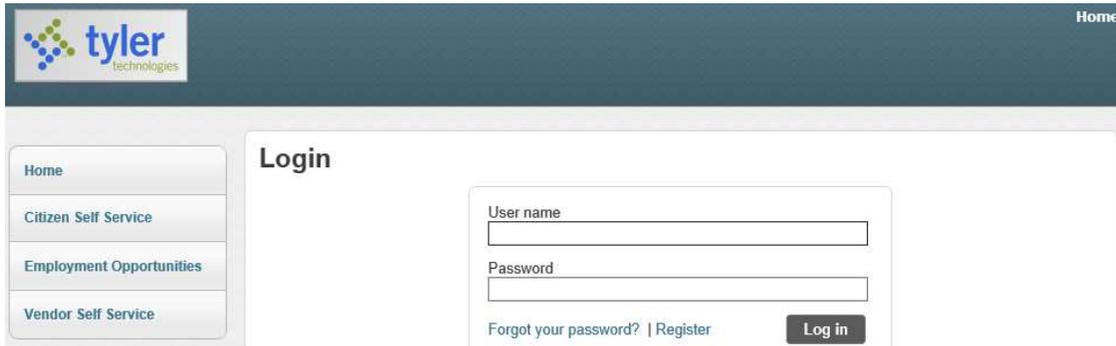
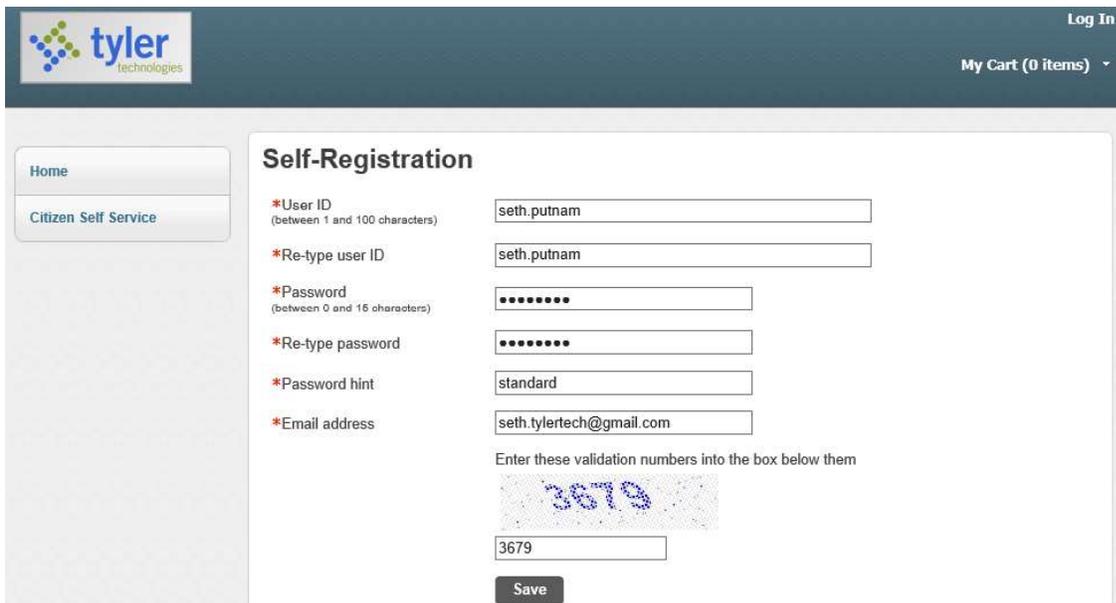


