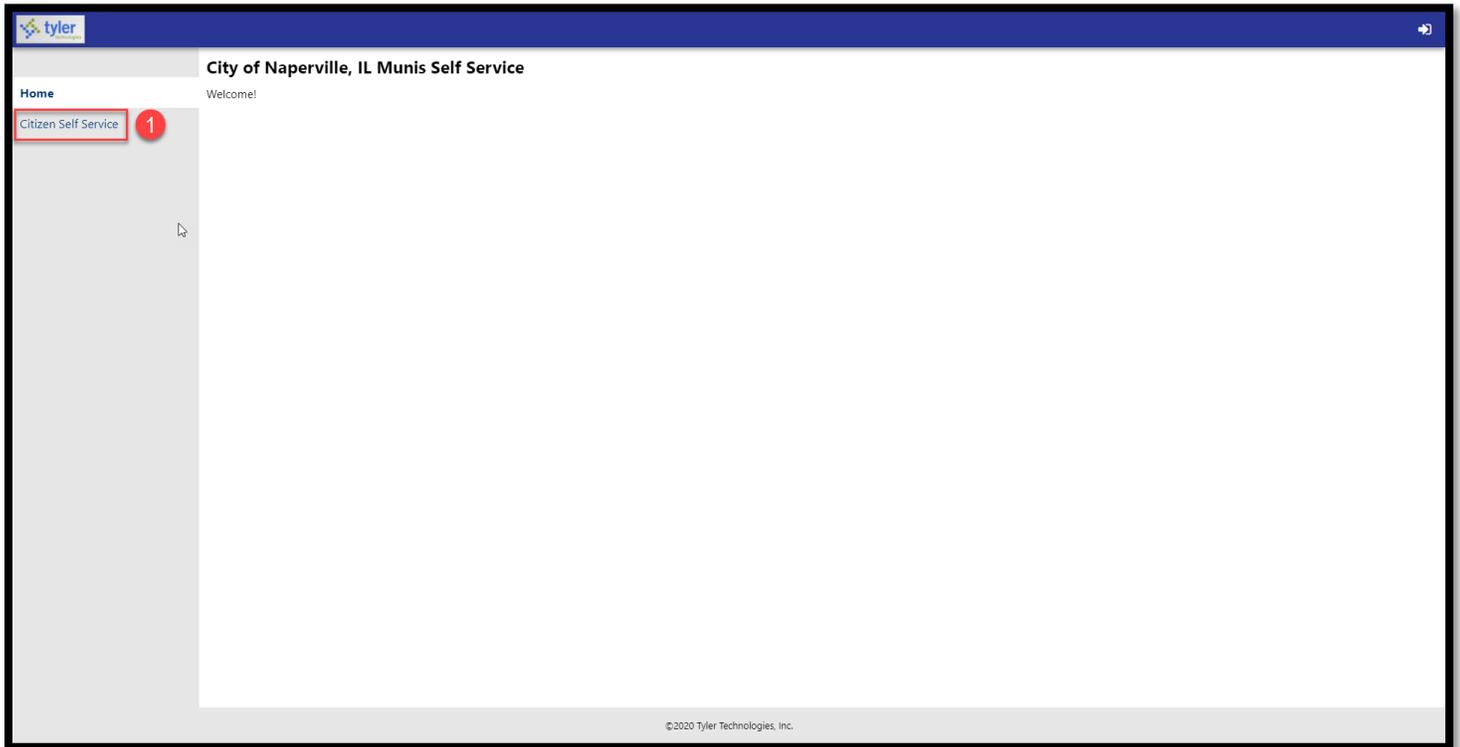
