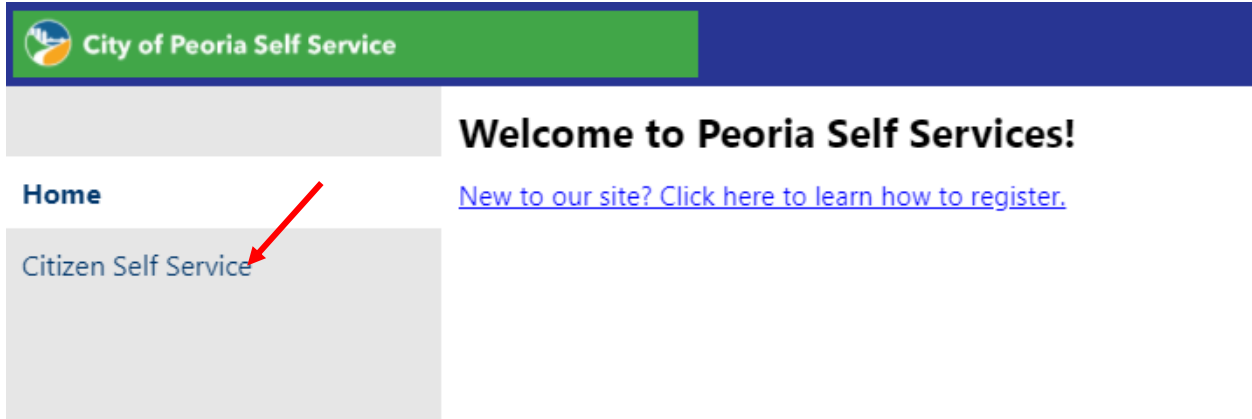


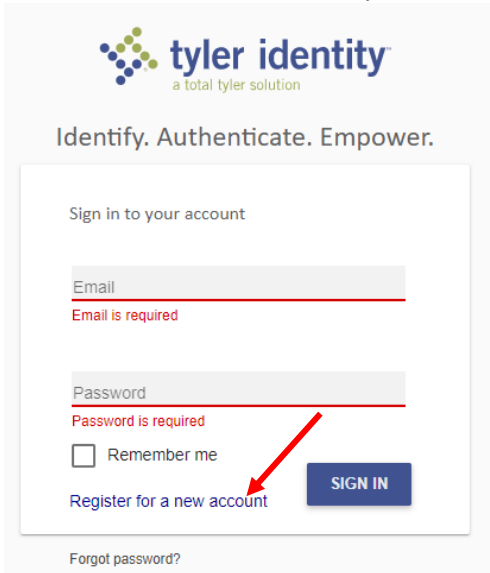
Creating an account: Citizen Self Service/Tyler Identity
City of Peoria's online payment website

Website: <https://selfservice.peoriagov.org/css/>

1. Click on "Citizen Self Service" on the left side of the screen.



2. You will be taken to the "tyler identity" login screen. "Click on Register for a new account"



3. You will be taken to the registration screen. Complete all fields.

4. Once fields are complete, click "Register"

Register for a new account

Email *
utilitybilling@peoriagov.org

First name *
Utility

Last name *
Billing

Password *

Confirm password *

5. You will receive a confirmation screen.

Registration complete


Congratulations! You're registered.

One last step. Click the confirmation link sent to utilitybilling@peoriagov.org.

6. You will receive a confirmation email. Follow the link to confirm your email address.

Delete | Respond | Quick Steps | Move | Tags | Editing

Tue 2/2/2021 11:35 AM

 noreply@peoriagov.org
[Tyler Identity] Account Created

To: AR - Utility Billing Shared

You created an account with Tyler Identity.

Username: utilitybilling@peoriagov.org

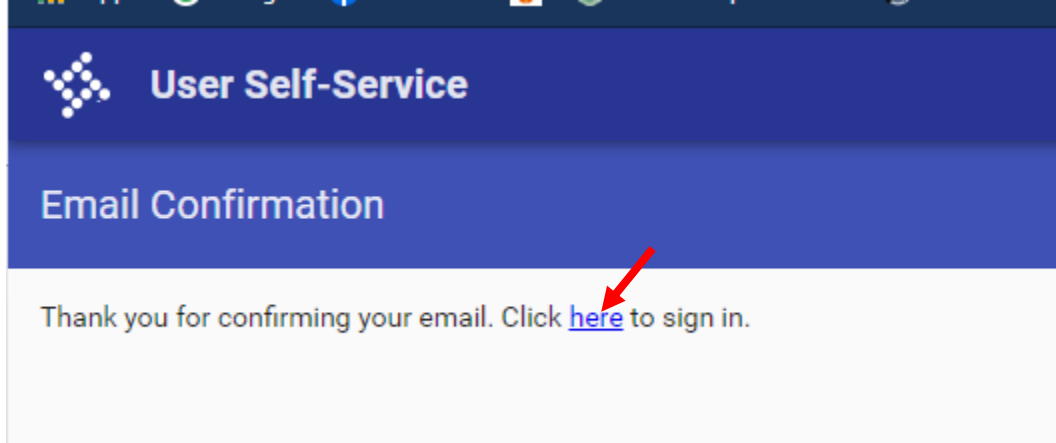
Please click here to confirm your email address:

<https://selfservice.peoriagov.org/prod/tyleridcore/userprovisioning/#/email/emailconfirm/d1NCK42Ta8wtgF6aNACSMQ>

Thanks!

