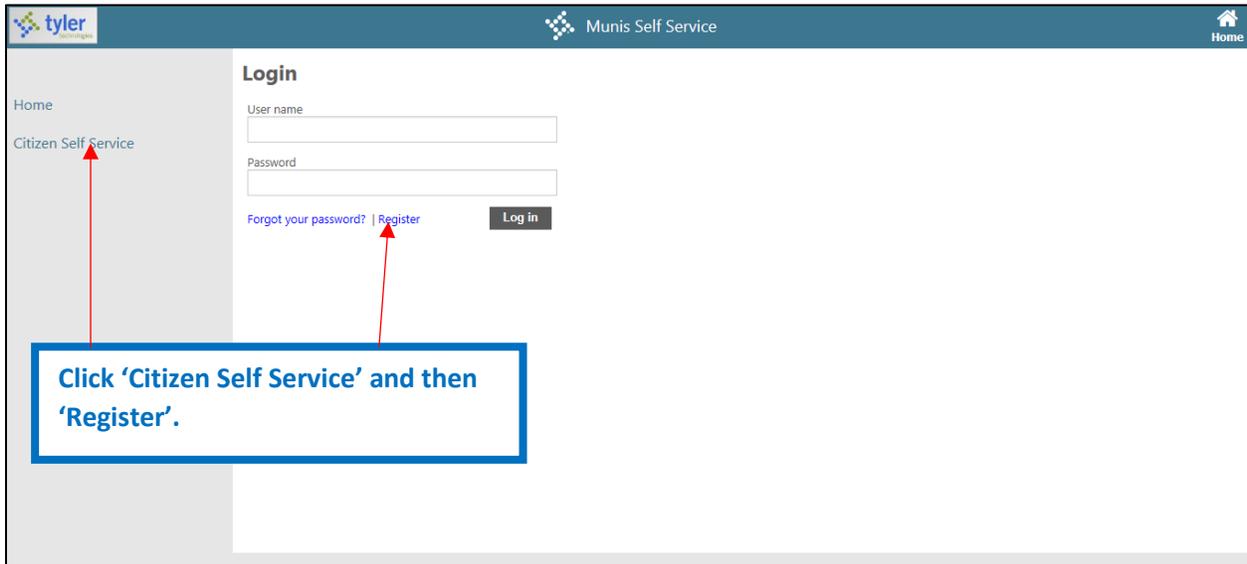


City of Rapid City - Citizen Self Service

Account Registration and Set Up

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



Home

Citizen Self Service

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Munis Self Service

Home

Login

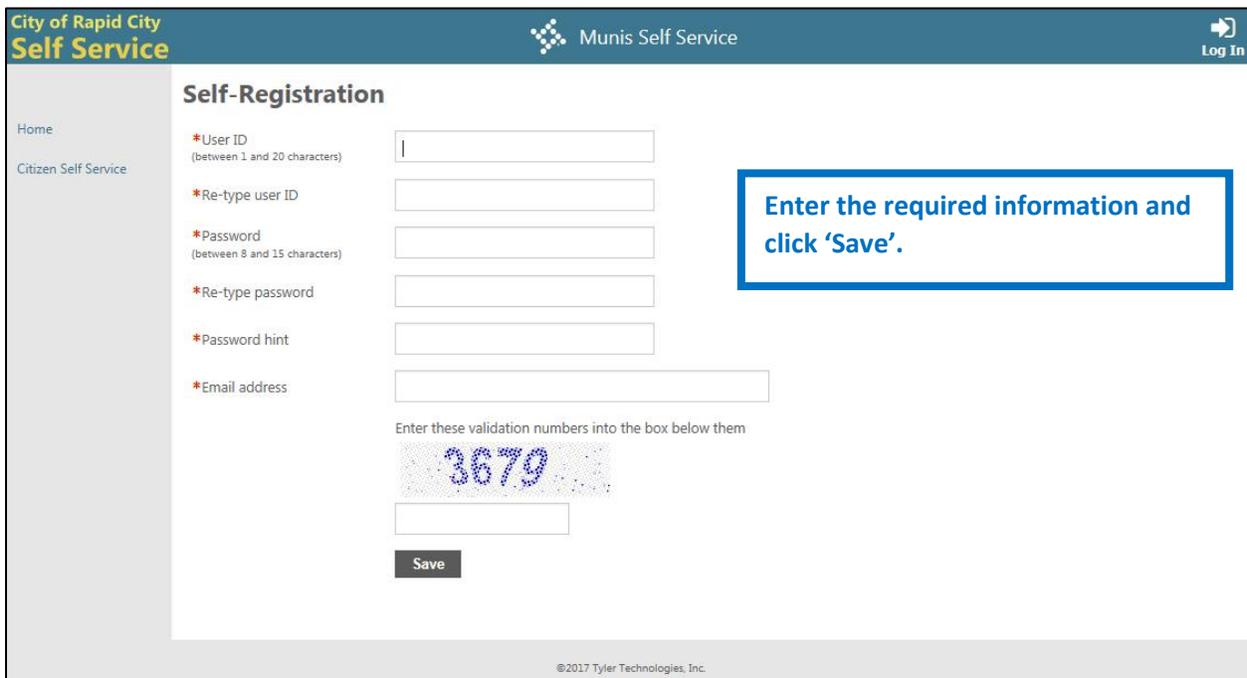
User name

Password

Forgot your password? | Register

Log in

Click 'Citizen Self Service' and then 'Register'.



