

CAPP – Do You Have A CAPP Account?

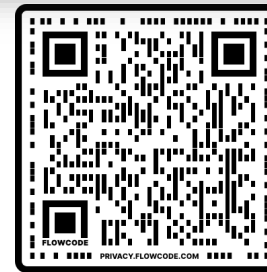
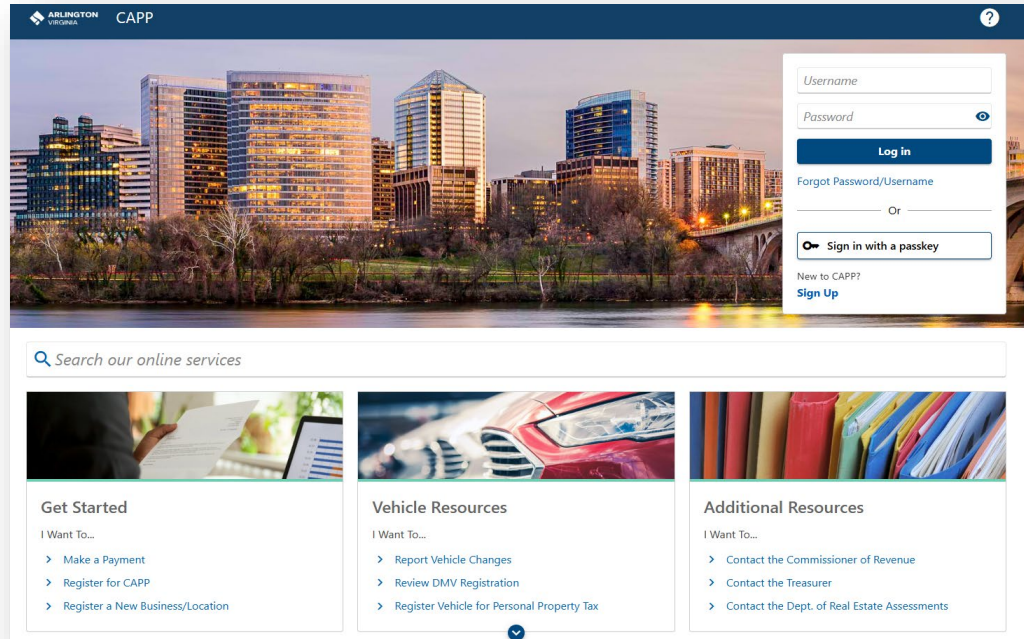
Customer Assessment and Payment Portal (CAPP)

Purpose: Creating a CAPP profile allows you to manage your tax account, file returns, make payments, update information, subscribe to notifications, renew dog licenses, and set up automatic payments.

Users: Arlington County residents and business owners

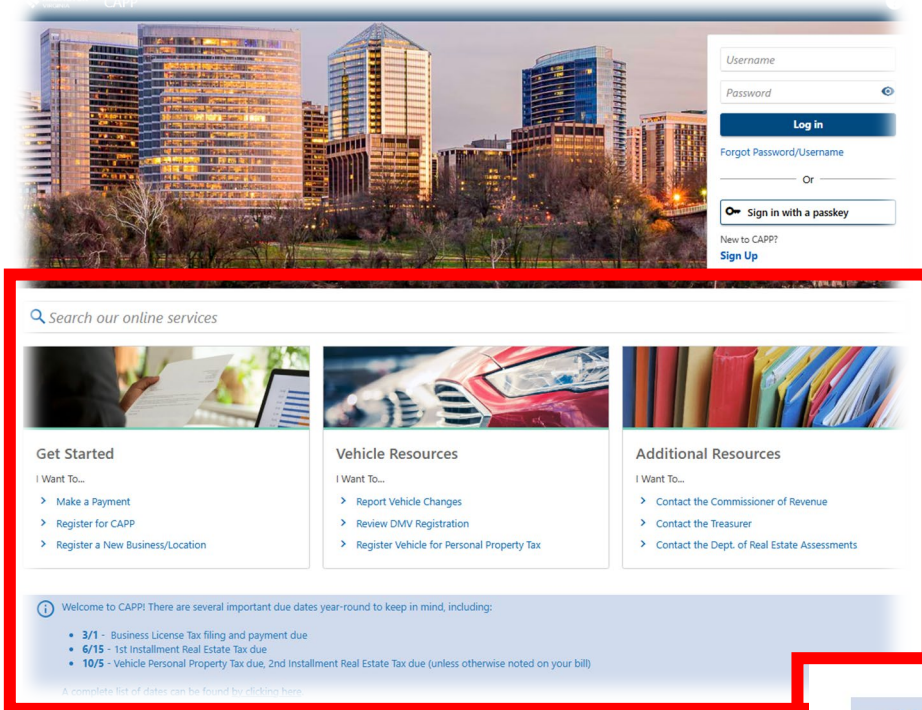
Benefits:

