

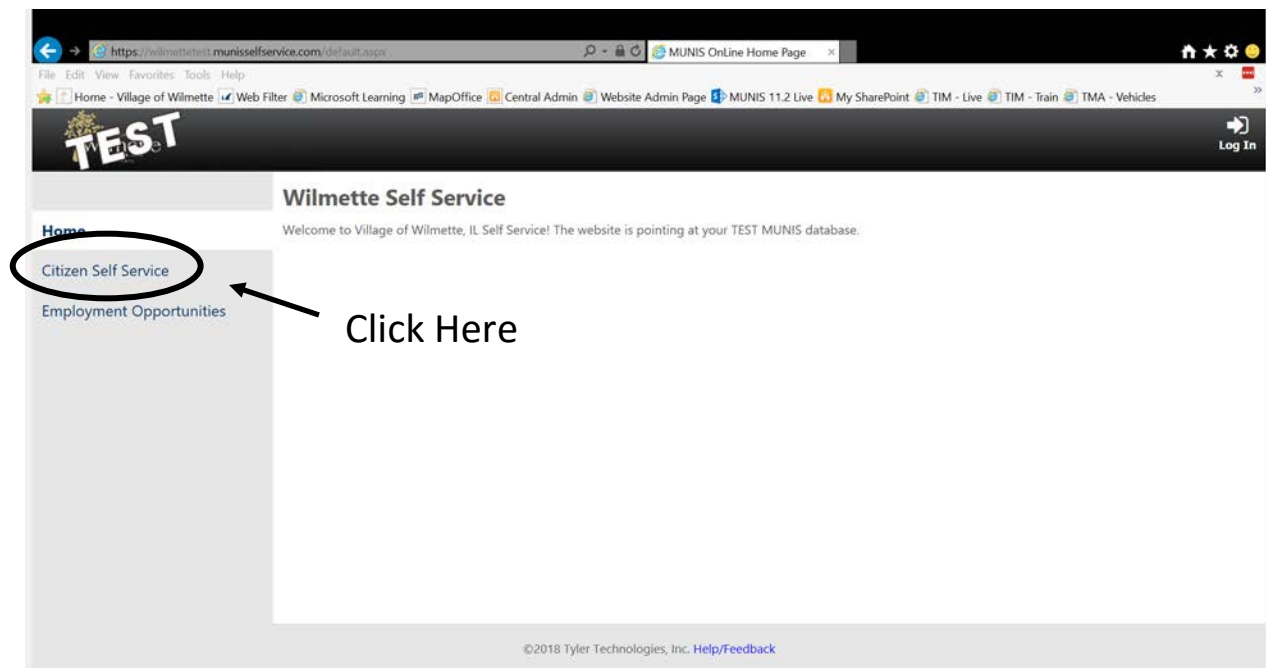


## Village of Wilmette – Citizen Self Service Account Creation Guide

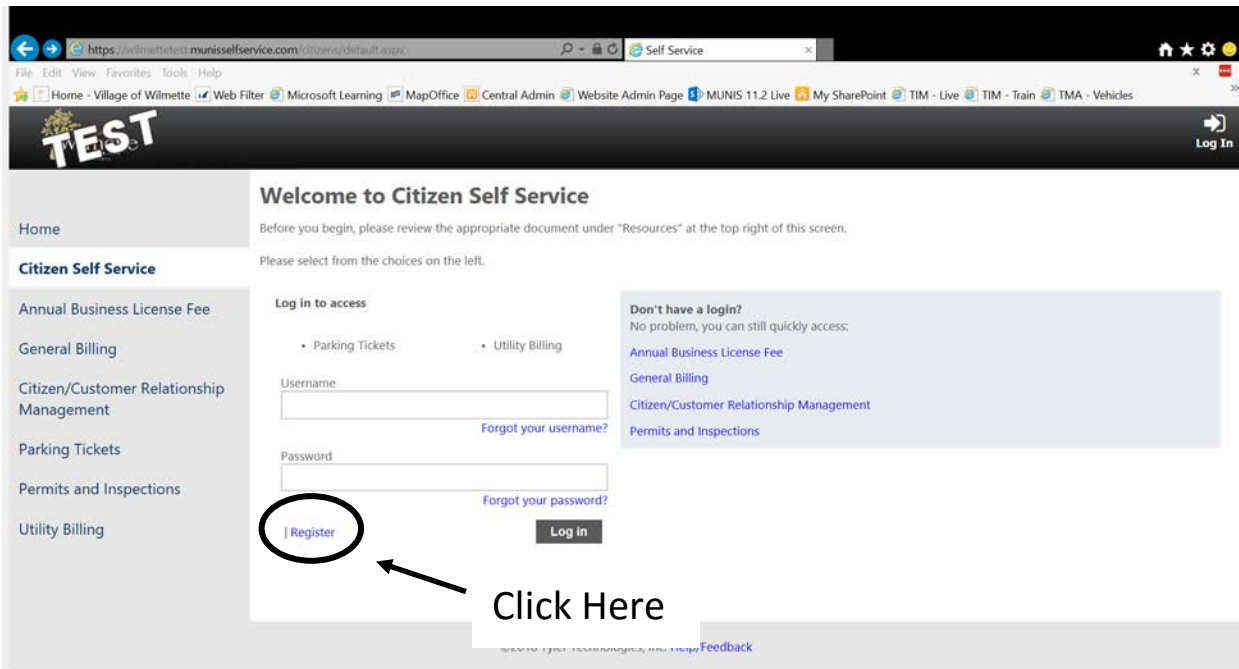
Follow these steps to register on the citizen self-service website and link your utility account so that you can view bills, pay online