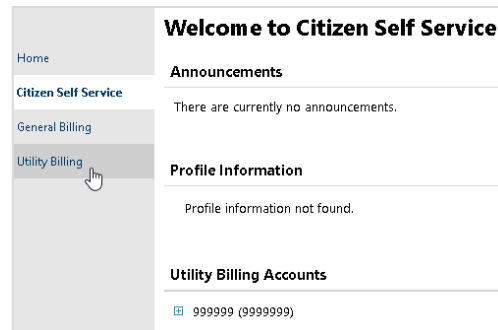




## Utility Billing Linking Accounts

Welcome to City of Tulsa instructions for linking your online Citizen Self Service account to your utility account. Linking these accounts will enable you to pay future utility bills online. If you have not registered your account, please see the instructions over “Registration.” You will need a copy of a recent utility bill or your account numbers to complete these instructions.

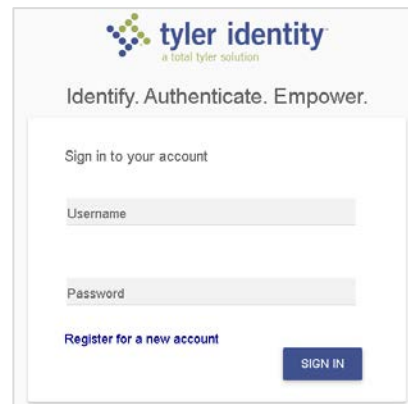
1. Begin the login process by going to the City of Tulsa utilities website. If you just registered your account, you may already be logged in.



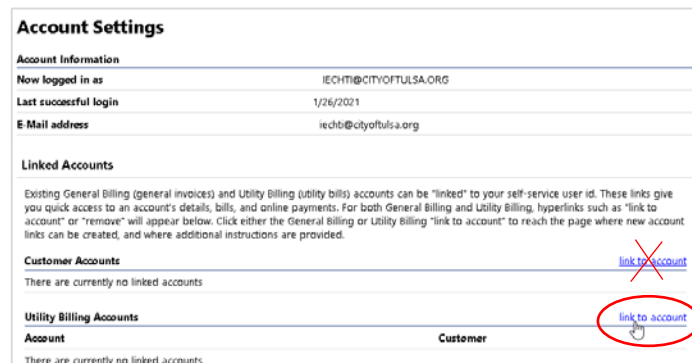
2. Sign-in to your Tyler Online Solutions account by using the same username and password you used to register your account.

**Your username is the email connected to your account.**

Select “Sign in.”



3. Signing in will take you to your “Account Settings” page which shows basic information about your account



If you do not see the Account Settings page, select “My Account” from the user menu icon at the top right of your screen.



4. From “Account Settings,” select “link to account” directly across from “Utility Billing Accounts

**Select the link across from Utility Billing accounts—not the link across from Customer Accounts.**

# Utility Billing Linking Accounts

5. On the “Account Link Setup” page, enter your account and customer ID numbers as found on your utility bill. You will find these numbers near the top of your bill. Your account number will be six digits long and your customer ID number will be seven digits long.

Select “Submit.”

**Utility Billing Account Link Setup**  
Enter the Account and Customer ID numbers as found on your Utility Bill to link to your self service account.

What is the Account number? \*

What is the Customer ID? \*

Submit Cancel

6. Submission will bring up the “Account Settings” page showing your customer account now linked to utility billing. Click on the account number link to view that account online.

**Account Settings**

**Account Information**

Now logged in as: IECHTI@CITYOFTULSA.ORG  
Last successful login: 1/26/2021  
E-Mail address: iechti@cityoftulsa.org

**Linked Accounts**

Existing General Billing (general invoices) and Utility Billing (utility bills) accounts can be “linked” to your self-service user id. These links give you quick access to an account’s details, bills, and online payments. For both General Billing and Utility Billing, hyperlinks such as “link to account” or “remove” will appear below. Click either the General Billing or Utility Billing “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

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

Account	Customer
<a href="#">123456</a>	

7. Selecting your account number will open the “Account Summary” page. This page gives an overview of your utility bill such as the amount you owe, the date it is due, as well as service and delivery preferences. This is also where you can pay your bill, sign up for “Electronic Funds Transfer” or EFT, and make changes like contact information and delivery preferences.

**Utility Billing Account Summary**

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

**General Billing** | **Billing Account**

**Utility Billing** | **Service Address** 0

Accounts | **Account Number** 999999  
Manage Bills | **Bill Delivery Preference** Mail

Account Summary | **Your Current Balance**

Automatic EFT Payments | **Amount Due Now** (\$37,279.08)  
Contact Us | **Payment Due Date**

**About Your Payments**

Bill	Last Posted	Sum of Payments	View Details
80000000	1/8/2021	\$37,279.08	<a href="#">details</a>

8. Due to personal information in this account, it is recommended that you logout after use. To logout, select the user menu icon at the top right of the screen, then select “Log Out.” As a further security measure, be sure to close any browser windows opened during your session.

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

**You have successfully logged off**  
Thank you for using Tulsa BRAVO Self Service

As a security measure, be sure to close any browser windows opened during your session.

SANDRA IECHTI

Home  
My Account  
Log Out

Since you now have linked accounts, future access requires only logging into Citizen Self Service from the utilities website and selecting “Utility Billing.”

**Welcome to Citizen Self Service**

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

**Announcements**

There are currently no announcements.

**Profile Information**

Profile information not found.

Home  
General Billing  
**Utility Billing**