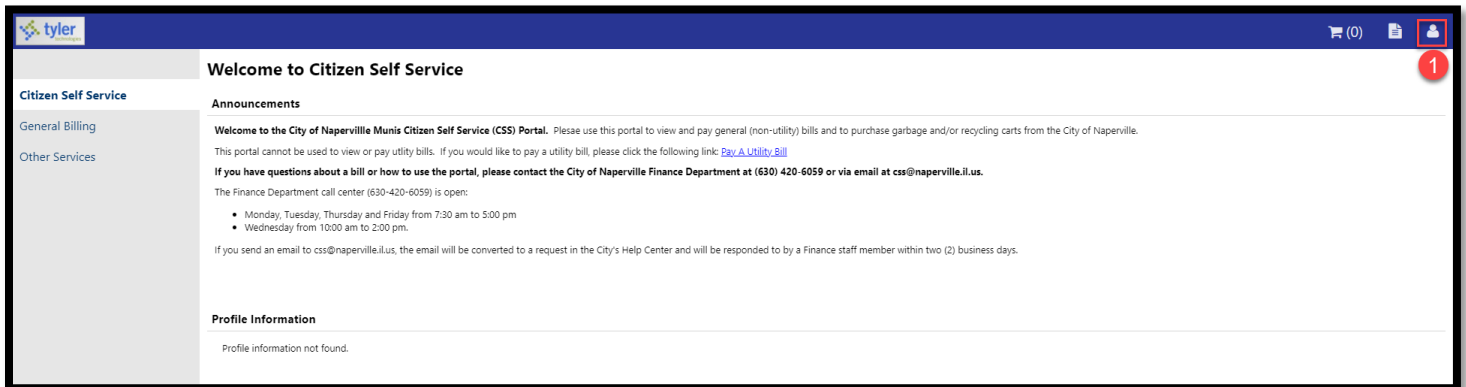
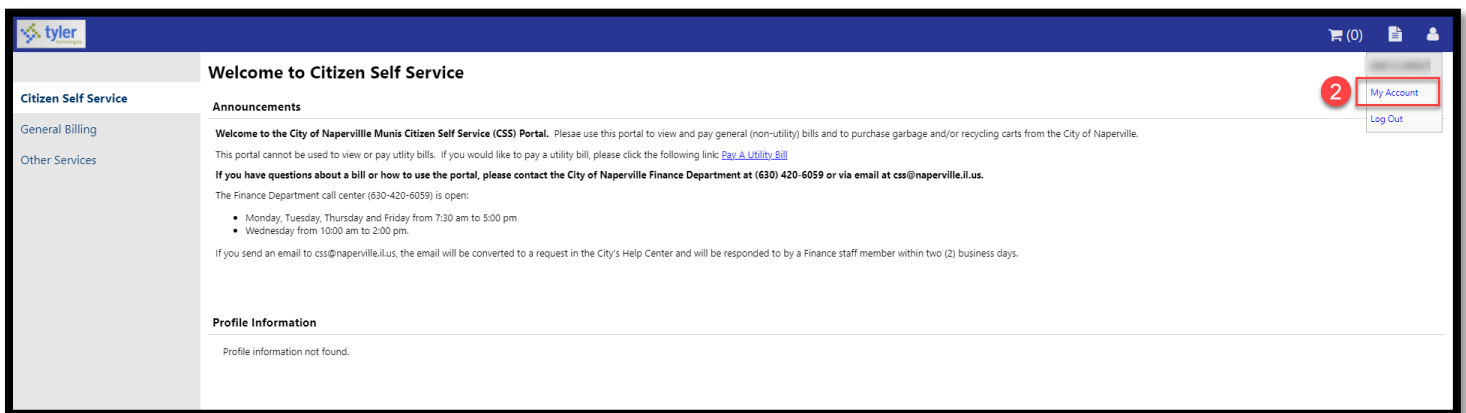


Link Customer Numbers to your CSS Account

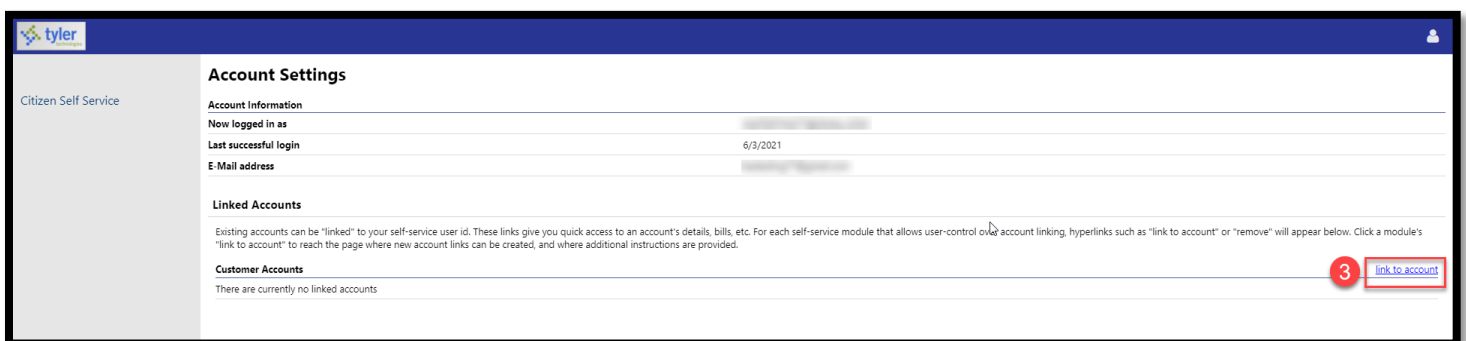
1 Click the **User** button in the upper right corner.



2 Select **My Account** from the drop-down menu.



3 Click the blue **Link to Account** link.



4 Enter the following information:

- **Customer ID or Account Number:** If you do not know your Customer ID, you can find it on a bill. View an example bill by clicking the **Resources** link in the upper right corner (★).
- **Name:** Enter the that is on file with your Customer ID/Account Number with the City. Note: The name must be entered exactly as it is printed on your bill.

5 Click the **Submit** button.

Citizen Self Service

Customer Account Linking

Create new Customer Account Link

To establish a new Customer Account Link, enter the required values below. Click the Resources icon in the upper right corner to view an example bill and locate your Customer ID and Name.

Customer ID or Account Number *

Name *

* Indicates required field

Resources

- Example Bill
- Instructions - Add an Account
- Instructions - Pay a Bill
- Naperville Help Center Website
- City of Naperville Website
- Garbage Cart Program
- Recycling Cart Program

Submit Cancel

6 If you have entered the correct Customer ID and name, the account will be added under the **Customer Accounts** section.

Click the blue **details** link to view billing and payment information related to the account or click the blue **remove** link to remove the billing account.

If you would like to add another account number, repeat Steps 3-5.

Citizen Self Service

Account Settings

Account Information

Now logged in as

Last successful login 6/3/2021

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

Name	Account	
EXAMPLE CUSTOMER		details remove