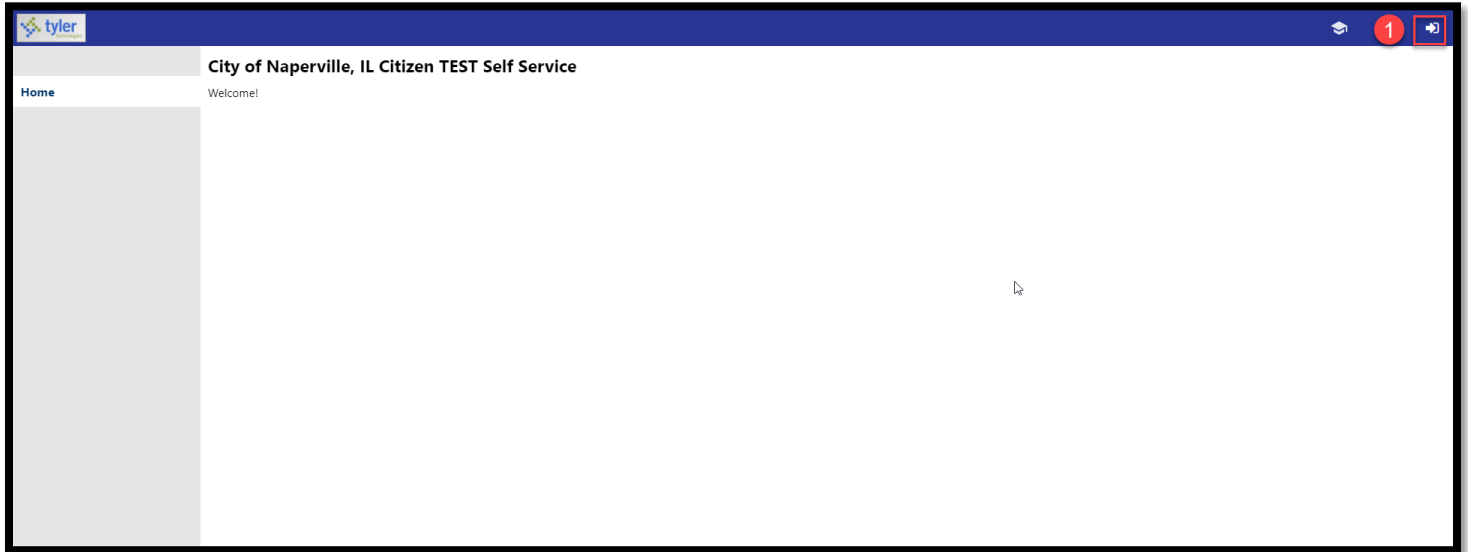


Sign into Citizen Self Service (CSS)

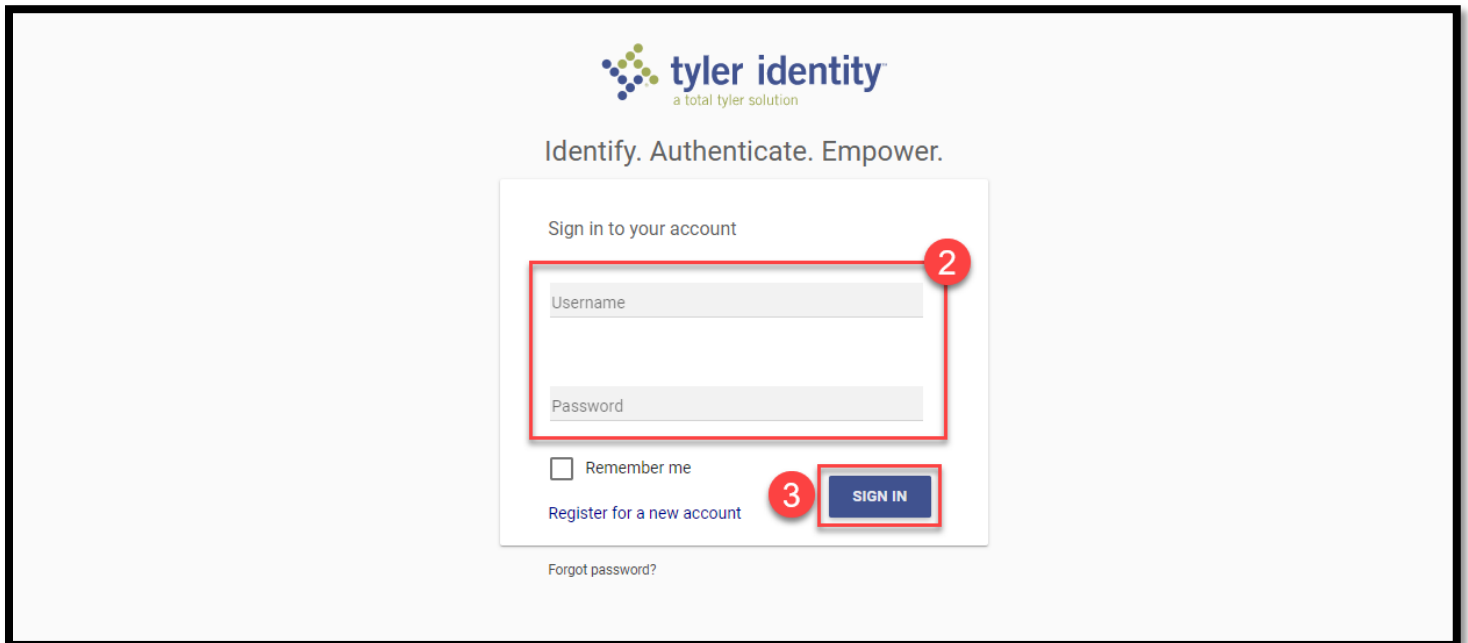
CSS Login Webpage: <https://napervilleilcitizens.munisselfservice.com>

- 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 disclaimer, and contact information for the Finance Department. Below this is a 'Profile Information' section which states 'Profile information not found.' The footer contains the copyright notice '©2021 Tyler Technologies, Inc.'

tyler (0) [document icon] [user icon]

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 cscs@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 cscs@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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