



CITIZEN SELF SERVICE (CSS) TO RESIDENT ACCESS (RA) TRANSITION - FAQs

Q1: What is Resident Access? [Resident Access](#) is the new customer payment portal that replaces the Citizen Self Service (CSS) portal. It's a cloud-based platform designed to improve municipal payment services. Resident Access offers an easier-to-navigate design and improved functionality compared to CSS.

Q2: Do I need to create a new account if I already have one for CSS? Existing CSS users will use their CSS usernames and passwords to log in to Resident Access. View these step-by-step instructions for [logging in to Resident Access](#). New users must create a Resident Access account to access the payment portal using Okta, a single sign-on login system.

Q3: When will this new portal be launched? Resident Access will be available for customer use on Feb. 4, 2025.

Q4. Why is the City making this change? The vendor, Tyler Technologies, is retiring CSS. Resident Access has an easier-to-navigate design and better functionality.

Q5. Who will use this portal? Resident Access will be used for non-utility bill payments and local tax filings, similar to CSS. Examples of supported transactions include:

- Sidewalk cost share program
- City Property damage claims
- Special event services
- Food and Beverage Tax
- Hotel/Motel Use Tax
- Local Gas Tax

Q6. What do existing CSS users need to know about ID numbers? The General Billing Customer ID and Local Tax Business Accounts should transition to your Resident Access account. You will need to click the **Link button** next to the individual customer and business accounts the first time you go to your dashboard. If your Customer ID or Business Account does not transfer, you can link your accounts as follows:

- Local Taxes – Click the **Add Account** button
- General Billing – Click the **Find My Account** button

Q7. What do new customers need to know? New users must [first register with Resident Access](#) and link their Business/Customer accounts to begin paying bills and/or filing local taxes.

Q8. Can I pay my utility bill through this portal? No, utility bill payments are not processed through Resident Access. Please visit the [Utility Bill Payment Options](#) webpage for utility payment options.

Q9. How can I get help if I encounter any problems with Resident Access? For assistance, contact the Naperville Customer Care Center at (630) 420-6059 with any questions. The Naperville Customer Care Center is open from 7 a.m. to 7 p.m. Mondays through Fridays and from 8 a.m. to noon on Saturdays.

Q10. Is my personal and financial information secure in Resident Access? Yes. Resident Access complies with all Payment Card Industry (PCI) standards.