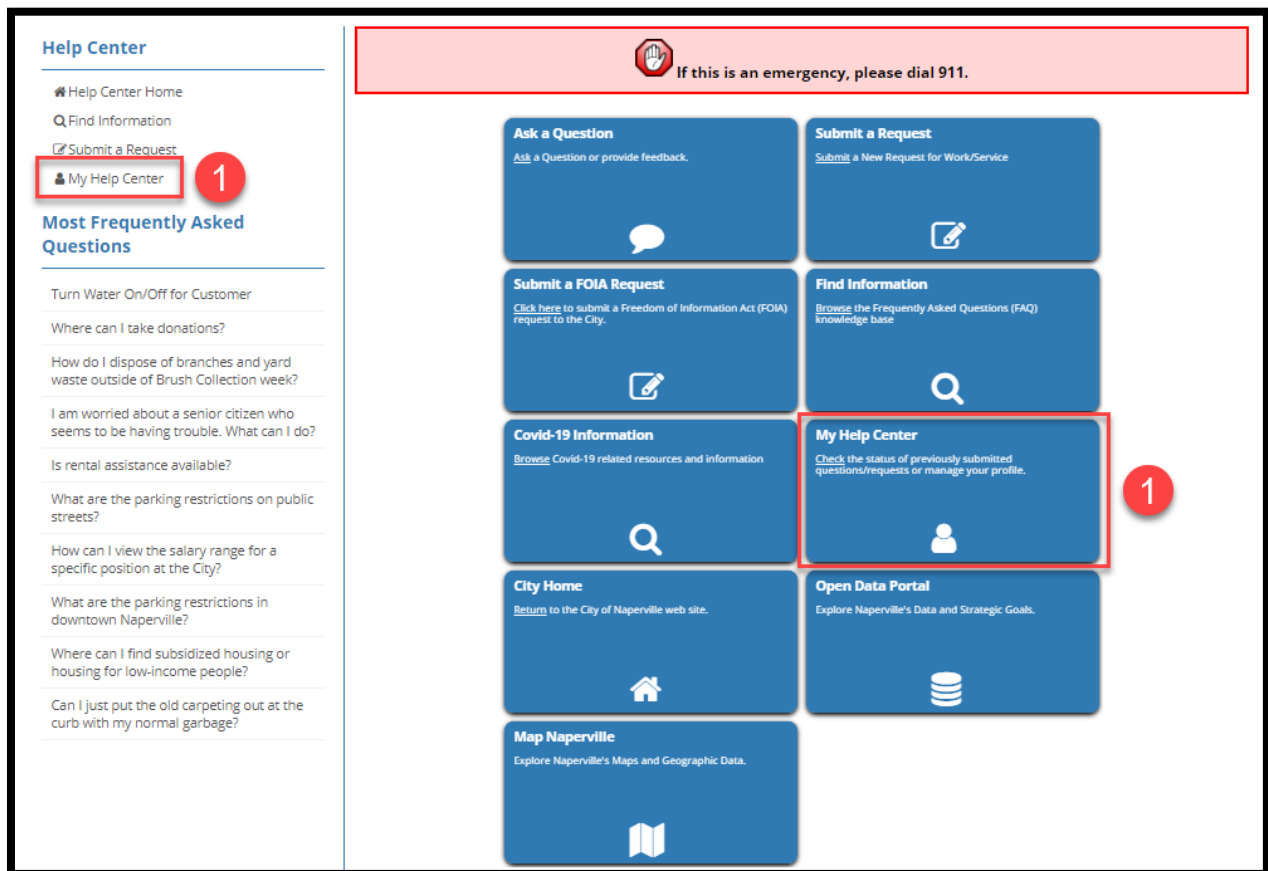


Creating a Naperville Help Center Account

(Food & Beverage Tax, Hotel/Motel Tax and Local Gas Tax)

You will need a Help Center Account to:

- View tax payment documentation submittals and associated invoices; and
- Communicate with Finance Department staff regarding a submittal.



