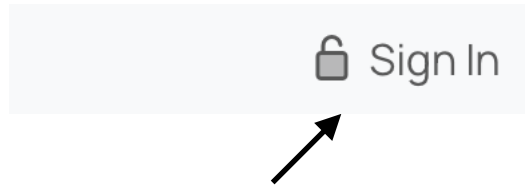


Quick Start Guide for Individual eServices

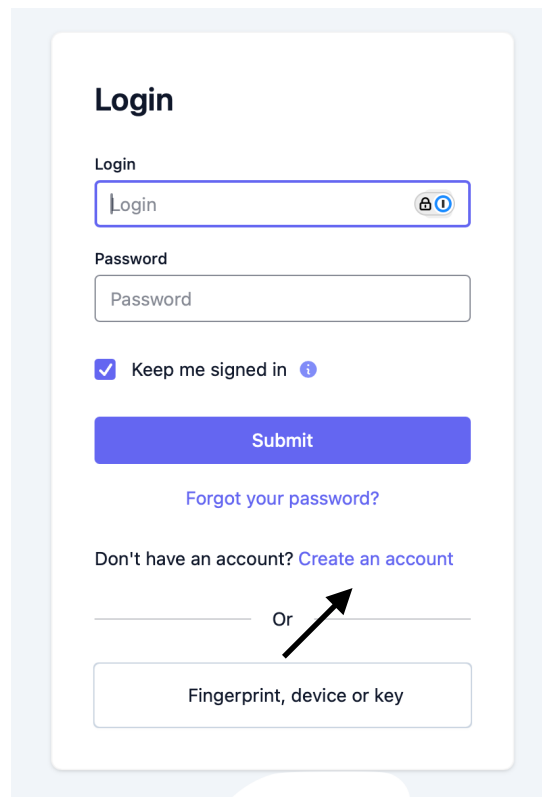
This guide is intended for individual users. If you are a professional tax preparer please refer to the 3rd Party Quick Start Guide.

Create and register an account on <https://ind.lctcb.org>

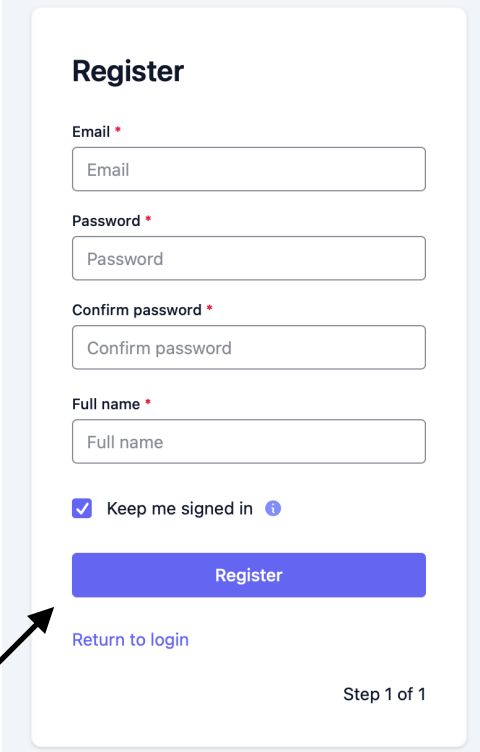
1. In the upper right corner, click on **Sign In**.



2. Click on **Create an account**.

A login form titled "Login". It contains a "Login" input field with a lock icon and an eye icon, a "Password" input field, a checked checkbox labeled "Keep me signed in" with an information icon, a blue "Submit" button, a link "Forgot your password?", and a link "Don't have an account? Create an account". Below these is an "Or" separator and a "Fingerprint, device or key" input field. A black arrow points from the "Or" text towards the "Create an account" link.

3. Enter the required information then click **Register**.



The screenshot shows a 'Register' form with the following fields: 'Email', 'Password', 'Confirm password', and 'Full name'. Each field has a red asterisk indicating it is required. Below the fields is a checkbox labeled 'Keep me signed in' which is checked. A blue 'Register' button is positioned below the checkbox, and a blue link 'Return to login' is below the button. An arrow points to the 'Return to login' link. The text 'Step 1 of 1' is in the bottom right corner.

