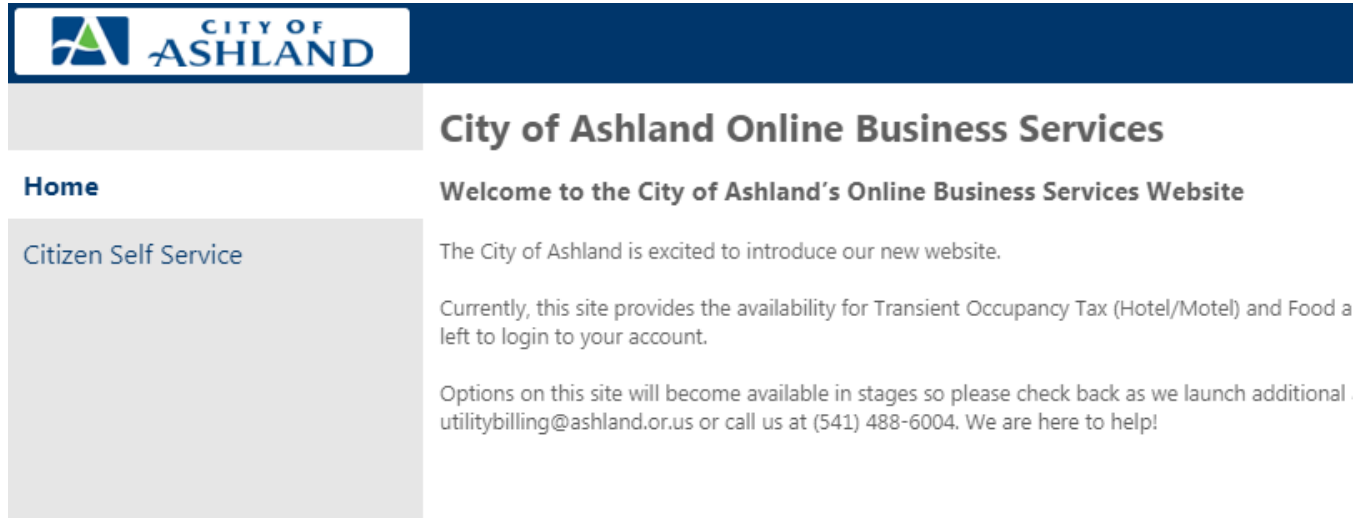


SET UP CSS FOR UTILITY BILLING CUSTOMERS

VISIT [HTTPS://SELFSERVICE.ASHLAND.OR.US/MSS](https://selfservice.ashland.or.us/mss), OR VISIT [ASHLAND.OR.US](https://ashland.or.us) AND CLICK CUSTOMER CENTRAL ONLINE PAYMENT CENTER



The screenshot shows the top navigation bar with the City of Ashland logo. Below it is a sidebar with links for 'Home' and 'Citizen Self Service'. The main content area is titled 'City of Ashland Online Business Services' and contains a welcome message and information about the website's current capabilities and future plans.

City of Ashland Online Business Services

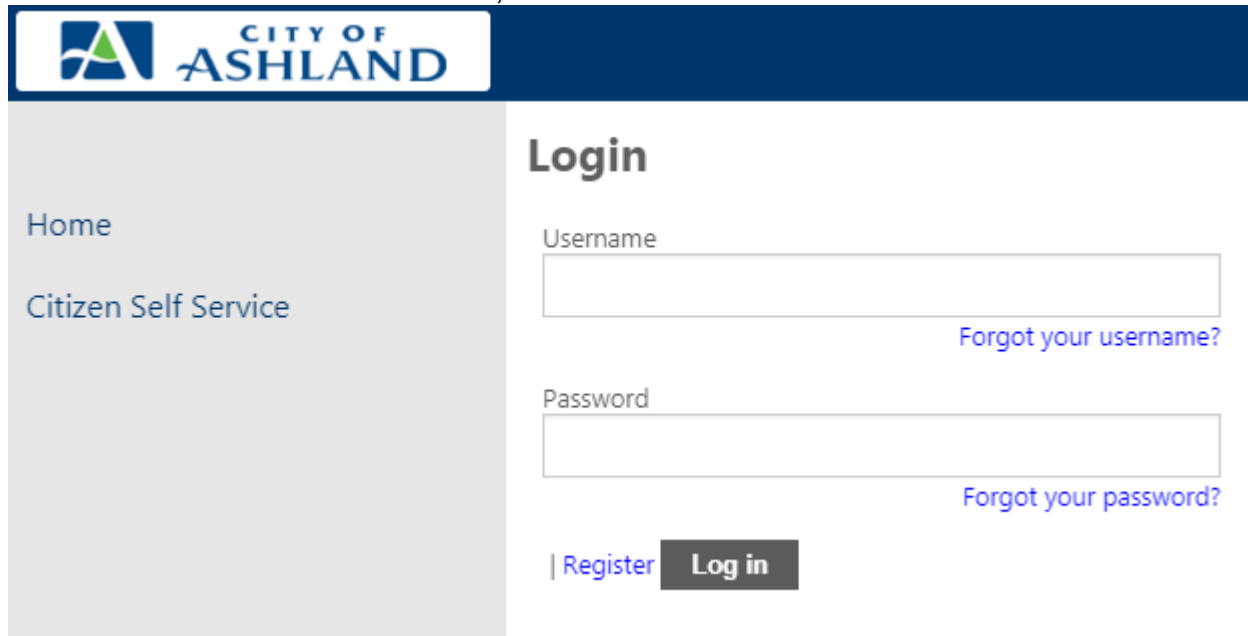
Welcome to the City of Ashland's Online Business Services Website

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 and Beverage Tax. You can click on the left to login to your account.

