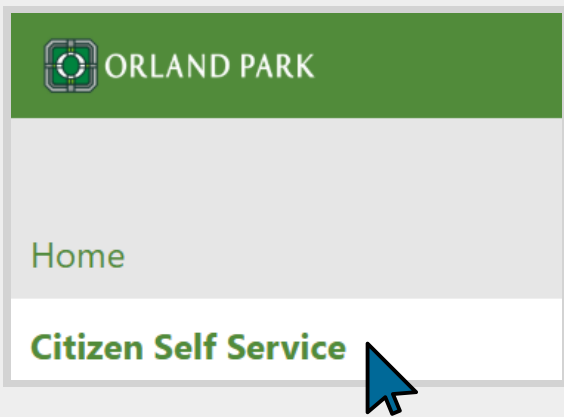


HOW TO CREATE A CITIZEN SELF SERVICE ACCOUNT

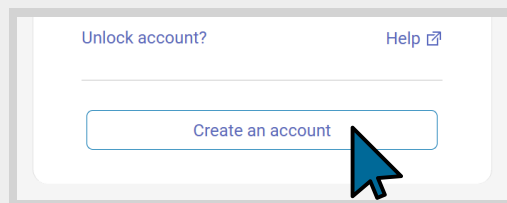
1

Open the **Citizen Self Service** portal at <https://tylerss.orlandpark.org/css> and select **"Citizen Self Service"** on the top left side of the window.



2

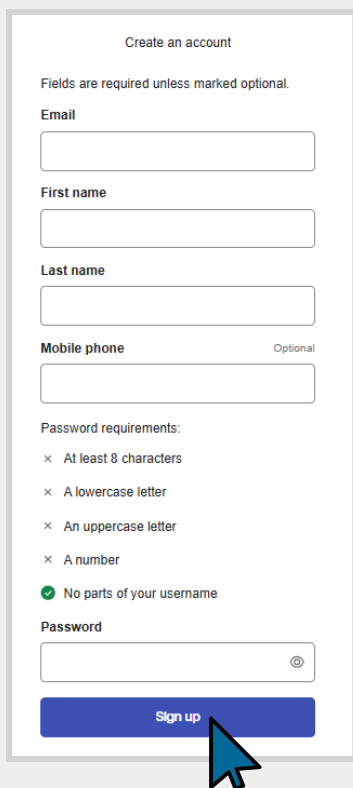
Select **"Create an account"** at the bottom of the screen.



3

Enter the required fields.

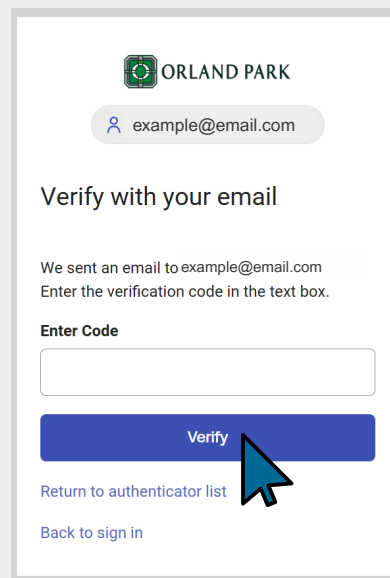
*Be sure to remember your email and password information as the Village does not have access to your login info!



The screenshot shows the 'Create an account' form. It includes fields for Email, First name, Last name, and Mobile phone (marked as optional). Below these fields are password requirements: At least 8 characters, A lowercase letter, An uppercase letter, A number, and No parts of your username (checked). A Password field is also present. At the bottom, a blue 'Sign up' button is highlighted with a blue mouse cursor.

4

Enter the **code** that was sent to your **account's email address**.

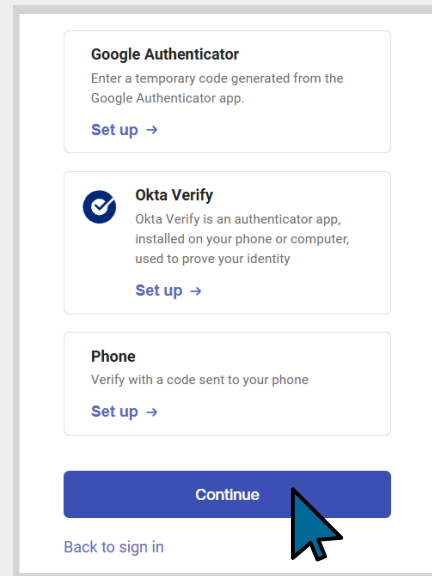


The screenshot shows the 'Verify with your email' page. It displays the email address 'example@email.com' and a message: 'We sent an email to example@email.com. Enter the verification code in the text box.' Below this is an 'Enter Code' field and a blue 'Verify' button, which is highlighted with a blue mouse cursor. There are also links for 'Return to authenticator list' and 'Back to sign in'.

