



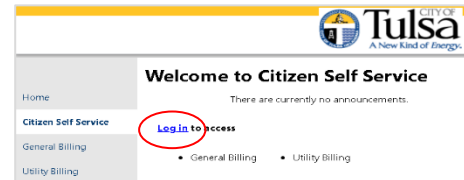
## Utility Billing Payments

Welcome to City of Tulsa instructions for paying your utility bill online using your Citizen Self Service account. If you have not registered your account, or linked your accounts, please see the instructions over “Registration” and/or “Linking your accounts.”

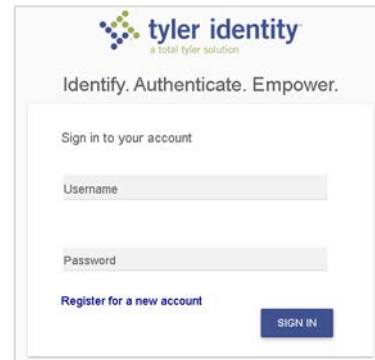
1. From the Citizen Self Service page, select “Citizen Self Service” from the left menu.



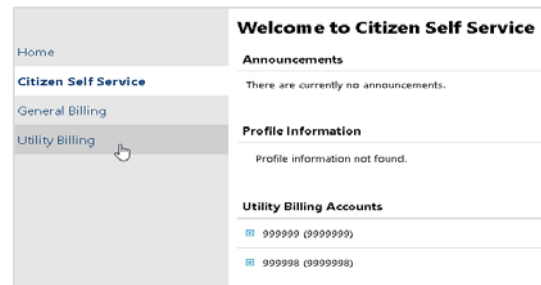
2. From the Welcome to Citizen Self Service screen, select “Log in.”



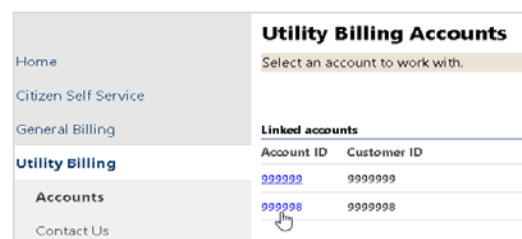
3. Sign in to your Tyler online solutions account by using the same username and password you used to register your account. Your username is the email connected to your account. Select “Sign in.”



4. Signing in will take you back to your Citizen Self Service page which now shows your accounts. Select “utility billing” from the left menu.

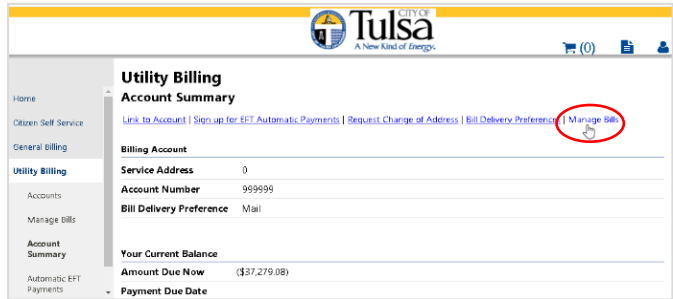


5. Select the account on which you are making a payment.

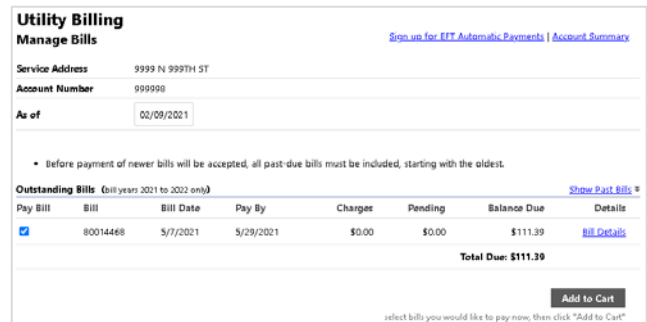


# Utility Billing Payment

6. The account summary page for the chosen account will open, showing basic information for that account. From this screen select “manage bills.”

