



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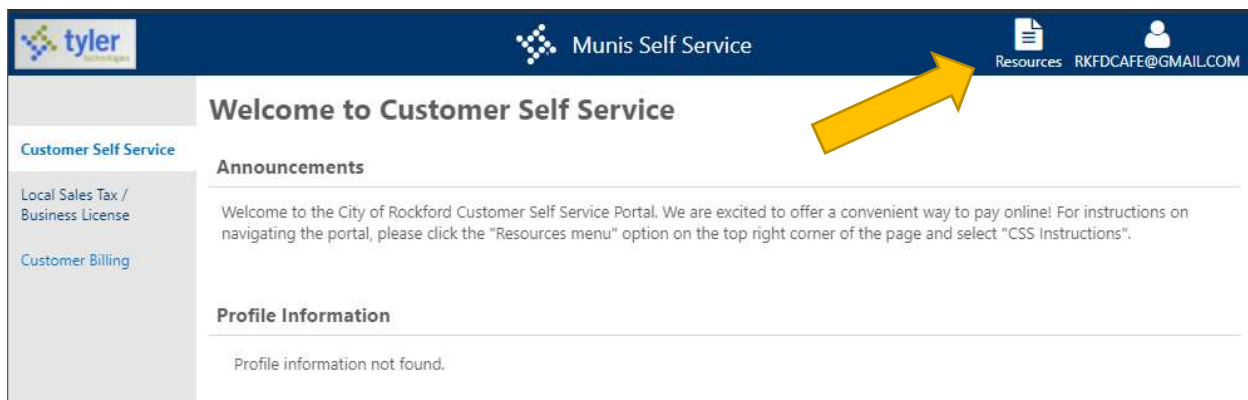
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Welcome to the City of Rockford Customer Self Service Portal for General Billing!

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.



tyler Munis Self Service Resources RKFDCAFE@GMAIL.COM

Welcome to Customer Self Service

Customer Self Service

Local Sales Tax / Business License

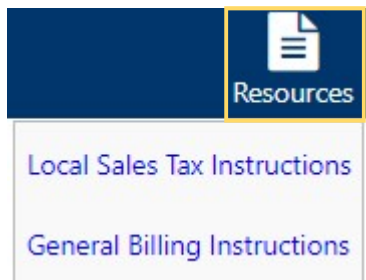
Customer Billing

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

Profile information not found.



