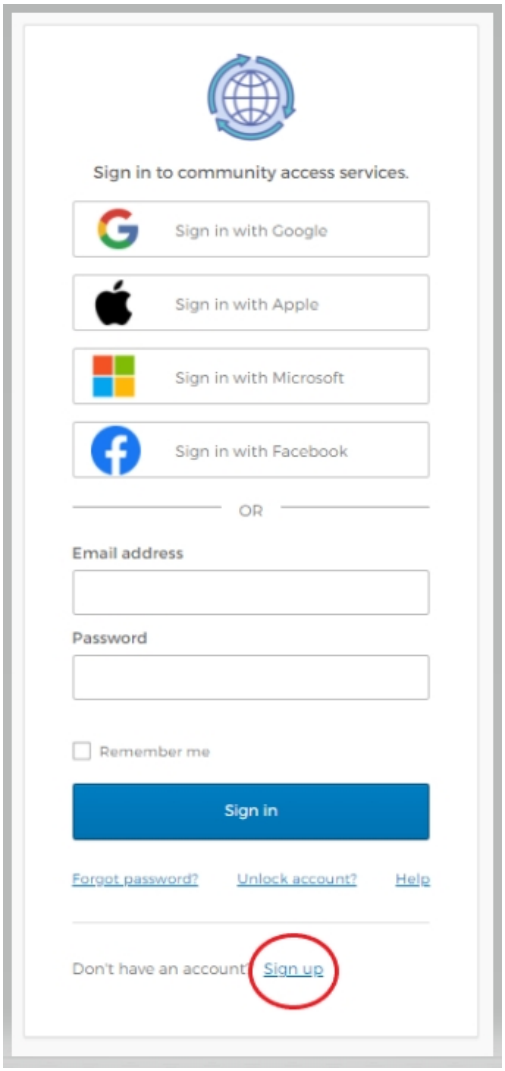
UTILITY BILLING ONLINE ACCOUNT

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 and click 'View Your Bill'.

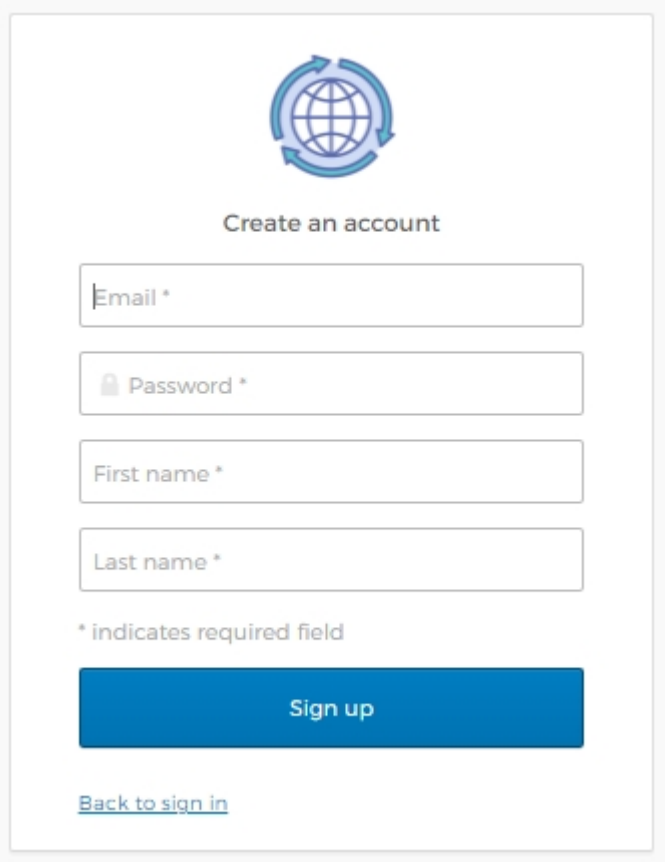
Step 1: Register

At the Login screen, click "Sign up."

