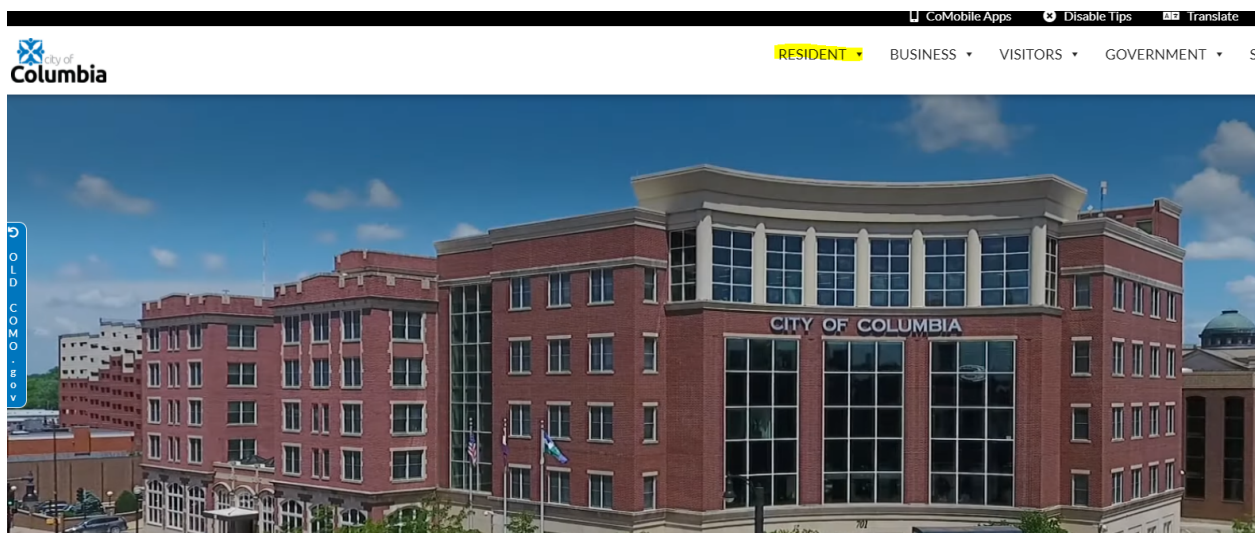




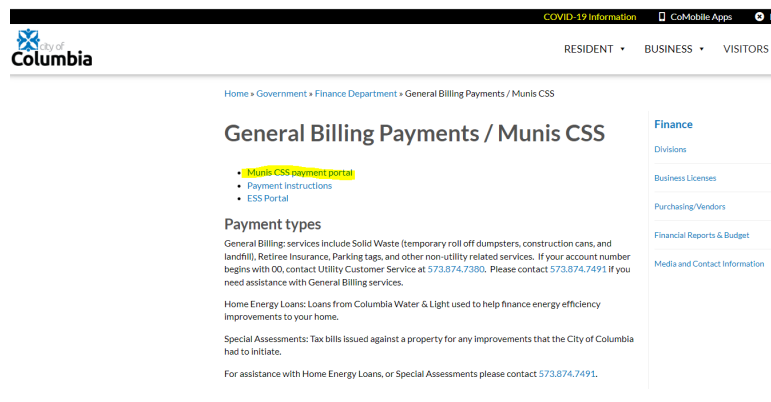
## Citizen Self Service Instructions for Creating Your New Account

The City of Columbia has a new online payment system to pay Miscellaneous Accounts Receivable, Home Energy Loans and Special Assessment invoices. To pay online, all customers will need to create a new account.

Go to [como.gov](http://como.gov). Hover over “Resident” and select “Pay General Billing, Dumpsters, Home Energy Loans, Special assessments” listed under “Billing and Payments” section.



