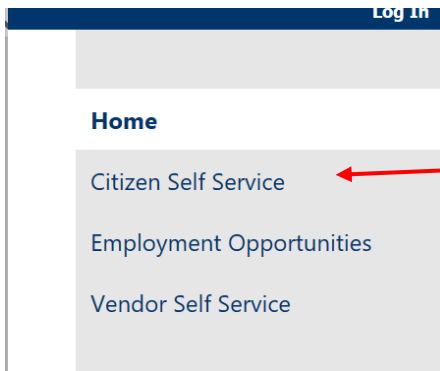




## Citizen Self Service Quick Start Guide

Open a browser and navigate to: <https://selfservice.ci.oshkosh.wi.us/MSS/default.aspx>



To begin the registration process click the navigation link on the right side of the screen.



### Login

Username  
  
[Forgot your username?](#)

Password  
  
[Forgot your password?](#)

[Register](#)

Click "Register"

## Self-Registration

\*User ID  
(between 1 and 100 characters)

\*Re-type user ID

\*Password  
(between 6 and 15 characters)

\*Re-type password

\*Password hint

\*Email address

Enter these validation numbers into the box below them




Save

Fill in each of the fields, the validation numbers then click "Save"

Click "link to account" to add your utility account to your online profile.

### Linked Accounts

#### Utility Billing Accounts

Account

Customer

[link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

## Utility Billing Account Link Setup

What is the account number? \*

What is the customer ID? \*

Submit

Cancel

\* indicates required field

Enter the new account number, your new customer number, and then click "Submit". If you don't have these numbers, you can call Utility Accounting at (920) 232-5325 or email [utilitybill@ci.oshkosh.wi.us](mailto:utilitybill@ci.oshkosh.wi.us)

Click on your newly added account number to view the utility account details, view bills, make payments, etc.

### Linked Accounts

#### Utility Billing Accounts

[link to account](#)

Account

Customer

[305223](#)

147655

[remove](#)

[Go To Module Homepage](#)

## Utility Billing

### Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Service Requests](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

#### Billing Account

Service Address	1212 ANYWHERE DR
Account Number	321654
Bill Delivery Preference	Mail

#### Your Current Balance

Amount Due Now	\$258.86	<a href="#">Pay Now</a>
Payment Due Date	5/3/2019	

#### About Your Payments

Bill	Last Posted	Sum of Payments	
5713	7/2/2018	\$0.00	<a href="#">details</a>

#### Customer Information

Name	DOE JOHN
Address	1212 ANYWHERE DR OSHKOSH WI 54901
Customer ID	123456

[Request Change of Address](#)

To make a payment click the "Pay Now" link

#### Services

Service	Code	Start Date	Stop Date	Status	Consumption History
WATER RESIDENTIAL	1010	11/9/2016		ACTIVE	<a href="#">View Consumption</a>
FIRE PROTECTION RESIDENTIAL	1310	7/2/2018		ACTIVE	None
SEWER RESIDENTIAL	2010	7/2/2018		ACTIVE	None
STORMWATER RESIDENTIAL	3010	7/2/2018		ACTIVE	None

# Utility Billing

## Manage Bills

[Sign up for EFT Automatic Payments](#) | [Account Summary](#)

Service Address	1212 ANYWHERE DR
Account Number	321654
As of	04/14/2019

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

### Outstanding Bills (bill years 2017 to 2019 only)

[Show Past Bills](#) ▼

Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	254930	4/12/2019	5/3/2019	\$258.86	\$0.00	\$258.86 <a href="#">Bill Details</a>
					<b>Total Due:</b>	<b>\$258.86</b>

Pay

Click "Pay" to begin the payment process.

## Pay Bills

[Return to Citizens page](#)

### Select Payment Method

EChecks will show directly on your bank statement with a smaller fee than Credit cards

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

Choose Credit Card or eCheck to proceed.

## Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2019	4/12/2019	254930	5/3/2019	\$258.86	\$258.86	\$ 258.86

Continue

Cancel

Verify the amount you will pay on the bill(s) and click continue.

### Oshkosh, City of, WI

Utility Billing Payments

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > [COMPLETE](#)

#### Payment Amount

\$ 258 . 86

If you chose Credit Card, enter your credit card information and click continue.

#### Payment Method

New Card

Card Number

Expiration Date

Security Code [What is this?](#)

-- --




Cancel

Please note you will not be charged until you Submit at end.

Continue

## Review & Accept Terms

Payment Method	Amount	Service Fee	Total
 Ending in 1111	\$258.86	\$5.95	\$264.81

### Official Payments Terms and Conditions:

Official Payments Corporation charges a service fee to use this service to make the payment outlined above. This fee is separate from the primary obligation you are paying. The service fee is included in the "Total Payment" line above.

Completion of a payment transaction is contingent upon both the authorization of payment by your card company and acceptance of your payment by the entity you are paying. In the event that your payment is unable to be processed, Official Payments will attempt to notify you at least once using the contact information you have provided. In the event your payment is not processed or authorized by your card company or the applicable entity you are seeking to pay fails to accept your payment your payment liability shall remain outstanding and unpaid and you will be subject to all applicable penalties, late fees and interest charges assessed by the relevant entity thereon, all of which obligations remain your sole responsibility.

#### Card Authorization Agreement

By clicking the "Accept" button below (1) you hereby confirm your acceptance of the service fee charged by Official Payments and agree to pay the "Total Payment" amount indicated, subject to and in accordance with the agreement governing the use of your

 Printer Friendly

[Back](#) | [Cancel](#)

Please note you will not be charged until you Submit at end.

**Accept Terms**

Review the details and amounts, then click "Accept Terms" if you wish to continue.

