

## CITIZEN SELF SERVICE – BILL PAY INSTRUCTIONS

### Not Registered?

From the City of Gillette Citizen Self Service home page, click on **Register**.

The screenshot shows the 'Munis Self Service' login interface. At the top left is the 'tyler' logo. In the center is the 'Munis Self Service' title with a diamond icon. At the top right is a 'Home' button with a house icon. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. Below the 'Username' field is a link that says 'Forgot your username?'. Below the 'Password' field is a link that says 'Forgot your password?'. At the bottom left of the login area are two buttons: a yellow 'Register' button and a black 'Log in' button. On the right side of the page, there is a vertical navigation menu with 'Home' and 'Citizen Self Service' links.

Enter a User ID of your choice, a password of your choice, a password hint, and your email address. Enter the validation numbers seen in the box. Click the **Save** button.

The screenshot shows the 'Munis Self Service' self-registration interface. At the top left is the 'tyler' logo. In the center is the 'Munis Self Service' title with a diamond icon. At the top right is a 'Log In' button with a right-pointing arrow icon. The main content area is titled 'Self-Registration' and contains several input fields with asterisks indicating required fields: '\*User ID (between 1 and 100 characters)', '\*Re-type user ID', '\*Password (between 8 and 15 characters)', '\*Re-type password', '\*Password hint', and '\*Email address'. Below these fields is a text prompt: 'Enter these validation numbers into the box below them'. This is followed by a CAPTCHA image showing the numbers '1599' in a blue, pixelated font. Below the CAPTCHA is an empty input box for entering the numbers. At the bottom left of the registration area is a black 'Save' button. On the right side of the page, there is a vertical navigation menu with 'Home' and 'Citizen Self Service' links.

Next, you will see a Welcome New User screen that allows you to browse different pages within Citizen Self Service.

**Welcome MYRATRRAIN!**

Welcome New User!

You can now browse the page(s) we offer.

Be sure to visit the My Account page and investigate the Account Linking features.

Go to...

- Citizen Self Service Home Page
- My Account
- My Profile

... or click any item on the side menu.

Citizen Self Service

General Billing (Clerk's)

Non-Emergency Requests

Permits and Inspections

Utility Billing

Click on the **My Account** link to view the **Account Settings** screen. At first, your **Utility Billing Account** and/or your **General Billing Account** will not be set up. To do that, click **link to account** located to the right of either the **Utility Billing Accounts** and the **Customer Accounts** sections.

**Account Settings**

Account Information

Now logged in as	MYRATRRAIN
Last successful login	1/2/2019
Last failed login	1/2/2019
Password last changed	1/2/2019
Password expires in	2737 days   <a href="#">Change Password</a>
E-Mail address	myral@gillettewy.gov   <a href="#">Change E-Mail Address</a>

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)

There are currently no linked accounts

Permits and Inspections Accounts [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

Citizen Self Service

### Link to **Utility Billing Accounts**

**What is the account ID?** The account Id is the first number located at the top of your bill under Account # - Customer #. Find that number on your bill and enter it in the box provided.

**What is the CID?** The CID is the second number located at the top of your bill under Account # - Customer #. Find that number on your bill and enter it in the box provided.

You will now be returned to the **Account Settings** screen.

### Link to **Customer Accounts**

**What is the Customer ID or Account Number?** The Customer number can be found on your bill above the description section of the bill.

**What is the Name?** This is the name associated with the bill. This can be found on your bill.

You may need to call either the Clerk’s office or Customer Service if you are unable to find the required information to link accounts.

Note that your Accounts are now listed.



## Account Settings

**Account Information**

Now logged in as	MYRATRAIN
Last successful login	1/3/2019
Last failed login	1/3/2019
Password last changed	1/2/2019
Password expires in	2736 days   <a href="#">Change Password</a>
E-Mail address	myral@gillettewy.gov   <a href="#">Change E-Mail Address</a>

**Linked Accounts**

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

**Customer Accounts** [link to account](#)

Name	Account	
TEST ACCOUNT	22835	<a href="#">details</a>   <a href="#">remove</a>

**Permits and Inspections Accounts** [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

**Utility Billing Accounts** [link to account](#)

Account	Customer	
32140	318768	<a href="#">remove</a>

[Go To Module Homepage](#)

Citizen Self Service

All of your account information, including Service Address, Account Number, Bill Delivery Preference, Current Balance and Payment Due Date, Customer information, and Services will be listed.

