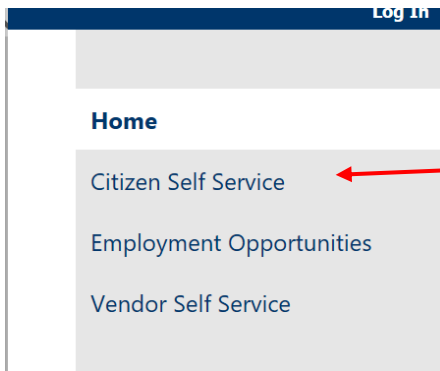




## Citizen Self Service Quick Start Guide

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<br>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

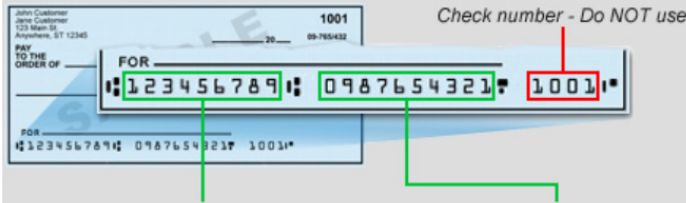
\$ 258 . 86

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.

