



**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'.

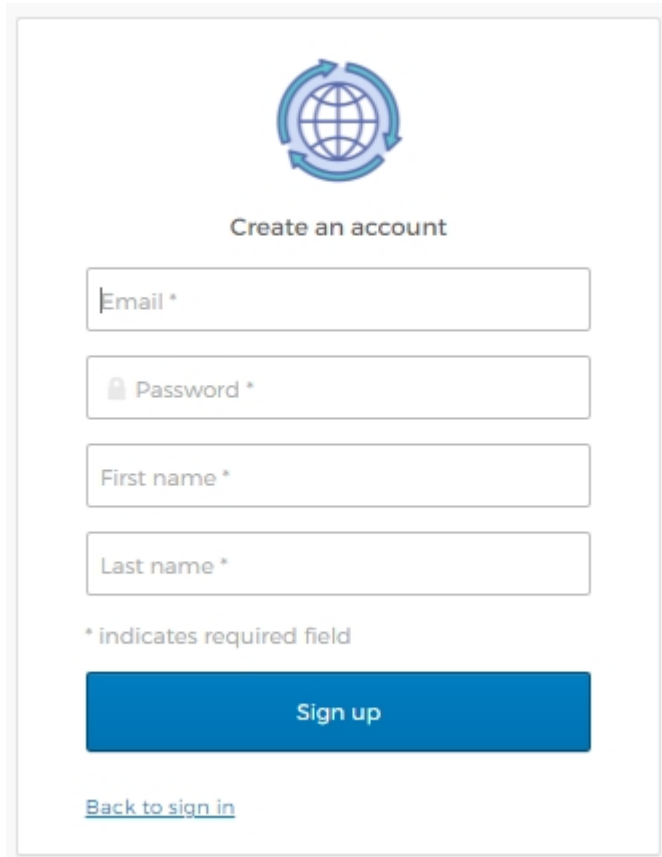
Step 1: Register

At the Login screen, click "Sign up."

A screenshot of a login page for community access services. At the top is a blue globe icon with circular arrows. Below it is the text "Sign in to community access services." There are four social login buttons: "Sign in with Google" (with the Google 'G' logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook 'f' logo). Below these is a horizontal line with "OR" in the center. Underneath are two input fields: "Email address" and "Password". Below the password field is a checkbox labeled "Remember me". A blue "Sign in" button is positioned below the checkbox. At the bottom, there are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, the text "Don't have an account" is followed by a blue "Sign up" link, which is circled in red.

Step 2: Enter Your Information

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



The form is titled "Create an account" and features a blue globe icon with circular arrows at the top. It contains four input fields: "Email *", "Password *", "First name *", and "Last name *". Below the fields is a blue "Sign up" button and a link for "Back to sign in".

Create an account

Email *

Password *

First name *

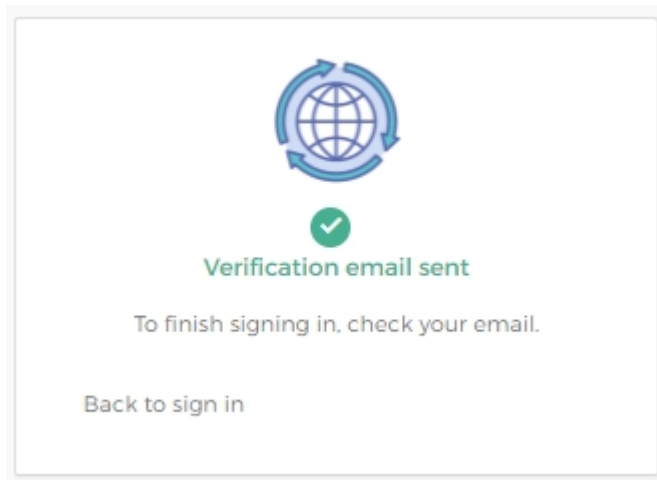
Last name *

* indicates required field

Sign up

[Back to sign in](#)

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.

