

## Guide to creating a Citizen Self Service User Account

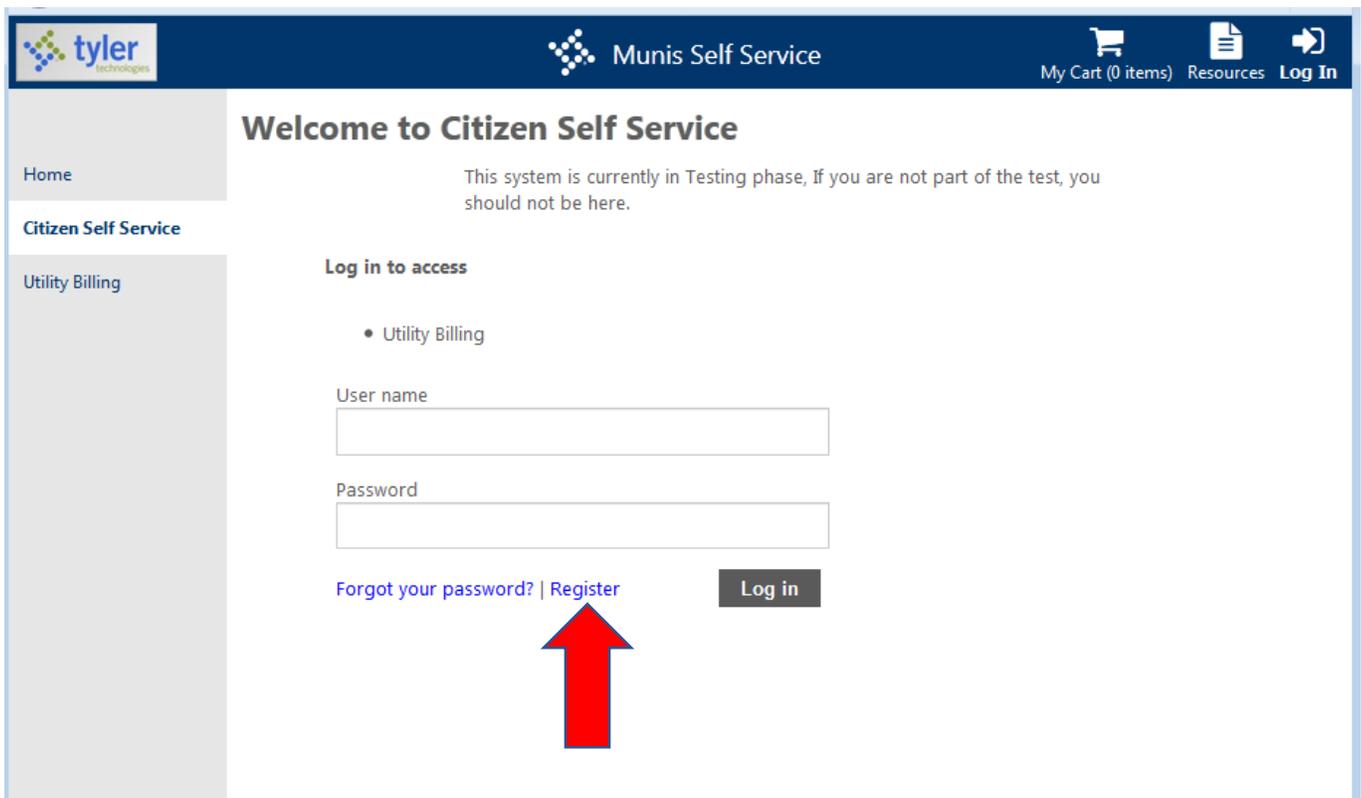
A Citizen Self Service (CSS) User Account is necessary to access Utility Billing for reviewing billing information, making online payments, setting bill delivery preferences, and managing bills.

To set up a CSS User Account, you will need your Account ID and Customer ID (CID). These are available on your bill or on the letter sent to advise you of the new system.

Open your browser (Internet Explorer, Firefox, Chrome, Safari) in your computer system and navigate to:

<https://ccmunis.co.cumberland.nc.us/MSS/citizens/default.aspx>

Once the site is showing in your browser, click on the [Register](#) link as shown in the image below.



The screenshot shows the 'Munis Self Service' website. The header includes the Tyler Technologies logo, the text 'Munis Self Service', and navigation links for 'My Cart (0 items)', 'Resources', and 'Log In'. The main content area is titled 'Welcome to Citizen Self Service' and contains a message: 'This system is currently in Testing phase, if you are not part of the test, you should not be here.' Below this, there is a 'Log in to access' section with a bullet point for 'Utility Billing'. There are two input fields: 'User name' and 'Password'. Below the input fields, there are links for 'Forgot your password?' and 'Register', and a 'Log in' button. A red arrow points to the 'Register' link.

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This will bring up the Self-Registration page, as shown in the image below, where you will need to create a User ID, Password, and Password hint. Please be sure to keep your User ID and password secure and available to you. Your password should be at least 12 characters, have letters and at least one number.

You will also need to enter your email address and the validation numbers that appear when you access this page. Your validation numbers will most likely be different from the numbers shown in the image below, so enter what shows when you access the screen.

After you have completed all the fields, click Save.

