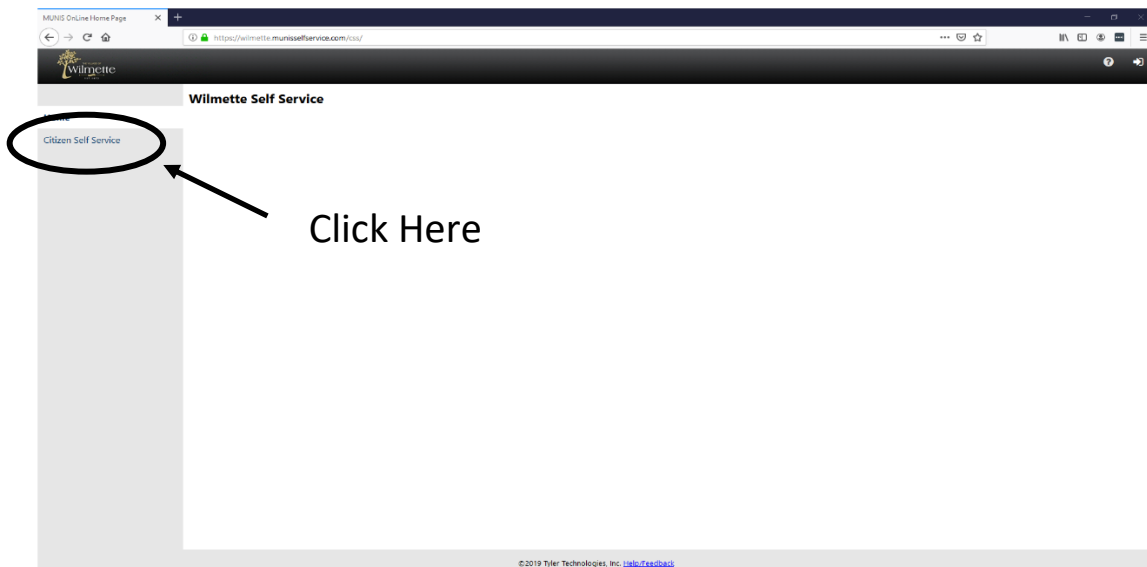


# Village of Wilmette – Citizen Self Service Account Creation Guide

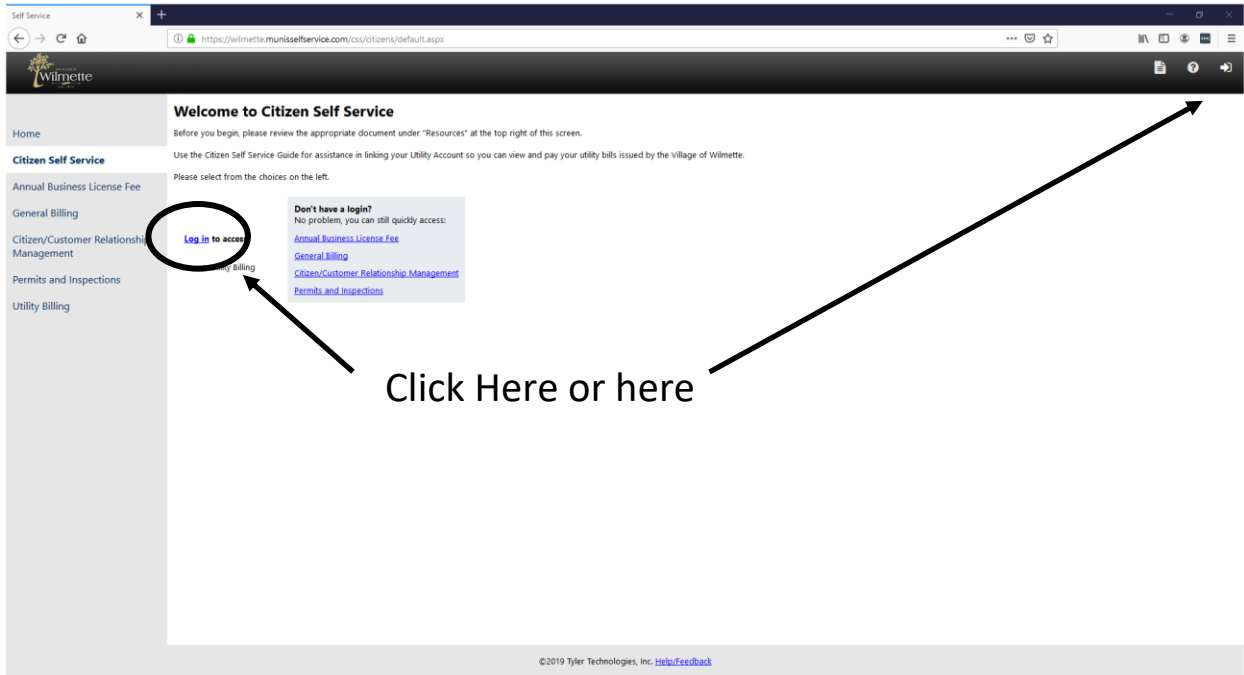
Follow these steps to register on the citizen self-service website and link your utility account so that you can view bills, pay online or sign up for direct debit as well as manage your paperless billing options.

