SET UP CSS FOR UTILITY BILLING CUSTOMERS

VISIT HTTPS://SELFSERVICE.ASHLAND.OR.US/MSS, OR VISIT ASHLAND.OR.US AND CLICK PAY YOUR UTILITY BILL
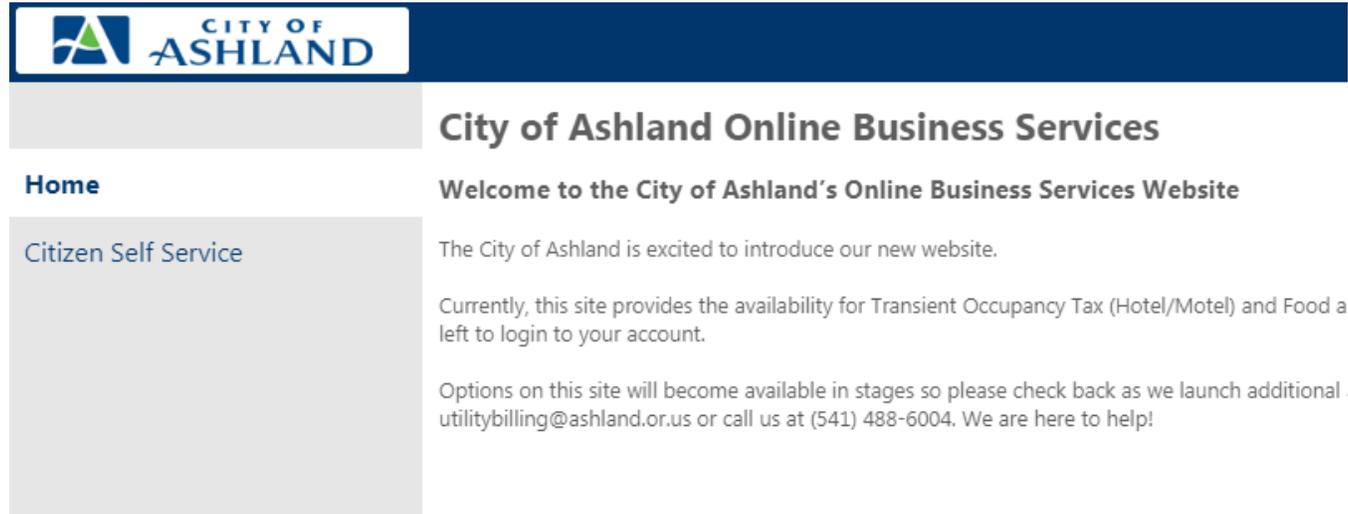
City of Ashland Online Business Services

Welcome to the City of Ashland's Online Business Services Website

The City of Ashland is excited to introduce our new website.

Currently, this site provides the availability for Transient Occupancy Tax (Hotel/Motel) and Food a left to login to your account.

Options on this site will become available in stages so please check back as we launch additional . utilitybilling@ashland.or.us or call us at (541) 488-6004. We are here to help!

