



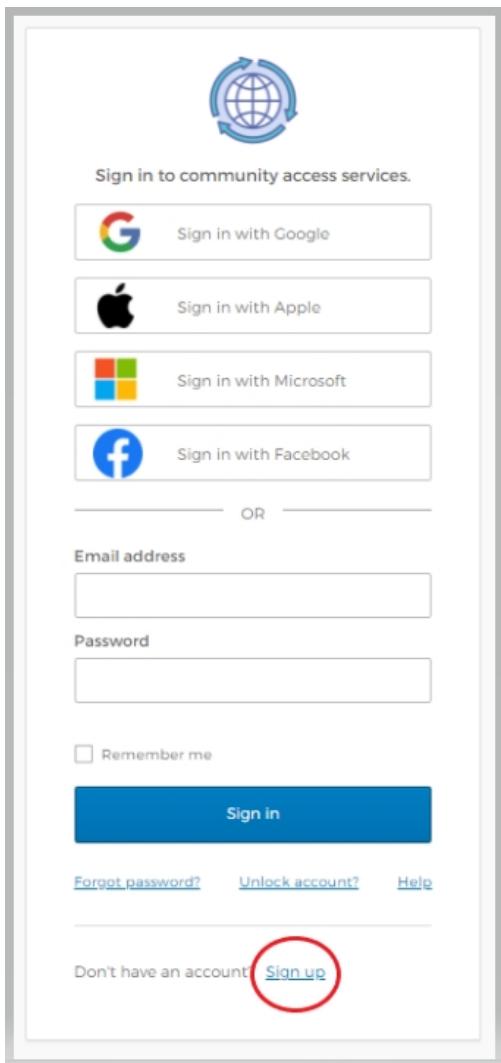
## UTILITY BILLING ONLINE ACCOUNT

### CITIZEN SELF SERVICE

The City is implementing a new customer portal in April 2022 called Citizen Self Service. Utility customers who want online access to view bills, payment history and maintain their account will need to register. Go to [www.minotnd.org/MyBill](http://www.minotnd.org/MyBill) and click 'View Your Bill'.

#### **Step 1: Register**

At the Login screen, click "Sign up."



## **Step 2: Enter Your Information**

Enter email, a password along with first and last name for your account. Then click the “Sign Up” button.



Create an account

Email \*

 Password \*

First name \*

Last name \*

\* indicates required field

**Sign up**

[Back to sign in](#)

You will receive the following message:



 **Verification email sent**

To finish signing in, check your email.

[Back to sign in](#)

You will receive an email from Community Access Identity to verify account creation. You must click on the 'Activate account' link within that email in order to complete the registration process.

Welcome to your Community Access account!

Your organization uses Community Access, Tyler Technologies and Okta to provide access to all your resident applications and other public applications from Tyler Technologies.

[Learn more about Community Access.](#)

To verify your email address and activate your account, please click the following link:

[Activate account](#)

This is an automatically generated message from Community Access. Replies are not monitored or answered.

Click Back to sign in



**Verification email sent**

To finish signing in, check your email.

[Back to sign in](#)

### **Step 3: Sign In**

Enter the email and password you used when registering your account, then click Sign In.



Sign in to community access services.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

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OR

Email address

Password

Remember me

**Sign in**

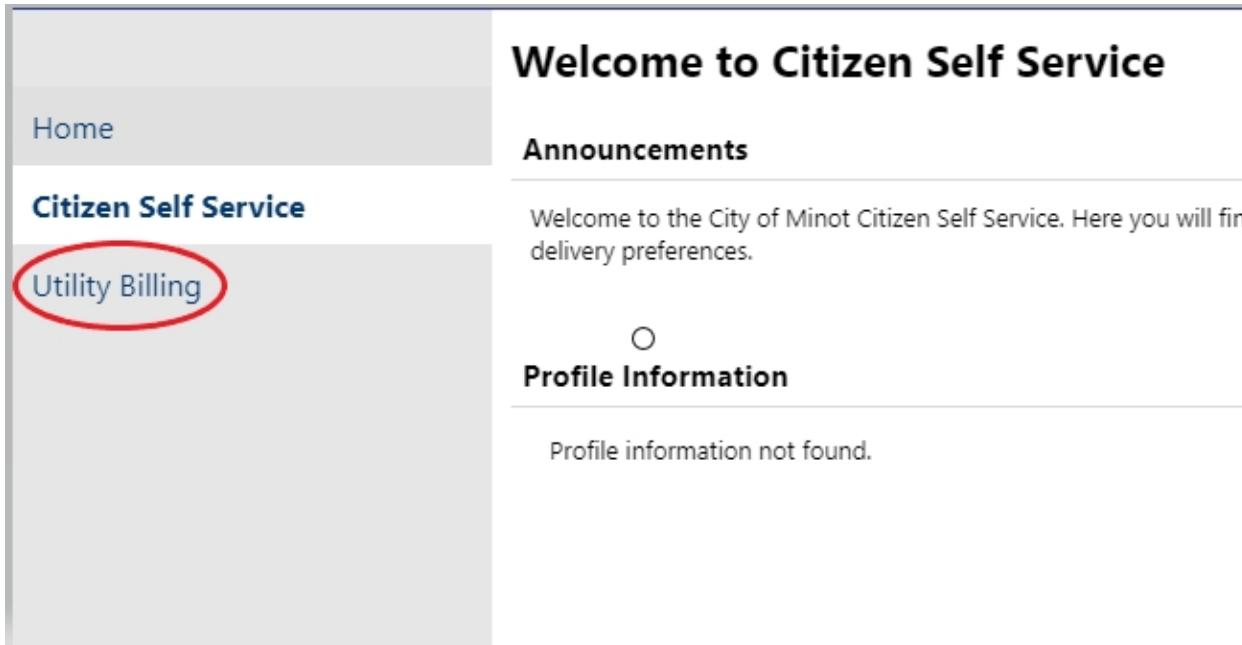
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[Forgot password?](#) [Unlock account?](#) [Help](#)

