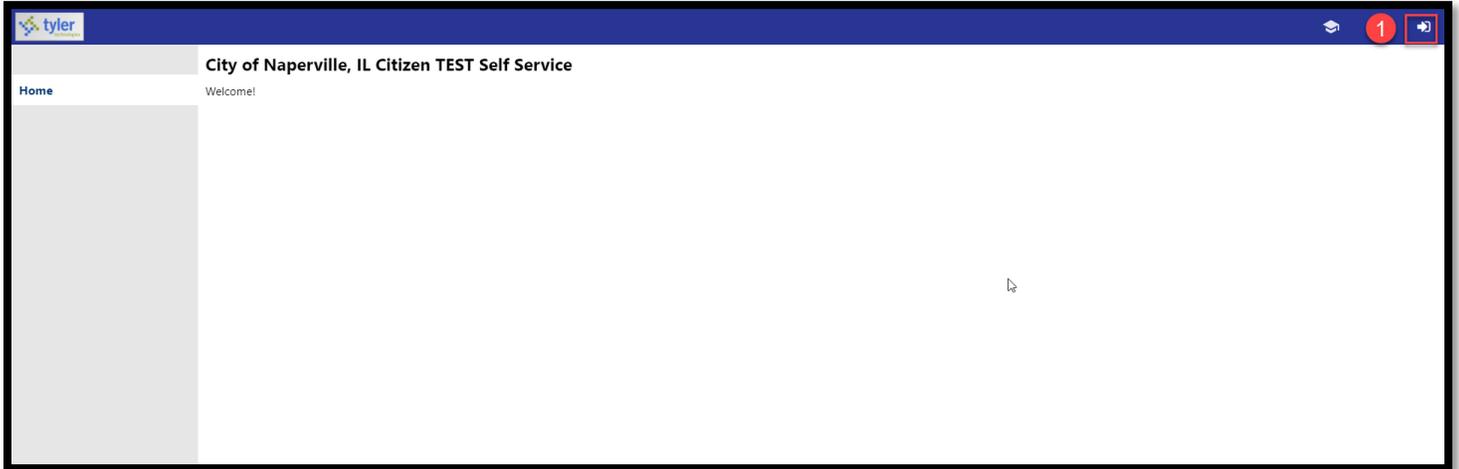


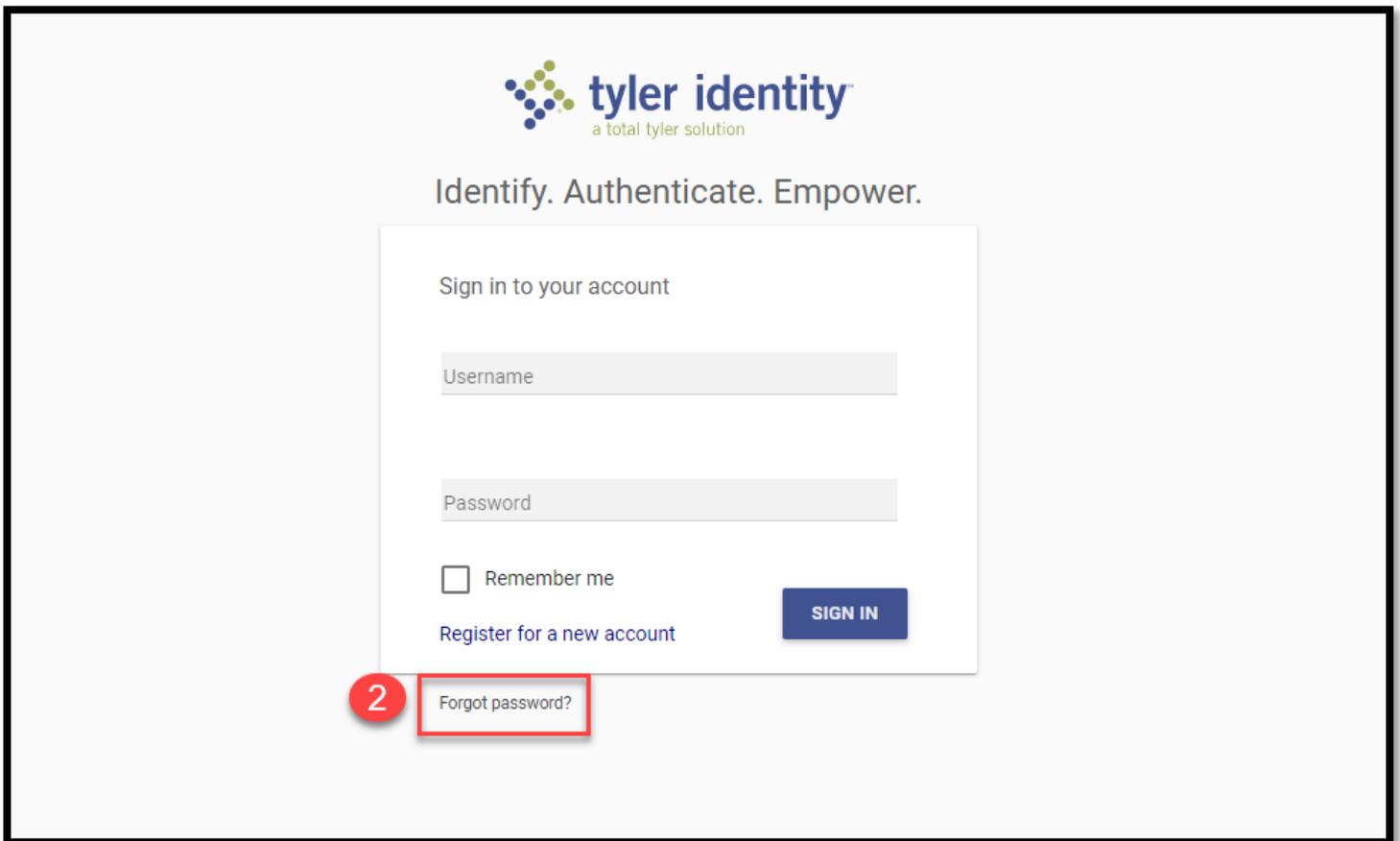
Change your Citizen Self Service (CSS) Password

