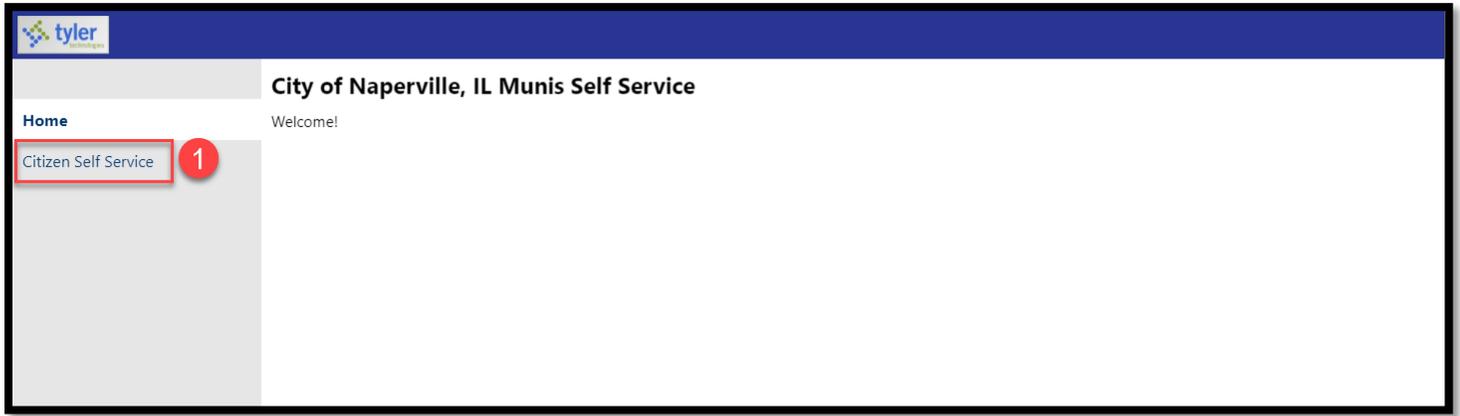


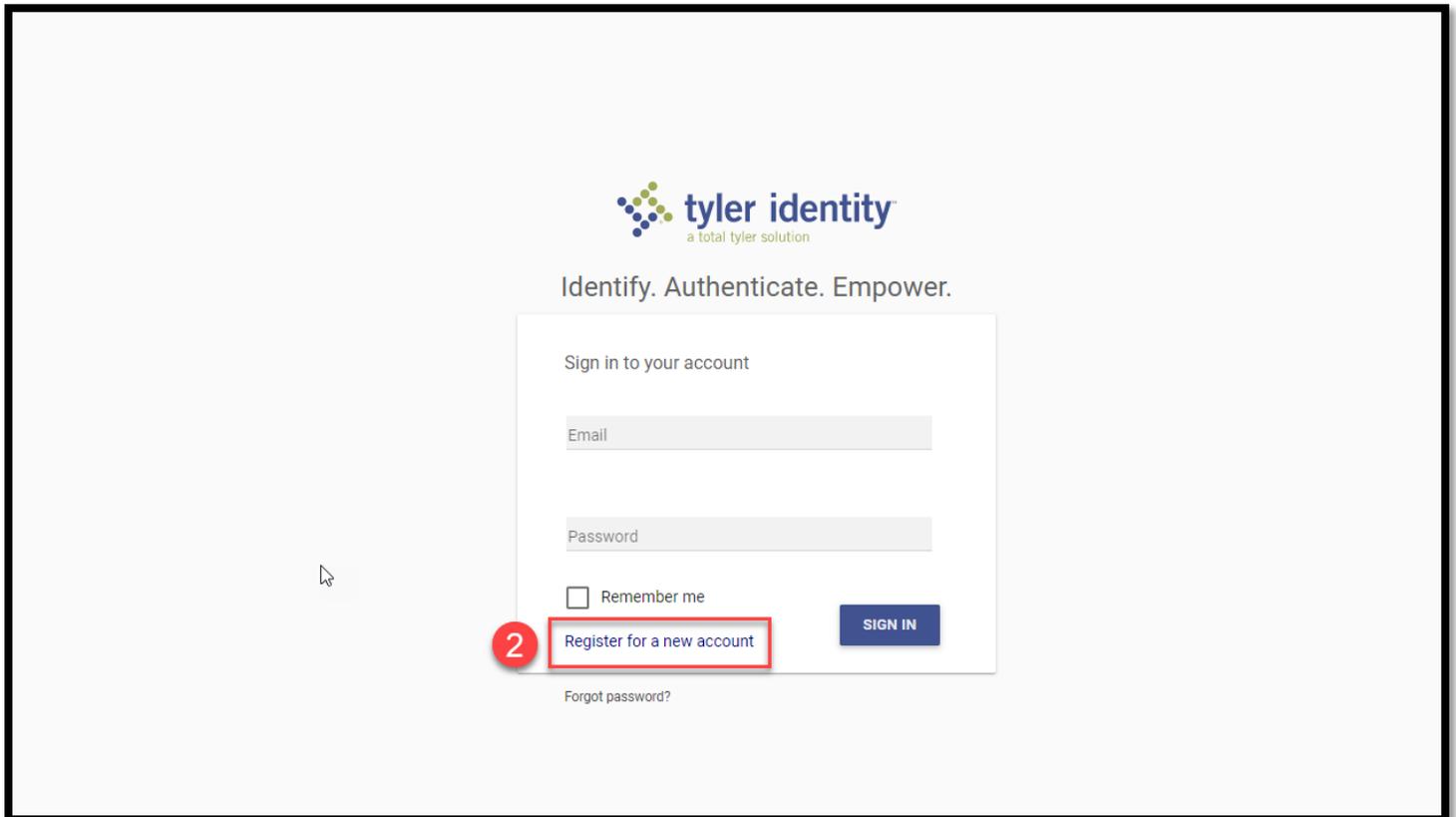
Registering for Citizen Self Service (CSS)

