

Registering for Online Access for your Business

The City of Naples is providing an easy access portal for customers to access City of Naples account information. Information available includes utility billing, business tax receipts, building permits, inspections, code violations, parking tickets, and more. To access this portal, create a login name and password. Then, your account information is easily accessed any day from any computer.

To start, visit the City of Naples website at www.naplesgov.com, on the front page click on city services, then online payments. This link will take you to the Online Payment screen, locate the Business Tax Receipts. heading then select click here to register.

Welcome to Citizen Self Service

Welcome to the City of Naples Citizen Self Service Portal. This allows Citizens to access account information, billing

Log in to access

- Business Tax Receipts
- General Billing
- Permits and Inspections
- Utility Billing

Don't have a login? No problem, you can self-register for access.

Non-Emergency Requests
Public Works

Username Forgot your username?

Password Forgot your password?

[Register](#) [Log in](#)

Step 1: WELCOME SCREEN

Select REGISTER. The Self Registration page will open.

Step 2: SELF-REGISTRATION

- 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.

Self-Registration

*User ID (between 1 and 100 characters) NAPLES

*Re-type user ID NAPLES

*Password (between 6 and 15 characters)

*Re-type password

*Password hint CITY AND YEAR

*Email address CUSTSRV@NAPLESGOV.COM

Enter these validation numbers into the box below them

9132

9132 x

[Save](#)

Step 3: WRITE DOWN USER NAME & PASSWORD

Please secure your user name and password in a safe place for future use.

GREAT! Now you are logged in and ready to access your account, pay your bill, and much more.

Munis Self Service

Account Settings

Account Information

Now logged in as	NAPLES735
Last successful login	7/30/2018
Last failed login	7/30/2018
Password last changed	7/30/2018
Password expires in	3044 days Change Password
E-Mail address	CUSTSRV@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](#)

Citizen Self Service

SEE BACK SIDE TO RENEW YOUR BUSINESS TAX RECEIPT AND MAKE PAYMENT.

Paying Your Business Tax Renewal Online

Munis Self Service
My Cart (0 items) NAPLES735
Welcome to Citizen Self Service **Step 1**
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.
Citizen Self Service
Business Tax Receipts
General Billing
Non-Emergency Requests

Managing your account online is easy. Log into your account and select Citizen Self Service.

Step 1: Select Business Tax Receipts.

Business Tax Receipts **Step 2**
To search for an account, please use the following search items below.
Account ID
Bill number 25750

Step 2: Using your Renewal Notice, locate the Bill #. Enter this number ONLY to access a Business Tax Receipt account. Leave all of the other areas blank.

Business Tax Receipts **Step 3**
Search Results
Modify Search | New Search
1 Found bill years 1998-2020 only
Location Owner Account ID Cycle/Month/Year Category Type
735 8TH STR S CUSTOMER 1234 ANN, 9 2017 ser osb Details | Add to Cart

Step 3: Click on Details to see the summary of the business tax receipt renewal.

Step 4: The Bill Detail will look like the screen shot to the left. Select "Add to Cart" to begin the

Business Tax Receipts **Step 4**
Bill Detail
View Bill
Bill Year 2017
Bill 25750
Owner CUSTOMER 1234
View payments/adjustments
Charge Description Amount
SER BUSINESS TAX RECEIPT \$57.89
SUBTOTAL \$57.89
Payments/Adjustments \$0.00
Total Unpaid Balance \$57.89
TOTAL DUE \$57.89
Add to Cart

payment process.

On the tool bar on the top right of the page, the number of items in "My Cart" will increase from 0 to 1 items. Click on the cart and the summary of the amount of the bill will appear in a grey box. Next select Checkout.

My Cart (1 item)
Business License 25750 \$57.89
Total: \$57.89
Review Cart Checkout

Select Payment Method **Step 5**
Pay your bill by credit card or echeck.
Pay by Credit Card | Pay by eCheck | Cancel

Step 5: Select Payment Option "Pay by Credit Card". Enter your credit card number, the Card ID and the expiration date. Or your E-Check information. Confirm the billing address and submit your payment.

IF YOU DO NOT HAVE A 2018 BUSINESS TAX RECEIPT, CONTACT CUSTOMER SERVICE FOR THE OUTSTANDING BALANCE DUE ON THE ACCOUNT. A RENEWAL WILL NOT BE SENT TO YOU IF YOU HAVE AN OUTSTANDING BALANCE.

For customers that have changes to anything on the renewal, please return the renewal notice with your changes and a check to the address on the notice.