



Village of Glen Ellyn

Glen Ellyn Self Service User Guide

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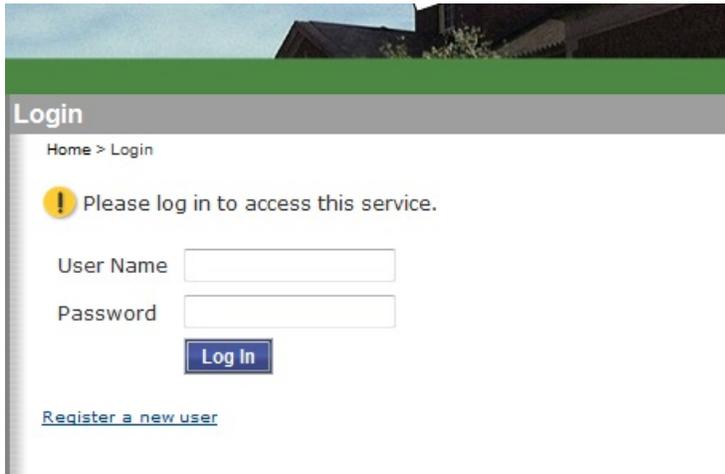
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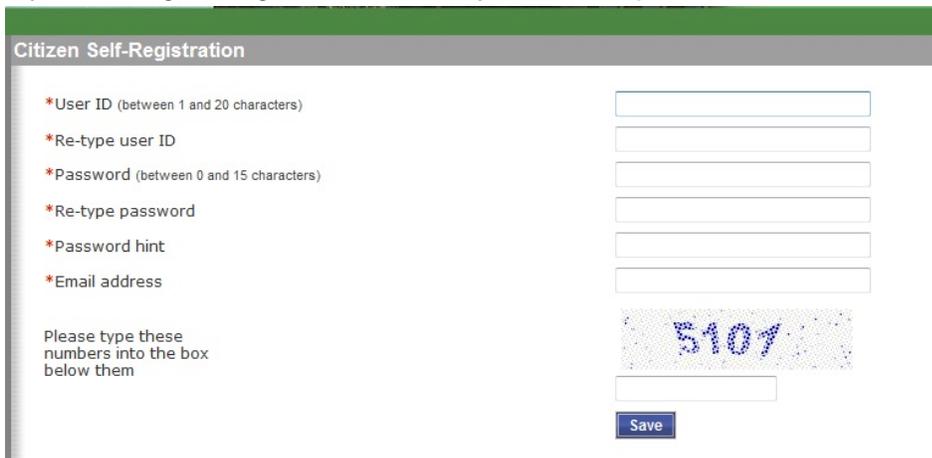
SETTING UP A NEW ACCOUNT

1. Click on utility bills. This will take you to the log in screen. If you already have a user name and password, enter those now and press the “log in” button. If you do not have a user name and password, click the “register a new user” link.



The screenshot shows a web page titled "Login". At the top, there is a green header with the word "Login" in white. Below the header, there is a breadcrumb trail "Home > Login". A yellow warning icon with an exclamation mark is followed by the text "Please log in to access this service." Below this, there are two input fields: "User Name" and "Password". A blue "Log In" button is positioned below the password field. At the bottom left, there is a blue link that says "Register a new user".

2. If you are registering as a new user, you will complete the information in the registration form.



The screenshot shows a web page titled "Citizen Self-Registration". The form contains several required fields, each with an asterisk: "*User ID (between 1 and 20 characters)", "*Re-type user ID", "*Password (between 0 and 15 characters)", "*Re-type password", "*Password hint", and "*Email address". Each field is represented by a white input box. Below these fields, there is a CAPTCHA image showing the numbers "5107" in a blue, pixelated font. Below the CAPTCHA, there is a white input box for the user to type the numbers. At the bottom right of the form, there is a blue "Save" button.

3. You will then see a screen with your account information. You will then need to link your Village Services Account to your user name. To do this, click on “link to account” under utility bills.

home > My Account

Account Information

Now logged in as	JOHNDOE
Last successful login	3/12/2013
Last failed login	3/12/2013
Password last changed	3/12/2013
Password expires in	Unlimited days Change Password
E-Mail address	john DOE@x.com Change E-Mail Address

Business License Accounts [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

Utility Billing Accounts [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

4. You will then be able to enter your account number and Customer ID (CID). These numbers can be found on the front of your Village Services Bill. When you have entered the information, click the “Update button”.

Utility Billing Account Link Setup

To link an account, answer these questions about the account.

