

# Using Citizen Self Service

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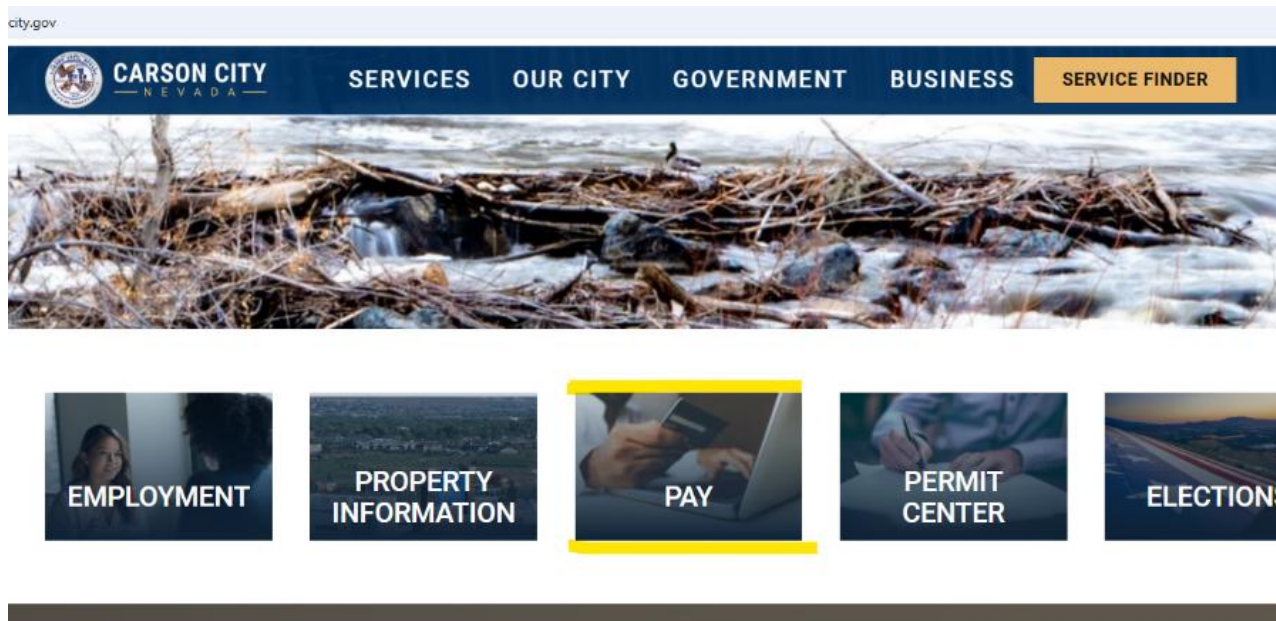
# Using Citizen Self Service

## Citizen Self Service Account Page

To access Citizen Self Service go to the following website <https://selfservice.carsoncity.gov/css/>

Or

This page can also be accessed from the Carson City's website; <https://www.carsoncity.gov/> , from the main page go to the Pay Icon, then to the Water/Sewer Icon, and then to the Login/Signup Icon.



city.gov

**CARSON CITY**  
NEVADA

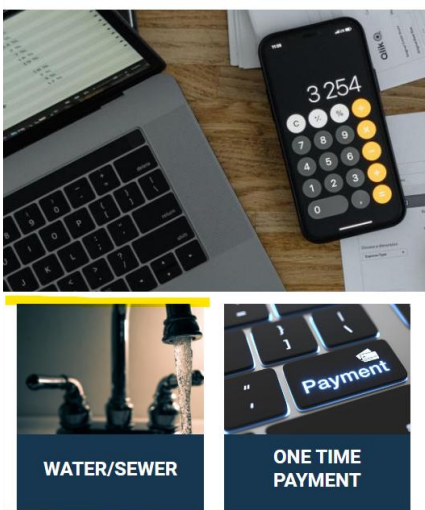
SERVICES OUR CITY GOVERNMENT BUSINESS SERVICE FINDER

EMPLOYMENT PROPERTY INFORMATION **PAY** PERMIT CENTER ELECTIONS

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SERVICES »

**PAY**



SERVICES » Pay »

**WATER & UTILITIES**

ONE TIME PAYMENT **LOGIN/SIGNUP**

WATER/SEWER ONE TIME PAYMENT

# Using Citizen Self Service

## Signing up for a Citizens Self Service Account

To sign up for a Citizens Self Service Account go to the Munis Self Service page located at: <https://selfservice.carsoncity.gov/css/>. From this page either click on the “Citizen Self Service” text, under the “Home” text or click on text “Log In” located in the top right-hand corner of the screen.