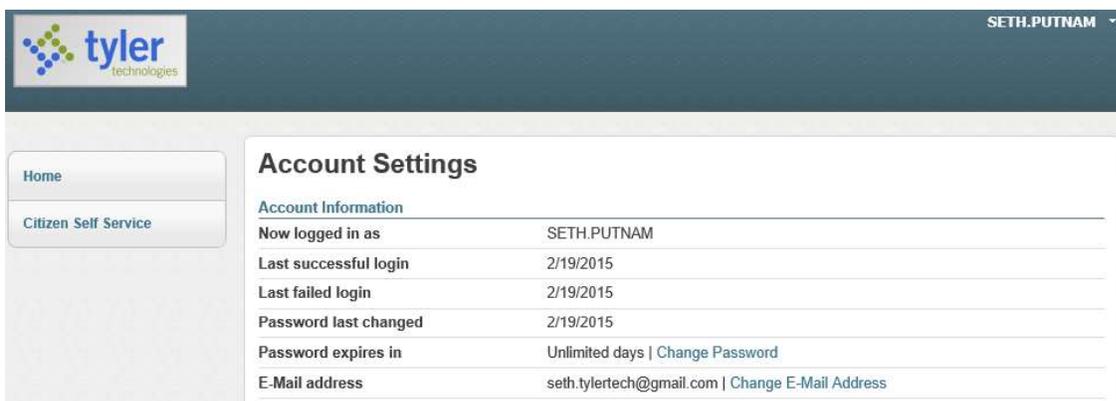
Log out and select Register under Citizen Self Service:



Enter new account login details:



New user login account created:



Account Information	
Now logged in as	SETH.PUTNAM
Last successful login	2/19/2015
Last failed login	2/19/2015
Password last changed	2/19/2015
Password expires in	Unlimited days Change Password
E-Mail address	seth.tylertech@gmail.com Change E-Mail Address

LINKING ACCOUNTS

One of the many features provided by Citizen Self Service is the ability to associate various Munis accounts with a Munis Self Service user. One of the supported account types is a Utility Billing account. The linking of accounts can be completed by an administrator within the Citizen Self Service administration section or can be established by the user from within the Citizen Self Service module (depending on the site configuration settings under the administration section). Citizen verification for linking to their customer accounts is customized under the administration section, such as requiring the citizen to enter their account and customer ID.

Select the Citizen Self Service Link:

The screenshot shows the Tyler Technologies Citizen Self Service portal. At the top left is the Tyler Technologies logo. At the top right, the user name 'SETH.PUTNAM' and a cart icon with 'My Cart (0 items)' are visible. On the left side, there is a vertical navigation menu with the following items: Home, Citizen Self Service (highlighted), Animal License, Business License, Email Announcements, General Billing, Motor Vehicle, Non-Emergency Requests, Other Services, Parking Tickets, Permits and Inspections, Personal Property, Real Estate, and Utility Billing. The main content area is titled 'Welcome to Citizen Self Service' and contains two sections: 'Announcements' with the message 'There are currently no announcements.' and 'Profile Information' with the message 'Profile information not found.'

Under the Citizen Self Service Module select Utility Billing from the side menu:

The screenshot shows the Tyler Technologies Citizen Self Service interface. At the top, the Tyler Technologies logo is on the left, and the user name 'SETH.PUTNAM' and 'My Cart (0 items)' are on the right. A side menu on the left lists various services, with 'Utility Billing' highlighted in a dark blue bar. The main content area is titled 'Utility Billing' and contains a form with the following fields: 'Account Number', 'Address' (with sub-fields for 'Number' and 'Street name'), 'Owner name', 'Parcel ID', and 'Customer ID *'. There is a checkbox for 'Remember these values' and two buttons, 'Search' and 'Reset', at the bottom of the form.

tyler technologies SETH.PUTNAM
My Cart (0 items)

Home
Citizen Self Service
Animal License
Business License
Email Announcements
General Billing
Motor Vehicle
Non Emergency Requests
Other Services
Parking Tickets
Permits and Inspections
Personal Property
Real Estate
Utility Billing
Accounts
Service Requests
Contact Us

Utility Billing

Please provide the info exactly as it appears on your bill

Account Number

Address
Number
Street name

Owner name

Parcel ID

Customer ID *

Remember these values

Under the Utility Billing Module select the Accounts link from the side menu:

The screenshot shows the Tyler Technologies website interface. At the top, there is a dark blue header with the Tyler Technologies logo on the left, the user name 'SETH.PUTNAM' with a dropdown arrow, and 'My Cart (0 items)' with a dropdown arrow. On the left side, there is a vertical menu with various service categories. The 'Utility Billing' category is highlighted with a dark blue arrow, and the 'Accounts' sub-link is highlighted in light blue. The main content area is titled 'Utility Billing Accounts' and contains the text 'Select an account to work with.' followed by a 'Link to Account' hyperlink. Below this, a message states 'No Utility Billing accounts have been linked to this user.'