What is the account ID?

What is the CID?

INSERT BILL IMAGE

5. You will then see that your Village Services account has been associated with your login.

The screenshot shows a user's account information page. It is divided into three sections: 'Account Information', 'Business License Accounts', and 'Utility Billing Accounts'. The 'Account Information' section lists details such as 'Now logged in as' (JOHNDOE), 'Last successful login' (3/12/2013), 'Last failed login' (3/12/2013), 'Password last changed' (3/12/2013), 'Password expires in' (Unlimited days), and 'E-Mail address' (johndoe@x.com). The 'Business License Accounts' section states 'There are currently no linked accounts'. The 'Utility Billing Accounts' section lists '315090 1937' and is circled in red. A 'Go To Module Homepage' link is also present below the utility account.

Account Information	
Now logged in as	JOHNDOE
Last successful login	3/12/2013
Last failed login	3/12/2013
Password last changed	3/12/2013
Password expires in	Unlimited days Change Password
E-Mail address	johndoe@x.com Change E-Mail Address

Business License Accounts [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

Utility Billing Accounts [link to account](#)

315090 1937 [remove](#)

[Go To Module Homepage](#)

6. If you have more than one account, you may repeat steps 3 through 5 to link these additional accounts to your user name.

MANAGING YOUR VILLAGE SERVICES BILL ONLINE

1. From the home page, click on Utility Bills.

The screenshot shows the 'Welcome to Citizen Self Service' page. On the left is a navigation menu with items: Home, Citizen Self Service, Business Licenses, Email Announcements, General Billing, Non-Emergency Requests, Permits and Inspections, and Utility Bills. The 'Utility Bills' item is circled in red. The main content area has a breadcrumb 'Home > Citizen Self Service' and an 'Announcements' section. The announcements include a welcome message, a note about payment posting, instructions on how to begin accessing the account, a link to an instructional manual, and contact information for the Cashier's office.

Home	Welcome to Citizen Self Service
Citizen Self Service	Home > Citizen Self Service
Business Licenses	Announcements
Email Announcements	Welcome to Glen Ellyn Self Service! Through this online service, you can access your Village water, sewer, and refuse a your credit card.
General Billing	Payments made today will be posted to your account the next business day.
Non-Emergency Requests	To get begin accessing your account, please click on "Utility Bills" on the left menu.
Permits and Inspections	To view an instructional manual on getting started with Glen Ellyn Self Service, please click on "Resources" in the upper right.
Utility Bills	If you have questions, please contact the Cashier's office at 630-547-5235 or murbina@glenellyn.org .

2. Then Click on "Accounts".

The screenshot shows the 'Utility Bills' page. On the left is a vertical navigation menu with items: Home, Citizen Self Service, Business Licenses, Email Announcements, General Billing, Non-Emergency Requests, Permits and Inspections, **Utility Bills** (circled in red), Accounts, and Contact Us. The main content area is titled 'Utility Bills' and shows a breadcrumb trail: Home > Citizen Self Service > Utility Bills. Below the breadcrumb is a message: 'Please Disable Popup Blockers When Using this Site.' There are two input fields: 'Account Number' and 'Customer ID'. A checkbox labeled 'Remember my search criteria' is present. A blue 'Search' button is at the bottom right.

3. You will then see a list of your accounts. Click on Manage Bills at the right.

The screenshot shows the 'Utility Billing Accounts' page. It has a breadcrumb trail: Home > Citizen Self Service > Utility Bills > Accounts. Below the breadcrumb is the text 'Select an account to work with.' and a 'Link to Account' link. A table lists the accounts:

Account ID	Customer ID	
315090	xxxx	Manage Bills

4. From this new screen, you have the option to view your bill details, review past bills, or pay outstanding bills.

The screenshot shows the 'Utility Billing Manage Bills' page. It has a breadcrumb trail: Home > Citizen Self Service > Utility Bills > Manage Bills. The 'Manage Bills' section shows 'Service Address' as 535 DUANE ST and 'Account Number' as 315090. The 'Outstanding Bills' section has a 'Show Past Bills' link and a table:

	Bill	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/>	1238255	10/22/2012	\$268.78	\$268.77 Bill Details
				Total Due: \$268.77

At the bottom right, there is a blue 'Pay' button and a note: 'select bills you would like to pay now, then click "Pay"'

REVIEW YOUR CURRENT BILL

1. From the Manage Bills screen (#9 above), click on "Bill Details"

Utility Billing
Home > Citizen Self Service > Utility Bills > Manage Bills

Manage Bills

Service Address 535 DUANE ST
Account Number 315090

Outstanding Bills [Show Past Bills](#)