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

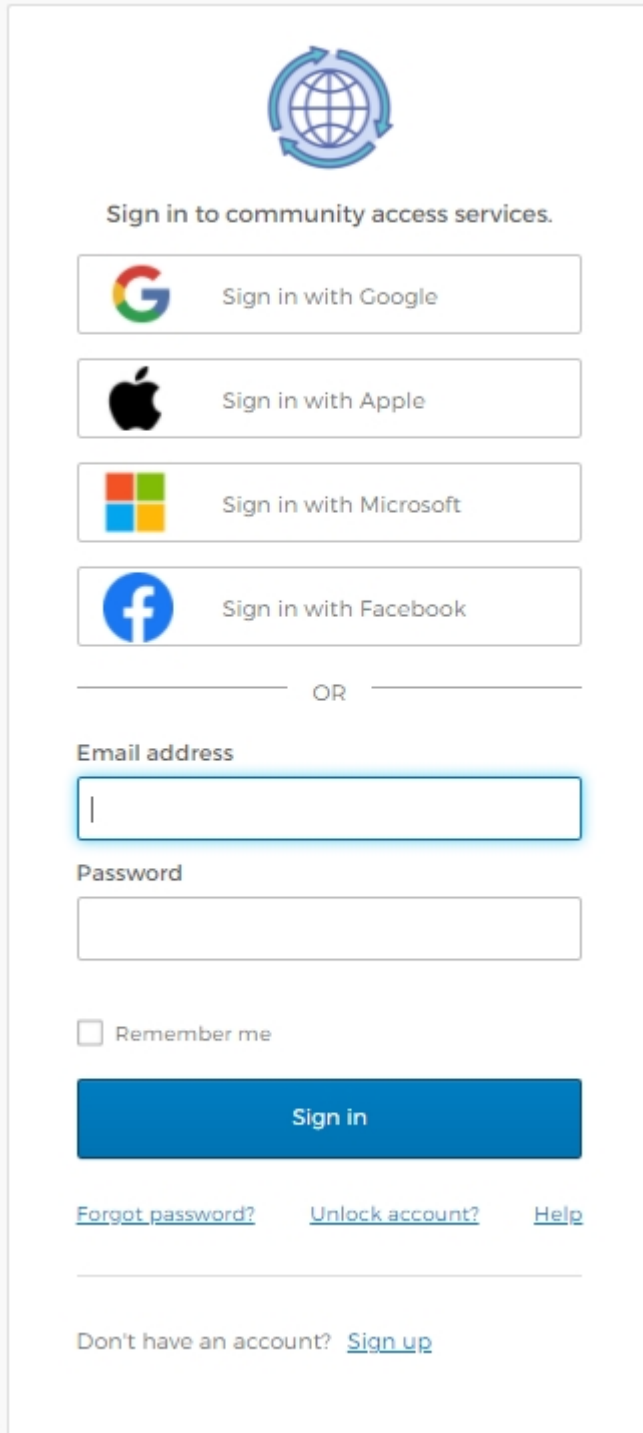


Verification email sent

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.



The image shows a sign-in form for community access services. At the top is a blue circular icon with a globe and arrows. Below it is the text "Sign in to community access services." There are four social media sign-in buttons: "Sign in with Google" (with the Google 'G' logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook 'f' logo). Below these is a horizontal line with "OR" in the center. Underneath is the "Email address" label and a text input field. Below that is the "Password" label and a text input field. There is a checkbox labeled "Remember me" which is currently unchecked. A large blue button labeled "Sign in" is positioned below the password field. At the bottom, there are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link "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](#)

Utility Billing

Accounts

Contact Us

Unlinked accounts

No Utility Billing accounts have been linked to this user.

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 #	DUE 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.

Home

Citizen Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Search Results

New Search

Utility Billing

Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Manage Bills](#)

Billing Account

Service Address 1810 6TH ST NE

Account Number [REDACTED]

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$0.00

Payment Due Date

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
1306	2/8/2022	\$53.50	details

Customer Information

Name [REDACTED]

Address 305 AIRPORT RD STE 221
MINOT, ND 58703-2085

Customer ID [REDACTED]

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER	1000	11/25/2015		ACTIVE	View Consumption
SEWER	2000	11/25/2015		ACTIVE	None
MXU	MXU	11/25/2015		ACTIVE	None