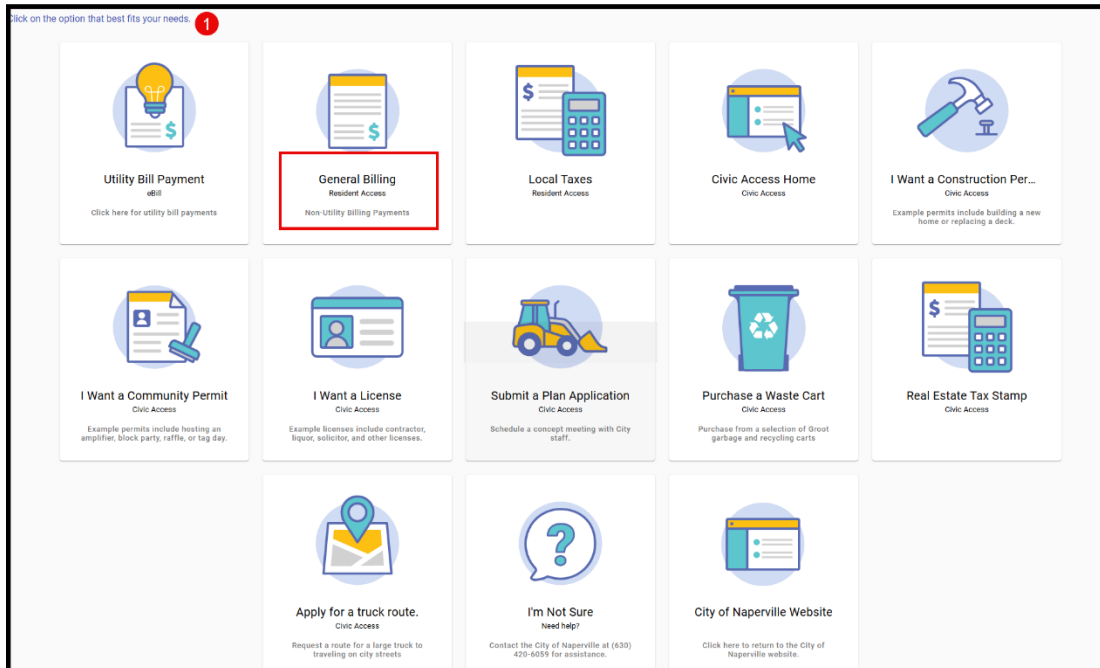


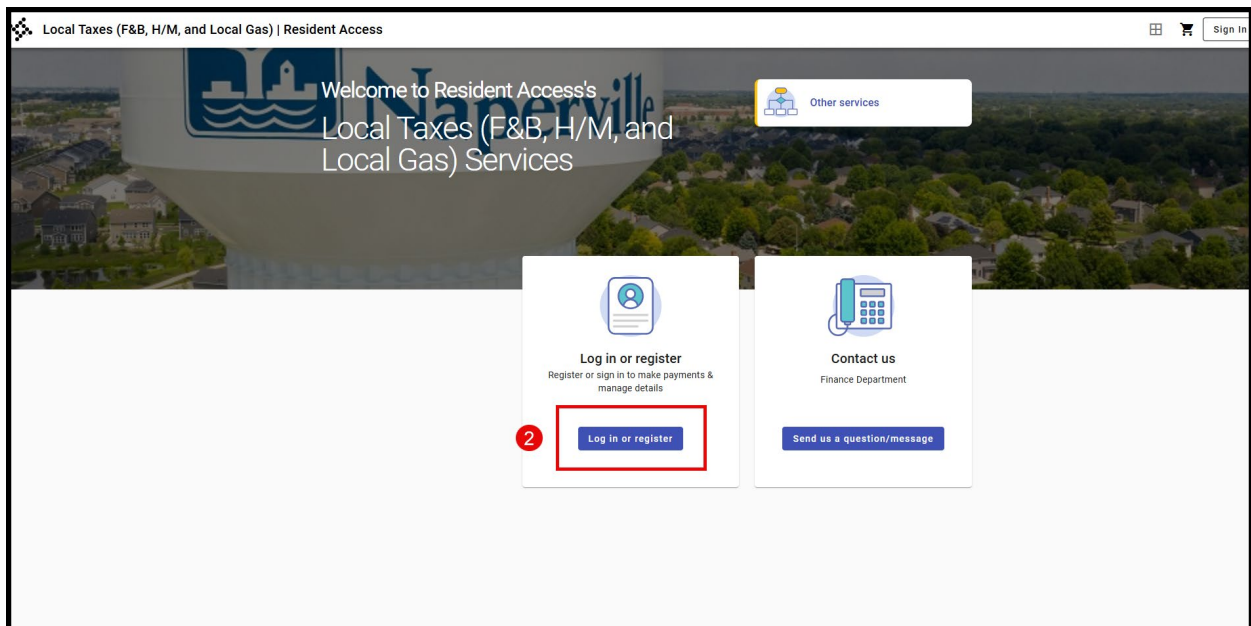
Linking a Customer to a Resident Access account (RA)