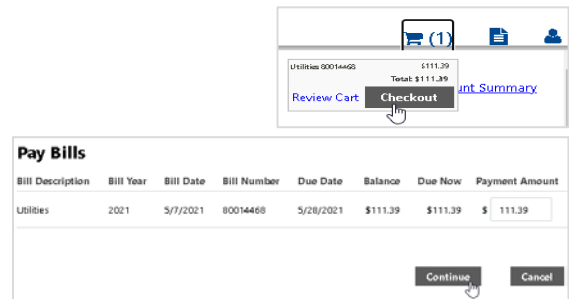


7. The oldest bill due will show at the top of the list. You must make payment on older bills before paying the newest bill. Select the bill on which you would like to make payment, then click on “Add to cart.”

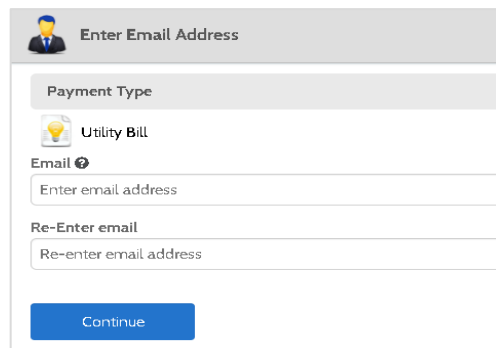


8. The bill you chose to pay will populate in the cart at the top right of your screen. Click on the cart, then click on “Checkout” to begin the payment process.

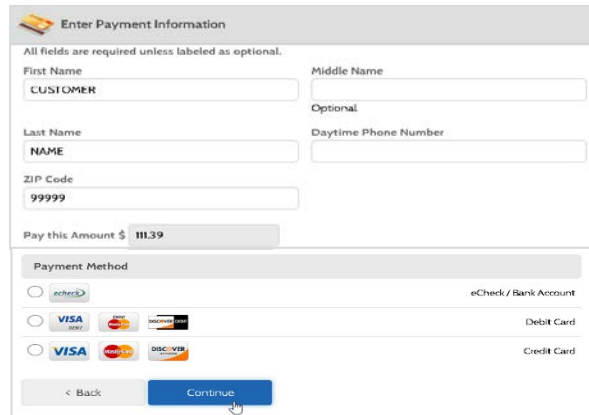
The full amount will automatically show in the “Payment Amount” area. If you want to make a partial payment, you may put the amount you are wanting to pay in the area at this time. Select “Continue.”



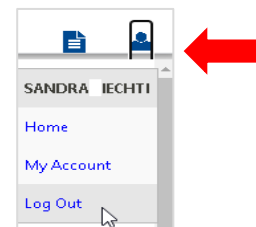
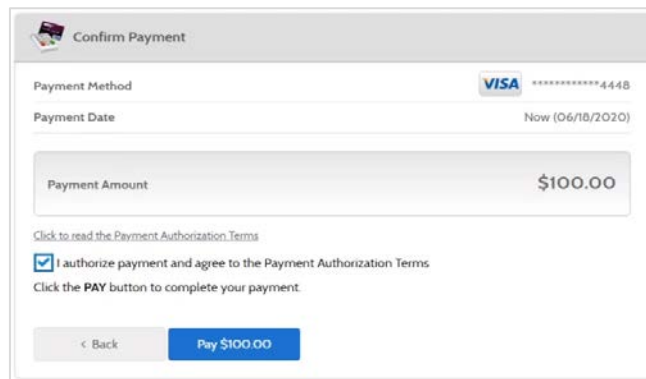
9. Enter your email to confirm payment. Select “Continue.”



10. On the payment information screen. Make sure your name, phone, and zip code information is correct. Also ensure the amount you are paying is correct, then select the payment method either eCheck, debit card, or credit card. If you choose debit or credit payment, you will enter in the card information at this time including the card number, CVV, expiration date, and the Cardholder name. When this information is correct, select, "Continue."



11. You will be asked to confirm your payment. Select "Pay." You will be sent an email receipt showing the amount you paid online.



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