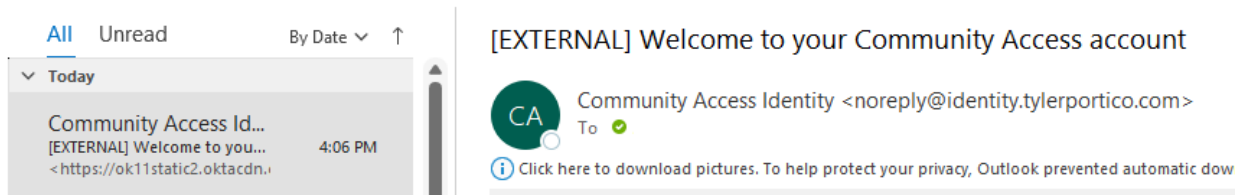
Both texts will redirect you to the login/sign up page. If you need to create a profile, then select the “Create an account” box at the bottom of the page. This page will redirect you to the next screen which will ask for the following information (this will be used for your account login profile and does not need to match the information on the utility bill); after completed click on “Sign Up”

A screenshot of the "Create an account" form on the Munis Self Service website. The form is divided into two columns. The left column contains a sign-in section with a globe icon, the text "Sign in to community access services for Carson City, NV.", an "Email address" input field, a "Keep me signed in" checkbox, a blue "Next" button, and social media icons for Google, Apple, Microsoft, and Facebook. Below these are links for "Unlock account?" and "Help". At the bottom of the left column is a yellow-bordered box with the text "Create an account". The right column is titled "Create an account" and includes a globe icon, a note that "Fields are required unless marked optional.", and input fields for "Email", "First name", "Last name", and "Mobile phone" (marked as optional). Below these are "Password requirements" listed with 'x' icons: "At least 8 characters", "A lowercase letter", "An uppercase letter", and "A number". A green checkmark icon is next to the requirement "No parts of your username". There is a "Password" input field with a visibility icon, a blue "Sign up" button, and a link at the bottom that says "Already have an account? Sign In".

# Using Citizen Self Service

You will be redirected to an email verification page that will send a code to your email. The email this code will come from [noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com) and the subject line “Welcome to your Community Access account” this email can sometimes be directed to your spam/junk folder.

Enter the code and you will be redirected to the Security Set up Screen, none of these are required but are recommended for receiving future access codes.



Hi



Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code:

## Verify with your email

We sent an email to  Enter the verification code in the text box.

Enter Code

[Return to authenticator list](#)

[Back to sign in](#)

# Using Citizen Self Service

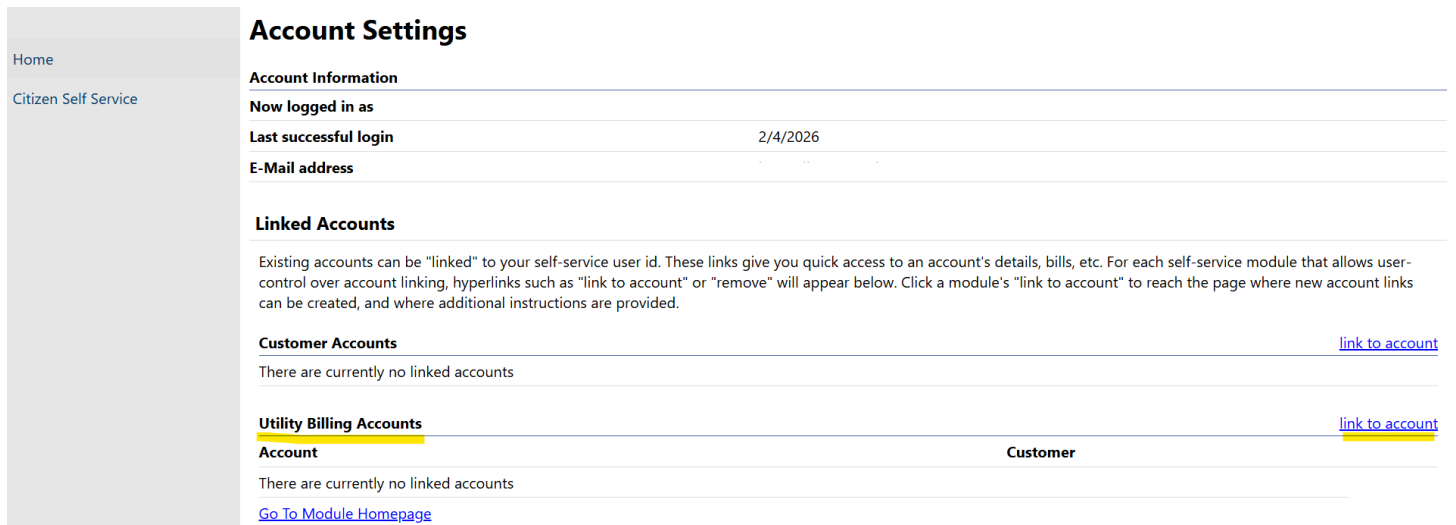
## Linking/Removing Utility Accounts to Citizens Self Service Profile

