

How to Re-Register Your CSS Account to Manage your Utility Bill

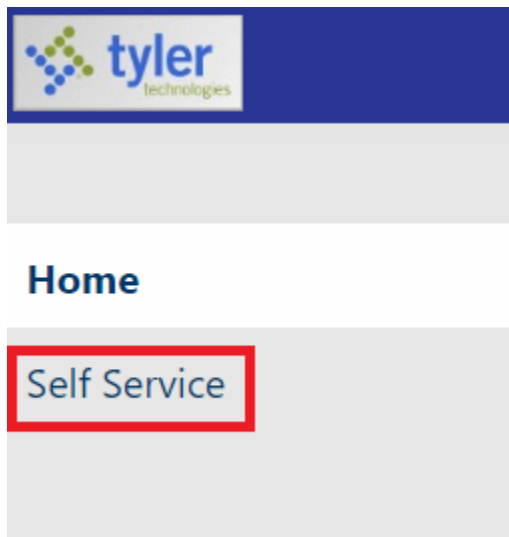
The City of New Port Richey recently upgraded our **Citizen Self Service** portal, also known as “**CSS.**”

This upgrade introduces additional account security. Users will now access their utility billing accounts by signing into CSS with **Tyler Identity**, which requires all users to re-register their accounts the first time they log in.

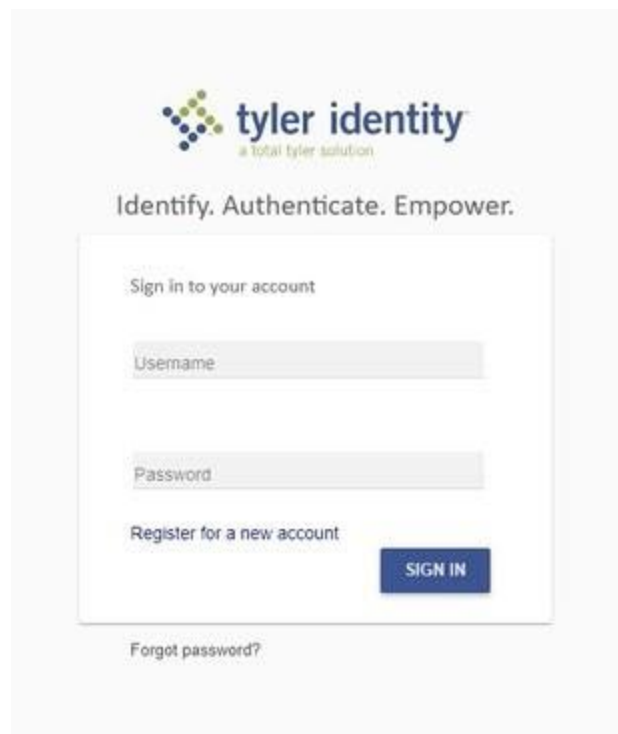
This tutorial will provide step-by-step instructions on re-registering your account and accessing your utility billing information.



- 1) Next, click the **Service link** on the left-hand side of the screen:



This will open the **Tyler Identity** login screen:



It is important to note that logging in with your old user name and password will not work until you re-register your account.