or sign up for direct debit as well as manage your paperless billing options.

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

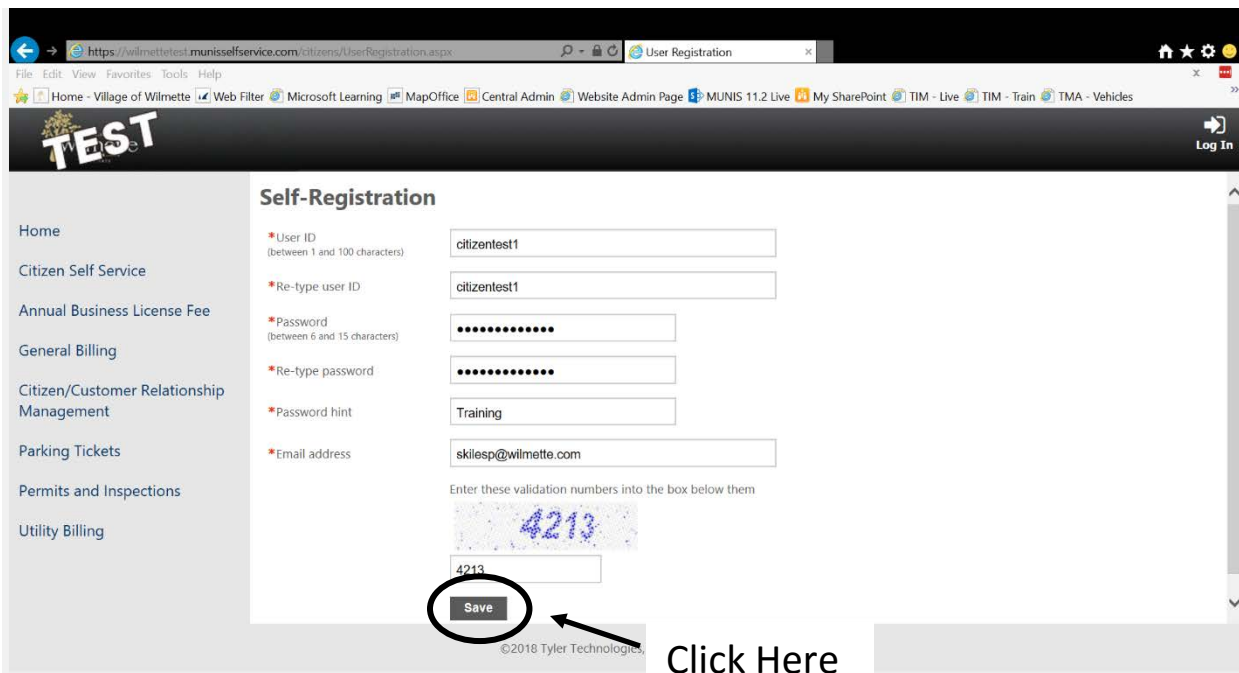
1. From the Wilmette Self Service webpage (<https://wilmette.munisselfservice.com>) click on Citizen Self Service



## 2. Click on the “Register” hyperlink.



## 3. Complete fields and click SAVE



## 4. Click Citizen Self Service

Account Settings

TEST

CITIZENTEST1

**Citizen Self Service**

**Account Information**

Now logged in as	CITIZENTEST1
Last successful login	10/23/2018
Last failed login	10/23/2018
Passw	10/23/2018
Passw	364 days   <a href="#">Change Password</a>
E-Ma	skilesp@wilmette.com   <a href="#">Change E-Mail Address</a>

**Linked Accounts**

Please call the Village at 847-853-7550 to speak to a representative who can link your Village-issued Customer ID (CID).

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.

**Permits and Inspections Accounts**

There are currently no linked accounts.

[Go To Module Homepage](#)

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## 5. Click Utility Billing

Self Service

TEST

CITIZENTEST1

**Citizen Self Service**

- Annual Business License Fee
- General Billing
- Citizen/Customer Relationship Management
- Parking Tickets
- Permits and Inspections
- Utility Billing**

**Welcome to Citizen Self Service**

**Announcements**

Before you begin, please review the appropriate document under "Resources" at the top right of this screen.

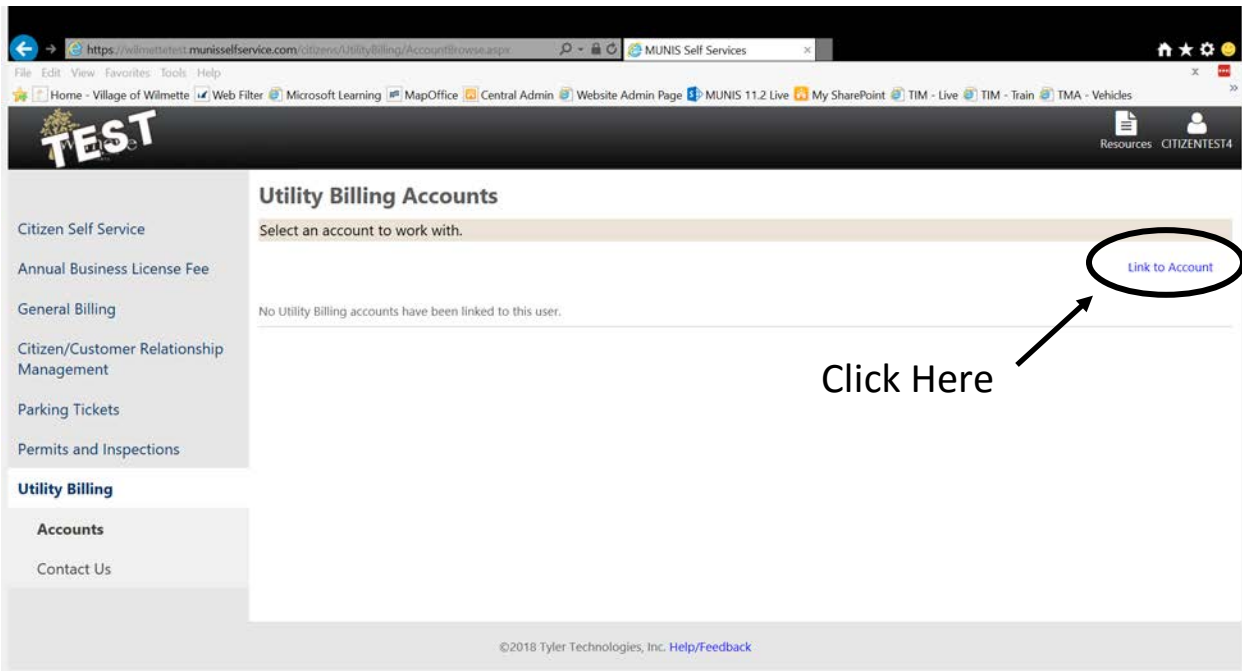
Please select from the choices on the left.

