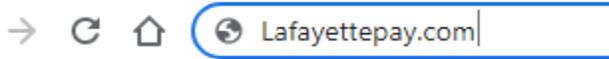




How to Pay Online Via the Citizen Self Service Portal

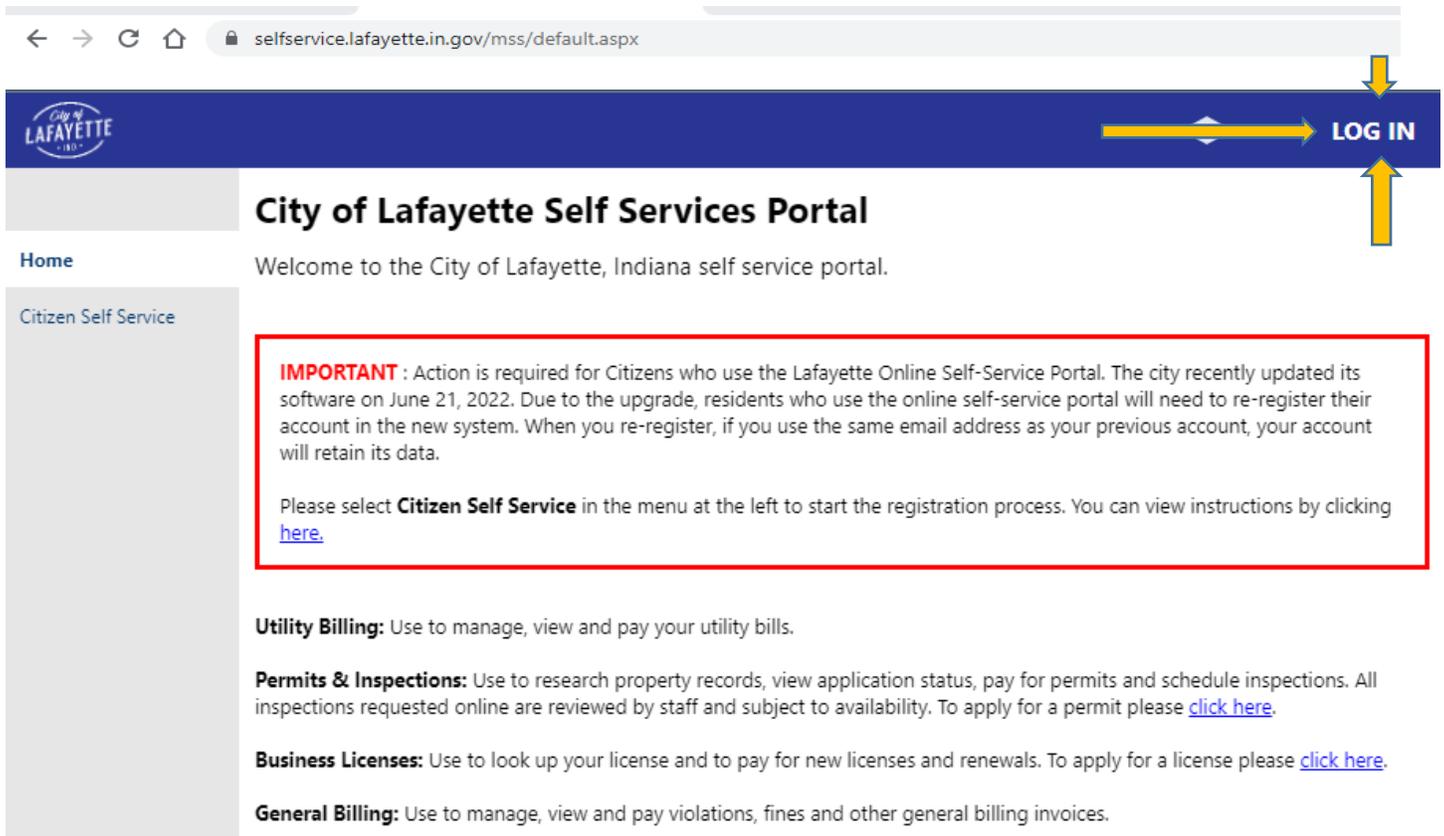
1. Go to Lafayettepay.com



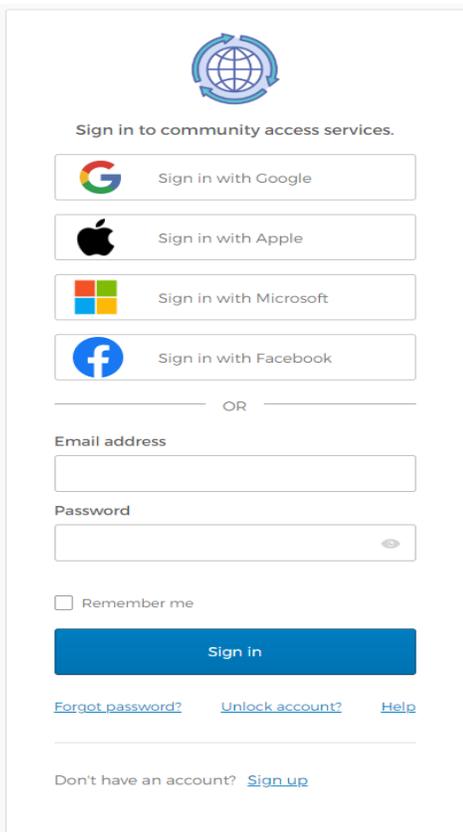
You can also access the site by going to **selfservice.lafayette.in.gov** or going to the City of Lafayette website (**Lafayette.in.gov**) and clicking on the **Utilities Payment** Icon.



2. Click LOG IN in the upper right hand corner.

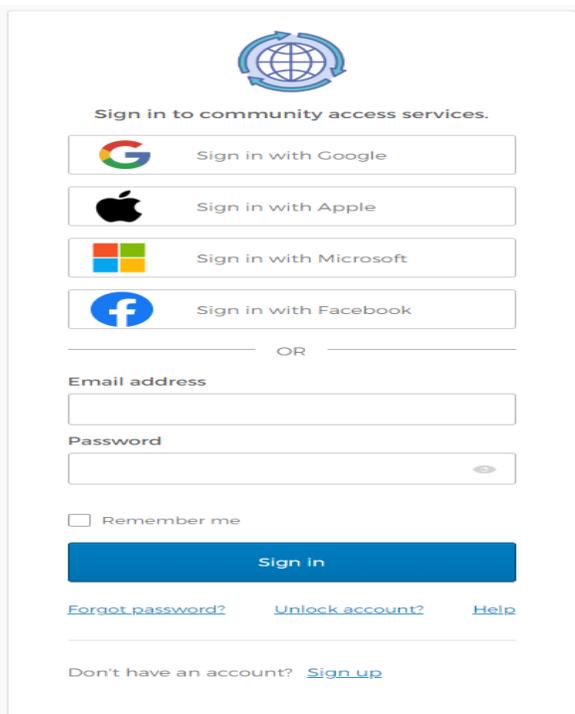


3. You'll then see the follow screen with multiple sign in options.



The screenshot shows a sign-in page with a globe icon at the top. Below the icon is the text "Sign in to community access services." There are four social media sign-in buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is a horizontal line with "OR" in the center. Underneath are two input fields: "Email address" and "Password". There is a "Remember me" checkbox. A blue "Sign in" button is positioned below the input fields. At the bottom, there are links for "Forgot password?", "Unlock account?", and "Help". At the very bottom, it says "Don't have an account? [Sign up](#)".

Important: *If your user name is an email address, enter your email address and password. If your user name is NOT an email address, sign up as a new user and click the **Don't have an account? Sign up** button.*



This is the same sign-in page as above, but with annotations. A blue arrow points to the "Email address" input field. Another blue arrow points to the "Sign up" link at the bottom of the page.

If you use an email address to sign in;
enter your information here.



If you **do not** use an email address to sign in;
Click on "Sign Up" and enter your information here.



