



Finance Department | 425 E State St | Rockford, IL 61104 | (779) 348-7484

Customer Self Service

Step-By-Step Instructions for Paying General Billing Online

Water Sample Testing | Retiree Insurance | Fire Alarm Monitoring | Other Misc. Billings

EXCLUDING WATER UTILITY

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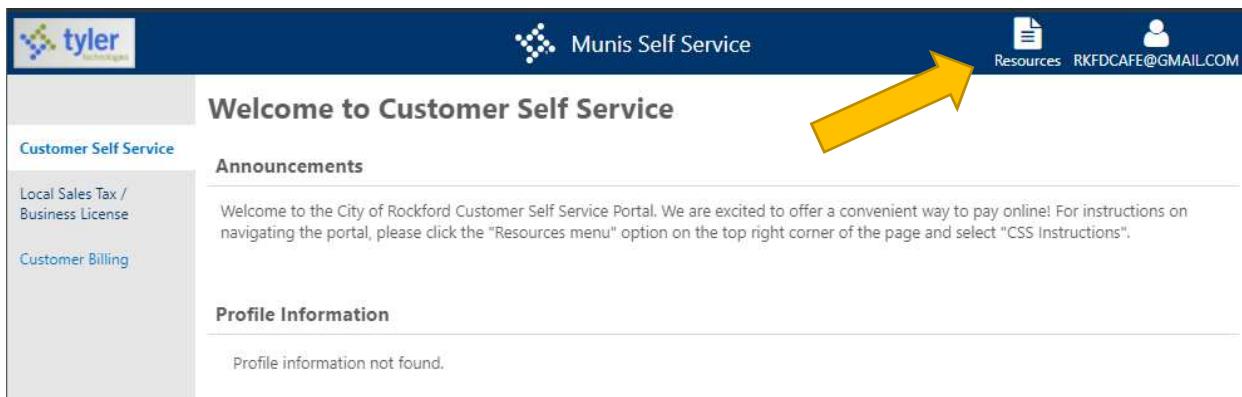
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Welcome to the City of Rockford Customer Self Service Portal for General Billing!

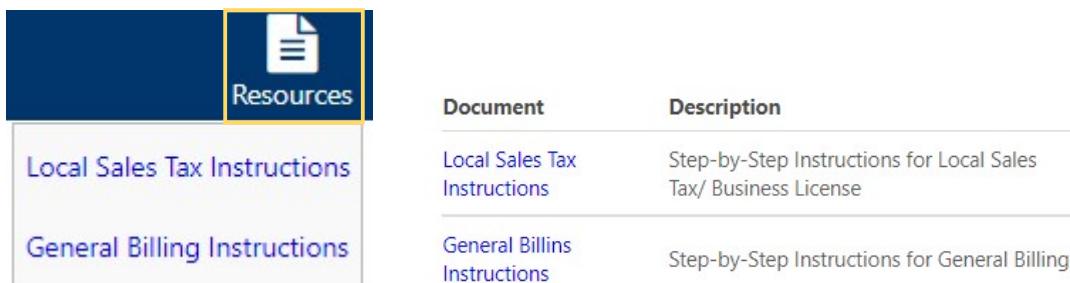
The City of Rockford Customer Self Service is the new payment portal that allows users to easily and conveniently pay bills (excluding water utility) online using a credit card or eCheck. Please note that there is a \$1 convenience fee when using an eCheck. There is no fee to pay by credit card.

If you have questions or issues during the registration please contact the General Billing Section of the Finance Department at (779) 348-7484. Someone will be available to assist you Monday – Friday 8:00am to 5:00pm. You may also send an email to GB@rockfordil.gov for assistance.

A helpful button to remember is the **“Resources menu” in the upper right corner when logged into the Customer Self Service homepage**. Clicking it will give you the option to view a PDF of these instructions.



The screenshot shows the 'Customer Self Service' section of the portal. On the left, there's a sidebar with links for 'Customer Self Service', 'Local Sales Tax / Business License', and 'Customer Billing'. The main content area has a 'Welcome to Customer Self Service' header and an 'Announcements' section. Below that is a 'Profile Information' section with a message: 'Profile information not found.' In the top right corner, there's a 'Resources' menu icon (a document symbol) and an email address 'RKFDCAFE@GMAIL.COM'. A yellow arrow points to the 'Resources' icon.



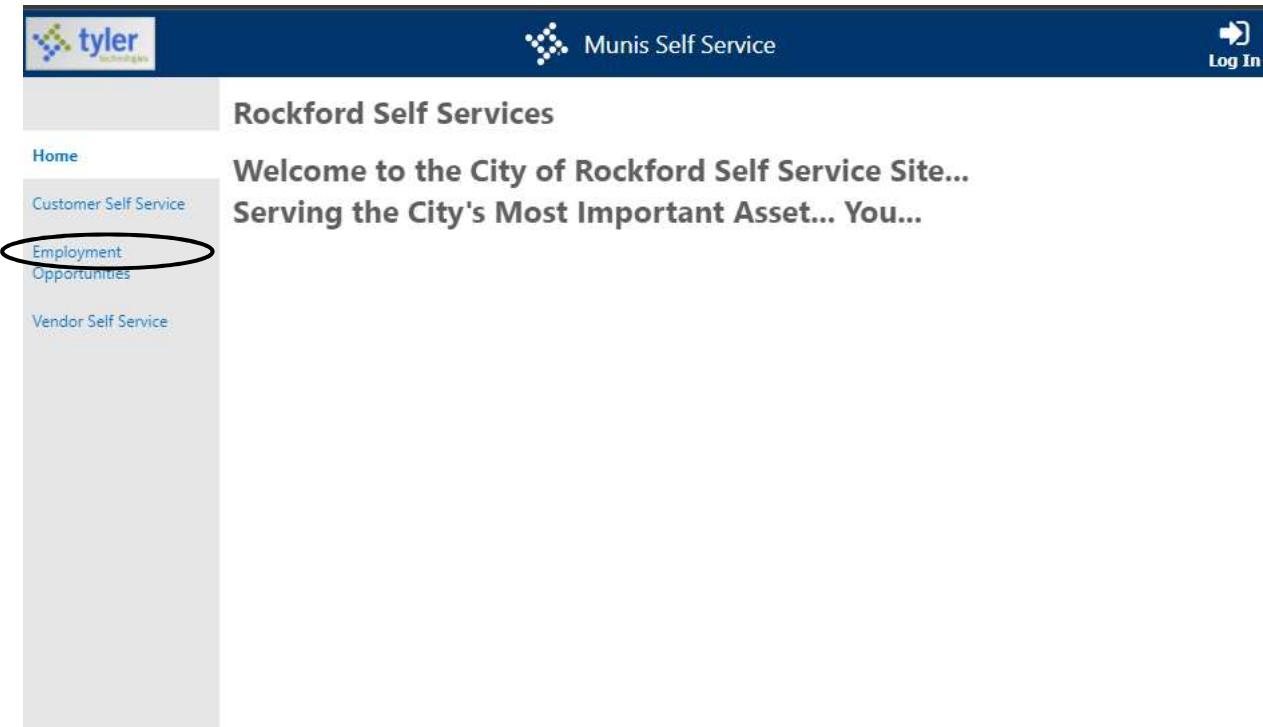
The screenshot shows the 'Resources' page. On the left, there are two buttons: 'Local Sales Tax Instructions' and 'General Billing Instructions'. On the right, there is a table with two rows:

Document	Description
Local Sales Tax Instructions	Step-by-Step Instructions for Local Sales Tax/ Business License
General Billing Instructions	Step-by-Step Instructions for General Billing

If you are a Local Sales Tax Business, you do not need to register. Log in using your existing user ID and password and skip to step 2 to register your customer account to your existing login.

Step 1: Registering

To access the Self Service portal, go to: <https://ess.rockfordil.gov/css/>. Select “Customer Self Service” on the left-hand menu.



After clicking “Customer Self Service”, you will be brought to the Login page. To register, click the hyperlinked “Register” button below the login fields.

Complete the registration fields and click “Save”. **User ID must be the business email address on file.** Password requirements are a length between 8 to 15 characters with at least one numeric, one non-alphanumeric character, one uppercase, and one lowercase. **Most browsers will have the option to save your login details. Whether or not you store your login on your browser, we recommend that you additionally document and save your User ID and password on your computer or in a paper file.**



Sign in to community access services for City of Rockford.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

! This field cannot be left blank

Keep me signed in

[Next](#)

[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)



Sign up

Email

First name

Last name

Mobile phone Optional

Password

! This field cannot be left blank

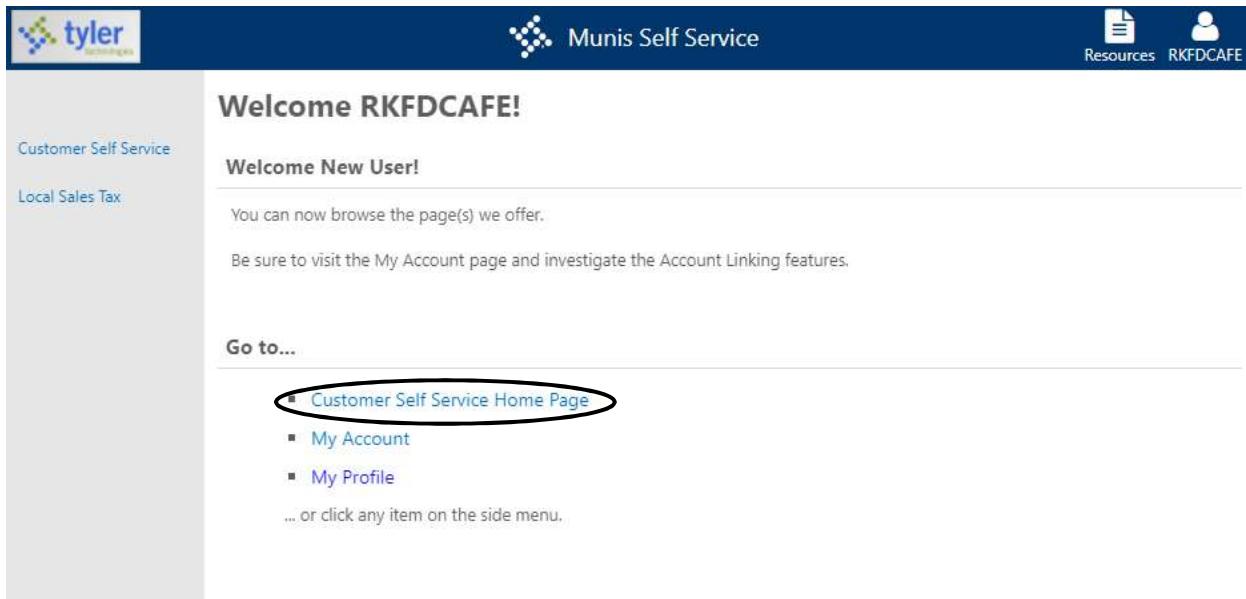
Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

[Sign Up](#)

[Already have an account?](#)

After saving your registration information, you will receive a Welcome Screen. Click on “Customer Self Service Home Page” to be directed to the Self Service homepage. Then continue to the next section for directions on linking a customer account.



Customer Self Service

Local Sales Tax

Welcome RKFDCAFE!

Welcome New User!

You can now browse the page(s) we offer.

Be sure to visit the My Account page and investigate the Account Linking features.

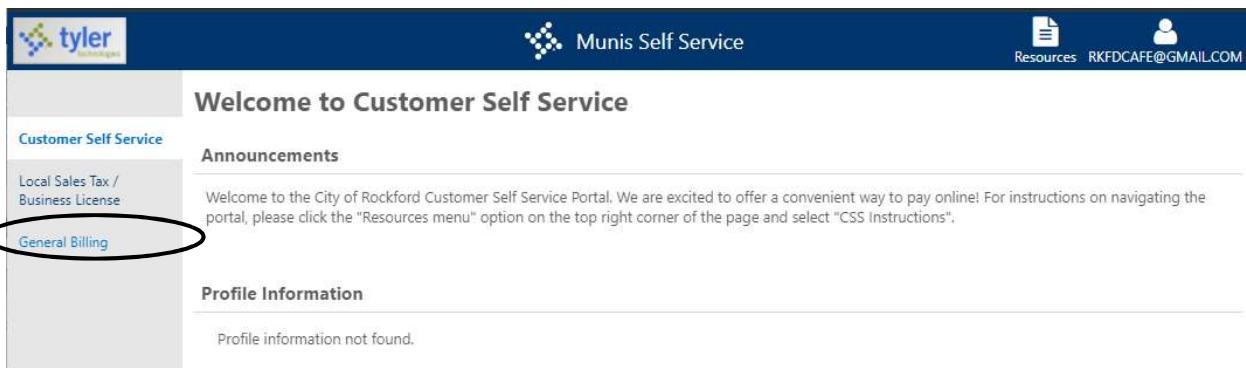
Go to...

- [Customer Self Service Home Page](#) (Circled)
- [My Account](#)
- [My Profile](#)

... or click any item on the side menu.

Step 2: Linking Customer Account

Starting on the Self Service homepage, click “General Billing” on the left-hand menu.



Customer Self Service

Local Sales Tax / Business License

General Billing (Circled)

Welcome to Customer Self Service

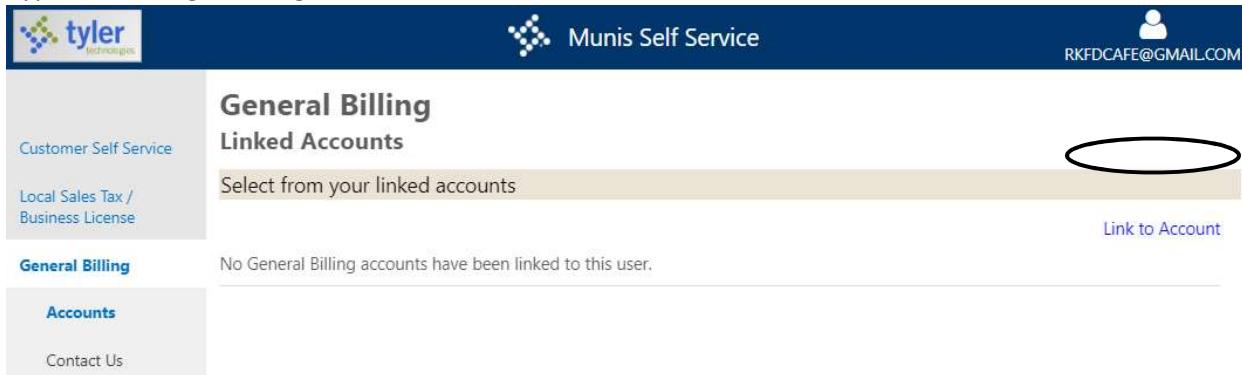
Announcements

Welcome to the City of Rockford Customer Self Service Portal. We are excited to offer a convenient way to pay online! For instructions on navigating the portal, please click the “Resources menu” option on the top right corner of the page and select “CSS Instructions”.

Profile Information

Profile information not found.

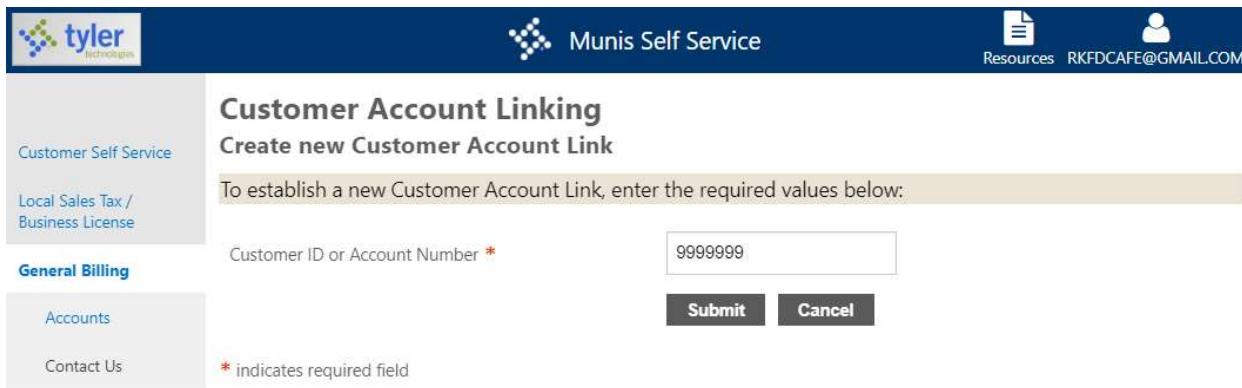
Clicking “General Billing” directs you to the “Linked Accounts” page. Click the “Link to Account” hyperlink to begin linking a customer account.



The screenshot shows the Munis Self Service interface. At the top, there are links for Customer Self Service, Local Sales Tax / Business License, General Billing (which is selected), Accounts, and Contact Us. The main content area is titled "General Billing Linked Accounts" and contains a sub-section "Select from your linked accounts". A message states "No General Billing accounts have been linked to this user." On the right side, there is a "Link to Account" button, which is circled in black.

Enter your customer account ID in the corresponding fields.

- You can link multiple customer ID numbers to your single login.



The screenshot shows the "Customer Account Linking" page. The "General Billing" link is selected in the sidebar. The main form is titled "Create new Customer Account Link" and contains a message "To establish a new Customer Account Link, enter the required values below:". A text input field is filled with "9999999". Below the input field are "Submit" and "Cancel" buttons. A note at the bottom states "* indicates required field".



(779) 348-7484
GB@rockfordil.gov

You can locate this number in the top right corner of the invoice and/or statement that you have received.



PHONE: (779) 348-7484
EMAIL: GB@ROCKFORDIL.GOV

ROCKFORD CAFE LLC
425 E STATE STREET
ROCKFORD, IL 61104

INVOICE

Invoice Date	Invoice No.
04/26/2022	402024
Customer Number	99999999
Invoice Total Due	\$39.00
Due Date	05/26/2022
Amount Remitted	\$

Remit to:
City of Rockford
Attn: CUSTOMER SERVICE CENTER, 1ST Floor
425 East State Street
Rockford, IL 61104

Please contact the General Billing Section of the Finance Department at (779) 348-7484 if you have issues linking a customer account.