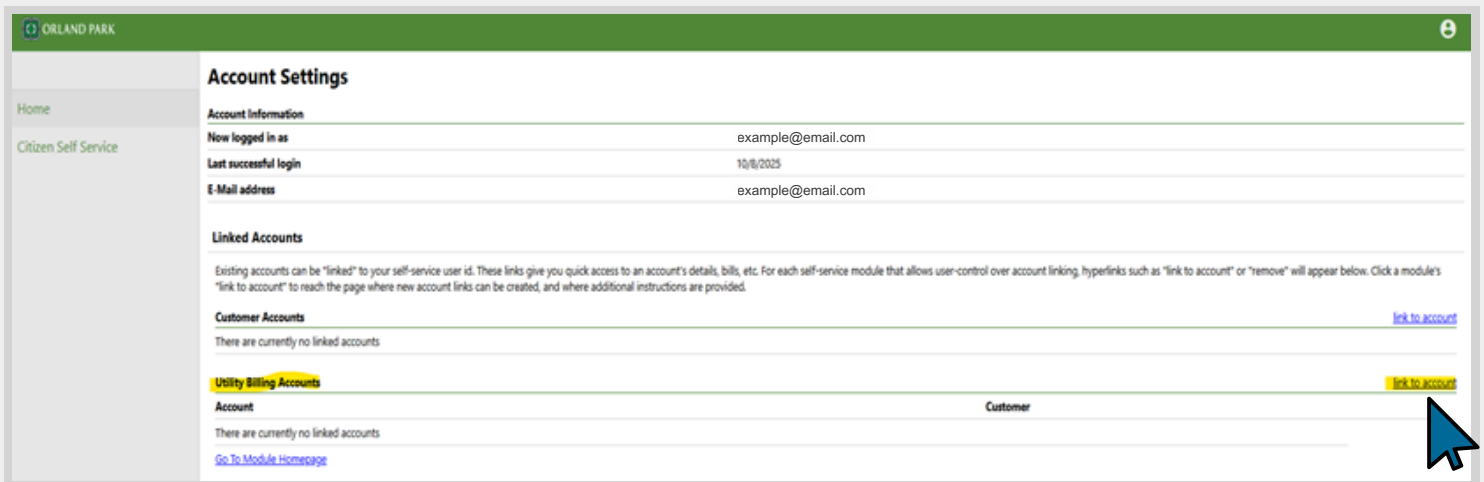
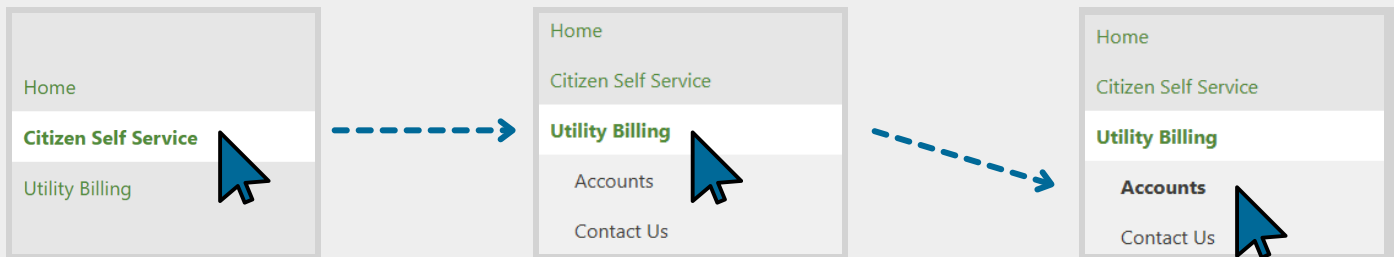
Questions? Call the Water Billing Department at (708) 403-6175 for assistance.

HOW TO CREATE A CITIZEN SELF SERVICE ACCOUNT

5 The two-step verification is optional. Select **“Continue”** if you’d like to skip it.



6 Select **“Citizen Self Service”**, then select **“Utility Billing”**, then select **“Accounts”**, then select **“Link to Account”**.
 *If you have more than one account, you can link those here too.