1 To create a Help Center Account, click the **My Help Center** link on the left side of the screen or the My Help Center button in the center.

Help Center

- Home
- Find Information
- Submit a Request
- My Help Center

Most Frequently Asked Questions

- Turn Water On/Off for Customer
- Where can I take donations?
- How do I dispose of branches and yard waste outside of Brush Collection week?
- I am worried about a senior citizen who seems to be having trouble. What can I do?
- Is rental assistance available?

My Support Center

If this is an emergency, please dial 911.

Login here to check the status of requests you have submitted or to update your customer account information.

[View My Questions and Requests](#)
Click above to access and update the status of issues/questions submitted.

[View My Invoices](#)
Click above to view your invoice history.

[Edit Customer Profile](#)
Click above to access and update your customer account information.

[Search by Reference Number](#)
Click above to search for questions and requests by reference number.

2 Click the blue **View My Questions and Requests** link.

Help Center

- Home
- Find Information
- Submit a Request
- My Help Center

Most Frequently Asked Questions

- Turn Water On/Off for Customer
- Where can I take donations?
- How do I dispose of branches and yard waste outside of Brush Collection week?
- I am worried about a senior citizen who seems to be having trouble. What can I do?
- Is rental assistance available?
- What are the parking restrictions on public streets?
- How can I view the salary range for a specific position at the City?

Login

If this is an emergency, please dial 911.

Please log in to an existing account or use the "Create Account" link below to create a new account to access this feature.

Please Note: Your password is between 6-20 characters long & contains at least one lowercase letter and one number.

Email Address:*

Password:*

[Forget your password? Click here to Reset](#)

New User? Click below to create a new account.

By logging in, you agree to GovQA's [Privacy Policy](#) and [Terms of Use](#).

3 Click the **Create Account** button.

Help Center

- Home Help Center Home
- Find Information
- Submit a Request
- My Help Center

Most Frequently Asked Questions

- Turn Water On/Off for Customer
- Where can I take donations?
- How do I dispose of branches and yard waste outside of Brush Collection week?
- I am worried about a senior citizen who seems to be having trouble. What can I do?
- Is rental assistance available?
- What are the parking restrictions on public streets?
- How can I view the salary range for a specific position at the City?
- What are the parking restrictions in downtown Naperville?
- Where can I find subsidized housing or housing for low-income people?
- Can I just put the old carpeting out at the curb with my normal garbage?

Edit My Profile
The information displayed below is used to respond to the questions and service requests you submit to the City of Naperville using the Citizen Support System. Any field with a red asterisk (*) next to it is considered a required field.

Please Note: Your password must be between 6-20 characters long, contain at least one lowercase letter and one number.

4 Complete the New User form (Note: Fields with an asterisk (*) require you enter a response.)

5 Type the security code shown in the box to confirm you are not a robot.

6 Click **Submit**.

4 Complete the New User form (Note: Fields with an asterisk (*) require you enter a response.)

Tips for completing the form:

Password/Confirm Password: The password you create must be at least 8 characters in length and include at least one capital letter, one lower case letter and a number.

