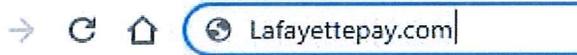




How to Pay Online Via the Citizen Self Service Portal

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.

selfservice.lafayette.in.gov/mss/default.aspx

City of Lafayette Self Services Portal

Welcome to the City of Lafayette, Indiana self service portal.

IMPORTANT: Action is required for Citizens who use the Lafayette Online Self-Service Portal. The city recently updated its software on June 21, 2022. Due to the upgrade, residents who use the online self-service portal will need to re-register their account in the new system. When you re-register, if you use the same email address as your previous account, your account will retain its data.

Please select **Citizen Self Service** in the menu at the left to start the registration process. You can view instructions by clicking [here](#).

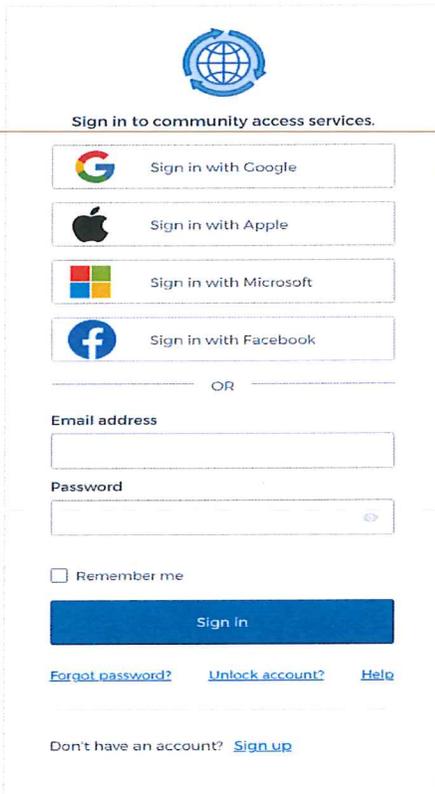
Utility Billing: Use to manage, view and pay your utility bills.

Permits & Inspections: Use to research property records, view application status, pay for permits and schedule inspections. All inspections requested online are reviewed by staff and subject to availability. To apply for a permit please [click here](#).

Business Licenses: Use to look up your license and to pay for new licenses and renewals. To apply for a license please [click here](#).

General Billing: Use to manage, view and pay violations, fines and other general billing invoices.

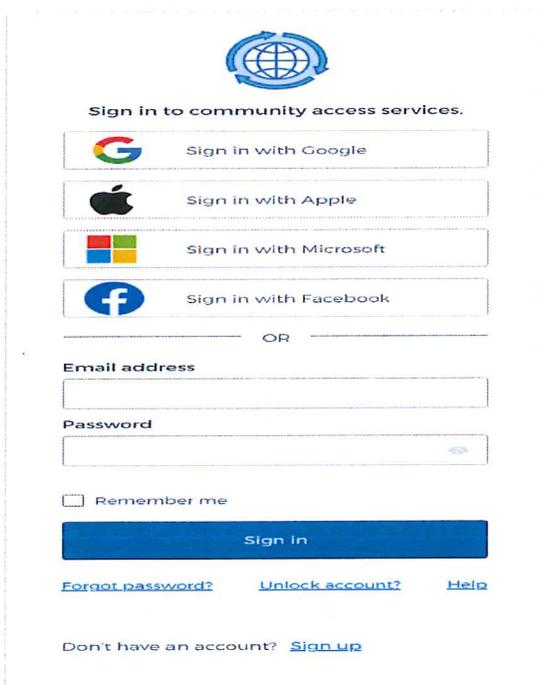
3. You'll then see the follow screen with multiple sign in options.



The screenshot shows a sign-in page with the following elements:

- Logo: A blue globe icon with a circular arrow around it.
- Text: "Sign in to community access services."
- Buttons: Four buttons for "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook".
- Text: "OR"
- Form fields: "Email address" and "Password" input fields.
- Text: "Remember me" checkbox.
- Button: "Sign in" button.
- Links: "Forgot password?", "Unlock account?", and "Help".
- Text: "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.
- A blue arrow points to the "Sign up" link at the bottom.

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

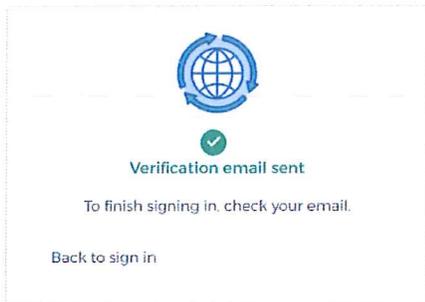
Email address

Lafayette customer@email.com

Password

Mypassword

An email will be sent to you.



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.



Activate account



This link expires in 7 days

1

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 blue circular icon with a globe and arrows. Below it is the text "Sign in to community access services." There are four buttons for social login: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is "OR" and two input fields for "Email address" and "Password". There is a "Remember me" checkbox and a blue "Sign in" button. 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](#)".

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

City of LAFAYETTE

Welcome to Citizen Self Service

Home

Citizen Self Service

- Business Licenses
- Email Announcements
- General Billing
- Permits and Inspections
- Utility Billing

Announcements

ATTENTION CUSTOMERS:

When multiple bills are listed on your account, please pay close at
~~~~~  
After hours emergency phone number (765) 807-1700.  
~~~~~  
If you have been disconnected and are making a payment after hc
~~~~~  
-> WE NOW HAVE THE ABILITY TO EMAIL YOUR BILL. SIGN UP ON

#### Profile Information

Profile information not found.

6. Click CITIZEN SELF SERVICE & then UTILITY BILLING ACCOUNT

City of LAFAYETTE

## Welcome to Citizen Self Service

Home

### Citizen Self Service

#### Utility Billing Accounts

Select an account to work with.

#### Linked accounts

No Utility Billing accounts have been linked to this user.

[Link to Account](#)

Utility Billing

- 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.)

**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

|  |  |  | Due Date               | Amount Due |
|--|--|--|------------------------|------------|
|  |  |  | 07/14/2022             | \$         |
|  |  |  | After Due Date         | \$         |
|  |  |  | <b>AMOUNT ENCLOSED</b> |            |

| Service Address | Bill Number | Customer # - Account # |
|-----------------|-------------|------------------------|
| 2 ST            |             | 5 - 0                  |

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**

**Account Number**

**Bill Delivery Preference** Email

**Your Current Balance**

|                         |           |                         |
|-------------------------|-----------|-------------------------|
| <b>Amount Due Now</b>   | \$29.18   | <a href="#">Pay Now</a> |
| <b>Payment Due Date</b> | 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](mailto:ubquestions@lafayette.in.gov)

