

Village of Hinsdale

Electronic Access and Payments for Water Billing Customers

Benefits and Instructions

Access to Hinsdale Water Billing Portal – click on link (please see instructions below):

<https://villageofhinsdalecitizens.munisselfservice.com>

Benefits and Options for Water Billing Customers:

After Registration and linking accounts (see instructions below) Village Water Customers will be able to view historical usage, billing information, notices from the Village and invoices online as well as request address changes and make payments using a credit card.

[Invoice Delivery Options](#) - Also available is a choice of how to receive the bi-monthly water bill invoice. Options include receiving a printed invoice through USPS (default unless call office to change) or receive an email with your invoice attached

Instructions: (click on link below to go to that section)

[Access and Compatibility](#)

[Registration](#)

[Linking your Account](#)

[Signing in](#)

[Viewing Water Bills](#)

[Paying Water Bills](#)

[Invoice Delivery Options](#)

[Managing Account Preferences including Password](#)

[Contacting the Village](#)

Access and Compatibility

Access to the Hinsdale Water Billing Portal is available to all Village of Hinsdale Water Billing Customers. The Portal can be accessed from any computer, tablet, or phone with internet access using an internet browser. Please also note the look and feel may differ slightly from the instructions below but the functionality should be the same. Please contact the [Village](#) with any issues.

Registration

To access the Hinsdale Water Billing Portal – click on or enter the following URL in your browser:

<https://villageofhinsdalecitizens.munisselfservice.com>

Welcome to Village of Hinsdale, IL Water Billing Self Service

Home

Hinsdale Self Service

Welcome to the Village of Hinsdale's new utility billing portal.

1 After accessing the portal
Click here to login or signup

[CREATE AN ACCOUNT](#)

If this is the first time you are seeing this page, you will need to create a new account to use the Customer Self Service portal. Click on the "Hinsdale Self Service" link on the left side of this page.

For instructions on how to navigate the new Customer Self Service portal, please click [here](#) for step by step instructions

**First time only -
Click here to Sign up**

Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Password

Remember me

Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

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

Note: if you choose to login with your Google, Apple, Microsoft or Facebook Account, please enter the appropriate account information on this screen.

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 user name

* indicates required field

Sign up

[Back to sign in](#)

**Enter your:
Email Address**

**Create a password for your account
(following the rules listed below)**

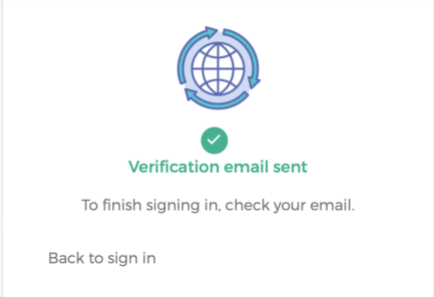
Enter your First Name

Enter your Last Name

Click Sign up

identity.tylerportico.com

After clicking on signup, this screen will appear. Go to your Email.