Click the Link to Account hyperlink located towards the top right-hand side of the webpage and enter the Account and Customer ID to be associated with the user's Munis Self Service login:

The screenshot shows the 'Utility Billing Account Link Setup' page. The header is the same as the previous screenshot. The side menu is partially visible, showing 'Home', 'Citizen Self Service', 'Animal License', and 'Business License'. The main content area is titled 'Utility Billing Account Link Setup' and contains two input fields. The first field is labeled 'What is the account ID? *' and contains the text 'TYLERMSS1'. The second field is labeled 'What is the CID? *' and contains the text '1006'. Below the input fields are two buttons: 'Update' and 'Cancel'.

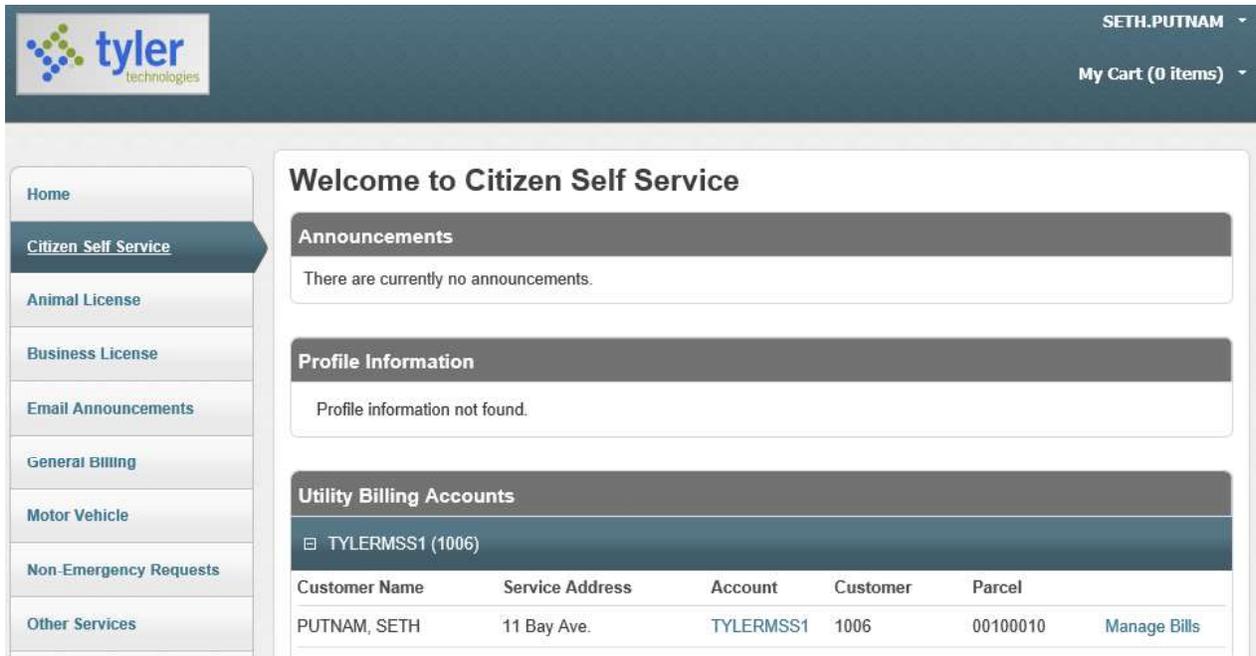
What is the account ID?: User's Munis Utility Billing account.

What is the CID?: User's Munis Utility Billing customer ID.

ACCOUNT OVERVIEW AND BILLING DETAILS

After user logins have been created and associated with Utility Billing customer accounts, citizens can easily access their current account, customer, service, and billing information. Citizen Self Service provides a centralized, web-based, location for citizens to view consumption history data and a breakdown of previous and current billed usages and balances. Depending on site settings, non-linked accounts can also be accessed using the search tools provided on the Utility Billing homepage.