Instructions if your username is your email address

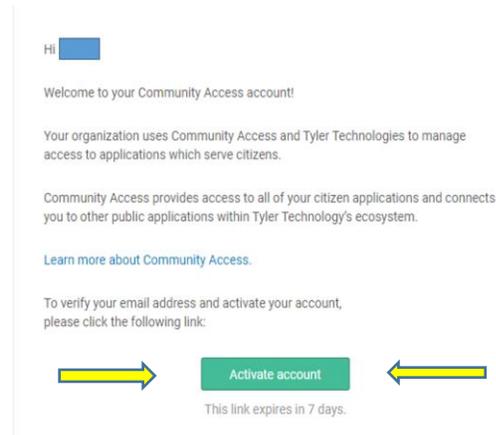
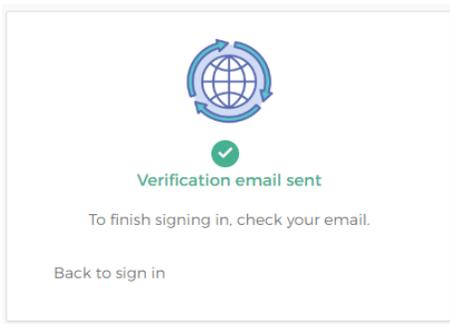
Email address

Lafayette customer@email.com

Password

Mypassword

An email will be sent to you.



Click on the Activate account button and you can proceed with your online account.

If your user name was NOT an email address.

A screenshot of a sign-in page. At the top is a globe icon. Below it, the text says "Sign in to community access services.". There are four social login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator. Then there are fields for "Email address" and "Password". A "Remember me" checkbox is present. A large blue "Sign in" button is at the bottom. Below the button are links for "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link that says "Don't have an account? Sign up".

If you do not use an email address to sign in;
Click on "Sign Up" and enter your information here.



4. Enter in your information



Create an account

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

* indicates required field

[Back to sign in](#)

An email will be sent to you. |



✓

Verification email sent

To finish signing in, check your email.

[Back to sign in](#)

Hi [redacted]

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, please click the following link:





This link expires in 7 days.

5. Next, you will see the Self Service page

6. Click CITIZEN SELF SERVICE & then UTILITY BILLING ACCOUNT

- Click on LINK TO ACCOUNT. If you had an online account with us before, but did not use an email address for your username, YES YOU WILL NEED TO LINK ACCOUNTS AND ENTER YOU ACCOUNT NUMBER AND CUSTOMOMER NUMBER AGAIN. We are sorry for the inconvenience.)

f Service
 icenses
 ouncements
 lling
 d Inspections
 ing
 ts
 Us

Utility Billing Account Link Setup

This will attach a Utility Account to your online user account. After you click 'Submit' you can view your linked accounts under Utility Billing at left.

Utility Billing Account Number from bill *

Utility Billing Customer Identification Number (CID) from bill *

* indicates required field

- Enter your account number and customer number listed on your bill and submit.

UTILITY BILLING OFFICE
 PO BOX 1688
 LAFAYETTE, IN 47902-1688
FORWARDING SERVICE REQUESTED



**UTILITY BILL
REMIT PORTION**
 Please write your Account Number on your check
 and enclose this portion of bill with your payment.
 Make Checks Payable To:
 CITY OF LAFAYETTE

Service Address	Bill Number	Customer # - Account #	Due Date	Amount Due
2 [redacted] ST	[redacted]	5 [redacted] - [redacted] 0	07/14/2022	\$ [redacted]
			After Due Date	\$ [redacted]
			AMOUNT ENCLOSED	

