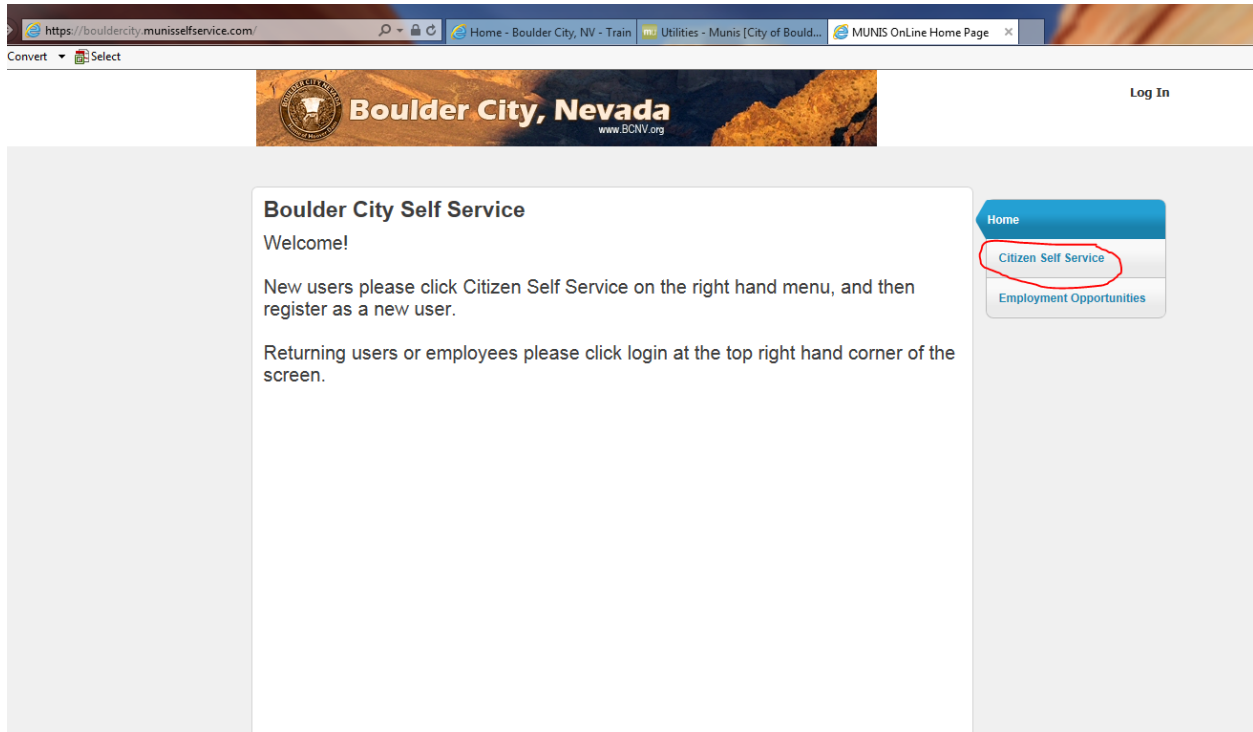


Introduction to Citizen Self Service

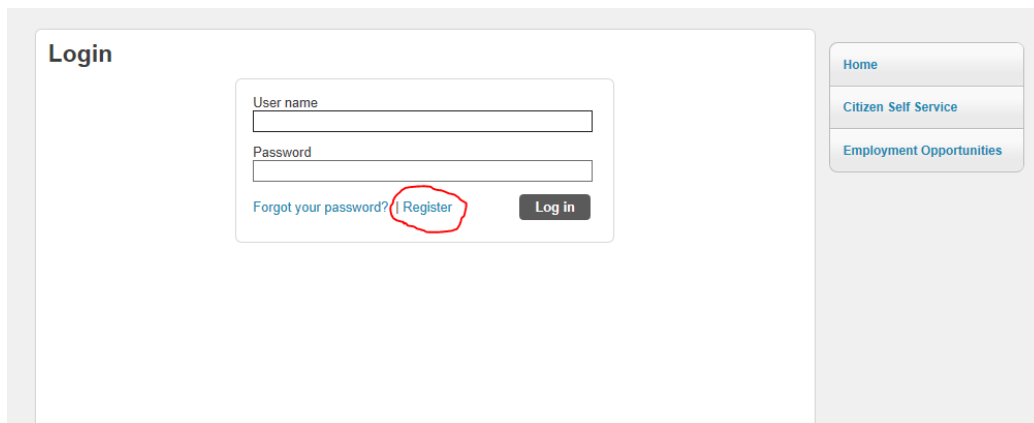
This document provides a brief 3 step introduction and explanation of how to start using Customer Self Service to manage your utility account.

Step 1 Go to <https://bouldercity.munisservice.com> and you will arrive at this page.