To pay your bill now, follow the steps in this next section. **(Already Registered?)**

# Already Registered?

From the City of Gillette Citizen Self Service home page, log in by entering your User name and Password in the boxes provided. Click the **Log in** button.

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Munis Self Service

Home

## Login

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

[Register](#) **Log in**

Home

Citizen Self Service

The next screen will display any Announcements, Profile Information, and the General Billing (Clerk's) Account and/or Utility Billing Accounts that have been linked.

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Munis Self Service

My Cart (0 items) MYRTRAIN

## Welcome to Citizen Self Service

### Announcements

**Welcome to Citizen Self Service!**  
You can now register to pay your utility bill online, change your bill delivery method or submit a non-emergency request to a City division!

**Contractors can now schedule a building inspection for an issued permit!**  
More information can be found here: [Building Inspections](#)

### Profile Information [View profile](#)

**TEST ACCOUNT**  
1 FORCE RD  
GILLETTE, WY 82716

### Phone numbers

Number	Allow Notifications	Preferred Contact
307-686-1111	No	No

### Email Addresses

Address	Preferred Contact
No email addresses were found.	

### General Billing (Clerk's) Accounts

- TEST ACCOUNT

### Utility Billing Accounts

- 32140 (318768)

### Citizen Self Service

- General Billing (Clerk's)
- Non-Emergency Requests
- Permits and Inspections
- Utility Billing

To pay on a Utility Bill

Click the **Utility Billing** tab on the right side of your screen.

Next, you will see the **Utility Billing Account Summary** screen. Click on **Pay Now**.

**Note:** If you have more than one account and you want to add one here, click **Link to Account**

Bill	Last Posted	Sum of Payments	
756246	12/11/2018	\$1.00	<a href="#">details</a>
739264	11/26/2018	\$158.00	<a href="#">details</a>
723135	10/26/2018	\$162.00	<a href="#">details</a>
706278	10/15/2018	\$160.00	<a href="#">details</a>
689530	8/22/2018	\$160.00	<a href="#">details</a>

Showing the 5 most recent payments only.

This will bring you to the **Utility Billing Manage Bills** screen. Click on the **Add to Cart** button.

Bill	Bill Date	Pay By	Charges	Balance Due	
<input checked="" type="checkbox"/>	756246	12/11/2018	12/26/2018	\$160.00	\$159.00 <a href="#">Bill Details</a>

**Total Due: \$159.00**

**Add to Cart**

select bills you would like to pay now, then click "Add to Cart"

You will now see that you have an item in the shopping cart!

tyler technologies Munis Self Service My Cart (1 item) MYRATRAN

### Utility Billing

Manage Bills [Account Summary](#)

Utilities 756246 was added to your shopping cart.  
To proceed with payment, click "My Cart" then click "Checkout".

Service Address: 201 E 5TH ST  
Account Number: 32140

Utilities 756246 \$159.00  
Total: \$159.00  
Review Cart Checkout  
CITIZEN SELF SERVICE

- General Billing (Clerk's)
- Non-Emergency Requests
- Permits and Inspections

To pay on a General Bill

Click the **General Billing (Clerk's)** tab on the right side of your screen.

Next, you will see the **General Billing (Clerk's) Linked Accounts** screen. Click on **Manage Bills**.

