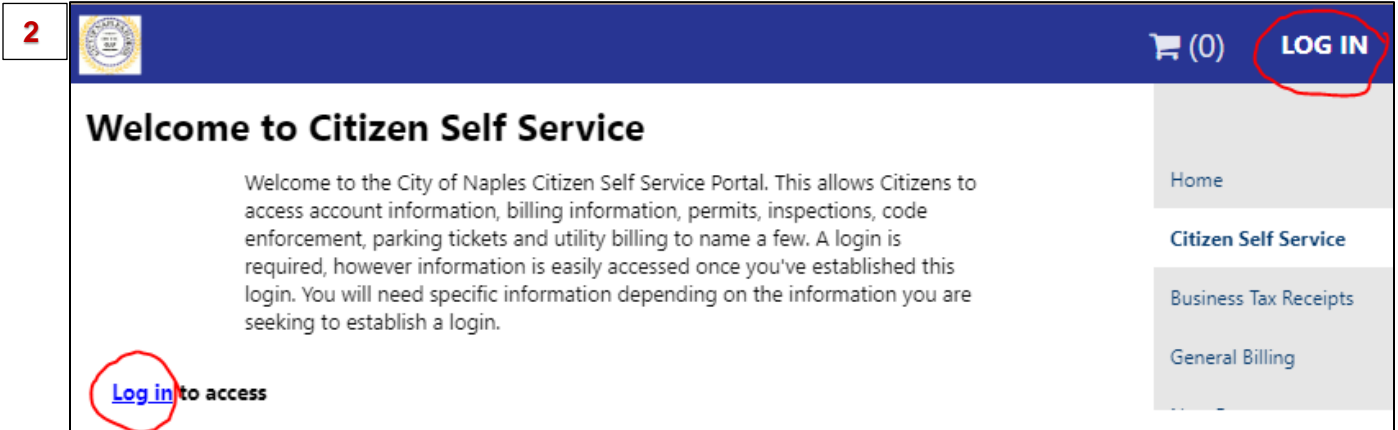
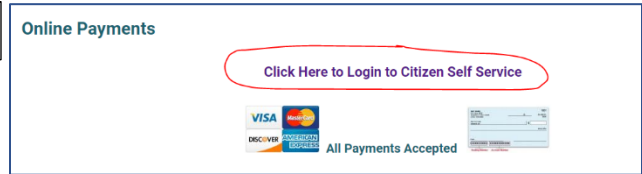


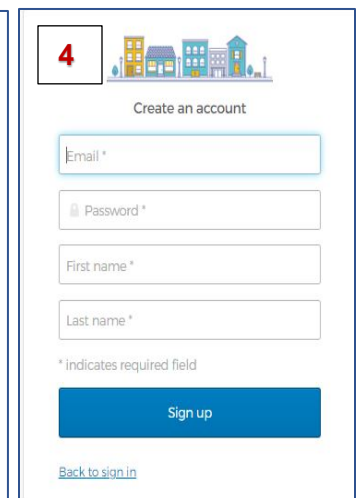
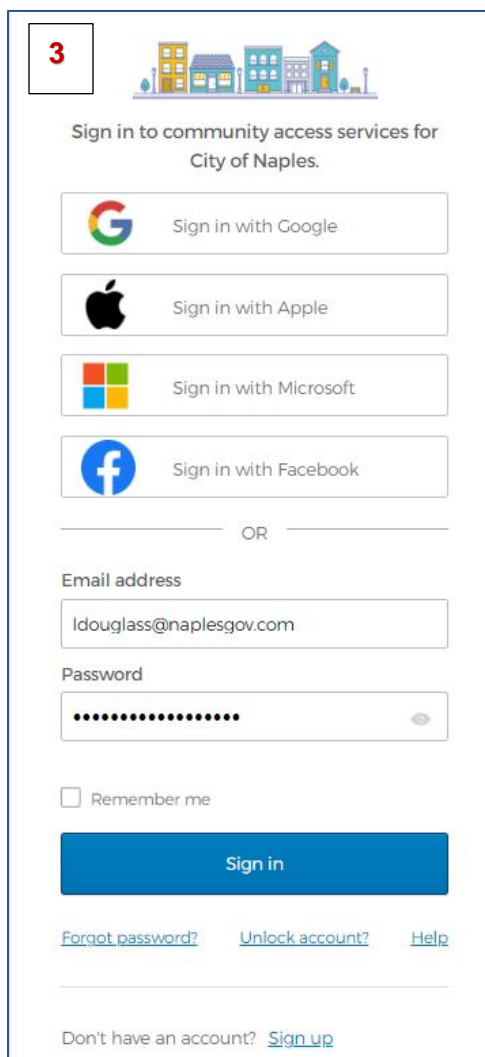
Creating an Online Account (Citizen Self Service)

