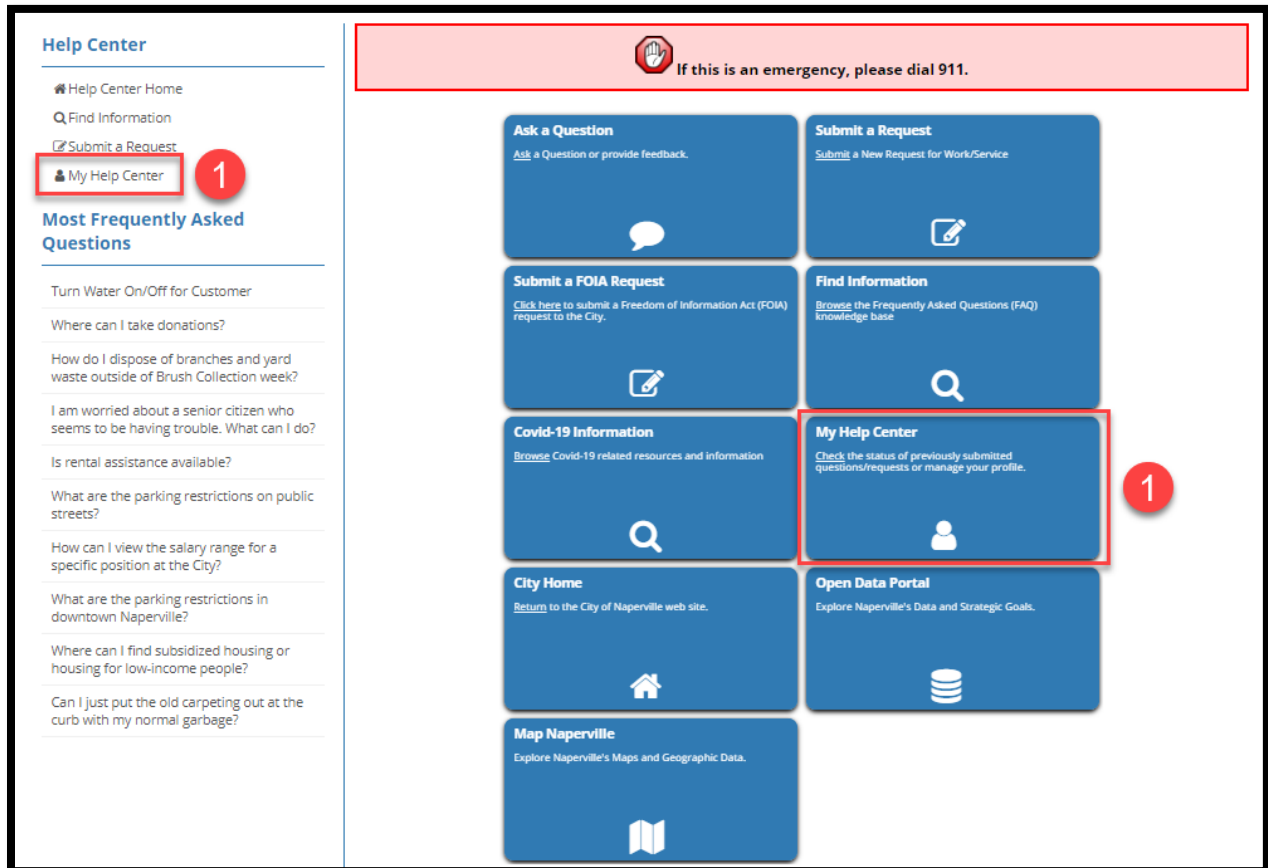


Creating a Naperville Help Center Account

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

You will need a Help Center Account to:

- View tax payment submittals and associated invoices and payments;
- Pay an invoice electronically; and
- Communicate with Finance Department staff regarding a payment 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

- 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

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

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Most Frequently Asked Questions

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- 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

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:*

Login

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

New User? Click below to create a new account.

[Create 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
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Most Frequently Asked Questions

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- 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.

Help Center

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

Most Frequently Asked Questions

- Turn Water On/Off for Customer
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- What are the parking restrictions in downtown Naperville?

If this is an emergency, please dial 911.

Please Note: Your password is between 6-20 characters long & contains at least one lowercase letter and one number.
If you use this feature, your password will be reset and you will receive a temporary password via email.

You are currently signing on with a temporary password.
Please enter a new password before continuing.

Current Password :*

New Password :*

Password Confirmation :*

Send

Please enter a new password.
A valid password must be at least 5 characters in length.
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

- [Home Center Home](#)
- [Find Information](#)
- [Submit a Request](#)
- [My Help Center](#)

Most Frequently Asked Questions

- Turn Water On/Off for Customer
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If this is an emergency, please dial 911.

Ask a Question
Ask a Question or provide feedback.

Submit a Request
Submit a New Request for Work/Service

Submit a FOIA Request
Click here to submit a Freedom of Information Act (FOIA) request to the City.

Find Information
Browse the Frequently Asked Questions (FAQ) knowledge base

Covid-19 Information
Browse Covid-19 related resources and information

My Help Center
Check the status of previously submitted questions/requests or manage your profile.

City Home
Return to the City of Naperville web site.

Open Data Portal
Explore Naperville's Data and Strategic Goals.

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 Inbox x
6:26 AM (5 minutes ago) ☆ ↶ ⋮

City of Naperville Citizen Support <naperville@mycusthelp.net> 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 [Help Center \(https://napervilleil.mycusthelp.com/webapp/_rs/SupportHome.aspx\)](https://napervilleil.mycusthelp.com/webapp/_rs/SupportHome.aspx). To do so, click on **View My Questions and Requests** in the **My Help Center** area.

Username: [REDACTED]

Password: 55ae29ed53ce4ad

Thank you for using the City of Naperville Help Center.

Confidentiality Notice
This e-mail and any files or documents transmitted with it are confidential and are intended solely for the use of the individual or entity to which they were addressed. This e-mail and any attached materials constitute claims, loss or risk management information, communications and/or advice and are therefore privileged from disclosure. If you are not the intended recipient of this e-mail and the information attached hereto, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing or copying of this e-mail or any attached material is strictly prohibited. If you have received this e-mail in error, please contact/reply 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
➦ Forward