Registering for Citizen Self Service (CSS)

CSS Login Webpage: https://napervilleilcitizens.munisselfservice.com

1 Click **Arrow** button in the upper right corner of the screen.
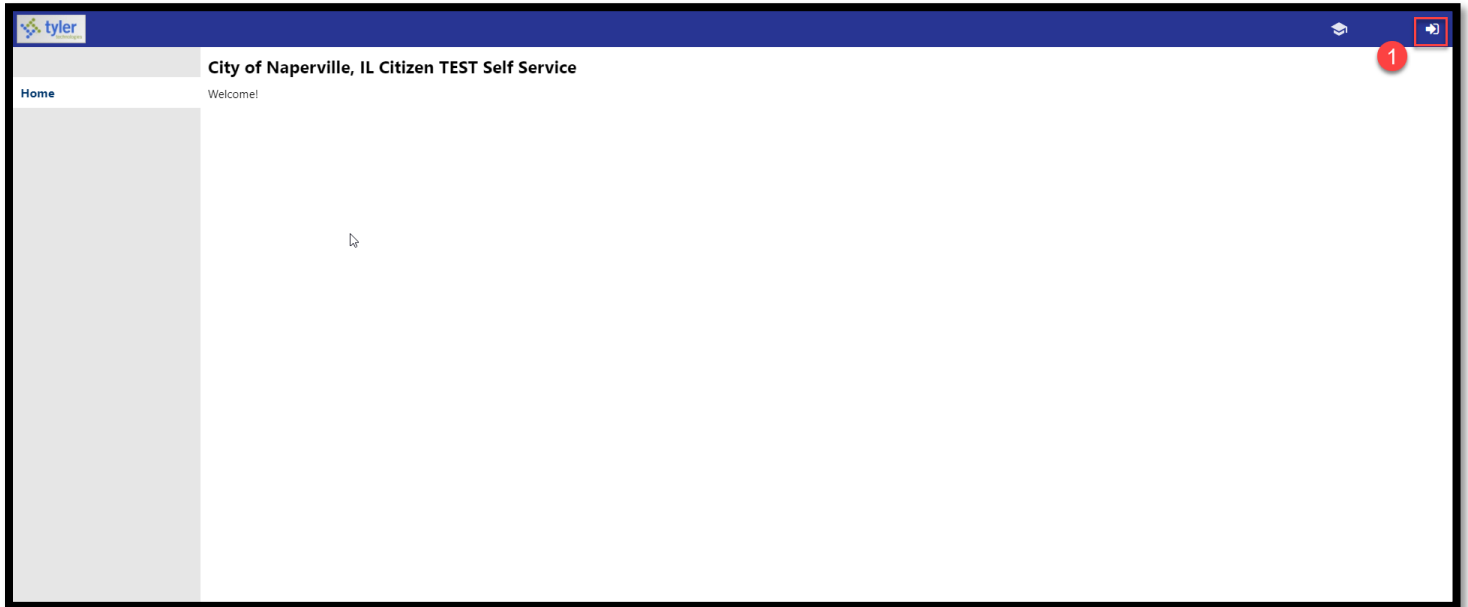
