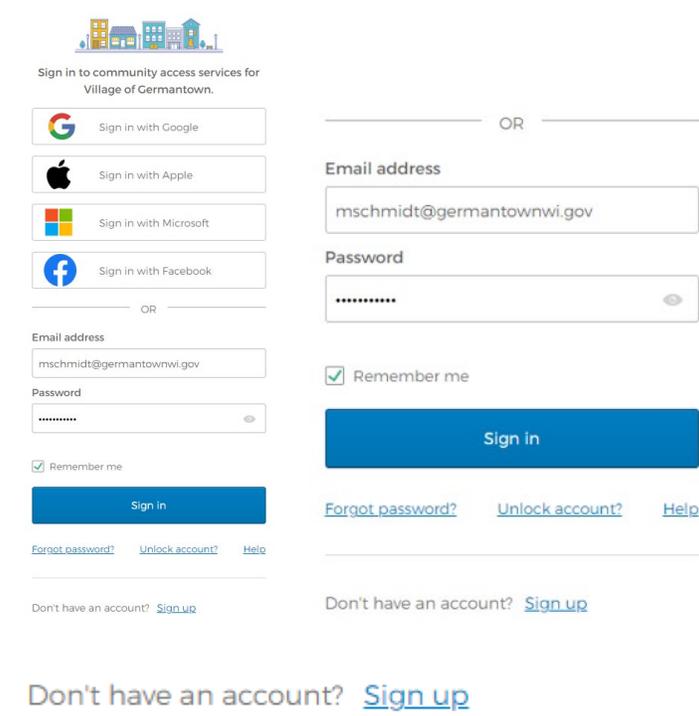
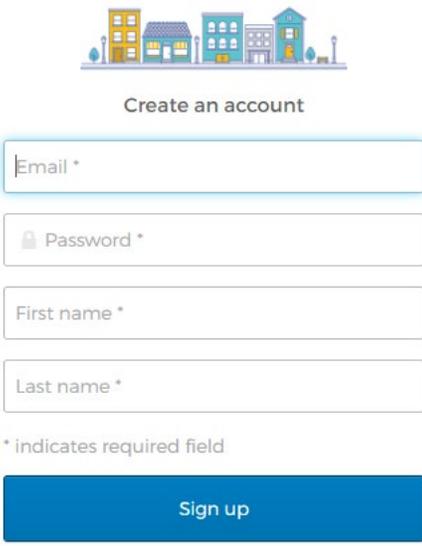
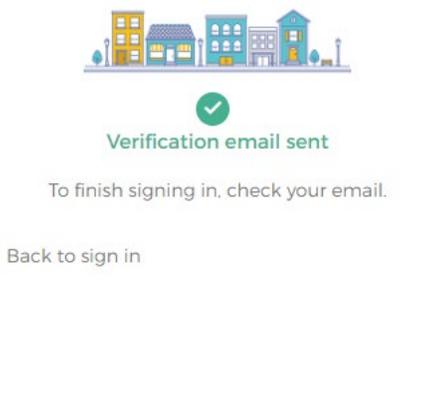


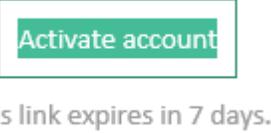
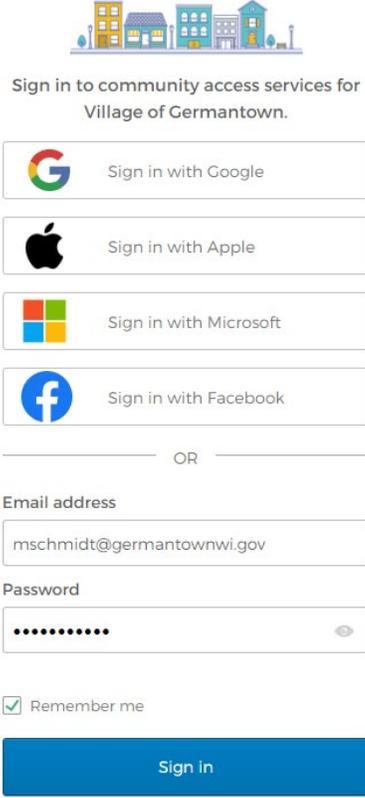
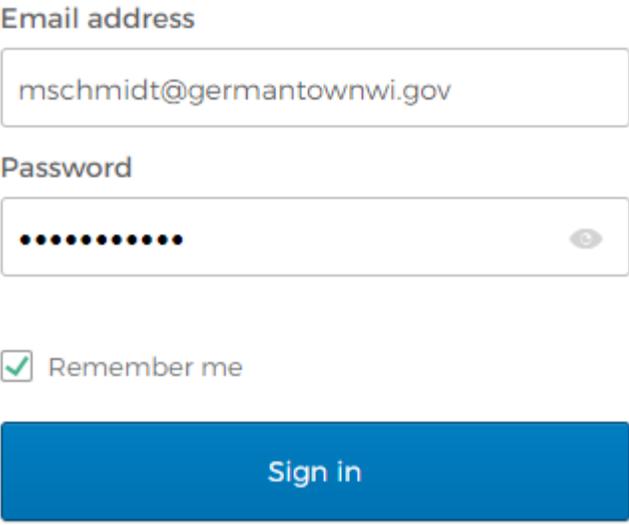
# Village of Germantown: Citizen Self Services (CSS) Portal