CSS Login Webpage: <https://napervilleilcitizens.munisselfservice.com>

- 1 Click **Citizen Self Service** on the left side of the screen.

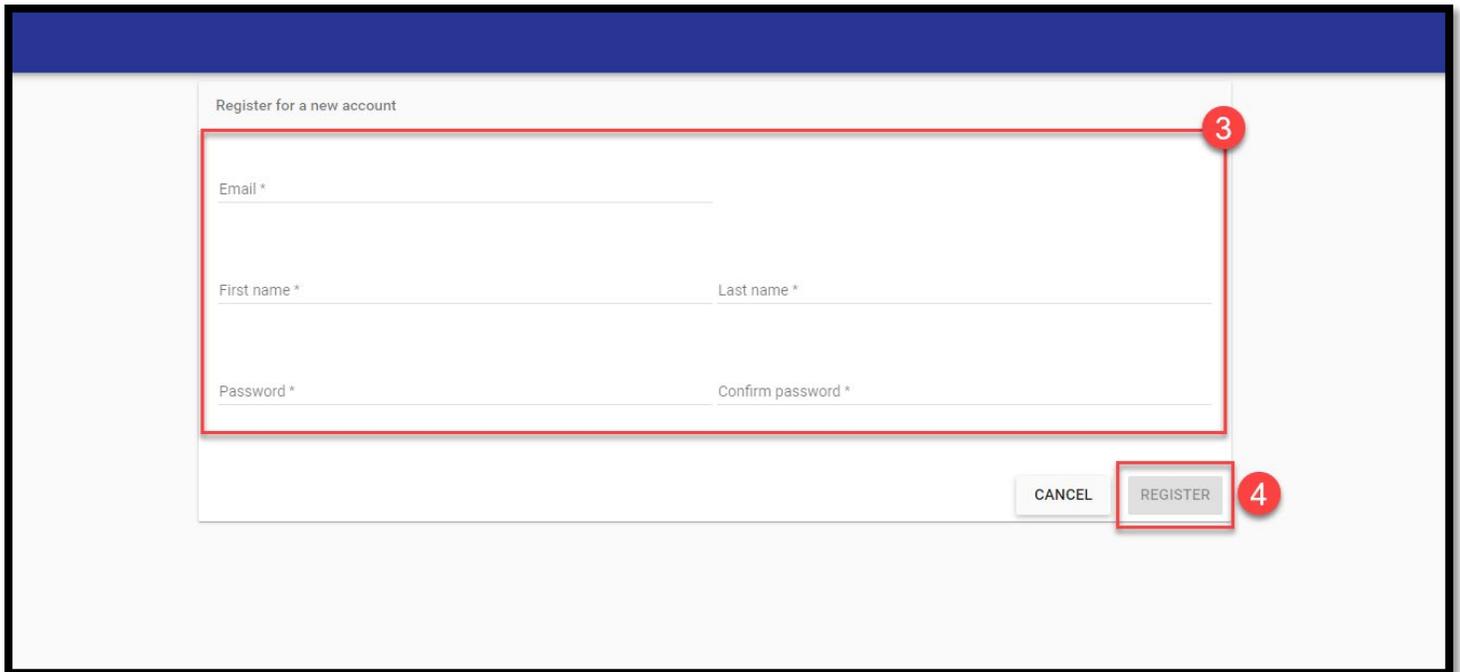


- 2 A login screen will appear. Click the blue **Register for a new account** link.



