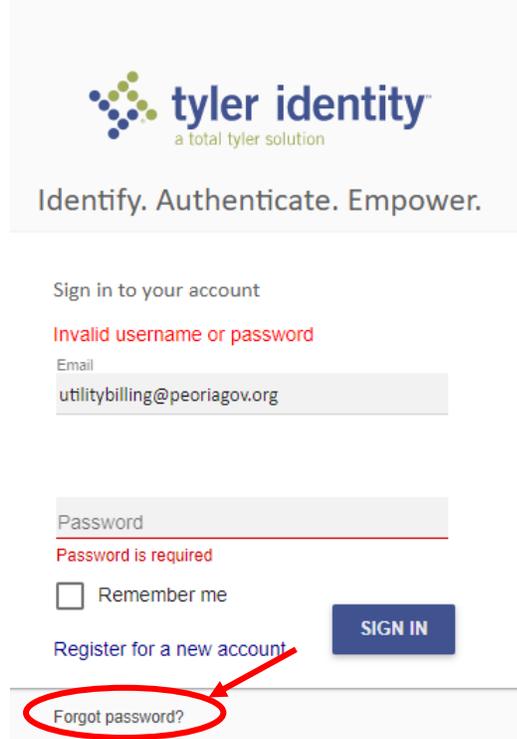


How to reset your password

Tyler Identity/Citizen Self Service (CSS)
City of Peoria, IL

1. Click on the “Forgot password?” link on the login box.



tyler identity™
a total tyler solution

Identify. Authenticate. Empower.

Sign in to your account

Invalid username or password

Email
utilitybilling@peoriagov.org

Password
Password is required

Remember me

Register for a new account

SIGN IN

Forgot password?

2. Enter your email to reset your password, and click “Reset Password”



Password Reset

Please enter your email to reset your password.

Email *

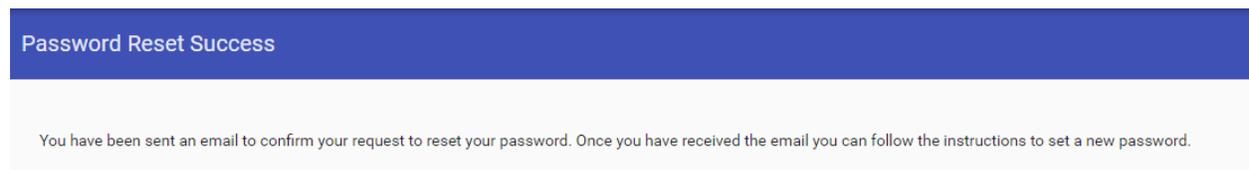
CANCEL RESET PASSWORD

Please enter your email to reset your password.

Email *
utilitybilling@peoriagov.org

CANCEL **RESET PASSWORD**

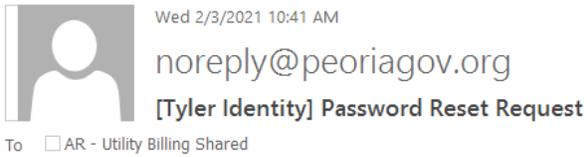
You will receive a confirmation screen for you submittal:



Password Reset Success

You have been sent an email to confirm your request to reset your password. Once you have received the email you can follow the instructions to set a new password.

3. You will receive the following email:



You (or someone else) has requested a password reset for Tyler Identity.

Username: utilitybilling@peoriagov.org

Please click here to confirm your request so you can reset your password:

<https://selfservice.peoriagov.org/prod/tyleridcore/userprovisioning/#/password/resetpassword/Az57LdHk2BQndVh8bPsOTg>

If this was in error or not requested then click to cancel the request:

<https://selfservice.peoriagov.org/prod/tyleridcore/userprovisioning/#/home/Az57LdHk2BQndVh8bPsOTg>

Thanks!

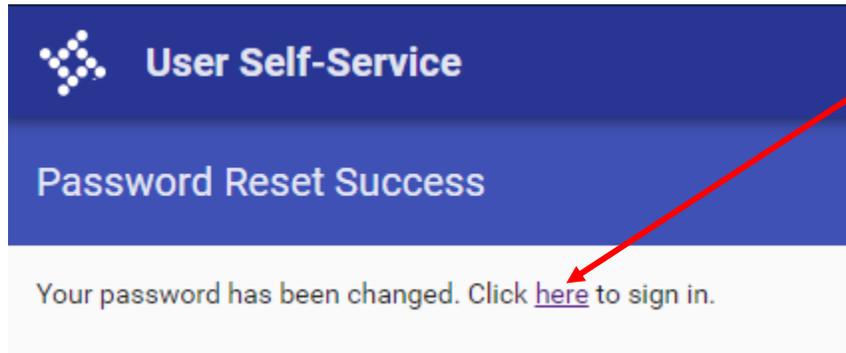
Tyler Identity Administrator

Click on the link to confirm your request to reset the password.

4. Enter your new password, and click "Reset"

Two screenshots of a web form titled 'User Self-Service Password Reset'. The top screenshot shows the form with two input fields: 'Password *' and 'Confirm Password *'. To the right of these fields are two buttons: 'CANCEL' and 'RESET'. The bottom screenshot shows the same form, but the password fields are filled with asterisks, indicating that the user has entered a password. The 'RESET' button is now highlighted in blue.

5. You will receive confirmation your reset was a success. Click on the blue hyperlink [here](#) to sign in.



6. Sign in using your email address and the password that you have just created.