Click on “Munis CSS payment portal”



Click on “Citizen Self Service” located on the left-hand side of the screen



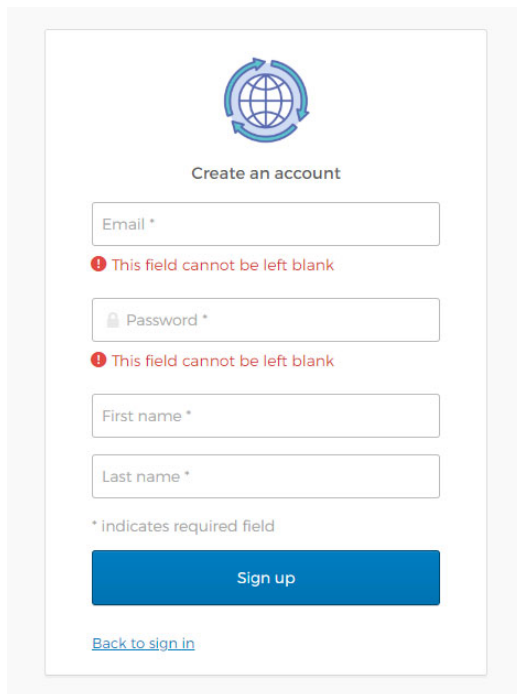
### **Step 1. Register for a new account**


Click the “Don’t have an account? Sign up” link

The image shows a sign-in page for community access services. At the top is a circular logo with a globe and arrows. Below the logo is the text "Sign in to community access services." There are four buttons for social media sign-in: "Sign in with Google" (with a Google G logo), "Sign in with Apple" (with an Apple logo), "Sign in with Microsoft" (with a Microsoft logo), and "Sign in with Facebook" (with a Facebook f logo). Below these buttons is a horizontal line with the word "OR" in the center. Underneath is a section for email and password. It starts with the label "Email address" followed by a text input field. Below the field is a red error message: "Please enter a username". Then, it has the label "Password" followed by a password input field with an eye icon. Below the field is another red error message: "Please enter a password". Underneath the password field is a checkbox labeled "Remember me". Below the checkbox is a large blue button labeled "Sign in". At the bottom of the form are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a yellow highlighted box containing the text "Don't have an account? Sign up".

## Step 2. Create a User ID and Password


Create a User ID and password that you can remember each time you log in.






Create an account

Email \*

 This field cannot be left blank

Password \*

 This field cannot be left blank

First name \*

Last name \*


\* indicates required field

[Sign up](#)

[Back to sign in](#)

Once you click “Register” you will receive an email with a confirmation link. Follow the link in the confirmation email to confirm. If you never receive a confirmation email, just go ahead and log in with your information (**NOTE – IF YOU USED A GOOGLE, APPLE, MICROSOFT, OR FACEBOOK EMAIL ADDRESS YOU WILL NEED TO USE THE PASSWORD FOR THAT SPECIFIC EMAIL ADDRESS AND NOT THE ONE USED WHEN CREATING YOUR CSS ACCOUNT**).

Once you have confirmed your email/logged in to your account you will see this screen.



**Columbia**

Home  
Citizen Self Service

**Account Settings**

**Account Information**

New logged in as [redacted]

Last successful login 6/14/2022

E-Mail address [redacted]

**Linked Accounts**

Existing accounts can be “linked” to your self-service user id. These links give you quick access to an account’s details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as “link to account” or “remove” will appear below. Click a module’s “link to account” to reach the page where new account info can be created, and where additional instructions are provided.

**Customer Accounts**

There are currently no linked accounts. [link to account](#)

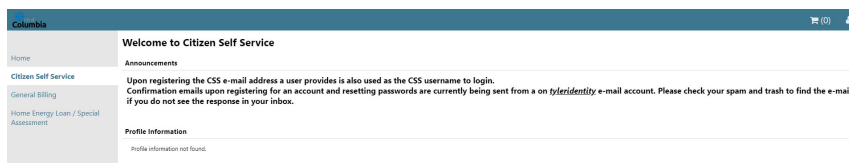
**Home Energy Loan / Special Assessment Accounts**

Account Customer

There are currently no linked accounts. [link to account](#)

[Go to module homepage](#)

Or this screen.



**Columbia**

Home  
Citizen Self Service  
General Billing  
Home Energy Loan / Special Assessment

**Welcome to Citizen Self Service**

**Announcements**

Upon registering the CSS e-mail address a user provides is also used as the CSS username to login.  
Confirmation emails upon registering for an account and resetting passwords are currently being sent from a tyleridentity e-mail account. Please check your spam and trash to find the e-mail if you do not see the response in your inbox.

**Profile Information**

Profile information not found.

### Step 3. Linking your accounts.

To link your account, click on “link to account” under the Customer Accounts section. If you want to link your Home Energy Loan/Special Assessment account, click on “link to account” under the Home Energy Loan/Special Assessments Accounts section.

