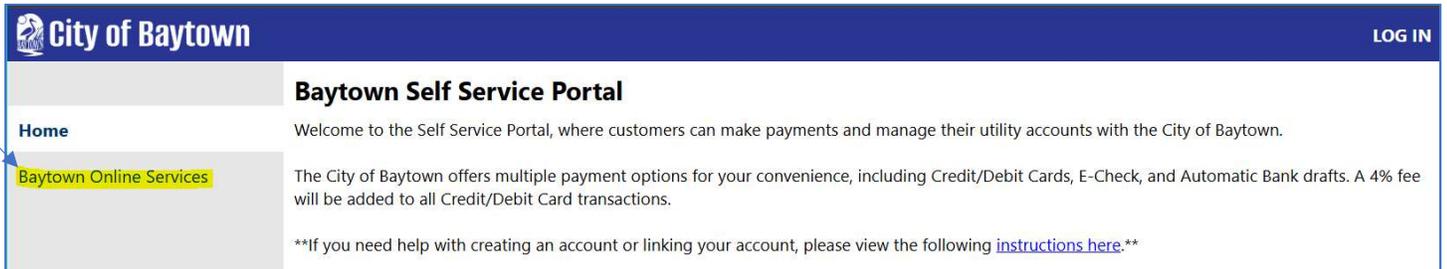


## Create a User Profile:

Go to MUNIS Online Payment Portal: <https://selfservice.baytown.org/css/>

Select **Baytown Online Services**



The screenshot shows the top navigation bar of the City of Baytown Self Service Portal. The bar is dark blue with the City of Baytown logo on the left and "LOG IN" on the right. Below the bar, there is a navigation menu with two items: "Home" and "Baytown Online Services". The "Baytown Online Services" item is highlighted in yellow. To the right of the menu, the page title "Baytown Self Service Portal" is displayed. Below the title, there is a welcome message and a description of the portal's services. A blue arrow points to the "Baytown Online Services" menu item.

**City of Baytown** LOG IN

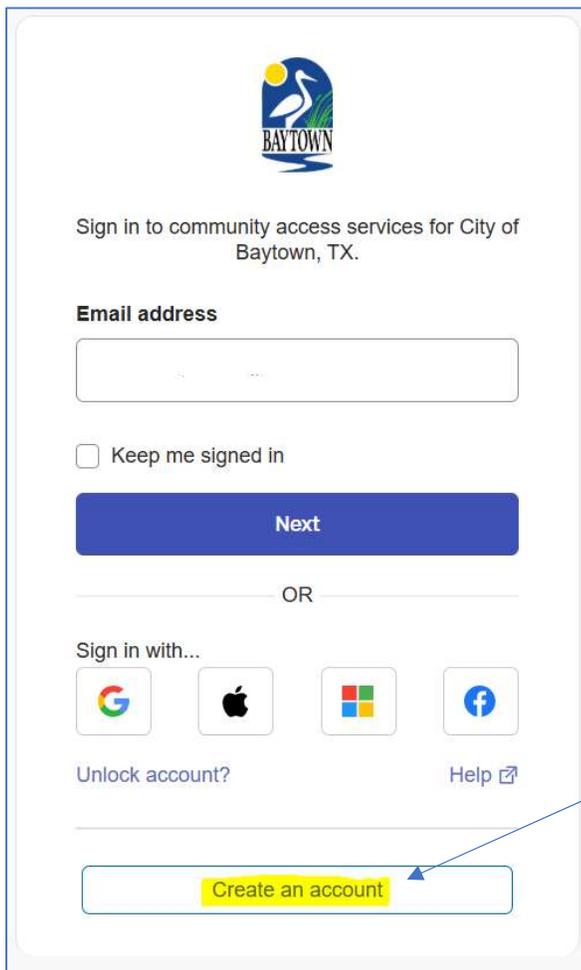
### Baytown Self Service Portal

**Home** Welcome to the Self Service Portal, where customers can make payments and manage their utility accounts with the City of Baytown.

**Baytown Online Services** The City of Baytown offers multiple payment options for your convenience, including Credit/Debit Cards, E-Check, and Automatic Bank drafts. A 4% fee will be added to all Credit/Debit Card transactions.