## Instructions for Registering Your New Account in CSS

To register for a new CSS account, please follow the step-by-step instructions below.

<p><b>STEP 1:</b> Access the Portal</p>	<p>Go to: <a href="http://www.germantownwi.gov">www.germantownwi.gov</a></p>	<p>Look for the menu icons across the page:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> Public Meetings</div> <div style="text-align: center;"> Maps &amp; GIS</div> <div style="text-align: center;"> Notify Me</div> <div style="text-align: center;"> Job Opportunities</div> <div style="text-align: center;"> Pay Online</div> </div>
	<p>Click: <b>Pay Online</b></p>	<div style="text-align: center;"> <b>Pay Online</b></div>
	<p>Click: <b>CITIZEN SELF SERVICE PORTAL</b> link</p>	<p><b>Village of Germantown Citizen Self Service Portal - ONLINE UTILITY BILL PAYMENTS</b> The Village of Germantown recently switched to a new utility billing software system and online payments portal. To access the Citizen Self Service Portal please click the link below:</p> <p><a href="#">CITIZEN SELF SERVICE PORTAL</a></p>
<p><b>STEP 2:</b> Set Up Your New Self Service Account</p>	<p>Click: <b>Citizen Self Service</b> option on the left</p>	
	<p>For all <b>NEW</b> Account Users – Click on the <b>Sign up</b> link at the <u>bottom</u> of the page.</p> <p><b>** Follow these steps for your first time accessing this new CSS portal **</b></p> <p>[For <u>returning</u> customers – click on <b>Sign In</b> blue bar]</p>	

<p>Create Your Account by entering the information requested.</p> <p>When completed – Click on <b>Sign Up</b></p>	 <p style="text-align: center;"> Create an account</p> <p>Email *</p> <p>Password *</p> <p>First name *</p> <p>Last name *</p> <p>* indicates required field</p> <p style="text-align: center;"><b>Sign up</b></p> <p><a href="#">Back to sign in</a></p>
<p>A verification email will be sent to the email address you entered above.</p> <p>BEFORE leaving this page - Click: <b>Back to sign in</b></p> <p><b>[Leave this page open while you receive your email verification]</b></p>	 <p style="text-align: center;"> ✓ Verification email sent</p> <p style="text-align: center;">To finish signing in, check your email.</p> <p style="text-align: center;"><a href="#">Back to sign in</a></p>
<p>Verification email</p>	<p><b>Subject: Welcome to your Community Access account</b></p> <p>Welcome to your Community Access account!</p> <p>Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.</p> <p>Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.</p> <p><a href="#">Learn more about Community Access.</a></p> <p>To verify your email address and activate your account, please click the following link:</p> <p style="text-align: center;"><a href="#">Activate account</a></p> <p style="text-align: center;">This link expires in 7 days.</p>

<p>Click on <b>Activate account</b></p>	
<p>Return to the CSS web page</p>	
<p>Using the email/password section <u>under</u> the -----OR----- line, enter the information you used earlier when setting up your account. Click: <b>Sign in</b></p>	

After signing in, you will be able to link your Utility Billing account.

Click: **Utility Billing** option on left



On the far-right side of the screen, select the **Link to Account** hyperlink.



To link your account, you will need both your **ACCOUNT #** and your **CUSTOMER NO.**

Both numbers can be found at the top of your utility bill.

