

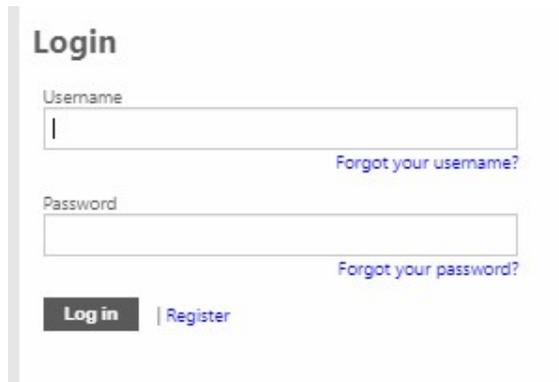
Welcome to Benicia's Citizen Self Service (CSS).

Enrollment in Benicia Citizen Self Service (CSS)

<https://Beniciaca.munisselfservice.com>

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

Registration



The screenshot shows a login and registration form. At the top left, there is a vertical grey bar. To its right, the word "Login" is displayed in a bold, dark font. Below "Login" are two input fields. The first is labeled "Username" and contains a single character "l". To the right of this field is a blue link that says "Forgot your username?". The second input field is labeled "Password" and is empty. To its right is another blue link that says "Forgot your password?". At the bottom of the form, there is a dark grey button labeled "Log in" followed by a vertical line and the text "Register".

Click on Register to get started.

Self-Registration

*User ID
(between 1 and 100 characters)

*Re-type user ID

*Password
(between 6 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



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.

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

Confirm E-Mail Address

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.

Welcome to Self Service

Announcements

There are currently no announcements.

Profile Information [View profile](#)

JANE DOE
1234 MAIN STREET
ANYWHERE, CA 00USA

Phone numbers [Manage](#)

Number	Allow Notifications	Preferred Contact
123-456-7890	No	No

Email Addresses [Manage](#)

Address	Preferred Contact
PNAMBA@CI.BENICIA.CA.US	Yes

General Billing Accounts

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.

Welcome to Self Service

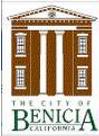
Announcements

Please review your account information.
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.

Profile Information

Profile information not found.

Click on Utility Billing.



- Home
- Self Service
- General Billing
- Utility Billing**
 - Accounts
 - Contact Us

Utility Billing Accounts

Select an account to work with.

[Link to Account](#)

No Utility Billing accounts have been linked to this user.

Click on Link to Account.



- Home
- Self Service
- General Billing
- Utility Billing**
 - Accounts
 - Contact Us

Utility Billing Account Link Setup

Please provide the following information from your utility bill.

Enter the account number (6 digits to the left of dash) *

Enter the customer number (5 digits to the right of dash) *

* indicates required field

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