Resources

Local Sales Tax Instructions

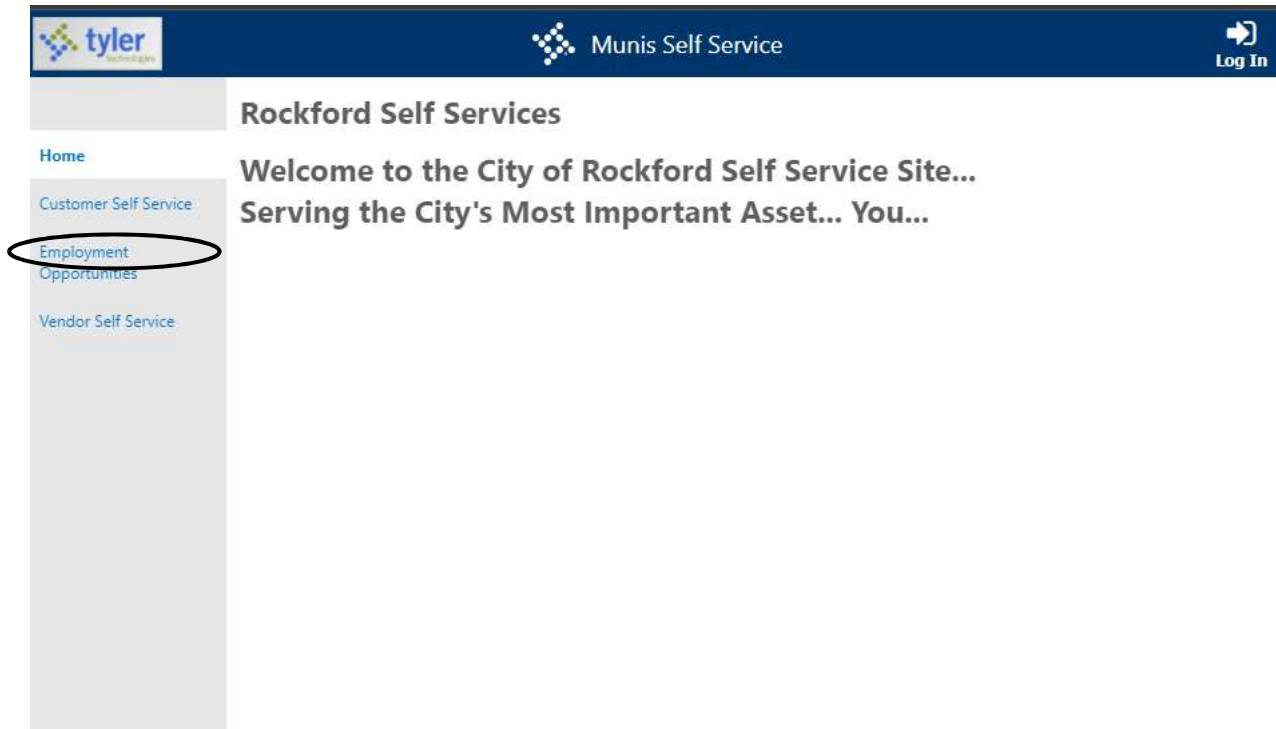
General Billing Instructions

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

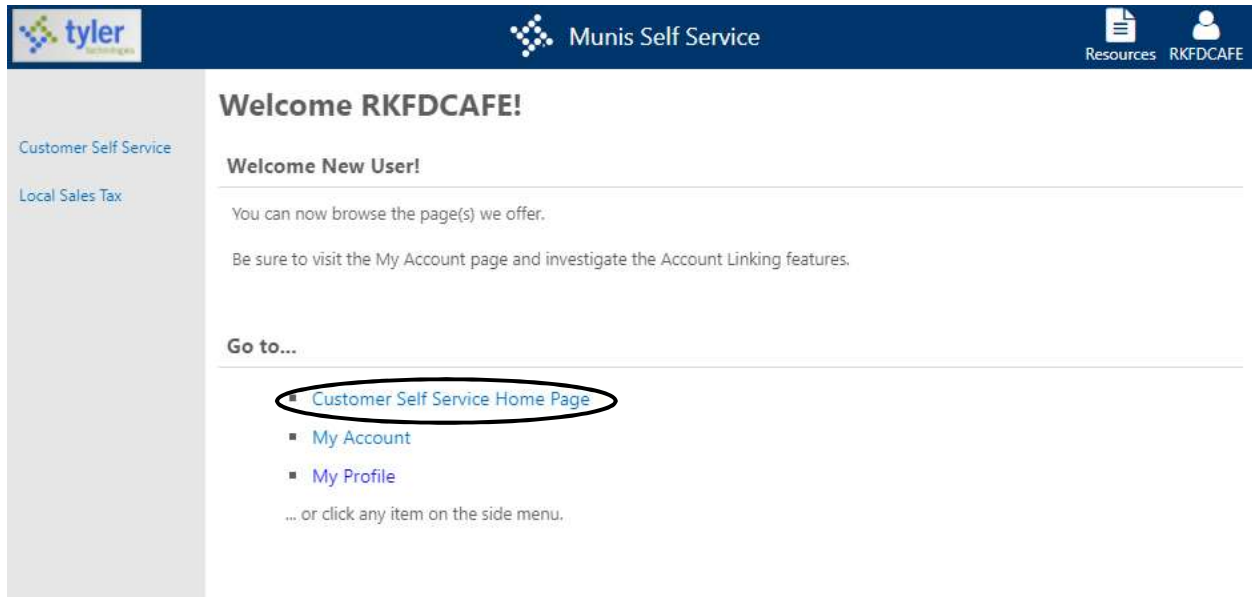
Password requirements:

- 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?](#)