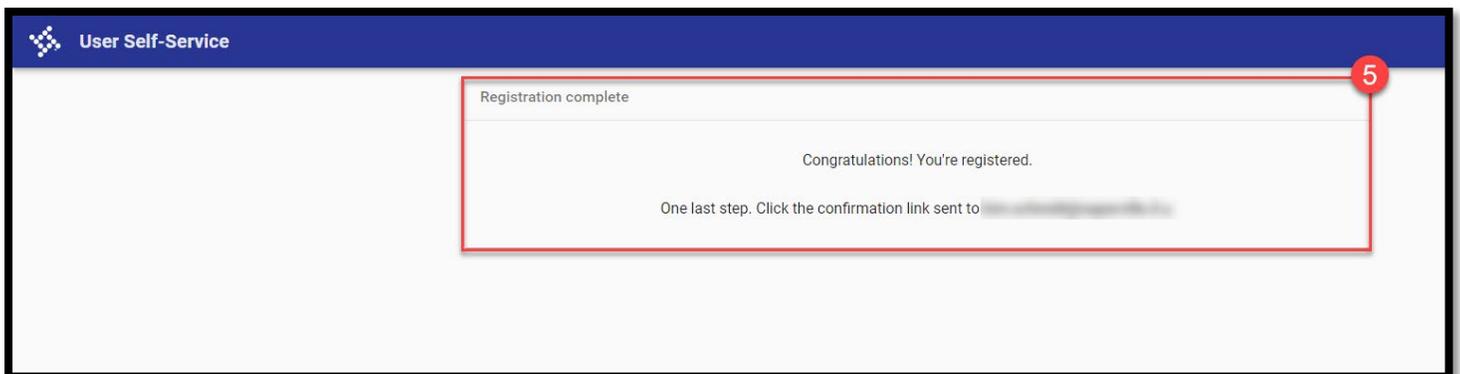
3 Complete the registration form. Note: The email address will be your username.

4 Click the **Register** button.



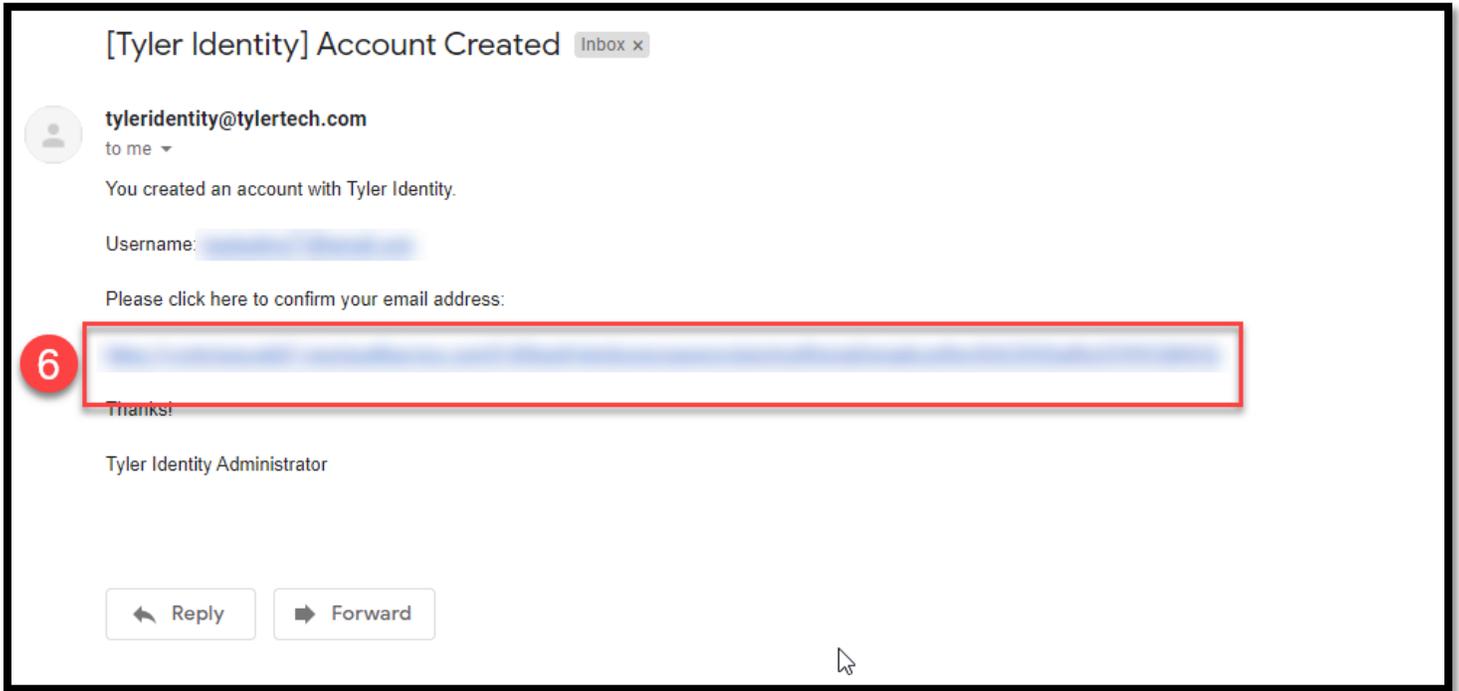
The screenshot shows a registration form titled "Register for a new account". The form contains the following fields: "Email *", "First name *", "Last name *", "Password *", and "Confirm password *". At the bottom right of the form, there are two buttons: "CANCEL" and "REGISTER". A red box with a callout "3" encompasses the entire form area. Another red box with a callout "4" highlights the "REGISTER" button.