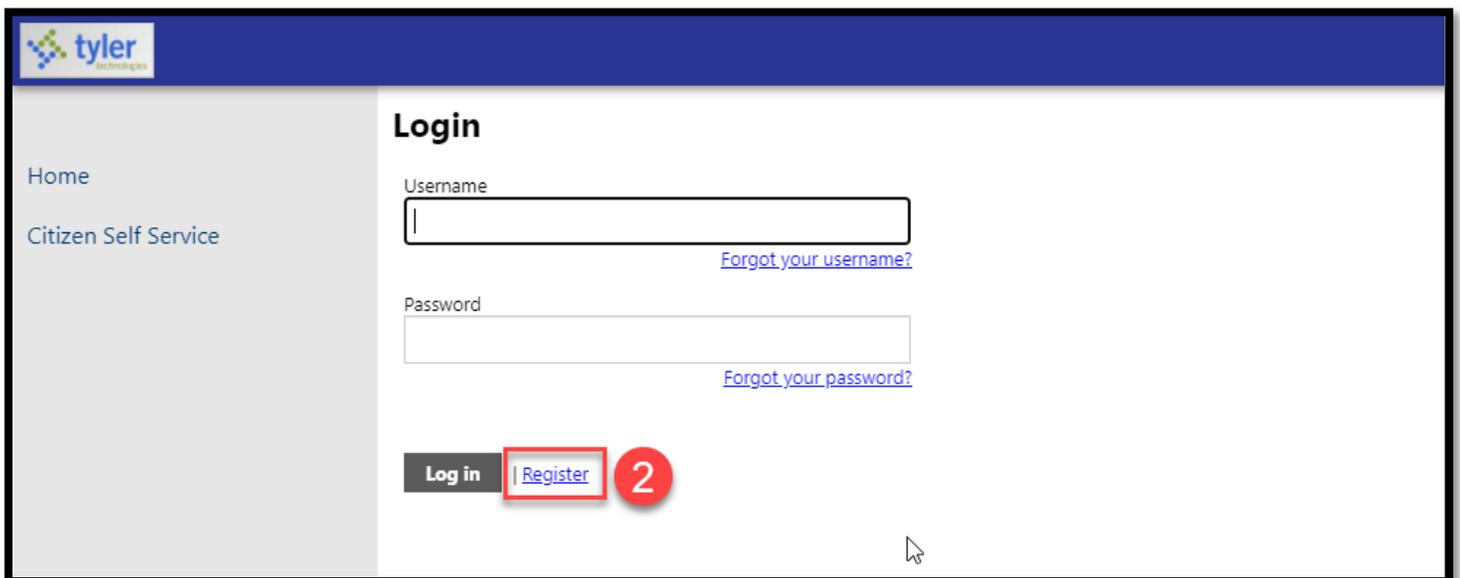