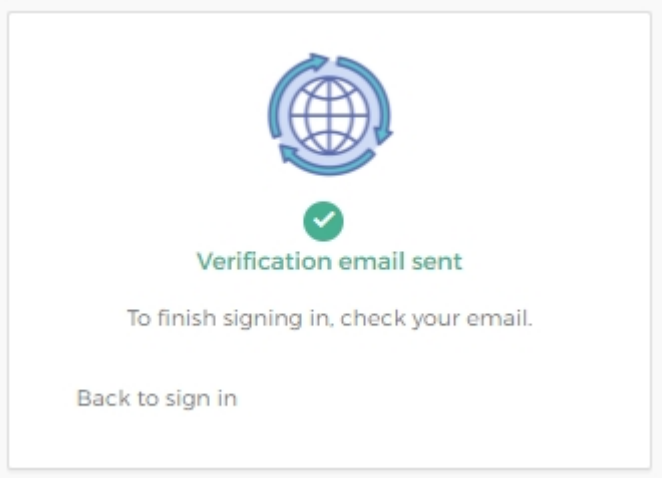


Step 2: Enter Your Information

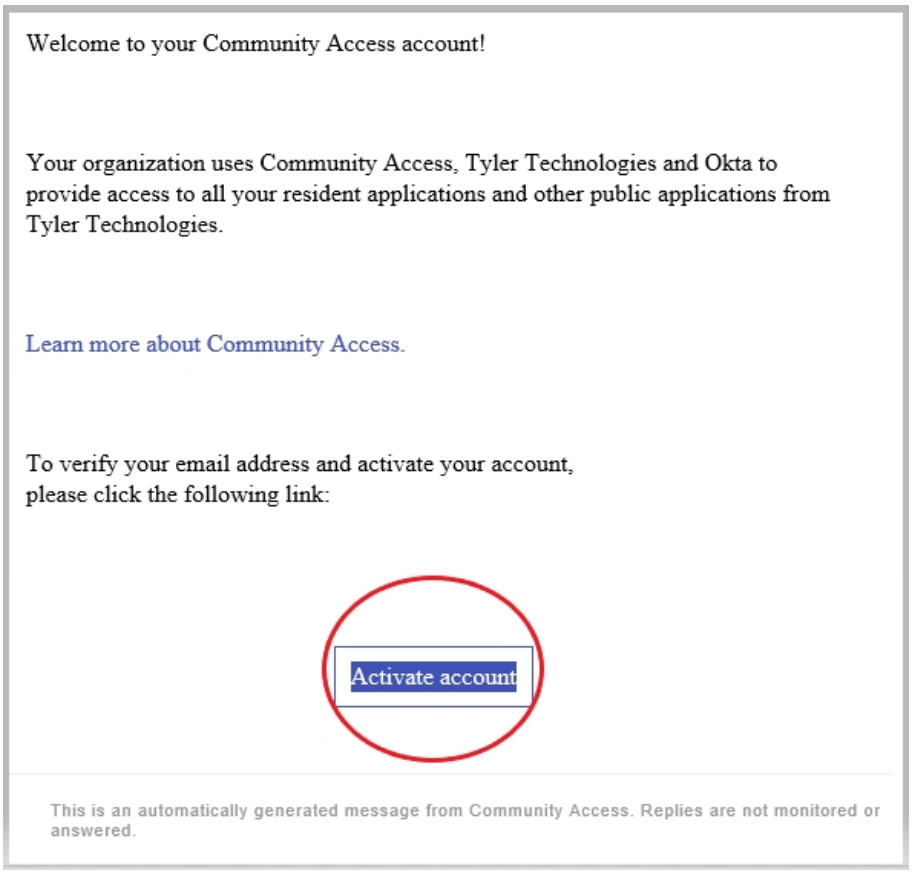
Enter email, a password along with first and last name for your account. Then click the “Sign Up” button.