5 Before your account is officially registered, the system will send an email to your email address. **You must click the confirmation link in the email before you can access the account.**



The screenshot shows a confirmation message titled "Registration complete". The message text reads: "Congratulations! You're registered." followed by "One last step. Click the confirmation link sent to [redacted]". A red box with a callout "5" highlights the entire message area.

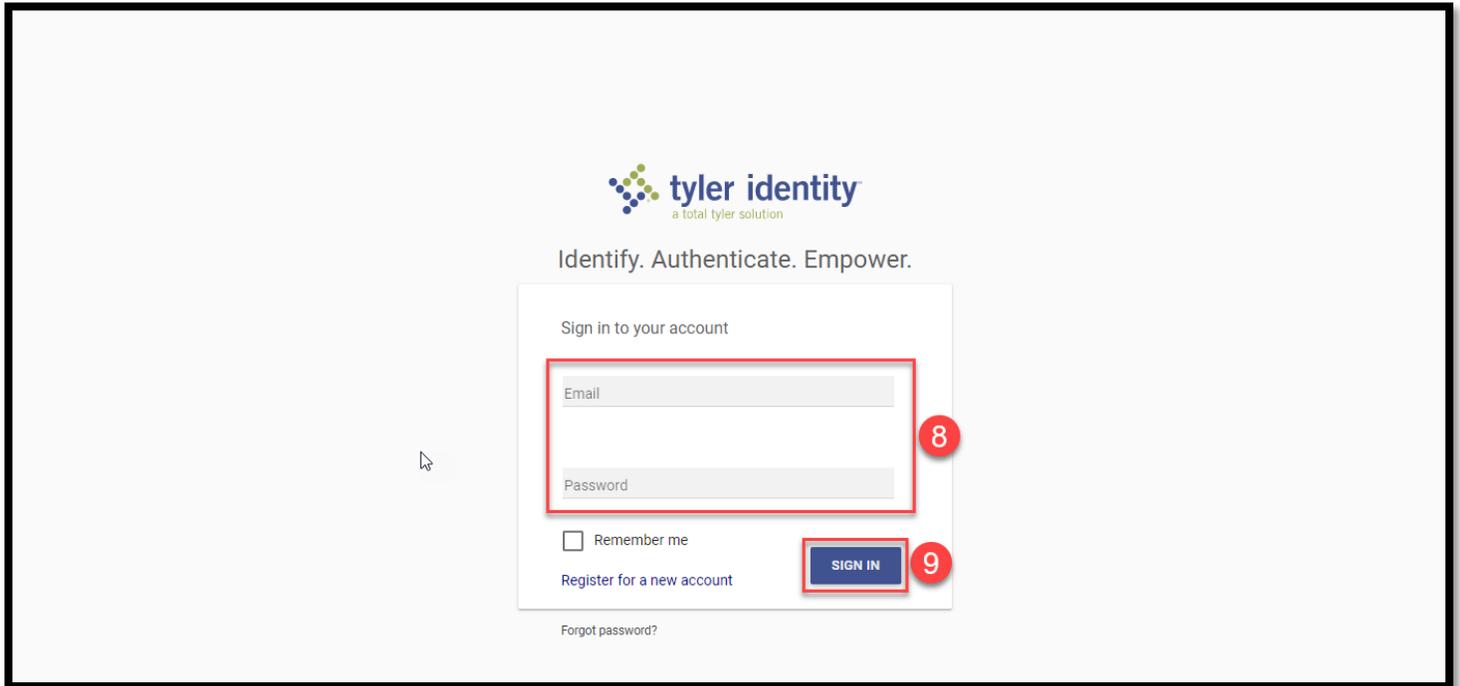
6 When you receive the email, click the link in the email to confirm your email address.



7 The email confirmation page will appear. Click the **Sign In to Citizen Self Service** link.



- 8 Sign into the CSS portal:
- **Email:** Enter the email address associated with the CSS portal.
 - **Password:** Enter the password you created for your CSS account. Note: if you forget your password, click the Forgot Password link on the screen to reset your password.
- 9 Click the **Sign In** Button.



- 10 You will be directed to the New User page. Click the blue **Citizen Self Service Home Page** link to take you to the main screen.