To link water/sewer/stormwater account(s) to your Citizen Self Service profile go to your Account Settings. This page is located by clicking the Icon of a person, located in the right-hand corner of the screen, a menu will appear and then click on “My Account”.



The screenshot shows the top navigation bar of the Munis Self Service portal. On the left, there is a logo and the text "Munis Self Service". In the center, the main heading "MUNIS Self Services" is displayed. Below this, there are two navigation links: "Home" and "Citizen Self Service". On the right side, there is a user profile icon. A dropdown menu is open, showing three options: "Home", "My Account" (which is highlighted in yellow), and "Log Out".

On the next web page, next to Utility Billing Accounts, click on the blue text “link to account”. *You can link your utility account under Customer Accounts however this will limit the features you have access to.* Also, multiple utility accounts can be linked to your profile by repeating the steps listed below with each utility account.



The screenshot shows the "Account Settings" page. On the left, there is a navigation sidebar with "Home" and "Citizen Self Service" links. The main content area is titled "Account Settings" and is divided into several sections:

- Account Information**: This section contains three rows of information:
  - Now logged in as**: A blank field.
  - Last successful login**: 2/4/2026
  - E-Mail address**: A blank field.
- Linked Accounts**: This section contains a paragraph of text explaining that existing accounts can be "linked" to the user's self-service user id. It also mentions that hyperlinks such as "link to account" or "remove" will appear below. It instructs the user to click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.
- Customer Accounts**: This section contains a link to "link to account" and a message stating "There are currently no linked accounts".
- Utility Billing Accounts**: This section contains a link to "link to account" and a message stating "There are currently no linked accounts". Below this, there is a table with two columns: "Account" and "Customer".

At the bottom of the page, there is a link to "Go To Module Homepage".

# Using Citizen Self Service

On your Carson City Utility bill, you are provided with an account number that is made up of your Customer ID - Account Number. These numbers can be found at the top of your utility bill or at the bottom of the utility bill, in the tear off stub section, and are separated by the dash. Enter these numbers into their corresponding boxes on Account Link Setup page. Then select submit. Your utility account will now be linked to your profile.



**Carson City Utility Billing / Admin Office**  
 3505 Buttl Way  
 Carson City, Nevada 89701  
 (775) 887-2355, ext. 2 / Payment Inq: (775) 887-2092  
[Utilitybilling@carson.org](mailto:Utilitybilling@carson.org)

**Utility Bill**  
 CUSTOMER COPY

PLEASE RETURN BOTTOM PORTION WITH PAYMENT

CUSTOMER NAME	ACCOUNT NUMBER	PARCEL ID	SERVICE LOCATION
	-		

BILL NUMBER	BILL DATE	CYCLE	ACCOUNT TYPE	DUE DATE
11014397		CYCLE A	RES - SINGLE FAMILY	

**Utility Bill**  
 REMIT PORTION



Carson City, Nevada 89701  
 (775) 887-2355, ext. 2 / Payment Inq: (775) 887-2092  
[Utilitybilling@carson.org](mailto:Utilitybilling@carson.org)

Donate \$\_\_\_\_\_ to the Utility Rate Assistance Program

SERVICE LOCATION	BILL NUMBER	ACCOUNT NUMBER	DUE DATE	TOTAL DUE
		-		

Amount Paid \$ \_\_\_\_\_

MAKE CHECKS PAYABLE AND REMIT TO:  
 CARSON CITY UTILITIES  
 P.O. BOX 4330  
 CARSON CITY, NV 89702-4330

## Munis Self Service

(0)