**NOTE:** You can link a utility account to multiple self-service accounts so more than one person can view and/or manage the settings.

1. From the Wilmette Self Service webpage (<https://wilmette.munisselfservice.com/css>) click on Citizen Self Service (You can also access this link from our website at [www.wilmette.com](http://www.wilmette.com) by clicking on “Pay Bills Online” and clicking on the link in the Citizen Self Service section and skip to page 3)



2. Click on the “Log in” hyperlink or the button at the top right to sign in or create a new account



# How to use the Login Page

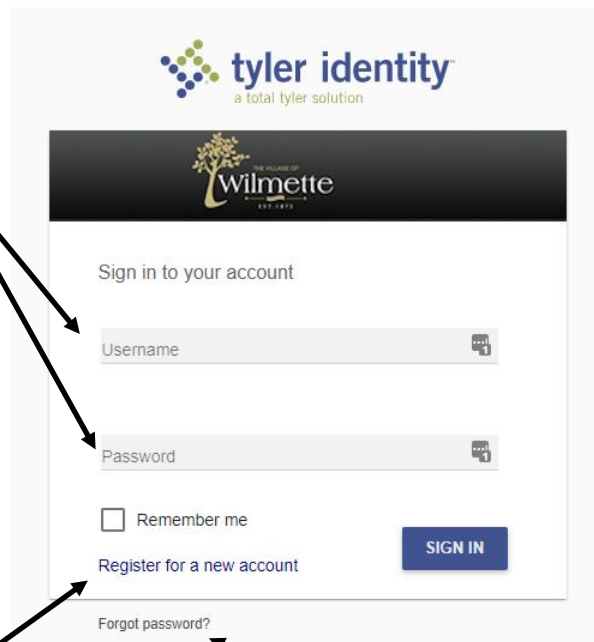
3. The accounts are based upon an email address. You can use the login page to:
  - a. Sign in to your account
  - b. Register for a new account
  - c. Regain access to your existing account

Not sure what to click on? See below for additional guidance

IF YOU HAVE AN ACCOUNT:

Enter your email and password to sign in

Check the "Remember me" box if you don't want to sign in every time you visit the site.



The screenshot shows the login interface for Tyler Identity. At the top, there is a logo for 'tyler identity' with the tagline 'a total tyler solution'. Below this is a dark banner with the 'Wilmette' logo and 'EST. 1917'. The main content area is titled 'Sign in to your account' and contains two input fields: 'Username' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. To the right of the 'Remember me' checkbox is a blue 'SIGN IN' button. Below the sign-in form are two links: 'Register for a new account' and 'Forgot password?'. Arrows from the surrounding text point to these elements.