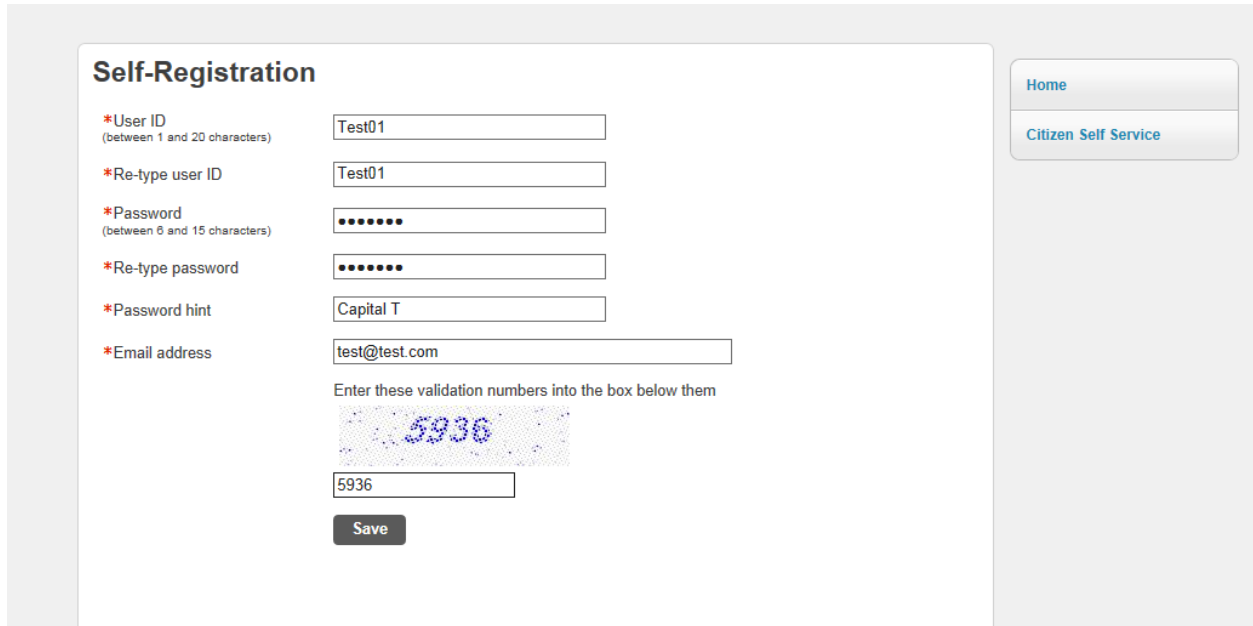


New users will have to click on the Citizen Self Service link highlighted by the red circle above.

It will then direct you to the login screen where you can register as a new user.



Complete the registration process by completing all of the required fields in the form, and then click save.



The image shows a 'Self-Registration' form with the following fields and values:

- *User ID (between 1 and 20 characters): Test01
- *Re-type user ID: Test01
- *Password (between 6 and 15 characters): [masked with dots]
- *Re-type password: [masked with dots]
- *Password hint: Capital T
- *Email address: test@test.com

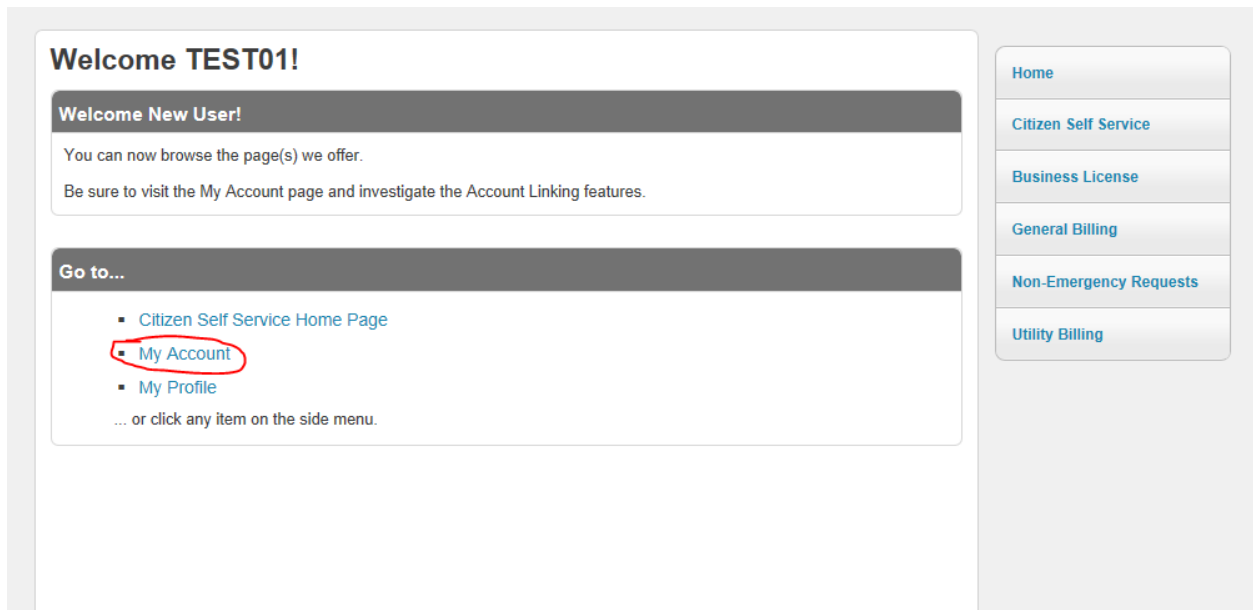
Below the email field, there is a CAPTCHA instruction: 'Enter these validation numbers into the box below them'. The CAPTCHA image shows the number '5936'. The input field below it contains '5936'. A 'Save' button is located at the bottom of the form.