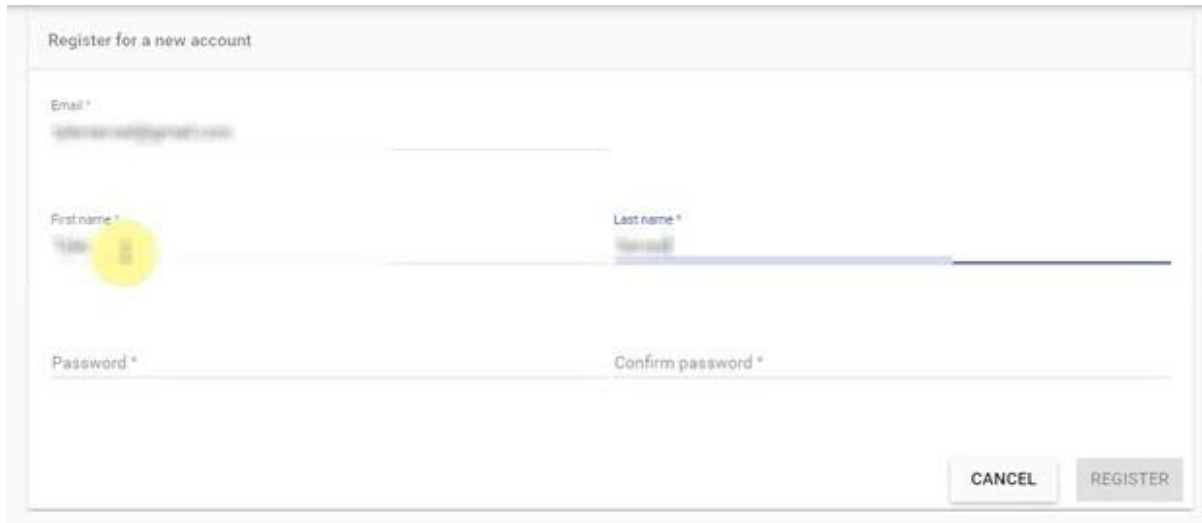
- 2) Please click on the **Register for a new account** button:



- 3) Enter the **email address associated with your utility billing account**. Or, if you have not previously used an email address with your utility bill, please provide an email address that you would like to associate to your utility billing account.

If you are unsure which email address you used previously, you can enter a new email address now. However, this will require the extra step of adding your utility billing information to your new account.

- 4) Fill out your first and last names, and create a new password for your account.



Register for a new account

Email *
tyler@tyler.com

First name *
Tyler

Last name *
Smith

Password *
Tyler123!

Confirm password *
Tyler123!

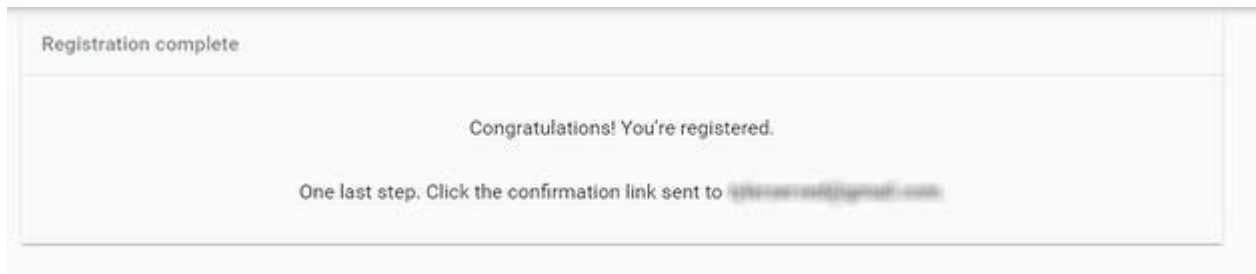
CANCEL REGISTER

Please note: Passwords must adhere to these password strength rules:

- Password must be between 8 and 30 characters in length.
- Passwords must contain an uppercase character.
- Passwords must contain a number.
- Passwords must contain a special character.

5) And then click **Register**. 

6) You will receive an email confirmation at the email address you provided. Open the email you just received (in your email program), and click the link to authorize your new account.

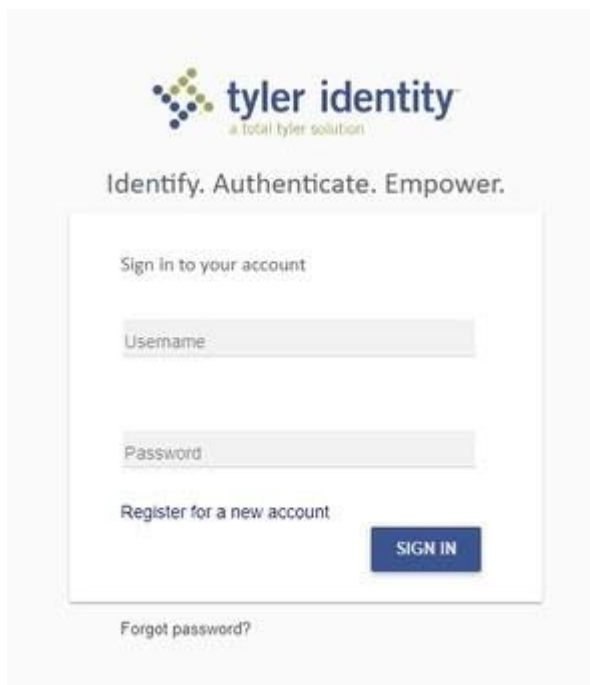


Registration complete

Congratulations! You're registered.

