

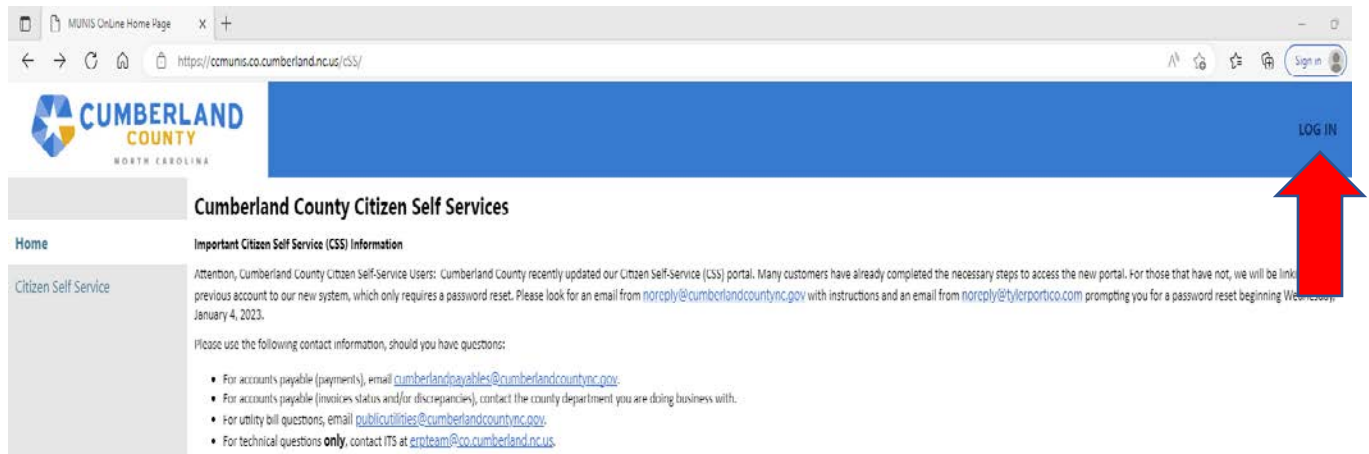
Guide to creating a Citizen Self Service User Account (via Computer)

A Citizen Self Service (CSS) User Account is necessary to access Utility Billing for reviewing billing information, making online payments, setting bill delivery preferences, and managing bills. To set up a CSS User Account, you will need your Account ID and Customer ID (CID). These are available on your bill or on the letter sent to advise you of the new system.

Open your browser (Internet Explorer, Firefox, Chrome, Safari) in your computer system and navigate to:

<https://ccmunis.co.cumberland.nc.us/CSS>

Once the site is showing in your browser, click on the **LOG IN** link as shown in the image below.



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You will be redirected to Tyler Identity Community login page; click Sign Up at the bottom of the page.

Sign in to community access services for the Cumberland County.

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](#)

Continued on next page

Fill in the requested information and click Sign Up



Create an account

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

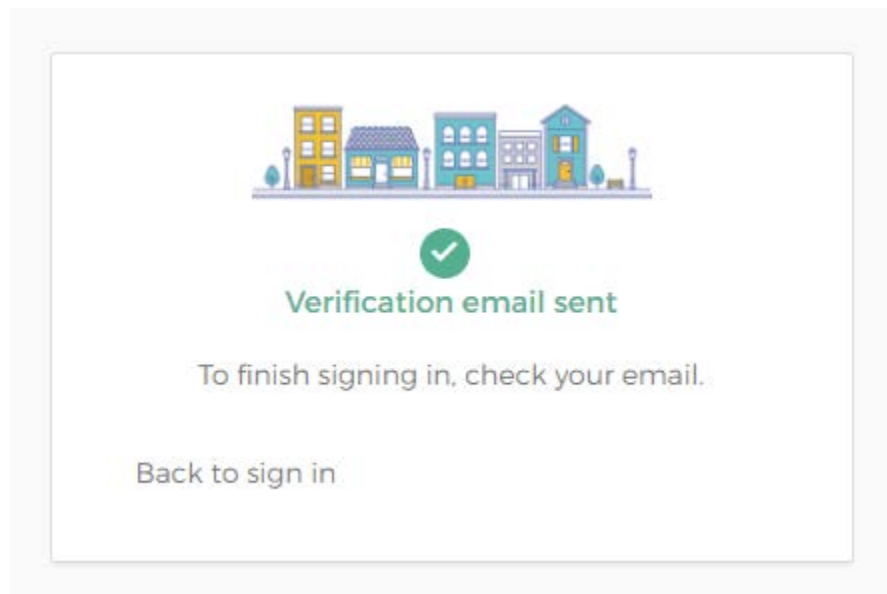
* indicates required field

[Back to sign in](#)