Select the Citizen Self Service link from the side menu and expand the newly linked account:



The screenshot displays the Citizen Self Service interface. At the top, the Tyler Technologies logo is on the left, and the user name 'SETH.PUTNAM' and 'My Cart (0 items)' are on the right. A left-hand navigation menu includes links for Home, Citizen Self Service (highlighted), Animal License, Business License, Email Announcements, General Billing, Motor Vehicle, Non-Emergency Requests, and Other Services. The main content area is titled 'Welcome to Citizen Self Service' and contains three sections: 'Announcements' (no announcements), 'Profile Information' (not found), and 'Utility Billing Accounts'. The accounts section shows a table with one entry for 'TYLERMSS1 (1006)'.

Customer Name	Service Address	Account	Customer	Parcel	
PUTNAM, SETH	11 Bay Ave.	TYLERMSS1	1006	00100010	Manage Bills

Click the account link to navigate to the Account Summary page:

The screenshot displays the Tyler Technologies website interface. At the top, the Tyler Technologies logo is on the left, and the user name 'SETH.PUTNAM' and 'My Cart (0 Items)' are on the right. A navigation menu on the left includes links for Home, Citizen Self Service, Animal License, Business License, Email Announcements, General Billing, Motor Vehicle, Non-Emergency Requests, Other Services, Parking Tickets, Permits and Inspections, Personal Property, Real Estate, Utility Billing (highlighted), Accounts, Manage Bills, and Account Summary.

Utility Billing Account Summary

Manage Bills

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Request Change of Address](#) | [Service Requests](#)

Billing Account

Service Address: 11 Bay Ave.
Account Number: TYLERMSS1

Your Current Balance

Amount Due Now: \$2,010.85 [Add to Cart](#)
Payment Due Date: 1/31/2013

About Your Payments

No payment activity found

Customer Information

Name: PUTNAM, SETH
Address: 31 Timberland Dr. FALMOUTH, ME 04105
Customer ID: 1006
[Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER	1WATER	1/1/2012		ACTIVE	View Consumption
SEWER	2SEWER	1/1/2012		ACTIVE	None

Billing Account: Overview of account information.

- Service Address
- Account Number

Your Current Balance: Outstanding balance details.

- Amount Due Now
- Payment Due Date
- Link to Add to Cart

About Your Payments: List of most recent payment transactions.

- Bill
- Last Posted
- Sum of Payments
- Link to payment details

Customer Information: Overview of customer details

- Name
- Address
- Customer ID
- Link to Request Change of Address (enabled in settings)

(Field descriptions continued on the following page)

Services: List of customer service information.

- Service
- Code
- Start Date
- Stop Date
- Status
- Link to View Consumption
-

Note: The account and customer maintenance links are discussed in more detail in the next section.

Under the Services section click the link to View Consumption to load historical data:


SETH.PUTNAM ▾
My Cart (0 items) ▾

Home

Citizen Self Service

Animal License

Business License

Email Announcements

General Billing

Motor Vehicle

Non-Emergency Requests

Other Services

Parking Tickets

Permits and Inspections

Personal Property

Real Estate

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic Payments

Service Requests

Contact Us

Utility Billing

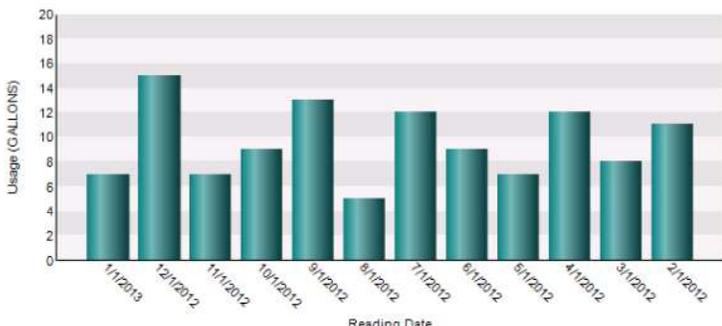
Consumption History

[Return to Account Summary](#)

WATER

Read Date	Days	Usage (GALLONS)
1/1/2013	31	7
12/1/2012	30	15
11/1/2012	31	7
10/1/2012	30	9
9/1/2012	31	13
8/1/2012	31	5
7/1/2012	30	12
6/1/2012	31	9
5/1/2012	30	7
4/1/2012	31	12
3/1/2012	29	8
2/1/2012	31	11