One last step. Click the confirmation link sent to tyler@tyler.com

7) Return to the **Tyler Identity** login screen



- 8) And now enter the email address and password you just registered with, and click **Sign In**.



- 9) If you entered an email address the city had on file with your utility billing account, you will see your account information under **Utility Billing** on the side menu.



- 11) **However, if you used a new email address, or if your email address is associated with more than one utility billing account, you will need to add that information again for it to be saved in your CSS account settings.** If this is the case for you, type in your utility billing **Account Number**, and **Customer ID**: these can be found on your utility bill. See an example utility bill, below.

Your **Account Number** and **Customer ID Number** is printed on the utility bill, circled below in red ink.



NEW PORT RICHEY

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UTILITIES SERVICES INVOICE

Office: 5919 Main Street • Hours: 8am-5pm Monday-Friday
Phone: (727) 853-1061 • Email: ut_billing@cityofnewportrichey.org
Questions concerning sewer backups: (727) 841-4586
After hour's emergency: Police Department (727) 841-4550

SERVICE DETAILS

Customer Name: JOHN DOE
Cycle/Route: 1355
Service Location: 0000 MAIN STREET

Meter #	Service Period	Days	Current	Previous	Usage
OWL123	11/26/19 – 12/26/19	30	187.00	188.00	1.00

Description	Consumption	New Charges
SW SEWER BASE CHARGE		\$16.76
SW CONSUMPTION – TIER 1	1.00	\$ 6.27
WA WATER BASE CHARGE		\$13.36
WA CONSUMPTION – TIER 1	1.00	\$3.93
WA TAMPA BAY INCREASE	1.00	\$0.49
Total New Charges		\$40.81

ACCOUNT SUMMARY

ACCOUNT NUMBER	12345	678912
BILLING DATE	Account ID	01/08/2020
PAST DUE BALANCE		\$0.00
PENALTIES/ADJUSTMENTS		\$0.00
PAYMENT RECEIVED 12/13/2019		
NEW CHARGES		\$40.81
TOTAL BALANCE DUE		\$40.81
PAYMENT DUE BY 01/23/2020		
IF PAID AFTER 1/23/2020		\$45.81



THOUGHT WE'D LET YOU KNOW



PLEASE BRING ENTIRE BILL IF PAYING IN PERSON. PLEASE DETACH AND RETURN BOTTOM PORTION IF PAYING BY MAIL. PLEASE WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK.



NEW PORT RICHEY
UTILITY DEPARTMENT
P.O. BOX 2079
NEW PORT RICHEY, FL 34656-2079

ADDRESS SERVICE REQUESTED

UTILITY BILLING PAYMENT COUPON

Check and complete form on back of this coupon: <input type="checkbox"/> Change in billing address <input type="checkbox"/> Enroll for Auto Bank Draft <input type="checkbox"/> Request e-bill in lieu of paper bill	ACCOUNT NUMBER: 12345-678912 TOTAL BALANCE DUE: \$40.81 PAYMENT DUE BY 1/4/20 IF PAID AFTER 1/23/20: \$45.81
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If not paid by payment due date a \$5.00 or 5% penalty will be assessed whichever is greater. Make checks payable to: City of New Port Richey.

CITY OF NEW PORT RICHEY
BILLING AND COLLECTION OFFICE
P.O. BOX 2079
NEW PORT RICHEY, FL 34656-2079



Type your account number into the **Account Number** field, and your **Customer Number** into the

Customer ID field, and click **Search** to look up your information.



This completes the process of re-registering your account. Please log into CSS using your email address and password, from this point forward.

If you encounter any problems registering for an account or accessing your account information, please call Utility Billing Customer Service at 727-853-1060.