HOW TO REGISTER YOUR SELF-SERVICE ACCOUNT

Before you begin please ensure you have your account and customer identification numbers.

1. Navigate to the City of Ormond Beach website at www.ormondbeach.org and click the “Utility Payments” icon.
2. Under Utility Billing Payment Options select “this link” to access the online customer portal.

3. Select Citizen Self Service
4. To register your account, click “Sign up” and proceed to the next page.
5. Fill out the necessary information and select “Sign Up”.

![Create an account form](image-url)

- Email *
- Password *
- First name *
- Last name *

* indicates required field

Sign up

Back to sign in
6. You will receive an email requesting you to activate the registration. Please check all email folders promptly as the activation will disable after a period of time.

Welcome to your Community Access account!

Your town uses Community Access using Tyler Technologies and Okta to manage access to town applications.

This means you can conveniently access all applications your town has to offer, as well as applications in other towns that are also using Tyler Technologies software.

Learn more about Community Access.

To verify your email address and activate your account, please click the following link:

Activate account

7. Utilize your city designated account and customer number to link your account. If you use your existing linked email account, linking is not necessary. The auto-credit card payment previously setup by the citizen will be retained regardless of email used.

<table>
<thead>
<tr>
<th>Account Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Account information</strong></td>
</tr>
<tr>
<td>New logged in as</td>
</tr>
<tr>
<td>Last successful login</td>
</tr>
<tr>
<td>E-Mail address</td>
</tr>
</tbody>
</table>

**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**

There are currently no linked accounts

**Business License Accounts**

There are currently no linked accounts

**Utility Billing Accounts**

There are currently no linked accounts

**Account**

Customer

Go To Module Homepage

Go To Module Homepage