Registering for Citizen Self Service (CSS)

CSS login webpage: <https://napervilleil.munisselfservice.com/login.aspx>



1 Click **Citizen Self Service** on the left side of the screen under Home.



2 A login screen will appear. Click the blue **Register** link.

Registration

*User ID
(between 1 and 100 characters)

*Re-type user ID

*Password
(between 8 and 15 characters and contains at least 1 numeric character, 1 non-alphanumeric character, one uppercase character and one lowercase character)

Password strength: Unacceptable

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them

0664

Save

- 3 Complete the registration form.
- 4 Click the **Save** button.

Account Settings

Account Information

Now logged in as	
Last successful login	9/16/2020
Last failed login	9/16/2020
Password last changed	9/14/2020
Password expires in	3041 days Change Password
E-Mail address	@gmail.com Change E-Mail Address

Linked Accounts

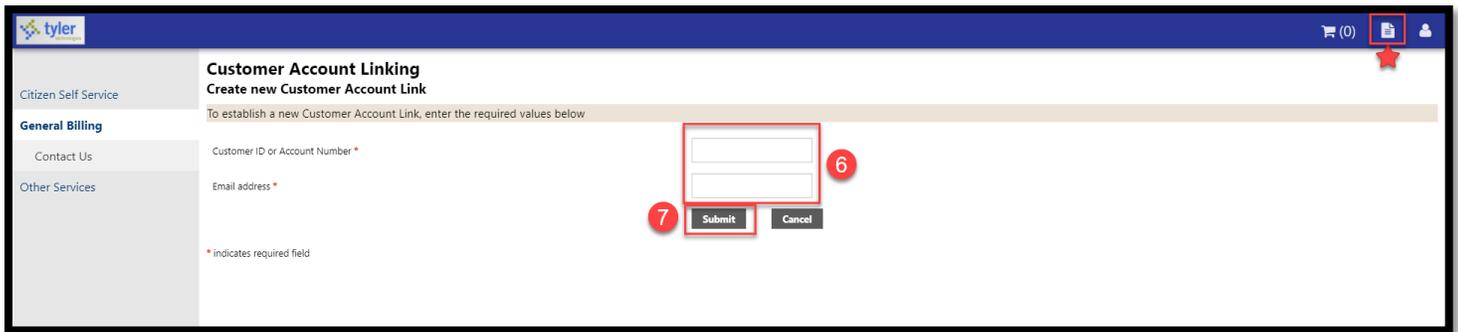
Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

There are currently no linked accounts

[link to account](#)

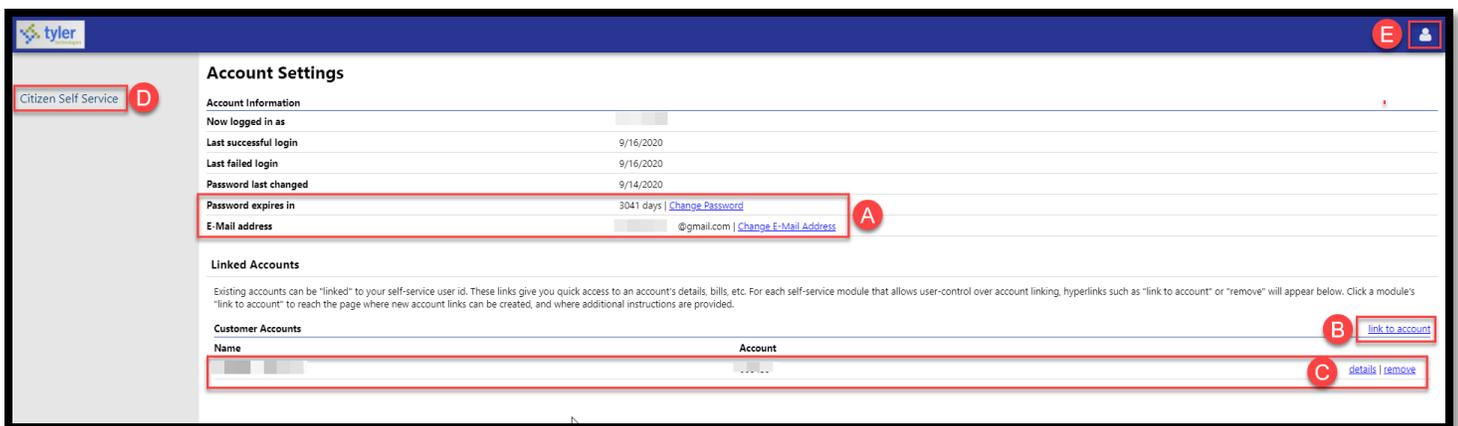
- 5 When your user account has been created, the system will redirect you to your Account Settings page. Click the blue **Link to Account** link to link your customer account to your CSS user profile.



6 Enter the following information:

- **Customer ID or Account Number:** If you do not know your Customer ID, you can find it on one of your bills. You can view an example bill by clicking the document link in the upper right corner (★).
- **Email Address:** Enter the email address that is on file with your Customer ID/Account Number with the City.

7 Click the **Submit** button.



If you have entered the correct Customer ID/Account Number and email address, the account will be added under the **Customer Accounts** section.

At this point, you can begin using your CSS customer account. From this page, you can:

- A Change the password and/or email address associated with your CSS account. NOTE: This does not change the email address associated with your Customer ID/Account Number. To change this information, you should contact the Finance Department.
- B Link additional Customer Accounts to your CSS account.
- C Click the blue **Details** link to view billing and payment information related to the account or click the blue **remove** link to remove the billing account.
- D Go to the CSS Welcome page.
- E Log off your CSS account.