

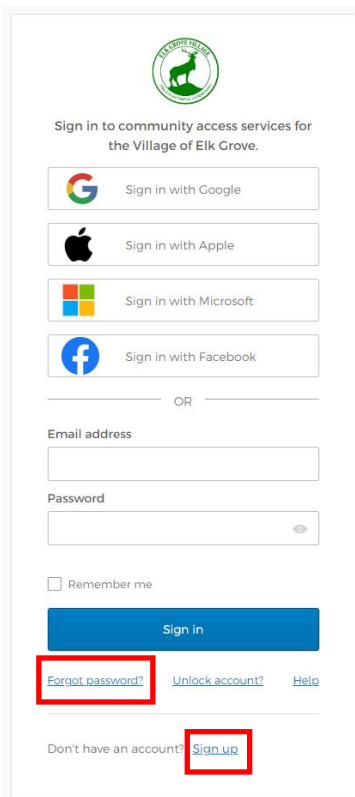
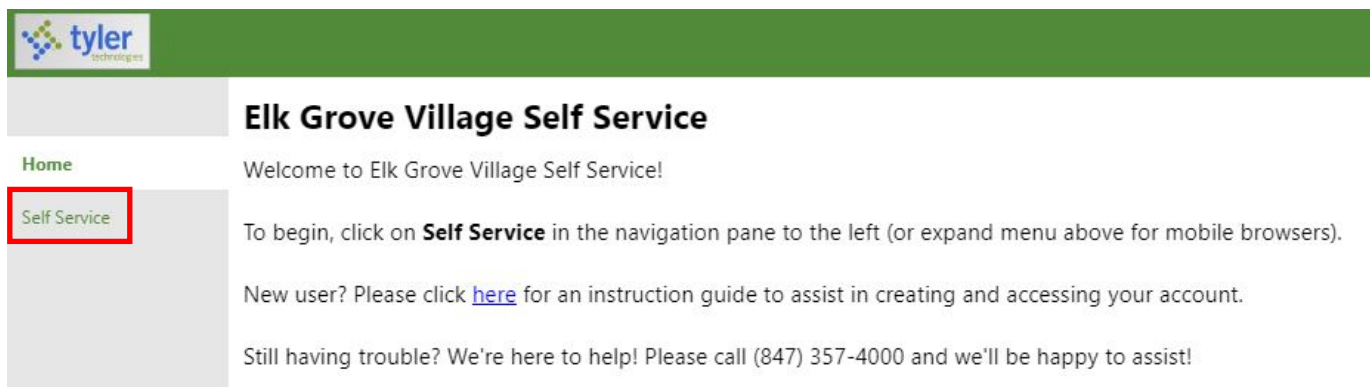
# Elk Grove Village Self Service Guide

Thanks for taking the first step to creating your Elk Grove Village Self Service account! This guide is intended to help guide you through your account creation as well as steps to access the most commonly used features of this portal.

**Note:** For optimal compatibility, we recommend using Google Chrome.  To download Google Chrome, [click here](#).

## Account Creation

- 1) Navigate to <https://css.elkgrove.org/css>.
- 2) Click on “Self Service” on the navigation pane to the left.



3a) Existing user: Simply use the “Forgot password” link to reset your password.

**OR**

3b) New user: At the bottom of the sign in screen, click “Sign up.” A new window will open where you will enter your preferred email address, full name, and create a password.

4) After creating your account, a confirmation email will be sent to your email address. Simply open the email and click the “Activate account” link at the bottom.

**Note:** The confirmation email comes from “Community Access Identity”

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.