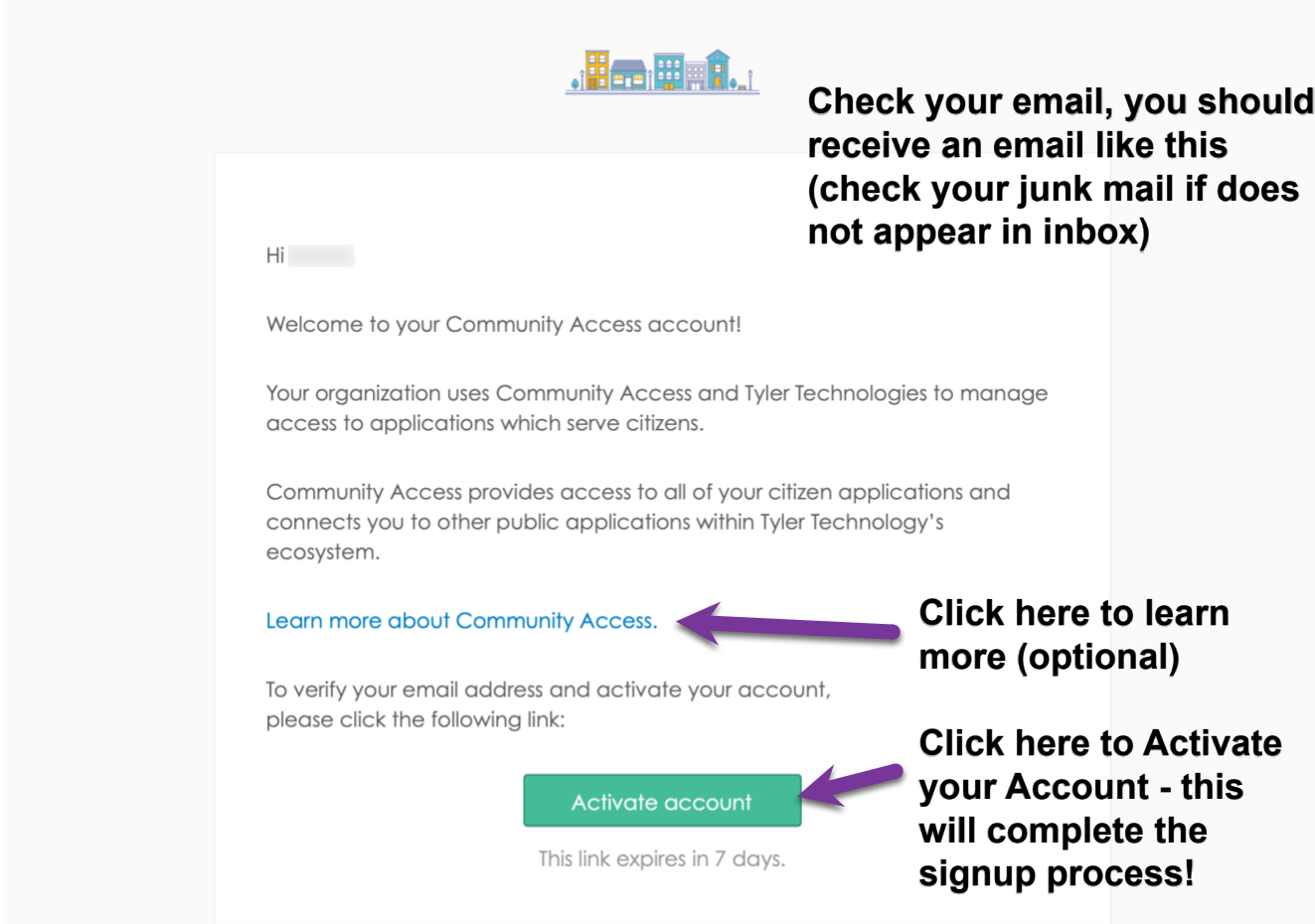
The screenshot shows a web browser window with the URL identity.tylerportico.com. The main content area features a globe icon with a green checkmark above it, followed by the text "Verification email sent". Below this, it says "To finish signing in, check your email." and "Back to sign in".

Community Access Identity

Welcome to your Community Access account

To: [redacted]

Inbox - Google 2:48 PM



The email content includes a cityscape icon, a greeting "Hi [redacted]", and a welcome message. It explains that the organization uses Community Access and Tyler Technologies. A blue link "Learn more about Community Access." is highlighted with a purple arrow pointing to the text "Click here to learn more (optional)". Below this, it says "To verify your email address and activate your account, please click the following link:" followed by a green "Activate account" button. A purple arrow points from the text "Click here to Activate your Account - this will complete the signup process!" to the button. Below the button, it says "This link expires in 7 days."

Check your email, you should receive an email like this (check your junk mail if does not appear in inbox)

Click here to learn more (optional)

Click here to Activate your Account - this will complete the signup process!

This is an automatically generated message from Community Access. Replies are not monitored or answered.

villageofhinsdalecitizens.muniselfservice.com

T Tyler Portico Citizen - Sign In M Account Settings

Account Settings

Account Information

Now logged in as [redacted]

Last successful login [redacted]

E-Mail address [redacted]

Linked Accounts

Utility Billing Accounts

Account [redacted] Customer [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

After clicking on the Activate account button in your email, the Portal is opened automatically in your browser and you are logged in. You should now see this screen.

