

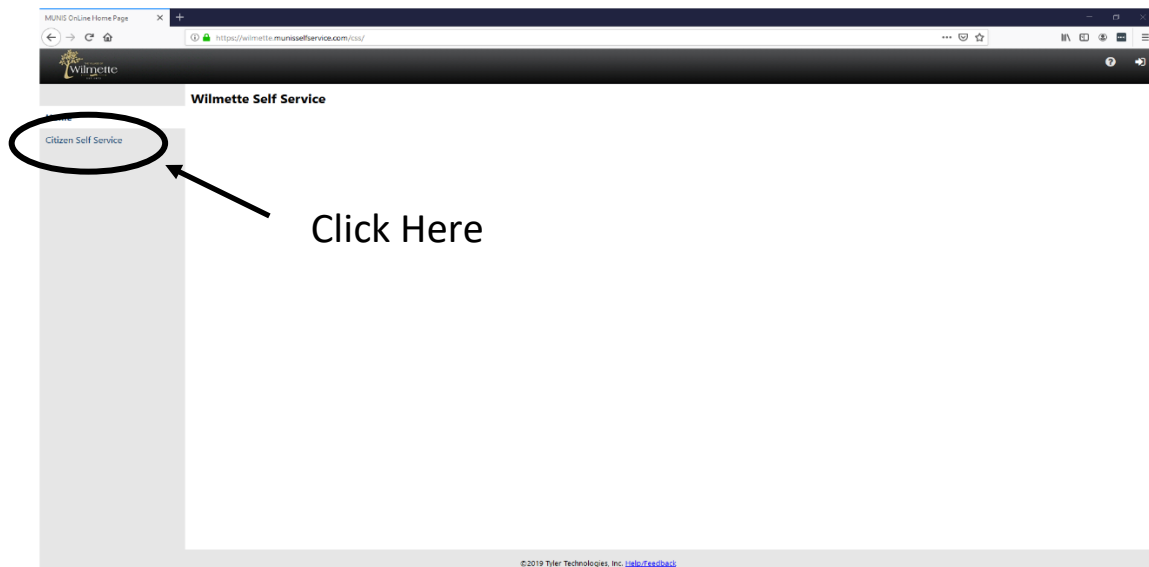


Village of Wilmette – Citizen Self Service Account Creation Guide

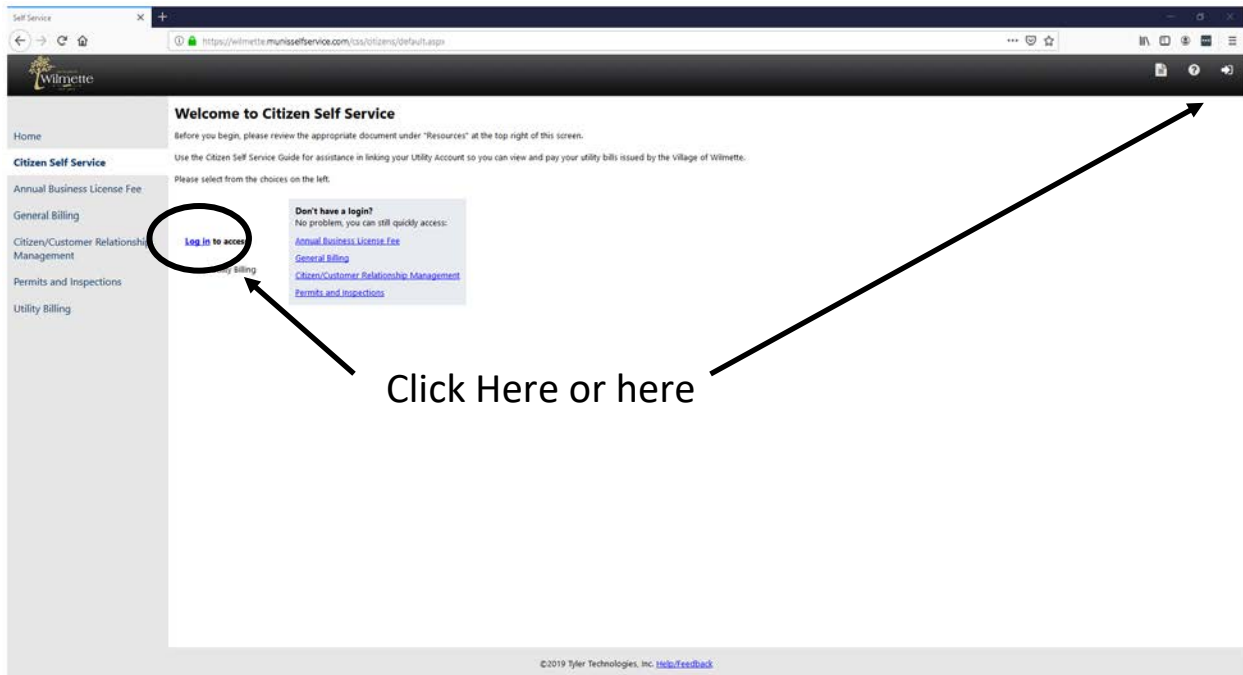
Follow these steps to register on the citizen self-service website and link your utility account so that you can view bills, pay online or sign up for direct debit as well as manage your paperless billing options.