**Note:** If you have more than one account and you want to add one here, click **Link to Account**

tyler technologies Munis Self Service My Cart (1 item) MYRATRAN

### General Billing (Clerk's)

Linked Accounts

Select from your linked accounts

Customer ID	Name	Location	<a href="#">Link to Account</a>
22835	TEST ACCOUNT	GILLETTE	<a href="#">Manage Bills</a>

- Citizen Self Service
- General Billing (Clerk's)**
- Accounts
- Contact Us
- Non-Emergency Requests
- Permits and Inspections
- Utility Billing

This will bring you to the **General Billing (Clerk's) Manage Bills** screen. From here, click on the **Add to Cart** button.

tyler technologies Munis Self Service My Cart (1 item) MYRATRAN

### General Billing (Clerk's)

Manage Bills

Customer: TEST ACCOUNT  
Address: 1 FORCE RD, GILLETTE, WY 82716  
Customer number: 22835

1 Found

Bill	Type	Pay By	Total Unpaid	Balance Due	
<input checked="" type="checkbox"/>	10001	CLERKS	7/9/2018	\$120.00	\$120.00 <a href="#">Details</a>

As of: 1/3/2019

Total Unpaid: 120.00  
Total Balance Due: 120.00

[Add to Cart](#)

- Citizen Self Service
- General Billing (Clerk's)**
- Accounts
- Contact Us
- Manage Bills**
- Customer Information
- Non-Emergency Requests
- Permits and Inspections
- Utility Billing

Again, you will notice that you have another item added to the shopping cart!

To pay on your bill(s) in the **Shopping Cart**  
 Click on **My Cart** and then click on **Checkout**

This brings you to the Pay Bills screen, here you can view the bills you selected to pay. You have the option to change the dollar amount and click on **Calculate Subtotal** to see the amount you will be paying.

Click **Continue**

**Select Payment Method.** Please choose one of the following methods of payment:

**Pay by Credit or Debit Card.** Enter your credit/debit card information, including the 3 digit security code on the back of your card to the right of your signature. Enter the email address you would like a receipt sent to. If you change your mind about how you want to pay, click the **Change Payment Method** button. Otherwise, Click the **Continue** button.

**Pay by Personal Check.** Enter your information as it appears on your personal checks. Enter the email address you would like a receipt sent to. If you change your mind about how you want to pay, click the **Change Payment Method** button. Otherwise, Click the **Continue** button.

**Pay by Corporate Check.** Enter your information as it appears on your business checks. Enter the email address you would like a receipt sent to. If you change your mind about how you want to pay, click the **Change Payment Method** button. Otherwise, Click the **Continue** button.



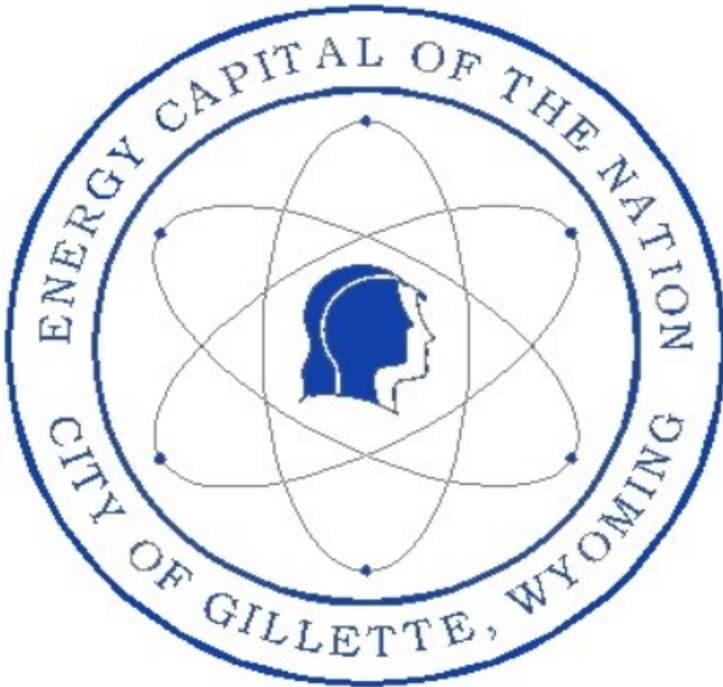
### **Select Payment Method**

Please choose the method of payment.

- Pay by Credit or Debit Card
- Pay by Personal Check
- Pay by Corporate Check

**Make a Payment**

Verify information is correct, Click **Confirm** to finish payment or **Modify** to make any changes.