Once linked, you will see the options to view your account, manage your bills and pay your bills.

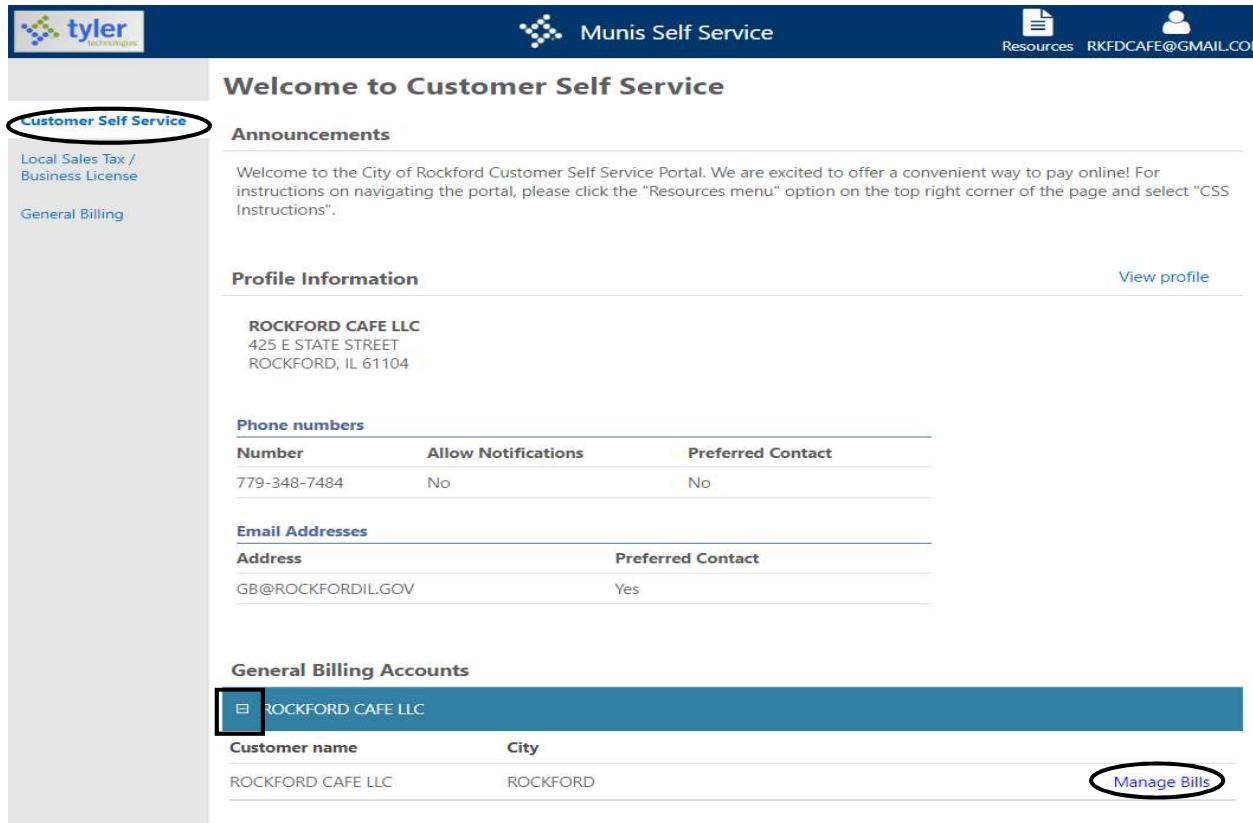
The screenshot shows the Tyler Munis Self Service interface. On the left, a sidebar has links for Customer Self Service, Local Sales Tax / Business License, General Billing (which is selected), Accounts (which is circled in red), and Contact Us. The main content area has a header for General Billing and Linked Accounts. It shows a list of linked accounts with columns for Customer ID, Name, and Location. The account for Rockford CAFE LLC is listed with Customer ID 99999999, Name ROCKFORD CAFE LLC, and Location ROCKFORD. A 'Manage Bills' button is next to the account row. At the top right, there is a user icon and the email RKFDCAFE@GMAIL.COM.

Step 3: Paying a Bill

To pay a bill, you can reach the “Manage Bills” hyperlink two ways: 1) you go to the Accounts screen and click the “Manage Bills” hyperlink next to the relevant business account.

This screenshot is similar to the previous one but focuses on the Accounts link. The Accounts link in the sidebar is circled in red. The main content area shows the General Billing and Linked Accounts section, with the account for Rockford CAFE LLC listed. The 'Manage Bills' button is highlighted with a black box. The top right corner shows the user icon and the email RKFDCAFE@GMAIL.COM.

2) OR you can select “Manage Bills” after logging into Customer Self Service and click on the plus sign to expand your customer accounts from the main page.



Welcome to Customer Self Service

Customer Self Service

Local Sales Tax / Business License
General Billing

Announcements

Welcome to the City of Rockford Customer Self Service Portal. We are excited to offer a convenient way to pay online! For instructions on navigating the portal, please click the “Resources menu” option on the top right corner of the page and select “CSS Instructions”.