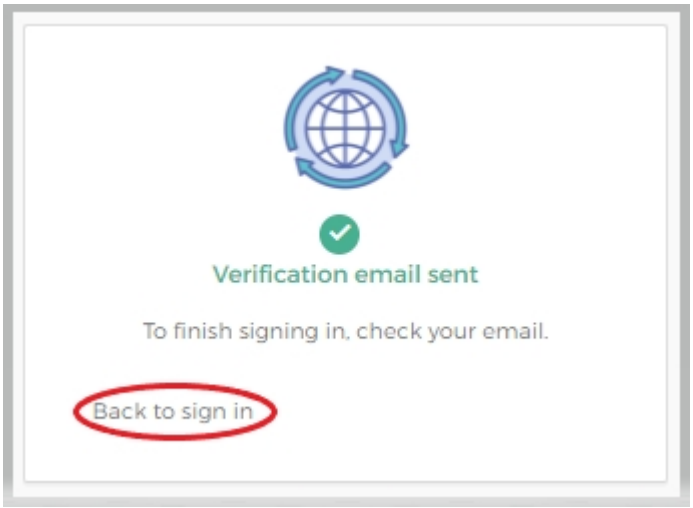
You will receive the following message:



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.

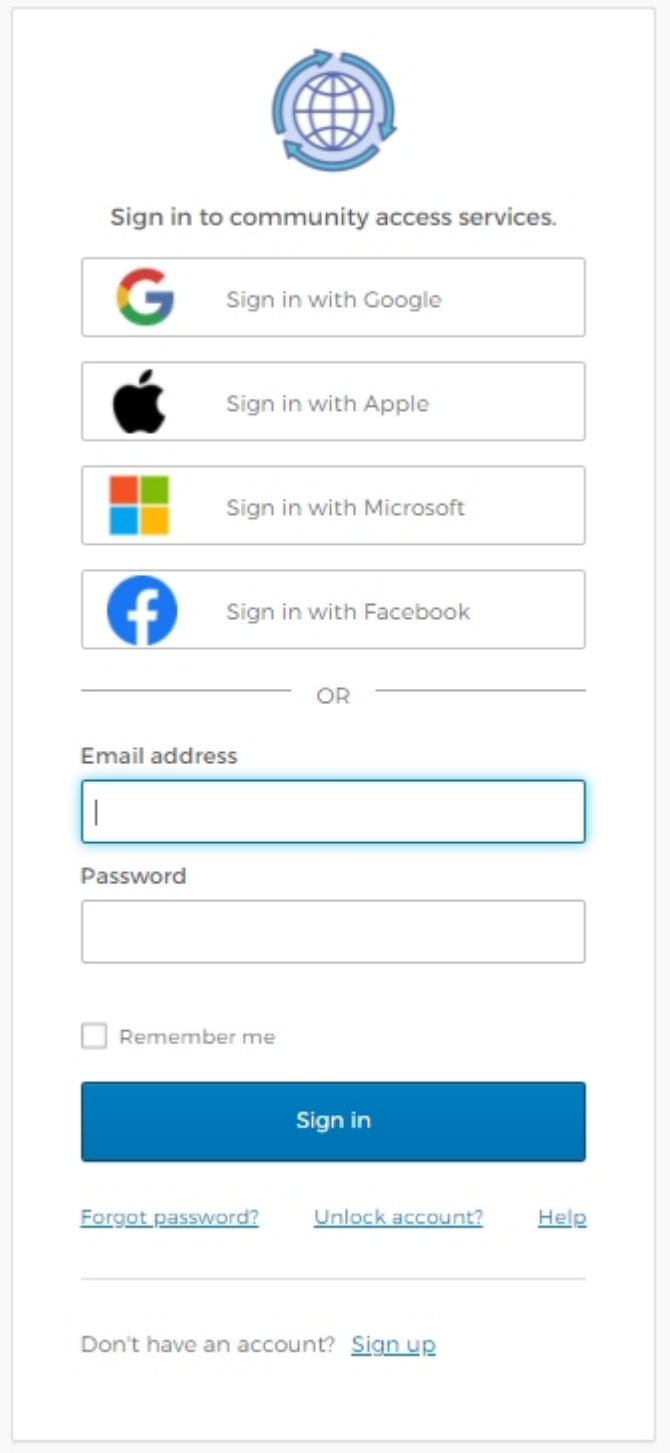


Click Back to sign in

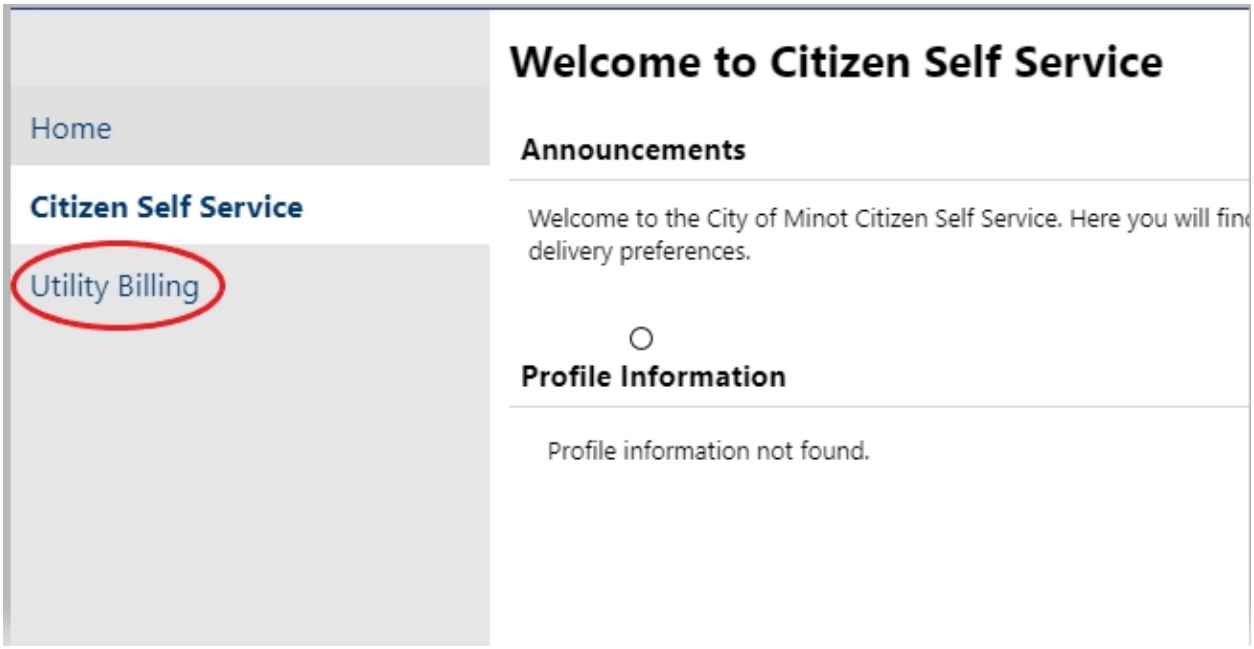


Step 3: Sign In

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



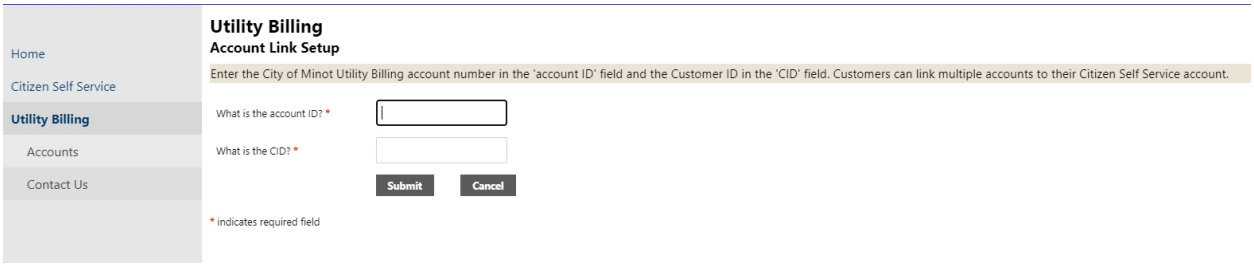
You should see the Citizen Self Service welcome screen. Next you will link your utility account to your profile. Click Utility Billing