- Home
- Citizen Self Service

### Utility Billing Account Link Setup

TO LINK YOUR UTILITY ACCOUNT CLICK LINK ACCOUNT, THEN ENTER THE ACCOUNT NUMBER AS FOLLOWS: ACCOUNT # : IS THE 2ND HALF OF YOUR FULL ACCOUNT NUMBER CUSTOMER ID: IS THE 1ST HALF OF YOUR FULL ACCOUNT NUMBER

#### Utility Billing

Accounts

ACCOUNT #: is the 2nd half of your account number \*

Contact Us

CUSTOMER ID: is the 1st half of your account number \*

Submit

Cancel

\* indicates required field

\*\* To remove a water/sewer/stormwater account(s) to your Citizen Self Service profile go to your Account Settings. Next to the account you wish to delete from your profile, click on the blue that says remove. Then okay on the pop-up verifying the removal. \*\*

	<a href="#">link to account</a>
	<a href="#">link to account</a>
Customer	<a href="#">remove</a>
	<a href="#">remove</a>
	<a href="#">remove</a>

# Using Citizen Self Service

## How to Make a Payment

To make a payment while logged into your Citizen Self Service Portal, go to the Account Summary Page; this will be found by selecting the Utility Billing Account you would like to pay. Then click on the page now blue text.

The screenshot shows the 'Munis Self Service' portal. The header is dark blue with the logo and text 'Munis Self Service'. A left sidebar contains navigation links: 'Home', 'Citizen Self Service', and 'Utility Billing'. The main content area is titled 'Welcome to Citizen Self Service' and includes an 'Announcements' section with a welcome message, a 'Profile Information' section stating 'Profile information not found.', and a 'Utility Billing Accounts' section. This section contains a table with one row highlighted in blue, showing account number '55850 (268455)'. The table has columns for 'Customer Name', 'Service Address', 'Account', and 'Customer'.

The screenshot shows the 'Utility Billing Account Summary' page. The header is dark blue with 'Munis Self Service'. The left sidebar has links for 'Utility Billing', 'Accounts', 'Manage Bills', 'Account Summary', 'Automatic EFT Payments', and 'Contact Us'. The main content area is titled 'Utility Billing Account Summary' and includes links for 'Link to Account', 'Sign up for EFT Automatic Payments', 'Bill Delivery Preferences', and 'Manage Bills'. Below this is a 'Billing Account' section with fields for 'Service Address', 'Account Number', and 'Bill Delivery Preference' (set to 'Mail and Email to'). The 'Your Current Balance' section shows 'Amount Due Now' as '\$' and 'Payment Due Date' as '3/5/2026', with a 'Pay Now' link. The bottom section is titled 'About Your Payments'.

# Using Citizen Self Service

At the next screen you will select the bill(s) that you would like to pay. The system will require you to pay the oldest bill first. If you would like to pay a different amount than what is offered you can change your total while in the shopping cart, on the next step, in the meantime select a bill and hit “Add to Cart”. You can pay multiple bills at once by adding them to your “Shopping Cart” by following the previous steps and repeating the process. After all the bills have been added to your Shopping Cart, go to the Shopping Cart Icon, on the top blue banner, and click on it, then click on “Checkout”.

**Utility Billing**  
**Manage Bills** [Account Summary](#)

✔ Utilities 11030645 was added to your shopping cart.  
To proceed with payment, click "My Cart" then click "Checkout".

Service Address  
Account Number  
As of 02/26/20

• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

**Outstanding Bills** (bill years 2016 to 2028 only) [Show Past Bill](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>		2/13/2026	3/5/2026	\$108.21	\$0.00	\$103.21	<a href="#">Bill Details</a>
						<b>Total Due: \$103.21</b>	

**Add to Cart**  
select bills you would like to pay now, then click "Add to Cart"

## Pay Bills

Next select the payment method you would like to use.

### Select Payment Method

Please select from the following options:

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

In the “Pay Bills” screen you can change the amount you would like to pay. To do this change the “payment amount” but not the “Subtotal Amount”. The subtotal amount and service fee will be updated on the next screen. Click “Continue”.