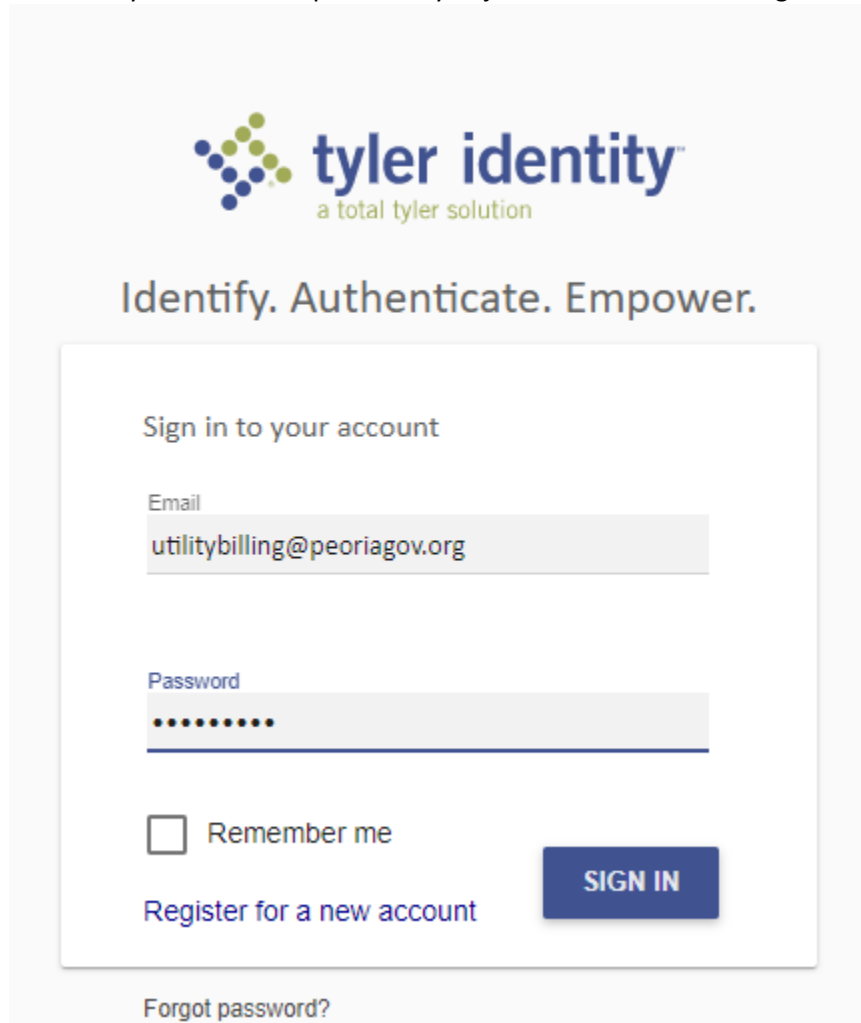
Tyler Identity Administrator

7. You will be brought to an email confirmation screen after you click the link.



8. Click the blue hyperlink [here](#) to sign in.

9. Enter your email and password you just created and click "Sign In".



10. This will be the first screen you see. You will need to navigate away from this screen and login again. (Close your browser, and login again) We do not have a fix for the glitch that this screen creates.

Name
Utility Billing

Email
utilitybilling@peoriagov.org

Mobile Phone Number

Voice Phone Number

Password

Manage linked accounts

11. Once logged back in this is the screen you will be brought to:

City of Peoria Self Service

Home
Citizen Self Service

Account Settings

Account Information

Now logged in as	UTILITYBILLING@PEORIAGOV.ORG
Last successful login	2/2/2021
E-Mail address	utilitybilling@peoriagov.org

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Utility Billing Accounts	Account	Customer	link to account
	There are currently no linked accounts		

[Go To Module Homepage](#)

12. Click on "Link to account" on the right side of the screen.

ve" will appear below. Click a module's

[link to account](#)

13. Enter the account information you wish to link to your login.

Utility Billing Account Link Setup

Please enter your account number and customer number, which are located on your utility bill.


What is the account ID? *

What is the customer ID (CID)? *

* indicates required field

"account ID" is the "Account Number" on your bill (number prior to the dash).

"customer ID" is the "Customer Number" on your bill (number after the dash).

		419 Fulton St. Peoria, IL 61602 309-494-8807 www.peoriastormwater.com		UTILITY BILL CUSTOMER COPY Keep this copy for your records	
Customer Name			Service Address		
[REDACTED]			[REDACTED]		
Bill Number	Bill Date	Account Number - Customer Number		Current Billing Due Date	
625583	01/04/2021	107471 108026		02/03/2021	
Charge Description	Parcel ID Number	Billing Period	Billing Units (1,000 SqFt)	Charge Amount	
SWU - 801 - STORMWATER UTILITY	[REDACTED]	10/01/2020 - 12/31/2020	3.1	37.20	

Account Number-Enter in to the "account ID" box

Customer Number -Enter in to the "customer ID" box

Click "Submit" after entering your account information.