4. Enable two-factor authentication.

1. Choose your method - use an authentication app OR have a code emailed to you. (Authentication apps include Google Authenticator, Microsoft Authenticator, iPhone Passwords and others available in your preferred app store.)

- **Authenticator App** - Scan the QR code. Enter the verification code produced by your authenticator app and click **Verify**.

Enable two-factor

Select a method *

Authenticator app

Open your authentication app and scan the QR code. Then enter the code from your authenticator app in the form below.



- **Email** - Click **Send a one-time code**. You will receive an email with the subject “Your second factor code.” Copy the code in that email and enter in the box labeled Verification code. Click **Enable**.

Enable two-factor

Select a method *

Email

To enable two-factor using email, enter an email address and click the button to send a one-time use code. Once you receive the code, enter it in the form below.

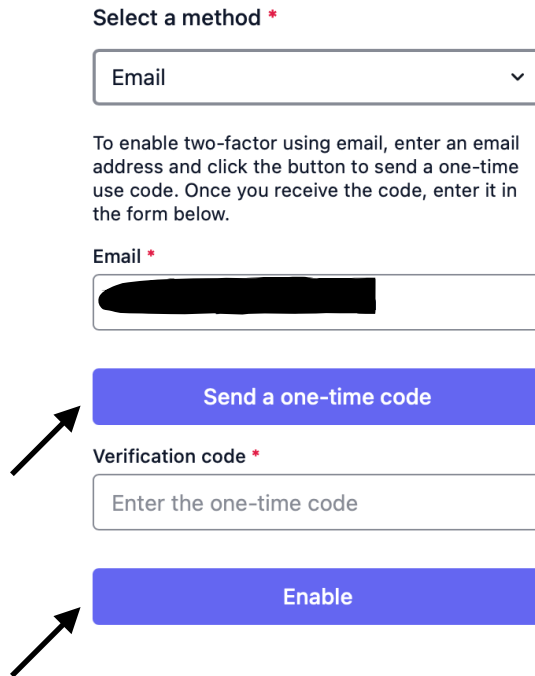
Email *

Send a one-time code

Verification code *

Enter the one-time code

Enable

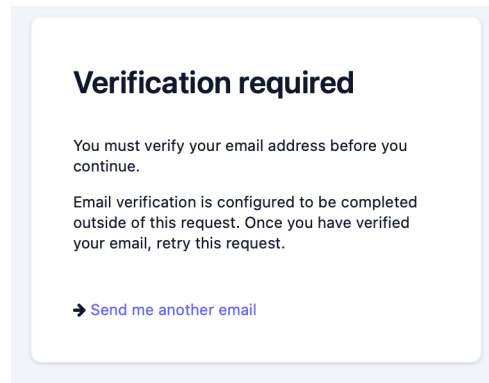
A screenshot of the 'Enable two-factor' form. It features a dropdown menu for 'Select a method' with 'Email' selected. Below this is a text box for an email address, which is redacted with a black bar. Two blue buttons are present: 'Send a one-time code' and 'Enable'. Arrows point from the left towards these two buttons. A 'Verification code' input field is also visible, with the placeholder text 'Enter the one-time code'.

2. Be sure to save your recovery codes in a safe place and click **Done** to continue.

Recovery codes

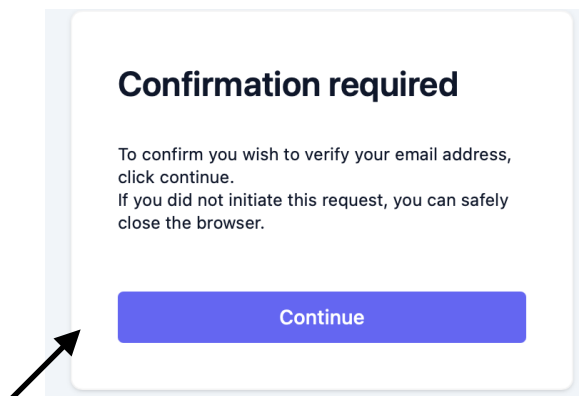
Record these recovery codes, they will not be shown again. Recovery codes can be used to complete a two-factor login or disable two-factor authentication if you lose your device.

