



Citizen Self Service Upgrade to Tyler Identity Community Process:

Account Transfer Guide

The City of Monroe's online bill pay software will undergo an upgrade which will enhance the customer experience and create additional layers of protection to secure customers' sign-on.

The online bill pay website will be unavailable to users starting **Saturday, March 9, 2024**. Users will not be able to access the website on March 9 until the upgrade is complete.

The upgraded website is scheduled to relaunch on **Sunday, March 10, 2024**.

Users can access the current online bill pay website through March 8.

The current software for utility billing "Citizen Self Service" will now become "Tyler Identity Community." All new and existing customers will need to create a new Tyler Portico account or log in with one of the Community Access services (Google, Apple, Microsoft, or Facebook). Follow these steps to create your new account:

1. **Select "Log In".** This will redirect you to Tyler Portico Citizen, where you will **click "Create Account"**.





2. **Fill in the blanks** as seen below and **click "Sign up"**.



Create an account

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

[Already have an account?](#)



3. You will receive **an email with a code** confirming your new account.

 Welcome to your Community Access account



Hi Citizen,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code: 123456

This is an automatically generated message from Community Access. Replies are not monitored or answered.

4. Enter the code that you receive in your email and click "Verify".



Verify with your email

Enter the verification code in the text box.

Enter Code

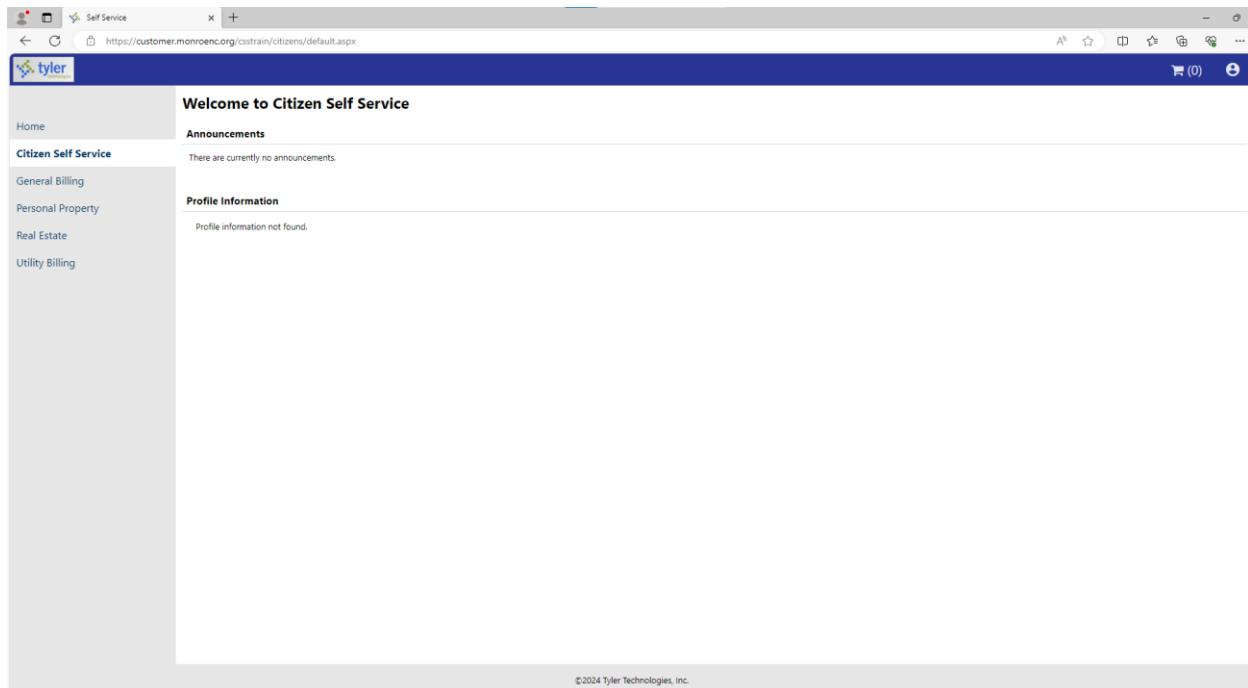
Verify

[Return to authenticator list](#)

[Back to sign in](#)



5. You will be taken to the home page of Citizen Self Service.



Once you have logged in successfully, you will be able to link your Self Service account to your newly created profile.

Still having trouble? Contact Monroe Customer Service at 704-282-4511.