IF YOU'RE NEW:

Click Here to register a new account

See Page 7 for instructions

IF YOU CAN'T ACCESS YOUR ACCOUNT:

Click here to reset your password and gain access to your existing account

See Page 9 for instructions

# Navigating the site after login

If you just registered with the site, the first page to load may be “Account Settings.”

The screenshot shows the Wilmette website's Account Settings page. The header includes the Wilmette logo and navigation icons. A left sidebar contains links for Home, Citizen Self Service, Annual Business License Fee, General Billing, Citizen/Customer Relationship Management, Permits and Inspections, and Utility Billing. The main content area is titled "Account Settings" and includes sections for Account Information (with fields for name, email, and last login), Linked Accounts (with explanatory text and a "link to account" link), Annual Business License Fee Accounts, Permits and Inspections Accounts, and Utility Billing Accounts (with a "link to account" link).

If you are a returning user, then the Citizen Self Service home page may load instead.

The screenshot shows the Wilmette Citizen Self Service home page. The header includes the Wilmette logo and navigation icons. A left sidebar contains links for Home, Citizen Self Service, Annual Business License Fee, General Billing, Citizen/Customer Relationship Management, Permits and Inspections, and Utility Billing. The main content area is titled "Welcome to Citizen Self Service" and includes sections for Announcements (with instructions on reviewing documents and using the Citizen Self Service Guide), and Profile Information (with a note that profile information was not found).

If you already have an account linked, it will display right under the Profile Information. If not, you can now link your utility account using the Account # and Customer ID# (CID) located on your bill.

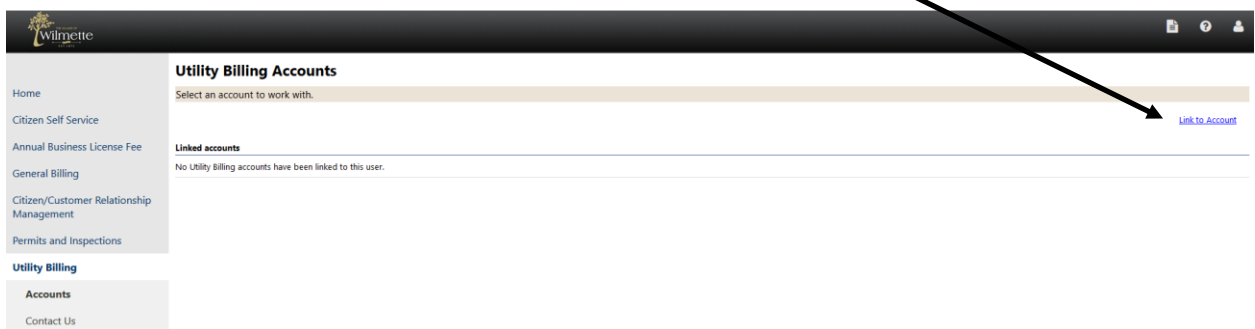
Don't have a new bill with your account and CID# yet? Email a request to [ar@wilmette.com](mailto:ar@wilmette.com) and we'll reply with the information!

There is more than one way to link an account in the site. This document will cover a procedure that works for both new and returning users.