Profile Information

ROCKFORD CAFE LLC
425 E STATE STREET
ROCKFORD, IL 61104

Phone numbers

Number	Allow Notifications	Preferred Contact
779-348-7484	No	No

Email Addresses

Address	Preferred Contact
GB@ROCKFORDIL.GOV	Yes

General Billing Accounts

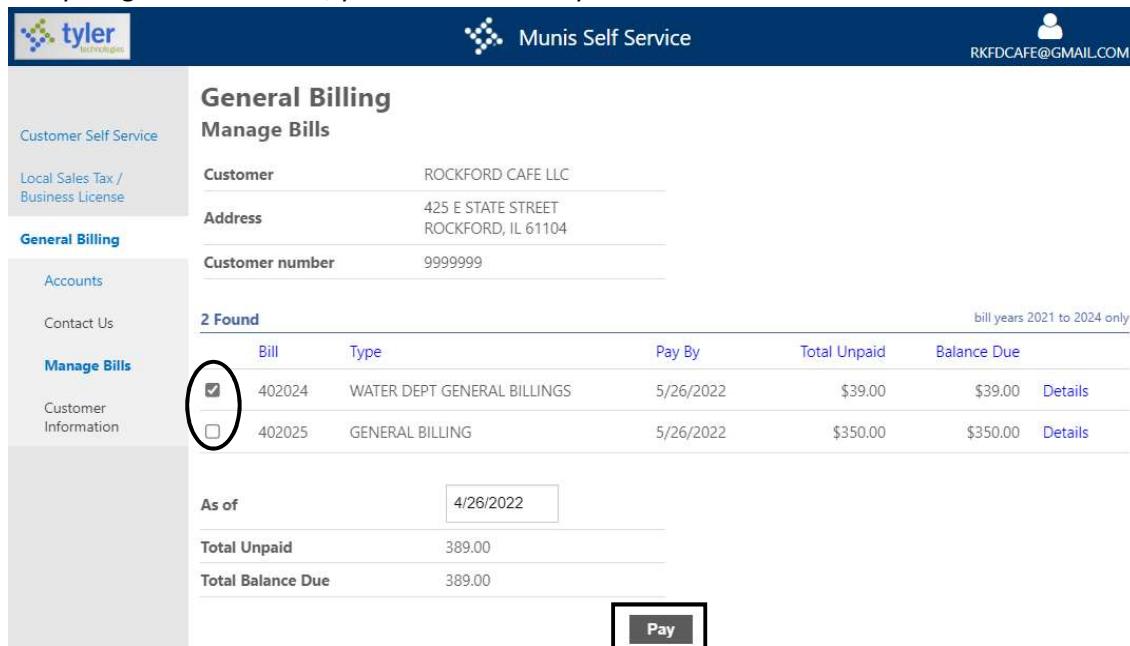
ROCKFORD CAFE LLC

Customer name	City
ROCKFORD CAFE LLC	ROCKFORD

Manage Bills

From the “Manage Bills” screen, there are two ways that you can pay your bills.

- 1) By selecting the check box in front of the bills then click “Pay”. When you enter this screen everything will be selected, you can uncheck any boxes.



General Billing
Manage Bills

Customer ROCKFORD CAFE LLC

Address 425 E STATE STREET
ROCKFORD, IL 61104

Customer number 9999999

2 Found bill years 2021 to 2024 only

Bill	Type	Pay By	Total Unpaid	Balance Due
<input checked="" type="checkbox"/> 402024	WATER DEPT GENERAL BILLINGS	5/26/2022	\$39.00	\$39.00 Details
<input type="checkbox"/> 402025	GENERAL BILLING	5/26/2022	\$350.00	\$350.00 Details

As of 4/26/2022

Total Unpaid 389.00

Total Balance Due 389.00

Pay

2) By selecting “Details” then click on “Pay”

tyler technologies
Munis Self Service
RKFDCAFE@GMAIL.COM

[Customer Self Service](#)

[Local Sales Tax / Business License](#)

General Billing

- [Accounts](#)
- [Contact Us](#)
- [Manage Bills](#)
- [Customer Information](#)

General Billing

Manage Bills

Customer	ROCKFORD CAFE LLC
Address	425 E STATE STREET ROCKFORD, IL 61104
Customer number	9999999

2 Found bill years 2021 to 2024 only

Bill	Type	Pay By	Total Unpaid	Balance Due
<input checked="" type="checkbox"/> 402024	WATER DEPT GENERAL BILLINGS	5/26/2022	\$39.00	\$39.00 Details
<input type="checkbox"/> 402025	GENERAL BILLING	5/26/2022	\$350.00	\$350.00 Details

As of

Total Unpaid	389.00
Total Balance Due	389.00

[Pay](#)

tyler technologies
Munis Self Service
RKFDCAFE@GMAIL.COM

[Customer Self Service](#)

[Local Sales Tax / Business License](#)

General Billing

- [Accounts](#)
- [Contact Us](#)
- [Manage Bills](#)
- [Customer Information](#)

General Billing

Bill Detail

[Return to Manage Bills](#)

Customer	ROCKFORD CAFE LLC
Address	425 E STATE STREET ROCKFORD, IL 61104
Customer number	9999999

As of

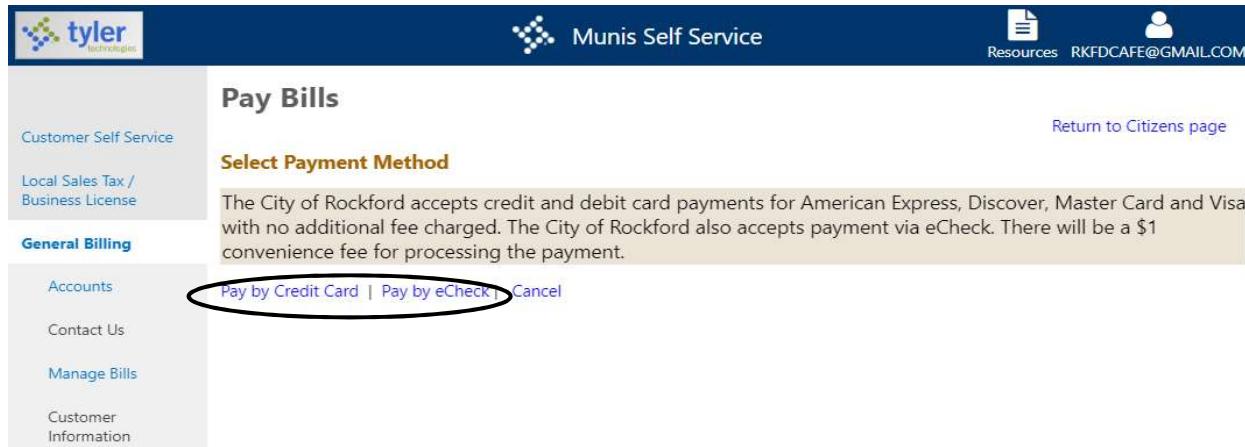
Bill Year	2022
Bill	402024

[View payments](#)