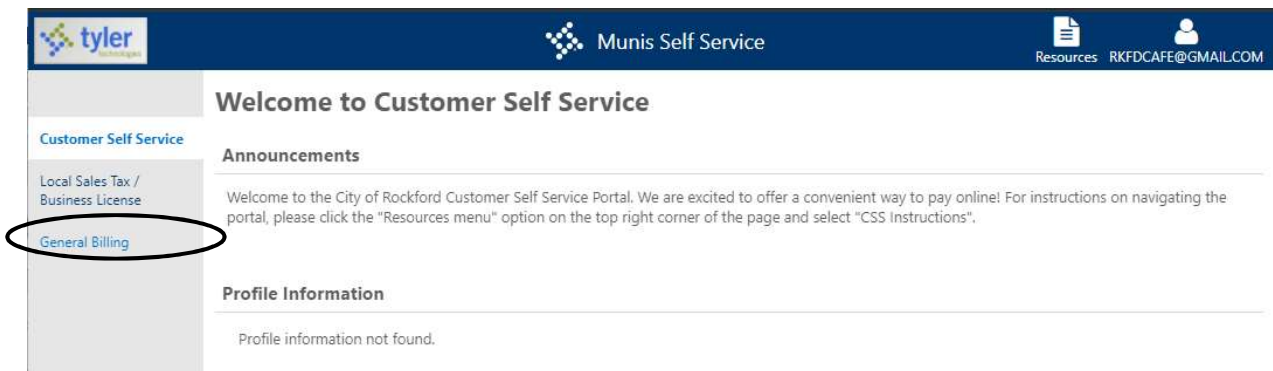
After saving your registration information, you will receive a Welcome Screen. Click on “Customer Self Service Home Page” be directed to the Self Service homepage. Then continue to the next section for directions on linking a customer account.



The screenshot shows the Munis Self Service homepage. The header includes the Tyler Technologies logo, the text "Munis Self Service", and links for "Resources" and "RKFDCAFE". The left sidebar contains "Customer Self Service" and "Local Sales Tax". The main content area has a "Welcome RKFDCAFE!" message, followed by a "Welcome New User!" section. Below this, it says "You can now browse the page(s) we offer." and "Be sure to visit the My Account page and investigate the Account Linking features." A "Go to..." section lists "Customer Self Service Home Page" (circled), "My Account", and "My Profile". A note at the bottom says "... 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.



The screenshot shows the Customer Self Service page. The header includes the Tyler Technologies logo, the text "Munis Self Service", and links for "Resources" and "RKFDCAFE@GMAIL.COM". The left sidebar contains "Customer Self Service", "Local Sales Tax / Business License", and "General Billing" (circled). The main content area has a "Welcome to Customer Self Service" message, followed by an "Announcements" section with a welcome message and a "Profile Information" section with the text "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.

Enter your customer account ID in the corresponding fields.

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



(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	
9999999	
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.

Munis Self Service RKFDCAFE@GMAIL.COM

Customer Self Service
Local Sales Tax / Business License

General Billing
Accounts
Contact Us

General Billing
Linked Accounts

Select from your linked accounts

Link to Account

Customer ID	Name	Location	
9999999	ROCKFORD CAFE LLC	ROCKFORD	Manage Bills

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.

Munis Self Service RKFDCAFE@GMAIL.COM

Customer Self Service
Local Sales Tax / Business License

General Billing
Accounts
Contact Us

General Billing
Linked Accounts

Select from your linked accounts

Link to Account

Customer ID	Name	Location	
9999999	ROCKFORD CAFE LLC	ROCKFORD	Manage Bills

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.

tyler technologies Munis Self Service Resources RKFDCAFE@GMAIL.COM

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 [View profile](#)

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

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.

tyler technologies Munis Self Service RKFDCAFE@GMAIL.COM

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”

Munis Self Service

RKFDCAFE@GMAIL.COM

Customer Self Service
Local Sales Tax / Business License
General Billing
Accounts
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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

Munis Self Service

RKFDCAFE@GMAIL.COM

Customer Self Service
Local Sales Tax / Business License
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Manage Bills
Customer Information

General Billing

Bill Detail

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

As of

Bill Year 2022
Bill 402024

Charge
Description
Amount

SMPTST
WATER SAMPLE TESTING
\$39.00

SUBTOTAL
\$39.00

Payments
\$0.00

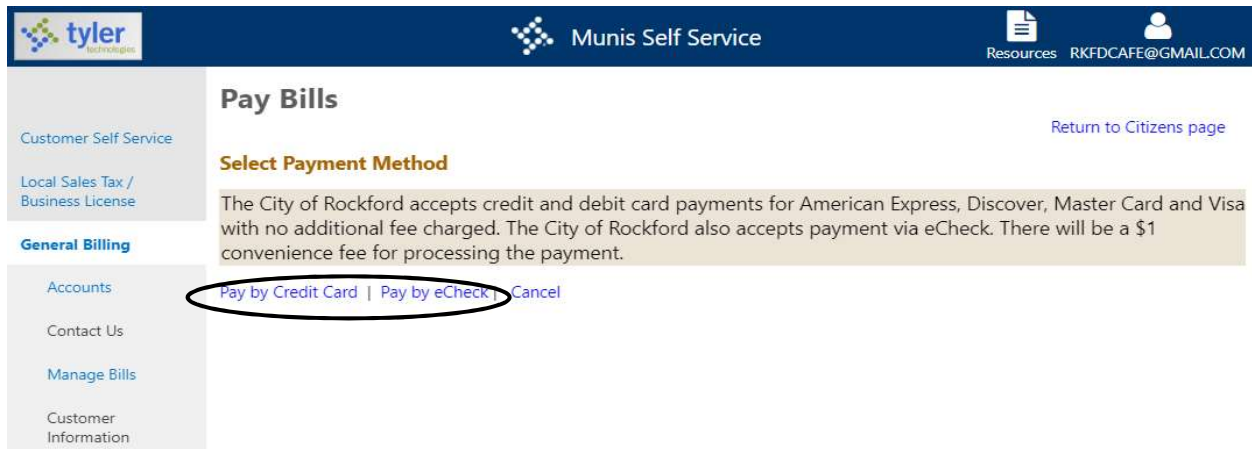
Total Unpaid Balance
\$39.00

TOTAL DUE
\$39.00

[View payments](#)

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.**



tyler Technologies

Munis Self Service

Resources RKFDCAFE@GMAIL.COM

Pay Bills

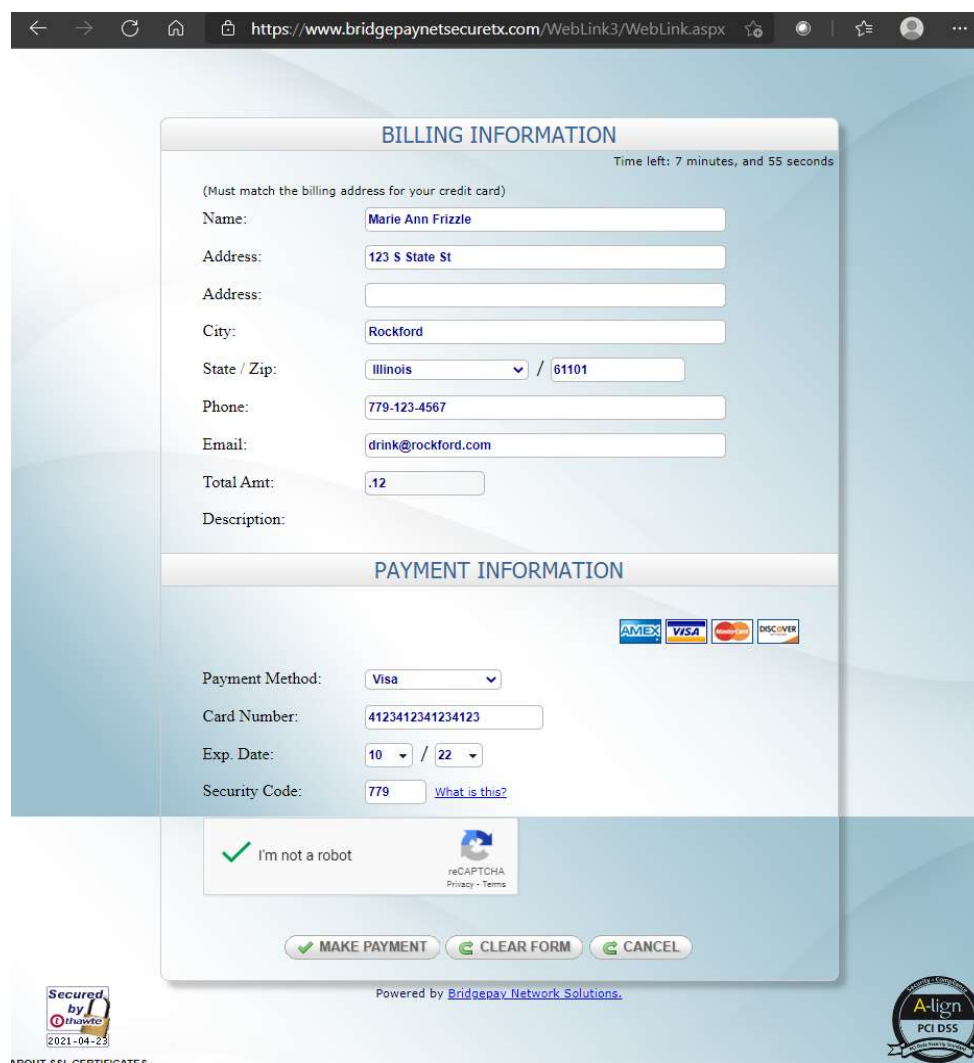
[Return to Citizens page](#)

