Contents

Citizen Self Service

Citizen Self Service (CSS) provides web-based access to municipal services and information. Using CSS, citizens can view or pay various bills and invoices.

We have upgraded Citizen Self Service to allow the use of third-party authentication services. This upgrade required the secure deletion of all existing Citizen Self Service logins. Google, Facebook, Microsoft and Apple authentication are all accepted.

This guide will walk you through setting up a new Citizen Self Service account and linking it to your Utility Billing Account so you can pay your utility bills online with a credit card.

Citizen Self Service Login Methods

The use of third-party authentication providers is a quick and secure way to login to the system without requiring you to remember new password for Citizen Self Service. In order to setup an account just click on the provider you wish to use and follow the prompts. If you prefer, you can still use an email address and password to login. Both of the methods use Tyler Identity to help secure the login process.

Third-Party Authentication Methods

If you use a third-party authentication service, the account will be automatically created and assigned the email tied to that account. This makes the setup process very fast. Let's see an example using the Google authentication service to create and log in to CSS. Note: you must have the third-party service already setup before you begin this process.

Third-party providers only provide first name, last name and email address to the City of Rapid City. No password information is sent to the City of Rapid City from a third-party at any time in the process.

1. Open a web browser and navigate to https://selfservice.rcgov.org/css

2. Click on the LOG IN text in the upper right-hand portion of the screen or the Citizen Self Service link on the left side menu.
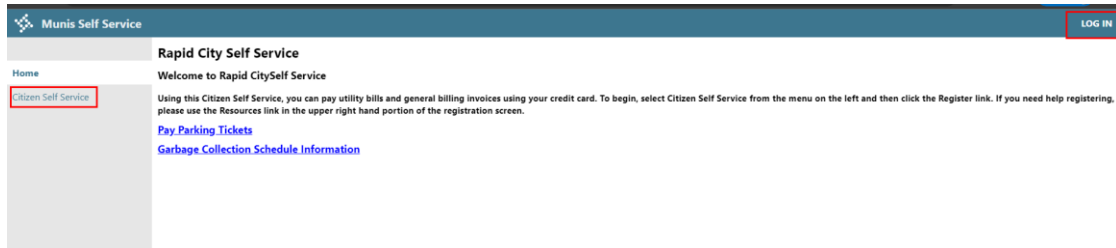

3. The Tyler Identity login screen will appear. You may notice the URL changes to identity.tylerportico.com. This service is provided by our trusted vendor Tyler Technologies. Click on the third-party provider you wish to use to create and login to your account.
In this example we will select Google.
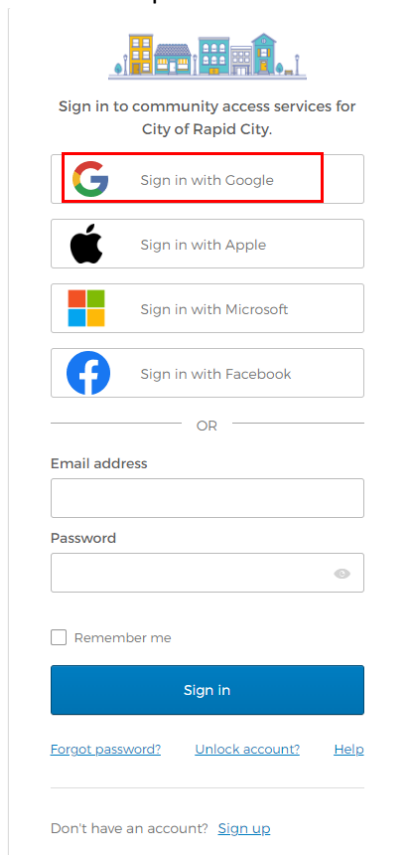
4. Follow all the prompts from Google to establish a secure connection. These prompts will follow the settings you have already established with Google for things such as phone authentication or other Multi-Factor Authentication (MFA) settings.
NOTE: The City of Rapid City does not receive sensitive information from the third-party

