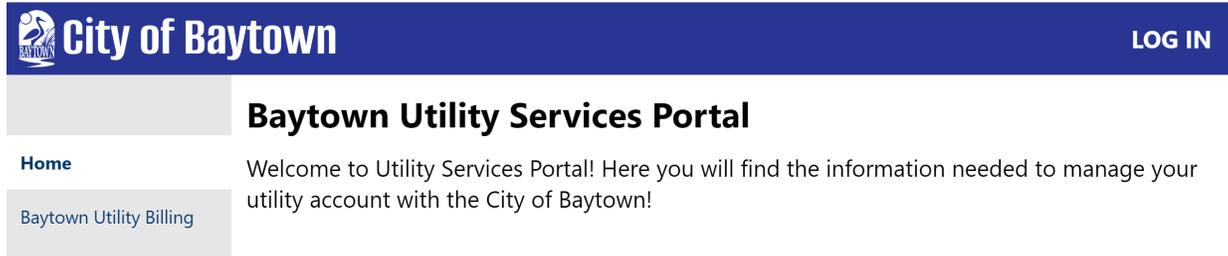


Accessing your new Utility Bill is a two-part process:

1. Create a new user profile on Tyler Identity website
2. Link your utility accounts to your user profile

## 1. Creating your new user profile:

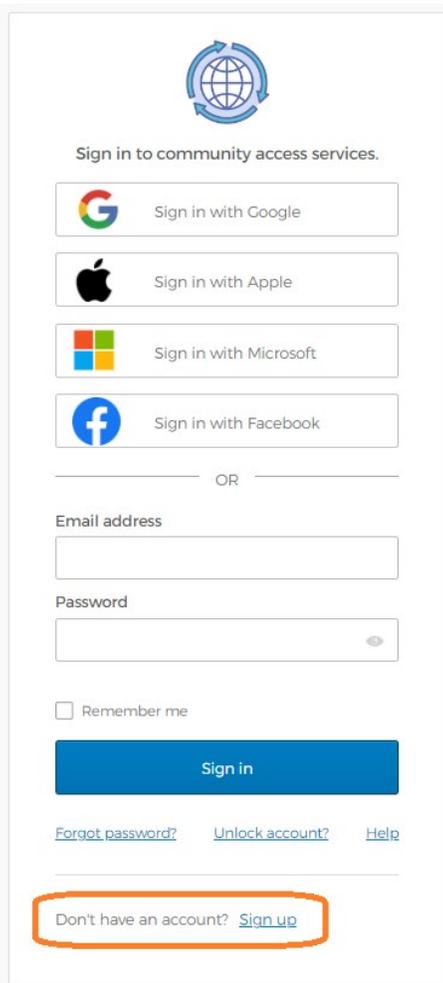
Click this link <https://selfservice.baytown.org/css/> to go to the Baytown Utility Billing account access site



The screenshot shows the top navigation bar of the City of Baytown website. On the left is the City of Baytown logo. In the center, the text "City of Baytown" is displayed in white on a dark blue background. On the right, there is a "LOG IN" button. Below the navigation bar, the main heading "Baytown Utility Services Portal" is centered. Underneath, there are two tabs: "Home" and "Baytown Utility Billing". The "Home" tab is selected, and its content reads: "Welcome to Utility Services Portal! Here you will find the information needed to manage your utility account with the City of Baytown!"

Click "LOG IN" in the upper right corner

The "Sign in to community access services" is presented



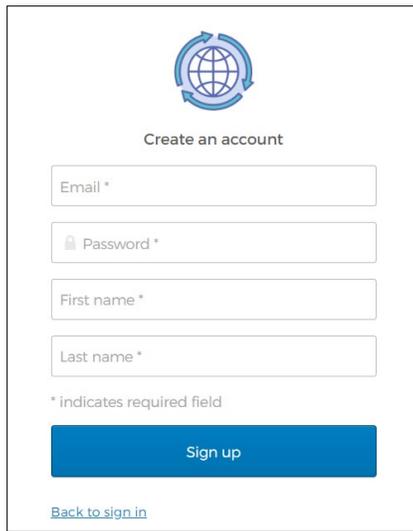
The screenshot shows a login form titled "Sign in to community access services." At the top is a globe icon with circular arrows. Below the title are four social media login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator. The form then has two input fields: "Email address" and "Password". There is a "Remember me" checkbox. A blue "Sign in" button is at the bottom. Below the button are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link "Don't have an account? Sign up" which is highlighted with an orange box.

If you have a Google, Apple, Microsoft, or Facebook account click the appropriate option, and provide your user name and password

If you don't have, or chose not to use, a Google, Apple, Microsoft, or Facebook account, click "Sign up" at the bottom of the page

The instructions on this page only apply if you selected “Don’t have an account? Sign up”. If you used your Google, Apple, Microsoft, or Facebook account go to the next page.

