

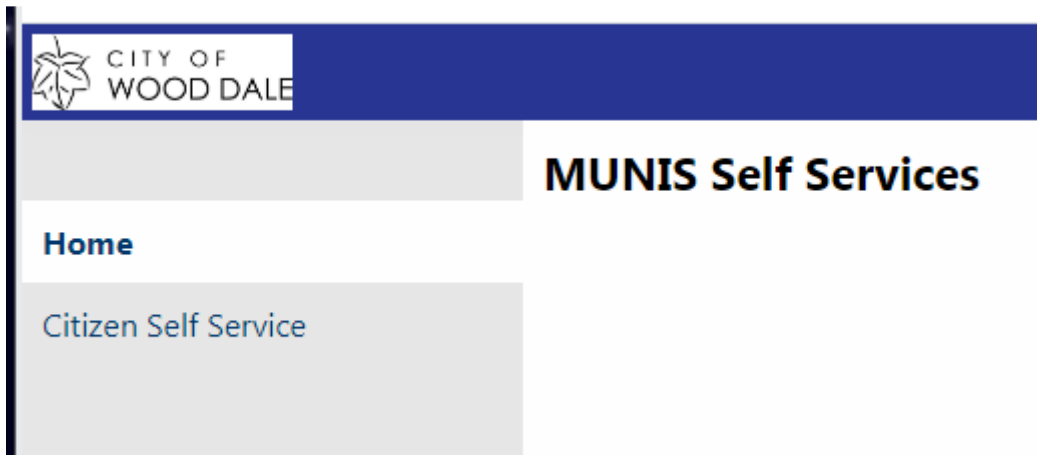
# Utility Billing Customer Self Service Portal

## Instructions for creating your account

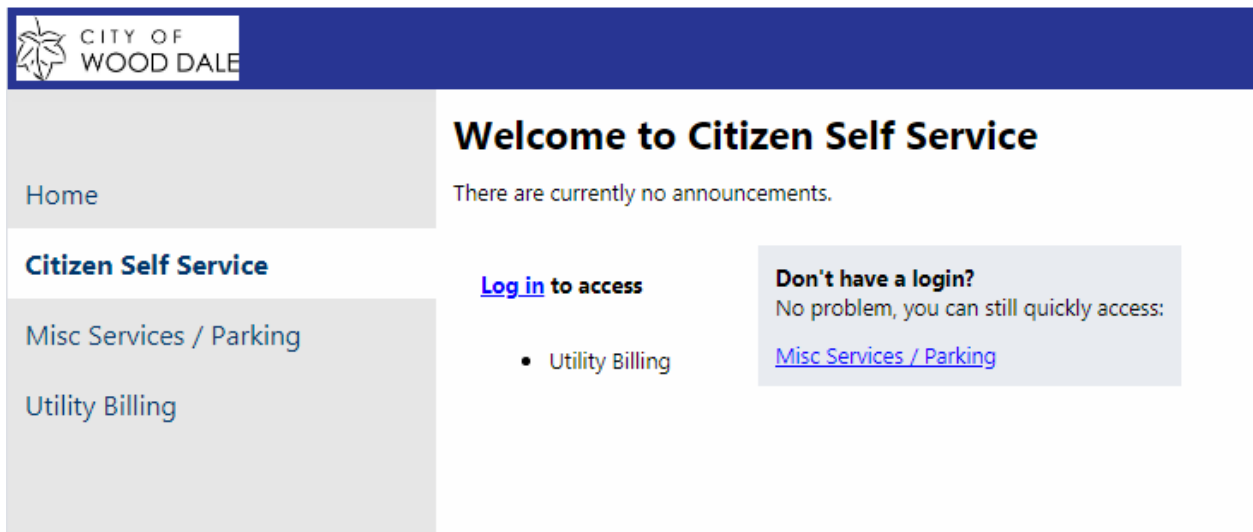
The City has changed utility billing systems. As a result, the previous online payment portals have gone away. In their place, the City has launched its new Customer Self Service web portal. Below are the instructions and visual aides to assist you in registering.