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/css>) click on Citizen Self Service (You can also access this link from our website at www.wilmette.com by clicking on “Pay Bills Online” and clicking on the link in the Citizen Self Service section and skip to page 3)



2. Click on the “Log in” hyperlink or the button at the top right to sign in or create a new account



How to use the Login Page

3. The accounts are based upon an email address. You can use the login page to:
- Sign in to your account
 - Register for a new account
 - Regain access to your existing account

Not sure what to click on? See below for additional guidance

IF YOU HAVE AN ACCOUNT:

Enter your email and password to sign in

Check the "Remember me" box if you don't want to sign in every time you visit the site.

tyler identity
a total tyler solution

Wilmette
THE VILLAGE OF
WILMETTE
ILLINOIS
EST. 1870

Sign in to your account

Username

Password

☐ Remember me

[Register for a new account](#)

[SIGN IN](#)

[Forgot password?](#)

IF YOU'RE NEW:

Click Here to register a new account

See Page 7 for instructions

IF YOU CAN'T ACCESS YOUR ACCOUNT:

Click here to reset your password and gain access to your existing account

See Page 9 for instructions

Navigating the site after login

If you just registered with the site, the first page to load may be “Account Settings.”

The screenshot shows the 'Account Settings' page for a Wilmette Citizen Self Service user. The page has a dark header with the Wilmette logo and user icons. A left sidebar contains navigation links: Home, Citizen Self Service, Annual Business License Fee, General Billing, Citizen/Customer Relationship Management, Permits and Inspections, and Utility Billing. The main content area is titled 'Account Settings' and includes sections for 'Account Information' (showing login date and email address), 'Linked Accounts' (with explanatory text and a 'link to account' button), 'Annual Business License Fee Accounts', 'Permits and Inspections Accounts', and 'Utility Billing Accounts'.

If you are a returning user, then the Citizen Self Service home page may load instead.

The screenshot shows the 'Welcome to Citizen Self Service' page. It features the same dark header and left sidebar as the previous page. The main content area is titled 'Welcome to Citizen Self Service' and includes an 'Announcements' section with instructions on how to use the site, a 'Profile Information' section, and a 'Utility Billing' section.

If you already have an account linked, it will display right under the Profile Information. If not, you can now link your utility account using the Account # and Customer ID# (CID) located on your bill.

Don't have a new bill with your account and CID# yet? Email a request to ar@wilmette.com and we'll reply with the information!

There is more than one way to link an account in the site. This document will cover a procedure that works for both new and returning users.

On the left hand navigation, click “Citizen Self Service”