**Pay Bills**

! Note: a service fee of \$4.79 is being added to your payment.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2026	2/13/2026		3/5/2026	\$103.21	\$103.21	\$ 150.00
Utilities	2026	2/20/2026		3/12/2026	\$92.42	\$92.42	\$ 50.00

[CALCULATE SUBTOTAL](#) \$ 200.42

**Continue** **Cancel**

# Using Citizen Self Service

Depending on the payment method selected you will fill out all the information requested. **The Billing Information section auto populates with the Utility Bill Holders information. Please update this to your information (if you are not the Utility Bill Holder or if it is outdated!** After completed select the “Make Payment” button at the bottom of the screen. You will then be given a confirmation page and sent a confirmation email. The payments will be applied to your Utility Billing Account in the next 2-3 business days and will be debited from your Bank in the next 1-5 business days.

### BILLING INFORMATION

Time left: 9 minutes, and 35 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /


Phone:

Email:

Principal:

Combined Total: 200.00

### PAYMENT INFORMATION



Payment Method:


Routing #:

Account #:

Check Type:

Account Type:

I'm not a robot  
reCAPTCHA is changing its terms of service. [Take action.](#)

  
reCAPTCHA  
Privacy - Terms

**\*\*\* SERVICE FEE DISCLAIMER \*\*\***  
This payment is subject to a separate \$ Service Fee!  
Service fees are paid directly to the merchant service provider!

**\*\*\* Service Fees are Non-Refundable \*\*\***  
Select **"MAKE PAYMENT"** to accept the service fee.

### BILLING INFORMATION

Time left: 9 minutes, and 46 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /

Phone:




Email:

Principal:

Service Fee:


Combined Total: 204.90

### PAYMENT INFORMATION

Payment Method:

I'm not a robot  
reCAPTCHA is changing its terms of service. [Take action.](#)

  
reCAPTCHA  
Privacy - Terms

**\*\*\* SERVICE FEE DISCLAIMER \*\*\***  
This payment is subject to a separate \$ **4.90** Service Fee!  
Service fees are paid directly to the merchant service provider!

**\*\*\* Service Fees are Non-Refundable \*\*\***  
Select **"MAKE PAYMENT"** to accept the service fee.

# Using Citizen Self Service

## Signing Up for EFT/Automatic Payments

\*The Automatic payments process is initiated 2-3 business days before your bill is due, the payment will be posted to your utility account on the due date, and the funds will be drafted from your bank account within 1-4 business days of the due date. \*

Automatic Payments can be set up online by going to the “Account Summary” page for the address you want set up on autopay. While on this page click on the blue text that says, “Sign up for EFT Automatic Payments”.

The screenshot shows the 'Munis Self Service' interface. The main header is 'Utility Billing' with a sub-header 'Account Summary'. A navigation menu on the left includes 'Home', 'Citizen Self Service', 'Utility Billing', 'Accounts', 'Manage Bills', 'Account Summary' (highlighted), 'Automatic EFT Payments', and 'Contact Us'. The main content area includes links for 'Link to Account', 'Sign up for EFT Automatic Payments', 'Bill Delivery Preferences', and 'Manage Bills'. Below these are sections for 'Billing Account' (Service Address, Account Number, Bill Delivery Preference), 'Your Current Balance' (Amount Due Now with a 'Pay Now' link, Payment Due Date), and 'About Your Payments' (a table with columns: Bill, Last Posted, Sum of Payments, View Details).

Bill	Last Posted	Sum of Payments	View Details
			<a href="#">details</a>

# Using Citizen Self Service

On the next screen you will enter the routing and account information that you want the automatic payments to be debited from. **In the Bank name section, instead of typing in the Bank name, type in your Bank routing number, while you are typing this in a list will appear and click on your bank's name.** Then retype in your Bank routing number and fill out the rest of the information required and click on continue.

### Utility Billing Automatic EFT Payments

To sign up for automatic payments, please complete the information below. Begin by entering your Service Address and Account Number.

Please address the following validation issue(s):

- Please select an existing Bank name and routing number from the dropdown list.

**Bank name \***

For auto-lookup, begin typing a bank name or routing number.

Bank routing number \* (9 digits)

Confirm routing number \*

Bank account number \*

Confirm account number \*

Bank account type \*  Checking  Savings

Name on bank statement \*

Phone number on bank statement \*

Email address on bank statement \*

**Continue** **Cancel**

\* indicates required values.

### Utility Billing Automatic EFT Payments

To sign up for automatic payments, please complete the information below. Begin by entering your Service Address and Account Number.

Bank name \*

Bank routing number \* (9 digits)

Confirm routing number \*

Bank account number \*

Confirm account number \*

Bank account type \*

Name on bank statement \*

Phone number on bank statement \*

Email address on bank statement \*

\* indicates required values.