RA Login Webpage: <https://napervilleil.tylerportico.com/navigator/public/selections/>

1 Click on the option that best fits your needs.



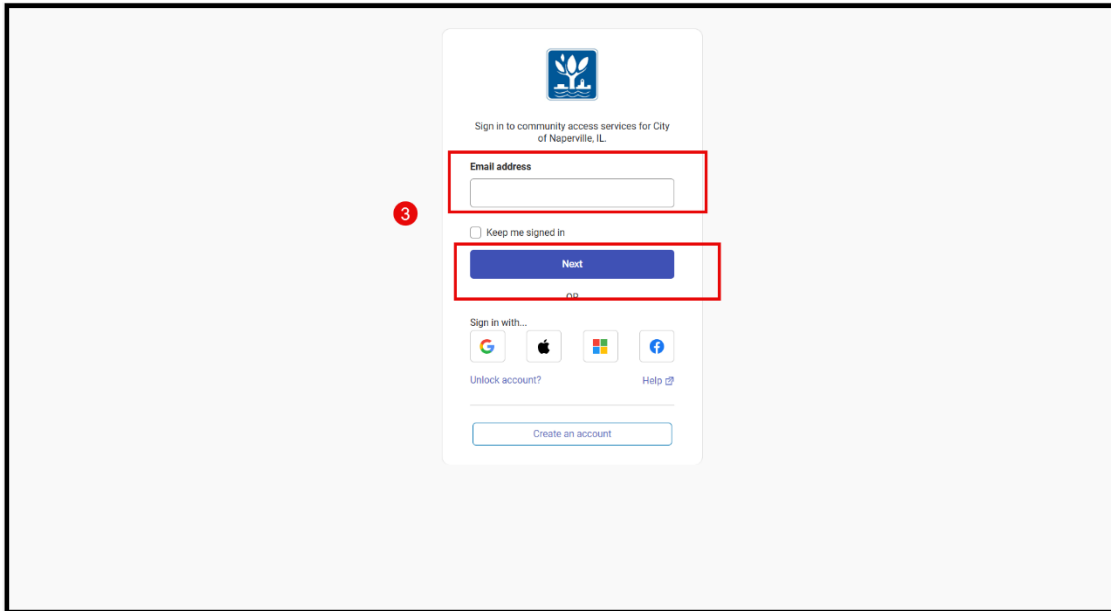
2 A login screen will appear. Click on blue **Log in or Register** button.



Linking a Customer to a Resident Access account (RA)

3 Enter the email address for account. NOTE: If you have not registered for an account, you will need to register (see the Registering for RA instructions).

Click on blue **Next** button.



Sign in to community access services for City of Naperville, IL.