CUSTOMER NAME	CUSTOMER NO.	PARCEL ID
CURRENT RESIDENT	12345	12345678

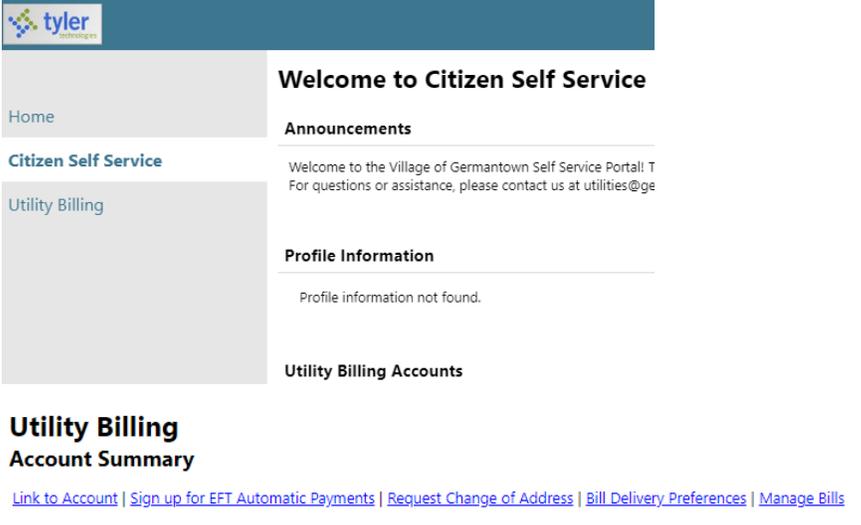
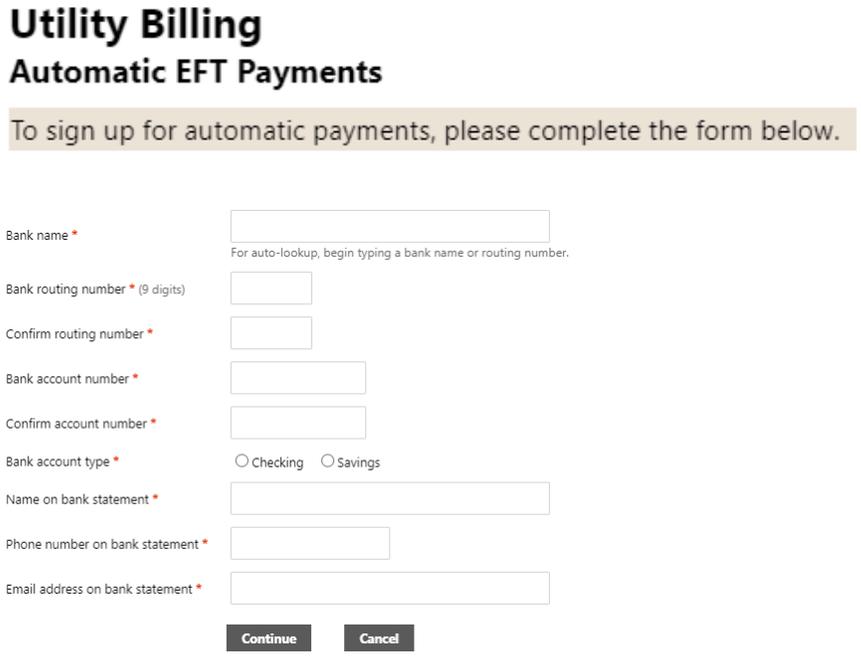
BILL NUMBER	BILL DATE	ACCOUNT #
11250	03/21/2023	12345678

Enter the information requested:

account ID = ACCOUNT # (from your utility bill)

CID = CUSTOMER NO. (from your utility bill)

A screenshot of the 'Utility Billing Account Link Setup' form. The page has a blue header with the Tyler Technologies logo. A left sidebar contains navigation links: 'Home', 'Citizen Self Service', 'Utility Billing' (selected), 'Accounts', and 'Contact Us'. The main content area has the title 'Utility Billing Account Link Setup' and a subtitle 'To establish a new Customer Account Link, enter the required values below.' There are two input fields: 'What is the account ID? \*' and 'What is the CID? \*'. Below the first field are 'Submit' and 'Cancel' buttons. A note '\* indicates required field' is present. At the bottom, there are larger input fields for the account ID and CID, followed by 'Submit' and 'Cancel' buttons.