provider.
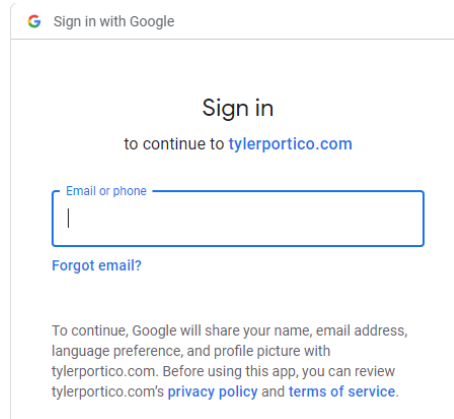
5. After the account is created you should see the CSS Welcome screen. To login to the CSS in the future, just click on the same authentication provider and follow any prompts.
6. If an authentication provider takes too long to respond or you accidentally hit the back button in your browser, you may see a screen that looks like:
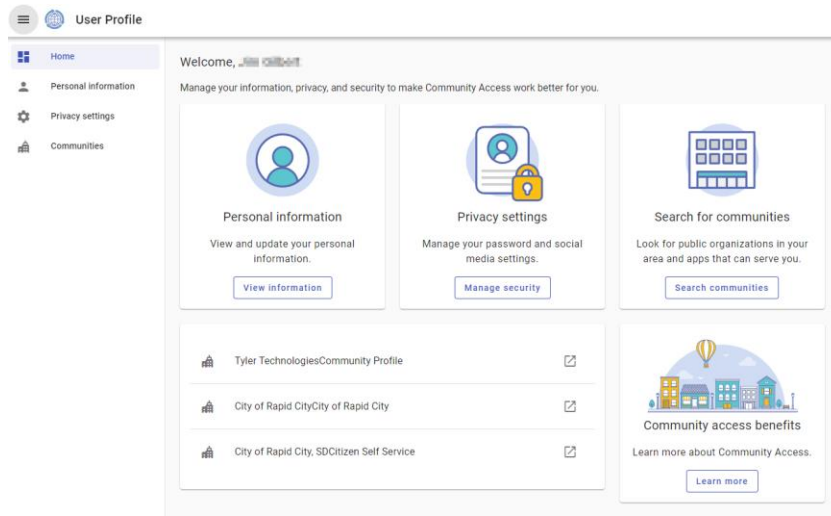
This is the Tyler Identity portal. You can either close this screen or just navigate to https://selfservice.rcgov.org/css.

Using an Email Address and Password

Using an email address and password to login to CSS is still an option. In order to use this method, you must provide both an email address and a password to the City of Rapid City. The password is stored encrypted on the Tyler Identity servers. It is always recommended that all online accounts use different password to increase cyber security.

In order to setup an account using an email address and password:

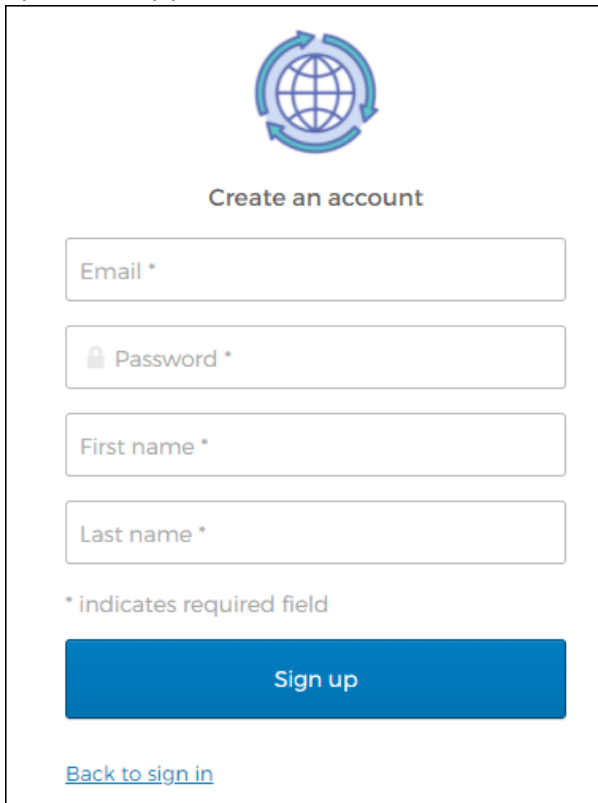1. Open a web browser and navigate to https://selfservice.rcgov.org/css