The “Create an account page” opens



Create an account

Email \*

Password \*

First name \*

Last name \*

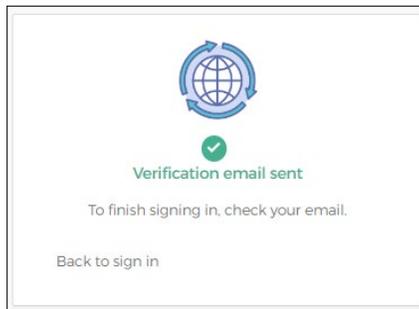
\* indicates required field

Sign up

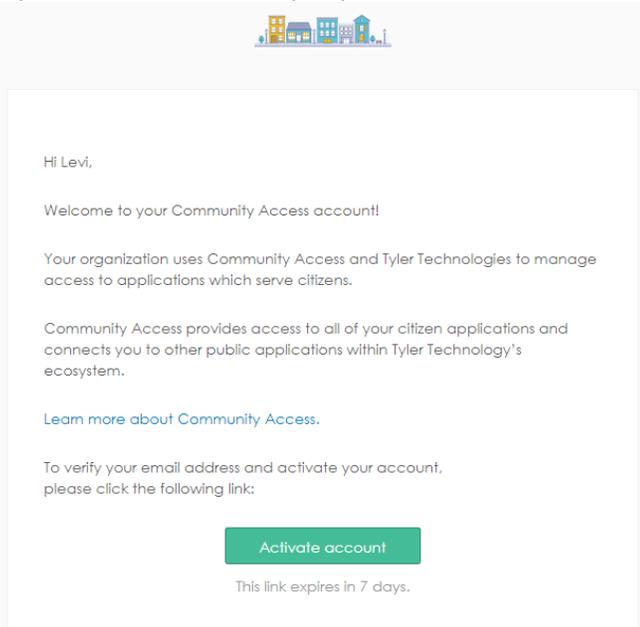
[Back to sign in](#)

Fill in requested information and click “Sign up”

You will see a notification that a verification email was sent



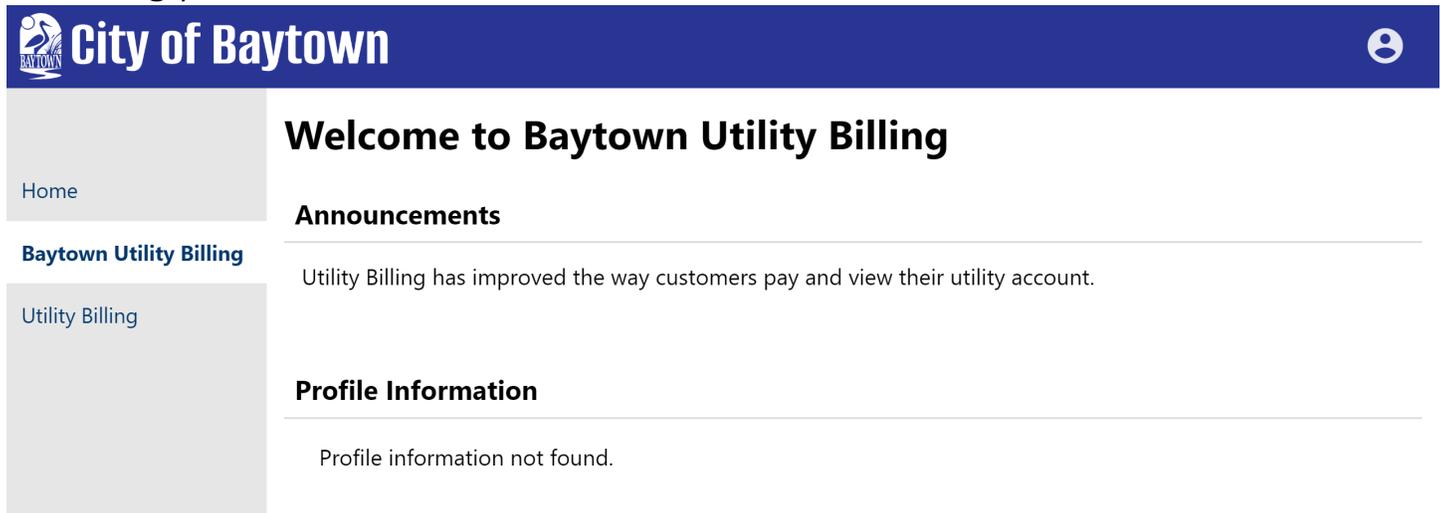
Open the email account you provided, look for the email from “Community Access Id.”