**Profile Information**

Profile information not found.

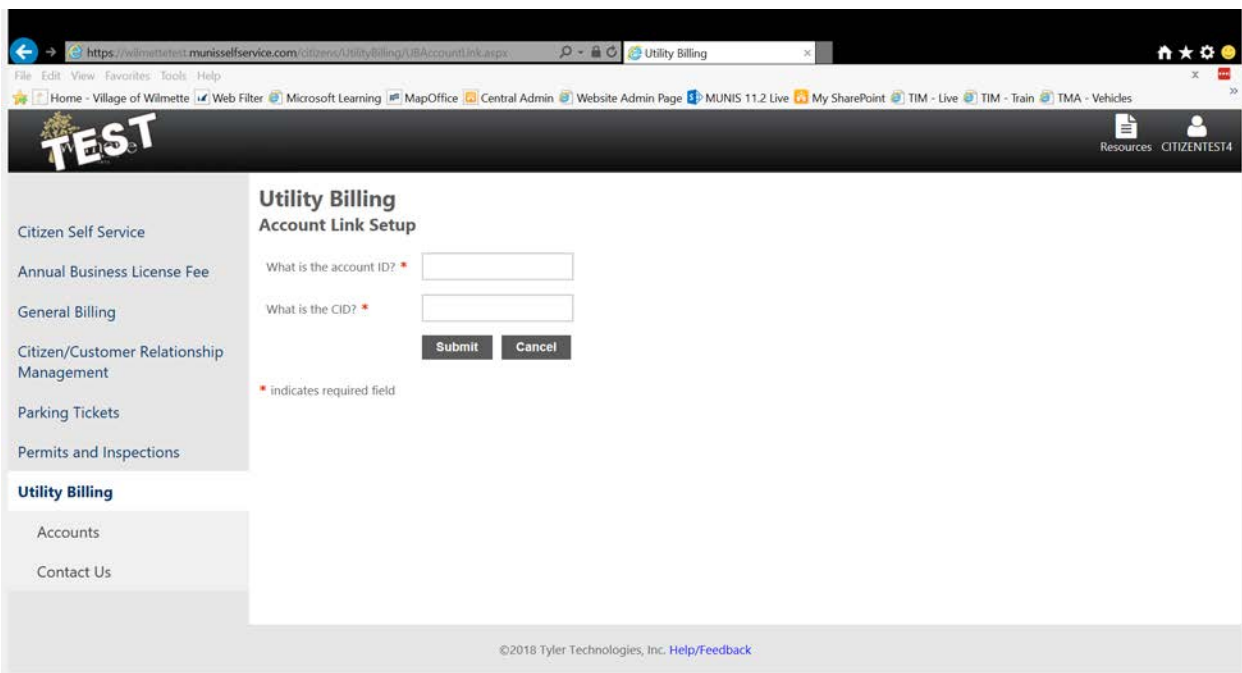
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## 6. Click “Link to Account”

