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. 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
Step 2. Create a User ID and Password

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

Or this screen.
**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.

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

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

Select the bills you wish to pay and click “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

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.

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

Pay Bills

<table>
<thead>
<tr>
<th>Bill Description</th>
<th>Bill Year</th>
<th>Bill Date</th>
<th>Bill Number</th>
<th>Due Date</th>
<th>Balance</th>
<th>Due Now</th>
<th>Payment Amount</th>
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**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 *).