\*\*If you need help with creating an account or linking your account, please view the following [instructions here.](#)\*\*

Select **Create an account**



The screenshot shows the login page of the City of Baytown Self Service Portal. At the top, there is the City of Baytown logo. Below the logo, the text reads "Sign in to community access services for City of Baytown, TX." There is a text input field for "Email address". Below the input field, there is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. Below the "Next" button, the word "OR" is centered. Underneath "OR", there is a section titled "Sign in with..." with four social media icons: Google, Apple, Microsoft, and Facebook. Below the social media icons, there are two links: "Unlock account?" and "Help" with an external link icon. At the bottom of the page, there is a yellow button labeled "Create an account". A blue arrow points to the "Create an account" button.



Sign in to community access services for City of Baytown, TX.

**Email address**

Keep me signed in

**Next**

OR

Sign in with...

[Unlock account?](#) [Help](#) 

**Create an account**

Enter the required information, the select **Sign Up**



Create an account

Fields are required unless marked optional.

**Email**

**First name**

**Last name**

**Mobile phone** Optional

**Password**

**Sign up**

**Verify your email.** Enter the code sent to the email address provided.



John.Doe@example.com

Verify with your email

We sent an email to **J\*\*\*\*e@example.com**  
Enter the verification code in the text box.

**Enter Code**

**Verify**

[Return to authenticator list](#)

[Back to sign in](#)

Mon 6/2/2025 10:43 AM

**CA** Community Access Identity <noreply@identity.tylerportico.com>  
Welcome to your Community Access account

To John Doe



Hi John,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

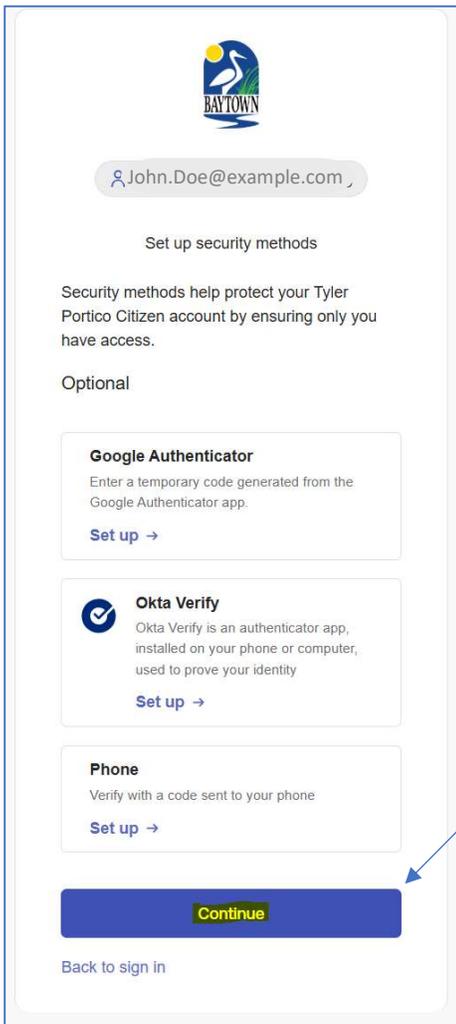
[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code:  
**012345**

This is an automatically generated message from Community Access. Replies are not monitored or answered.

