Instructions for Resetting Your Utility Billing Password

The City has upgraded the existing Customer Self-Service Portal. All online customers need to reset their passwords in order to access their account. Here are detailed instructions to help you get set up.


**STEP 1: Forgot Password**

At the Log In screen, click “Forgot password.”
STEP 2: Enter Your Information

Enter your existing email.

Once the correct email is entered, you will receive an email to reset your password. You must click on the link in the email to complete the process (this link expires in one hour).
Select the Reset Password button in the email, and you will be redirected.

You can now reset your password in the Citizen Self-Service Portal.
STEP 3: Accessing Your Utility Billing Account

Once your password is reset, you will be redirected to your Tyler Community User Profile. To get back to your Self-Service either go back to your community’s self-service page or search for your communities Self-Service Page under Search for Communities.

To search from the “Search Communities page,” type City of Altamonte Springs and select the “Citizen Self Service” option.
Select “E-Payments” on the left-side menu.

Select Log in to access Utility Billing.
You can now log in with your new password.