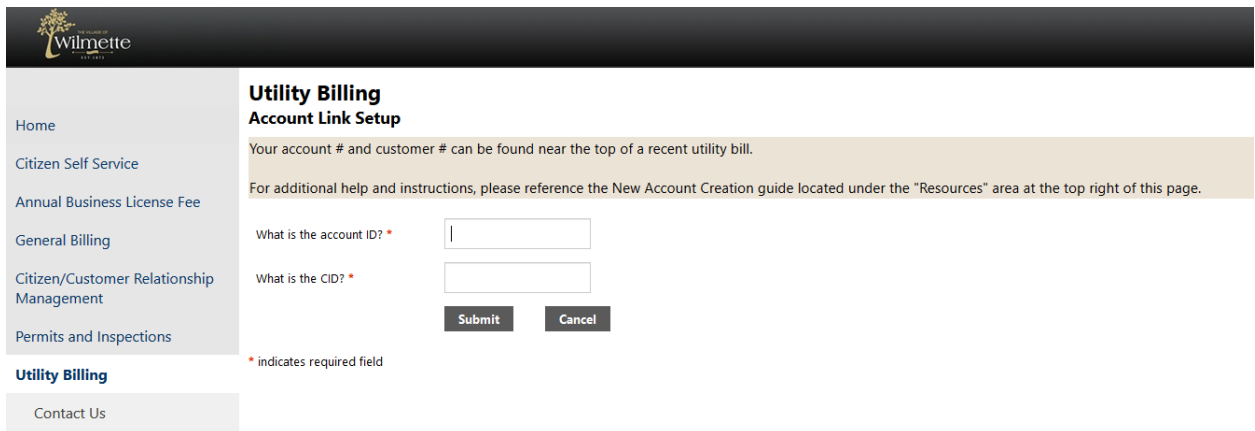
Click on “Utility Billing”

On the right hand side, click on “Link to Account”



The screenshot shows the Wilmette website interface. On the left, a navigation menu lists various services, with 'Citizen Self Service' and 'Utility Billing' highlighted. The main content area is titled 'Utility Billing Accounts' and contains a section for 'Linked accounts' which states 'No Utility Billing accounts have been linked to this user.' A blue link labeled 'Link to Account' is visible in the top right corner of the main content area, with an arrow pointing to it from the text above.

Enter your account ID and CID and click Submit



The screenshot shows the Wilmette website interface. On the left, a navigation menu lists various services, with 'Citizen Self Service' and 'Utility Billing' highlighted. The main content area is titled 'Utility Billing Account Link Setup' and contains a form for entering account information. The form has two input fields: 'What is the account ID?' and 'What is the CID?'. Below the fields are 'Submit' and 'Cancel' buttons. A note at the bottom left of the form states '* indicates required field'.

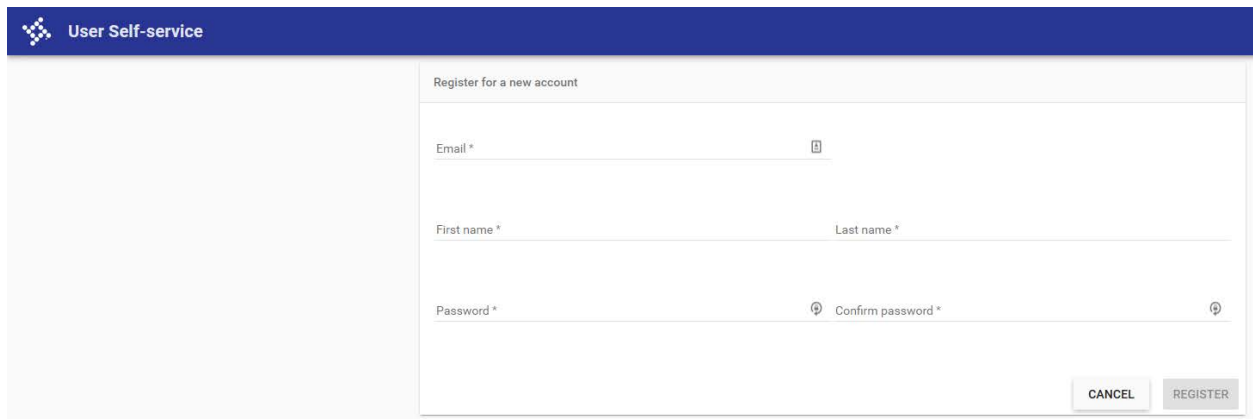
Once linked, there are multiple ways to access your account information. One way is by clicking on Citizen Self Service and then Utility Billing in the left side navigation.