2 A login screen will appear. Click the blue **Register for a new account** link.
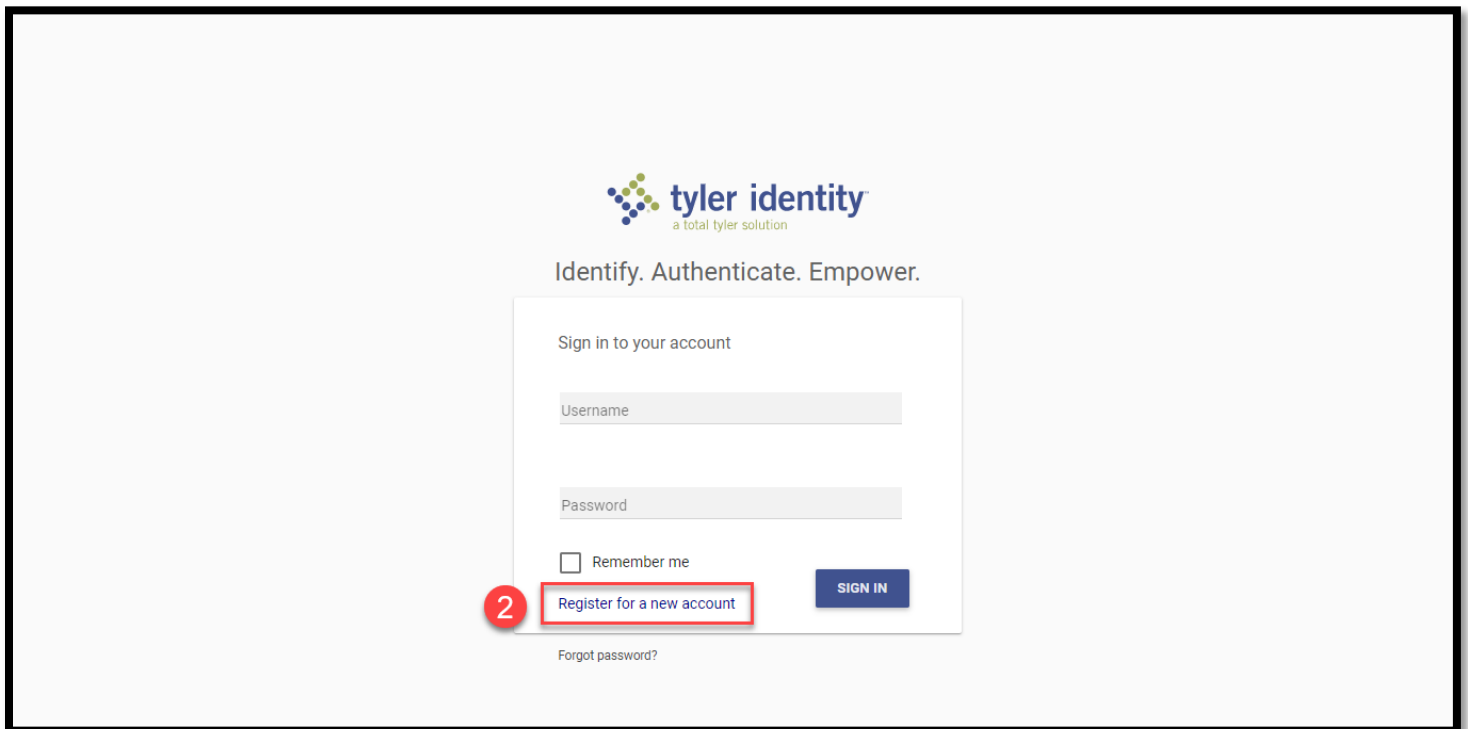
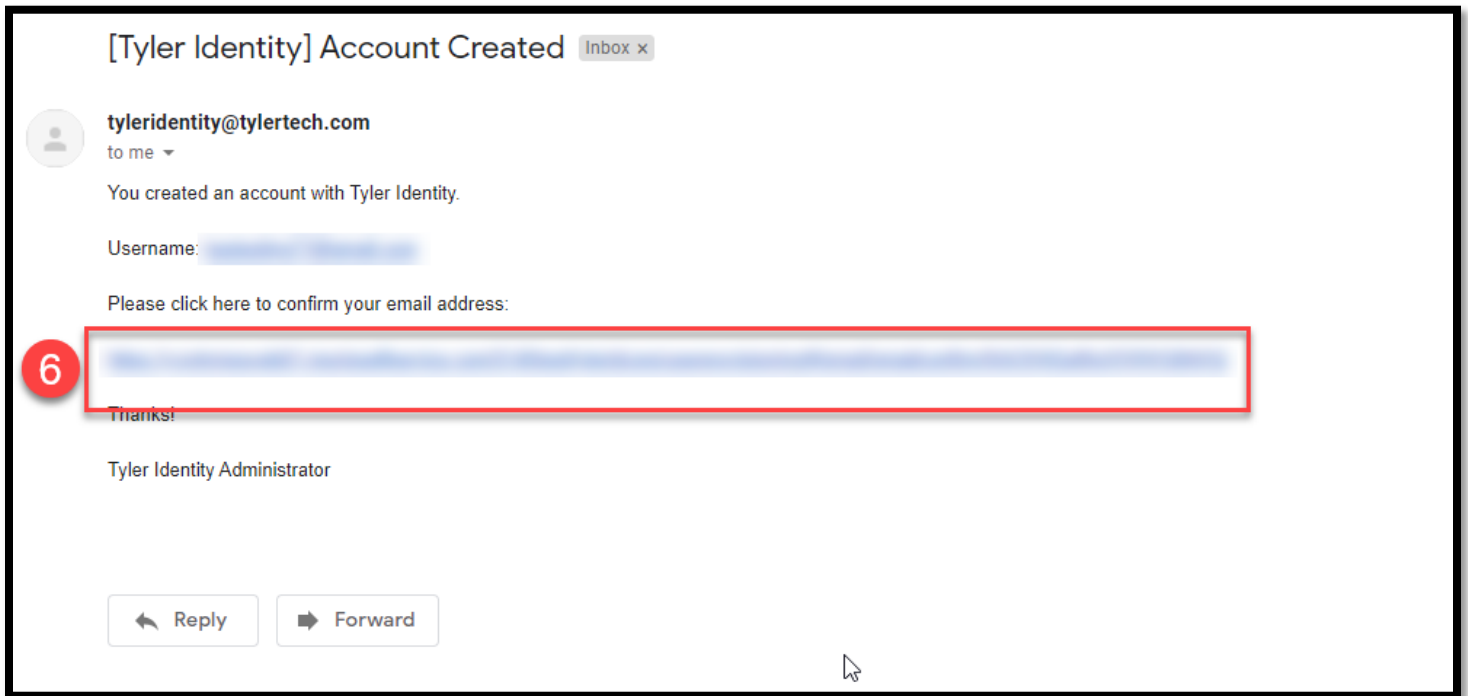**3** Complete the registration form. Note: The email address will be your username.

