

How to Re-Register Your CSS Account to Manage your Utility Bill

The City of Pinellas Park recently upgraded our **Citizen Self Service** portal, also known as “**CSS.**”

This upgrade introduces additional account security. Users will now access their utility billing accounts by signing into CSS with **Tyler Identity**, which requires all users to re-register their accounts the first time they log in.

This tutorial will provide step-by-step instructions on re-registering your account and accessing your utility billing information.

- 1) First, click on the **Pay Utility Bill** link on the City of Pinellas Park website at www.Pinellas-Park.com.



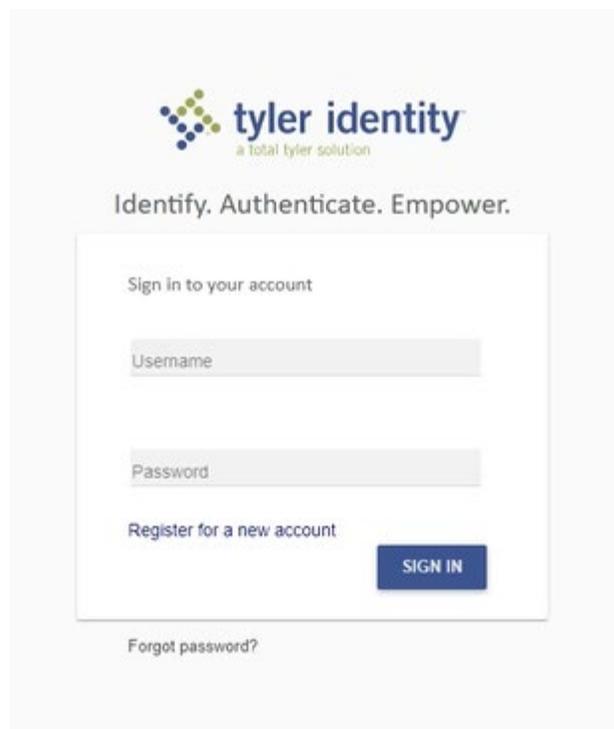
You will be directed to the **CSS Portal** which provides a reminder that users will need to re-register their accounts.



- 2) Next, click the **Citizen Self Service link** on the left-hand side of the screen:



This will open the **Tyler Identity** login screen:



It is important to note that logging in with your old user name and password will not work until you re-register your account.

- 3) Please click on the **Register for a new account** button:



- 4) Enter the **email address associated with your utility billing account**. Or, if you have not previously used an email address with your utility bill, please provide an email address that you would like to associate to your utility billing account.

If you are unsure which email address you used previously, you can enter a new email address now. However, this will require the extra step of adding your utility billing information to your new account.

- 5) Fill out your first and last names, and create a new password for your account.

Register for a new account

Email *
tyler@tyler.com

First name *
Tyler

Last name *
Smith

Password *
12345678

Confirm password *
12345678

Please note: Passwords must adhere to these password strength rules:

- Password must be between 8 and 30 characters in length.
- Passwords must contain an uppercase character.
- Passwords must contain a number.
- Passwords must contain a special character.

6) And then click **Register**.

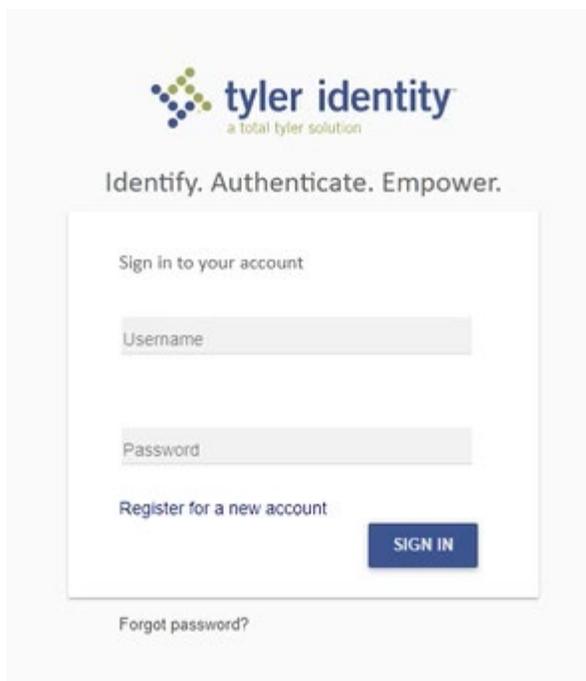
7) You will receive an email confirmation at the email address you provided. Open the email you just received (in your email program), and click the link to authorize your new account.