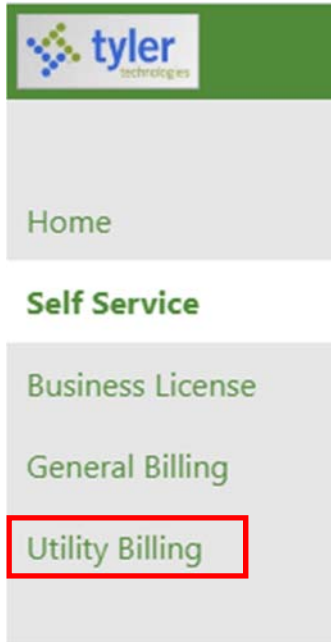
[Learn more about Community Access.](#)

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

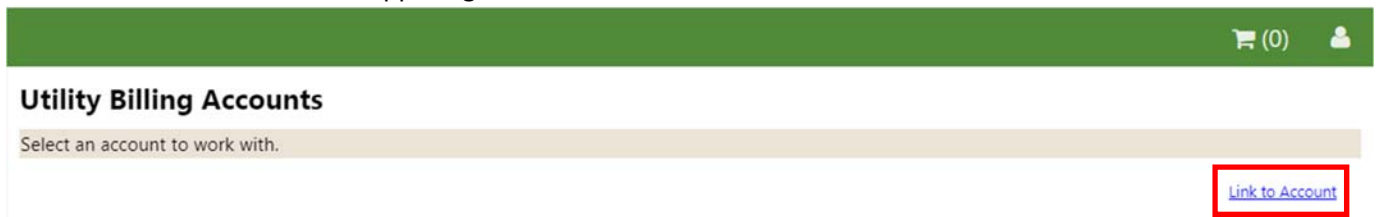


## Link Utility Account

- 1) Click on "Utility Billing" on the navigation pane to the left.



- 2) Click "Link to Account" on the upper right.



- 3) From your utility bill, enter your Account ID and Customer ID and click "Submit." See example below.

The screenshot shows the 'Utility Billing Account Link Setup' form. It includes a header, a sub-header, and a text area with instructions. Below the text area are two input fields: 'Account ID: Numbers AFTER the "-"' and 'Customer ID: Numbers BEFORE the "-"'. There are 'Submit' and 'Cancel' buttons. A red asterisk indicates a required field. At the bottom right, there is a utility bill example with the account number 123456-1234, bill date 03/31/2020, and bill number 157458. Red arrows point from the 'Link to Account' button in the previous screenshot to the input fields for Account ID and Customer ID.

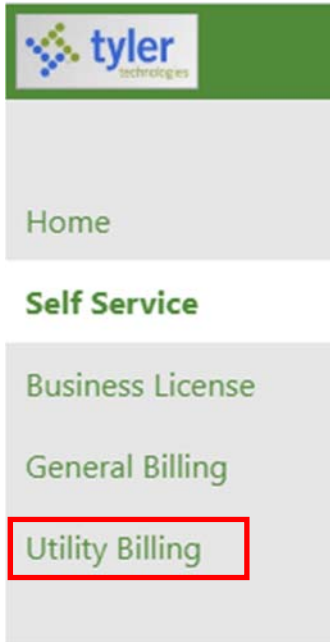
**UTILITY BILL**

CUSTOMER-ACCOUNT	123456-1234
BILL DATE	03/31/2020
BILL NUMBER	157458

**Note:** Your Account ID is the ***second*** part of your account number and must be entered in the ***first*** box. Customer ID is the ***first*** part of your account number, but must be entered ***second***.

## Make a One-Time Payment

- 1) Click on "Utility Billing" on the navigation pane to the left.



- 2) Click on "Pay Now."

A screenshot of the 'Utility Billing Account Summary' page. The page has a green header bar. Below the header, the title 'Utility Billing Account Summary' is displayed. There are several links: 'Link to Account', 'Sign up for EFT Automatic Payments', 'Request Change of Address', 'Bill Delivery Preferences', and 'Manage Bills'. The 'Billing Account' section includes 'Service Address', 'Account Number', and 'Bill Delivery Preference' (Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM). The 'Your Current Balance' section shows 'Amount Due Now' as \$84.00 and 'Payment Due Date' as 4/20/2020. A 'Pay Now' button is highlighted with a red box. The 'About Your Payments' section contains a table with columns for 'Bill', 'Last Posted', and 'Sum of Payments'.