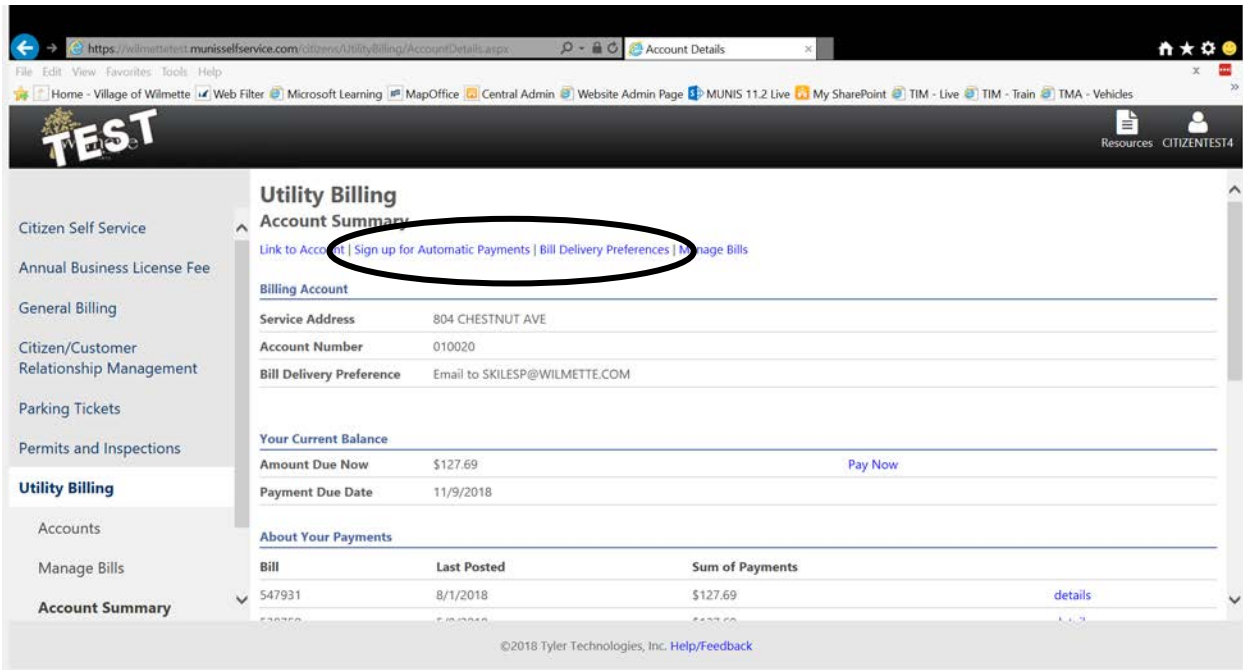


## 7. Enter Required Information and click Submit.

- a. 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!



## 8. Sign up for Automatic payments and set bill delivery options as desired



The screenshot shows a web browser window with the URL <https://www.wilmette.il.gov/munisselfservice/citizen/UtilityBilling/AccountDetails.aspx>. The page title is "Account Details". The main content area is titled "Utility Billing Account Summary". A navigation menu on the left includes "Citizen Self Service", "Annual Business License Fee", "General Billing", "Citizen/Customer Relationship Management", "Parking Tickets", "Permits and Inspections", "Utility Billing", "Accounts", "Manage Bills", and "Account Summary". The "Account Summary" section is expanded, showing a table of billing information. The "Sign up for Automatic Payments" link is circled in red.

**Utility Billing Account Summary**

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

**Billing Account**

Service Address	804 CHESTNUT AVE
Account Number	010020
Bill Delivery Preference	Email to SKILESP@WILMETTE.COM

**Your Current Balance**

Amount Due Now	\$127.69	<a href="#">Pay Now</a>
Payment Due Date	11/9/2018	

**About Your Payments**

Bill	Last Posted	Sum of Payments	
547931	8/1/2018	\$127.69	<a href="#">details</a>
547930	5/1/2018	\$437.00	<a href="#">details</a>

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## Troubleshooting:

### User name and/or password recovery

1. To reset your self-service password, click "Log In" at the top right of the self-service web page.



2. Click on the desired link to recover/reset your user name or password.

The image shows a login form titled "Login". It contains two input fields: "Username" and "Password". Below the "Username" field is a blue link that says "Forgot your username?". Below the "Password" field is a blue link that says "Forgot your password?". A dark grey button labeled "Log in" is positioned below the password field. Two blue arrows point from the right side of the page towards the "Forgot your username?" and "Forgot your password?" links, respectively.

## Cancel automatic payments

1. To cancel your automatic payments, please e-mail [ar@wilmette.com](mailto:ar@wilmette.com) or call 847-251-2700.

Questions?

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