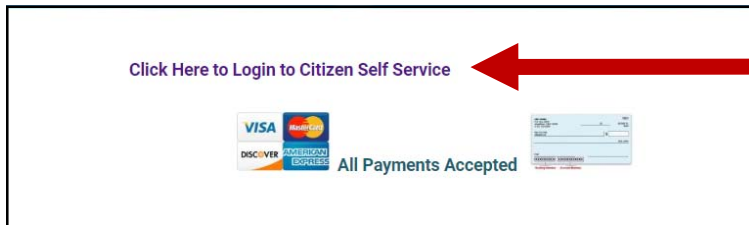


Establishing a Login for Online Access

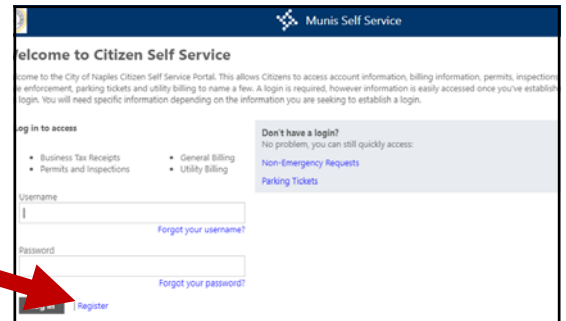
Log On to the City of Naples website at www.naplesgov.com On the bottom menu bar, select Online Payments



Next you will see at the top of this page, a login to Citizen Self Service.

You will now be directed to the City of Naples Citizen Self Service portal. Which will allow you to access your account information, billing information, permits, inspections, code violations, parking tickets and utility billing to name a few. A login is required, however information is easily accessed once you've established this login. Start by selecting Citizen Self Service.

You will now be prompted to select the type of account you will be managing. Business Tax Receipts, General Billing, Utility Billing, Parking Tickets. Select



REGISTER.

Type in a User ID, then retype the User ID

Enter a password, then retype the password

Provide a password hint

Provide an email address

Enter the numbers that appear on the screen.

Select SAVE.

You have now established your login for the City of Naples. Please store your user name and password for future use.

If you have multiple account with the City you can link them to your account and manage them from one location.

Now you are ready to login and pay your bill.

You will need to link your account

Linking your Account or Accounts

Account Settings

Account Information	
Now logged in as	BILLING
Last successful login	3/23/2020
Last failed login	3/23/2020
Password last changed	5/4/2018
Password expires in	2355 days Change Password
E-Mail address	ldougless@naplesgov.com Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)
There are currently no linked accounts

Business Tax Receipts Accounts [link to account](#) | [create new account](#)
There are currently no linked accounts
[Go To Module Homepage](#)

Permits and Inspections Accounts [link to account](#)
There are currently no linked accounts
[Go To Module Homepage](#)

Utility Billing Accounts [link to account](#)
Account Customer

Utility Billing Account Link Setup

If you have multiple accounts, you may link all accounts together.

What is the account ID? *

What is the CID? *

* indicates required field

Utility Billing Accounts

[link to account](#)

Account	Customer	
012874	1088071	remove

[Go To Module Homepage](#)

Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Manage Bills](#)

Billing Account

Service Address

Account Number

Your Current Balance

Amount Due Now \$0.00

Payment Due Date


About Your Payments

Bill	Last Posted	Sum of Payments	
665727	3/12/2020	\$275.53	details
645709	1/12/2020	\$202.51	details
627454	11/22/2019	\$265.41	details
609156	9/20/2019	\$166.00	details
590910	7/20/2019	\$283.68	details

Showing the 5 most recent payments only.

Remain logged into your account . You can manage your account setting by clicking on your user name on the top right part of the screen.

Locate a copy of your recent bill. See highlighted example below.

 CITY OF NAPLES UTILITY BILLING DIVISION 735 EIGHTH STREET S NAPLES, FLORIDA 34102 www.naplesgov.com Phone: 239-213-1800 Email: CustSrv@naplesgov.com Solid Waste: 239-213-4700 AFTER HOURS EMERGENCY PHONE: 239-213-4717		UTILITY BILLING STATEMENT Keep this portion for your records OFFICE HOURS: Monday - Friday 8:00 a.m. to 4:00 p.m.	
Customer Name		Service Address	
[REDACTED]		[REDACTED]	
Bill Number	Bill Date	Account Number - Customer Number	Current Billing Due Date
665727	03/10/2020	012874 - 1088071	03/31/2020
Description	Meter	Service Dates	Meter Readings
		From To	From To
Solid Waste Charge		Usage Per (1000 GAL)	Rate
RESIDENTIAL SOLID WASTE CHARGE			48.79
SUBTOTAL			48.79

Clicked the "link account" begin to enter your information.

Enter in the information from your bill into the account link setup, then select submit.

Now you will see under the utility billing accounts the account number in blue.

By clicking the blue account number this will take you to the utility billing account summary and you can make your payment. Look for the your current balance area.

If you have questions, please contact customer service at custsrv@naplesgov.com or 239-213-1800.