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You will receive a verification screen like the one below:



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Go to your email and look for the email from Community Access Identity and click Activate Account at the bottom of the email:


Welcome to your Community Access account



Community Access Identity <noreply@identity.tylerportico.com>

To [Redacted]

[Retention Policy](#) [County-Inbox \(3 years\)](#)

 If there are problems with how this message is displayed, [click here to view it in a web browser.](#)

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)


To verify your email address and activate your account, please click the following link:




This link expires in 7 days.


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This will bring you back to the Tyler Community page where you will log in with the credentials created earlier.




Sign in to community access services for the Cumberland County.

 Sign in with Google

 Sign in with Apple


 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

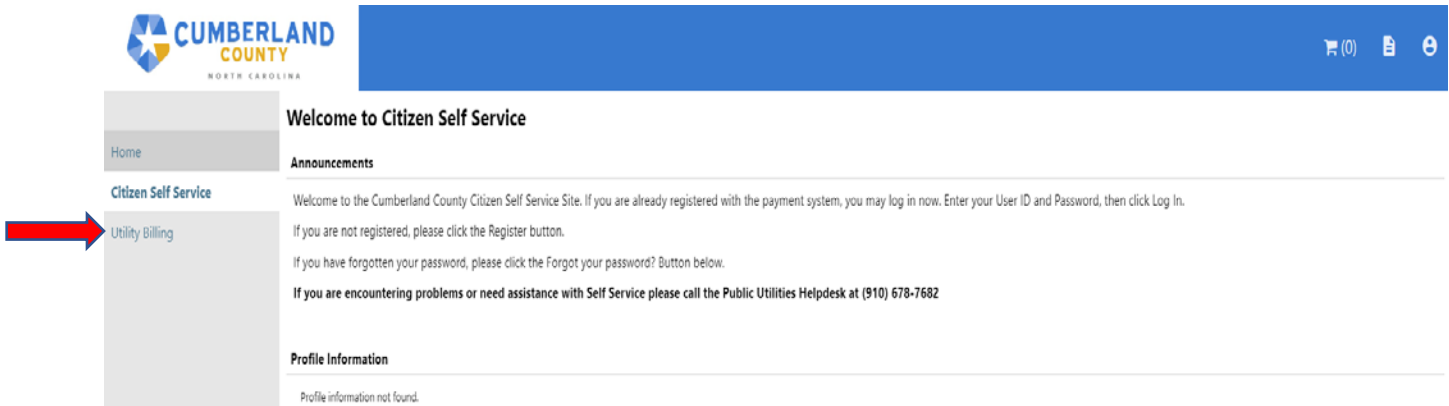
Password



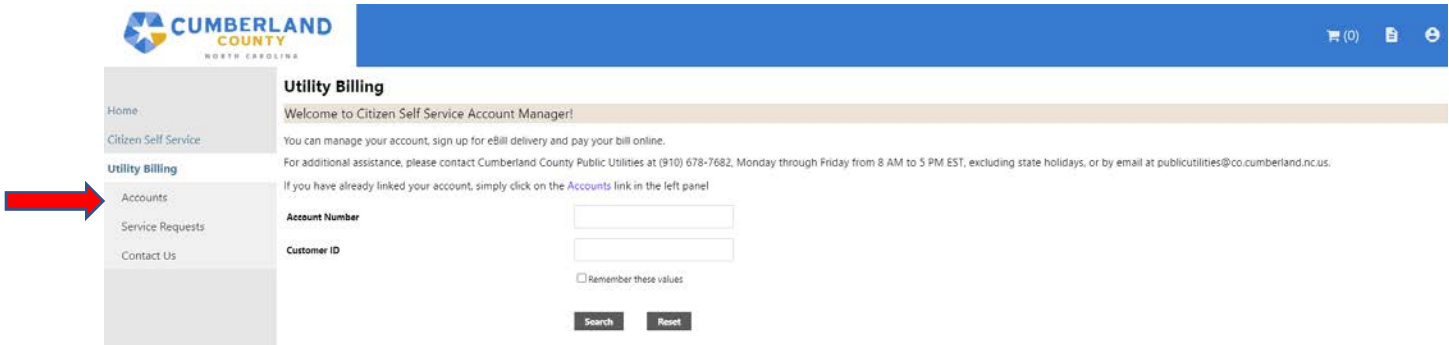
Remember me

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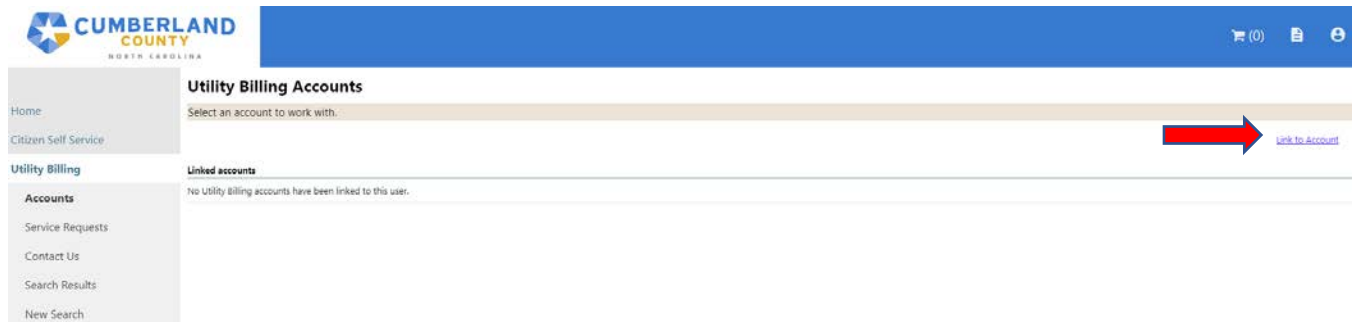
You will be redirected to the Citizen Self Service site where you will click on Utility Billing in the menu on the left side of the screen:



On the Utility Billing Welcome page click Accounts in the menu on the left side of the screen.



This will bring up the Utility Billing Accounts page where you can link your account to your User ID. Click on the [Link to Account](#) link on the right side of the screen.



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Enter your Account ID and CID then click Submit (Your Account ID and CID are the same six digit number.)