**Note:** Payment options are only available if there is a balance due on the account.

- 3) Under the "Pay Bill" column, check the box for any bill(s) that you wish to pay.
- 4) Click "Add to Cart."

**Utility Billing**  
Manage Bills [Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address \_\_\_\_\_  
Account Number \_\_\_\_\_  
As of

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

**Outstanding Bills** (bill years 2018 to 2021 only) [Show Past Bills](#) ▼

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	157458	3/31/2020	4/19/2020	\$0.00	\$0.00	\$84.00	<a href="#">Bill Details</a>
						<b>Total Due: \$84.00</b>	

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

- 5) Click on the shopping cart in the upper-right corner and select "Checkout."

**Utility Billing**  
Manage Bills [Review Cart](#) **Checkout** [Summary](#)

Utilities 157458 \$84.00

✔ Utilities 157458 was added to your shopping cart.  
To proceed with payment, click "My Cart" then click "Checkout".

Service Address \_\_\_\_\_  
Account Number \_\_\_\_\_  
As of

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

**Outstanding Bills** (bill years 2018 to 2021 only) [Show Past Bills](#) ▼

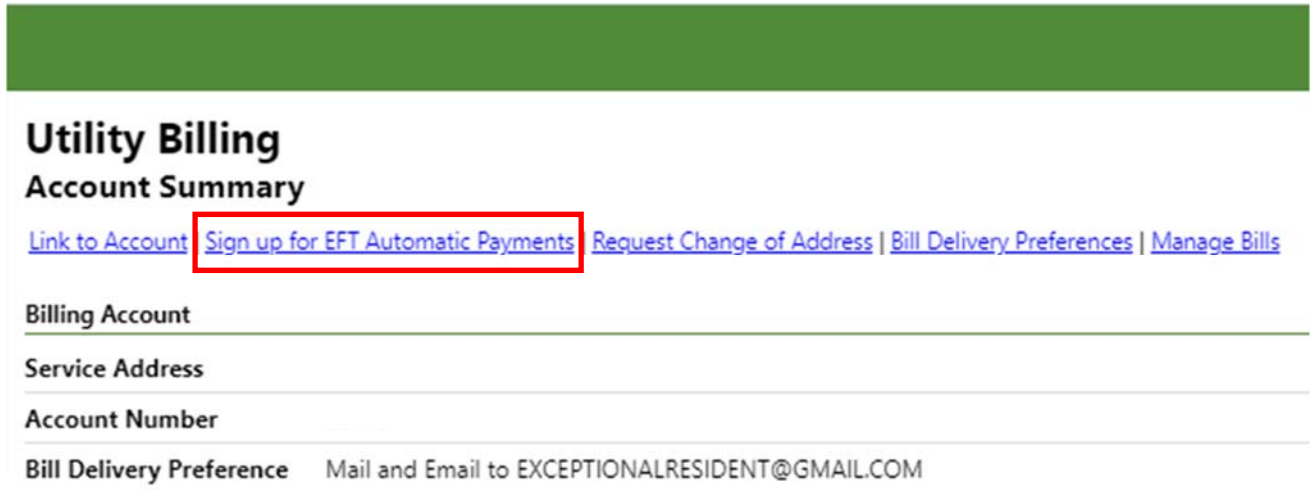
Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	157458	3/31/2020	4/19/2020	\$0.00	\$0.00	\$84.00	<a href="#">Bill Details</a>
						<b>Total Due: \$84.00</b>	

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

- 6) Enter the contact information for the individual making the payment and click "Continue".
- 7) Enter the payment amount and click "Continue."
- 8) At this point, you will be re-directed to complete the payment process.

## Enroll in EFT Automatic Payments

- 1) Click on “Utility Billing” on the navigation pane to the left.
- 2) Click on “Accounts” on the navigation pane to the left.
- 3) Click on “Sign up for EFT Automatic Payments” at the top of the screen.