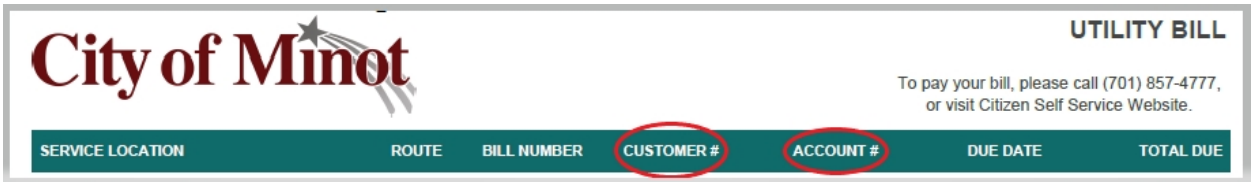
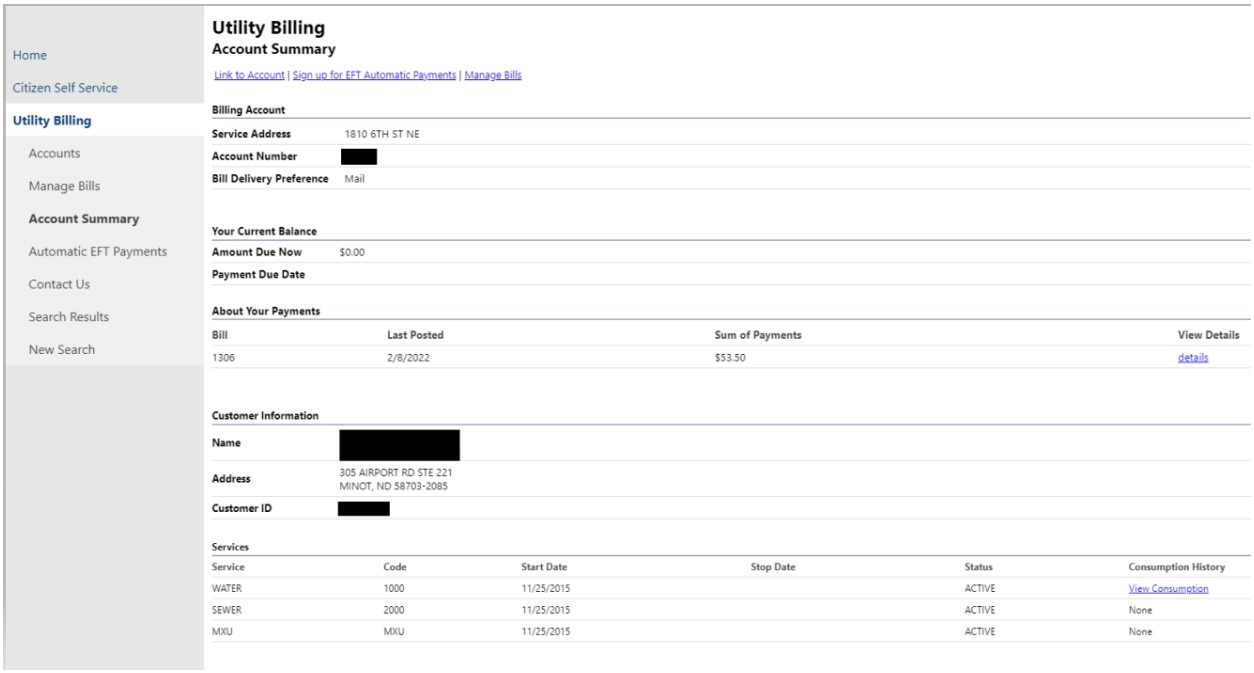
Step 4: Link Account

Click Accounts on the menu then click '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.



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



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