CENTRALSQUARE
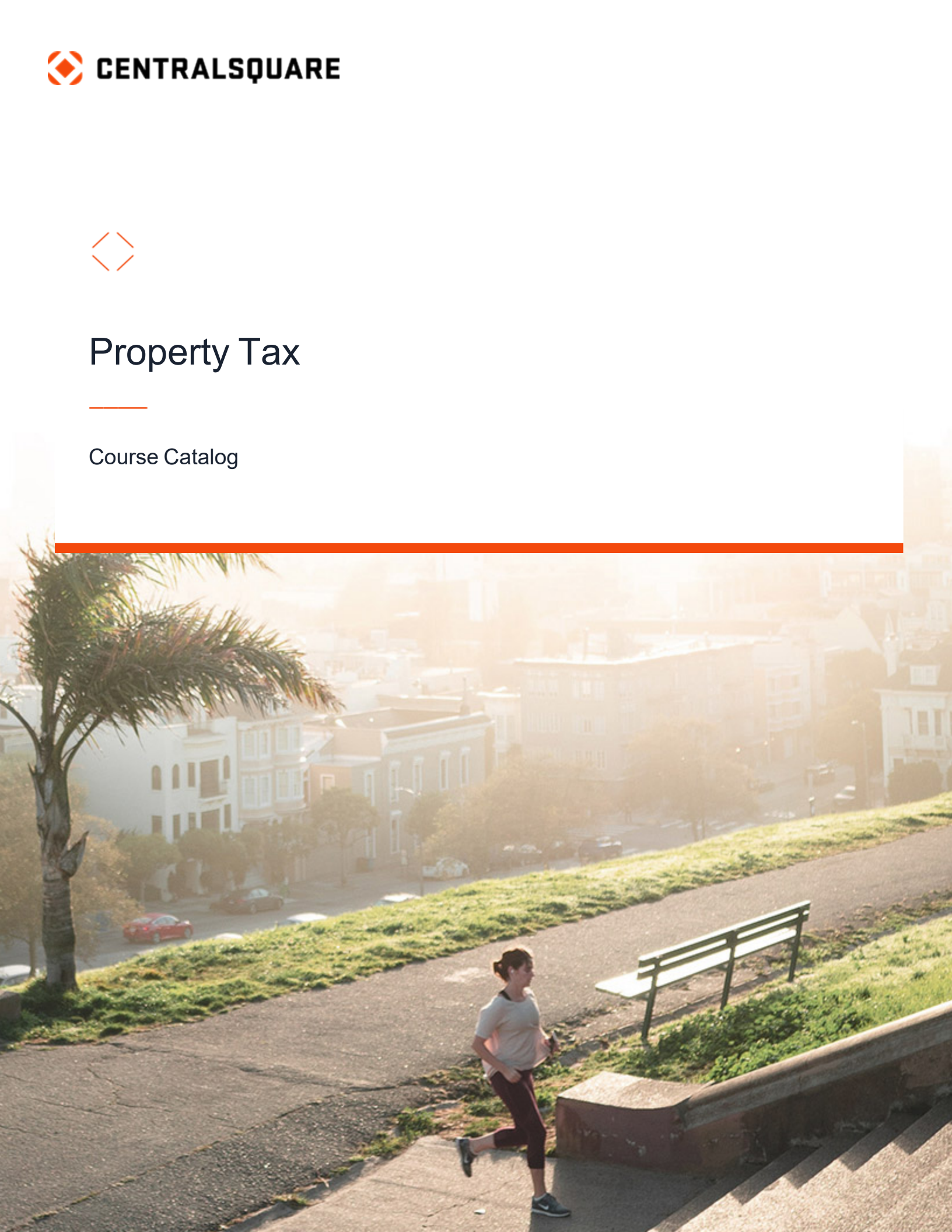
Property Tax

Course Catalog

Contact us

CentralSquare Technologies
1000 Business Center Drive
Lake Mary, Florida 32746
centralsquare.com

Connect Community

community.centralsquare.com

Education and training

csu@centralsquare.com • (800) 727-8088 • catalog.centralsquare.com

Support

support.centralsquare.com • (888) 663-7877

Contents

Property Tax

Property Tax Implementation: Additional Fees and Adjustments

Course/Description	Duration
Property Tax Implementation: Additional Fees and Adjustments The Property Tax solution is a tax billing and collection systems that aids organizations to track, bill, and collect taxes while allowing citizens the ability to paying taxes efficiently. The goal of this course is to understand how to enter, import, and/or modify adjustments (or additional fees) to an account. This learning event is most beneficial for employees that address citizen inquiries and high-volume, citizen-facing transactions.	90 mins

Property Tax Implementation: Change Ownership

Course/Description	Duration
Property Tax Implementation: Change Ownership The Property Tax solution is a tax-billing and collection system that helps organizations track, bill, and collect taxes; it also allows citizens to easily pay their taxes via an online payment portal. The goal of this course is to understand how to change account ownership. This learning event is most beneficial for employees who take care of complex inquiries from within the department (e.g., individuals that do the day-to-day tax processing).	60 mins