**Utility Billing**  
**Account Summary**

[Link to Account](#) [Sign up for EFT Automatic Payments](#) [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

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**Billing Account**

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**Service Address**

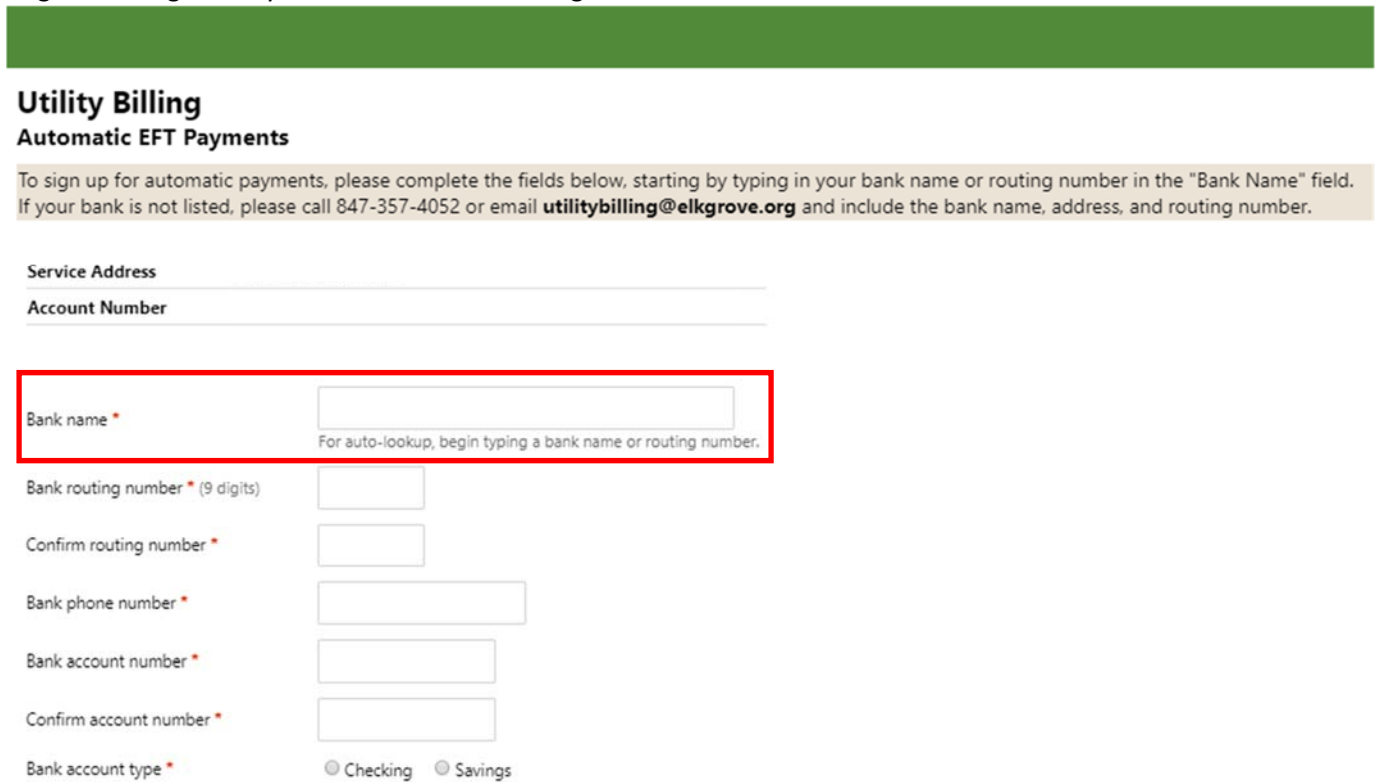
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**Account Number**

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**Bill Delivery Preference** Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM

- 4) Begin entering either your bank name or routing number in the “Bank name” field.