Please verify the following information:

**Amount:** \$120.00

Card information:

**Cardholder's Name:** myra

**Card Type:** Visa

**Card Number:** \*\*\*\*\*1111

**Signature Panel Code:** \*\*\*\*

**Expiration Date:** 8/2020

Billing information:

**Address Line 1:** 4608

**Country:** United States

**City:** GILLETTE

**State:** Wyoming

**ZIP Code:** 82718

**Email Address:** N/A

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Is this information correct?

Confirm

Modify

Change Payment Method

DO NOT PRESS THE BACK BUTTON ON YOUR BROWSER. Payment is being processed!

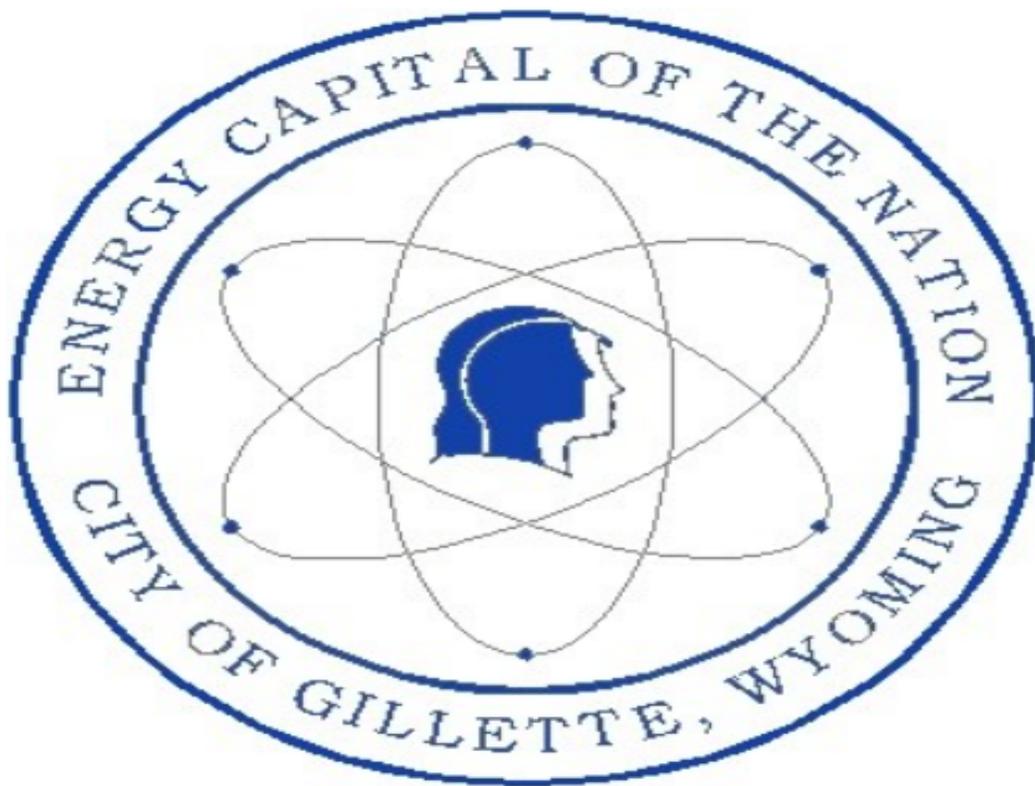


If your browser fails to reload shortly, [click here](#)

Please wait while your payment is being processed.  
DO NOT PRESS THE BACK BUTTON ON YOUR BROWSER



You will receive this successful payment receipt screen when payment is complete.



### **Successful Payment Receipt**

Please print this receipt for your records

Remittance ID: 694323141  
Received: January 04, 2019 07:46AM MST  
Amount: \$1.00  
Transaction Type: Authorization and Capture  
Card Information: Visa  
MYRA  
\*\*\*\*\*1111  
Billing information: Address Line 1: 4 cross  
Country: United States  
City: GILLETTE  
State: WY  
ZIP Code: 82718

Thank you for your payment!

[Return to Citizen Self Service](#)