The screenshot shows the 'Self-Registration' page in the 'Munis Self Service' system. The page header includes the 'tyler technologies' logo, 'Munis Self Service', and navigation links for 'My Cart (0 items)', 'Resources', and 'Log In'. A left sidebar contains 'Home', 'Citizen Self Service', and 'Utility Billing'. The main form area is titled 'Self-Registration' and contains the following fields:

- \*User ID (between 1 and 20 characters): MyUserID
- \*Re-type user ID: MyUserID
- \*Password (between 8 and 15 characters): masked with dots
- \*Re-type password: masked with dots
- \*Password hint: hint for me
- \*Email address: MyUserID@myemail.com

Below the email address field, there is a CAPTCHA image showing the number '3679'. Below the CAPTCHA is an input field containing '3679'. At the bottom of the form is a 'Save' button, which is highlighted with a red arrow.

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This will bring up the Account Settings Page as illustrated below, where you can link your account to your User ID. Click on the Utility Billing Accounts, [link to account](#) link in the bottom right corner of the screen.

The screenshot displays the 'Account Settings' page. At the top, there is a header with the Tyler Technologies logo, 'Munis Self Service', and a user profile icon labeled 'MYUSERID'. On the left, a sidebar contains the text 'Citizen Self Service'. The main content area is titled 'Account Settings' and is divided into two sections: 'Account Information' and 'Linked Accounts'. The 'Account Information' section contains a table with the following data:

Now logged in as	MYUSERID
Last successful login	5/17/2017
Last failed login	5/17/2017
Password last changed	5/17/2017
Password expires in	3044 days   <a href="#">Change Password</a>
E-Mail address	MyUserID@myemail.com   <a href="#">Change E-Mail Address</a>

The 'Linked Accounts' section includes a paragraph explaining that existing accounts can be linked to the self-service user ID. Below this, there are two sub-sections: 'Customer Accounts' and 'Utility Billing Accounts'. Each sub-section has a 'link to account' link on the right. A red arrow points to the 'link to account' link under the 'Utility Billing Accounts' section. Below the 'Utility Billing Accounts' section, there is a 'Go To Module Homepage' link.

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On the Utility Billing Account Link Setup page, enter your account ID and CID, as given on your bill or in the letter that was sent to you. Then click Submit. (Hint: your Account ID and CID is the same number.)

The screenshot shows the 'Utility Billing Account Link Setup' page. At the top, there is a dark blue header with the 'tyler technologies' logo on the left, 'Munis Self Service' in the center, and 'My Cart (0 items) MYUSERID' on the right. Below the header is a left sidebar with 'Citizen Self Service' at the top, 'Utility Billing' in the middle (highlighted), and 'Contact Us' at the bottom. The main content area has the title 'Utility Billing Account Link Setup'. It contains two text input fields: 'What is the account ID? \*' and 'What is the CID? \*'. Below these fields are two buttons: 'Submit' and 'Cancel'. A red arrow points to the 'Submit' button. At the bottom left of the form area, there is a note: '\* indicates required field'.

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This will take you back to the Account Settings Page with your Utility Billing account and customer information link showing.

The screenshot shows the 'Account Settings' page in the Munis Self Service portal. The page is divided into several sections:

- Account Information:** A table with the following data:

Now logged in as	MYUSERID
Last successful login	5/23/2017
Last failed login	5/17/2017
Password last changed	5/17/2017
Password expires in	3038 days   <a href="#">Change Password</a>
E-Mail address	MyUserID@myemail.com   <a href="#">Change E-Mail Address</a>
- Linked Accounts:** A section with a descriptive paragraph and a [link to account](#) button.
- Customer Accounts:** A section with the text 'There are currently no linked accounts' and a [link to account](#) button.
- Utility Billing Accounts:** A table with the following data:

Account	Customer	
		<a href="#">remove</a>

A red arrow points to the blue box next to the account number in the Utility Billing Accounts table. Below the table is a [Go To Module Homepage](#) link.

If you have more than one account, you will repeat the “link to account” steps for each utility billing account that you have.

On the Account Settings page, as shown above, click on the Account number as indicated by the box next to the red arrow. (Your account number will be showing in blue, we have obscured the number here for security purposes.)

This will take you to your Utility Billing Account Summary page, where you can access information about your billing, set your bill delivery preference, manage your bills, make online payments, or request a change of address for your account.

The screenshot displays the 'Utility Billing Account Summary' page. At the top, there is a navigation bar with the Tyler Technologies logo, 'Munis Self Service', and user information including 'My Cart (1 item)' and 'MYUSERID'. A left-hand sidebar contains navigation options: 'Citizen Self Service', 'Utility Billing', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic Payments', 'Service Requests', and 'Contact Us'. The main content area is titled 'Utility Billing Account Summary' and includes several sections:

- Link to Account | Sign up for Automatic Payments | Request Change of Address | Service Requests | Bill Delivery Preferences | Manage Bills**
- Billing Account**
  - Service Address: [Redacted]
  - Account Number: [Redacted]
  - Bill Delivery Preference: Mail
- Your Current Balance**
  - Amount Due Now: (\$114.00)
  - Payment Due Date: 6/10/2017
- About Your Payments**

Bill	Last Posted	Sum of Payments	
321	4/4/2017	\$160.00	<a href="#">details</a>
- Customer Information**
  - Name: [Redacted]
  - Address: [Redacted]
  - Customer ID: [Redacted]

[Request Change of Address](#)

If you have questions or issues, please contact the Public Utilities Division between 8:00 am and 5:00 pm Monday through Friday, excluding state holidays, at 910-678-7682 or email us at [publicutilities@co.cumberland.nc.us](mailto:publicutilities@co.cumberland.nc.us).