2. Click on the LOG IN text in the upper right-hand portion of the screen or the Citizen Self Service link on the left side menu.
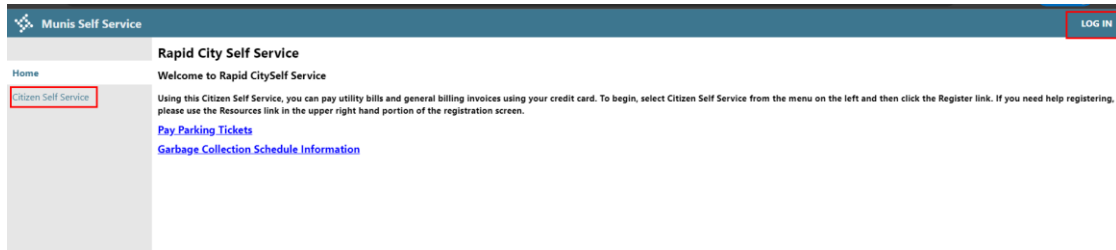
3. The Tyler Identity login screen will appear. You may notice the URL changes to identity.tylerportico.com. This service is provided by our trusted vendor Tyler Technologies. Click on the third-party provider you wish to use to create and login to your account. Click on the Sign Up link at the bottom of the screen.
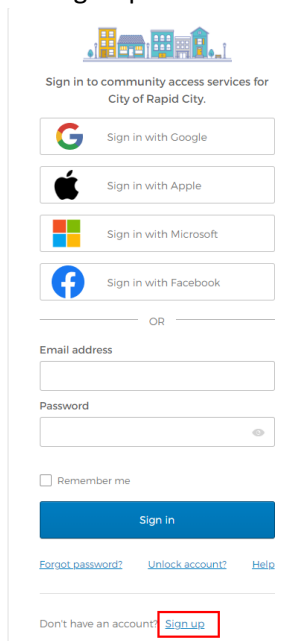
4. Tyler Identity presents the Create an Account dialog box.

5. After completing the fields and clicking Sign Up, CSS sends a verification email to the email address entered. The email contains the Verify Email activation link and once you activate the account, you are redirected to CSS.
6. After the account is setup you can provide the email and password to login to CSS.

Resetting a Password

If you forget your assigned password, clicking the Forgot Password link on the Sign-in page presents the Forgot Your Password screen. When you enter your registered email address, you receive an email with instructions for creating a new password.
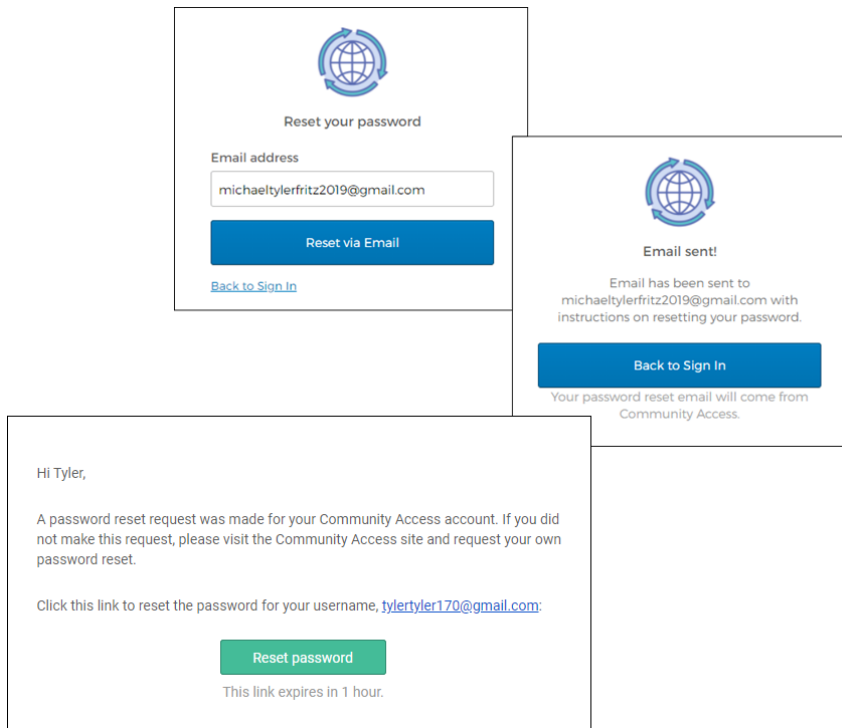
Linking Utility Billing accounts