Charge	Description	Amount
SMPTST	WATER SAMPLE TESTING	\$39.00
SUBTOTAL		\$39.00
Payments		\$0.00
Total Unpaid Balance		\$39.00
TOTAL DUE		\$39.00

[Pay](#)

After clicking "Pay", select your payment method. **There is a \$1.00 convenience fee for paying with an eCheck. There is no fee to pay by credit card.**



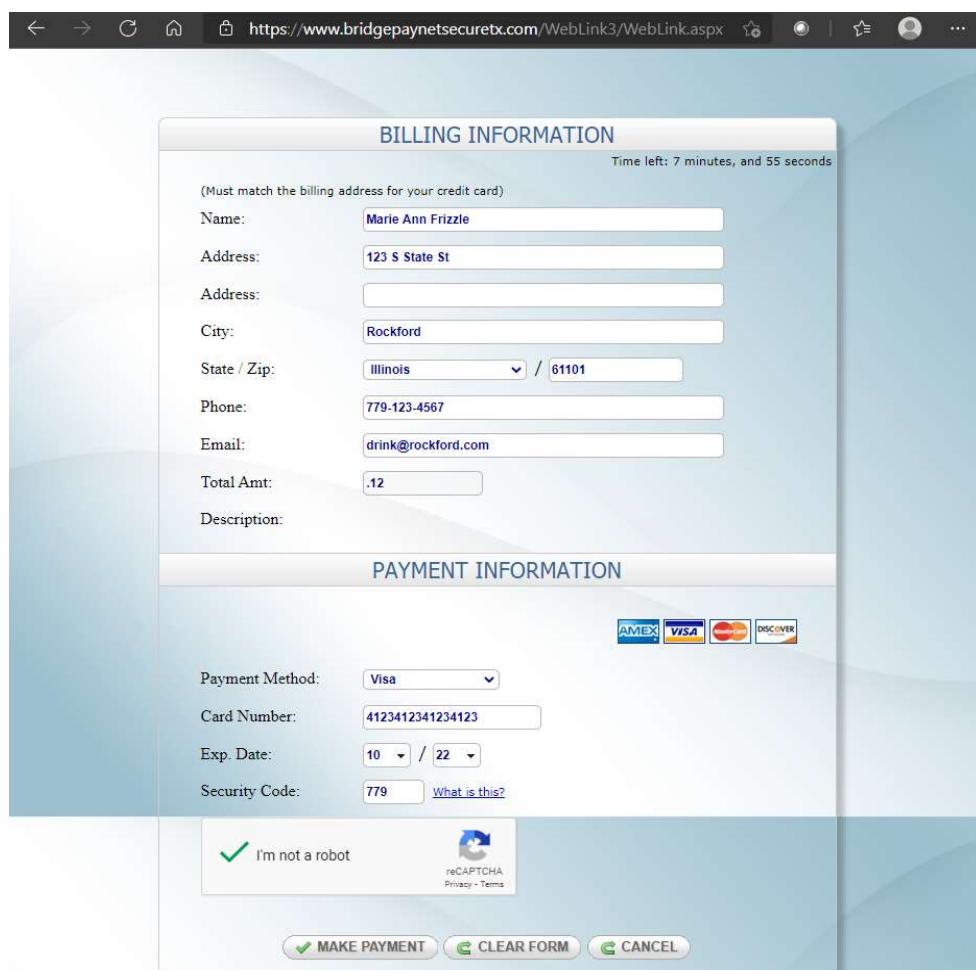
Pay Bills

Select Payment Method

The City of Rockford accepts credit and debit card payments for American Express, Discover, Master Card and Visa with no additional fee charged. The City of Rockford also accepts payment via eCheck. There will be a \$1 convenience fee for processing the payment.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

You will be directed to the payment portal to enter your billing address and payment information. Please note that once you click "Make Payment," the transaction will immediately processed.



BILLING INFORMATION

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip: /

Phone:

Email:

Total Amt:

Description:

PAYMENT INFORMATION

Time left: 7 minutes, and 55 seconds

AMEX VISA MASTERCARD DISCOVER

Payment Method:

Card Number:

Exp. Date: /

Security Code: [What is this?](#)

I'm not a robot 
reCAPTCHA [Privacy](#) • [Terms](#)

[MAKE PAYMENT](#) [CLEAR FORM](#) [CANCEL](#)

Secured by  2021-04-23

Powered by [BridgePay Network Solutions](#).

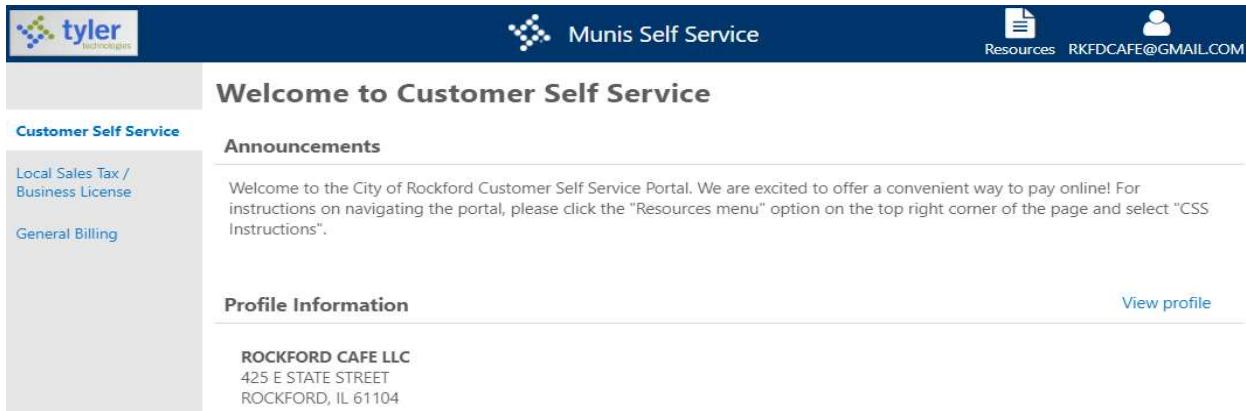


[ABOUT SSL CERTIFICATES](#)

After submitting payment, you will be directed to this payment confirmation screen. Click the “here” hyperlink at the bottom of the message box to be redirected to Customer Self Service.