Web address: <https://selfservice.wooddale.com/css/>

**Landing Page** - Click on the "Citizen Self Service" button

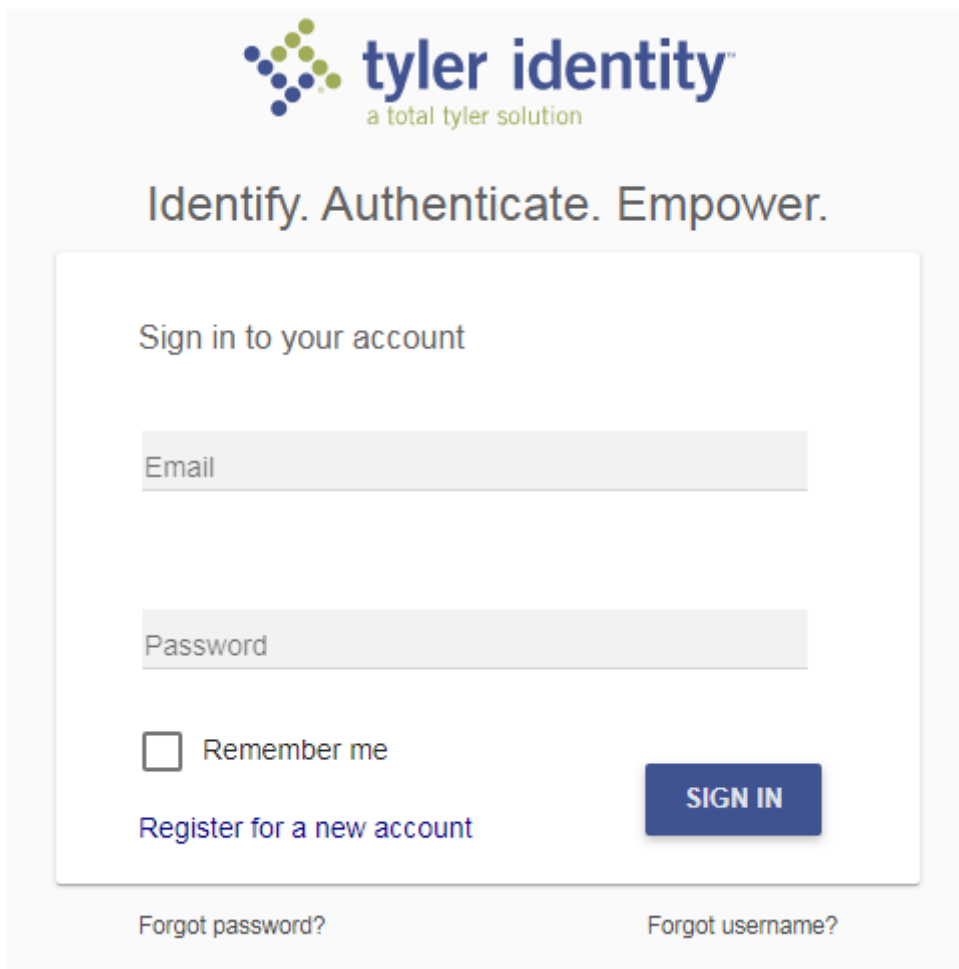


**Welcome Page** - Click the blue "Log in" link



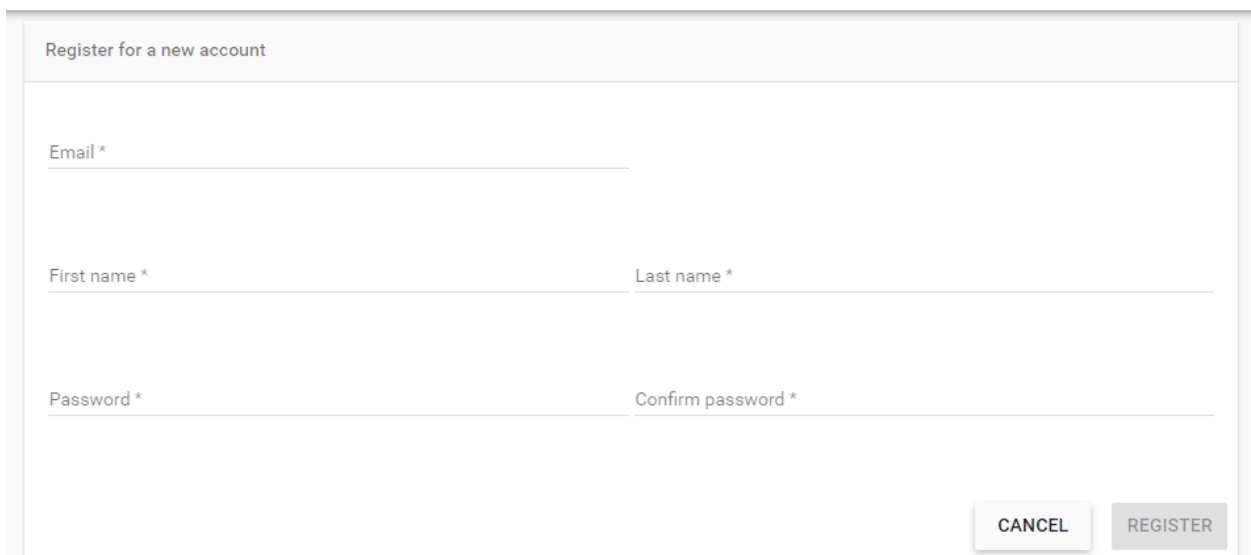
**Log in** – Upon navigating to this page for the first time, you will need to click on “Register for a new account”. Once you have an account, you may enter your credentials. If you do not remember your credentials, you may click on “Forgot password?” and/or “Forgot username?” for assistance.