3. The following message will display:



5. Verify your email address.

1. Check your email and click the link in the email to verify your account.
2. On the website click **Continue**.

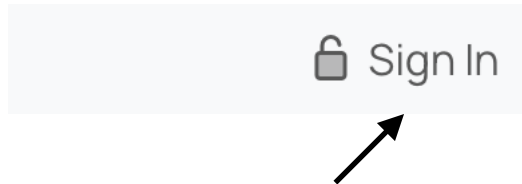


6. Congratulations on successfully creating your account! Return to the homepage. <https://ind.lctcb.org>

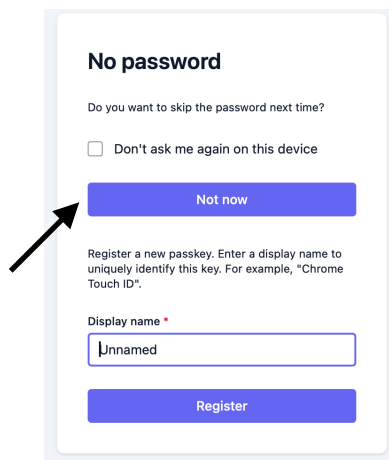
Sign in/manage your account

Follow these steps to sign in to your account and manage your account.

1. In the upper right corner, click on **Sign In**.



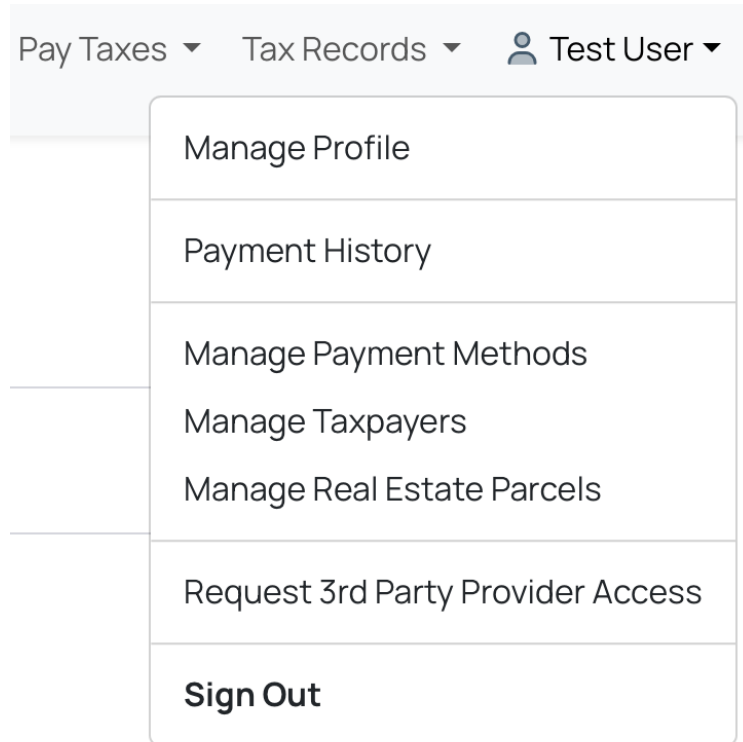
2. Enter your info for the account you created.
3. Click **Not Now**. (You will have the opportunity to set up a passkey at a later time.)



4. Click on your user name on the upper right side.



5. A drop down account menu will display where you can choose options to manage your account.



Set up a payment method

1. In the account menu click on **Manage Payment Methods**. The following screen will display:

Payment Methods

Available Bank Accounts

Record #	Description	Account Number	Actions
Add Bank Account			

Available Cards

Add Card

Choose which type of payment method to add and follow the steps below for that type.

To add a bank account:

1. Click on the **Add Bank Account** button.
2. Enter your information, then click **Add Bank Account** at the bottom.

Description

Account Type
Select account type ...

