8. Questions & help

Answers to common questions about using the portal.

I registered less than two year ago. Do I still have to register?

Yes. Rentalscape is a new software and all owners are required to register in the portal.

I didn't get my verification code.

Wait a few minutes and check your spam or junk folder. Click **Resend code** to get a new one; only the most recent code will work.

Can I change the email on my account?

Not at this time. Email addresses cannot be updated once an account is created, so choose one you will keep long term. The only email addresses that can be updated are associated with property managers.

I have more than one rental property.

Use the same account for all of them. Click **Apply for new Certificate** on your dashboard for each property.

I can't find my property address.

Try fewer characters (house number plus part of the street name), or select **I know my Tax Map Number** and search by Tax Map Number instead. If you still can't find it, email occupancy@essexcountyny.gov.

I had no guests this month. Do I still file?

Yes. File a $0 return for every month, even if no guests stayed.

I only rent through Airbnb, Vrbo, or other platforms. Do I still file?

Yes. Report that revenue under the matching platform group. Because the platforms collect and remit the tax to the County under New York State law, no tax is calculated on that revenue and you will owe $0.00.

What counts as Direct/Private revenue?

Any booking made off a platform, such as a guest who booked directly with you or a stay by family or friends. You collect the 5% occupancy tax on these stays and remit it to the County through the portal.

I clicked Pay but nothing opened.

The payment page opens in a new window or tab. If nothing appears, your browser is likely blocking pop-ups. Allow pop-ups for the portal in your browser settings and click **Pay** again.

I need to change my emergency contact or property manager.

Open the certificate from your dashboard, click **Update Certificate**, and update the **Property Contacts** step. If there is any info you you cannot update, please contact the Treasurer's office.

I missed a month. How do I catch up?

On the **Select Properties** step, click **Add Additional Periods**, check each missed month, and click **Add Periods**.

When is my return due?

Within 20 days after each month ends. Checks must be postmarked by the 20th.

I picked Paper Check by mistake.

Once confirmed, the payment method can't be changed in the portal. Email occupancy@essexcountyny.gov for help.

I manage the property for someone else.

Select **No, I am a property manager** on the Registrant step and enter the owner's details. Use a company email address for your account. Verify with the property manager that you are entering the correct email address associated with all properties under their management

Need help?

For questions about your Registration Certificate, the occupancy tax, or the application, contact the Essex County Treasurer:

Email: occupancy@essexcountyny.gov
Mail: Essex County Treasurer, P.O. Box 217, Elizabethtown, NY 12932
Phone: 518-873-3310