The screenshot shows the 'Utility Billing Account Link Setup' form on the Cumberland County website. The form has two input fields: 'What is the account ID? *' and 'What is the CID? *', both containing the number '999999'. A red arrow points to the 'Submit' button. Below the fields is a note: '* indicates required field'. The left sidebar contains navigation links: Home, Citizen Self Service, Utility Billing, Accounts, Service Requests, Contact Us, Search Results, and New Search.

If you have more than one account, you will repeat the link to account steps for each utility billing account that you have.

After linking your account you will be redirected to the Account Summary page, where you can access information about your billing, set up automatic payments, set your bill delivery preference, manage your bills, make online payments, or request a change of address for your account.

The screenshot shows the 'Account Summary' page for a utility account. The page includes a navigation sidebar and a main content area with the following sections:

- Account Summary**: Includes links for 'Link to Account', 'Sign up for EFT Automatic Payments', 'Request Change of Address', 'Service Requests', and 'Manage Bills'.
- Billing Account**:
 - Service Address: 130 GILLESPIE ST
 - Account Number: 999999
 - Bill Delivery Preference: Mail
- Your Current Balance**:
 - Amount Due Now: \$12.00 (with a 'Pay Now' link)
 - Payment Due Date: 11/7/2017
- About Your Payments**: No payment activity found.
- Customer Information**:
 - Name: VACANT, VACANT
 - Address: 123 MOCKINGBIRD LANE, FAYETTEVILLE, NC 28301
 - Customer ID: 999999 (with a 'Request Change of Address' link)
- Services**: A table listing services with columns for Service, Code, Start Date, Stop Date, Status, and Consumption History.

Service	Code	Start Date	Stop Date	Status	Consumption History
SP AVAILABILITY FEE	1000	1/1/2015		ACTIVE	None
SP ADMINISTRATION FEE	1100	1/1/2015		ACTIVE	None
KH PAST DUE BALANCE	KH9B	1/1/2021		INACTIVE	None

If you have questions or issues, please contact the Public Utilities Division between 8:00 am and 5:00 pm Monday through Friday, excluding state holidays, at 910-678-7682 or email us at publicutilities@co.cumberland.nc.us.