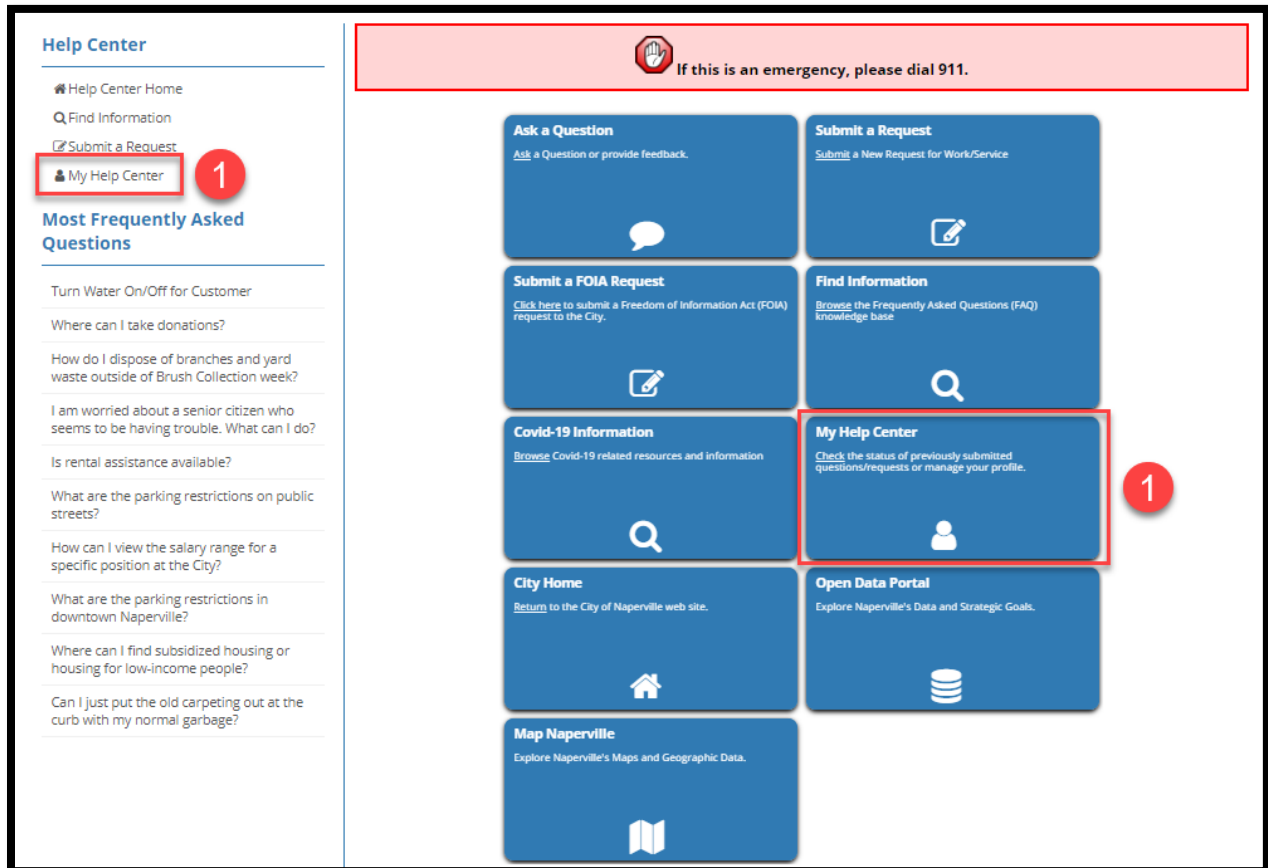# Creating a Naperville Help Center Account

(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.

2 Click the blue View My Questions and Requests link.

3 Click the Create Account button.

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?

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?

If this is an emergency, please dial 911.

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 wil 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.

Email Address:*

Password:*

Confirm Password:*

First Name:*

Last Name:*

Phone:*

Address 1:

Address 2:

City: Naperville

State/Province: IL

Zip/Postal Code: 60540

Company Name:

Mobile:

Fax:

8SU3

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

- Help Center Home
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Most Frequently Asked Questions

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I am worried about a senior citizen who seems to be having trouble. What can I do?

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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?

🛑 **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 :*   **7**

Password Confirmation :*

🔒 Send   **8**

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.

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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