



## How to Register or Re-Register Your Citizen Self-Service Account City of Pinellas Park, Florida

1. Navigate to the City of Pinellas Park website at [www.pinellas-park.com](http://www.pinellas-park.com)
2. Click on the “Pay Utility Bill” button



3. This will open the Citizen Self Service’s Utility Billing portal. Click on Citizen Self Service.





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- To register your account, click either “Sign Up” at the bottom of the screen to register with your email address, or choose from one of the community access services (Google, Apple, Microsoft, or Facebook). These instructions will only cover the “Sign Up” option as the community access services are handled independently.

**Notice:** If you choose a community access service (Google, Apple, Microsoft, or Facebook), you must always sign in using that option in the future. You will also not have the option to change your password on this site, as your password will be managed through the service you select.

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](#)

- Enter your email address, a password, and your name. If you have registered for a Citizen Self Service account previously, use the same email address that you used to register before.

Create an account

Email \*

Password \*

First name \*

Last name \*

\* indicates required field

Sign up

[Back to sign in](#)



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6. You will be directed to log into the email address you registered with to verify the information.
7. Log into your email account and look for an email from “Community Access ID”. Open that email and click Verify registration.
8. Return to the Citizen Self Service log in screen and enter the new credentials you just registered with.
9. If you have previously registered for a Citizen Self Service account with the City of Pinellas Park, your utility billing account will be listed on the screen.

The screenshot shows the 'Welcome to Citizen Self Service' page. The left sidebar contains 'Home', 'Citizen Self Service', and 'Utility Billing'. The main content area has three sections: 'Announcements' with a message 'There are currently no announcements.', 'Profile Information' with a message 'Profile information not found.', and 'Utility Billing Accounts' with a redacted account number.

10. If you have not previously registered for a Citizen Self Service account or if it did not link to your account here, you can add it by clicking the “Utility Billing” tab and then searching for your information with your customer ID and account number. Be sure to check the “remember these values” box so that they will be saved on your profile for next time.

The screenshot shows the 'Utility Billing' search page. The left sidebar contains 'Home', 'Citizen Self Service', and 'Utility Billing'. The main content area has a search form with two input fields for 'Account Number' and 'Customer ID', a checkbox for 'Remember these values', and 'Search' and 'Reset' buttons.

If you have any questions, or need assistance, please call our Utility Billing Department at 727-369-0690.