14. You will be brought back to the main screen. Now you will see your account listed under "Utility Billing Accounts"

City of Peoria Self Service									
Home Citizen Self Service	<h4>Account Settings</h4> <p>Account Information</p> <p>Now logged in as: UTILITYBILLING@PEORIAGOV.ORG</p> <p>Last successful login: 2/2/2021</p> <p>E-Mail address: utilitybilling@peoriagov.org</p> <p>Linked Accounts</p> <p><small>Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.</small></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Utility Billing Accounts</th> <th style="text-align: left;">Account</th> <th style="text-align: left;">Customer</th> <th style="text-align: right;">link to account</th> </tr> </thead> <tbody> <tr> <td></td> <td>107471</td> <td>108026</td> <td style="text-align: right;">remove</td> </tr> </tbody> </table>	Utility Billing Accounts	Account	Customer	link to account		107471	108026	remove
Utility Billing Accounts	Account	Customer	link to account						
	107471	108026	remove						

15. To access your account information. Click the Blue hyperlink that is your account number:
"link to account" to reach the page with

Utility Billing Accounts

Account

[107471](#)

[Go To Module Homepage](#)

16. You will be taken to the Account Summary Screen. This screen contains your payment summary, your current balance due. You can also update your bill delivery preferences here, if you had a balance due, payment options would be available under "Manage Bills" on the left side of the menu.

The screenshot shows the 'Account Summary' page for a utility billing account. The page includes a navigation menu on the left with options like Home, Citizen Self Service, Utility Billing, Accounts, Manage Bills, Account Summary, and Contact Us. The main content area displays account details such as Billing Account, Service Address (4527 NE SCENIC DR), Account Number (107471), and Bill Delivery Preference (Mail). It also shows the current balance due (\$0.00) and a table of recent payments with columns for Bill ID, Last Posted date, and Sum of Payments. Customer information like Name, Address, and Customer ID (108026) is also visible, along with a 'Request Change of Address' link. At the bottom, there is a table for Services.

Bill	Last Posted	Sum of Payments	View Details
625583	1/20/2021	\$37.20	details
567615	12/21/2020	\$40.00	details
530741	10/20/2020	\$37.20	details
481715	7/17/2020	\$37.20	details
432503	4/21/2020	\$37.11	details

Showing the 5 most recent payments only.

Service	Code	Start Date	Stop Date	Status	Consumption History
08CST0_005_01BILUP_CASERV_0	08CST0	1/1/2019		ACTIVE	None

17. To View your bills. Click "Manage Bills" from the menu on the left side of the screen.

The screenshot shows the navigation menu for the City of Peoria Self Service. The menu items are: Home, Citizen Self Service, Utility Billing, Accounts, Manage Bills, Account Summary, and Contact Us. A red arrow points to the 'Manage Bills' option.

18. This brings you to the Manage Bills Screen. You are provided with a summary of your past bills (click on “Show Past Bills” on the right side of the screen.)

[Show Past Bills](#)

As of

Outstanding Bills (bill years 2011 to 2023 only)
 There are no outstanding bills for this account. [Hide Past Bills](#)

Past Bills

Bill	Bill Date	Post Date	Total Paid	Details	Type
625583	1/4/2021	1/20/2021	\$37.20	Bill Details	
567615	12/1/2020		\$40.00	Bill Details	
530741	10/1/2020	10/20/2020	\$37.20	Bill Details	
481715	7/1/2020	7/17/2020	\$37.20	Bill Details	
432503	4/1/2020	4/21/2020	\$37.11	Bill Details	
381525	1/2/2020	1/24/2020	\$27.90	Bill Details	
339258	12/13/2019		\$30.00	Bill Details	
286626	10/1/2019	10/15/2019	\$27.90	Bill Details	
238455	7/1/2019	7/17/2019	\$27.90	Bill Details	

19. Clicking on “Bill Details: next to the bill you wish to view, will provide you with a bill summary screen:

Utility Billing
 Bill Detail [Account Summary](#) | [Manage Bills](#)

Bill number 625583 [View bill image](#)


As of

Bill Date 1/4/2021
 Pay By 2/3/2021
 Automatic Payments Not enrolled in automatic credit card payments. [details](#)

Details for bill 625583 [Payments and adjustments](#)

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
SWU - 801 - STORMWATER UTILITY		0	0	0	0	\$37.20	(\$37.20)	\$0.00
SUBTOTAL						\$37.20	\$37.20	\$0.00
INTEREST DUE								\$0.00
TOTAL DUE								\$0.00

20. To navigate back to the account summary screen. Click “Account Summary” from the left hand menu.

- Home
- Citizen Self Service
- Utility Billing**
 - Accounts
 - Manage Bills**
 - Account Summary 
 - Contact Us

21. To logout. Click on the icon located in the upper right corner of the screen:

