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Utility Billing Citizen Self Service

How to Link Utility Billing Accounts to your Portal Account

Once you have registered your email and created an account you can log in anytime to manage your account.

Go to www.vniles.com, click the Online Bill Pay button and then [Utility Billing Portal](#) to begin.

STEP 1: Log In

Click the Log In Icon



Citizen Self Service

Home

Citizen Self Service



STEP 2: Register

Type in your email and password and Click "Sign In" to access your Niles Citizen Self Service account.

tyler identity
a total tyler solution

Identify. Authenticate. Empower.

Sign in to your account

Email

Password

Register for a new account

SIGN IN

[Forgot password?](#)

STEP 3: Linking Your Utility Billing Account

To connect your account, click "Link to Account"

Account Settings

Account Information

Now logged in as	YourEmail@EmailWebsite.com
Last successful login	3/15/2021
E-Mail address	YourEmail@EmailWebsite.com

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 [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

Account	Customer
There are currently no linked accounts	

[Go To Module Homepage](#)

Enter your Account ID and Customer ID. These numbers are located at the top of your billing statement (see an example statement) and at the bottom of the Bill on the coupon.

Utility Billing Account Link Setup

What is the account ID? *

What is the CID? *

Submit **Cancel**

* indicates required field



1000 Civic Center Drive
Niles, Illinois 60714
847-588-8000

UTILITY BILL

CUSTOMER NAME		CUSTOMER NO	SERVICE			
YOUR NAME		123456	YOUR NAME			
BILL NUMBER & YEAR		BILL DATE	ACCOUNT #			
123456	2021	3/15/2021	67890			
DESCRIPTION	METER NUMBER	METER SEQUENCE	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING
Water Chg	464123456	1	A	12/15/2020	3/15/2021	20,000
Sewer		1		12/15/2020	3/15/2021	

READ CODE: A= Actual; E= Estimate; F= Final; W= Water

Once your Account ID and Customer ID are submitted, you'll see your account listed in the accounts section. Repeat this process if you have multiple accounts.

Account Settings

Citizen Self Service

Account Information

Now logged in as	YourEmail@EmailWebsite.com
Last successful login	3/2/2021
E-Mail address	YourEmail@EmailWebsite.com

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 [link to account](#)

There are currently no linked accounts

Utility Billing Accounts [link to account](#)

Account	Customer	
123456	654321	remove
135	2468	remove
122	221	remove

[Go To Module Homepage](#)

STEP 4: Don't forget to logoff when you are done

