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

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	City of Naperville, IL Munis Self Service
Home	Welcome!
Citizen Self Service	
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	©2020 Tyler Technologies, Inc.

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

styler	
	Login
Home	Username
Citizen Self Service	<u>Forgot your username?</u>
	Password
	Forgot your password?
	Log in Register 2
	\searrow

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

styler.		
	Registration	3
Home Citizen Self Service	Registration User ID (between 1 and 100 characters) Re-type user ID Password (between 8 and 15 character and contains at least 1 numeric character, 1 non-alphanumeric character, one uppercase character and one lowercase character) Password strength Re-type password Password hint Email address	
		Save 4

3 Complete the registration form.

4 Click the **Save** button.

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	Account Settings	l⊋	
Citizen Self Service	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 <u>change Password</u>	
	E-Mail address	©gmail.com <u>Change E-Mail Address</u>	
	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 be "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		

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.

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Citizen Self Service	Customer Account Linking Create new Customer Account Link		*	
Concert Pilling	To establish a new Customer Account Link, enter the required values below			
Contact Us	Customer ID or Account Number*			
Other Services	Email address *			
	Indicates required field			

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.

Click the **Submit** button.

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	Account Settings			
Citizen Self Service	Account Information	h		
	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 <u>Change E-Mail Address</u>		
	Linked Accounts			
	Ensuing accounts can be inneed to your series where user ion, mee inne give you quice access to an account's others inset or occurs ensuing account or events can be inneed or your series inset or account inner inner account inner and account or remove will appear below. Linck a module s			
	B link to account			
	Name	Account		
	L			
	N			

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.

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.

DGo to the CSS Welcome page.

Log off your CSS account.