Bill	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 1238255	10/22/2012	\$268.78	\$268.77 Bill Details
			Total Due: \$268.77

[Pay](#)
select bills you would like to pay now, then click "Pay"

2. You will be directed to a screen where you can see usage, readings, billings and payments.

[Payments and adjustments](#)

Description of Charge	Current Reading	Previous Reading	Usage	Amount Billed	Payments/Adjustments	Amount Due
WATER-RES	2537700	2523100	14600.00	\$151.51	(\$151.51)	\$0.00
WATER-RES	936000	927000	9000.00	\$0.00	\$0.00	\$0.00
SPINKLER	12050	11700	350.00	\$12.84	(\$12.84)	\$0.00
SEWER-RES	0	0	23600.00	\$151.51	(\$151.51)	\$0.00
SEWER REPR	0	0	0.00	\$3.00	(\$3.00)	\$0.00
SUBTOTAL				\$318.86	(\$318.86)	\$0.00
Late Payment Charges						\$0.00
TOTAL DUE						\$0.00

PAY YOUR BILL

1. From the Manage Bills screen (#9 above), click on "Pay"

Utility Billing
Home > Citizen Self Service > Utility Bills > Manage Bills

Manage Bills

Service Address 535 DUANE ST
Account Number 315090

Outstanding Bills [Show Past Bills](#)

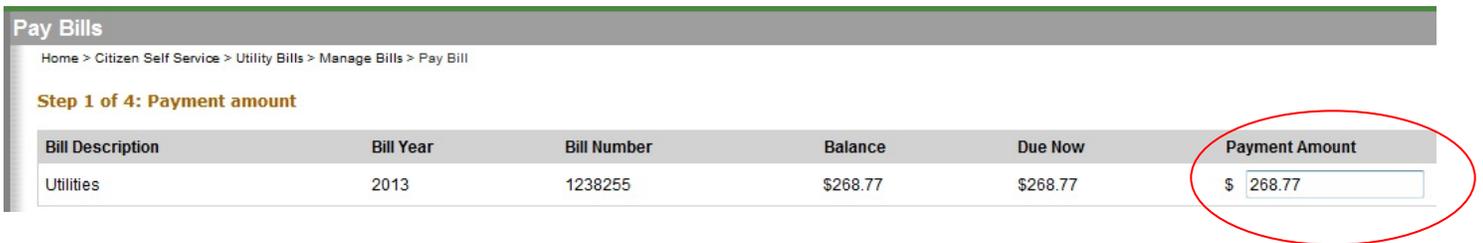
Bill	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 1238255	10/22/2012	\$268.78	\$268.77 Bill Details
			Total Due: \$268.77

[Pay](#)
select bills you would like to pay now, then click "Pay"

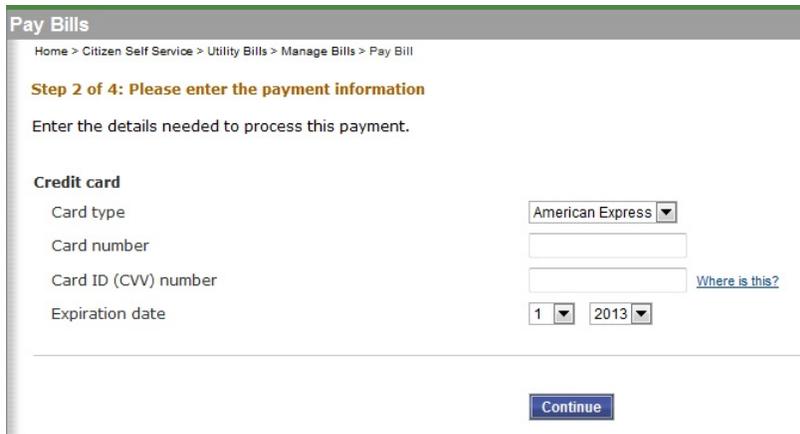
2. Click on "Pay by Credit Card". Online, the only option for payment is credit card.



3. This will bring up a screen with the balance due. The balance due will default into the Payment Amount box which is circled below. You may modify the amount in this box to pay more or less than your balance due. After you have entered the amount. Click on "Continue".



4. From this new screen, you will enter your credit card information. Mastercard, Visa, American Express, and Discover are accepted. Enter your credit card information and click "Continue."



- Then, enter your billing address associated with the credit card you used in the prior screen.