On the right side of the page, there is a vertical menu with the following items:

- Home
- Citizen Self Service

You are now registered and have created your user ID. You will be directed to the new user welcome screen.

Step 2 Now that you have a user id you must link your utility customer ID and utility account numbers to your Customer Self Service User ID. Click on the my account link to get started.



The image shows a 'Welcome TEST01!' screen with the following content:

Welcome TEST01!

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** (circled in red)
- My Profile

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

On the right side of the page, there is a vertical menu with the following items:

- Home
- Citizen Self Service
- Business License
- General Billing
- Non-Emergency Requests
- Utility Billing

At anytime you can get back to the home screen or the my account section by clicking on your user ID in the upper right hand corner of the screen pictured below.

TEST01
Resources
My Cart (0 items)

After clicking on the my account link, you will be directed to the Account Settings page. First, link your utility customer number by clicking link to account in the Customer Accounts section as shown by the red circle below.

Account Settings

Account Information

Now logged in as	TEST01
Last successful login	5/19/2016
Last failed login	5/19/2016
Password last changed	5/19/2016
Password expires in	3044 days Change Password
E-Mail address	test@test.com Change E-Mail Address

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

Business License Accounts

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](#)

You must enter the required information and then click update.

Customer Account Linking
Create new Customer Account Link

To establish a new Customer Account Link, enter the required values below

Customer ID *

Name as it appears on your bill *

* indicates required field

After you have updated your customer number you will see it linked to your Customer Self Service account. You may then click on link to account under the Utility Billing Accounts section seen below.

Account Settings

Account Information

Now logged in as	TEST01
Last successful login	5/19/2016
Last failed login	5/19/2016
Password last changed	5/19/2016
Password expires in	3044 days Change Password
E-Mail address	test@test.com Change E-Mail Address

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	110164	details remove

Business License Accounts

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](#)

Again, enter the required information and click update.

Utility Billing
Account Link Setup

For easier use and payment please link all of your utility billing accounts to your online payment profile. You will need your account number and customer ID

Your 9 digit account number *

Enter your Customer ID number *

* indicates required field

Home

Citizen Self Service

Business License

General Billing

Non-Emergency Requests

Utility Billing

Contact Us

You will then return to the Account Settings page where you can see that your account has been linked. If you have multiple utility billing accounts you may add another account by repeating the previous step.

Account Settings

[Home](#)
[Citizen Self Service](#)

Account Information

Now logged in as	TEST01
Last successful login	5/19/2016
Last failed login	5/19/2016
Password last changed	5/19/2016
Password expires in	3044 days Change Password
E-Mail address	test@test.com Change E-Mail Address

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	110164	details remove

Business License Accounts

There are currently no linked accounts

[Go To Module Homepage](#)

Utility Billing Accounts [link to account](#)

Account	Customer	
097000000	110164	remove

[Go To Module Homepage](#)

After all accounts have been linked you may click on the areas indicated in red to manage your account.

Step 3 – Now that you are registered and have linked to your accounts you may now explore the options available through the Customer Self Service website.

The screenshot displays the Boulder City, Nevada Customer Self Service website. At the top left is the Boulder City logo and name. At the top right, it says "TEST01 Resources" and "My Cart (0 items)". The main content area is titled "Utility Billing Account Summary" and includes a "Manage Bills" link. Below the title are links for "Link to Account", "Sign up for Automatic Payments", and "Request Change of Address". The "Billing Account" section shows the service address as 401 CALIFORNIA AVE and the account number as 097000000. The "Your Current Balance" section shows an amount due now of \$0.00 and a payment due date. The "About Your Payments" section states "No payment activity found". The "Customer Information" section lists the name as TEST ACCOUNT, address as 401 CALIFORNIA AVE, BOULDER CITY, NV 89005-2600, and customer ID as 110164. A "Request Change of Address" link is provided. The "Services" section is a table with columns for Service, Code, Start Date, Stop Date, Status, and Consumption History.

Service	Code	Start Date	Stop Date	Status	Consumption History
ELECTRIC - RESIDENTIAL	10000	8/3/2004		INACTIVE	View Consumption
UNIVERSAL ENERGY CHARGE	10600	8/3/2004		INACTIVE	None

Resources – Displays helpful documents and links

Customer Action links- Here you can return to the account settings page to link to another account, sign up for automatic payments through a checking or savings account, or request a change of mailing address. *(note this is a change of mailing address only, contact the utility office to establish service at a new address)*

Your Current Balance- This section displays any balances or outstanding bills on your account. If you have a balance a link that says pay now will appear. Then simply enter the amount you would like to pay and add it to your cart. You may then click on your My cart link in the upper right hand corner and checkout just like other online payment systems.

Services – A list of all services linked to your utility account. You may also view up to 24 months of consumption history by clicking the link. A display of your usage history and a graph will appear.