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.

Help Center	If this is an emergency, please dial 911.		
Help Center Home Q Find Information Submit a Request My Help Center	Ask a Question <u>Ask</u> a Question or provide feedback.	Submit a Request Submit a New Request for Work/Service	
Most Frequently Asked Questions	•	ß	
Turn Water On/Off for Customer	Submit a FOIA Request <u>Click here</u> to submit a Freedom of Information Act (FOM) request to the City.	Find Information Browse the Frequently Asked Questions (FAQ) knowledge base	
Where can I take donations?	request to the City.	knowledge base	
How do l dispose of branches and yard waste outside of Brush Collection week?	ľ	Q	
I am worried about a senior citizen who seems to be having trouble. What can I do?	Covid-19 Information	My Help Center	
Is rental assistance available?	Browse Covid-19 related resources and information	Check the status of previously submitted questions/requests or manage your profile.	
What are the parking restrictions on public streets?			
How can I view the salary range for a specific position at the City?	Q		
What are the parking restrictions in downtown Naperville?	City Home Return to the City of Naperville web site.	Open Data Portal Explore Naperville's Data and Strategic Goals.	
Where can I find subsidized housing or housing for low-income people?		<u> </u>	
Can I just put the old carpeting out at the curb with my normal garbage?	Map Naperville		
	Explore Naperville's Maps and Geographic Data.		

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	If this is an emergency, please dial 911.
#Help Center Home	- It this is an emergency, please dial 911.
Q Find Information	🖀 My Support Center
🕼 Submit a Request	Login here to check the status of requests you have submitted or to update your customer account information.
🛔 My Help Center	View My Questions and Requests 2
Most Frequently Asked	Circk above to access and update the status of issues/questions submitted.
Questions	View My Invoices
Turn Water On/Off for Customer	Click above to view your invoice history.
Where can I take donations?	Edit Customer Profile Click above to access and update your customer account information.
How do l dispose of branches and yard waste outside of Brush Collection week?	Click above to access and update your customer account innormation.
l am worried about a senior citizen who seems to be having trouble. What can l do?	Click above to search for questions and requests by reference number.
Is rental assistance available?	

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

Help Center	If this is an emergency, please dial 911.
# Help Center Home	This is an emergency, please dial 911.
Q Find Information	+D Login
I Submit a Request	Please log in to an existing account or use the "Create Account" link below to create a new account to access this feature.
🛔 My Help Center	Please Note: Your password is between 6-20 characters long & contains at least one lowercase letter and one number.
Most Frequently Asked Questions	Email Address:*
Turn Water On/Off for Customer	Password:*
Where can I take donations?	🕑 Login
How do I dispose of branches and yard waste outside of Brush Collection week?	Forget your password? Click here to Reset New User? Click below to create a new account.
I am worried about a senior citizen who seems to be having trouble. What can I do?	Create Account 3
ls rental assistance available?	By logging in, you agree to GovQA's <u>Privacy Policy</u> and <u>Terms of Use.</u>
What are the parking restrictions on public streets?	1
How can l view the salary range for a specific position at the City?	\searrow

3 Click the **Create Account** button.

Help Center		If this is an emergency, please dial 911.		
Help Center Home	Edit My Profile			
Q Find Information	The information displayed b	The information displayed below is used to respond to the questions and service requests you submit to the City of Naperville using the Citizen		
Submit a Request		Support System. Any field wil a red asterisk (*) next to it is considered a required field.		
🛓 My Help Center	Please Note: Your password	i must be between 6-20 characters long, contain at least one lowercase letter and one number.		
Most Frequently Asked	Email Address:*			
Questions	Password:*			
Turn Water On/Off for Customer				
Where can I take donations?	Confirm Password:*			
How do I dispose of branches and yard waste outside of Brush Collection week?	First Name:*			
I am worried about a senior citizen who seems to be having trouble. What can I do?	Last Name:*			
ls rental assistance available?	Phone:*			
What are the parking restrictions on public streets?	Address 1:		4	
How can I view the salary range for a specific position at the City?	Address 2:			
What are the parking restrictions in	City:	Naperville		
downtown Naperville?	State/Province:	IL 🔹		
Where can I find subsidized housing or housing for low-income people?	Zip/Postal Code:	60540		
Can I just put the old carpeting out at the curb with my normal garbage?	Company Name:			
	Mobile:			
	Fax:			
		Submit 6		

Omplete 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.

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

Help Center	If this is an emergency, please dial 911.		
🖀 Help Center Home			
Q Find Information			
🕼 Submit a Request	Please Note: Your password is between 6-20 characters long & contains at least one lowercase letter and one number.		
🛔 My Help Center	If you use this feature, your password will be reset and you will receive a temporary password via email.		
Most Frequently Asked	You are currently signing on with a temporary password.		
Questions	Please enter a new password before continuing.		
Turn Water On/Off for Customer			
Where can I take donations?	Current Password :*		
How do l dispose of branches and yard waste outside of Brush Collection week?	New Password :*		
l am worried about a senior citizen who seems to be having trouble. What can I do?	Password Confirmation :*		
Is rental assistance available?			
What are the parking restrictions on public streets?	a Send 8		
How can I view the salary range for a specific position at the City?	Please enter a new password. A valid password must be at least 5 characters in length.		
What are the parking restrictions in downtown Naperville?	Please consider adding at least 1 non-alphanumeric character for further security.		

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.

Help Center	If this is an emergency, please dial 911.		
🖀 Help Center Home			
Q Find Information	Ask a Question	Submit a Request	
🕼 Submit a Request	Ask a Question or provide feedback.	Submit a New Request for Work/Service	
🛔 My Help Center			
Most Frequently Asked Questions	•	ľ	
Turn Water On/Off for Customer	Submit a FOIA Request	Find Information Browse the Frequently Asked Questions (FAQ)	
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	Map Naperville Explore Naperville's Maps and Geographic [Data.	

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

Welcome Email Example

	City of Naperville Help Center :: Welcome Intex x	•	Ø	
+ I	City of Naperville Citizen Support «napervilleli@mycusthelp.net» 6:26 AM (5 minutes ago) 📩 to me 👻	*	÷	
	Thank you for registering with the City of Naperville Help Center. Using the login credentials below, you may monitor the status of any question or request you submit to the City of Naperville via the <u>Helo Center (https://napervilleli.mycusthelp.com/webapp/_rs/SupportHome.aspx</u>). To do so, click on View My Questio	ns and	,	
	Requests in the My Help Center area.			
	Username: Password: 55se29ed33ce4ad			
	Thank you for using the City of Naperville Help Center.			
	Confidentiality Notice			
	This e-mail and any files of concentrative states and the individual or entity to which they were addressed. This e-mail and any attached materials constitute claims, tors or finit management information, communications and/or advice and use therein the individual or entity to which they were addressed. This e-mail and any attached materials constitute claims, tors or finit management information, communications and/or advice and use therein the individual or entity to which they were addressed. This e-mail and may attached materials is attached material is attached therein, be adviced that you have received this a-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail or any attached material is sticily prohibited. If you have received this please contactively to the sender of this message immediately.			
	This is an auto-generated e-mail and has originated from an unmonitored email account. Please DO NOT REPLY,			
	♠ Reply		_	