Routing Number

Account Number

Confirm Account Number

Add Bank Account

Cancel



To add a credit card:

1. Click on the **Add Card** button.
2. Enter your information, then click **Add Payment Method** at the bottom.

Card Payment Methods

 Card

Card number

1234 1234 1234 1234



Expiration date

MM / YY

Security code

CVC

 123

Country

United States

ZIP code

12345

By providing your card information, you allow Lancaster County Tax Collection Bureau to charge your card for future payments in accordance with their terms.

Add Payment Method

Cancel



Set up taxpayers for your account

1. In the account menu click on **Manage Taxpayers**.
2. Click on **Add New Account**.

Taxpayer Accounts

Record #	First Name	Last Name	SSN	Actions
----------	------------	-----------	-----	---------

Add New Account



3. Enter your information, then click **Search for Taxpayer**.

Taxpayer Accounts Add New Taxpayer

Social Security Number

Last Name

Zip Code

Search for Taxpayer

Cancel



4. On the next screen confirm your information, then click **Add Taxpayer**.
5. Follow these steps to add additional taxpayers to your account.

Set up a real estate parcel

1. In the account menu click on **Manage Real Estate Parcels**.
2. Click on **Add New Real Estate Parcel**.

Real Estate Parcels

Record #	Description	Parcel Number	Address	Actions
----------	-------------	---------------	---------	---------

Add New Real Estate Parcel



3. Choose if you want to search by Bill Number, Parcel, or Name and enter your information. Click on **Find Parcel**.

Real Estate

Find & Add New Real Estate Parcel

Bill Number
0

Or

Parcel

Or

Name

Find Parcel



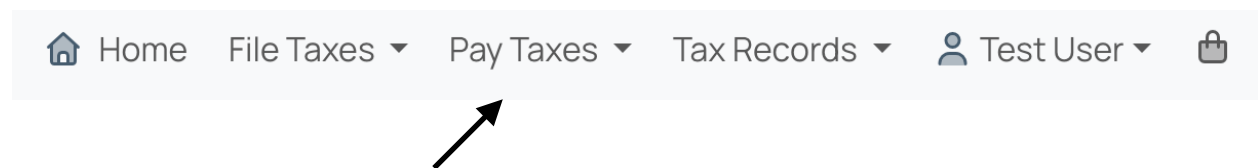
Cancel

4. Scroll down to see the list of parcels. Click on the **Add** button by your respective parcel.

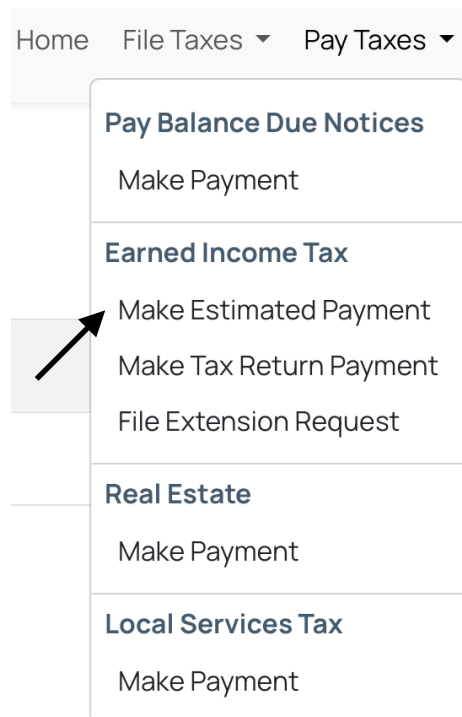
How to pay taxes online

This guide covers how to make an Earned Income Tax estimated payment. Other types of tax payment may be made online. Please refer to the Individual eServices Guide for more information.

1. Locate **Pay Taxes** in the top menu bar and click.



2. A drop down Pay Taxes menu will display where you can choose options for paying taxes. For this example, under Earned Income Tax click on **Make Estimated Payment**.



3. Select the tax year, tax period, and taxpayer you wish to make a payment for by clicking the down arrows in each box.

Make Estimated Payment

Tax Year
2026

Tax Period
Select Tax Period ...