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.



← → ↻ 🏠 📦 https://www.bridgepaynetsecuretx.com/WebLink3/WebLink.aspx ☆ 🔍 🧑

BILLING INFORMATION

Time left: 7 minutes, and 55 seconds

(Must match the billing address for your credit card)

Name: Marie Ann Frizzle

Address: 123 S State St

Address:

City: Rockford

State / Zip: Illinois / 61101

Phone: 779-123-4567

Email: drink@rockford.com

Total Amt: .12

Description:

PAYMENT INFORMATION

AMEX VISA MASTERCARD DISCOVER

Payment Method: Visa

Card Number: 4123412341234123

Exp. Date: 10 / 22

Security Code: 779 [What is this?](#)

✓ I'm not a robot reCAPTCHA Privacy - Terms

✓ MAKE PAYMENT CLEAR FORM CANCEL

Secured by DigiNotar 2021-04-29 ABOUT SSL CERTIFICATES

Powered by [Bridgenav Network Solutions](#)

Align PCI DSS

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.


City Hall


Your payment was successfully processed. Please print this receipt for your records.

Payment Details



Total Amount:	.14
Description:	
Invoice No.:	107003
Auth code:	093019

Click [here](#) to return to City Hall

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.



Munis Self Service

 Resources
  RKFDCAFE@GMAIL.COM

Welcome to Customer Self Service

Customer Self Service

Local Sales Tax / Business License

General Billing


Announcements

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Profile Information [View profile](#)

ROCKFORD CAFE LLC
425 E STATE STREET
ROCKFORD, IL 61104

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



Munis Self Service

 RKFDCAFE@GMAIL.COM

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 type="checkbox"/>	402024	WATER DEPT GENERAL BILLINGS	5/26/2022	\$0.00	\$0.00	Details
<input checked="" type="checkbox"/>	402025	GENERAL BILLING	5/26/2022	\$350.00	\$350.00	Details