- Register your vehicle in Arlington County
- Report a change to your vehicle status if it was sold, disposed of, or donated
- Register a new business in Arlington County
- Make updates to your existing Arlington County business, like an address change
- File and pay your Business License taxes
- File your Business Tangible taxes
- File and pay Custodial Taxes (Meals, etc.)



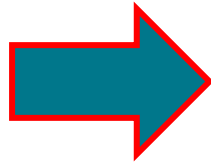
www.arlingtonva.us/capp

NEW CAPP HOMEPAGE

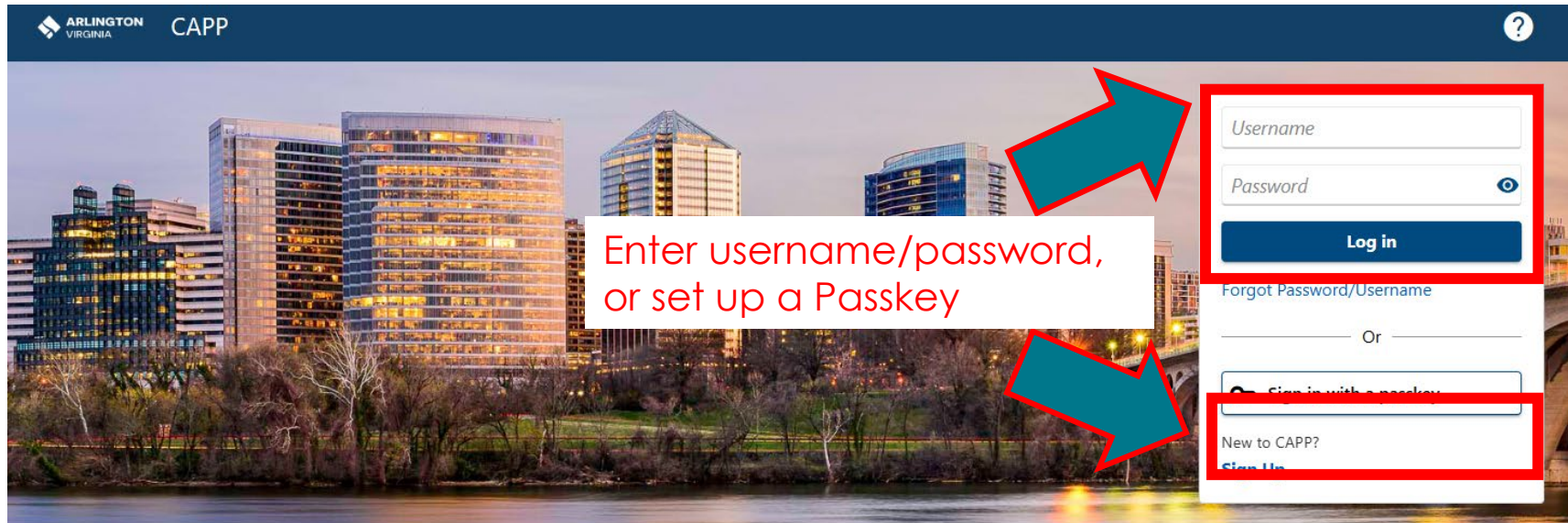


- i** Welcome to CAPP! There are several important due dates year-round to keep in mind, including:
- **3/1** - Business License Tax filing and payment due
 - **5/1** - Business Tangible Tax filing due
 - **6/15** - 1st Installment Real Estate Tax due
 - **9/5** - Business Tangible Tax payment due
 - **10/5** - Vehicle Personal Property Tax due, 2nd Installment Real Estate Tax due (unless otherwise noted on your bill)

A complete list of dates can be found [by clicking here](#).



CAPP LOG-IN – Step 1



The screenshot shows the Arlington CAPP login interface. At the top left is the Arlington Virginia logo and the text 'CAPP'. At the top right is a question mark icon. The background is a cityscape at night. A white text box with red text says 'Enter username/password, or set up a Passkey'. Two red arrows point from this box to the login form on the right. The login form has a red border and contains the following elements: a 'Username' input field, a 'Password' input field with an eye icon, a 'Log in' button, a 'Forgot Password/Username' link, an 'Or' separator, a 'Sign in with a passkey' button, and a section for 'New to CAPP?' with a 'Sign Up' link.