City of Rapid City Self Service

Munis Self Service

Log In

Self-Registration

*User ID (between 1 and 20 characters)

*Re-type user ID

*Password (between 8 and 15 characters)

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them

3679

Save

Enter the required information and click 'Save'.

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Welcome to Citizen Self Service

Citizen Self Service

- General Billing
- Parking Tickets
- Utility Billing

Announcements

Welcome to Citizen Self Service
Use the Utility Billing link on the left to pay your City of Rapid City utility bill. **Please note you will need a bill dated after February 5th, 2017 to ensure you have the correct Account and Customer Numbers.**

Use the General Billing link to pay invoices you have received from the City of Rapid City.
Parking Tickets will be online by the end of February 2017.

Click on your user name in the upper right hand corner and select My Account to see your current linked accounts and to link to other accounts. These links give you quick access to an account's details, bills, etc.

Click on the Resources icon in the upper right portion of the screen to see help documents.

Profile Information

Profile information not found.

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

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Utility Billing Accounts

Select an account to work with.

No Utility Billing accounts have been linked to this user.

[Link to Account](#)

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.

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.

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 how to pay your utility bill, skip to page 6 below.

General Billing – For bills such as leased parking

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CUSTOMER

Citizen Self Service

General Billing

Accounts

Contact Us

Parking Tickets

Utility Billing

General Billing
Linked Accounts

Select from your linked accounts

No General Billing accounts have been linked to this user.

[Link to Account](#)

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.

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Citizen Self Service

Customer Account Linking
Create new Customer Account Link

To link your Citizen Self Service login to an a customer profile, fill in the fields below.
The customer ID (number) must be from a bill or invoice dated after February 5th, 2017.
NOTE: The name must be entered exactly as it appears on the bill or invoice.

Customer Number *

Name *

700

Submit Cancel

* indicates required field

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.

Citizen Self Service

General Billing
Linked Accounts

Select from your linked accounts

General Billing**Accounts**

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Parking Tickets

Utility Billing

Customer ID	Name	Location	Link to Account
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**Manage Bills**

Customer

Address

Customer number

2 Found

bill years 2015 to 2019 only

<input type="checkbox"/>	Bill	Type	Pay By	Total Unpaid	Balance Due	
<input checked="" type="checkbox"/>	14	GENERAL BILLING	2/21/2017	\$100.00	\$100.00	Details
<input checked="" type="checkbox"/>	15	GENERAL BILLING	2/21/2017	\$53.06	\$53.06	Details

As of 2/9/2017

Total Unpaid 153.06

Total Balance Due 153.06

[Pay](#)

Pay Your Bill

Citizen Self Service

General Billing

Parking Tickets

Utility Billing

Accounts

Manage Bills

Account Summary

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Utility Billing

Service Address

Account Number 50

As of 02/08/2017

Account Summary

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

Outstanding Bills (bill years 1999 to 2019 only) [Show Past Bills](#)

Bill	Bill Date	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 10178	1/16/2017	2/6/2017	\$89.84	\$89.84
Total Due:				\$89.84

[Bill Details](#)

select bills you would like to pay now, then click "Pay"

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

Citizen Self Service

General Billing

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Pay Bills

Billing Address

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name * CUSTOMER FIRST

Last name * CUSTOMER LAST

Address line 1 * 123 USA STREET

Address line 2

City * RAPID CITY

State * SD

Zip code * 57701

Contact phone number * 605-000-0000

E-Mail * customer@test.com

for your e-mail confirmation

Remember these values

* indicates required field

Enter your billing information and click 'Continue'.

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Citizen Self Service

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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

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 must 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 not 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: *

Expiry Date: *

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

Account Settings

Account Information

Now logged in as	CUSTOMER1
Last successful login	2/8/2017
Last failed login	2/8/2017
Password last changed	2/8/2017
Password expires in	119 days Change Password
E-Mail address	customer@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	Name	Account	
		700	link to account details remove
Utility Billing Accounts	Account	Customer	
	561111	700	link to account remove

[Go To Module Homepage](#)

My Account dropdown menu:

- CUSTOMER
- My Account
- Log Out

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.