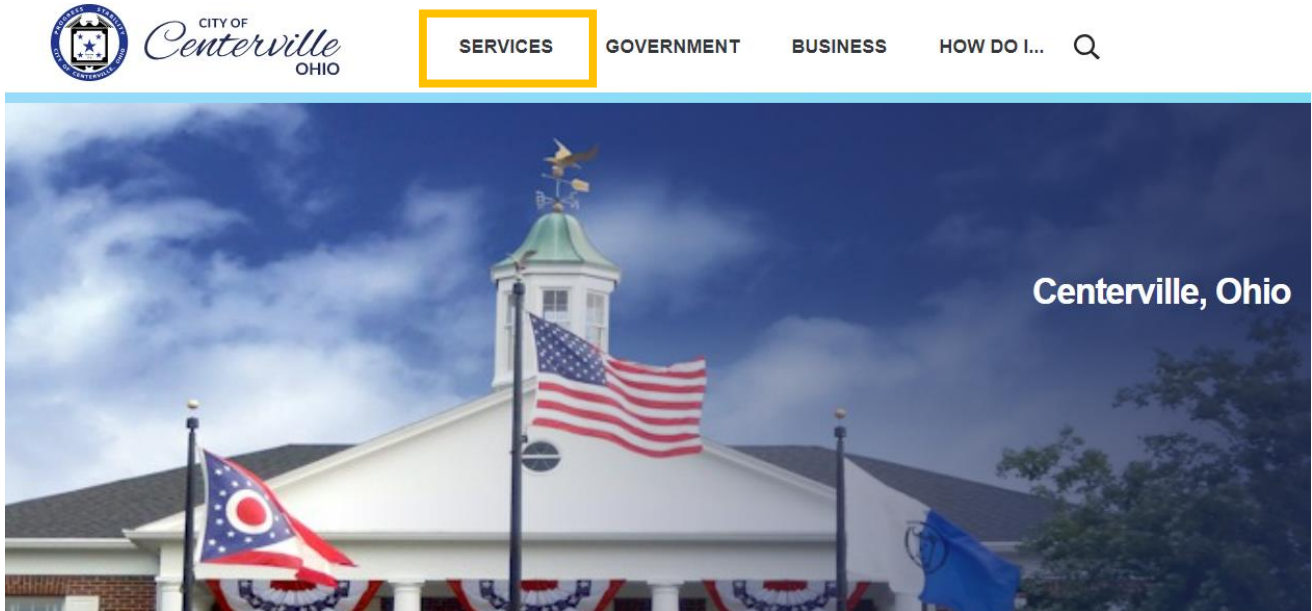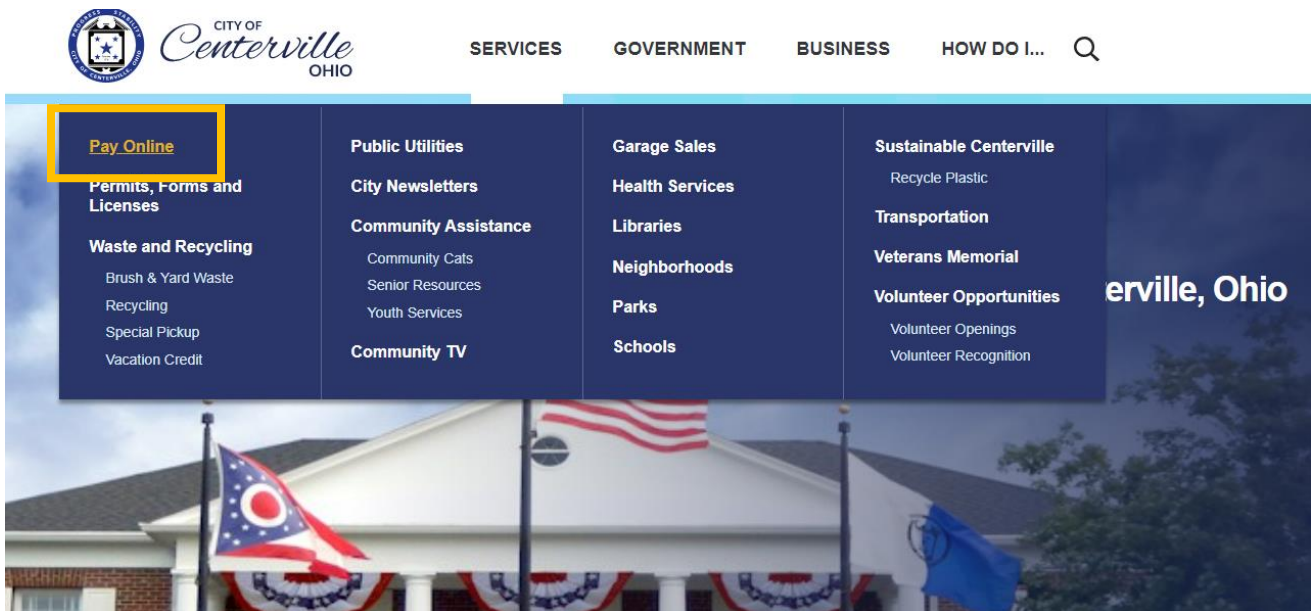**Utility Billing Customer Self Service Single Sign-on Option**