ARLINGTON VIRGINIA CAPP

Username

Password

Log in

[Forgot Password/Username](#)

Or

[Sign in with a passkey](#)

New to CAPP?

[Sign Up](#)

 Search our online services



Get Started

I Want To...

- > [Make a Payment](#)
- > [Register for CAPP](#)
- > [Register a New Business/Location](#)



Vehicle Resources

I Want To...

- > [Report Vehicle Changes](#)
- > [Review DMV Registration](#)
- > [Register Vehicle for Personal Property Tax](#)



Additional Resources

I Want To...

- > [Contact the Commissioner of Revenue](#)
- > [Contact the Treasurer](#)
- > [Contact the Dept. of Real Estate Assessments](#)

CAPP LOG-IN – Step 2 (New/Untrusted Device)

- When logging in for the first time, you will be asked to choose a preferred method of two-step verification.
- A code will be sent via your preferred method whenever signing on an untrusted device.

The screenshot displays the CAPP login interface for a new or untrusted device. The main screen, titled "Protect your CAPP profile with two-step verification", offers three methods: Authentication App, Text Message, and Email. Each method has a "Set Up" or "Add" link. A modal window titled "Verify Security Code" is overlaid, showing a text message with a security code and a "Required" input field. The modal also includes a "Trust this device" checkbox, a "Resend" link, and a "More options" link. At the bottom of the modal are "Cancel" and "Confirm" buttons. The background interface also features a "Cancel" and "Confirm" button at the bottom right.

< Home

Protect your CAPP profile with two-step verification

Two-step verification is used to better protect your CAPP profile. Once we have it setup you'll be asked to provide a unique security code to verify your identity each time you log in.

Authentication App

Use an authentication app, such as Google Authenticator, to get security codes.

[Set Up](#)

Text Message

Receive security codes by text message.

[Add Phone](#)

Message and data rates may apply. To stop receiving SMS messages, remove your number above.

Email

Receive security codes by email.

[Add Email](#)

< Home

Verify Security Code

A text message with your CAPP security code was sent to (***) ***-**-03.

Security Code *

☐ Trust this device

Didn't receive your code? [Resend](#)

[More options](#)

[Cancel](#) [Confirm](#)

[Cancel](#) [Confirm](#)

NEW CAPP LOG-IN – (Using a Passkey)

The image shows a two-step login process for CAPP. The first step, 'Sign Up', is partially visible on the left, showing the 'Passkeys' section. The second step, 'Account Security', is shown in a larger, overlapping window. This window also has a 'Passkeys' section and a 'Security Questions' section. The 'Security Questions' section is highlighted with a red border and contains three input fields: 'Security Question', 'Answer', and 'Confirm Answer'. Each field has a 'Required' label and a dropdown arrow. At the bottom of the 'Security Questions' section are 'Cancel', 'Previous', and 'Submit' buttons.

< Home

Sign Up Account Security

Passkeys

Passkeys allow you to sign in to CAPP using your fingerprint, face, or screen lock, like a PIN, instead of a username and password. Plus, if you use two-step verification, you won't have to verify a code when you sign in using a passkey.

- **Why should I use passkeys?**
With passkeys, you don't need to remember complex passwords.
- **What are passkeys?**
Passkeys are encrypted digital keys you create using your fingerprint, face, or screen lock.
- **Where are passkeys saved?**
Passkeys are saved to your password manager, so you can sign in on other devices.

Create a passkey

Security Questions

To protect your account, these security questions will allow you to reset your password in the future if you forget it. Please select one or more questions and provide the answers for them. Choose questions you will remember and are difficult to guess.

Security Question *
Required

Answer *
Required

Confirm Answer *
Required

Cancel Previous Submit

Enter Security questions for your Passkey

New Customer Summary Interface



Bob Smith
1000405009
1234 56TH ST N
ARLINGTON VA 22201-1541

Welcome, John Smith
You last logged in on Tuesday, Mar 18, 2025 2:19:31 PM
[Manage My Profile](#)

- Favorites
- Summary
- Action Center
- Settings
- I Want To

Filter

Bob Smith

1000405009

1234 56TH ST N

ARLINGTON VA 22201-1541

Action Center Items

I Want To

> Make a Payment

> View Bills

> View Parking Tickets

> Link Additional Accounts

> Manage Automatic Payments

Utilities

Last Bill Date: 05-Feb-2025

123 45th ST

Utilities

0859230812345

Balance

\$390.22

> Make a Payment

> Utilities Website

Real Estate

Bob Smith

1234 56TH ST N

ARLINGTON VA 22201-1541

Action Center Items

Account

RES-1000412345-07

Balance

\$7,168.34

> Make a Payment

> View Submissions

> View Correspondence

> Update RES Mailing Address

The logo for Arlington Virginia, featuring a stylized 'A' and the text "ARLINGTON VIRGINIA".

