

Sign into Citizen Self Service (CSS)

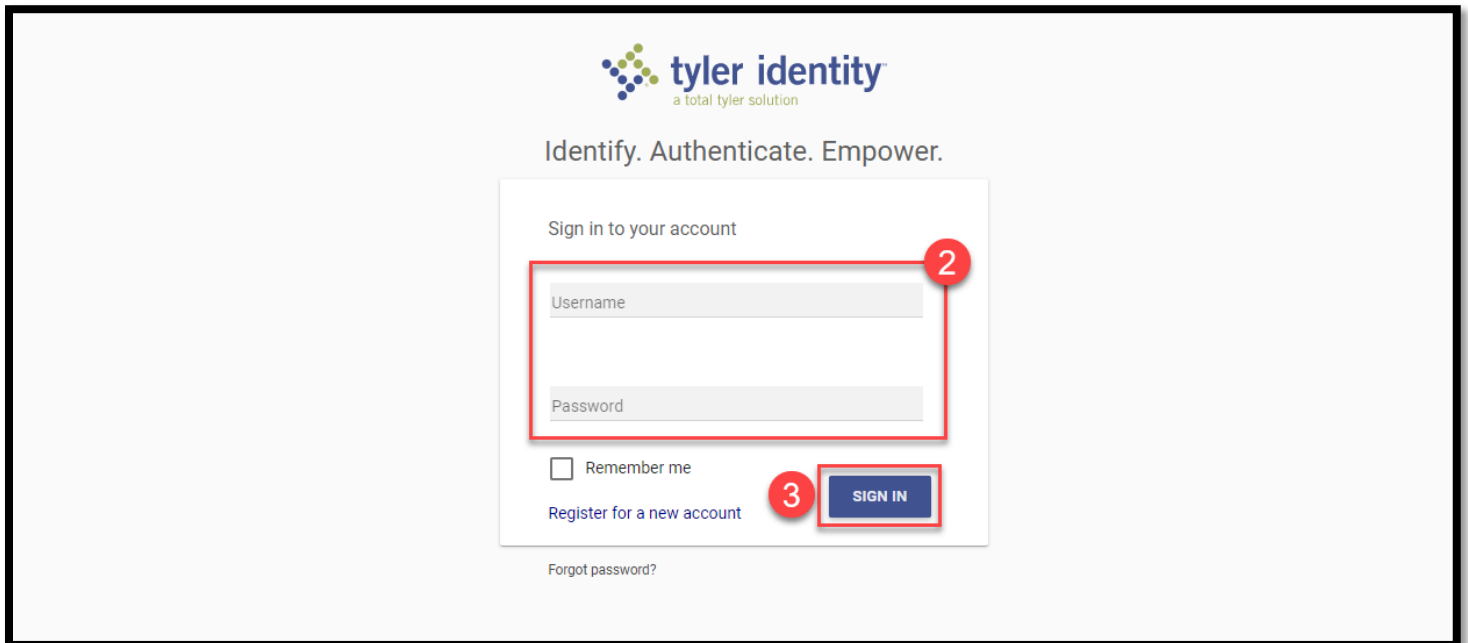
CSS Login Webpage: <https://napervilleilcitizens.munisselfservice.com>

- 1 Click **Arrow** button in the upper right corner of the screen.



- 2 A login screen will appear. Enter your Username and Password. NOTE: If you have not registered for an account, you will need to register (see the Registering for CSS instructions).

- 3 Click the **Sign in** button.



The system will direct you to the CSS welcome page.

The screenshot shows a web browser window with a dark blue header. On the left is a navigation menu with 'Citizen Self Service' selected. The main content area is titled 'Welcome to Citizen Self Service' and contains an 'Announcements' section with a welcome message, a utility bill link, contact information for the Finance Department, and office hours. Below this is a 'Profile Information' section which states 'Profile information not found.' The footer contains the copyright notice '©2021 Tyler Technologies, Inc.'

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Welcome to Citizen Self Service

Citizen Self Service

General Billing

Other Services

Announcements

Welcome to the City of Naperville Munis Citizen Self Service (CSS) Portal. Please use this portal to view and pay general (non-utility) bills and to purchase garbage and/or recycling carts from the City of Naperville.

This portal cannot be used to view or pay utility bills. If you would like to pay a utility bill, please click the following link: [Pay A Utility Bill](#)

If you have questions about a bill or how to use the portal, please contact the City of Naperville Finance Department at (630) 420-6059 or via email at css@naperville.il.us.

The Finance Department call center (630-420-6059) is open:

- Monday, Tuesday, Thursday and Friday from 7:30 am to 5:00 pm
- Wednesday from 10:00 am to 2:00 pm.

If you send an email to css@naperville.il.us, the email will be converted to a request in the City's Help Center and will be responded to by a Finance staff member within two (2) business days.

Profile Information

Profile information not found.

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