Consumption Trend



Select the Manage Bills link under the Utility Billing module menu to view a list of current and past due bills:

tyler technologies SETH.PUTNAM
My Cart (0 items)

Utility Billing Sign up for Automatic Payments | Account Summary
Manage Bills

Service Address: 11 Bay Ave.
 Account Number: TYLERMSS1
 As of: 02/20/2015

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

Outstanding Bills (bill years 1995 to 2017 only) Show Past Bills ▾

	Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>	602762	2/1/2012	3/2/2012	\$132.14	\$194.98	Bill Details
<input checked="" type="checkbox"/>	602764	3/1/2012	3/31/2012	\$104.38	\$152.69	Bill Details
<input checked="" type="checkbox"/>	602766	4/1/2012	5/1/2012	\$141.94	\$205.72	Bill Details
<input checked="" type="checkbox"/>	602768	5/1/2012	5/31/2012	\$95.40	\$137.01	Bill Details
<input checked="" type="checkbox"/>	602770	6/1/2012	7/1/2012	\$113.36	\$161.26	Bill Details
<input checked="" type="checkbox"/>	602772	7/1/2012	7/31/2012	\$141.94	\$200.06	Bill Details
<input checked="" type="checkbox"/>	602774	8/1/2012	8/31/2012	\$77.44	\$108.10	Bill Details
<input checked="" type="checkbox"/>	602776	9/1/2012	10/1/2012	\$151.74	\$209.74	Bill Details
<input checked="" type="checkbox"/>	602778	10/1/2012	10/31/2012	\$113.36	\$155.20	Bill Details
<input checked="" type="checkbox"/>	602780	11/1/2012	12/1/2012	\$95.40	\$129.32	Bill Details
<input checked="" type="checkbox"/>	602782	12/1/2012	12/31/2012	\$171.34	\$230.00	Bill Details
<input checked="" type="checkbox"/>	602784	1/1/2013	1/31/2013	\$95.40	\$126.77	Bill Details
Total Due:					\$2,010.85	

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

Note: There is link on the right-hand side of the web page to Show/Hide Past Bills and to pay bills.

Click the Bill Detail links for a detailed view of the bill services, charge amounts, and applied payments:

Utility Billing
Bill Detail [Account Summary](#) | [Manage Bills](#)

602762

As of

Bill Date 2/1/2012

Pay By 3/2/2012

Payments and adjustments							
Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed	Payments and Adjustments	Due
WATER	GALLONS	11	0	11.00	\$77.15	\$0.00	\$77.15
SEWER		0	0	0	\$54.99	\$0.00	\$54.99
SUBTOTAL					\$132.14	\$0.00	\$132.14
INTEREST DUE							\$62.84
TOTAL DUE							\$194.98

Click on the Payments and Adjustments link to view updates and changes to the bill balance:

Utility Billing
Payments and Adjustments [Account Summary](#) | [Bill Details](#)

As of 2/20/2015

Bill Utilities 602762

Bill Date 2/1/2012

No payment activity could be found for this bill.

Return to Manage Bills select the most outstanding bill and click Add to Cart:

Select the My Cart dropdown and select Review Cart to see items in the cart and submit payments:

Select Pay to select payment method:



SETH.PUTNAM ▾

- Home
- Citizen Self Service
- Animal License

Pay Bills

Select Payment Method

If using a credit card to pay, a % of the total payment will be added as a convenience fee. If paying by echeck, a flat fee of 50cents will be added to the total transaction.

Pay by Credit Card | Pay by eCheck | Cancel

Enter the amount to be paid in Step 1 of the payment process:



SETH.PUTNAM ▾

- Home
- Citizen Self Service
- Animal License
- Business License
- Email Announcements

Pay Bills

Step 1 of 4: Payment amount

Step 1 2 3 4

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2015	2/1/2012	602762	3/2/2012	\$194.98	\$194.98	\$ 194.98

Continue Cancel

Fill out the credit card information in Step 2 of the payment process:



SETH.PUTNAM ▾

- Home
- Citizen Self Service
- Animal License
- Business License
- Email Announcements
- General Billing
- Motor Vehicle
- Non-Emergency Requests

Pay Bills

Step 2 of 4: Please enter the payment information

Step 1 2 3 4

Enter the details needed to process this payment.

