

Sales Tax Filing Online FAQ's

New user:

- Click new user
- Enter information requested
- Click submit
- Close Citizen Access out (close browser)
- Go to email account you registered under and follow the link contained inside the email to confirm your account

Log in:

- Enter information requested and click log in

Manage Accounts (to open you sales tax account):

- Click Manage Accounts
- Click Add Account button
- Enter Account Number – must enter leading zero's
- Enter Location Address exactly the way it's on the business license (street address – no city, state or zip code)
- Click OK once account is successfully found and added to profile

To file a Tax Return:

- Click file returns
- If there are multiple accounts associated with your profile please select the account you would like to enter a return for on the drop down menu
- Select which type of tax return you are filing on the drop down menu
 - If you do not see your tax type please call the sales tax office at 303-441-4192
- Select the year you are filing a return for
- Select the month you are filing a return for
- Click Next
- Enter ST Sales Tax Gross Taxable
- ST Food Svc Gross Taxable – (if you are required to file Food Service Tax **enter TAXABLE food service sales only as you would on Line 5B of the Sales Tax Return Form**)
- Click Next
- Enter deductions for ST Sales Tax Gross Taxable – Click in appropriate cell and then tab to the others
- If using Misc deductions box you must enter description in the Deduction Reason box
- Once the deductions are entered, click Next
- Enter Amount subject to Use Tax Consumer as you would on Line 8A of the Sales Tax Return form if any.
- Enter Excess tax collected if any.

Sales Tax Filing Online FAQ's

- The following page is a summary of the tax return just entered. Please note the Total Gross Sales number includes Food Service Taxable Sales and Total Taxable Sales.
- After reviewing the return and you are ready to file the return click submit **(do not close your browser at this time – there be a slight delay)**
- The next screen is the payment screen
- You may change the amount in the payment box by clicking in the box
- If no changes are needed or after changing payment amounts click the square box at the beginning of each line in order to pay that amount. The line will turn yellow if you chose to pay it
- Review payment amount
- Select Payment method (Bank Account is the only option)
- Enter Bank information
- Enter Billing Address information
- Click the payment information box
- Click submit to pay the return – Do not click out of the browser
- Click Okay
- Click continue