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Don't have an account? [Sign up](#)

You should see the Citizen Self Service welcome screen. Next you will link your utility account to your profile. Click Utility Billing



Welcome to Citizen Self Service

Announcements

Welcome to the City of Minot Citizen Self Service. Here you will find delivery preferences.

Profile Information

Profile information not found.

## Step 4: Link Account

Click Accounts on the menu then click 'Link to Account'.

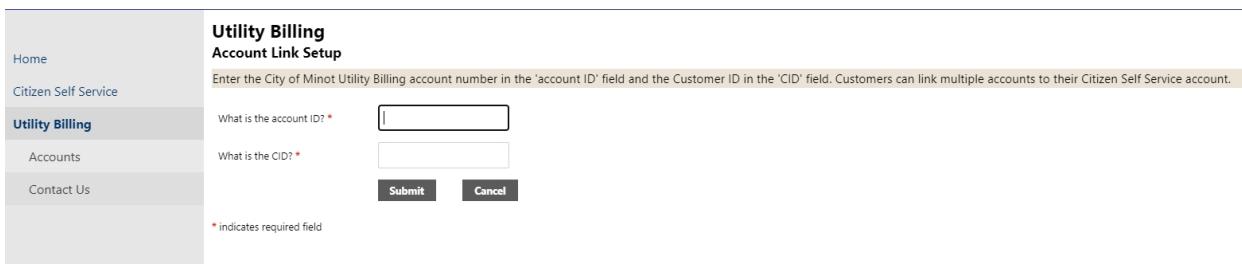


Utility Billing Accounts

Select an account to work with.

Link to Account

Enter your utility billing account number in the account ID field, enter your customer number in the CID field, then click Submit. You can repeat this process if you have multiple accounts.



Utility Billing Account Link Setup

Enter the City of Minot Utility Billing account number in the 'account ID' field and the Customer ID in the 'CID' field. Customers can link multiple accounts to their Citizen Self Service account.

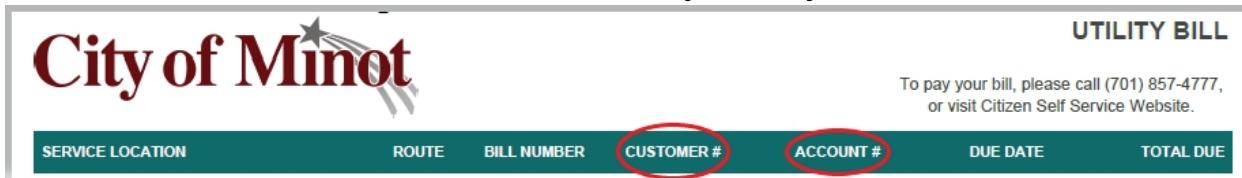
What is the account ID?

What is the CID?

Submit Cancel

\* indicates required field

Note: Your account # and customer # can be found on your utility bill.