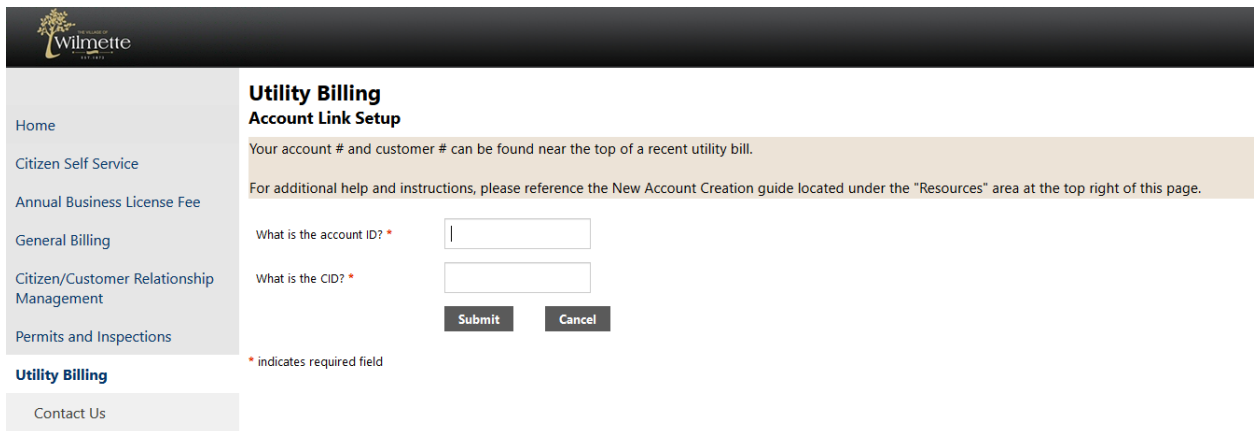
On the left hand navigation, click “Citizen Self Service”

Click on “Utility Billing”

On the right hand side, click on “Link to Account”



Enter your account ID and CID and click Submit



Once linked, there are multiple ways to access your account information. One way is by clicking on Citizen Self Service and then Utility Billing in the left side navigation.

From your account screen, you can view consumption history, sign up for automatic payments, link another account and set bill delivery options as desired using the links at the top of the screen

Home

Citizen Self Service

Annual Business License Fee

General Billing

Citizen/Customer Relationship Management

Permits and Inspections

**Utility Billing**

Accounts

Manage Bills

**Account Summary**

Automatic EFT Payments

Contact Us

### Utility Billing

#### Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

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**Billing Account**

Service Address

Account Number

Bill Delivery Preference

---

**Your Current Balance**

Amount Due Now  [Pay Now](#)

Payment Due Date

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**About Your Payments**

No payment activity found

---

**Customer Information**

Name

Address

Customer ID

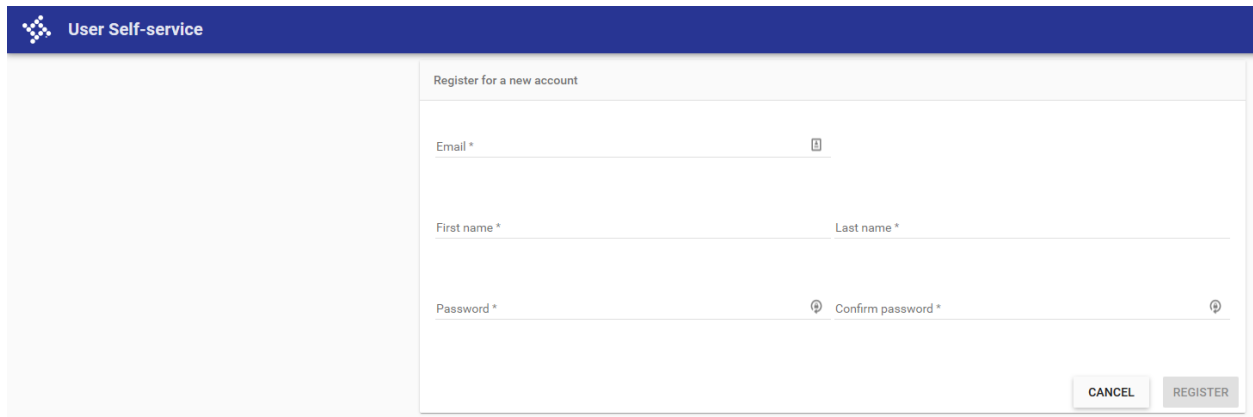
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**Services**

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER STANDARD CYCLE	<input type="text"/>			ACTIVE	<a href="#">View Consumption</a>
STANDARD SEWER IN TOWN				ACTIVE	None
REFUSE FEE				ACTIVE	None
FUTURE METER REPLACE CHARGE				ACTIVE	None

# Registering a new account

Fill in all of the fields and then click REGISTER to create your account.