<p><b>Customer Self Service Features</b></p>	<p>After linking your account, you will have the ability to pay your bills through Citizen Self Service, Sign up for EFT Automatic Payments, Request Change of Address, change your Bill Delivery Preferences, Manage Bills, view consumption history, etc.</p>	 <p>The screenshot shows the 'Welcome to Citizen Self Service' page. It includes a navigation menu with 'Home' and 'Utility Billing'. The main content area has sections for 'Announcements', 'Profile Information', and 'Utility Billing Accounts'. Below this is the 'Utility Billing Account Summary' section with several links: 'Link to Account', 'Sign up for EFT Automatic Payments', 'Request Change of Address', 'Bill Delivery Preferences', and 'Manage Bills'.</p>
	<p>Automatic EFT Payments</p>	 <p>The screenshot shows the 'Utility Billing Automatic EFT Payments' sign-up form. It includes a heading and a sub-heading, followed by a message: 'To sign up for automatic payments, please complete the form below.' The form contains several required fields: Bank name, Bank routing number (9 digits), Confirm routing number, Bank account number, Confirm account number, Bank account type (radio buttons for Checking and Savings), Name on bank statement, Phone number on bank statement, and Email address on bank statement. There are 'Continue' and 'Cancel' buttons at the bottom.</p>
	<p>Request Change of Address</p>	<p>Please use this <u>only</u> if you wish to change WHERE your Utility Bills are being mailed. (i.e. temporary address or P.O. Box)</p>
	<p>Bill Delivery Preferences</p>	<p>Use this section to designate <u>how</u> you wish to receive your utility bills. Options: Mail, email, or both mail and email. Note: Unless previously designated, system is defaulted to 'mailed' utility bill.</p>
	<p>Manage Bills</p>	<p>This section will display any current utility bills, or outstanding balances due.</p>

	<p>Account Summary</p>	<p><b>Utility Billing</b>  <b>Account Summary</b></p> <p><a href="#">Link to Account</a>   <a href="#">Sign up for EFT Automatic Payments</a>   <a href="#">Request Change of Address</a>   <a href="#">Bill Delivery Preferences</a>   <a href="#">Manage Bills</a></p> <hr/> <p><b>Billing Account</b></p> <p><b>Service Address</b> 0 N112 W17001 MEQUON RD</p> <p><b>Account Number</b> 2729930300</p> <p><b>Bill Delivery Preference</b> Email to ap@village.germantown.wi.us</p> <hr/> <p><b>Your Current Balance</b></p> <p><b>Amount Due Now</b> \$0.00</p> <p><b>Payment Due Date</b></p> <hr/> <p><b>About Your Payments</b></p> <p>No payment activity found</p> <hr/> <p><b>Customer Information</b></p> <p><b>Name</b> GERMANTOWN VILLAGE HALL VILLAGE OF GERMANTOWN</p> <p><b>Address</b> GERMANTOWN VILLAGE HALL PO BOX 337 GERMANTOWN, WI 530220000</p> <p><b>Customer ID</b> 103160</p> <p><a href="#">Request Change of Address</a></p>																										
	<p>Account Summary –  Volume Consumption</p> <p>Under the Services section at the bottom of this page; click on <b>View Consumption</b> link in Residential Water Volume row, to see your water consumption history.</p>	<p style="text-align: center;"><b>Consumption Trend</b></p> <table border="1"> <caption>Consumption Trend Data</caption> <thead> <tr> <th>Reading Date</th> <th>Usage (GALLONS)</th> </tr> </thead> <tbody> <tr><td>3/15/2023</td><td>12</td></tr> <tr><td>12/1/2022</td><td>10</td></tr> <tr><td>9/15/2022</td><td>30</td></tr> <tr><td>6/9/2022</td><td>14</td></tr> <tr><td>3/8/2022</td><td>13</td></tr> <tr><td>12/1/2021</td><td>15</td></tr> <tr><td>9/17/2021</td><td>27</td></tr> <tr><td>6/8/2021</td><td>15</td></tr> <tr><td>3/8/2021</td><td>11</td></tr> <tr><td>12/8/2020</td><td>11</td></tr> <tr><td>9/8/2020</td><td>24</td></tr> <tr><td>6/10/2020</td><td>12</td></tr> </tbody> </table>	Reading Date	Usage (GALLONS)	3/15/2023	12	12/1/2022	10	9/15/2022	30	6/9/2022	14	3/8/2022	13	12/1/2021	15	9/17/2021	27	6/8/2021	15	3/8/2021	11	12/8/2020	11	9/8/2020	24	6/10/2020	12
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For questions or assistance, please contact us at [utilities@germantownwi.gov](mailto:utilities@germantownwi.gov) or 262-250-4703.