City of Minot

UTILITY BILL

To pay your bill, please call (701) 857-4777, or visit Citizen Self Service Website.

| SERVICE LOCATION | ROUTE | BILL NUMBER | CUSTOMER # | ACCOUNT # | DUUE DATE | TOTAL DUE |
|------------------|-------|-------------|------------|-----------|-----------|-----------|
|------------------|-------|-------------|------------|-----------|-----------|-----------|

You can now utilize citizen self service to view your bills, view payment history, manage your bill delivery preferences as well as EFT.

| <p>Home<br/>Citizen Self Service<br/><b>Utility Billing</b><br/>Accounts<br/>Manage Bills<br/><b>Account Summary</b><br/>Automatic EFT Payments<br/>Contact Us<br/>Search Results<br/>New Search</p> | <p><b>Utility Billing</b><br/><b>Account Summary</b><br/><a href="#">Link to Account</a>   <a href="#">Sign up for EFT Automatic Payments</a>   <a href="#">Manage Bills</a></p> <p><b>Billing Account</b></p> <table><tr><td>Service Address</td><td>1810 6TH ST NE</td></tr><tr><td>Account Number</td><td>[REDACTED]</td></tr><tr><td>Bill Delivery Preference</td><td>Mail</td></tr></table> <p><b>Your Current Balance</b></p> <table><tr><td>Amount Due Now</td><td>\$0.00</td></tr></table> <p><b>Payment Due Date</b></p> <p><b>About Your Payments</b></p> <table><thead><tr><th>Bill</th><th>Last Posted</th><th>Sum of Payments</th><th>View Details</th></tr></thead><tbody><tr><td>1306</td><td>2/8/2022</td><td>\$53.50</td><td><a href="#">details</a></td></tr></tbody></table> <p><b>Customer Information</b></p> <table><tr><td>Name</td><td>[REDACTED]</td></tr><tr><td>Address</td><td>305 AIRPORT RD STE 221<br/>MINOT, ND 58703-2085</td></tr><tr><td>Customer ID</td><td>[REDACTED]</td></tr></table> <p><b>Services</b></p> <table><thead><tr><th>Service</th><th>Code</th><th>Start Date</th><th>Stop Date</th><th>Status</th><th>Consumption History</th></tr></thead><tbody><tr><td>WATER</td><td>1000</td><td>11/25/2015</td><td></td><td>ACTIVE</td><td><a href="#">View Consumption</a></td></tr><tr><td>SEWER</td><td>2000</td><td>11/25/2015</td><td></td><td>ACTIVE</td><td>None</td></tr><tr><td>MXU</td><td>MXU</td><td>11/25/2015</td><td></td><td>ACTIVE</td><td>None</td></tr></tbody></table> | Service Address | 1810 6TH ST NE          | Account Number | [REDACTED]                       | Bill Delivery Preference | Mail | Amount Due Now | \$0.00 | Bill | Last Posted | Sum of Payments | View Details | 1306 | 2/8/2022 | \$53.50 | <a href="#">details</a> | Name | [REDACTED] | Address | 305 AIRPORT RD STE 221<br>MINOT, ND 58703-2085 | Customer ID | [REDACTED] | Service | Code | Start Date | Stop Date | Status | Consumption History | WATER | 1000 | 11/25/2015 |  | ACTIVE | <a href="#">View Consumption</a> | SEWER | 2000 | 11/25/2015 |  | ACTIVE | None | MXU | MXU | 11/25/2015 |  | ACTIVE | None |
|--|--|-----------------|-------------------------|----------------|----------------------------------|--------------------------|------|----------------|--------|------|-------------|-----------------|--------------|------|----------|---------|-------------------------|------|------------|---------|--|-------------|------------|---------|------|------------|-----------|--------|---------------------|-------|------|------------|--|--------|----------------------------------|-------|------|------------|--|--------|------|-----|-----|------------|--|--------|------|
| Service Address  | 1810 6TH ST NE   |                 |                         |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| Account Number   | [REDACTED]   |                 |                         |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| Bill Delivery Preference   | Mail   |                 |                         |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| Amount Due Now   | \$0.00   |                 |                         |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| Bill   | Last Posted  | Sum of Payments | View Details            |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| 1306   | 2/8/2022   | \$53.50         | <a href="#">details</a> |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| Name   | [REDACTED]   |                 |                         |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| Address  | 305 AIRPORT RD STE 221<br>MINOT, ND 58703-2085   |                 |                         |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| Customer ID  | [REDACTED]   |                 |                         |                |                                  |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| Service  | Code   | Start Date      | Stop Date               | Status         | Consumption History              |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| WATER  | 1000   | 11/25/2015      |                         | ACTIVE         | <a href="#">View Consumption</a> |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| SEWER  | 2000   | 11/25/2015      |                         | ACTIVE         | None                             |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |
| MXU  | MXU  | 11/25/2015      |                         | ACTIVE         | None                             |                          |      |                |        |      |             |                 |              |      |          |         |                         |      |            |         |  |             |            |         |      |            |           |        |                     |       |      |            |  |        |                                  |       |      |            |  |        |      |     |     |            |  |        |      |