Home

Citizen Self Service

CLICK "CITIZEN SELF SERVICE", FOLLOWED BY "REGISTER"
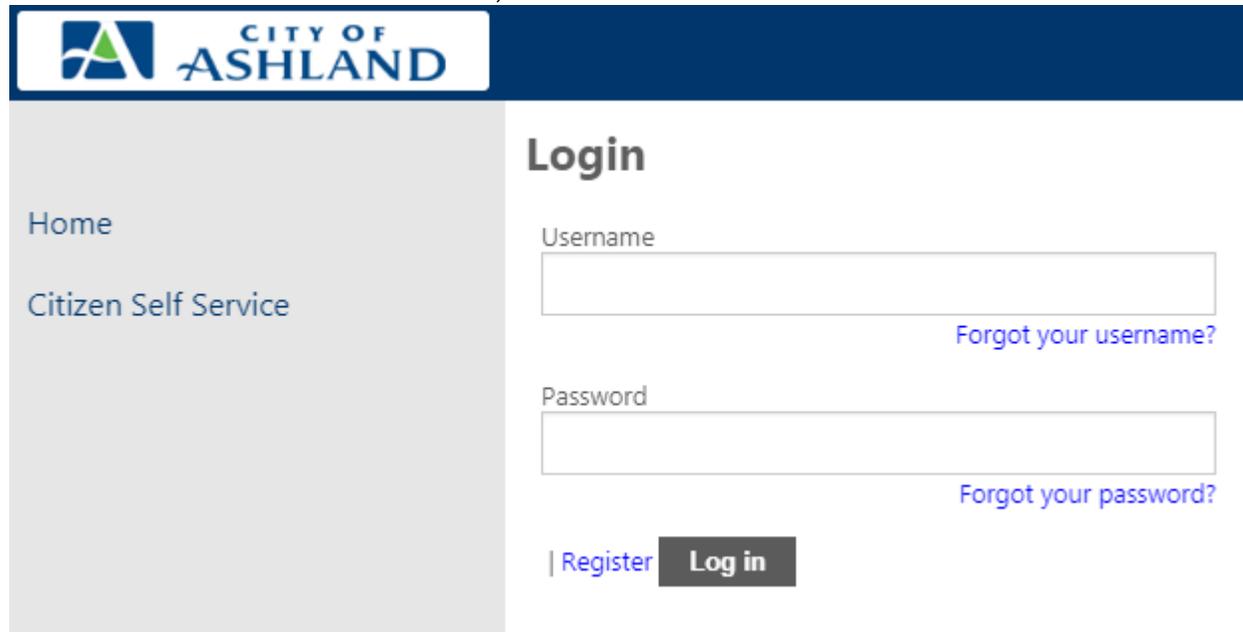
Login

Home

Citizen Self Service

Username

[   ]

Forgot your username?

Password

[   ]

Forgot your password?

| Register   Log in

Finance Department
Mark Welch, Director
20 East Main Street
Ashland, Oregon 97520
www.ashland.or.us

Tel: 541-488-6004
Fax: 541-552-2059
TTY: 800-735-2900

THEN FILL OUT THE BLANK SELF-REGISTRATION FIELDS WITH YOUR APPROPRIATE CREDENTIALS

CITY OF ASHLAND

Home

Citizen Self Service

Self-Registration

*User ID
(between 1 and 100 characters)

ANY

*Re-type user ID

ANY

*Password
(between 8 and 15 characters)

••••••••

*Re-type password

••••••••

*Password hint

HINT

*Email address

CITIZEN@EMAIL.COM

Enter these validation numbers into the box below them

4388

4388

Save

AFTER REGISTERING SUCCESSFULLY, YOU WILL BE DIRECTED TO THE ACCOUNT SETTINGS PAGE WHERE YOU WILL CLICK "LINK TO ACCOUNT" AT THE BOTTOM RIGHT OF THE PAGE.

Account Settings

Account Information

Now logged in as	GUEST123
Last successful login	7/19/2018
Last failed login	7/19/2018
Password last changed	7/19/2018
Password expires in	730 days	Change Password
E-Mail address	TRAVIS.REEDER@ASHLAND.OR.US	Change E-Mail Address

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   link to account

There are currently no linked accounts

Go To Module Homepage

Utility Billing Accounts   link to account

Account	Customer

There are currently no linked accounts

Go To Module Homepage

THEN ENTER IN YOUR ACCOUNT NUMBER AND CUSTOMER NUMBER ON THE ACCOUNT LINK SETUP PAGE, AND CLICK SUBMIT.

Utility Billing
Account Link Setup

What is the account ID? *   [   ]

What is the CID? *   [   ]

[Submit]   [Cancel]

* indicates required field

YOU WILL THEN BE DIRECTED BACK TO THE ACCOUNTS SETTINGS PAGE WHERE YOU CAN SEE YOUR NEWLY LINKED UTILITY ACCOUNT AT THE BOTTOM.

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![CITY OF ASHLAND]

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Utility Billing Accounts   link to account

Account	Customer	
028	511	remove

Go To Module Homepage

CLICK ON THE HYPERLINKED ACCOUNT NUMBER AT THE BOTTOM LEFT CORNER TO BEGIN REVIEWING YOUR UTILITY ACCOUNT INFORMATION.