The screenshot shows a web interface for registering a new account. At the top, there is a dark blue header with a logo and the text 'User Self-service'. Below the header, the main content area is titled 'Register for a new account'. The form contains the following fields:

- Email \***: A text input field with a small icon to its right.
- First name \*** and **Last name \***: Two text input fields side-by-side.
- Password \*** and **Confirm password \***: Two text input fields side-by-side, each with a small icon to its right.

At the bottom right of the form, there are two buttons: 'CANCEL' and 'REGISTER'.

Please note:

Passwords must include a special character (&, \$, %, etc.)

You must click on the confirmation link sent to the email address you entered in order to activate your new account. The email will look like this:

[Village of Wilmette] Account Created  
3 minutes ago at 11:09 AM  
From [noreply@wilmette.com](mailto:noreply@wilmette.com)

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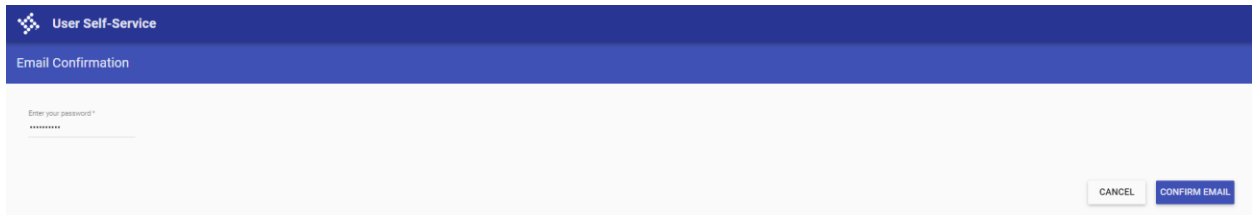
You created an account with Village of Wilmette.

Username:

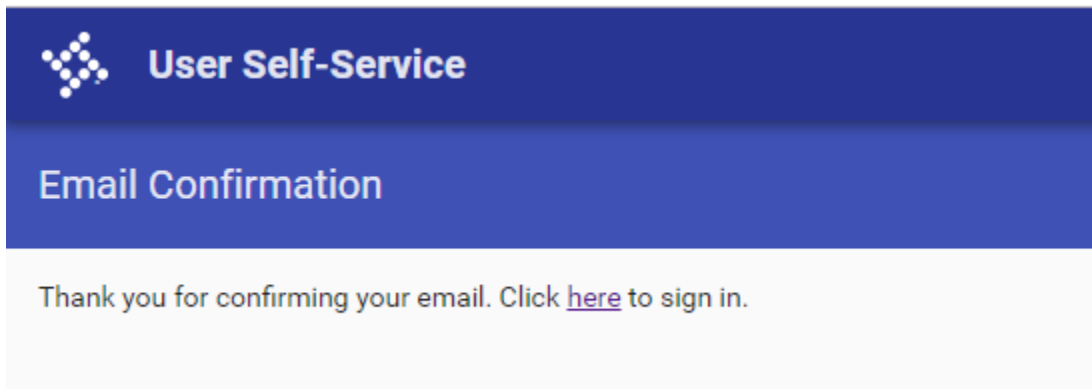
Please click here to confirm your email address:  
<https://wilmette.munisselfservice.com/tyleridcore/userprovisioning/#/email/emailconfirm/7f8WJQmc2vKcYsNYhYIdjwz>

Thanks!  
Village of Wilmette

Click on the link in the e-mail and then enter the password you just created and click “CONFIRM EMAIL” on the website that loads.



If you've entered the correct password, you will see this page. Click on the link to sign-in and begin navigation the site.