Email address

Keep me signed in

Next

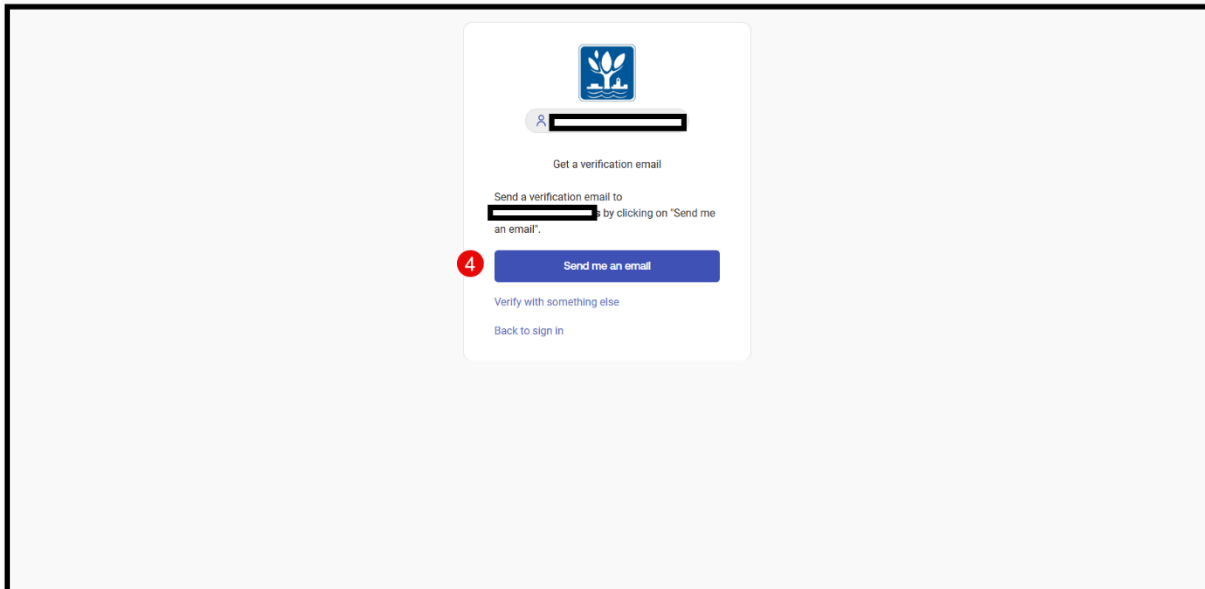
Sign in with...

[Google](#) [Apple](#) [Microsoft](#) [Facebook](#)

[Unlock account?](#) [Help](#)

[Create an account](#)

4 The system will direct you to an email verification page. Confirm your email for the account and click the blue **Send me an email** button.



Get a verification email

Send a verification email to by clicking on "Send me an email".