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

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



The screenshot shows the login page with a sidebar containing 'Home' and 'Citizen Self Service' links. The main content area is titled 'Login' and features input fields for 'Username' and 'Password', each with a 'Forgot your [username/password]?' link. At the bottom, there are links for 'Register' and a 'Log in' button.

Login

Username

[Forgot your username?](#)


Password

[Forgot your password?](#)

[Register](#)



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

 CITY OF
ASHLAND

Self-Registration

[Home](#)

[Citizen Self Service](#)

*User ID
(between 1 and 100 characters)

*Re-type user ID


*Password
(between 8 and 15 characters)

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them



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.



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	@ASHLAND.OR.US Change E-Mail Address

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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	
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.

AUTOPAY SETUP FOR CUSTOMER SELF SERVICE

The City of Ashland strives to provide the utmost safety and security to our customer's sensitive data. We adhere to all Payment Card Industry (PCI) and Red Flag guidelines in regards to your financial information. To protect your sensitive data, we are not permitted under these regulations to import your previous automatic payment information into our new system.

In order for you to continue to participate in our automatic payment program, and for your payment to be processed, you will need to do the following:

- Register for an online billing account. Follow the steps below dependent on whether you are a **New User** or **Existing User**.



- Enroll in **Automatic Payments**.

Remember, if you do not complete this online registration process, we will not be able to process your payment until you do so.

We appreciate your patience and understanding through this process. Please call us at (541) 488-6004 or email us at utilitybilling@ashland.or.us if you have any questions along the way.

New User

- **New user** (if you had not previously accessed your Utility Billing account online):
 - Begin by going to www.ashland.or.us and click on the link to **Customer Central**.
 - Click on the **Citizen Self Service** link, followed by the **Register** link.

The screenshot shows the City of Ashland website interface. At the top left is the City of Ashland logo. Below it is a navigation menu with 'Home' and 'Citizen Self Service'. An arrow points from 'Citizen Self Service' to a 'Login' page. The 'Login' page has two input fields: 'Username' and 'Password'. Below the 'Username' field is a link 'Forgot your username?'. Below the 'Password' field is a link 'Forgot your password?'. At the bottom of the login page are two buttons: 'Register' and 'Log in'.

- Complete the information on the Self-Registration page and click **Save** at the bottom
- You have now successfully created a Customer Central account!

Existing Users

- **Existing users** (you have previously accessed your Utility Billing account online):
 - Begin by going to www.ashland.or.us and click on the link to **Customer Central**.
 - Click the **Citizen Self Service** link and click **Forgot Username? OR Forgot Password?** This will allow you to send an email containing your Username or Password Hint to yourself.
 - After receiving the email containing the credentials you need to log in return to the Login page and enter your Username and Password.

Enroll in Automatic Payments with a Bank Account

- First you must register for the new online billing system by following the previous instructions for either a **New User** or **Existing User**.
- Once you have logged in, click **Utility Billing** on the left side, below Miscellaneous Billing, and then **Accounts** below that.
- On the Utility Billing Accounts screen click the **Link to Account** button at the far right side Enter your Account Number and Customer Number, which can be found at the top of your utility statement) and click the **Submit** button.
- This will bring you to the Account Summary page. Click **Sign up for Automatic Payments** at the top.

Utility Billing Account Summary

[Link to Account](#) | [Sign up for Automatic Payments](#) | [Request Change of Address](#) | [Manage Bills](#)

- You will take you to the Utility Billing Automatic Payments page where you need to fill in the blanks with your banking information, and then click **Continue** at the bottom to review the information you entered. **Submit** if correct, **Modify** if a change is needed.
- You are now enrolled in autopay!

Enroll in Automatic Payments with Visa or MasterCard

To set autopay up with a credit or debit card you will need to make a payment of any denomination with the card you would like to use, and you will be asked if you would like to set up autopay during the payment process.

- First you must register for the new online billing system by following the previous instructions for either a New User or Existing User, and link your utility account.
- Once you have logged in, click **Utility Billing**, followed by **Accounts** below that, and **Pay Now** in the center.
- Click **Pay**, and choose **Pay by Credit Card**.



Pay Bills

Select Payment Method

Please choose from the payment options below.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

- Enter in your billing information and click **Continue**.
- You will be taken to the Automatic Credit Card Payments screen, where you can click **enroll** on the right side of the screen to enroll in autopay using your credit card. Click **Continue**.
- On the Pay Bills screen verify the amount you would like to pay, or change it here. Click **Continue**.
- Finally, you will be asked to enter in your credit card information on the Payment Processing page, and click **Make Payment** to finalize autopay setup, and pay your utility bill.

