City of Naples – Utility Billing

Water & Sewer

If you are renting a property within the City of Naples, you will need to open an account in your name. In order to do this you will need the Customer ID number for the Property/Owner.

If you don't know the Customer ID, please contact your Property Manager for this number.

For additional information on how to Create an Online Account follow this link.

https://www.naplesgov.com/finance/page/creating-online-account

IMPORTANT: City Council Security Protocols

City of *Naples* Florida

☰ FINANCE

Creating an Online Account

Citizen Self Service

Citizen Self Service (CSS) provides web-based access to municipal services and information. Using CSS, citizens can view or pay various bills and invoices, and they can also make nonemergency requests of specific municipal departments. Citizen Self Service is fully integrated with Enterprise ERP, *powered by Munis®,* and this guide is intended as a resource for Enterprise ERP users.

Citizen Self Service Users

Citizens who access your organization's CSS application must have a Tyler Identity log-in account. The log-in account requires a unique email address and password.

First-time Users

When you access Citizen Self Service for the first time, you must create an account. When you click the Log In button on the CSS home page, you are directed to the Tyler Identity sign-in page.

Here, when you click Sign Up, Tyler Identity presents the Create an Account dialog box.

After completing the fields and clicking Sign Up, CSS sends a verification email to the email address entered. The email contains the Verify Email activation link and once you activate the account, you are redirected to CSS.

For more information on using Tyler Identity with CSS, see https://tylerportico.com/community-access-help.html.

Existing Users

For existing users, once you have transitioned to the Tyler Identity account, you are able to log in using your Tyler Identity email and password credentials. If you have not transitioned to the Tyler Identity log-in, you must create a new account.
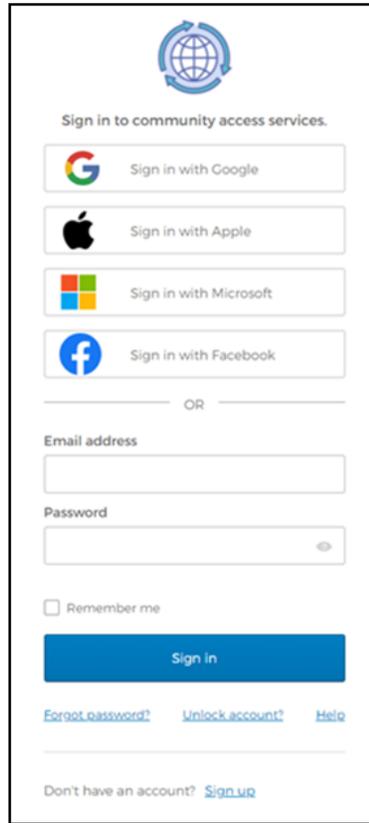
- If you register for a Tyler Identity account using your previous credentials and the email addresses match, your existing CSS account information will be available to you.
- If you do not use an existing email, or if you currently have multiple accounts using the same email address, you must complete the new account registration and relink accounts.

Important! Tyler Identity for CSS allows you to log in using accounts provided by Apple®, Facebook®, Google, and Microsoft®. If you log in using one of these accounts, the email address associated with that account is used as the Tyler Identity email when you register with or access CSS.

Resetting a Password

If you forget your assigned password, clicking the Forgot Password link on the Sign-in page presents the Forgot Your Password

Welcome to Citizen Self Service

Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft
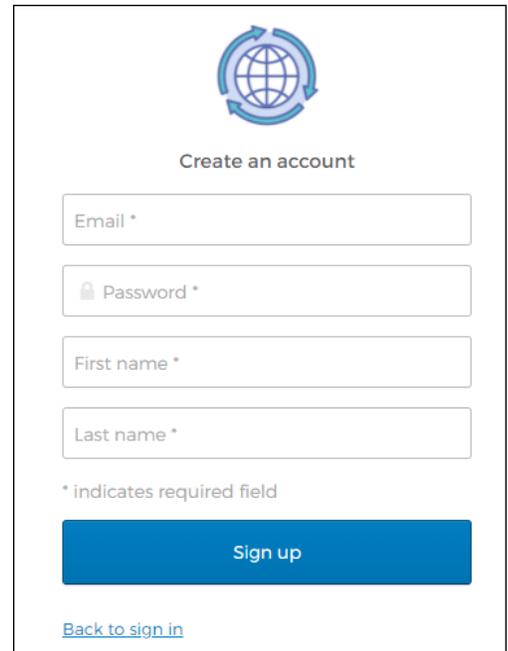
Sign in with Facebook

OR

Email address

Password

Remember me

Sign in

Forgot password?   Unlock account?   Help

Don't have an account? Sign up

©2

screen. When you enter your registered email address, you receive an email with instructions for creating a new password.
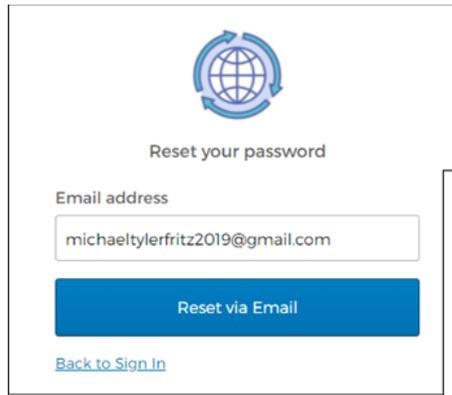
Create an account

Email *

Password *

First name *

Last name *
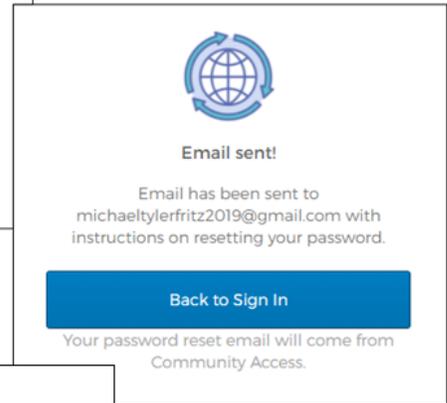
* indicates required field

Sign up

Back to sign in

Reset your password

Email address

michaeltylerfritz2019@gmail.com

Reset via Email

Back to Sign In

Email sent!

Email has been sent to
michaeltylerfritz2019@gmail.com with
instructions on resetting your password.

Back to Sign In

Your password reset email will come from
Community Access.

Hi Tyler,

A password reset request was made for your Community Access account. If you did
not make this request, please visit the Community Access site and request your own
password reset.

Click this link to reset the password for your username, tylertyler170@gmail.com:

Reset password

This link expires in 1 hour.

CONTACT INFORMATION

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Naples, FL 34102

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Fax:
239-213-1805

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