

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**.

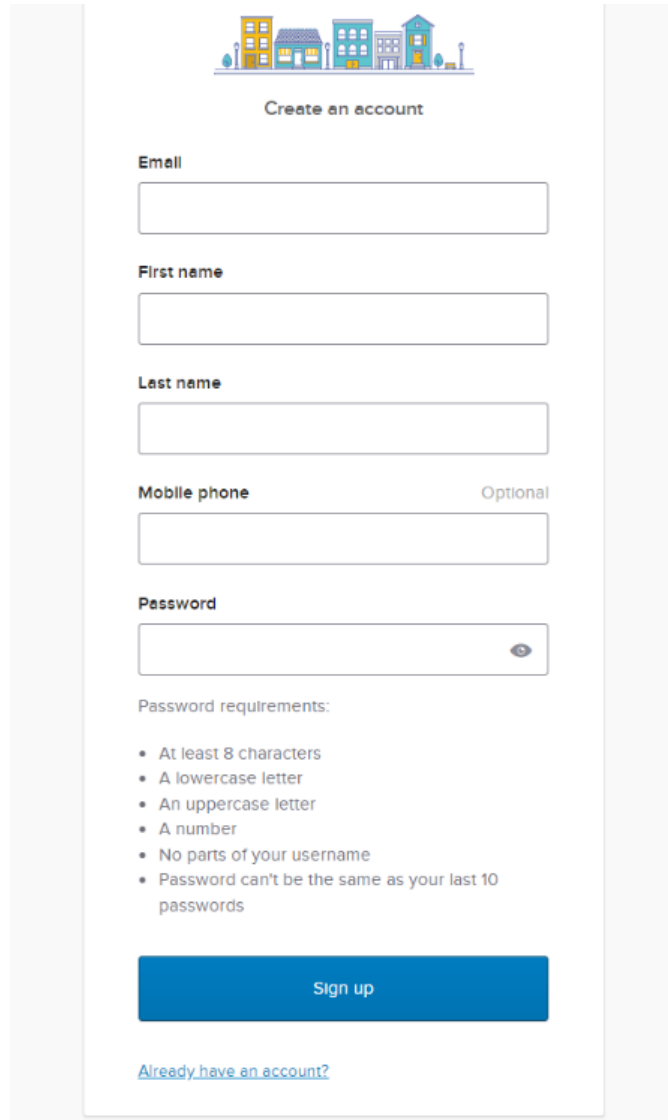
Users can access the current online bill pay website through March 8.


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”.

A registration form titled 'Create an account' with a cityscape illustration at the top. The form includes input fields for Email, First name, Last name, and Mobile phone (marked as Optional). It also has a Password field with a visibility toggle. Below the password field are the requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of the username, and not the same as the last 10 passwords. A blue 'Sign up' button and a link for 'Already have an account?' are at the bottom.


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.

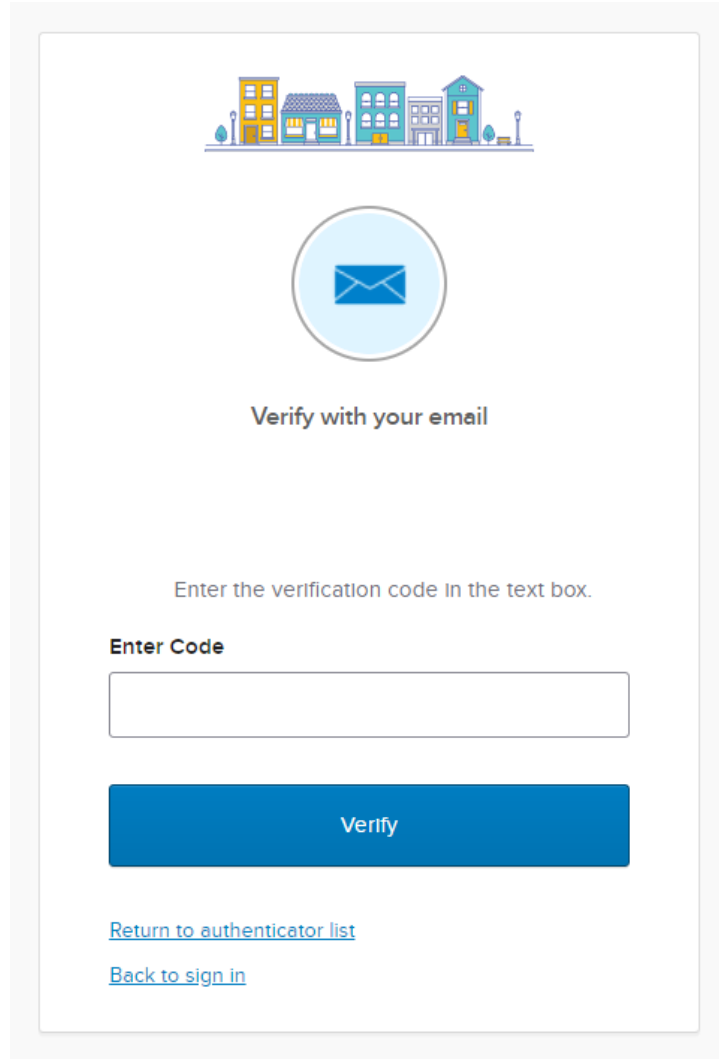
Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