Credit card

Card type:

Card number:

Card ID (CVV) number: Where is this?

Expiration date:

Continue Cancel

Enter in the credit card billing information in Step 3 of the payment process:

The screenshot shows the Tyler Technologies 'Pay Bills' interface. At the top left is the Tyler Technologies logo. At the top right, the user name 'SETH.PUTNAM' is displayed. A left-hand navigation menu lists various services: Home, Citizen Self Service, Animal License, Business License, Email Announcements, General Billing, Motor Vehicle, Non-Emergency Requests, Other Services, Parking Tickets, Permits and Inspections, Personal Property, and Real Estate. The main content area is titled 'Pay Bills' and indicates 'Step 3 of 4: Billing address'. A progress indicator shows 'Step 1 2 3 4' with '3' highlighted. Below the title, a note states: 'Please enter your billing information **exactly** as it appears on your credit card or bank statement.' The form contains the following fields:

- First name *: Seth
- Last name *: Putnam
- Address line 1 *: 370 Route 1
- Address line 2: (empty)
- City *: Falmouth
- State *: ME (two letter abbreviation)
- Zip code *: 04105
- Contact phone number *: 555-555-5555
- E-Mail for your e-mail confirmation: (empty)

A checkbox labeled 'Remember these values' is located below the E-Mail field. At the bottom of the form are 'Continue' and 'Cancel' buttons.

Confirm and submit the payment in Step 4 of the payment process:

tyler technologies SETH.PUTNAM

Pay Bills
Step 4 of 4: Review Step 1 2 3 4

Please review the information below. Make changes if necessary, then submit your payment request.

[Payment Amount](#) [change](#)

Bill Description	Due Now	Payment Amount
Utilities 602762	\$194.98	\$194.98
Subtotal		\$194.98
Total		\$194.98

[Payment Method](#) [change](#)

Visa *****3444

[Billing Address](#) [change](#)

Name Seth Putnam
Address 370 Route 1
Falmouth, ME, 04105
Phone Number 5555555555

Confirmation page displayed after payment was successfully submitted:

tyler technologies SETH.PUTNAM

Pay Bills

Your payment has been successfully processed

Payment submitted on 2/20/2015
Your Confirmation Number is 552928220
Your Authorization Code is 54321ABC

Success! Thank you for your payment!

[You may want to print this page for your records.](#)

[Payment Amount](#)

Bill Description	Due Now	Payment Amount
Utilities 602762	\$194.98	\$194.98
Subtotal		\$194.98
Total		\$194.98

[Payment Method](#)

Visa *****3444

[Billing Address](#)

Name Seth Putnam
Address 370 Route 1
Falmouth, ME, 04105
Phone Number 5555555555

ACCOUNT AND CUSTOMER MAINTENANCE

Depending on the settings in the Utility Billing administration module, Citizen Self Service provides citizens with ability to modify and update certain customer and account information. Citizens can link to additional accounts, sign up for automatic payments, request a change of address, and log non-emergency Utility Billing service requests all online. These features ingrate with the Munis application, streamlining, automating, and notifying customers and clients as new information becomes available.

Select the Account Summary link under Utility Billing from the side menu:

The screenshot shows the Tyler Technologies Citizen Self Service portal. The top navigation bar includes the Tyler Technologies logo, the user name "SETH.PUTNAM", and a cart icon showing "My Cart (0 items)". The left sidebar menu lists various services, with "Utility Billing" selected and highlighted. The main content area is titled "Utility Billing Account Summary" and includes a "Manage Bills" link. Below the title are links for "Link to Account", "Sign up for Automatic Payments", "Request Change of Address", and "Service Requests". The page is divided into several sections: "Billing Account" with fields for "Service Address" (11 Bay Ave.) and "Account Number" (TYLERMSS1); "Your Current Balance" with "Amount Due Now" (\$2,010.85) and "Payment Due Date" (1/31/2013); "About Your Payments" with a note "No payment activity found"; "Customer Information" with fields for "Name" (PUTNAM, SETH), "Address" (31 Timberland Dr., FALMOUTH, ME 04105), and "Customer ID" (1006); and a "Services" table. A "Request Change of Address" link is also present below the customer information.