Taxpayer
Select Taxpayer ...

Amount

Scheduled Payment Date04/15/2027

Add Payment

Cancel

4. Enter a dollar amount then click on **Add Payment**. Please note the amount must be greater than \$10 and less than \$100,000.

Make Estimated Payment

Tax Year
2026

Tax Period
Select Tax Period ...

Taxpayer
Select Taxpayer ...

Amount

Scheduled Payment Date04/15/2027

Add Payment

Cancel

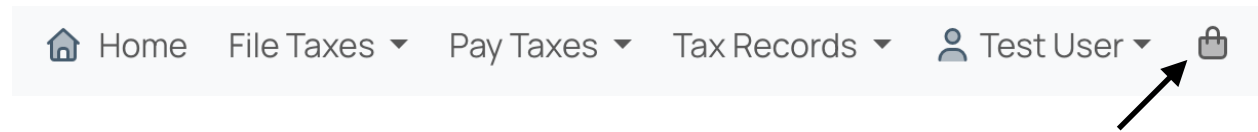
5. The next screen will display that the payment has been added to your cart. At this point you can choose to add additional payments or proceed to the cart and begin the checkout process. Refer to **The Checkout Process** in this guide for more information.

Earned Income Tax

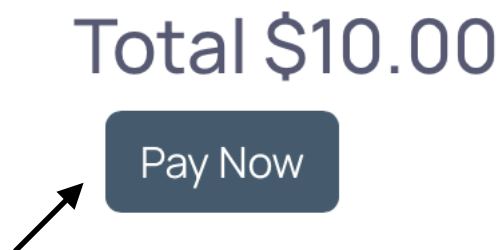
Payment Added to Cart

The checkout process

1. Click on the cart in the upper right corner by your user name.



2. The dollar amount will display along with a Pay Now button. Click on **Pay Now**.



3. Choose your payment method and bank account, if applicable. *Please note there is no fee if paying by bank account/ACH debit.* Click **Confirm Payment**.

Make Payment

Today's Payment - \$0.00
Future Payments - \$10.00

Payment Method
Bank Account/ACH Debit

Bank Account
Select Bank Account ...

Confirm Payment

Review Details

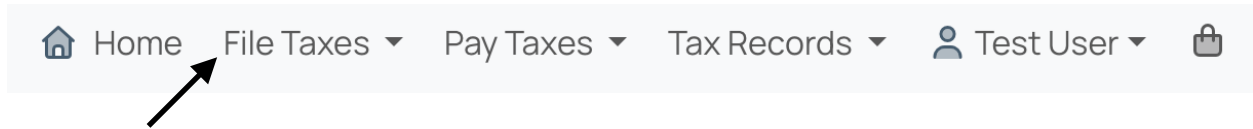


4. A screen will display confirming your payment was successfully submitted.

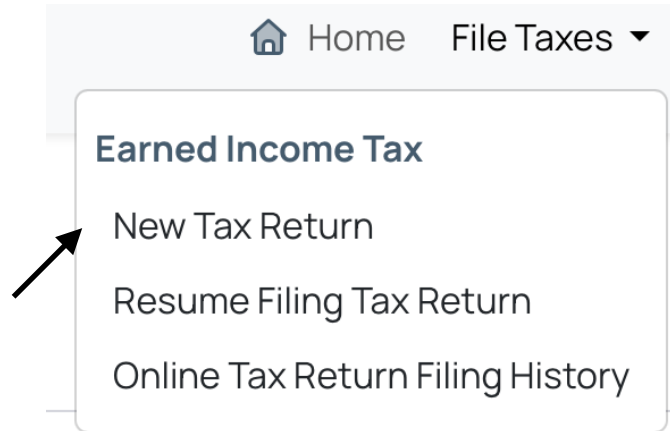
Payment Submitted Successfully

How to file your tax return online

1. Locate **File Taxes** in the top menu bar and click.



2. A drop down File Taxes menu will display. Click on **New Tax Return**.



For further assistance filing your taxes online refer to the **Quick Start Guide to Filing your Individual Tax Return**.