Step 3 of 4: Billing address

Please enter your billing information **exactly** as it appears on your credit card or bank statement.

First name

Last name

Address line 1

Address line 2

City

State
two letter abbreviation

Zip code

Contact phone number

E-Mail
for your e-mail confirmation

Remember my information on this computer

to review your payment

- In the last step of payment you have a chance to review the payment information before you process final submission. Please review the information on the screen and if it is correct, hit the "Submit" button to finalize payment. If the information is not correct, hit "Cancel".

Step 4 of 4: Review

Please review the information below. Make changes if necessary, then submit your payment request.

Payment Amount [change](#)

Bill Description	Due Now	Payment Amount
Utilities	\$268.77	\$268.77
Subtotal		\$268.77
Total		\$268.77

Payment Method [change](#)

Visa

Billing Address [change](#)

Name Village Glen Ellyn

Address 535 Duane St
Glen Ellyn, IL, 60137

Phone Number 6305475215

E-mail

REVIEW PAST BILLS

1. From the Manage Bills screen (#9 above), click on “show past bills”

Utility Billing
Home > Citizen Self Service > Utility Bills > Manage Bills

Manage Bills

Service Address 535 DUANE ST
Account Number 315090

Outstanding Bills

Bill	Pay By	Charges	Balance Due
<input checked="" type="checkbox"/> 1238255	10/22/2012	\$268.78	\$268.77 Bill Details
			Total Due: \$268.77

[Show Past Bills](#) ▼

[Pay](#)

select bills you would like to pay now, then click "Pay"

2. This will bring up a list of your prior bills. To view the details of any bill, click “Bill Details”

Past Bills

Bill	Bill Date	Total Paid
1229991	8/31/2012	\$318.86 Bill Details
1221740	8/1/2012	\$254.66 Bill Details
1213492	6/30/2012	\$358.66 Bill Details
1201372	5/31/2012	\$513.80 Bill Details
1193099	4/30/2012	\$307.30 Bill Details
1184825	3/31/2012	\$366.38 Bill Details
1180427	2/29/2012	\$288.04 Bill Details
1172156	1/31/2012	\$380.50 Bill Details
1163891	12/29/2011	\$272.64 Bill Details
1151778	11/30/2011	\$288.99 Bill Details
1147373	10/31/2011	\$301.90 Bill Details
1139107	9/30/2011	\$211.57 Bill Details
1130862	8/31/2011	\$249.11 Bill Details

3. If you click on any bill, you will be directed to a screen where you can see usage, readings, billings and payments.

[Payments and adjustments](#)

Description of Charge	Current Reading	Previous Reading	Usage	Amount Billed	Payments/Adjustments	Amount Due
WATER-RES	2537700	2523100	14600.00	\$151.51	(\$151.51)	\$0.00
WATER-RES	936000	927000	9000.00	\$0.00	\$0.00	\$0.00
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SEWER REPR	0	0	0.00	\$3.00	(\$3.00)	\$0.00
SUBTOTAL				\$318.86	(\$318.86)	\$0.00
Late Payment Charges						\$0.00
TOTAL DUE						\$0.00

VIEW YOUR CONSUMPTION HISTORY

Through Glen Ellyn Self Service, you can also view the past year of consumption history for your account. To access this information:

1. From the Manage Bills Screen click on “Account Details” on the left side menu.



2. You will then see a list of water services for which you can view consumption. Click on “View Consumption” to view the history for each meter.

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER-RESIDENTIAL	200	1/1/2002		ACTIVE	View Consumption
WATER-RESIDENTIAL	200	1/1/2002		ACTIVE	View Consumption
LAWN SPRINKLER METER	230	6/1/2008		ACTIVE	View Consumption
SANITARY SEWER - RESIDENTIAL	300	1/1/2002		ACTIVE	None
SEWER REPAIR PROGRAM	330	1/1/2002		ACTIVE	None
ANNUAL ELEVATOR INSPECTION	Z200	4/1/2005		ACTIVE	None

3. This will bring you to a screen where you can see historical usage for your account.

Consumption History

WATER-RESIDENTIAL

[Return to Services](#)

Read Date	Days	Usage (GALLONS)
9/11/2012	34	12200
8/8/2012	34	14600
7/5/2012	28	12100
6/7/2012	36	17200
5/2/2012	28	20100
4/4/2012	29	15700
3/6/2012	32	20300
2/3/2012	25	16200
1/9/2012	34	21400
12/6/2011	29	13500
11/7/2011	33	15800
10/5/2011	36	15900
8/30/2011	26	11200

Consumption Trend