Oshkosh, City of, WI  
Utility Billing Payments

PAYMENT INFORMATION > PAYER INFORMATION > REVIEW & SUBMIT > COMPLETE

Payment Amount

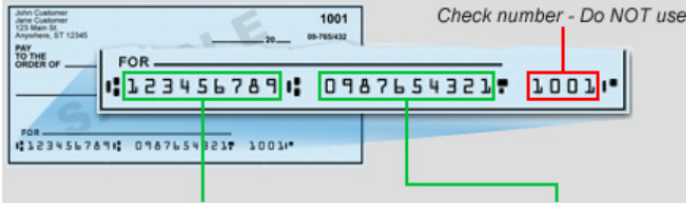
\$ 258 . 86

Payment Method

New Bank Account

Account Type

- Select -



Enter Routing Number (9 digits)

Enter Account Number

Re-enter Routing Number

Re-enter Account Number

Please note you will not be charged until you Submit at end.

Continue

Cancel

If you chose eCheck, select "New Card" for debit card or "New Bank Account" for checking or savings payment.

If you chose "New Bank Account", enter your banking information and click continue.

If you chose "New Card", enter your debit card information and click continue.

Payment Method

New Card

Card Number

Expiration Date

Security Code

[What is this?](#)



Please note you will not be charged until you Submit at end.

Continue

Cancel

## Review & Accept Terms

Payment Method	Amount	Service Fee	Total
 Ending in ***74	\$258.86	\$2.75	\$261.61

### Official Payments Terms and Conditions:

#### I. Agreement Information

Welcome to the Official Payments Corp.'s(r) electronic check (E-check) web page. This agreement describes the electronic check (E-check) payment and processing service ("Service") provided by Official Payments Corporation (OPC) through an Internet interface over the web. This agreement should be reviewed carefully since it informs you of the terms and conditions you must agree to and abide by in order to use this Service. AT THE END OF THESE WRITTEN TERMS AND CONDITIONS YOU WILL BE ASKED TO CLICK ON THE "ACCEPT" BUTTON/ICON. BY YOUR ACTIONS OF SUBMITTING THE REQUESTED PAYMENT INFORMATION THROUGH OFFICIAL PAYMENTS CORPORATION, YOU AGREE TO THESE TERMS AS WELL AS ANY OTHER DOCUMENTS INCORPORATED BY REFERENCE.

By clicking "Accept" you will be providing your electronic signature that will affirm: (1) you understand and intend that this agreement and its terms and conditions are a legally binding agreement and the equivalent of a signed, written contract; (2) you will use all OPC Services, and our Web sites in a manner consistent with applicable laws and regulations and in accordance with the terms and conditions of this agreement and any other applicable rules, guidelines or other conditions that govern the use of a particular

 Printer Friendly

[Back](#) | [Cancel](#)

Please note **you will not be charged until you Submit at end.**

**Accept Terms**

Review the details and amounts, then click "Accept Terms" if you wish to continue.



## Please enter your account information

Complete all the fields for the account information and scroll to the bottom of the page to click "Continue".

### Name

First Name	MI	Last	Suffix
------------	----	------	--------

### Country

United States	▼
---------------	---

### Address

Street Address
----------------

Street Address 2
------------------

Apartment or Suite Number
---------------------------

City	WI	▼	Zip code
------	----	---	----------

### Daytime phone

US/Canada  International

(		)		-	
---	--	---	--	---	--


Note: Please provide area code and extension in case we need to contact you regarding your payment.

### Enter your email

Email	Confirm email
-------	---------------

Bill Number:	254930
Bill Year:	2019
Account Number:	123456
Customer ID:	321654
Session ID:	704322924~1

REVIEW & SUBMIT

Payment Method	Amount	Service Fee	Total
 Ending in ***74	\$258.86	\$2.75	\$261.61

Account Information

**Name** Anthony Neumann  
**Street Address** 1212 ANYWHERE RD  
**City** OSHKOSH  
**State** WI  
**Zip code** 54901  
**Country** United States  
**Daytime phone** [\(920\) 555 - 1212](tel:(920)555-1212)  
**Email** vouremailaddress@mail.com  
**Bill Number** 254930  
**Bill Year** 2019  
**Account Number** 123456  
**Customer ID** 321654  
**Session ID** 704325390~1

Verify all of the details for one final opportunity to cancel prior to submitting for payment.

.75 Service Fee

Note: A second, non-refundable debit for the transaction fee will be payable to Official Payments Corporation and appear as a separate transaction on your bank statement.

By clicking submit, you authorize us to initiate an automated clearing house (ACH) one-time debit in your name to your bank account. The amount of this transaction as noted above will be presented to your bank on or after today for immediate payment.

[Cancel](#)

It is only necessary to click the "Submit" button once. Clicking the "Submit" button multiple times may result in the processing of multiple payments.

**Submit**

Your payment has been completed successfully. Thank you.



Please click continue.

Confirmation Number	Date & Time		
140026810	Sunday, April 14, 2019 03:38PM CT		
Payment Method	Amount	Service Fee	Total
 Ending in ***74	\$258.86	\$2.75	\$261.61

### Account Information

**Name** Anthony Neumann  
**Street Address** 1212 ANYWHERE RD  
**City** OSHKOSH  
**State** WI  
**Zip code** 54901  
**Country** United States  
**Daytime phone** [920-555-1212](tel:920-555-1212)  
**Email** vouremailaddress@mail.com  
**Bill Number** 254930  
**Bill Year** 2019  
**Account Number** 123456  
**Customer ID** 321654  
**Session ID** 704325390~1

Your transaction is complete and you have the opportunity to print this receipt and you will also receive a confirmation/receipt at the e-mail address entered.