5 Type the security code shown in the box to confirm you are not a robot.

6 Click **Submit**.

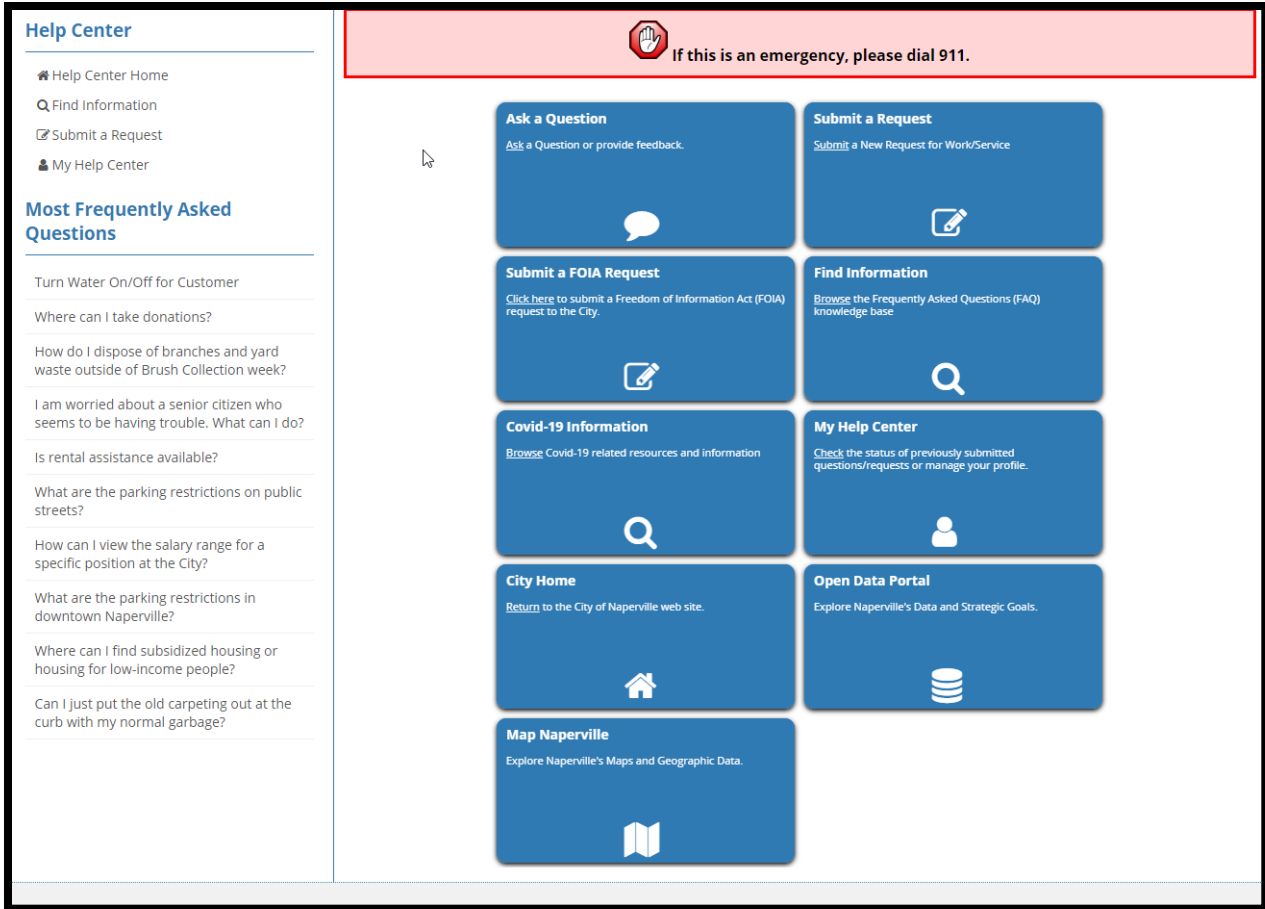
- 7** For security reasons, the system will require you to create a new password:
- **Current Password:** Type in the temporary password that was included in the Welcome email they system sent to your email address. An example of the email is provided at the end of these instructions.
 - **New Password:** Type in your new password.
 - **Password Confirmation:** Type in your new password.

Tips for creating a new password:

Current Password: The system will send you an email with your username and temporary password. Use the temporary password from the email you receive as the Current Password.

New Password/ Password Confirmation: The password you create must be at least 5 characters in length and is recommended to include at least 1 non-alphanumeric character.

- 8** Click the **Send** button.



After the new password is accepted, you will be directed back to the Help Center main screen.

Welcome Email Example

