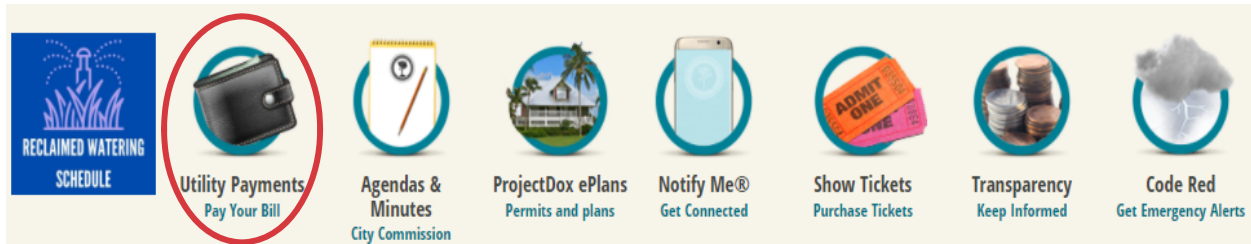


HOW TO REGISTER YOUR SELF-SERVICE ACCOUNT

Before you begin please ensure you have your account and customer identification numbers.

1. Navigate to the City of Ormond Beach website at www.ormondbeach.org and click the "Utility Payments" icon.



2. Under Utility Billing Payment Options select "this link" to access the online customer portal.

Home > Departments > Finance / Budget > Utility Billing & Customer Service

Utility Billing & Customer Service

Program Functions

The Utility Billing and Customer Service program administers the City's integrated utility billing and customer information system that includes monthly meter reading, billing and collection, and customer service support.

Service Areas


The City also provides water services to areas north of the city limits on the peninsula and mainland areas. Contact 386-676-3209 to apply for water services outside the city limits.

Utility Billing Payment Options

Online

Make one-time payments by credit card, set up recurring payments with a credit card, or sign up for EFT (bank draft [at this link](#)). Please see the [Utility Billing Online Payment Portal Guide](#) to register and access your account.

3. Select Citizen Self Service

 **City of Ormond Beach, FL - Self Service**

Home Welcome!

[Citizen Self Service](#)

4. To register your account, click "Sign up" and proceed to the next page.



Sign in to community access services.



OR

Email address

 Please enter a username

Password

 Please enter a password

Remember me



[Forgot password?](#)

[Unlock account?](#)

[Help](#)

Don't have an account [Sign up](#)

5. Fill out the necessary information and select "Sign Up".



Create an account

! This field cannot be left blank

! This field cannot be left blank

* indicates required field

Sign up

[Back to sign in](#)

6. You will receive an email requesting you to activate the registration. Please check all email folders promptly as the activation will disable after a period of time.

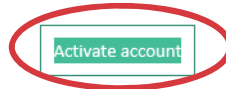
Welcome to your Community Access account!

Your town uses Community Access using Tyler Technologies and Okta to manage access to town applications.

This means you can conveniently access all applications your town has to offer, as well as applications in other towns that are also using Tyler Technologies software.

[Learn more about Community Access.](#)

To verify your email address and activate your account, please click the following link:



7. Utilize your city designated account and customer number to link your account. If you use your existing linked email account, linking is not necessary. The auto-credit card payment previously setup by the citizen will be retained regardless of email used.

Home Citizen Self Service	Account Settings						
	Account Information						
	Now logged in as JOHNDOE@EMAILSERVICE.COM						
	Last successful login 7/20/2021						
	E-Mail address johndoe@emailservice.com						
	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 link to account						
	There are currently no linked accounts						
	Business License Accounts						
	There are currently no linked accounts						
	Go To Module Homepage						
	Utility Billing Accounts link to account						
	<table border="1"><thead><tr><th>Account</th><th>Customer</th></tr></thead><tbody><tr><td colspan="2">There are currently no linked accounts</td></tr><tr><td colspan="2">Go To Module Homepage</td></tr></tbody></table>	Account	Customer	There are currently no linked accounts		Go To Module Homepage	
Account	Customer						
There are currently no linked accounts							
Go To Module Homepage							