4 Click the **Register** button.

5 Before your account is officially registered, the system will send an email to your email address. **You must click the confirmation link in the email before you can access the account.**

6 When you receive the email, click the link in the email to confirm your email address.

[Tyler Identity] Account Created Inbox ×

tyleridentity@tylertech.com
to me ▾

You created an account with Tyler Identity.

Username:

Please click here to confirm your email address:

Thanks!

Tyler Identity Administrator

↩ Reply   ➡ Forward

7 The email confirmation page will appear. Click the **Sign In to Citizen Self Service** link.

User Self-Service

Email Confirmation

Thank you for confirming your email. Select an option below to continue:

- Sign in to Citizen Self Service
- Sign in to Vendor Self Service

8 Sign into the CSS portal:
- **Email:** Enter the email address associated with the CSS portal.
- **Password:** Enter the password you created for your CSS account. Note: if you forget your password, click the Forgot Password link on the screen to reset your password.

9 Click the **Sign In** Button.
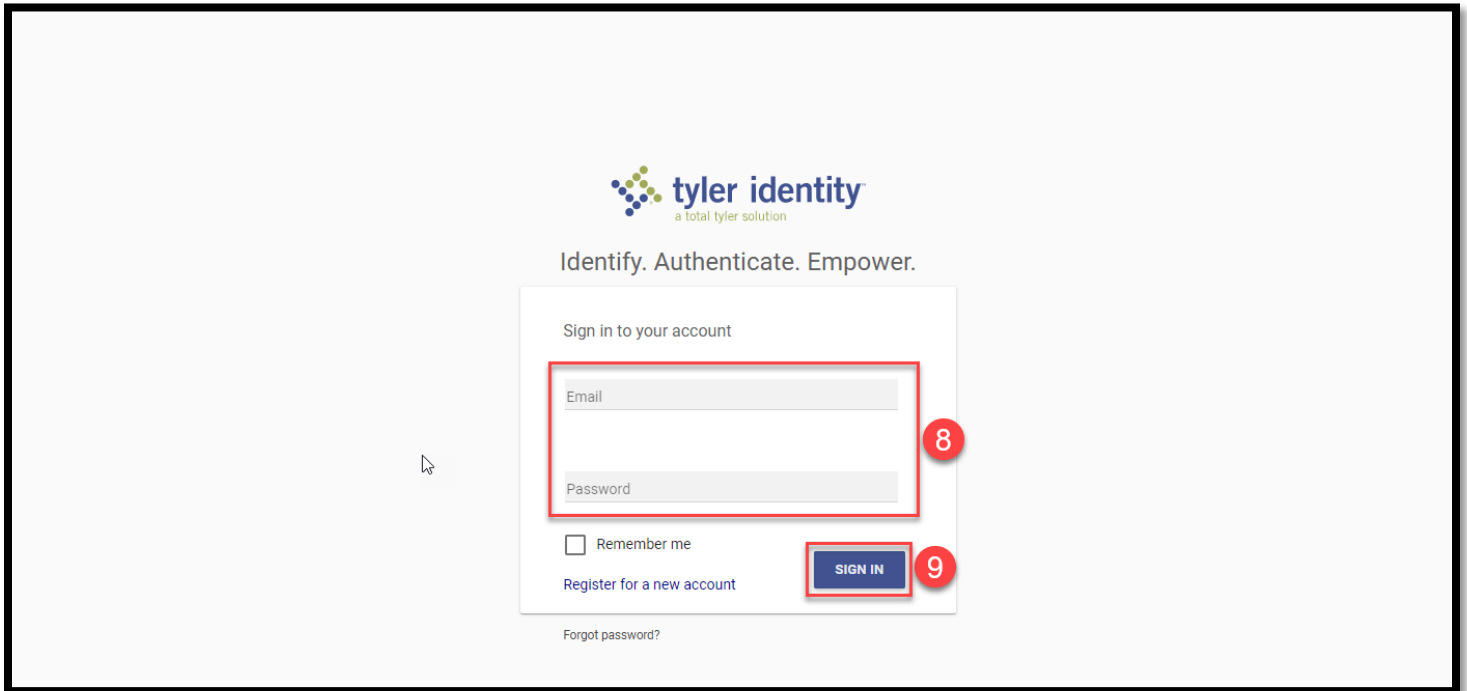
10 You will be directed to the New User page.   Select one of the three options:
- **Citizen Self Service Home Page:** Select this option to take you to the CSS home page, which includes announcements and links to pay a utility bill or purchase a garbage and/or recycling cart.
- **My Acount:** Select this option if you want to link a general billing account to your CSS profile. Instructions to link an account can be found in the Resources icon in the upper right corner of the CSS portal or on the City's website at https://www.naperville.il.us/government/city-finances/general-billing/.
- **My Profile:** Same as selecting My Account.