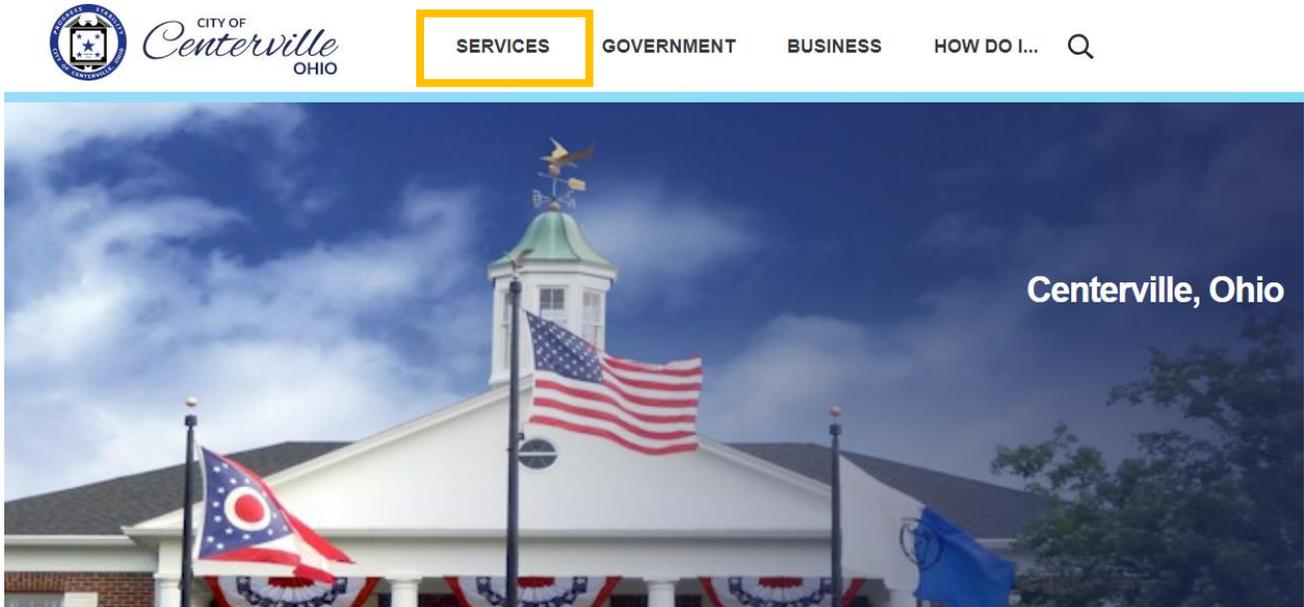


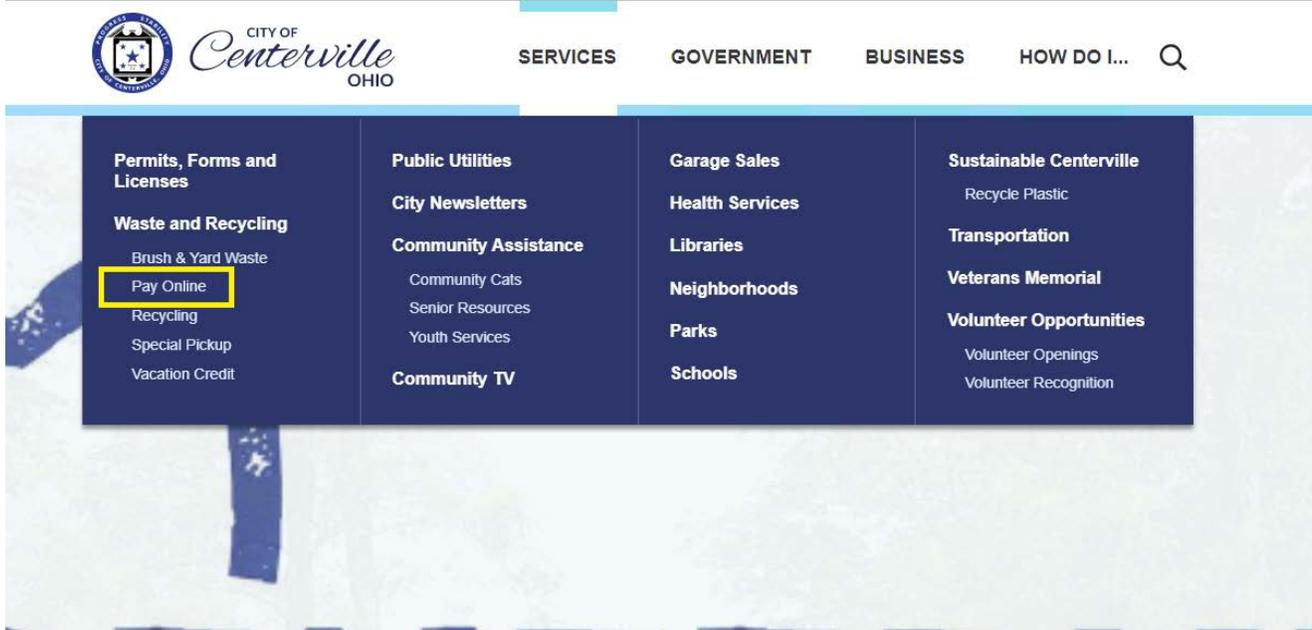


Utility Billing Customer Self Service Single Sign-on Option

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



2. Click **Pay Online**. You will then be redirected to Munis Self Service. Select **Citizen Self Service** from the banner on the left.



3. Register for Pay Online with Citizen Self Service.
 - a. Register directly with the Citizen Self Service by setting up a new password **OR**
 - b. Using an existing password on Apple, Facebook, Google or Microsoft.

Your username will be your email address for either choice.

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. To register your account by setting up a new password, go to the bottom of the screen and click **Sign Up**.
2. Enter your email, first and last name and click **Sign Up**.
3. You will then get an email to validate your address. Then 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.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

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** (not customer).

Account Settings

Account Information	
Now logged in as	MARIZOL1970
Last successful login	10/30/2019
Last failed login	10/30/2019
Password last changed	10/30/2019
Password expires in	3013 days Change Password
E-Mail address	Change E-Mail Address
Linked Accounts	
Utility Billing Accounts	link to account

6. Enter your utility billing account number and CID (customer number/ID).

Utility Billing
Account Link Setup

What is the account ID? *

What is the CID? *

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/.