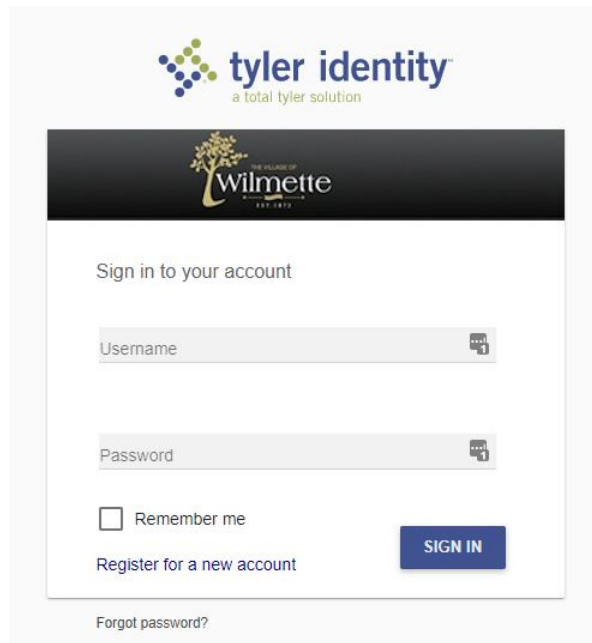


Go to page 3 for further guidance.



# Resetting your password

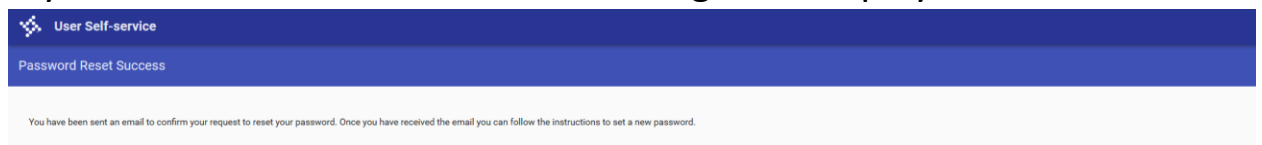
From the login page click on “Forgot Password?”



The screenshot shows the login interface for Tyler Identity, a total Tyler solution. At the top, there is a dark banner with the Wilmette logo, which includes the text 'THE VILLAGE OF Wilmette' and 'EST. 1872'. Below the banner, the text 'Sign in to your account' is displayed. There are two input fields: 'Username' and 'Password', each with a small icon on the right side. Below the password field is a checkbox labeled 'Remember me'. To the right of the checkbox is a blue button labeled 'SIGN IN'. Below the 'SIGN IN' button is a link that says 'Register for a new account'. At the bottom left of the form area, there is a link that says 'Forgot password?'.

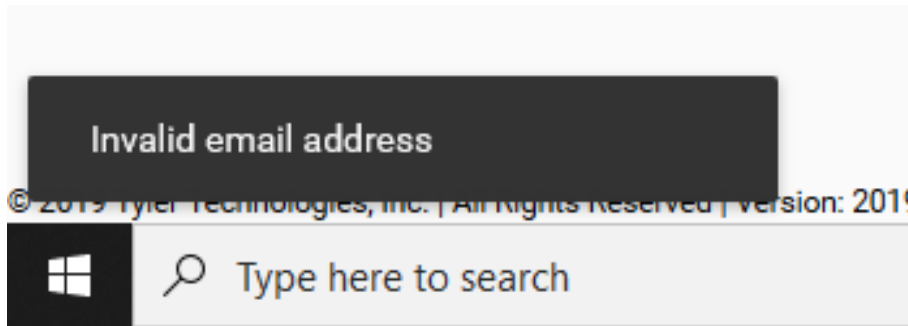
Enter the email address associated with your account and click “RESET PASSWORD”

If you have an account, then this message will display:



Follow the instructions in the email you receive to restore access to your account.

If you see a message at the bottom left of the screen that says “Invalid email address” then please check to ensure you’ve spelled your email address correctly. If you have, then you do not have a login that uses that email address. Go to page one and start over and create a new account.



Questions?

Email [ar@wilmette.com](mailto:ar@wilmette.com) or call 847-251-2700