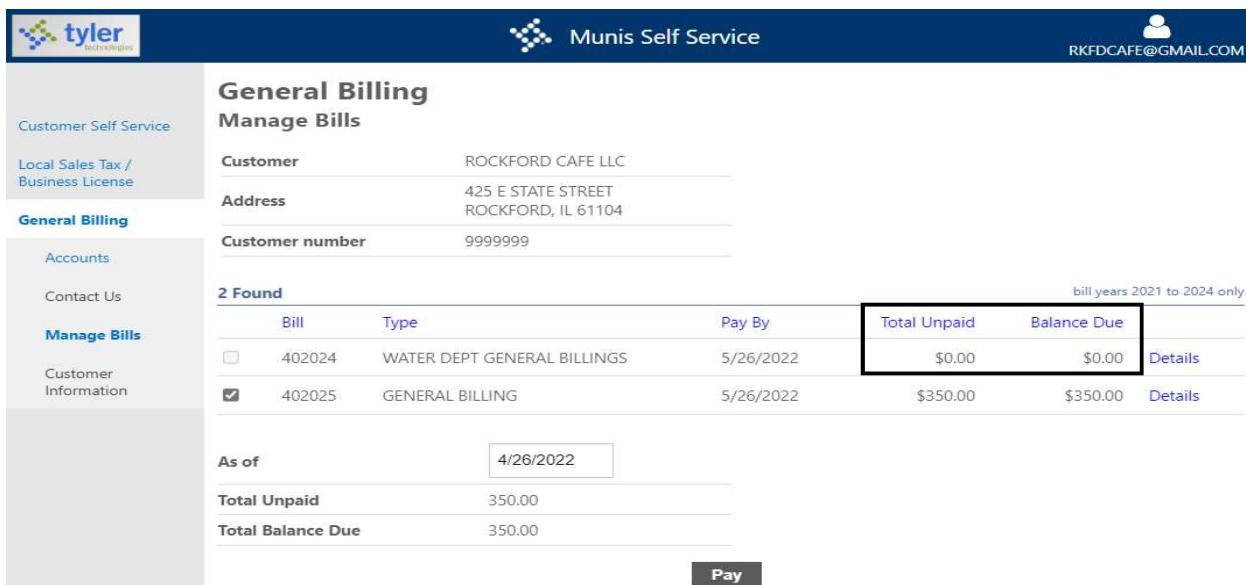


You may receive a message requesting verification that you intend to change websites. Click “yes” and you will be redirected to the Customer Self Service Home Page.



The screenshot shows the Tyler Technologies Munis Self Service portal. The top navigation bar includes the Tyler logo, a 'Munis Self Service' link, and a 'Resources' section with an email address (RKFDCAFE@GMAIL.COM). The main content area is titled 'Welcome to Customer Self Service' and features a 'Customer Self Service' sidebar with links for 'Local Sales Tax / Business License' and 'General Billing'. The main content area displays 'Profile Information' for 'ROCKFORD CAFE LLC' with an address of '425 E STATE STREET ROCKFORD, IL 61104'. A 'View profile' link is located on the right.

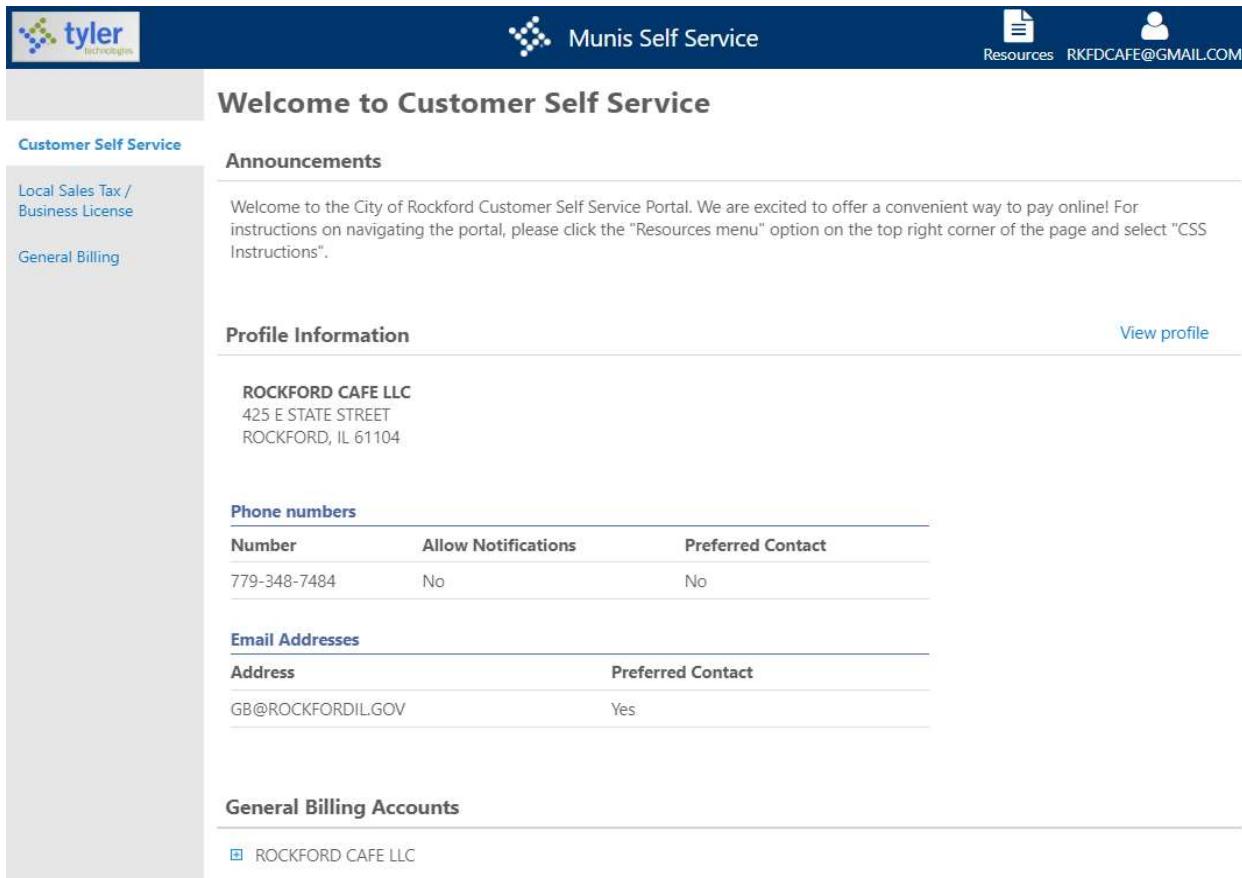
You can verify that you paid the bill by going to the “Manage Bills” screen after clicking on “General Billing”.