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HOW TO CREATE A CITIZEN SELF SERVICE ACCOUNT

7

On your most recent bill, locate your **“Account-Customer ID”**. Enter your Account Number and Customer ID. Select **“Submit”**.

Account-Customer ID:	123456-789101
Bill Number:	000000
Service Address:	12345 Example Street

Utility Billing Account Link Setup

From your most recent updated bill, locate your Account Number .

Account Number: First 6 digits before the dash *

Customer ID: Last 6 digits after the dash *

123456

789101

Submit **Cancel**

* indicates required field

8

Your account is now linked! Select your **account number**.

Home

Citizen Self Service

Account Settings

Account Information

Now logged in as

Last successful login

E-Mail address

Linked Accounts

Existing accounts can be "linked" to your self-service use "link to account" to reach the page where new account I

Customer Accounts

There are currently no linked accounts

Utility Billing Accounts

Account

123456

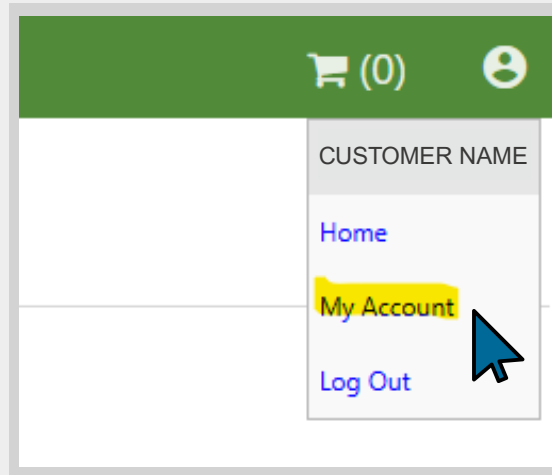
[Go To My Homepage](#)

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HOW TO CREATE A CITIZEN SELF SERVICE ACCOUNT

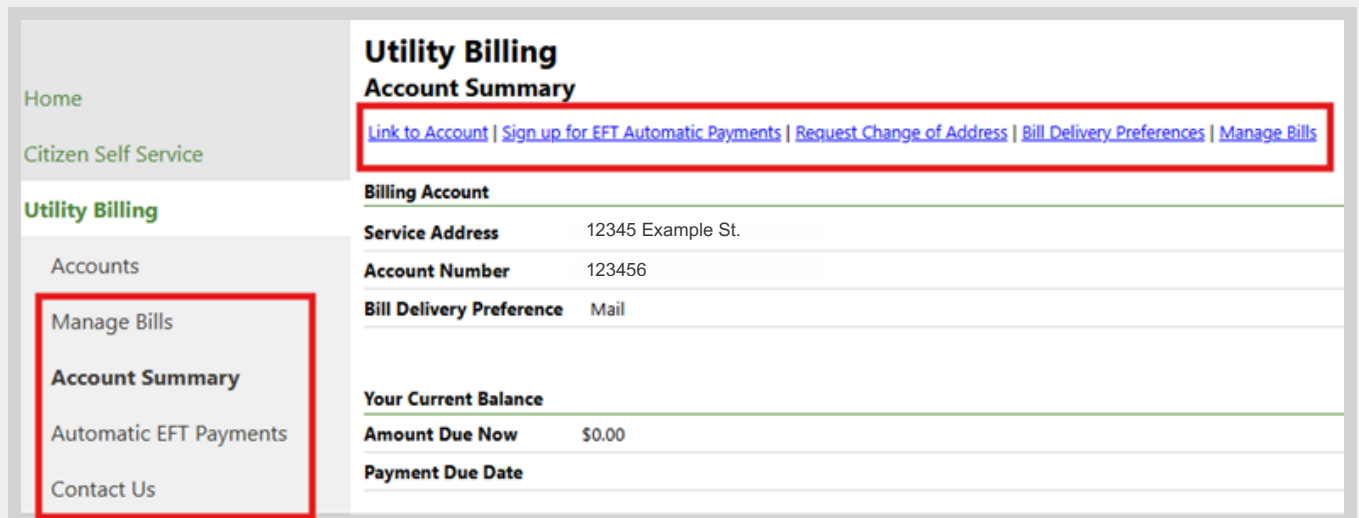
9

To link other accounts, select **"My Account"**.



10

Navigate to and select the **appropriate tab** to manage your account or make a payment.



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