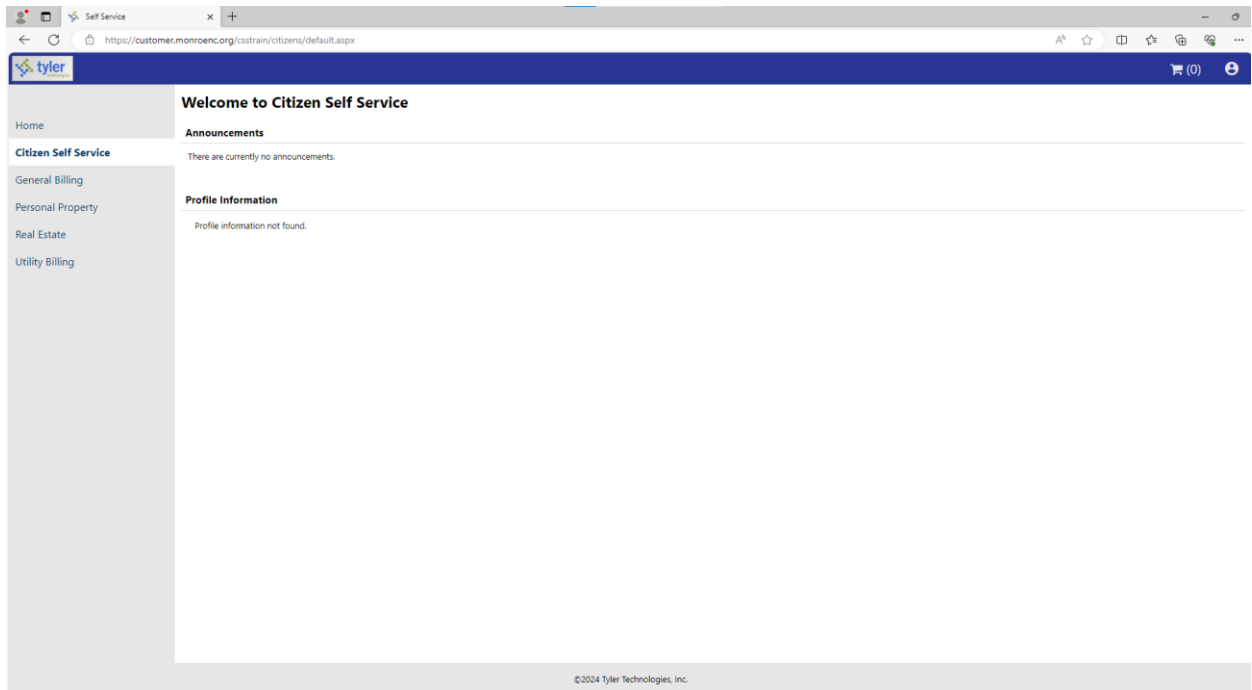
To verify your email address and activate your account enter the verification code: 123456

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”**.

A screenshot of a web-based verification screen. At the top, there is a row of colorful icons representing buildings. Below this is a large circular icon containing a blue envelope. Underneath the icon is the text 'Verify with your email'. Further down, there is a line of text: 'Enter the verification code in the text box.' Below that is the label 'Enter Code' followed by a white rectangular text input field. At the bottom of the form is a large blue button with the word 'Verify' in white text. Below the button are two blue hyperlinks: 'Return to authenticator list' and '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.