When you click one of the Link to Account options on the Account Settings page or within account-specific pages for the modules, you must verify your account ownership by entering required values in verification fields. Enter the required information and click Submit to return to the Account Settings page.

The Utility Billing linked accounts group displays the customer's name, service address, account number, customer number, and parcel number. When you click the account number, the program displays the Account Summary page. Click Manage Bills to display utility billing details for your account.

You do not have to link your accounts. If you decide not to link your accounts, you will be required to enter the Account Number and Customer Number every time you return to CSS.

Paying Your Bill

To pay your bill online, follow these steps after you have selected a linked account or entered your Account Number and Customer Number:
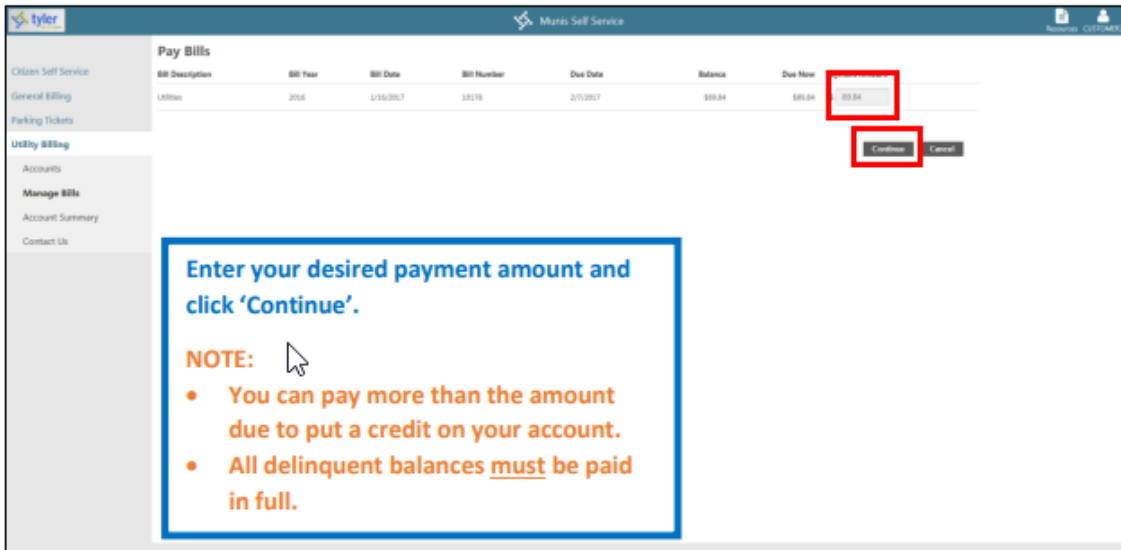
1. Select the bill you would like to pay and click the pay button.

2. If prompted, enter your Billing Address and customer information.

3. Enter the desired amount and click Continue.

4. After you click continue, you are forwarded to our Credit Card service provider. This ensures that your sensitive credit card information is not stored by the City and provides a secure payment method.