3. Cancel Payment: This button will be available for all payments where the payment is “Pending”. An email cancellation confirmation will automatically be sent to the email address associated with your CityLink account.
4. View Cart: This displays for payments entered using the Cart option. Click anywhere on row to view payment transaction details.