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER	1WATER	1/1/2012		ACTIVE	View Consumption
SEWER	2SEWER	1/1/2012		ACTIVE	None

Link to Account: Associate additional Utility Billing accounts with user login.

Sign up for Automatic Payments: Enter Banking information for automatic payments.

Request Change of Address: Update current contact information.

Request Service: Utility Billing Service Requests web page.

Click Link to Accounts to add an additional account to the user login:

The screenshot shows the Tyler Technologies website interface. At the top, the logo is on the left, and the user name 'SETH.PUTNAM' and 'My Cart (0 items)' are on the right. A navigation menu on the left includes 'Home', 'Citizen Self Service', 'Animal License', and 'Business License'. The main content area is titled 'Utility Billing Account Link Setup'. It contains two input fields: 'What is the account ID? *' with the value 'TYLERMSS2' and 'What is the CID? *' with the value '1006'. Below these fields are 'Update' and 'Cancel' buttons.

What is the account ID?: User's Munis Utility Billing account.

What is the CID?: User's Munis Utility Billing customer ID.

Return to the Account Summary page and click the Sign up for Automatic Payments link:

The screenshot shows the Tyler Technologies website interface. At the top, the logo is on the left, and the user name 'SETH.PUTNAM' and 'My Cart (0 items)' are on the right. A navigation menu on the left includes 'Home', 'Citizen Self Service', 'Animal License', 'Business License', 'Email Announcements', 'General Billing', 'Motor Vehicle', 'Non-Emergency Requests', 'Other Services', 'Parking Tickets', 'Permits and Inspections', 'Personal Property', 'Real Estate', and 'Utility Billing'. The main content area is titled 'Utility Billing Automatic Payments'. It includes a heading 'To sign up for automatic payments, please complete the form below.' and several input fields: 'Service Address' (11 Bay Ave.), 'Account Number' (TYLERMSS1), 'Bank name *' (CUSTOM BANK - 11112222333344), 'Routing number * 9 digits' (123456789), 'Bank telephone *' (555-555-5555), 'Account number *' (111222333444), 'Account type *' (radio buttons for 'Checking' and 'Savings'), 'Preferred monthly draft day' (dropdown menu with '1st' selected), 'Your name *' (Seth Putnam), 'Your telephone number *' (555-555-5555), and 'Your email address *' (seth.tylertech@gmail.com). A 'Continue' button is at the bottom.

Bank name: Name for the financial institution.

Routing number: 9 Digit bank routing number.

Bank telephone: 10 digit bank telephone number.

(Field descriptions continued on the following page)

- Account number:** Banking account number.
- Account type:** Select checking or saving bank account.
- Preferred monthly draft day:** Select a day of the month or No Preference.
- Your name:** Citizen's name associated with the bank account.
- Your telephone number:** Citizen's contact telephone number.
- Your email address:** Citizen's contact email address.

Note: Clicking Continue will update Munis and/or generate emails depending on site settings.

Return to the Account Summary page and click Request Change of Address link:

The screenshot shows the Tyler Technologies website interface. At the top right, the user is logged in as 'SETH.PUTNAM' and has 'My Cart (0 items)'. The left sidebar contains a navigation menu with options like Home, Citizen Self Service, Animal License, Business License, Email Announcements, General Billing, Motor Vehicle, Non-Emergency Requests, Other Services, Parking Tickets, Permits and Inspections, Personal Property, and Real Estate. The main content area is titled 'Utility Billing Change of Address' and is divided into two sections: 'Current Information' and 'New Information'. The 'Current Information' section displays the user's current details: Name (PUTNAM, SETH), Address (31 Timberland Dr.), and City State Zip (FALMOUTH, ME 04105). The 'New Information' section contains input fields for Name 1 (PUTNAM, SETH), Address 1 (31 Timberland Dr.), Address 2, City (FALMOUTH), State (ME), Zip code (04105), Country, Phone number (207-518-4474), Fax number, and E-Mail address (seth.tylertech@gmail.com). At the bottom of the form are three buttons: Submit, Reset, and Cancel.

Current Information: Display of current contact address.

- Name
- Address
- City State Zip

(Field descriptions continued on the following page)