City of Rapid City - Citizen Self Service
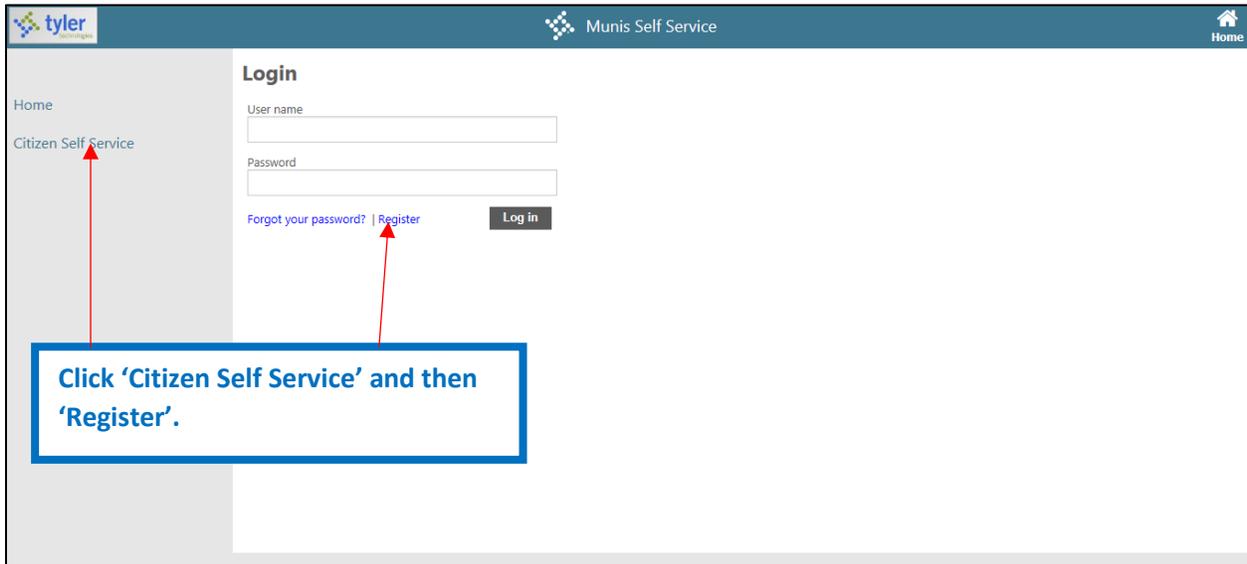
Account Registration and Set Up

Go to selfservice.rcgov.org to register and access your account.

Click 'Citizen Self Service' and then 'Register'.
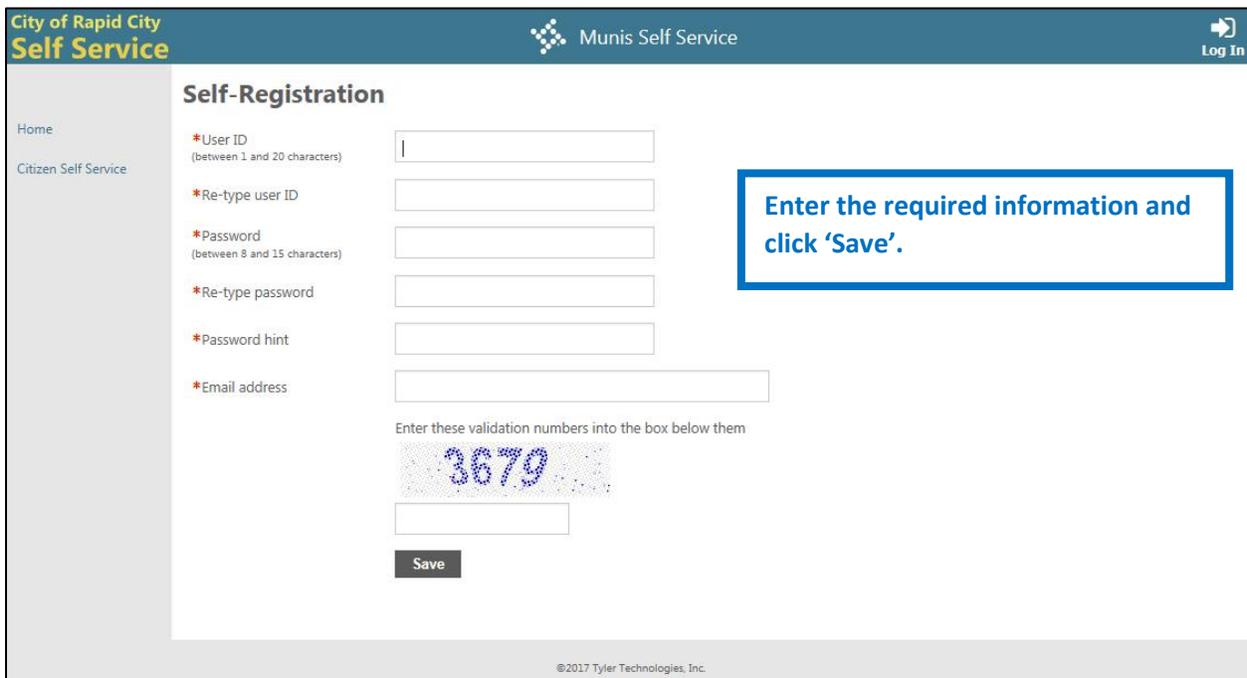
Enter the required information and click 'Save'.