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. Click the **Forgot Password?** link.



3 Enter the email address associated with your CSS account.

4 Click the **Reset Password** button.

The screenshot shows the 'User Self-Service' interface with a 'Password Reset' section. A text input field labeled 'Email *' is highlighted with a red box and a red circle containing the number 3. To the right of the input field are two buttons: 'CANCEL' and 'RESET PASSWORD', with the latter button also highlighted by a red box and a red circle containing the number 4.

5 If the email entered in Step 3 is associated with a CSS account, you will receive a message indicating that a reset email has been sent to your email account.

The screenshot shows the 'User Self-Service' interface with a 'Password Reset Success' message. A text box containing the message 'You have been sent an email to confirm your request to reset your password. Once you have received the email you can follow the instructions to set a new password.' is highlighted with a red box and a red circle containing the number 5.

6 Click the reset password link.

The screenshot shows a Gmail interface with an email titled '[Tyler Identity] Password Reset Request'. The email is from 'noreply@tylertech.com' and contains the following text: 'You (or someone else) has requested a password reset for Tyler Identity. Username: [redacted]. Please click here to confirm your request so you can reset your password:'. A red box and a red circle containing the number 6 highlight the URL: <https://yvwlnmssweb04.munissselfservice.com/5140prod/tyleridcore/userprovisioning/#/password/resetpassword/AjlpCBWdUxPsinBoCa59Q>. Below this, there is another URL: <https://yvwlnmssweb04.munissselfservice.com/5140prod/tyleridcore/userprovisioning/#/home/AjlpCBWdUxPsinBoCa59Q>. The email ends with 'Thanks!' and 'Tyler Identity Administrator'. At the bottom, there are 'Reply' and 'Forward' buttons.

7 Enter your new password.

8 Click the **Reset** button.

User Self-Service
Password Reset

Password *

Confirm Password *

CANCEL RESET

9 Click the **Sign In to Citizen Self Service** link.

User Self-Service
Password Reset Success

Your password has been changed. Select an option below to continue:

- Sign in to Citizen Self Service
- Sign in to Vendor Self Service

10 A login screen will appear. Enter your Username and Password.

11 Click the **Sign in** button.

tyler identity
a total tyler solution

Identify. Authenticate. Empower.

Sign in to your account

Email

Password

Remember me

Register for a new account

SIGN IN

Forgot password?