

Accessing your new General Bill is a two-part process:

1. Create a new user profile on Tyler Identity website
2. Link your accounts to your user profile

1. Creating your new user profile:

Click this link <https://selfservice.baytown.org/css/> to go to the Baytown Billing account access site

The screenshot shows the City of Baytown Billing website. At the top left is the City of Baytown logo. Below it is a navigation menu with 'Home', 'Baytown Billing', 'General Billing', and 'Utility Billing'. The main content area is titled 'Welcome to Baytown Billing' and contains an 'Announcements' section with a message about a 4% convenience fee starting November 4th, 2024, and a 'Profile Information' section stating 'Profile information not found.'

Click “LOG IN” in the upper right corner

The “Sign in to community access services” is presented

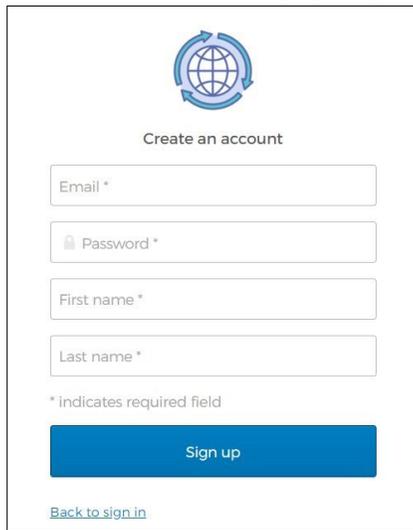
The screenshot shows a login form titled 'Sign in to community access services.' It features four social login options: 'Sign in with Google', 'Sign in with Apple', 'Sign in with Microsoft', and 'Sign in with Facebook'. Below these is an 'OR' separator, followed by 'Email address' and 'Password' input fields. There is a 'Remember me' checkbox and a blue 'Sign in' button. At the bottom, there are links for 'Forgot password?', 'Unlock account?', and 'Help'. A red box highlights the text 'Don't have an account? Sign up' at the very bottom of the form.

If you have a Google, Apple, Microsoft, or Facebook account click the appropriate option, and provide your user name and password

If you don't have, or chose not to use, a Google, Apple, Microsoft, or Facebook account, click “Sign up” at the bottom of the page

The instructions on this page only apply if you selected “Don’t have an account? Sign up”. If you used your Google, Apple, Microsoft, or Facebook account go to the next page.

The “Create an account page” opens



Create an account

Email *

Password *

First name *

Last name *

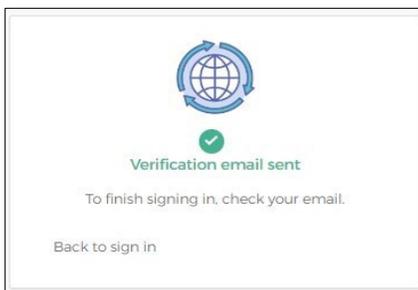
* indicates required field

Sign up

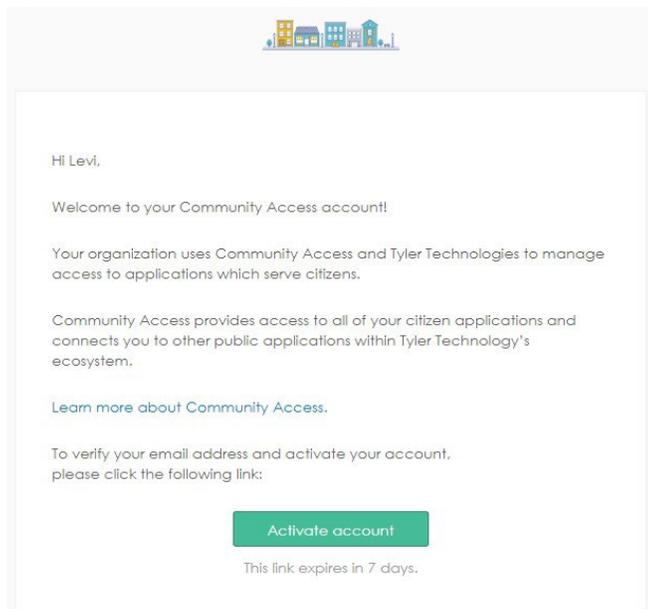
[Back to sign in](#)

Fill in requested information and click “Sign up”

You will see a notification that a verification email was sent



Open the email account you provided, look for the email from “Community Access Id.”



Click “Activate account”

This will open a browser window (ex. Chrome, Microsoft Edge) with the Baytown Billing page.