Customer # ↑ Account # ↑

Utility Billing
 Account Link Setup

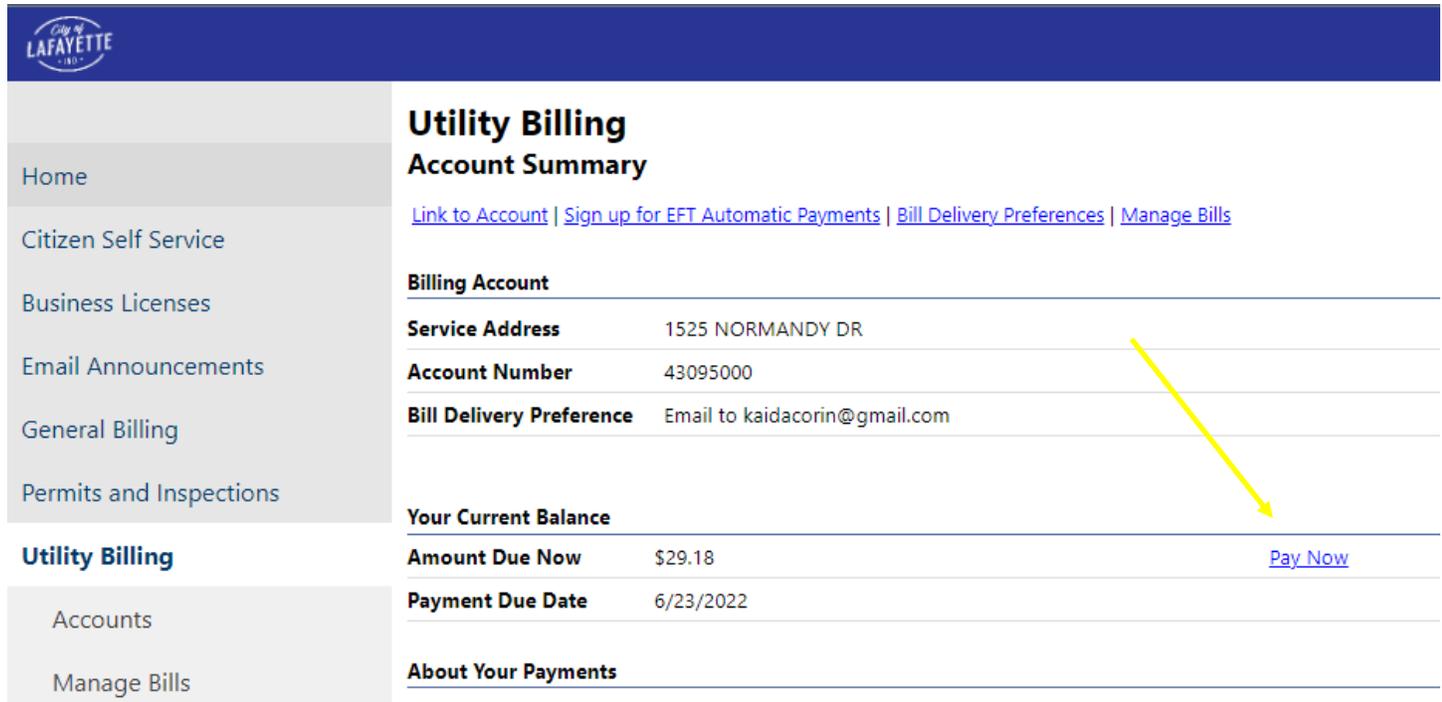
This will attach a Utility Account to your online user account. After you click 'Submit' you can view your linked accounts under Utility Billing at left.

Utility Billing Account Number from bill *

Utility Billing Customer Identification Number (CID) from bill *

* indicates required field

9. You should now be able to make your payment by click PAY NOW.



City of LAFAYETTE

Home
Citizen Self Service
Business Licenses
Email Announcements
General Billing
Permits and Inspections

Utility Billing
Accounts
Manage Bills

Utility Billing Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address	1525 NORMANDY DR
Account Number	43095000
Bill Delivery Preference	Email to kaidacorin@gmail.com

Your Current Balance

Amount Due Now	\$29.18	Pay Now
Payment Due Date	6/23/2022	

About Your Payments

If you'd like to make a **payment by phone**, the number is **1-833-252-1659**.

If you are having trouble with your online account, please contact us at 765-807-1100 or email us at ubquestions@lafayette.in.gov

