# Welcome to Benicia's Citizen Self Service (CSS).

## Enrollment in Benicia Citizen Self Service (CSS)

[https://Beniciaca.munisselfservice.com](https://Beniciaca.munisselfservice.com)

The left side of the screen is where you will find your menu selections.  Click on Self Service.

**Registration**
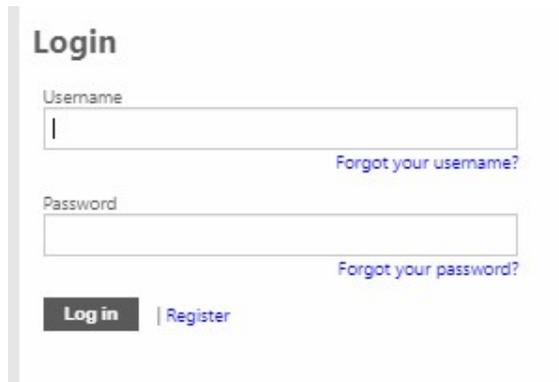


Click on Register to get started.

## Self-Registration

**\*User ID**
(between 1 and 100 characters)

**\*Re-type user ID**

**\*Password**
(between 8 and 15 characters and contains at least 1 numeric character, 1 non-alphanumeric character, one uppercase character and one lowercase character)

Password strength          Unacceptable

**\*Re-type password**

**\*Password hint**

**\*Email address**

Enter these validation numbers into the box below them

4388

Save

All fields must be completed. **Remember** to write down your User ID and Password.

## Self-Registration

**\*User ID**
(between 1 and 100 characters)

Janedoe

**\*Re-type user ID**

Janedoe

**\*Password**
(between 8 and 15 characters and contains at least 1 numeric character, 1 non-alphanumeric character, one uppercase character and one lowercase character)

••••••••••

Password strength

Acceptable

**\*Re-type password**

••••••••••

**\*Password hint**

J001#

**\*Email address**

janedow@ci.benicia.ca.us

Enter these validation numbers into the box below them

4388

4388

**Save**

Verify the information on the screen.  The email address is very important to keep updated.  The system will send payment confirmations and password assistance when needed.

Click on Save.  The following screen will appear.



**Welcome to Self Service**

Self Service

General Billing

Utility Billing

**Announcements**

**Please review your account information by clicking on your user name in the upper right corner and selecting My Account.**

If you need to make changes to your mailing address, phone or Email, click on the Resources icon in the upper right corner. User guides are available for Managing your account, Linking, and making a payment in the Resources icon.

**Profile Information**

Profile information not found.

Click on the Icon with your user name and select My Account.

## Account Settings

### Account Information

| | |
|---|---|
| **Now logged in as** | JANEDOE |
| **Last successful login** | 4/14/2020 |
| **Last failed login** | 4/14/2020 |
| **Password last changed** | 4/14/2020 |
| **Password expires in** | 364 days | Change Password |
| **E-Mail address** | janedow@ci.benicia.ca.us | Change E-Mail Address |

### Linked Accounts

**Customer Accounts**                                                      link to account

There are currently no linked accounts

**Utility Billing Accounts**                                               link to account

| Account | Customer |
|---|---|

There are currently no linked accounts

Go To Module Homepage

You can click on any of the areas that are bright blue.  An error was made in the email address.  Just click on the Change E-Mail Address

## Change E-Mail Address
### Enter new e-mail address into both text boxes below

| | |
|---|---|
| New E-Mail Address | janedoe@ci.benicia.ca.us |
| Confirm E-Mail Address | janedoe@ci.benicia.ca.us |

Update    Cancel

Click Update

## Account Settings

### Account Information

| | |
|---|---|
| **Now logged in as** | JANEDOE |
| **Last successful login** | 4/14/2020 |
| **Last failed login** | 4/14/2020 |
| **Password last changed** | 4/14/2020 |
| **Password expires in** | 364 days | Change Password |
| **E-Mail address** | janedoe@ci.benicia.ca.us | Change E-Mail Address |

### Linked Accounts

**Customer Accounts**                                                  link to account

There are currently no linked accounts

**Utility Billing Accounts**                                           link to account

| Account | Customer |
|---|---|
| There are currently no linked accounts | |

Go To Module Homepage

E-Mail is now updated.

If you attempt to log in with an incorrect password, the system will lock you out after the third attempt. You will need to call the office (707-746-4225) or send us an email to get reset.  Office is closed Holidays, every other Friday, Saturday and Sunday.

Once you have registered you will see two icons in the upper right corner. Resources are where you can find help documents and links to other helpful sites. The icon with your user ID will take you back to your Account settings.

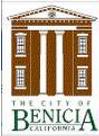Click on Self Service in the left column to bring you back to the main page.



Click on Utility Billing.

Click on Link to Account.



Enter in your new Account number and Customer number. To obtain your new Account number and Customer number please call 707-746-4225 or email your request to Utilitybilling@ci.benicia.ca.us