1. Select **Services** from the menu at centervilleohio.gov.

2. Click **Pay Online.**

3. Register for Pay Online with Citizen Self Service.
   a. Register directly with the Citizen Self Service **OR**
   b. Using Apple, Facebook, Google or Microsoft

a. *Register directly with Citizen Self Service*

Email address

Password

☐ Remember me

Sign in

Forgot password?   Unlock account?   Help

Don't have an account? Sign up

1. Re-register your account by clicking **Sign Up.**
2. Enter your email, first and last name and click **Sign Up.**
3. Validate your email and click **Back to Sign In.** You will be directed to your account settings to access your linked accounts and/or add linked accounts. Go to Step 4.

b. *Register with Google, Facebook, Apple, or Microsoft*

Sign in to community access services.

G Sign in with Google

🍎 Sign in with Apple

⊞ Sign in with Microsoft

f Sign in with Facebook

―― OR ――

1. Click the **Sign In** link for your preferred application. The username and password used for the selected application will become the username and password for your City of Centerville utility billing account.

2. You will receive an email from Community Access (OKTA). Verify your email and activate by clicking **Activate Account.**

IMPORTANT: *If you choose to register with Google, Facebook, Apple or Microsoft, you may only use that option to log in to your customer account. You will be unable to change your password through your utility billing account when registering your credentials through an application.*

4. Log in to your account using your new username and password.

5. Under Account Settings, click **Link to Utility Billing Account.**

Account Settings

Account Information

Now logged in as	▆▆▆▆▆▆▆
Last successful login	10/30/2019
Last failed login	10/30/2019
Password last changed	10/30/2019
Password expires in	▆▆▆▆▆
E-Mail address	▆▆▆▆▆▆ ge E-Mail Address

Linked Accounts

Utility Billing Accounts	link to account

6. Enter your utility billing account number and customer number.

7. Your utility billing account is now linked.

Helpful Hints

- You cannot register an email ending in gmail.com, icloud.com, hotmail.com, outlook.com or facebook.com. You must use the application single sign-on option.
- You cannot use the reset password link for accounts ending in gmail.com, apple.com, hotmail.com, outlook.com or facebook.com.
- If you sign in with Apple, you will be redirected to icloud.com. After logging in with iCloud, you will be redirected back to your City of Centerville customer account.
- If you sign in with Facebook, you will be redirected to facebook.com. After logging in with Facebook, you will be redirected back to your City of Centerville customer account.
- If you sign in with Google, you will be redirected to accounts.google.com. After logging in with Google, you will be redirected back to your City of Centerville customer account.
- If you sign in with Microsoft, you will be redirected to microsoftonline.com. After logging in with Microsoft, you will be redirected back to your City of Centerville customer account.
- Apple, Facebook, Google and Microsoft will not have access to your City of Centerville customer account.
- You can bookmark account sign in using selfservice.centervilleohio.gov/CSS/.