Click “Activate account”

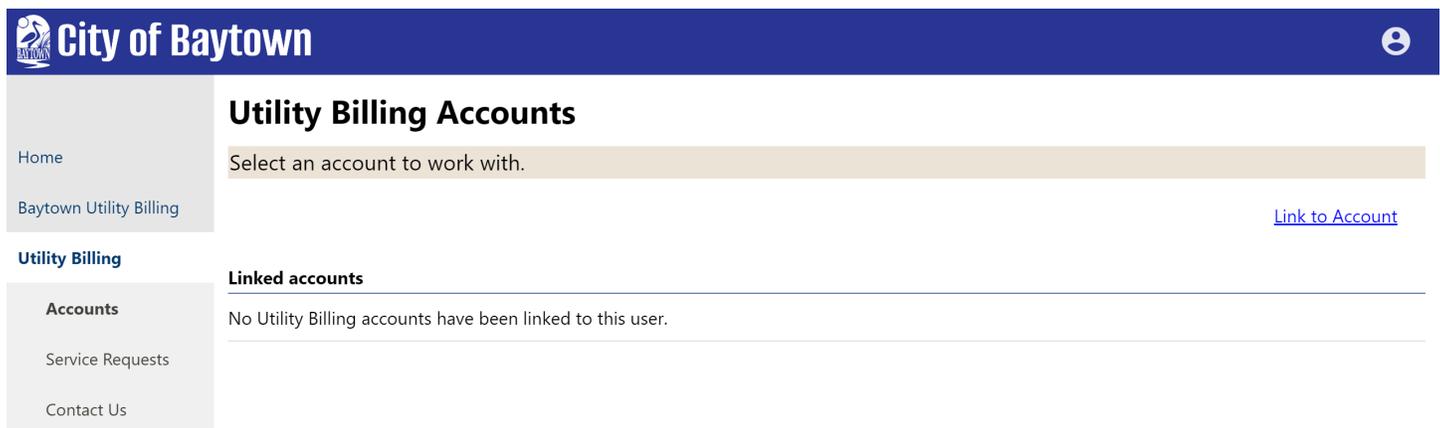
This will open a browser window (ex. Chrome, Microsoft Edge) with the Baytown Utility Billing page.

## 2. Linking your Account:



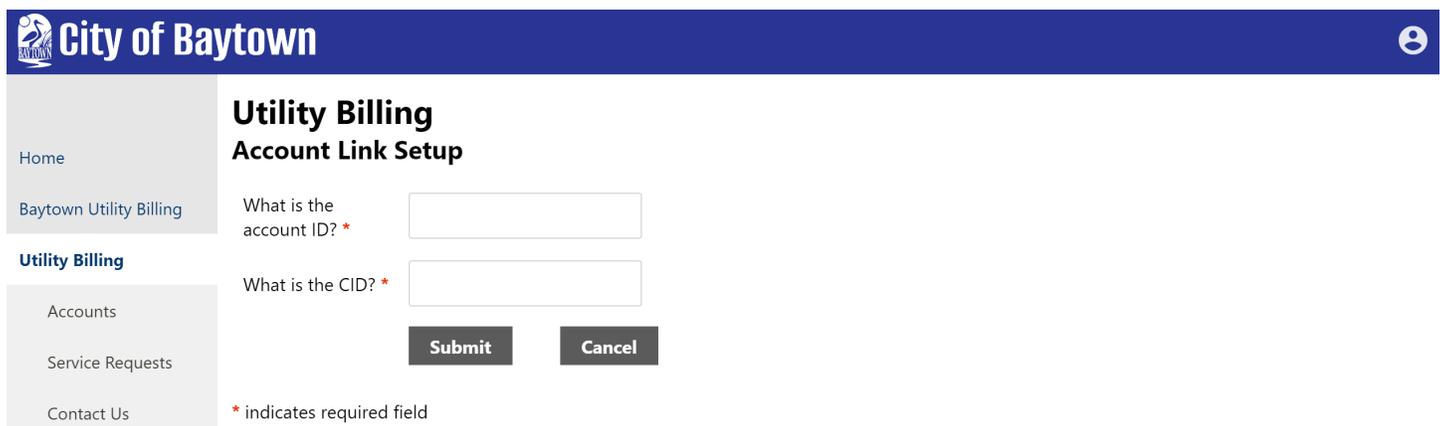
The screenshot shows the City of Baytown Utility Billing homepage. The header is dark blue with the City of Baytown logo and name on the left, and a user profile icon on the right. A left sidebar contains navigation links: Home, Baytown Utility Billing, and Utility Billing. The main content area has a heading "Welcome to Baytown Utility Billing" and two sections: "Announcements" with a message about improved utility billing, and "Profile Information" with the text "Profile information not found."

On the left side menu click “Baytown Utility Billing”, then “Utility Billing”, then click “Accounts” which brings up this page



The screenshot shows the "Utility Billing Accounts" page. The header and sidebar are the same as the previous page. The main heading is "Utility Billing Accounts". Below it is a message: "Select an account to work with." followed by a "Link to Account" link. A section titled "Linked accounts" contains the text: "No Utility Billing accounts have been linked to this user."

On the right side of this page click “Link to Account” which brings up this page



The screenshot shows the "Utility Billing Account Link Setup" page. The header and sidebar are the same. The main heading is "Utility Billing Account Link Setup". There are two required input fields: "What is the account ID? \*" and "What is the CID? \*". Below the fields are "Submit" and "Cancel" buttons. A note at the bottom states: "\* indicates required field".

Type in the “account ID” and “CID” provided in the letter mailed to your home, then click “Submit”

The creation of your user profile, and the linking to your utility billing account is now complete.