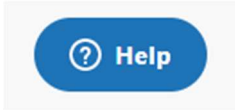


**1. I can't create a PayIt account. I keep getting a message to accept cookies. What do I do?**

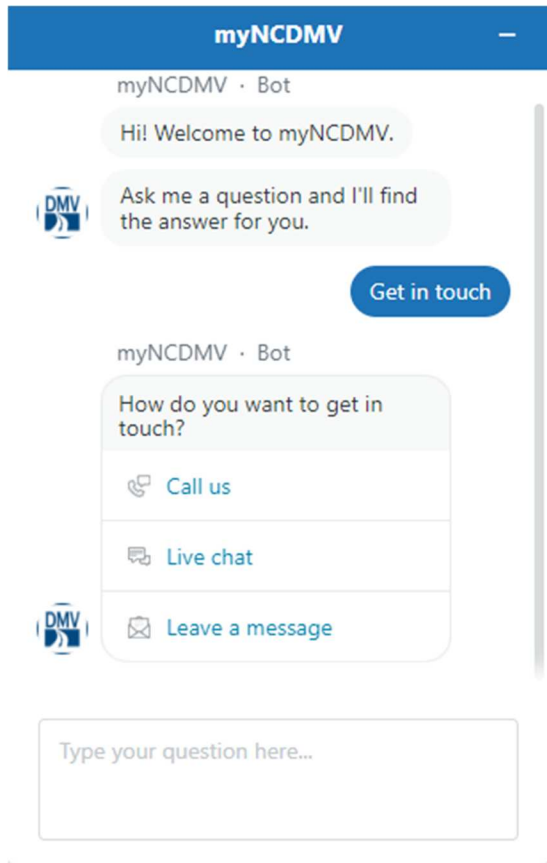
Internet Explorer is not supported. Be sure you are using a different browser.

**2. I have a question about my PayIt account. How do I get help.**

Go to the following link <https://nc-help.payitgov.com/hc/en-us> and click on the Help button in the lower right hand corner. The Help button appears a few seconds after the page loads.



A chat box will open and then a Get in touch button will display. Click on the Get in touch button to see the 3 ways you can contact PayIt Customer Support.



You can call or chat during business hours (9am-6pm est) for an immediate response. Be sure to state that you are trying to use the Express page for LT-262. The email option is always available.

**3. Do I still have to mail my paper form (LT-262) if I've entered the data online?**

No. If you've entered the data online and completed the payment in PayIt, do not mail in a paper form

**4. Do I have to include the \$3 convenience fee in the Payment Amount field on the LT-262 form page?**

No. The \$3 convenience fee will be automatically added after you click the Checkout button.

**5. How do I enter dollar amounts in the online form?**

It is not necessary to enter the dollar sign (\$), but it is ok if you do. However, do not enter any other special characters (=, -, +, /, \*).