From your account screen, you can view consumption history, sign up for automatic payments, link another account and set bill delivery options as desired using the links at the top of the screen

Home Citizen Self Service Annual Business License Fee General Billing Citizen/Customer Relationship Management Permits and Inspections Utility Billing Accounts Manage Bills Account Summary Automatic EFT Payments Contact Us	Utility Billing Account Summary Link to Account Sign up for EFT Automatic Payments Bill Delivery Preferences Manage Bills				
	Billing Account				
	Service Address [REDACTED]				
	Account Number [REDACTED]				
	Bill Delivery Preference [REDACTED]				
	Your Current Balance				
	Amount Due Now [REDACTED] Pay Now				
	Payment Due Date [REDACTED]				
	About Your Payments				
	No payment activity found				
Customer Information					
Name [REDACTED]					
Address [REDACTED]					
Customer ID [REDACTED]					
Services					
Service	Code	Start Date	Stop Date	Status	Consumption History
WATER STANDARD CYCLE	[REDACTED]			ACTIVE	View Consumption
STANDARD SEWER IN TOWN				ACTIVE	None
REFUSE FEE				ACTIVE	None
FUTURE METER REPLACE CHARGE				ACTIVE	None

Registering a new account

Fill in all of the fields and then click REGISTER to create your account.



The screenshot shows a web interface for 'User Self-service'. The main heading is 'Register for a new account'. The form contains the following fields: 'Email *' with a calendar icon, 'First name *', 'Last name *', 'Password *' with a strength indicator, and 'Confirm password *' with a strength indicator. At the bottom right are 'CANCEL' and 'REGISTER' buttons.

Please note:

Passwords must include a special character (&, \$, %, etc.)

You must click on the confirmation link sent to the email address you entered in order to activate your new account. The email will look like this:

[Village of Wilmette] Account Created

3 minutes ago at 11:09 AM

From noreply@wilmette.com

You created an account with Village of Wilmette.

Username:

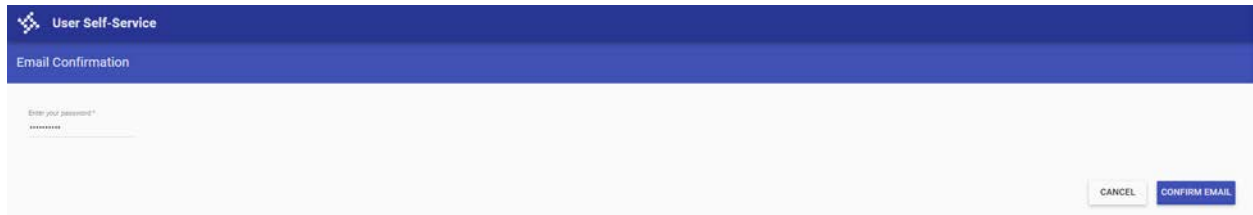
Please click here to confirm your email address:

<https://wilmette.muniselfservice.com/tyleridcore/userprovisioning/#/email/emailconfirm/7f8WJQmc2yKcYsNYhYJdpw>

Thanks!

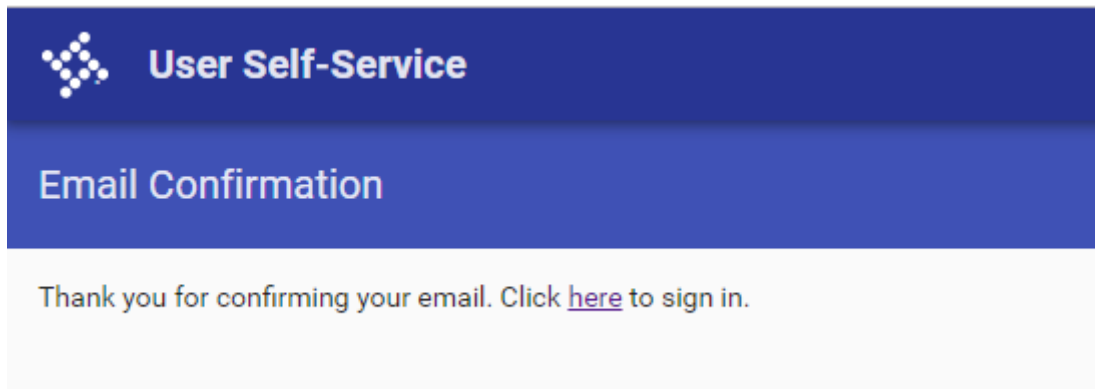
Village of Wilmette

Click on the link in the e-mail and then enter the password you just created and click “CONFIRM EMAIL” on the website that loads.



The screenshot shows the top of a web application with a dark blue header. The header contains a logo of four white dots arranged in a square pattern, followed by the text 'User Self-Service'. Below the header, a lighter blue bar contains the text 'Email Confirmation'. The main content area is white and contains a label 'Enter your password*' above a password input field. At the bottom right of the form, there are two buttons: a light blue 'CANCEL' button and a dark blue 'CONFIRM EMAIL' button.

