

How to Register your Email Address to Access Citizen Self Service

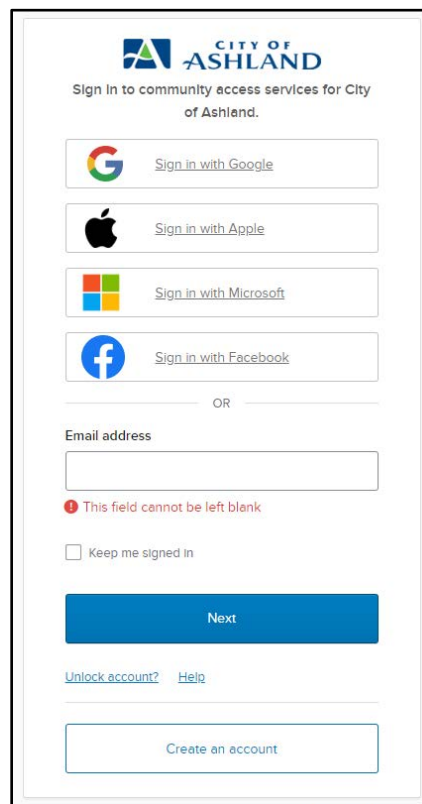
All **New** and **Existing** customers **must** register an email address **even** if you have an email address on file with the City of Ashland.

Please enter this URL into your browser: <https://selfservice.ashland.or.us/css/>

Click on Citizen Self Service on the left side of the screen:



If you have an **existing account** with one of the following services, please click on that and sign in, if you do not, please follow the instructions on page 4. You will also need to **re-link your account and customer number** which can be found on page 9.

A screenshot of the City of Ashland sign-in page. At the top, there is the City of Ashland logo and the text 'Sign in to community access services for City of Ashland.' Below this, there are four social media sign-in options: 'Sign in with Google', 'Sign in with Apple', 'Sign in with Microsoft', and 'Sign in with Facebook'. Each option is represented by a button with the respective logo and text. Below these options, there is an 'OR' separator. Underneath, there is a text input field labeled 'Email address'. Below the input field, there is a red error message: 'This field cannot be left blank'. Below the error message, there is a checkbox labeled 'Keep me signed in'. At the bottom of the sign-in section, there is a blue 'Next' button. Below the 'Next' button, there are two links: 'Unlock account?' and 'Help'. At the very bottom of the page, there is a button labeled 'Create an account'.

Enter your email address
Click next

Sign in with Google

Sign in

to continue to tylerportico.com

Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address, language preference, and profile picture with tylerportico.com. Before using this app, you can review tylerportico.com's [privacy policy](#) and [terms of service](#).

[Create account](#) [Next](#)

English (United States) Help Privacy Terms

Enter your password
Click Next

Sign in with Google

Welcome

Enter your password

Show password

To continue, Google will share your name, email address, language preference, and profile picture with tylerportico.com. Before using this app, you can review tylerportico.com's [privacy policy](#) and [terms of service](#).

[Forgot password?](#) [Next](#)

English (United States) Help Privacy Terms

You have successfully accessed your account with City of Ashland. You will now see your account settings. You will now need to **re-link your account and customer number** which can be found on page 9.

selfservice.ashland.or.us/css/citizens/default.aspx

moonlight Municipal Code - U... AUTOPAY page City site ESS MUNIS - Sign In

CITY OF ASHLAND

Welcome to Citizen Self Service

Citizen Self Service

- Miscellaneous Billing
- Utility Billing

Announcements

Welcome to the City of Ashland's Customer Self Service Website.


[Click here for City of Ashland Fees and Rates](#)
[Click here for City of Ashland Utility Connect Form](#)
[Click here for City of Ashland Utility Registration and Autopay Instructions](#)

Profile Information


Profile information not found.


Utility Billing Accounts


If you do not have an existing account with one of the services, scroll down and select Create An Account.




Sign In to community access services for City of Ashland.

 [Sign in with Google](#)


 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

 This field cannot be left blank

Keep me signed in

[Next](#)

[Unlock account?](#) [Help](#)

[Create an account](#)

Please complete the following fields using the criteria required and click Sign Up:

Email

First name

Last name

Mobile phone Optional

Password

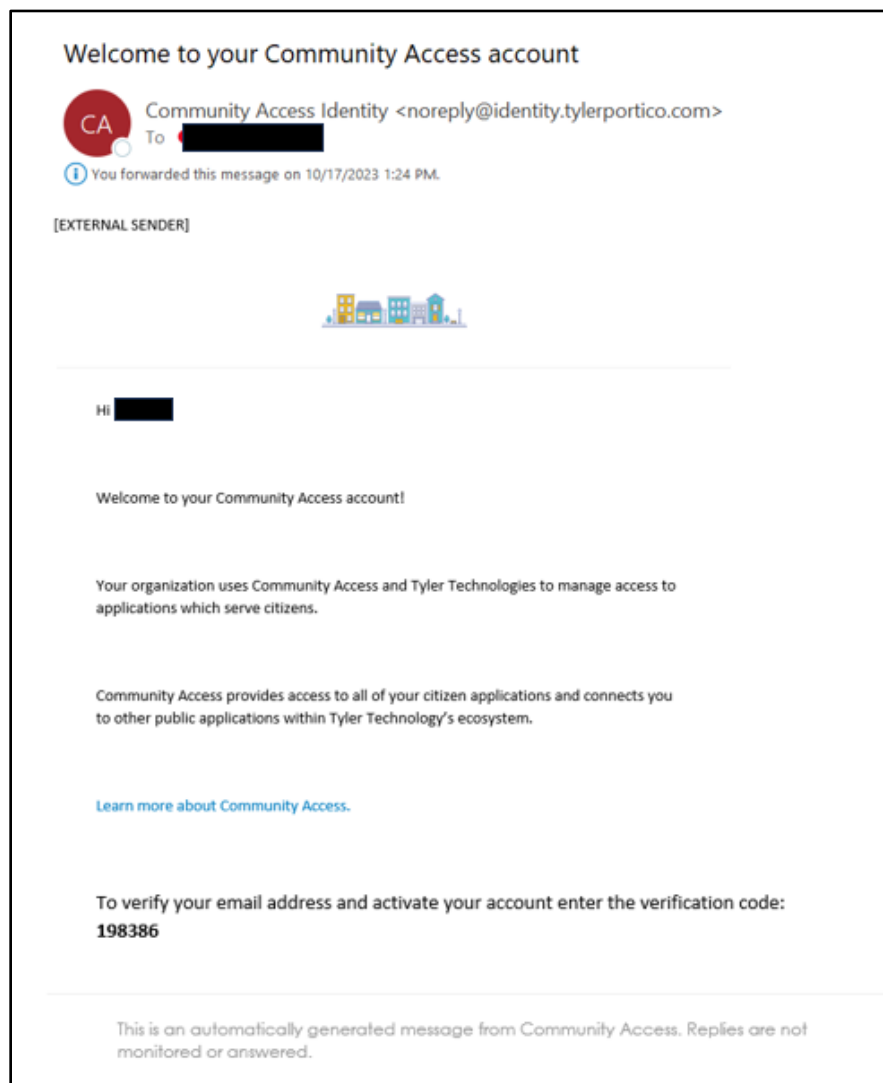
Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords



[Sign Up](#)

An email verification will be sent to you from noreply@identity.tylerportico.com with a verification code at the bottom.

Please check your email inbox. If you do not find the email in your inbox please check your junk or spam folder. This is an example of the email you will receive:




Insert the verification code into the browser you were previously at and click verify:



Verify with your email

[Redacted]

 Haven't received an email? [Send again](#)

We sent an email to [Redacted]
or.us. Enter the verification code in the text box.

Enter Code

[Verify](#)

You have successfully accessed your account with City of Ashland. You will now see your account settings.

selfservice.ashland.or.us/css/citizens/default.aspx

moonlight Municipal Code - U... AUTOPAY page City site ESS MUNIS - Sign In

CITY OF ASHLAND

Welcome to Citizen Self Service

Citizen Self Service

- Miscellaneous Billing
- Utility Billing

Announcements

Welcome to the City of Ashland's Customer Self Service Website.

[Click here for City of Ashland Fees and Rates](#)
[Click here for City of Ashland Utility Connect Form](#)
[Click here for City of Ashland Utility Registration and Autopay Instructions](#)

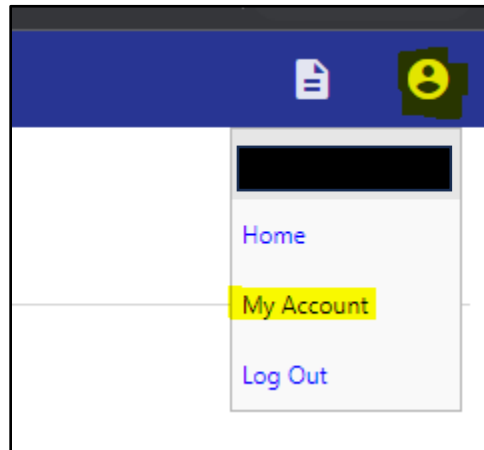
Profile Information

Profile information not found.

Utility Billing Accounts

To **link your account**, click on the person icon at the top right-hand corner of the screen.

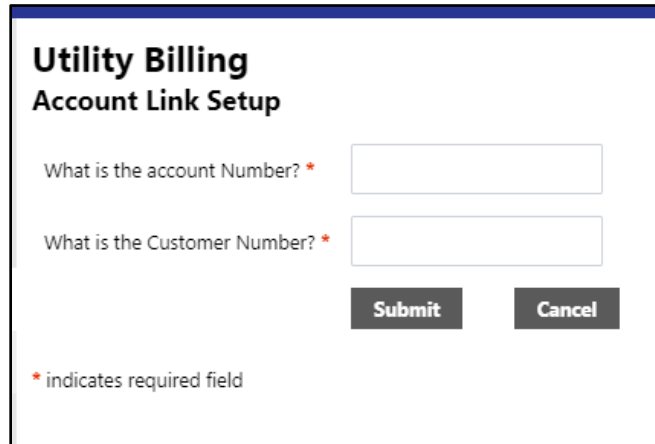
Click on My Account



Click on the “Link to account” hyperlink across from Utility Billing Accounts.

Account Settings	
Account Information	
Now logged in as	[Redacted]
Last successful login	12/6/2023
E-Mail address	[Redacted]
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	
Utility Billing Accounts	link to account
Account	Customer
There are currently no linked accounts	
Go To Module Homepage	

Enter in your account number and customer ID in the fields, and click Submit.



The form is titled "Utility Billing Account Link Setup". It contains two input fields: "What is the account Number? *" and "What is the Customer Number? *". Below the fields are "Submit" and "Cancel" buttons. A note at the bottom states "* indicates required field".

After you click submit the page will reload to your account settings page, and you will see your account populated in the "Utility Billing Accounts" Section

Utility Billing Accounts		link to account
Account	Customer	
71218	16535	remove

[Go To Module Homepage](#)

From here you can remove past accounts by clicking the remove button across from the account you'd like to remove. This is helpful if you move to a new location.

Please email utilitybilling@ashland.or.us with any questions you may have and we would be happy to assist you.