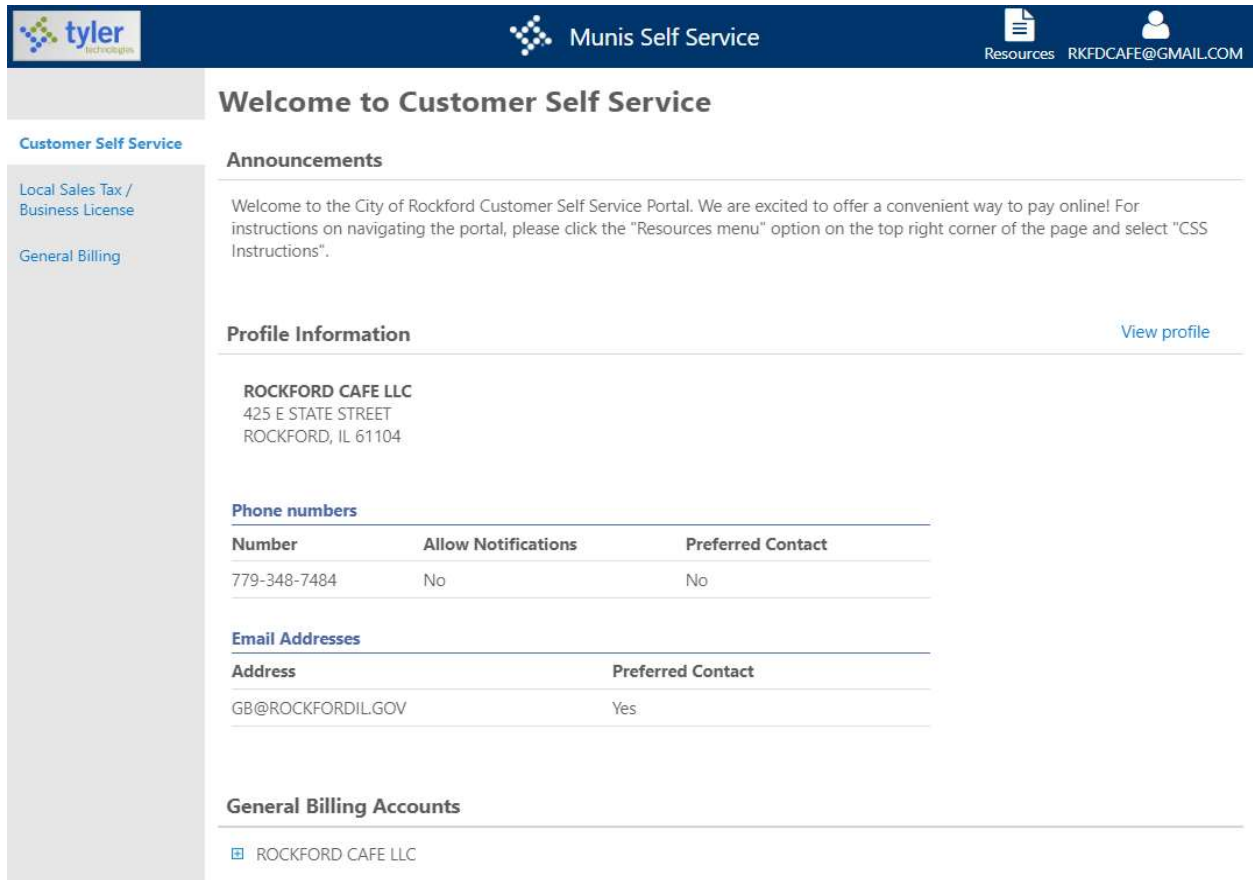
As of 4/26/2022

Total Unpaid	350.00
Total Balance Due	350.00

Pay

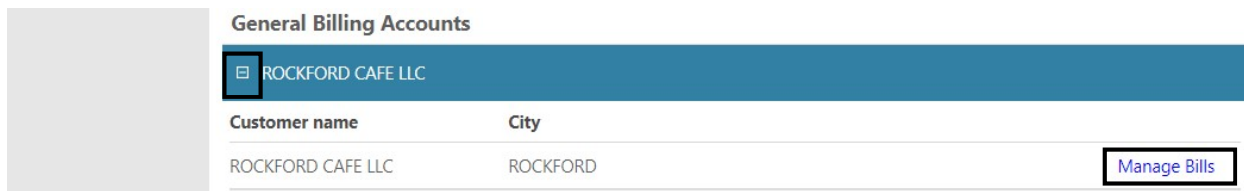
Navigating the Customer Self Service Portal

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



The screenshot shows the 'Welcome to Customer Self Service' page. The header includes the Tyler Technologies logo, 'Munis Self Service', and links for 'Resources' and 'RKFDCAFE@GMAIL.COM'. The left sidebar lists 'Customer Self Service', 'Local Sales Tax / Business License', and 'General Billing'. The main content area has a 'Welcome' message, 'Profile Information' (showing 'ROCKFORD CAFE LLC' with address and phone numbers), 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 Linked Accounts' screen. It features a table with columns 'Customer name' and 'City'. The first row shows 'ROCKFORD CAFE LLC' and 'ROCKFORD'. A 'Manage Bills' button is visible next to the first row.

Customer name	City
ROCKFORD CAFE LLC	ROCKFORD


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



The screenshot shows the 'General Billing Linked Accounts' screen with the 'General Billing' menu item highlighted in the left sidebar. The main content area has a 'Select from your linked accounts' section and a table with columns 'Customer ID', 'Name', and 'Location'. The first row shows '9999999', 'ROCKFORD CAFE LLC', and 'ROCKFORD'. A 'Manage Bills' button is visible next to the first row.

Customer ID	Name	Location
9999999	ROCKFORD CAFE LLC	ROCKFORD

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



[Home](#)
[Customer Self Service](#)
[Local Sales Tax / Business License](#)
General Billing
[Accounts](#)
[Contact Us](#)

General Billing
Contact Us

Phone	779-348-7489
E-Mail	gb@rockfordil.gov