- 1 Review this information for accuracy.
- 2 Click here to link your Village of Hinsdale Water Account to your log in credentials. (Please have your current water bill handy to obtain your Account Number and Customer Number - you will need on the next step)

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Linking your Account

villageofhinsdalecitizens.muniselfservice.com

T Tyler Portico Citizen - Sign In M Utility Billing Account Link Setup

Utility Billing Account Link Setup

What is the account ID? * 1

What is the CID? * 2

[Customer Number](#)

* indicates required field

3 Click Submit

Enter the ACCOUNT NO and CUST NO from your current invoice into the boxes above.

Box above From your Invoice
 account ID = ACCOUNT NO
 CID = CUST NO

VILLAGE OF HINSDALE, ILLINOIS

The Hinsdale Fire Department, in conjunction with the Hinsdale Water Department, will be testing fire hydrants throughout the Village in the upcoming weeks. This testing is being performed in order to ensure the available supply of water for fire protection purposes. Residents are urged to slow down when approaching crews working and to exercise caution when approaching standing or flowing water from hydrants during this testing. Residents may notice a discoloration of the water during this process. Should this occur, residents are advised to run a faucet of cold water until it runs clear. This may take up to five minutes. Please contact the Fire Department at (630)769-7060 with any questions or concerns.

PLEASE SEE NEXT PAGE FOR ADDITIONAL UTILITY BILLING FORMS

BILL DATE: [redacted] ACCOUNT NO: [redacted] CUST NO: [redacted]

SERVICE ADDRESS: [redacted]

METER INFORMATION: CURRENT READING: [redacted] BILLING PERIOD: [redacted]
 PREVIOUS READING: [redacted] PREVIOUS READING DATE: [redacted]
 USAGE (00 CUBIC FEET): [redacted] TYPE OF READING: [redacted]

LAST PAYMENT RECEIVED: [redacted]

PAST DUE BALANCE: [redacted]

CURRENT CHARGES: WATER SERVICE: [redacted] INFRASTRUCTURE FEE: [redacted]
 TOTAL CURRENT CHARGES: [redacted]

TOTAL AMOUNT DUE BY: [redacted]
 TOTAL AMOUNT DUE AFTER: [redacted]

BILL #: [redacted] % LATE CHARGE ADDED TO CURRENT CHARGES IF NOT PAID BY DUE DATE

RETURN BOTTOM PORTION WITH PAYMENT

VILLAGE OF HINSDALE
 SERVICE ADDRESS: [redacted]
 ACCOUNT NUMBER: [redacted]
 CUSTOMER NUMBER: [redacted]

TOTAL AMOUNT DUE BY: [redacted]
 TOTAL AMOUNT DUE AFTER: [redacted]
 AMOUNT PAID: [redacted]

19 East Chicago Ave Hinsdale, IL 60521

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Signing in

The screenshot shows the top portion of a web browser. The address bar displays "villageofhinsdalecitizens.munisselfservice.com". The page header features the Village of Hinsdale logo and the title "Welcome to Village of Hinsdale, IL Water Billing Self Service". A navigation menu on the left includes "Home" and "Hinsdale Self Service". The main content area contains a "Welcome to the Village of Hinsdale's new utility billing portal." message, a "CREATE AN ACCOUNT" link, and instructions for first-time users. A callout box on the right provides instructions for logging in after registration.

Welcome to Village of Hinsdale, IL Water Billing Self Service

Home

Hinsdale Self Service

CREATE AN ACCOUNT

If this is the first time you are seeing this page, you will Service™ link on the left side of this page.

For instructions on how to navigate the new Customer

After Registration is complete, to log into your account again:

- 1) Enter the Portal URL in your browser which will get to this screen
- 2) Click here

The screenshot shows the sign-in page of the portal. It features a "Sign in to community access services." heading and four social login options: Google, Apple, Microsoft, and Facebook. Below these is a "Sign in" button. The page also includes fields for "Email address" and "Password", a "Remember me" checkbox, and links for "Forgot password?", "Unlock account?", and "Help". A "Sign up" link is at the bottom. Purple arrows point from text instructions on the left to the social login options, the email and password fields, the "Sign in" button, and the "Forgot password?" link.