After the upgrade is complete and access is restored on April 20th each customer will need to take action to set up a new online account using their email. The online portal is called Citizen Self Service (CSS). Using CSS, citizens can view or pay various bills and invoices. Citizens must have a Tyler Identity log-in account. The log-in account requires a unique email address and password.

1. Go to the City's website www.naplesgov.com and select pay by bill on the bottom of the page. Next select Click here to Login to Citizen Self Service.
2. Once on this page select Log In on the top right corner of the page.



3. You are directed to the Tyler Identity sign-in page. Here select Sign Up Next, the Tyler Identify confirmation page, below. Here, when you click Sign Up circled on the illustration #3.
4. Tyler Identity presents the Create an Account dialog box. First Time Users or Existing users will have to complete these steps.



First-time Users

First-time users accessing Citizen Self Service for the first time, must create an account. By completing Steps 1-4.

Existing Users

For existing users, since the older system does not use an email address you must also complete steps 1-4.

1. If you register for a Tyler Identity account using your previous credentials and the email addresses match, your existing CSS account information will be available to you.
2. If you do not use an existing email, or if you currently have multiple accounts using the same email address, you must complete the new account registration steps 1-4 and relink accounts see steps on page 2.

Important! Tyler Identity for CSS allows you to log in using accounts provided by Apple®, Facebook®, Google, and Microsoft®. If you log in using one of these accounts, the email address associated with that account is used as the Tyler Identity email when you register with or access CSS.

Home Page The Home page of CSS provides a list of the modules available for processing, as well as personal account information and a Resources option that lists any documents or other content that might be useful to you. The home screen will look like this. Select the icon on the top right of the screen, a drop-down box will appear. **A.** Select the “My Account” link.

A

Welcome to Citizen Self Service

Announcements

Welcome to the City of Naples Citizen Self Service Portal. This allows Citizens to access account information, billing information, permits, inspections, code enforcement, parking tickets and utility billing to name a few. A login is required, however information is easily accessed once you've established this login. You will need specific information depending on the information you are seeking to establish a login.

Profile Information

Profile information not found.

Resetting a Password

If you forget your assigned password, clicking the Forgot Password link on the Sign-in page presents the Forgot Your Password screen. When you enter your registered email address, you receive an email with instructions for creating a new password.

Linking your account

The Utility Billing Accounts panes display information about accounts linked to your Citizen Self Service user ID. When you click one of the Link to Account options on the Account Settings page you must verify your

B

Account Settings

Account Information

Now logged in as LDOUGLASS@NAPLESGOV.COM

Last successful login 3/21/2023

E-Mail address ldouglass@naplesgov.com

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.

Utility Billing Accounts

Account	Customer
There are currently no linked accounts	

account ownership by entering required values in verification fields. Enter the required information and click Submit to return to the Account Settings page. **B.** Click on [link to account](#).

C. Enter the account ID (the first 6 digits in front of the dash on your bill) Next Enter the CID or Customer Number (the digits that appear after the dash on your bill)

C

What is the account ID? *

What is the CID? *

Submit **Cancel**

* indicates required field

D. Utility Billing Accounts

The Utility Billing linked accounts group displays the customer's name, service address, account number, customer number, and parcel number. Once the account is linked the account number will appear in blue. Click the account number, the program displays the Account Summary page.

D

Utility Billing Accounts

Account
022698

E. The summary page will allow you to sign up for EFT Automatic Payments, Request Change of Address, Manage Bills or Pay Now. By selecting any of the blue links the system will navigate to that screen. The Manage Bills screen allows for bill details, payments, adjustments, and an image of the bills.

E

Utility Billing Account Summary

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

Billing Account

Service Address 1690 9TH ST N

Account Number 022698

Your Current Balance

Amount Due Now \$25.41 [Pay Now](#)

Payment Due Date 5/23/2022