**Optional:** Set up additional login authentication security.

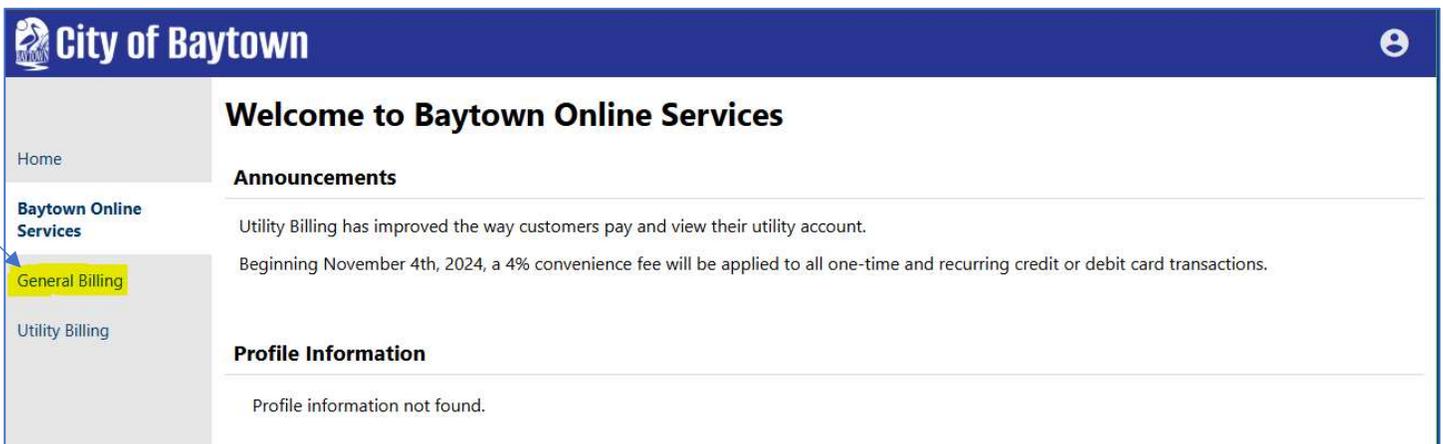
Select **Continue**



The screenshot shows a security setup page for a Tyler Portico Citizen account. At the top is the Baytown logo. Below it is a user email field containing "John.Doe@example.com". The page is titled "Set up security methods" and includes a brief explanation of security methods. Under the heading "Optional", there are three options: "Google Authenticator", "Okta Verify" (which is selected with a checkmark), and "Phone". Each option has a "Set up" link with a right-pointing arrow. At the bottom of the page is a large blue "Continue" button, which is highlighted with a yellow box and pointed to by a blue arrow from the text above. A "Back to sign in" link is located at the bottom left of the page.

You will be taken to the Baytown Online Services Welcome Page.

Select **General Billing**



The screenshot shows the "Welcome to Baytown Online Services" page. The header includes the City of Baytown logo and name, and a user profile icon. A left-hand navigation menu contains "Home", "Baytown Online Services", "General Billing" (highlighted with a yellow box and pointed to by a blue arrow), and "Utility Billing". The main content area is titled "Welcome to Baytown Online Services" and features an "Announcements" section with a message about utility billing improvements and a 4% convenience fee starting November 4th, 2024. Below this is a "Profile Information" section with the message "Profile information not found."

You can enter your **Customer Number** to see all of your invoices (paid and unpaid) OR;

You can enter you **Customer Number and Bill Number** to search for a specific invoice

Select **Search**

City of Baytown

Home

Baytown Online Services

General Billing

Contact Us

Utility Billing

### General Billing Customer Search

To access your account: Enter your Customer ID and Bill Number.

**Customer Number**

**Bill number**

Remember these values

**Search** **Reset**

Blue check boxes  indicate invoices that are available for payment.

Uncheck any you do not wish to pay, then select **Pay**

Home

Baytown Online Services

General Billing

Contact Us

Manage Bills

Customer Information

Search Results

New Search

Utility Billing

### General Billing Manage Bills

**Customer name** The Rescuers Co.

**Address** 1234 Street  
City, State ZIP

**Customer number** 012345

**6 Bill(s) found** bill years 2005 to 2027 only

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input checked="" type="checkbox"/>	1	FIRE TRAINING	5/25/2025	\$200.00	\$200.00	<a href="#">Details</a>
<input checked="" type="checkbox"/>	2	FIRE TRAINING	6/28/2025	\$1,800.00	\$1,800.00	<a href="#">Details</a>
<input type="checkbox"/>	3	FIRE TRAINING	5/10/2025	\$0.00	\$0.00	<a href="#">Details</a>
<input type="checkbox"/>	4	FIRE TRAINING	4/10/2025	\$0.00	\$0.00	<a href="#">Details</a>
<input checked="" type="checkbox"/>	5	FIRE TRAINING	10/18/2025	\$800.00	\$800.00	<a href="#">Details</a>
<input type="checkbox"/>	6	FIRE TRAINING	3/21/2025	\$0.00	\$0.00	<a href="#">Details</a>

**As of Date**

**Total Unpaid** \$2,800.00

**Total Balance Due** \$2,800.00

**Pay**