**Utility Billing**  
**Automatic EFT Payments**

To sign up for automatic payments, please complete the fields below, starting by typing in your bank name or routing number in the “Bank Name” field. If your bank is not listed, please call 847-357-4052 or email [utilitybilling@elkgrove.org](mailto:utilitybilling@elkgrove.org) and include the bank name, address, and routing number.

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**Service Address**

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**Account Number**

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**Bank name \***   
For auto-lookup, begin typing a bank name or routing number.

**Bank routing number \* (9 digits)**

**Confirm routing number \***

**Bank phone number \***

**Bank account number \***

**Confirm account number \***

**Bank account type \***  Checking  Savings

**Note:** Multiple banks may be listed as you type your bank name. Select the bank that matches the routing number of your account.

If the routing number or bank name does not appear, please call (847) 357-4052 or email [utilitybilling@elkgrove.org](mailto:utilitybilling@elkgrove.org) and include your bank name, address, and routing number.

- 5) Once all fields are completed, click “Continue.”
- 6) Review entered information for accuracy and click “Submit.”
- 7) If your enrollment request was submitted fewer than five days before your due date, you may be required to make a one-time payment. Please call (847) 357-4060 for more information.

## Bill Delivery

Do you prefer to receive your bills electronically? To opt in, please follow the steps below:

- 1) Click on "Utility Billing" on the navigation pane to the left.
- 2) Click on "Accounts" on the navigation pane to the left.
- 3) Click on "Bill Delivery Preference" at the top of the screen.

**Utility Billing**  
**Account Summary**

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | **[Bill Delivery Preferences](#)** | [Manage Bills](#)

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**Billing Account**

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**Service Address**

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**Account Number**

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**Bill Delivery Preference** Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM

- 4) Select the desired delivery preference (and email address, if applicable) and click "Update."

## Consumption Detail/History and View Bill Images

- 1) Click on "Utility Billing" on the navigation pane to the left.
- 2) Click on "Accounts" on the navigation pane to the left.
- 3) Click on "View Consumption" on the lower right of the screen (you may need to scroll down).

**Utility Billing**  
**Account Summary**

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

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**Billing Account**

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**Service Address**

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**Account Number**

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**Bill Delivery Preference** Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM

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**Your Current Balance**

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**Amount Due Now** \$84.00 [Pay Now](#)

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**Payment Due Date** 4/20/2020

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**About Your Payments**

Bill	Last Posted	Sum of Payments	View Details
144312	2/20/2020	\$48.00	<a href="#">details</a>
132677	12/20/2019	\$60.00	<a href="#">details</a>
120318	10/21/2019	\$96.00	<a href="#">details</a>
107903	8/20/2019	\$72.00	<a href="#">details</a>
95449	6/20/2019	\$60.00	<a href="#">details</a>

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**Customer Information**

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**Name** EXCEPTIONAL RESIDENT

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**Address** 901 WELLINGTON AVENUE  
ELK GROVE VILLAGE IL 60007-3812

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**Customer ID** [Request Change of Address](#)

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**Services**

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER RESIDENTIAL INSIDE	1000	8/24/2001		ACTIVE	<a href="#">View Consumption</a>

- 4) Scroll down to the bottom of this page to see a graphical representation of your consumption history.

**Looking for more detail on your water meter reads?**

- 1) Click on “Utility Billing” on the navigation pane to the left.
- 2) Click on “Accounts” on the navigation pane to the left.
- 3) Click on “Manage Bills” on the navigation pane to the left.
- 4) Click on “Bill Details” on the right of the screen.

**Utility Billing**  
Manage Bills [Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address \_\_\_\_\_  
Account Number \_\_\_\_\_  
As of

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

**Outstanding Bills** (bill years 2018 to 2021 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	157458	3/31/2020	4/19/2020	\$0.00	\$0.00	\$84.00	<a href="#">Bill Details</a>
						<b>Total Due: \$84.00</b>	

**Note:** The current bill is shown by default; however, you may select “Show Past Bills” to the right to see previous bill detail.