**Account Settings**

**Account Information**

Now logged in as	COM01
Last successful login	11/5/2019
Last failed login	11/5/2019
Password last changed	11/5/2019
Password expires in	181 days   <a href="#">Change Password</a>
E Mail address	guest@comomail.com   <a href="#">Change E-Mail Address</a>

**Linked Accounts**

Existing accounts can be “linked” to your self-service user id. These links give you quick access to an account’s details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as “link to account” or “remove” will appear below. Click a module’s “link to account” to reach the page where new account links can be created, and where additional instructions are provided.

**Customer Accounts**

There are currently no linked accounts

**Home Energy Loan/Special Assessments Accounts**

There are currently no linked accounts

**For General Billing Invoices,** Enter your Customer Number and Name **exactly** how it appears on your invoice.

**Customer Account Linking**  
**Create new Customer Account Link**

To establish a new Customer Account Link, enter the required values below exactly as it appears on your invoice (ex: Last Name, First Name). Please note this is case sensitive.

Customer ID or Account Number \*

Name \*

\* indicates required field

**For Home Energy Loans/Special Assessments Accounts,** enter your Property ID, Customer ID and Name **exactly** how it appears on your statement.

**Home Energy Loan / Special Assessment**  
**Account Link Setup**

To establish a link to your Home Energy Loan or Special Assessment account, enter the required values below. The name must match the name on your statement (EXAMPLE: PERSONAL NAME or COMPANY NAME - all caps).

What is the Property ID? \*

What is the CID? \*

What is the customer name? \*

\* indicates required field

Once you attach your account, you will see it listed in the accounts section. Repeat this process if you have multiple accounts. You can only be linked to one General Billing account but can be linked to multiple Home Energy Loan/Special Assessment accounts at a time. To view account information and make payments, click on details.

If you are paying a General Billing invoice, select General Billing on the left. If you are making a payment towards a Home Energy Loan, select Home Energy Loan / Special Assessment on the left.

Choose “Manage Bills”.

### General Billing

#### Linked Accounts

Select from your linked accounts

[Link to Account](#)

Customer ID	Customer Name	Location	Manage
[REDACTED]	[REDACTED]	COLUMBIA	<a href="#">Manage Bills</a>

Select the bills you wish to pay and click “Add to Cart”.

### General Billing

#### Manage Bills

Customer name [REDACTED]  
Address [REDACTED]  
COLUMBIA, MO 65203  
Customer number [REDACTED]

1 Bill(s) found bill years 2015 to 2022 only

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input checked="" type="checkbox"/>	[REDACTED]	PUBLIC WORKS - SOLID WASTE	4/30/2020	\$101.47	\$101.47	<a href="#">Details</a>

As of Date 4/23/2020

Total Unpaid 101.47

Total Balance Due 101.47

[Add to Cart](#)

Then click on “My Cart” in the upper right-hand corner and select “Checkout” to confirm payments to be made and proceed to the payment screen. The amount to be paid can be changed after reviewing your cart.



Select payment method.

### Pay Bills

[Return to home page](#)

Select Payment Method

We are pleased to announce E-checks as a **NEW** payment option to choose during checkout. If you select E-Checks as your payment option please beware there may be a short delay in processing.

[Pay by Credit Card](#) | [Cancel](#)

You can change the amount here if you would like to make a partial payment.

### Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
PUBLIC WORKS - SOLID WASTE	2020	3/31/2020	██████	4/30/2020	\$101.47	\$101.47	\$ 101.47

Continue

Cancel

**\*\*For General Billing,** If you have a past due balance, your balance must be paid in full to continue services. Partial payment will not be sufficient for the continuation of services.

**\*\*For Home Energy Loans/Special Assessments,** You may make partial payments, however, if you have a past due balance, your balance must be paid in full before you can pay the current month's bill. Partial payments will not prevent a 1.5% penalty from being applied to any remaining past due balance.

Enter your payment and billing information for processing. Confirm the amount you wish to pay and select "Process" (you only need to complete the fields with an Asterix \*).

SALE

Order Section

Card Number:  \*

Expiration Date(MMY):  \*

Amount:  101.47 \*

CVV2:  \*

Customer Code:

Sales Tax:

Invoice Number:

Billing Address

Company:

First Name:

Last name:

Address1:

Address2:

City:

State/Province:

Postal Code:

Country:  Please select a Country

Phone:

Email Address:

Shipping Address

Same as billing ☐ Yes

Ship to Company:

Ship to First Name: