

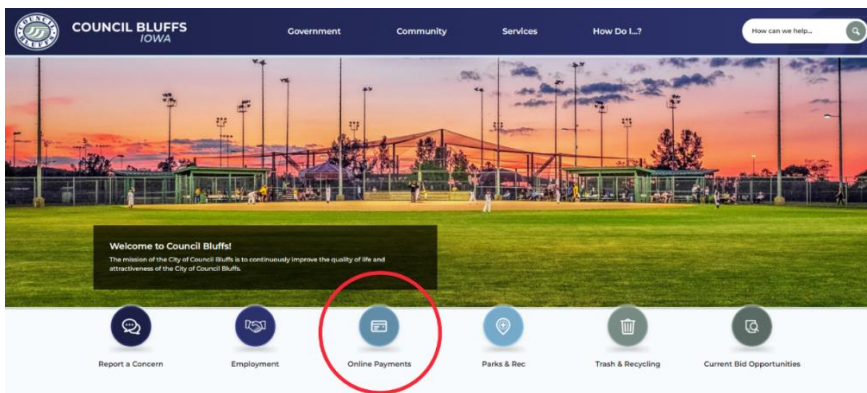


## HOW TO SET UP A GENERAL BILLING ACCOUNT

Note: General Billing does not apply to all citizens. General Billing includes permits, inspections, etc., not the Solid Waste Quarterly Billings. If you do not have an outstanding General Billing invoice, it will not allow you to link your account to Customer Self Service.

**NOTE: If you already have an account, skip to page 3.**

1. Click 'Online Payments' on the city's website [councilbluffs-ia.gov](http://councilbluffs-ia.gov).

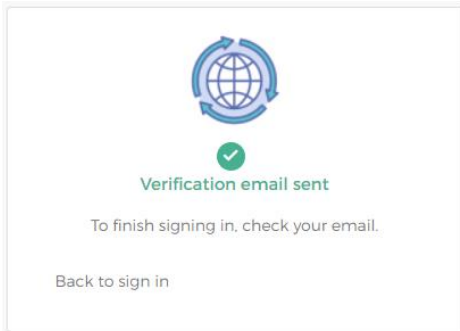


2. Click 'Citizen Self Service.'
3. Click 'Sign up' OR you can log in with an existing Google, Apple, Microsoft, or Facebook account.

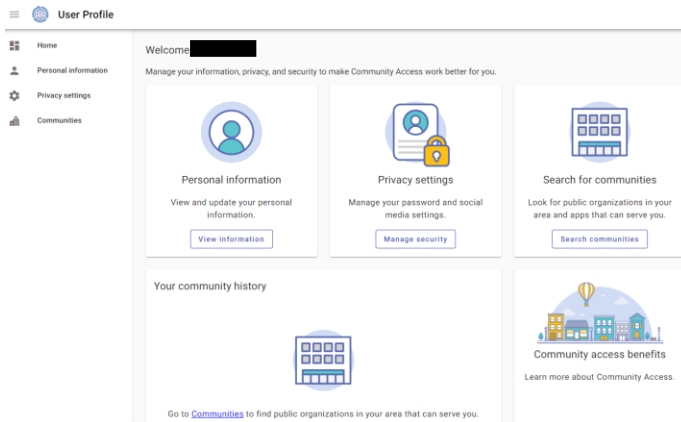
A screenshot of the "Citizen Self Service" login page. It features a globe icon and the text "Sign in to community access services." Below this are four social login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". There is also a "OR" separator. Below the social buttons are input fields for "Email address" and "Password". A "Remember me" checkbox is present. A blue "Sign in" button is at the bottom. Links for "forgot account", "unlock account", and "help" are provided. At the very bottom, it says "Don't have an account? [Sign up](#)".



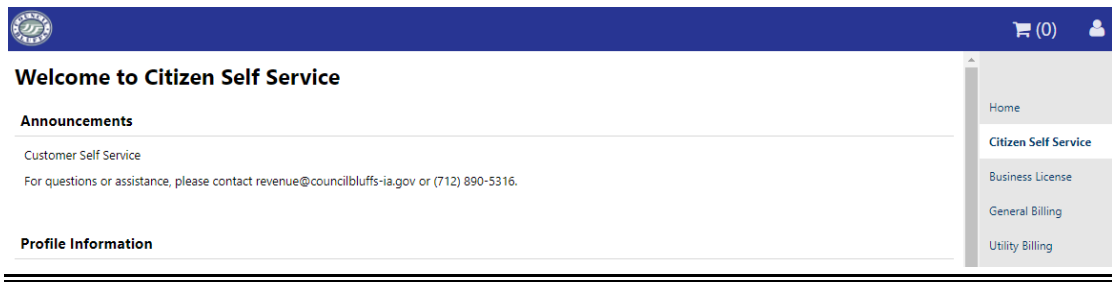
4. Complete the information on the screen and click 'Sign up.'
5. A message will appear indicating you completed this portion of the registration.



6. Click 'Back to sign in' to be taken back to the login screen.
7. You will receive an email to complete your registration. Click on the 'Activate Account' link in the email to confirm your email address.
8. After the account is activated, you should see the screen below:



9. Close the window with the community screen and go back to the login link to log into account. The Citizen Self Service home screen looks like this:





## LINK YOUR GENERAL BILLING ACCOUNT TO YOUR LOGIN

1. You will need your customer number, which can be found on your bill.



**City of Council Bluffs**  
 209 Pearl Street  
 Council Bluffs, IA 51503  
 (712) 890-5100  
[revenue@councilbluffs-ia.gov](mailto:revenue@councilbluffs-ia.gov)  
[www.councilbluffs-ia.gov](http://www.councilbluffs-ia.gov)

**Bill**  
**Customer Copy**  
 Keep this portion for your records

Page: 1 of 1

Customer Name			
[REDACTED]			
Bill #	Bill Date	Customer #	Payment Terms
[REDACTED]	04/29/2022	[REDACTED]	Due Upon Receipt

2. After logging in, click 'Citizen Self Service' then click 'General Billing' on the right.

## Welcome to Citizen Self Service

### Announcements

Customer Self Service

For questions or assistance, please contact [revenue@councilbluffs-ia.gov](mailto:revenue@councilbluffs-ia.gov) or (712) 890-5316.

Home

### Citizen Self Service

Business License

**General Billing**

Utility Billing

3. Click 'Link to Account.'
4. Enter your customer number and click 'Submit.'



## ADD EMAIL ADDRESS AND PHONE NUMBER TO GENERAL BILLING ACCOUNT

1. After logging in, click 'Citizen Self Service' then 'Manage' in the email addresses section.

**Welcome to Citizen Self Service**

Announcements  
Customer Self Service

**Profile Information**

[View Profile](#)

COUNCIL BLUFFS, IA 51503

**Phone Numbers** [Manage](#)

Number	Allow Notifications	Preferred Contact
No phone numbers were found.		

**Email Addresses** [Manage](#)

Address	Preferred Contact
No email addresses were found.	

2. On the next screen, click 'Add New' in the email addresses section.

**Customer Profile Details**

Customer Profile Details

Customer ID/Account Number	
Name	
Address 1	
City	COUNCIL BLUFFS
State	IA
Zip	51503

**Phone Numbers** [Add New](#)

No phone numbers found

**Email Addresses** [Add New](#)

No email addresses found

3. Fill out the information and click 'Save.'

**Add new Email Address**

Type

Email Address

Is a preferred email address for communications

4. To add a phone number, click 'Add New' in the phone numbers section.
5. Fill out the information and click 'Save.'



## CHANGE BILL DELIVERY METHOD


1. After logging in, click 'Citizen Self Service' then 'View profile' in the Profile Information.

**Welcome to Citizen Self Service**

**Announcements**

Customer Self Service

**Profile Information**

 [View profile](#)

COUNCIL BLUFFS, IA 51503

2. On this screen is a section for bill delivery preferences. You will have the ability to edit the bill and/or the statement.

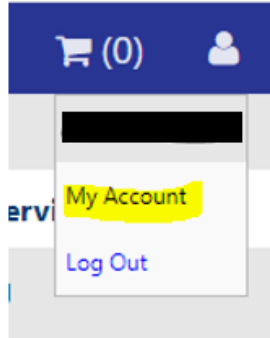
<b>Bill Delivery Preferences</b>			<a href="#">Add New</a>
Bill Category	Document Type	Notification Method	Edit
	Bill	Mail	<a href="#">edit</a>
	Statement	Mail	<a href="#">edit</a>

3. Select which bill types you want to change, select the 'Delivery Preference' and then 'Save.'



## REMOVE AN OLD GENERAL BILLING ACCOUNT

1. After logging in, click on  in the upper right
2. Click 'My Account' on the dropdown menu



3. On the Customer Accounts section there is a 'Remove' option to the right of each account. Click 'Remove' to unlink that account.

Customer Accounts		<a href="#">link to account</a>
Name	Account	
		<a href="#">details</a>   <a href="#">remove</a>



## MANAGE, VIEW, AND PAY BILLS

NOTE: A General Billing Account will need to be linked to perform these steps.

1. After logging in, click 'General Billing' on the right. Click the 'Manage Bills' link.

**General Billing**  
**Linked Accounts**  
 Select from your linked accounts  
[Link to Account](#)

Customer ID	Customer Name	Location	Manage
[REDACTED]	[REDACTED]	COUNCIL BLUFFS	<a href="#">Manage Bills</a>

2. To add bills to the cart, make sure checkbox to the left of the bill information is selected and click 'Add to Cart.'

**General Billing**  
**Manage Bills**

Customer name [REDACTED]  
 Address [REDACTED]  
 Customer number [REDACTED]

2 Bill(s) found bill years 2012 to 2022 only

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input type="checkbox"/>	[REDACTED]	[REDACTED]	12/1/2021	\$405,915.46	\$405,915.46	<a href="#">Details</a>
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	10/1/2021	\$57,987.93	\$57,987.93	<a href="#">Details</a>

As of Date: 6/14/2022

Total Unpaid: 463903.39  
 Total Balance Due: 463903.39

[Add to Cart](#)

3. To view more information click the 'Details' link for the bill.

**General Billing**  
**Manage Bills**

Customer name [REDACTED]  
 Address [REDACTED]  
 Customer number [REDACTED]

2 Bill(s) found bill years 2012 to 2022 only

Pay	Bill Number	Bill Type	Pay By	Total Unpaid	Balance Due	Details
<input type="checkbox"/>	[REDACTED]	[REDACTED]	12/1/2021	\$405,915.46	\$405,915.46	<a href="#">Details</a>
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	10/1/2021	\$57,987.93	\$57,987.93	<a href="#">Details</a>

4. From this page you can see more information or click 'View bill image' to see the bill.

**General Billing**  
**Bill Detail**

Customer name [REDACTED]  
 Address [REDACTED]  
 Customer number [REDACTED]

As of Date: 6/14/2022  
 Bill Year: 2022  
 Bill Number: [REDACTED]

Charge Code	Description	Amount
[REDACTED]	[REDACTED]	\$57,987.93
SUBTOTAL		\$57,987.93
Taxes		\$0.00
Total Unpaid Balance		\$57,987.93
<b>TOTAL DUE</b>		<b>\$57,987.93</b>

[Add to Cart](#)

5. To access you shopping cart and make payment, click the Shopping Cart icon in the upper right.

Citizen Self Service  
 Business License