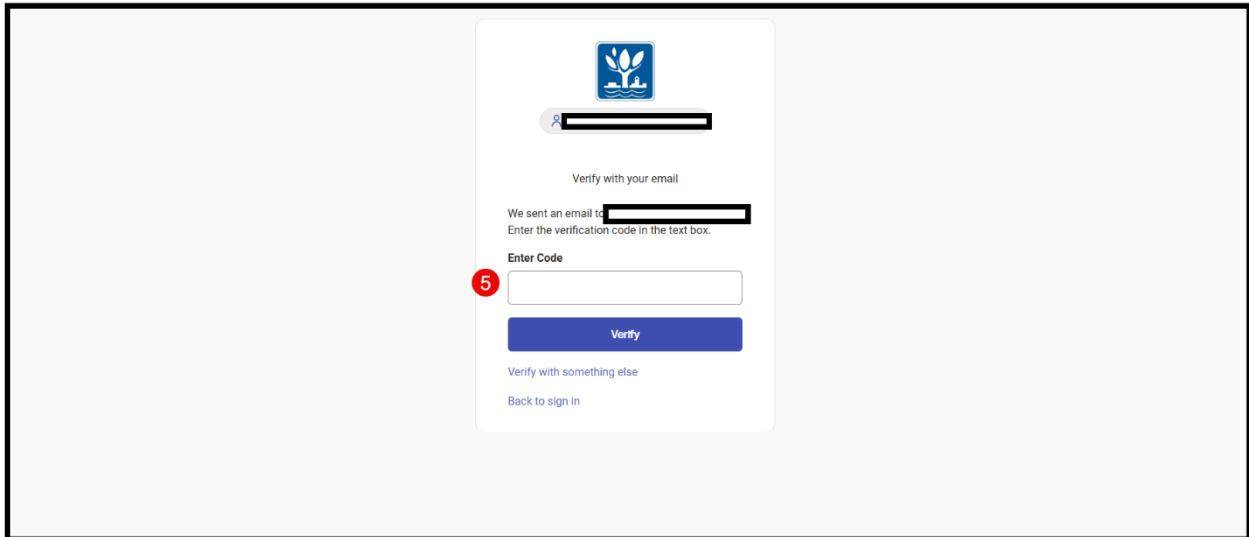
4 Send me an email

[Verify with something else](#)

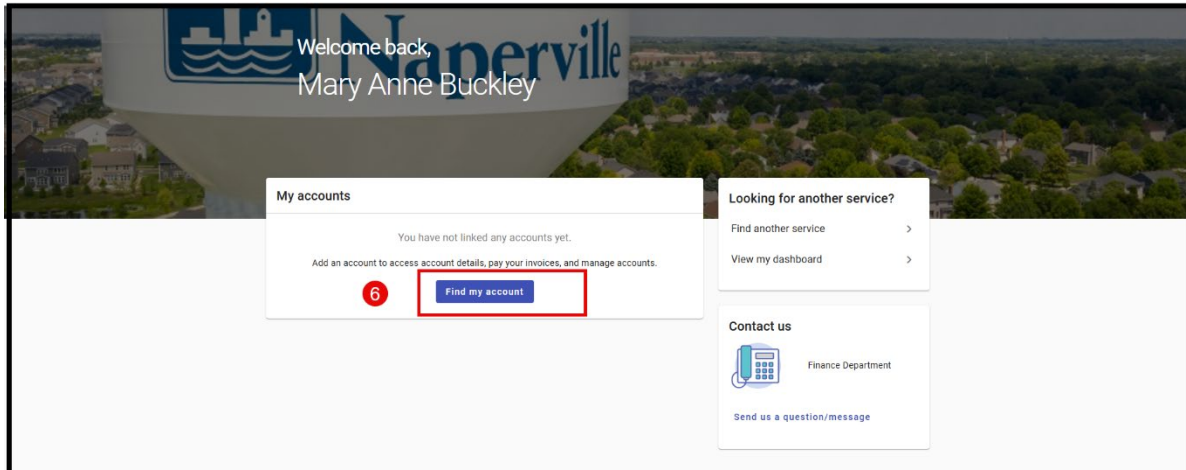
[Back to sign in](#)

Linking a Customer to a Resident Access account (RA)

5 You will receive an email with a verification code. Enter code in text box and select the blue **Verify** button.



6 This will direct you to the **General Billing** page of Resident Access. You will add your customer accounts by clicking on the blue **Find My Account** button in center of screen



Linking a Customer to a Resident Access account (RA)

7 You will have the ability to search for your customer accounts at this point. You will need to enter the following information:

- **Customer ID or account number - required**

General Billing | City of Naperville

welcome to General Billing
Let's find your general billing account

Customer ID or account number

Customer name

Customer's city

Cancel Find account

8 The system will perform a search for your customer account. When your account is found, you will be directed to a screen to confirm this is your account.

9 Select **Finish and view account**.

Local Taxes (F&B, H/M, and Local Gas) | City of Naperville

We found your account!

Acc: [redacted]

NAPERVILLE, IL 60563

That's not me

Cancel Finish & view account

Linking a Customer to a Resident Access account (RA)

10 Your account will now be linked and appear on your dashboard. You have the option of linking additional accounts at this point.