The screenshot shows the 'General Billing' section of the Customer Self Service portal. The sidebar includes links for 'Customer Self Service', 'Local Sales Tax / Business License', 'General Billing' (which is selected), 'Accounts', 'Contact Us', 'Manage Bills', and 'Customer Information'. The main content area shows 'Manage Bills' details for 'ROCKFORD CAFE LLC' with address '425 E STATE STREET ROCKFORD, IL 61104' and customer number '9999999'. A table titled '2 Found' lists two bills: '402024 WATER DEPT GENERAL BILLINGS' and '402025 GENERAL BILLING'. The table includes columns for Bill, Type, Pay By, Total Unpaid, Balance Due, and Details. The 'Total Unpaid' and 'Balance Due' columns for both bills are both '\$0.00'. The 'Pay' button is at the bottom.

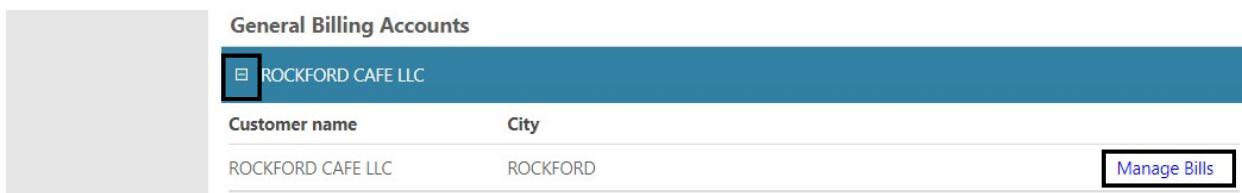
Navigating the Customer Self Service Portal

Logging into Customer Self Service directs you to your account homepage.



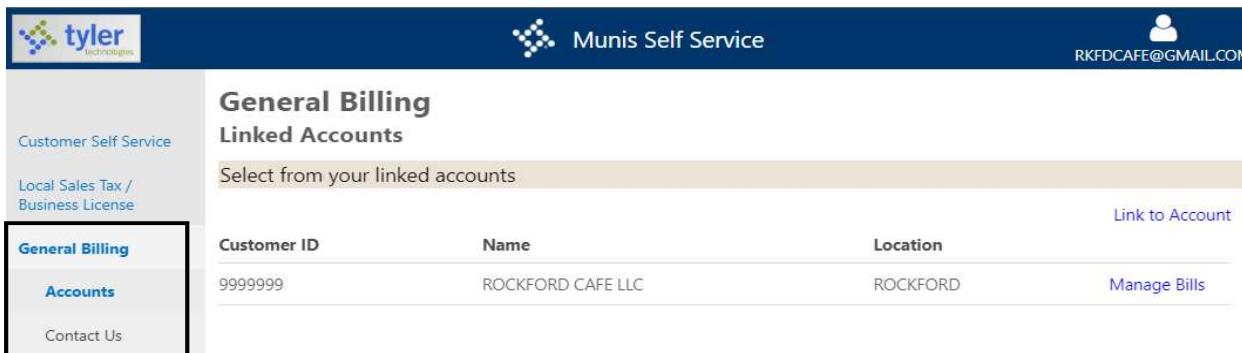
The screenshot shows the 'Customer Self Service' portal. At the top, there are links for 'tyler technologies', 'Munis Self Service', 'Resources', and an email address 'RKFDCAFE@GMAIL.COM'. The main content area is titled 'Welcome to Customer Self Service'. On the left, a sidebar has links for 'Customer Self Service', 'Local Sales Tax / Business License', and 'General Billing'. The main content area has sections for 'Profile Information' (showing 'ROCKFORD CAFE LLC' with address '425 E STATE STREET ROCKFORD, IL 61104'), 'Phone numbers' (listing '779-348-7484' with 'Allow Notifications' set to 'No' and 'Preferred Contact' set to 'No'), 'Email Addresses' (listing 'GB@ROCKFORDILGOV' with 'Preferred Contact' set to 'Yes'), and 'General Billing Accounts' (listing 'ROCKFORD CAFE LLC').

From the homepage, you can expand the linked customer account(s) to Manage Bills



The screenshot shows the 'General Billing Accounts' screen. It lists a single account 'ROCKFORD CAFE LLC'. Below the list, there are fields for 'Customer name' (ROCKFORD CAFE LLC) and 'City' (ROCKFORD). On the right, there is a 'Manage Bills' button.

Clicking "General Billing" on the left hand menu directs you to the **Linked Accounts** screen.



The screenshot shows the 'Linked Accounts' screen. The left sidebar has links for 'Customer Self Service', 'Local Sales Tax / Business License', 'General Billing' (which is selected and highlighted in a box), 'Accounts', and 'Contact Us'. The main content area is titled 'General Billing' and 'Linked Accounts'. It shows a list with one item: 'Select from your linked accounts'. Below this, there is a table with columns 'Customer ID', 'Name', 'Location', and 'Manage Bills'. The table has one row with data: '9999999', 'ROCKFORD CAFE LLC', 'ROCKFORD', and a 'Manage Bills' button.

Contact Us provides the Finance Department main phone number and the department email address.



General Billing

Contact Us

Phone 779-348-7489

E-Mail gb@rockfordil.gov

General Billing

Accounts

Contact Us