Choose one of the options

or

enter your Email address and Password

Click on Sign in

If you forget your password or need to reset it, click here and follow the instructions

Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Password

Remember me

Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

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

Once logged in - click on Account on the left side to view your current account summary.

Viewing Water Bills

After Linking your account, a screen like this will appear. Click on:

- A** Utility Billing to link more accounts
- B** Accounts or Account Summary to view this screen
- C** Manage Bills to view outstanding or past due bills
- D** Contact Us to obtain Village Water Department Email Address and Phone Number
- E** Request Change of Address in the blue top menu details below to see payment information (see next screenshot)
- F** View Details

Utility Billing Account Summary

[Link to Account](#) | [Request Change of Address](#) | [Manage Bills](#)

Billing Account

Service Address

Account Number

Your Current Balance

Amount Due Now

Payment Due Date

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
			details
			details
			details
			details
			details

Showing the 5 most recent payments only.

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After clicking details **F** from previous screen, this screen is viewed.

[Account Summary](#) | [Bill Details](#)

Click here to go to the next screenshot

Utility Billing Payments and Adjustments

As of [blurred]

Bill Utilities [blurred]

Bill Date [blurred]

Payments and Adjustments for Bill 90078

Activity	Posted	Entered	Reference #	Paid By/Reference	Amount
Payment	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]

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villageofhinsdalecitizens.muniselfservice.com

T Tyler Portico Citizen - Sign In M Bill Details

Utility Billing
Bill Detail [Account Summary](#) | [Manage Bills](#)

Home
Hinsdale Self Service

Utility Billing
Accounts
Manage Bills
Account Summary
Contact Us

Bill number [redacted] **After clicking Bill Details from previous screen this screen is viewed**

As of [redacted] **Feel Free to click on other links to navigate. This should provide instructions to get to the primary Water Bill Info.**

Bill Date [redacted]

Pay By [redacted]

Details for bill [redacted] [Payments and adjustments](#)

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
WATER SERVICE	CF	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
SEWER SERVICE	CF	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
INFRASTRUCTURE FEE		[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
SUBTOTAL						[redacted]	[redacted]	[redacted]
INTEREST DUE						[redacted]	[redacted]	[redacted]
TOTAL DUE						[redacted]	[redacted]	[redacted]

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villageofhinsdalecitizens.muniselfservice.com

T Tyler Portico Citizen - Sign In M Account Settings

Account Settings

Home
Hinsdale Self Service

Account Information

Now logged in as [redacted] **B**

Last successful login [redacted]

E-Mail address [redacted]

Linked Accounts

Utility Billing Accounts [link to account](#)

Account	Customer	
[redacted]	[redacted]	C remove

[Go To Module Homepage](#)

To Unlink an account:

- A** Click on Person icon
- B** Click on My Account
- C** Click on Remove the account desired to unlink

To Log Out:

- A** Click on Person icon
- D** Click on Log Out

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Paying Water Bills

Home
Hinsdale Self Service
Utility Billing
Accounts
Manage Bills
Account Summary
Contact Us

Utility Billing Account Summary

[Link to Account](#) | [Request Change of Address](#) | [Manage Bills](#)

Billing Account

Service Address
Account Number

Your Current Balance

Amount Due Now
Payment Due Date

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
			details
			details
			details
			details
			details

Showing the 5 most recent payments only.

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Click here to Pay your bill online with a credit card (Note: the Pay Now will not display if no balance is due)

[Pay Now](#)

Home
Hinsdale Self Service
Utility Billing
Accounts
Manage Bills
Account Summary
Contact Us

Utility Billing Manage Bills

[Account Summary](#)

Service Address
Account Number
As of

- Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2002 to 2024 only) [Show Past Bills](#)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>							Bill Details

Total Due \$291.00

select bills you would like to pay now, then click "Pay"

Click the Bill(s) to be paid then


Click Pay to make a payment with your credit card

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villageofhinsdalecitizens.muniselfservice.com

Tyler Portico Citizen - Sign In

Payment Amount



Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities							\$ <input type="text"/>