2. Linking your Account:

On the left side menu click “Baytown Billing”, then “General Billing”, then click “Accounts”

The screenshot shows the City of Baytown Billing Home page. The header is dark blue with the City of Baytown logo and name. A left sidebar contains navigation links: Home, Baytown Billing, General Billing, and Utility Billing. The main content area is titled "Welcome to Baytown Billing" and has two sections: "Announcements" and "Profile Information".

Announcements

The City of Baytown has improved the way customers pay and view their account. Beginning November 4th, 2024, a 4% convenience fee will be applied to all one-time and recurring credit or debit card transactions.

Profile Information

Profile information not found.

On the right side of this page click “Accounts” which brings up this page Type in the “customer ID” and “invoice number”, then click “Search”

The screenshot shows the City of Baytown Billing General Billing Customer Search page. The header is dark blue with the City of Baytown logo and name. A left sidebar contains navigation links: Home, Baytown Billing, General Billing, Accounts, Contact Us, and Utility Billing. The main content area is titled "General Billing Customer Search" and has two input fields: "Customer Number" and "Bill number". There is a checkbox for "Remember these values" and two buttons: "Search" and "Reset".

General Billing Customer Search

Customer Number

Bill number

Remember these values

Search **Reset**

3. Linked Accounts

The General Billing Linked Accounts page presents a list of the general billing accounts linked to your user name. Depending on the settings established in General Billing Administration, you may be able to view bill information on the Manage Bills page.

The screenshot shows the General Billing Linked Accounts page. The header is "General Billing Linked Accounts". Below the header is a section titled "Select from your linked accounts". There is a table with columns: Customer ID, Name, Location, and a "Link to Account" button. The table contains one row with the following data: Customer ID: 187, Name: FRITZ, MICHAEL, Location: YARMOUTH. There is also a "Manage Bills" link below the table.

Customer ID	Name	Location	Link to Account
187	FRITZ, MICHAEL	YARMOUTH	Link to Account

[Manage Bills](#)

Link general billing accounts to your user name by clicking Link to Account. Once the account is linked, it is available on your CSS Home page.

4. Manage Bills

When search results are returned, the Manage Bills page provides a list of your outstanding general billing invoices. The Details option displays more information for each invoice.

General Billing

Manage Bills

Customer: FRITZ, MICHAEL
Address: 1 COLE HAAN DRIVE, YARMOUTH, ME 04096
Customer number: 187

20 Found bill years 1916 to 2116 only

Bill	Type	Pay By	Total Unpaid	Balance Due	
<input checked="" type="checkbox"/> 10254	GENERAL BILLING	12/8/2013	\$100.00	\$100.00 *	Details
<input type="checkbox"/> 10230	GENERAL BILLING	11/20/2013	\$0.00	\$0.00	Details
<input type="checkbox"/> 10228	GENERAL BILLING	11/14/2013	\$0.00	\$0.00	Details
<input type="checkbox"/> 24112101	GENERAL BILLING	3/21/2012	\$0.00	\$0.00	Details
<input type="checkbox"/> 10204	GENERAL BILLING	2/13/2011	\$0.00	\$0.00	Details

As of:

Total Unpaid: 24301.00
Total Balance Due: 24301.00

[Add to Cart](#)

* pending web payment exists

5. Bill Detail

The Bill Detail page displays detailed information for the invoice, including charge information. The Payments or View Payments options provide payment history for the bill. The Pay Bill or Add to Cart buttons allow you to pay the bill according to the defined payment process.

General Billing

Bill Detail

[Return to Manage Bills](#)

Customer: FRITZ, MICHAEL
Address: 1 COLE HAAN DRIVE, YARMOUTH, ME 04096
Customer number: 187

As of:

Bill Year: 2014
Bill: 10254

Charge	Description	Amount
FIRE	FIRE FALSE ALARM	\$100.00
SUBTOTAL		\$100.00
Payments**		\$0.00
Total Unpaid Balance		\$100.00
TOTAL DUE		\$100.00
<small>**Pending web payments (not reflected in the total due)</small>		\$100.00

[Add to Cart](#)

The View Payments option opens the Payments page providing a list of any payments or adjustments that have been applied to the bill.

General Billing			
Payments			
Customer	FRITZ, MICHAEL		
Address	1 COLE HAAN DRIVE YARMOUTH, ME 04096		
Customer number	187		
As of 11/29/2016	Return to Bill Detail		
Bill Year	2014		
Bill	10230		
Activity	Posted	Paid By/Reference	Amount
Payment	10/22/2013	G/B DEPOSIT APPLIED	\$300.00