Please note that this “Tyler Identity” account is unique to Wood Dale, and you will not be able to use an account from a different entity.



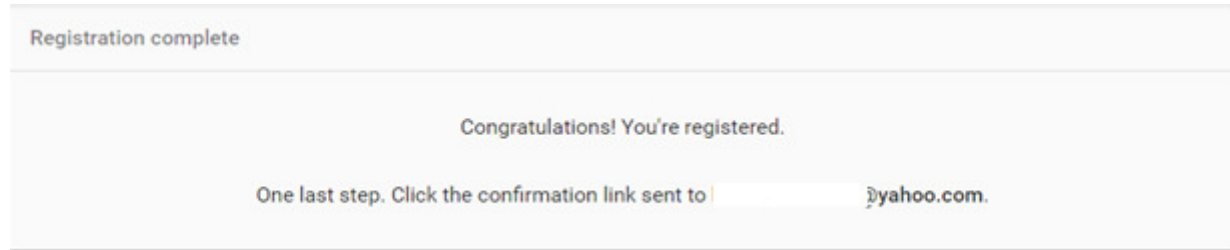
The image shows the Tyler Identity login page. At the top is the logo with the text "tyler identity" and "a total tyler solution" below it. Below the logo is the slogan "Identify. Authenticate. Empower." The main content area is a white box with the heading "Sign in to your account". It contains two input fields: "Email" and "Password". Below the "Password" field is a checkbox labeled "Remember me". To the right of the checkbox is a blue button labeled "SIGN IN". Below the "SIGN IN" button is a link "Register for a new account". At the bottom of the white box are two links: "Forgot password?" on the left and "Forgot username?" on the right.

**Registration Page** - Enter the required information



The image shows the registration page form. It has a header "Register for a new account". Below the header are four input fields: "Email \*", "First name \*", "Last name \*", "Password \*", and "Confirm password \*". The "First name" and "Last name" fields are side-by-side, and the "Password" and "Confirm password" fields are side-by-side. At the bottom right of the form are two buttons: "CANCEL" and "REGISTER".

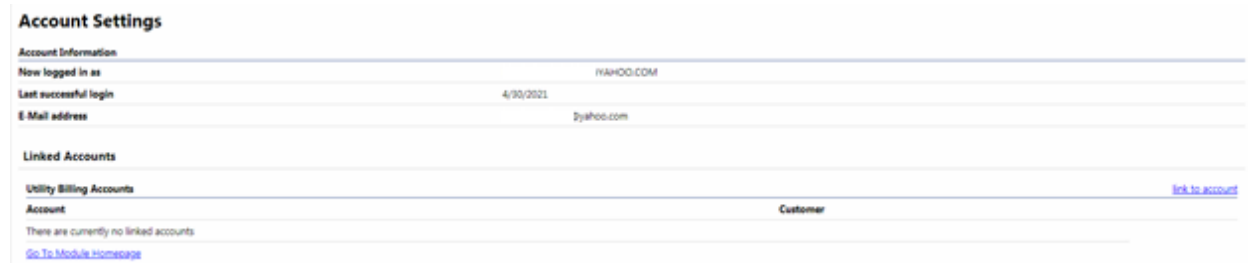
**Check your email** - Check your email and click the link within to verify your account



**Log in first time** – Once you have confirmed your email address, simply click the link in the email to go back to the log-in page. If you are confirming your email from a different device, you will need to navigate back to the main page (the link on page 1 of this document) in order to log in properly.