Use the links on the left side of the page to access a General Billing invoice, Parking Ticket or Utility Bill.

Utility Billing – For Water, Sewer, Garbage Bill

Click 'Utility Billing' and then 'Accounts' and then 'Link to Account' to permanently link an account to your profile.

Note: If you click only Utility Billing, you will be allowed to search for and view/pay an account, but it will not permanently link the account to your profile.

Utility Billing
Account Link Setup

Enter you Account Number and Customer ID (Number) exactly as they appear on your bill to link the account to your login. This will allow you to access the account quickly. You may link multiple accounts.

Account Number *   50▮▮▮▮▮

Customer Number *   700▮▮▮▮

Submit   Cancel

* indicates required field

On the Account Link Setup page, you will be prompted to enter your Account Number and Customer ID (Number) as they appear on your bill received on or after February 5, 2017. Click 'Submit' to create the permanent account link.

Utility Billing
Account Summary

Link to Account   Manage Bills

Billing Account

Service Address   ▮▮▮▮▮▮▮
Account Number   50▮▮▮▮

Your Current Balance

Amount Due Now $89.84   Pay Now
Payment Due Date   2/7/2017

About Your Payments

No payment activity found

Customer Information

Name   ▮▮▮▮, ▮▮▮
Address   ▮▮▮▮▮▮
              RAPID CITY, SD 57701

Once successfully linked, your Account Summary page will appear.

- **Scroll down for Services information.**
- **Click 'Pay Now' or 'Manage Bills' to view or pay your bill.**

For instruction on <u>how</u> to pay your utility bill, skip to <u>page 6</u> below.

General Billing – For bills such as leased parking

Click 'General Billing' and then 'Accounts' and then 'Link to Account' to permanently link an account to your profile.

Note: If you click only General Billing, you will be allowed to search for and view/pay an account, but it will not permanently link the account to your profile.

On the Customer Account Linking page, you will be prompted to enter your Customer Number and Name as they appear on your bill received on or after February 5, 2017. Click 'Submit' to create the permanent account link.

General Billing
Linked Accounts

Select from your linked accounts

Link to Account

Customer ID	Name	Location	
700▒▒▒	▒▒▒▒	RAPID CITY	Manage Bills

Once successfully linked, your Linked Accounts page will appear.

Click 'Manage Bills' to view or pay the bill.

Citizen Self Service

General Billing
- Accounts
- Contact Us
- **Manage Bills**
- Customer Information

Parking Tickets

Utility Billing

General Billing
Manage Bills

Customer	▒▒▒▒
Address	▒▒▒▒ ▒▒▒▒ RAPID CITY, SD 57702▒▒▒
Customer number	700▒▒▒

2 Found

bill years 2015 to 2019 only

	Bill	Type	Pay By	Total Unpaid	Balance Due	
☑	14	GENERAL BILLING	2/21/2017	$100.00	$100.00	Details
☑	15	GENERAL BILLING	2/21/2017	$53.06	$53.06	Details

As of	2/8/2017
Total Unpaid	153.06
Total Balance Due	153.06

Pay

Pay Your Bill

Select the bill(s) you want to pay and click 'Pay'.

Enter your billing information and click 'Continue'.

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2016	1/16/2017	10178	2/7/2017	$89.84	$89.84	$ 89.84

Citizen Self Service

General Billing

Parking Tickets

Utility Billing

Accounts

Manage Bills

Account Summary

Contact Us

[Continue] [Cancel]

Enter your desired payment amount and click 'Continue'.

NOTE:
- **You can pay more than the amount due to put a credit on your account.**
- **All delinquent balances <u>must</u> be paid in full.**

When you click Continue, you will be taken to a third party payment site where you will enter your Card Information and Customer Information. Click Make Payment to complete the payment process.

NOTE: You will <u>not</u> be able to schedule a recurring payment using the Citizen Self Service site.

Payment Processing: enter values as prompted below

Total Amount ($): $89.84

UB Services - General Bill: 10178

Card Information

Card Number:*   4|

Expiry Date: *   2   2019

CVV: ?

Customer Information

Customer Title:

First Name:*   CUSTOMER FIRST

Middle Name:

Last Name:*   CUSTOMER LAST

Company Name:

Address One: 123 USA STREET

Address Two:

City: RAPID CITY

Country:

State or Province: SD

Postal Code: 57701

[Make Payment]

A Transaction Result screen will appear with a "Response Message" to confirm if your transaction was approved or declined by your credit card processor.

Transaction Result

Primary Response Code: 100

Requested Amount: 89.84

Order ID: 624808615

Transaction Type: CREDIT_CARD

Response Message: Decline

Account Maintenance / Updates

To link additional or remove existing accounts later, click your profile icon and then 'My Account' in the upper right corner.

You will also find the Log Out link here.