ARLINGTON VIRGINIA

Educating and empowering our community through partnerships.

MANAGING FAVORITES



[Favorites](#) [Summary](#) [Action Center](#)² [Settings](#) [I Want To](#)

You have no favorites

Manage

Manage Favorites

Filter

Favorite	Type	ID	Name
☆	Individual	1000405009	Bob Smith
☆	Individual	0859230812345 123 45th ST	Bob Smith
☆	Dog License	PET-1000012345-02	Bob Smith
★	Real Estate	RES-1000412345-07	Bob Smith
☆	Vehicle Personal Property	VPP-1000412345-02	Bob Smith

[Favorites](#) [Summary](#) [Action Center](#)² [Settings](#) [I Want To](#)

1 favorite

Manage

Filter

Real Estate

Bob Smith
1234 56TH ST N
ARLINGTON VA 22201-1541
[Action Center Items](#)¹

Account

RES-1000412345-07
Balance
\$7,168.34

> Make a Payment

> View Submissions

> View Correspondence

> Update RES Mailing Address



ACTION CENTER



Favorites Summary **Action Center** 2 Settings I Want To

Filter

Bob Smith

1000405009
1234 56TH ST N
ARLINGTON VA 22201-1541

You have 5 unread messages

Messages sent to you may contain important information about your accounts.

[View Messages](#)



Real Estate

Bob Smith
1234 56TH ST N
ARLINGTON VA 22201-1541

\$7,168.34 balance due

You have a balance due. Penalty and/or interest may be applied if this balance remains outstanding.

[Make a Payment](#)



SETTINGS

Favorites Summary Action Center ² Settings I Want To



Bob Smith

1000405009
1234 56TH ST N
ARLINGTON VA 22201-1541

Individual

Security : Account Manager

Dog License

Closed on 29-Jul-2021

Bob Smith
1234 56TH ST N
ARLINGTON VA 22201-1541

Account

[Cancel Access](#)

Security : [File Returns and Make Payments](#)
Default Payment Channel : [None](#)

Real Estate

Bob Smith
1234 56TH ST N
ARLINGTON VA 22201-1541

Account

[Cancel Access](#)

Security : [File Returns and Make Payments](#)
Default Payment Channel : [None](#)

MANAGING MY PROFILE



[Profile](#) [Action Center](#) ¹ [I Want To](#)

Profile

Username

jsmith@aol.com

[Change Username](#)

Name

John Smith

[Change Name](#)

Email

a@example.com

[Change Email](#)

My Phone Number

+1 (123) 123-4324

[Change Phone Number](#)

Security

Password

Last changed March 30

[Change Password](#)

Passkeys

No registered passkeys

[Manage Passkeys](#)

Security Question

What was your childhood nickname?

[Change Security Questions](#)

Two-Step Verification Settings

Codes are sent via text message

[Manage Two-Step Settings](#)

"I WANT TO" TAB



RANDOM STUFF LLC

1001466776

2121 Clarendon Blvd
Arlington, VA 22201

Welcome, John Doe

You last logged in on Wednesday, Jan 22, 2025 2:25:24 PM

[Manage My Profile](#) 1

- Favorites
- Summary
- Action Center 11
- Settings
- I Want To**

What are you looking for?



I Want To

Perform various customer-level actions.

- > [Make a Payment](#)
- > [Register a New Business/Location](#)
- > [Register a New Vehicle](#)
- > [Manage Bill Payer Notification](#)
- > [FEIN Change Request](#)
- > [View Utilities Accounts](#)
- > [View Parking Tickets](#)
- > [Manage Automatic Payments](#)



Submissions

Search for previous submissions.

- > [Search Submissions](#)



Access Management

Manage access of accounts I have access to.

- > [View Access](#)
- > [Manage Access](#)
- > [Link Additional Accounts](#)
- > [Unlink Accounts](#)
- > [Manage My Profile](#)