Property Tax Implementation: Entering Payments

Course/Description	Duration
Property Tax Implementation: Entering Payments The Property Tax application allows you to view and manage tax account information and calculate, bill, and process payments for property taxes owed by the properties in your municipality. The goal of this course is to understand manually entering payments into the Property Tax solution. At the completion of this course, attendees will be able to: • Create payment batches • Enter payments • Modify payments • Finalize payments This learning event is most beneficial for employees that address citizen inquiries and high-volume, citizen-facing transactions. It is recommended that you complete or have knowledge of the content in the Property Tax Implementation: Navigating Property Tax and Property Tax Implementation: Working with Grids courses.	60 mins

Property Tax Implementation: Navigating Property Tax (Fundamentals)

Course/Description	Duration
Property Tax Implementation: Navigating Property Tax (Fundamentals) The Property Tax application allows you to view and manage tax account information and calculate, bill, and process payments for property taxes owed by the properties in your municipality. The goal of this course is to understand how to effectively navigate and use the Property Tax solution. At the completion of this course, attendees will be able to: • Work with the user interface • Utilize the title bar for navigation • Understand the navigation menu to access functions • Utilize breadcrumbs for navigation This learning event is most beneficial for employees that address citizen inquiries and high-volume, citizen-facing transactions.	90 mins

Property Tax Implementation: Overdue Accounts

Course/Description	Duration
Property Tax Implementation: Overdue Accounts The Property Tax solution is a tax-billing and collection system that helps organizations track, bill, and collect taxes; it also allows citizens to easily pay their taxes via an online payment portal. The goal of this course is to understand how to charge penalty and interest fees to an account; furthermore, this course will teach you how to process and generate arrears statements. This learning event is most beneficial for employees who take care of complex inquiries from within the department (e.g., individuals that do the day-to-day tax processing).	60 mins

Property Tax Implementation: Responding to Inquiries

Course/Description	Duration
Property Tax Implementation: Responding to Inquiries The Property Tax solution is a tax billing and collection systems that aids organizations to track, bill, and collect taxes while allowing citizens the ability to paying taxes efficiently. The goal of this course is to understand how to answer taxpayer's most frequently asked questions using the Property Tax solution. This learning event is most beneficial for employees that address citizen inquiries and high-volume, citizen-facing transactions.	120 mins

Property Tax Implementation: Tax Accounts Overview (for Level 1 Learners)

Course/Description	Duration
Property Tax Implementation: Tax Accounts Overview (for Level 1 Learners) The Property Tax solution is a tax-billing and collection system that helps organizations track, bill, and collect taxes; it also allows citizens to easily pay their taxes via an online payment portal. The goal of this course is to provide an introduction and overview of the Property Tax solution. This learning event is most beneficial for employees who perform or oversee tasks related to the software solution (e.g., individuals that do the day-to-day tax processing or those that supervise the use of the software solution).	60 mins

Property Tax Implementation: Tax Bill Processing

Course/Description	Duration
Property Tax Implementation: Tax Bill Processing The Property Tax solution is a tax-billing and collection system that helps organizations track, bill, and collect taxes; it also allows citizens to easily pay their taxes via an online payment portal. The goal of this course is to understand how to process interim, final, and supplemental tax bills. This learning event is most beneficial for employees who take care of complex inquiries from within the department (e.g., individuals that do the day-to-day tax processing).	60 mins

Property Tax Implementation: Working with Grids (Fundamentals)

Course/Description	Duration
Property Tax Implementation: Working with Grids (Fundamentals) The Property Tax application allows you to view and manage tax account information and calculate, bill, and process payments for property taxes owed by the properties in your municipality. The goal of this course is to understand viewing and presenting information in the Property Tax solution. At the completion of this course, attendees will be able to: • Identify grid features • Apply grid control features • Save grid control features • Share grid control features This learning event is most beneficial for employees that address citizen inquiries and high-volume, citizen-facing transactions. It is recommended that you complete or have knowledge of the content in the Property Tax Implementation: Navigating Property Tax course.	120 mins

Cross Product Topics

Getting Started with CentralSquare University (CSU)

Course/Description	Duration
Getting Started with CentralSquare University (CSU) CentralSquare University (CSU) is an online learning portal where you can register for live, instructor-led courses and access self-paced, eLearning courses. The self-paced, eLearning courses are also referred to as on-demand, eLearning courses since they are available 24 hours a day, 7 days a week. Upon completion of this course, you will be able to log on to CSU, access assigned courses, and contact the CSU support team.	4 mins

Getting the Most Out of Your CentralSquare Customer Portal

Course/Description	Duration
Getting the Most Out of Your CentralSquare Customer Portal CentralSquare Customer Portal provides access to resources including an extensive knowledge base, a user community, access to software updates for selected CentralSquare products, and the ability to interact with CentralSquare Support and other teams. Some examples of what you can do in the portal include: • Entering and tracking support cases • Searching the knowledgebase for customer and CentralSquare employee generated information • Locating information about your product line or specific applications • Accessing various help and informational documents including release notes and artifacts • Communicating/Posting messages from product users and CentralSquare employees • Working with discreet member communities CentralSquare directors Joe Kugler and Sandy Bellamy from the knowledge management and support team provide an overview, demonstration, and suggested techniques for effectively using the customer portal. This instructor-led session was conducted in July 2023.	1 hour 7 mins

Introduction to CentralSquare University (CSU)

Course/Description	Duration
Introduction to CentralSquare University (CSU) You may know how to access CentralSquare University (CSU), but do you know how to track your learning progress, enroll yourself in courses of your choosing, and register for live sessions? This interactive course teaches you about some of CSU's lesser-known features. The aim of this course is to prepare you to have richer learning experiences.	8 mins