12210

1ST BANK YUMA - 122105906 routing number.

ACADEMY BANK NA - 122106293

ARIZONA BANK & TRUST - 122106015

ARIZONA BANK AND TRUST - 122106086

ARIZONA BUSINESS BANK (1ST CAPBK AZ) - 122105540

BANK OF AMERICA, N.A. - 122101706

BANK OF THE WEST - 122105647

BILTMORE BANK DIV OF GRANDPOINT BANK - 122106002

BMO HARRIS BANK NA - 122104046

BMO HARRIS BANK NA - 122105249

BMO HARRIS BANK NA - 122105854

BNC NATIONAL BANK - 122105896

BOKF, N.A. - 122105498

CANYON COMMUNITY BANK - 122105825

CANYON COMMUNITY BANK - 122106442

COMMERCE BANK OF ARIZONA - 122105922

COMPASS BANK - 122101010

COMPASS BANK - 122105744

COMPASS BANK FLAGSTAFF - 122105948

COUNTRY BANK - 122105993

FIRST FIDELITY BANK, N.A. - 122105715

FIRST FIDELITY BANK, N.A. - 122105738

On the next screen verify your autopayment information and select submit.

### Utility Billing Automatic EFT Payments

**Review**

<b>Bank name</b>	
<b>Routing number</b>	XXXXXX
<b>Bank account number</b>	XXXXXXXX
<b>Account type</b>	Checking
<b>Name as it appears on your bank statement</b>	
<b>Your telephone number</b>	
<b>Your email address</b>	

**Submit** **Modify** **Cancel**

# Using Citizen Self Service

## Accessing Utility Bills/History

To access your history, go to Home, Citizen Self Service, click the plus sign next to the utility account you want to view (this will be under the customer’s name column) and select manage bills text.

On the next screen, you can select the current utility bill and view the actual bill by selecting “Bill Details” and on the next screen “View Bill Image”. Or you can look at prior bills by selecting show past bills and following the same two steps to see the Utility Bill Image.

### Utility Billing Manage Bills

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

Service Address

Account Number

As of

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

**Outstanding Bills** (bill year 2006 to 2028 only)

[Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>							<a href="#">Bill Details</a>

Total Due:

### Utility Billing Bill Detail

[Account Summary](#) | [Manage Bills](#)

Bill number

[View bill image](#)

\*\* This bill has pending web

As of

Bill Date

Pay By

Details for bill

[Payments and adjustments](#)

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
WATER BASE CHARGE		0	0	0	0			\$0.00
WATER USAGE	TGAL	398	392	6	6			\$0.00
WATER RIGHT OF WAY TOLL	DOLLAR	0	0	0	0			\$0.00
SEWER BASE CHARGE		0	0	0	0			\$0.00
SEWER RIGHT OF WAY TOLL	DOLLAR	0	0	0	0			\$0.00
STORMWATER		0	0	0	0			\$0.00
SUBTOTAL								\$0.00
INTEREST DUE								\$0.00
TOTAL DUE								\$0.00

# Using Citizen Self Service

## Changing Citizen Self Service Login Information

To edit your email and password for the login information go to <https://selfservice.carsoncity.gov/css/> and make sure you are currently signed out of your Citizen Self Service profile. The select login and above the Create an account button the is a text that says “help”, click on this text. This will redirect your page to the Community Access website. On this page select login and then login using your Citizen Self Service login information.

Under the Personal Information selection, you can change your Username and email address.

Under the Privacy Setting selection, you can change your password and the social media links “if that is what you used to login in and create your profile. In this section you can change your verification settings and delete your account.

Sign in to community access services for Carson City, NV.

Email address

Keep me signed in

Next

OR

[Unlock account?](#) [Help](#)

Create an account

Community Access

Home Getting Started About FAQ Sign up [Sign in](#)

# Community Access

Your Gateway to Government Services

## Community Access Profile

- Home
- Personal information
- Privacy settings
- Communities
- Activity

Welcome,

Manage your information, privacy, and security to make Community Access work better for you.

**Personal information**  
View and update your personal information.  
[View information](#)

**Privacy settings**  
Manage your password and social media settings.  
[Manage security](#)

### Your community history

Tyler Technologies Community Profile	<a href="#">Edit</a>
Carson City, NV Carson City, NV	<a href="#">Edit</a>
Carson City, NV Citizen Self Service	<a href="#">Edit</a>
Carson City, NV Citizen Self Service	<a href="#">Edit</a>