

NYCePay Multi-Factor Authentication (MFA)

What is multi-factor authentication?

When you create or log in to a NYCePay account, you will receive an email with a verification code.

Simply enter the code when prompted in NYCePay and you will be able to access the system.

Step 1: Visit www.nyc.gov/citypay

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- Select “Property Taxes (User ID and Password Required).”



Property Taxes (User ID
and Password Required)

Pay by wire or eCheck

Step 2: Create or log in to your NYCePay account

- For new users, register to create an account (see separate NYCePay registration instructions).
- For existing users, log in to your account.

The screenshot shows the NYCePay login and registration interface. At the top, there is a black header with the NYC Department of Finance logo. Below the header, the NYC Department of Finance logo is displayed in orange and blue. The main heading reads "Welcome to NYCePay" with the subtitle "For Property Tax and Property-related payments". A yellow box contains the text "MFA TESTING!!!". Below this, a message states: "New Users: Click the Register button below to register and begin using the system." The login and registration form is enclosed in a light blue box and contains the following elements:

- USERNAME:** A text input field with a "Forgot username" link to its right.
- PASSWORD:** A text input field with "Forgot/Update Expired Password" links to its right.
- Two buttons: "Log In" and "Register". A red arrow points to the "Register" button.

At the bottom of the page, there is a black footer with the NYC Department of Finance logo on the left and links for "Privacy Policy", "Terms", "FAQs", and "Contact Us" on the right.

Step 3: Email verification

- Existing users will be prompted with a one-time request to verify their email address on file.
- Please note that users will no longer be allowed to share the same email address.
- Click on Continue, or change your email address.
- This is the email address to which your verification code will be sent.

NYC
Department of Finance

Email Verification

We take your account security seriously. Please confirm or update the email information we have on file so we may provide a verification code for your login. You will be emailed a verification code every time you log in.

USERNAME: winter

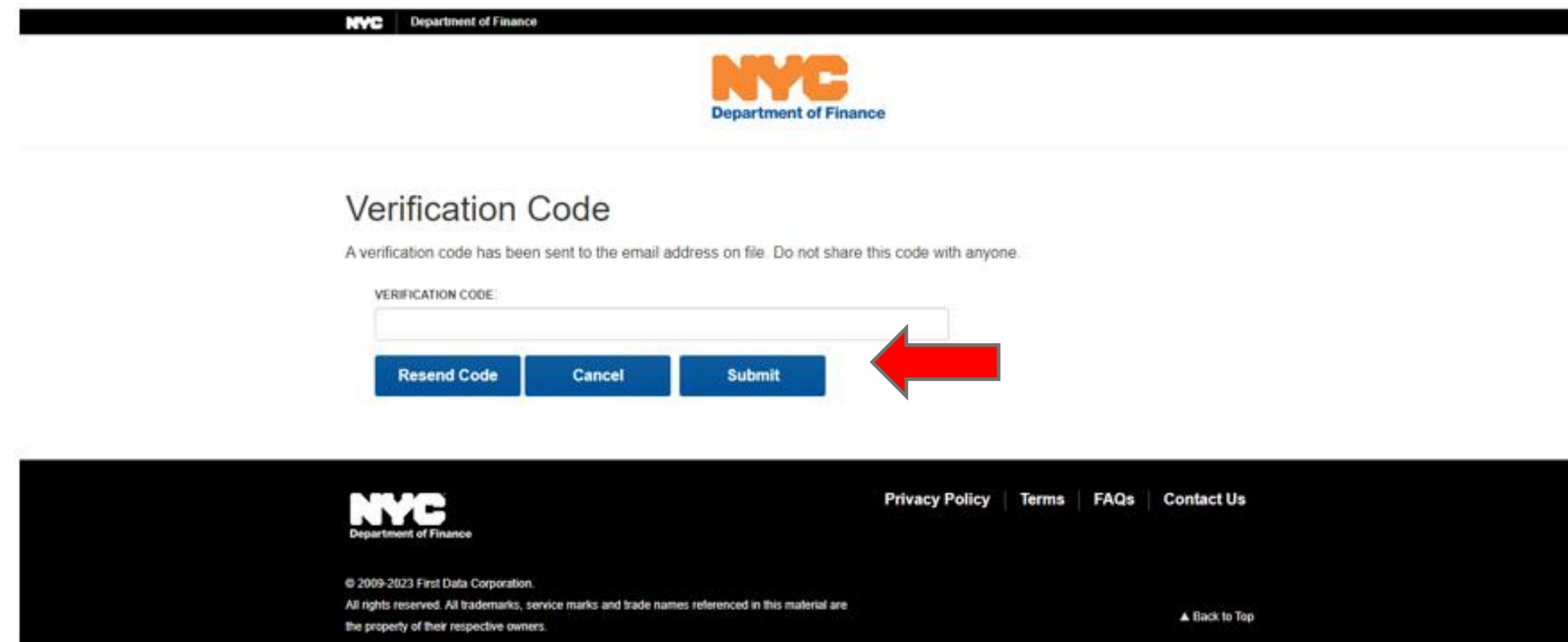
CONTACT NAME: test test

E-MAIL:
ALICIA.KENNETT@FISERV.COM

[Continue](#)

Step 4: Enter your verification code

- Copy and paste, or enter, the verification code sent to your registered email address.
- Click on Submit to access your account.



The screenshot shows the NYC Department of Finance verification code entry page. At the top, there is a black header with the NYC Department of Finance logo. Below the header, the page title is "Verification Code". A message states: "A verification code has been sent to the email address on file. Do not share this code with anyone." Below this message is a text input field labeled "VERIFICATION CODE:". To the right of the input field is a red arrow pointing left towards the "Submit" button. Below the input field are three buttons: "Resend Code", "Cancel", and "Submit". At the bottom of the page, there is a black footer with the NYC Department of Finance logo, copyright information, and links for "Privacy Policy", "Terms", "FAQs", and "Contact Us".

Step 5: Property Profile page

- Once the verification code is validated, you will be taken to your Property Profile page.