Enter or confirm the payment amount and then press Continue

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Home
Hinsdale Self Service
Utility Billing
Accounts
Manage Bills
Account Summary
Contact Us

bridgepaynetsecuretx.com

Tyler Portico Citizen - Sign In

https://www.bridgepaynetsecuretx.com/WebLink3/WebLink.aspx

BILLING INFORMATION

Time left: 9 minutes, and 37 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:

Phone:

Email:


Total Amt:

Description:


PAYMENT INFORMATION

AMEX VISA Mastercard

Payment Method:

I'm not a robot 

Powered by [Bridgepay Network Solutions](#)



Complete this form to make a one time payment from your credit card then click the MAKE PAYMENT button at the bottom of the page

Invoice Delivery Options

Water bill invoices are delivered bi-monthly. You may select one of two options (but not both) to determine how your water bill invoices are delivered:

- 1) Option 1- printed invoice delivered through USPS (default unless call office to change)
- 2) Option 2 - receive an email with your invoice attached.

Note: With either option, you will still be able to log into the Water Billing Portal to view or pay as described above. All payment methods will be available with either option. Also be aware the invoice sent through email is not the same format as the printed bill sent by USPS (the info should be the same)

To change your Invoice Delivery Option:

- A) Gather your last Water Bill Invoice – see screenshot below (to have your Account Number and Customer Number available)
- B) Call the Village Utility Billing Department at 630-789-7020

VILLAGE OF HINSDALE, ILLINOIS

The Hinsdale Fire Department, in conjunction with the Hinsdale Water Department, will be testing fire hydrants throughout the Village in the upcoming weeks. This testing is being performed in order to ensure the available supply of water for fire protection purposes. Residents are urged to slow down when approaching crews working and to exercise caution when approaching standing or flowing water from hydrants during this testing. Residents may notice a discoloration of the water during this process. Should this occur, residents are advised to run a faucet of cold water until it runs clear. This may take up to five minutes.
Please contact the Fire Department at (630)789-7060 with any questions or concerns.

----- Est. 1873 -----

PLEASE SEE REVERSE SIDE FOR ADDITIONAL UTILITY BILLING INFORMATION

BILL DATE:	ACCOUNT NO:	CUST NO:
NAME:		
SERVICE ADDRESS:		

METER INFORMATION:	BILLING PERIOD:
CURRENT READING	CURRENT READING DATE
PREVIOUS READING	PREVIOUS READING DATE
USAGE (100 CUBIC FEET)	TYPE OF READING

LAST PAYMENT RECEIVED

PAST DUE BALANCE

CURRENT CHARGES

WATER SERVICE

INFRASTRUCTURE FEE

TOTAL CURRENT CHARGES

TOTAL AMOUNT DUE BY

TOTAL AMOUNT DUE AFTER

BILL #:

5% LATE CHARGE ADDED TO CURRENT CHARGES IF NOT PAID BY DUE DATE

RETURN BOTTOM PORTION WITH PAYMENT

DETACH HERE

or

ACCOUNT NUMBER:
CUSTOMER NUMBER:

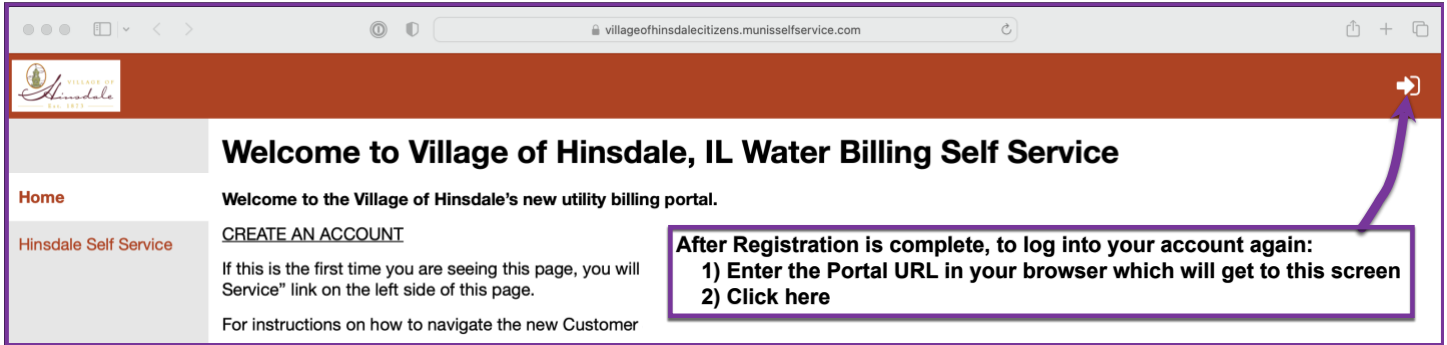
19 East Chicago Ave Hinsdale, IL 60521

Find Account Number and Customer Number

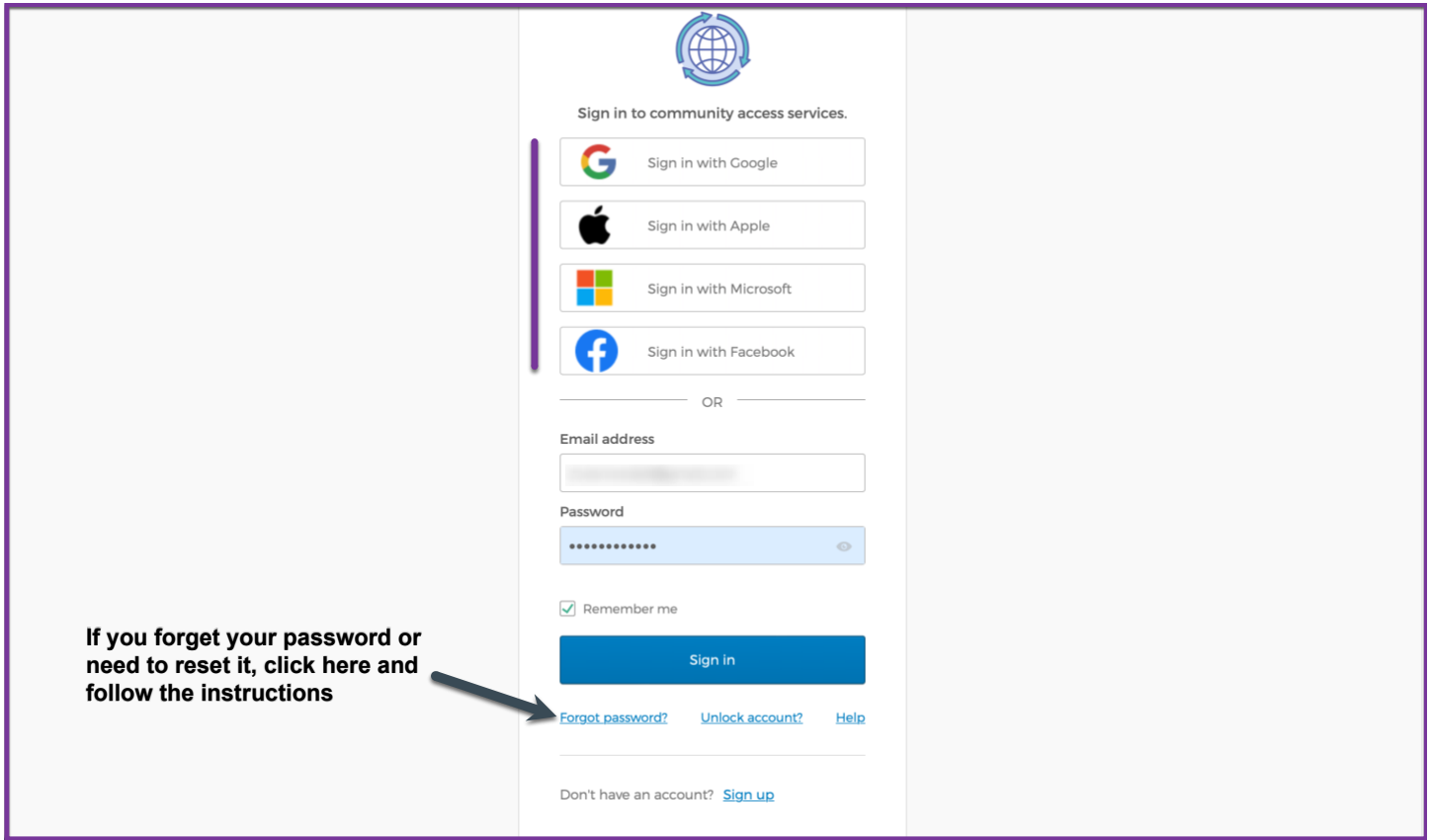
TOTAL AMOUNT DUE BY 07/01/2022	
TOTAL AMOUNT DUE AFTER 07/01/2022	
AMOUNT PAID	

Managing Account Preferences including Password

Change or Forgot Password



The screenshot shows the top portion of a web browser. The address bar displays "villageofhinsdalecitizens.munisselfservice.com". The page header features the Village of Hinsdale logo and the title "Welcome to Village of Hinsdale, IL Water Billing Self Service". A navigation menu on the left includes "Home" and "Hinsdale Self Service". The main content area contains a "CREATE AN ACCOUNT" section with instructions for first-time users and a link for "For instructions on how to navigate the new Customer". A purple callout box with an arrow pointing to a share icon in the top right corner contains the text: "After Registration is complete, to log into your account again: 1) Enter the Portal URL in your browser which will get to this screen 2) Click here".



The screenshot shows the login page of the portal. At the top, there is a globe icon and the text "Sign in to community access services." Below this are four social login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". A horizontal line with "OR" in the center separates these from the traditional login fields. The "Email address" field is empty. The "Password" field is filled with dots and has an eye icon to toggle visibility. Below the password field is a checked "Remember me" checkbox and a blue "Sign in" button. At the bottom of the form are three links: "Forgot password?", "Unlock account?", and "Help". Below the form is a link for "Don't have an account? Sign up". A black callout box with an arrow pointing to the "Forgot password?" link contains the text: "If you forget your password or need to reset it, click here and follow the instructions".

Request change of address