- 5) Current and previous reads are presented, along with billing and payment detail. If you’d like to view your actual bill image, click “View bill image” on the upper right corner of your screen.

**Utility Billing**  
Bill Detail [Account Summary](#) | [Manage Bills](#)

Bill number 157458 [View bill image](#)

As of

Bill Date 3/31/2020  
Pay By 4/19/2020

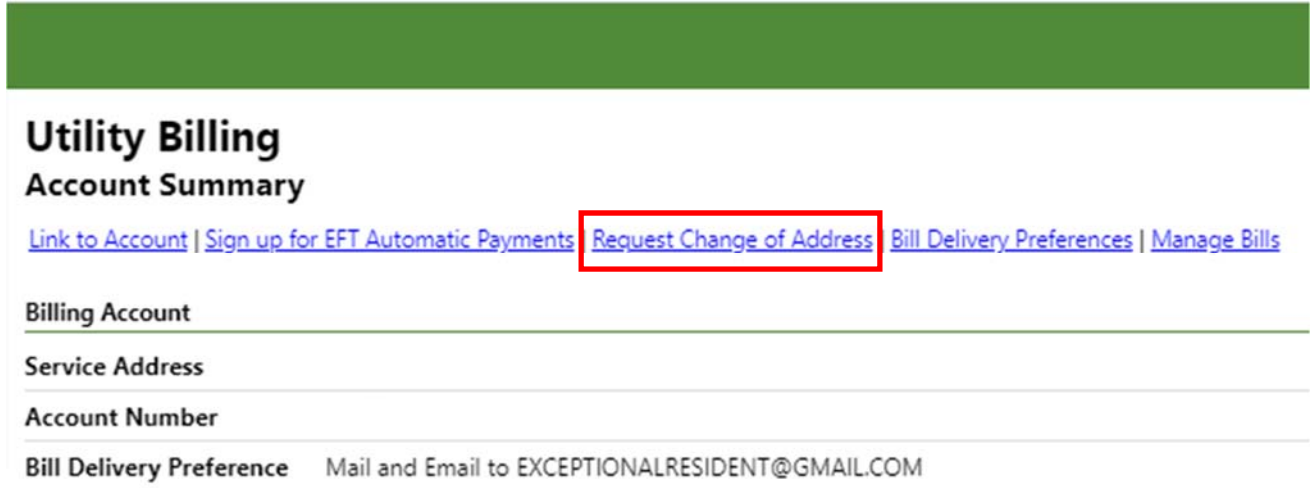
**Details for bill 157458** [Payments and adjustments](#)

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
WATER RESIDENTIAL INSIDE	GALLON	2541000	2534000	7000	7000	\$68.25	\$0.00	\$68.25
SEWER RESIDENTIAL INSIDE	GALLON	0	0	0	7000	\$15.75	\$0.00	\$15.75
<b>SUBTOTAL</b>						\$84.00	\$0.00	\$84.00
<b>INTEREST DUE</b>								\$0.00
<b>TOTAL DUE</b>								\$84.00

**Note:** Multiple bill image records shown? Select the top record for the most recent bill image.

## Update Contact Information

- 1) Click on “Utility Billing” on the navigation pane to the left.
- 2) Click on “Accounts” on the navigation pane to the left.
- 3) Click on “Request Change of Address” to update your mailing address, phone number, or email address.



**Utility Billing**  
**Account Summary**

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | **[Request Change of Address](#)** | [Bill Delivery Preferences](#) | [Manage Bills](#)

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**Billing Account**

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**Service Address**

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**Account Number**

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**Bill Delivery Preference** Mail and Email to EXCEPTIONALRESIDENT@GMAIL.COM

- 4) Click “Submit.”

## Questions?

We’re always happy to help! Please call (847) 357-4000 or email [ub@elkgrove.org](mailto:ub@elkgrove.org) for additional assistance.