Registration complete

Congratulations! You're registered.

One last step. Click the confirmation link sent to tyler@tyler.com

8) Return to the **Tyler Identity** login screen



9) And now enter the email address and password you just registered with, and click **Sign In**.



10) If you entered an email address the city had on file with your utility billing account, you will see your account information under **Utility Billing** on the side menu.



11) However, if you used a new email address, or if your email address is associated with more than one utility billing account, you will need to add that information again for it to be saved in your CSS account settings. If this is the case for you, type in your utility billing **Account Number**, and **Customer ID**: these can be found on your utility bill. See an example utility bill, below.

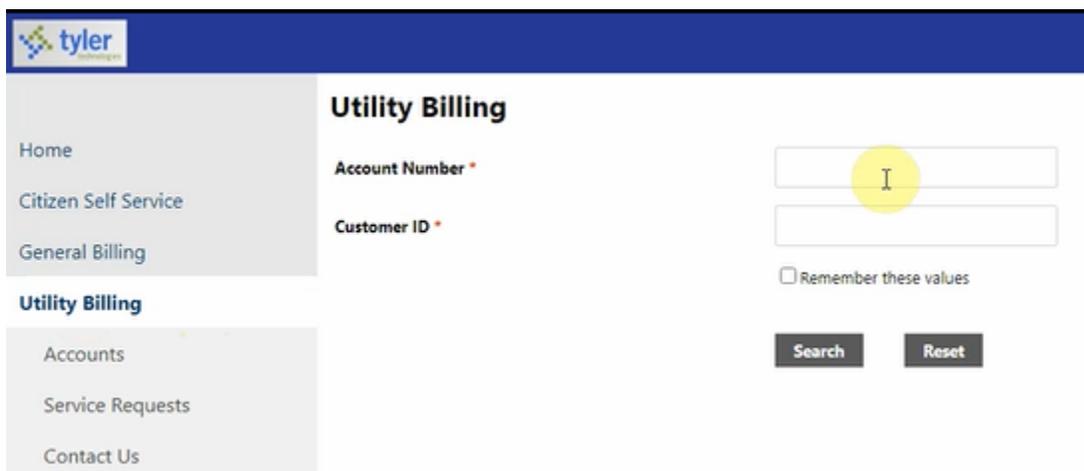
Your **Account Number** and **Customer ID Number** is printed on the utility bill, circled below in red ink.

 City of Pinellas Park P.O. Box 1337 Pinellas Park, FL 33780-1337		UTILITY BILL REMIT PORTION Please write your Account Number on your check and enclose this portion of bill with your payment. Make checks payable to City of Pinellas Park. Pay online at: www.pinellas-park.com					
Service Address	Bill Number	Account Number - Customer Number	Due Date	Amount Due			
123 ABC ST	123ABC	123456 - 1234567	10/27/2020	\$00.00			
SAMPLE, CUSTOMER 123 ABC ST PINELLAS PARK, FL 33781-4231		<table border="1"><tr><td>AMOUNT PAID</td></tr><tr><td>ANGEL FUND</td></tr><tr><td>TOTAL</td></tr></table>			AMOUNT PAID	ANGEL FUND	TOTAL
AMOUNT PAID							
ANGEL FUND							
TOTAL							

✂ Detach and return the portion above with your payment ✂

 City of Pinellas Park P.O. Box 1337 Pinellas Park, FL 33780-1337	UTILITY BILL CUSTOMER COPY Keep this copy for your records
To avoid late fees, please mail, deposit into drop box, or pay online before the current billing due date. Online payments are subject to a convenience fee.	
Customer Name	

Type your account number into the **Account Number** field, and your **Customer Number** into the **Customer ID** field, and click **Search** to look up your information.



The image shows a web interface for Tyler Utility Billing. On the left is a navigation menu with links for Home, Citizen Self Service, General Billing, Utility Billing (highlighted), Accounts, Service Requests, and Contact Us. The main content area is titled "Utility Billing" and contains two input fields: "Account Number" and "Customer ID", both marked with an asterisk. The "Account Number" field has a yellow circle around the cursor. Below the fields is a checkbox for "Remember these values". At the bottom are "Search" and "Reset" buttons.

This completes the process of re-registering your account. Please log into CSS using your email address and password, from this point forward.

If you encounter any problems registering for an account or accessing your account information, please call Utility Billing Customer Service at 727-369-0690. Or, email us at UtilityBilling@pinellas-park.com.

Thank you.