The screenshot shows the 'Utility Billing Account Summary' page. The left sidebar contains a 'Utility Billing' menu with 'Accounts' (callout B), 'Manage Bills', 'Account Summary' (callout B), and 'Contact Us'. The main content area has a 'Request Change of Address' link in the top menu (callout E). Below this, there are sections for 'Billing Account', 'Service Address', 'Account Number', 'Your Current Balance', and 'About Your Payments' (a table with 5 rows and 4 columns: Bill, Last Posted, Sum of Payments, View Details). Callout B points to the 'Accounts' menu item, and callout E points to the 'Request Change of Address' link in the top navigation bar.

**To request a change of address:
Click on:**

- B** Accounts or Account Summary to view this screen
- E** Request Change of Address in the blue top menu

Showing the 5 most recent payments only.

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The screenshot shows the 'Utility Billing Change of Address' form. The left sidebar is the same as in the previous screenshot. The main content area contains a form with two sections: 'Current Information' (Name, Address, City State Zip) and 'New Information' (Name 1, Address 1, Address 2, City, State, Zip code, Country, Phone number, Fax number, E-Mail address). The form has 'Submit', 'Reset', and 'Cancel' buttons. A purple arrow points from the 'Submit' button to the 'New Information' section. Callout B points to the 'Submit' button, and callout E points to the 'New Information' section. Text instructions explain the process and email notification.

Complete this form to request a change of address.

Click Submit

After the Change of Address is submitted, an email will be sent to you as well as the Village Utility Billing Department.

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Contacting the Village

The screenshot shows a web browser window with the URL villageofhinsdalecitizens.munisselfservice.com. The page features a navigation menu on the left with items: Home, Hinsdale Self Service, Utility Billing, Accounts, and Contact Us. The main content area is titled "Utility Billing Contact Us" and includes contact information: Phone 630-789-7020 and E-Mail utilitybilling@villageofhinsdale.org. A red arrow points to the "Contact Us" link in the navigation menu with the text "Click here to get to this page". Another red arrow points to the email link with the text "Click to send an email to the Village Utility Billing Department". The footer contains the text "©2022 Tyler Technologies, Inc. [Help/Feedback](#)".