Once you have signed in for the first time, you will be directed take you to the page below. If the page you are direct to does not look like these, please log out and return to the page in the link on page 1.

Next, you must link to your utility bill account. Click the “link to account” link on the right side.



**Linking UB account** - Once you click the “link to account”, you will need to enter your Account Number and Customer Number in the corresponding boxes. This information can be found on the top portion of your bill, shown below.

If you have more than one account, simply click on “link to account” again to add additional accounts.

## Utility Billing Account Link Setup

What is the Account #? \*

What is the Customer NO.? \*

Submit

Cancel

\* indicates required field



**City of Wood Dale**  
404 North Wood Dale Road  
Wood Dale, Illinois 60191

**Utility Bill**  
CUSTOMER COPY

Please keep this portion for your records.

CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION	
BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
9670	04/27/2021			05/21/2021

Upon successfully linking your account(s), the screen upon signing in take you to the following screen.

## Welcome to Citizen Self Service

### Announcements

There are currently no announcements.

### Profile Information

Profile information not found.

### Utility Billing Accounts

1) 1)

Clicking the “+” button next to the account number to expand the view to include additional account information.

#### Utility Billing Accounts

Customer Name	Service Address	Account	Customer	Parcel	Manage
		1 5			<a href="#">Manage Bills</a>

Clicking on the account number link will take you to the below page.

#### Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

#### Billing Account

<b>Service Address</b>	CT		
<b>Account Number</b>	1	5	
<b>Bill Delivery Preference</b>	Email to	@gmail.com	

#### Your Current Balance

<b>Amount Due Now</b>	\$	<a href="#">Pay Now</a>
<b>Payment Due Date</b>	5/21/2021	

#### About Your Payments

Bill	Last Posted	Sum of Payments	View Details
	5/3/2021	\$3.00	<a href="#">details</a>

#### Customer Information

<b>Name</b>	
<b>Address</b>	Wood Dale, IL 60191
<b>Customer ID</b>	<a href="#">Request Change of Address</a>

#### Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER USAGE	1000	1/1/1990		ACTIVE	<a href="#">View Consumption</a>
WATER BASE	1001	1/1/1990		ACTIVE	None
SEWER USAGE	2000	1/1/1990		ACTIVE	None
SEWER BASE	2001	1/1/1990		ACTIVE	None

From here, you can take a number of actions by clicking on any of the links.

## Paying your bill

To pay your bill, click “Pay Now” from either the Account Summary page or Manage Bills page.

### Utility Billing

#### Manage Bills

[Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address

Account Number

As of

#### Outstanding Bills (bill years 2016 to 2022 only)

[Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>		4/27/2021	5/24/2021		\$0.00		<a href="#">Bill Details</a>

Total Due:

Pay

select bills you would like to pay now, then click "Pay"

Click “Pay” to move on, and the system will ask you if you wish to enroll in automatic credit card payments. This is new, and not required.

### Automatic Credit Card Payments

#### Manage your enrollments in the automatic credit card payment system (optional)

As a convenience to you, we offer an optional “Automatic Credit Card Payment” service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

#### Current enrollments

Bill Category	Account ID	Status
UB Services - General		Not enrolled in automatic credit card payments. <a href="#">enroll</a>

Continue

Cancel

Click “Continue”, enter the amount you wish to pay, and hit “Continue” again. Please be aware of the \$2 fee that will automatically included in the amount you pay.

### Pay Bills

**Note:** a global convenience fee of \$2.00 will be added to your payment.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2021	4/27/2021		5/21/2021		\$	<input type="text"/>

Continue

Cancel

You will automatically be redirected to our third-party merchant processor to enter your credit card information. Complete the required information and hit “Make Payment” at the bottom, and you are done.

We allow partial and overpayments to be made on your account. The remainder due on a partial payment is subject to a penalty if not paid by the 21<sup>st</sup> of the month. Any overpayments will be shown as a beginning credit balance on your next bill.

**Please Note** - If you choose to enroll in automatic credit card payments, you must still pay the current bill as the recurrence will not take place until the next billing cycle.

### Questions

If you have any questions, please feel free to contact us at 630-766-4900 or [finance@wooddale.com](mailto:finance@wooddale.com).