If you've entered the correct password, you will see this page. Click on the link to sign-in and begin navigation the site.

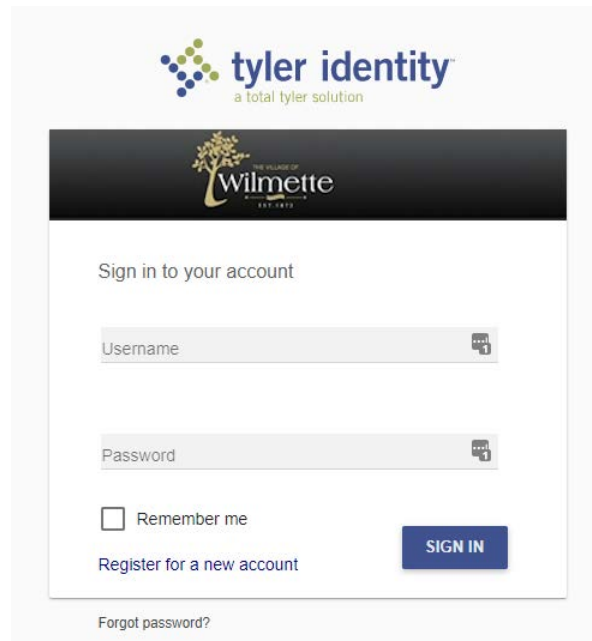


The screenshot shows the same 'User Self-Service' header and 'Email Confirmation' sub-header. Below the header, the main content area is white and contains a message: 'Thank you for confirming your email. Click [here](#) to sign in.' The link 'here' is underlined and colored blue.

Go to page 3 for further guidance.

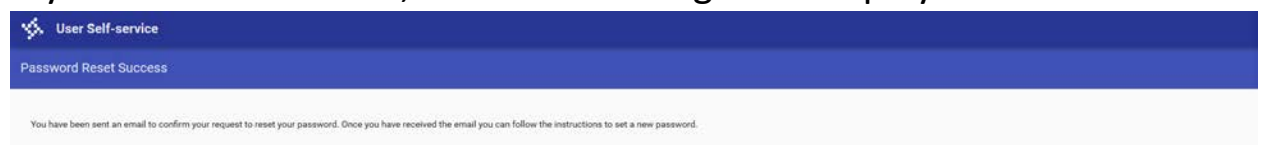
Resetting your password

From the login page click on “Forgot Password?”

The image shows a login page for Tyler Identity, a total Tyler solution. At the top, there is a logo for Tyler Identity and a banner for The Village of Wilmette. Below the banner, the text "Sign in to your account" is displayed. There are two input fields: "Username" and "Password". Below the "Password" field, there is a checkbox labeled "Remember me" and a link "Register for a new account". A blue button labeled "SIGN IN" is located to the right of the "Remember me" checkbox. At the bottom of the form, there is a link "Forgot password?".

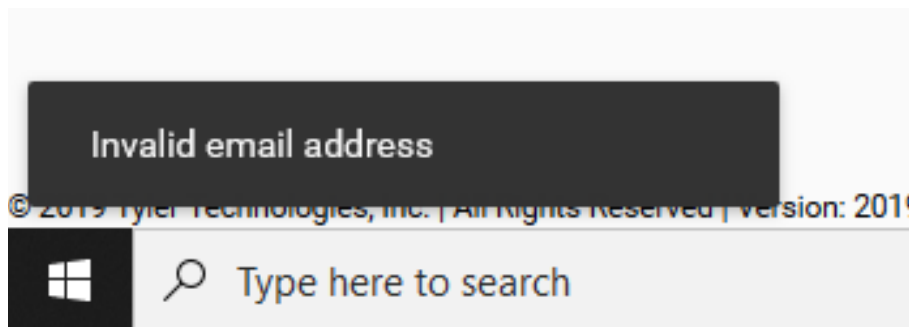
Enter the email address associated with your account and click “RESET PASSWORD”

If you have an account, then this message will display:



Follow the instructions in the email you receive to restore access to your account.

If you see a message at the bottom left of the screen that says “Invalid email address” then please check to ensure you’ve spelled your email address correctly. If you have, then you do not have a login that uses that email address. Go to page one and start over and create a new account.



Questions?

Email ar@wilmette.com or call 847-251-2700