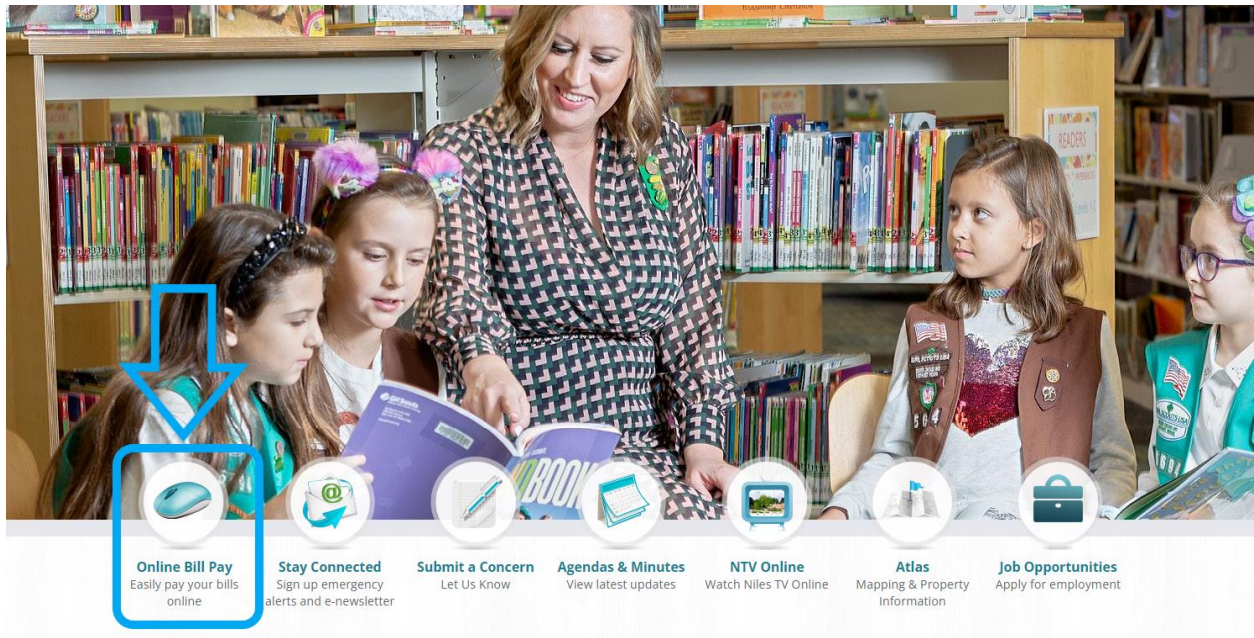


How to Re-Register your Self-Service Account

1. Navigate to the Village of Niles website at www.vniles.com and click on the “online bill pay” button.



2. Under “Utility Billing (Water/Sewer)” click the hyperlink “Utility Billing Portal”.

Online Bill Pay

Welcome to the Village of Niles online payment page. In an ongoing effort to offer the most convenient and innovative services to our residents and businesses, the Village is increasing the availability of online payment options. Note that there are different systems for different types of payments. If you have any questions regarding your bills and payments, please call the Village at (847) 588-8000. Thank you for your payment!

Vehicle Window Sticker Renewal

For pet and vehicle license purchase or renewal, click on the following link: [Vehicle/Pet License Online Purchase Website](#)

Pre-printed applications will be mailed to residents. See below for [more information](#) on online vehicle sticker renewals.



Utility Billing (Water/Sewer)

For utility billing online payments and services, click on the following link: [Utility Billing Portal](#)

When you reach the Utility Billing Portal, you will first need to click on "Citizen Self Service" and **register for a new account** in the TYLER system. You will need the information from your **NEW Utility Bill** (received in the mail on or after 3/17/2021) to use this portal. **View How-To Guides** below.

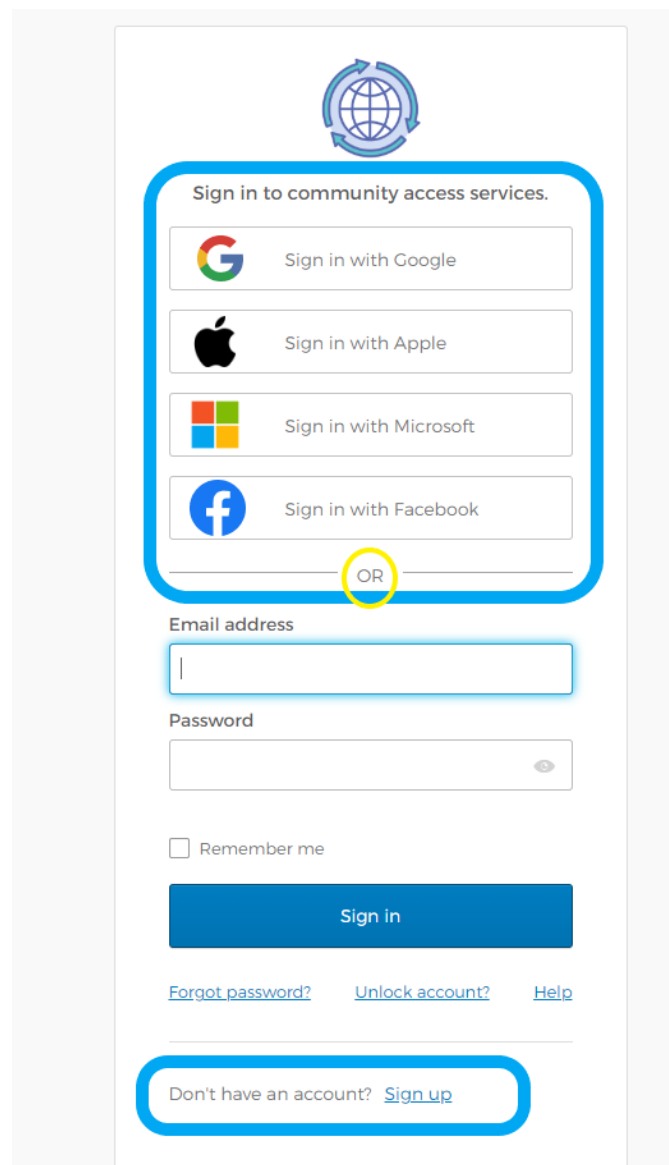
- [Utility Billing Guide Part 1 - Create Your New Account \(PDF\)](#)
- [Utility Billing Guide Part 2 - Log in to Your Account \(PDF\)](#)
- [Utility Billing Guide Part 3 - Link Utility Billing Accounts to your Portal Account \(PDF\)](#)
- [Utility Billing Guide Part 4 - Pay your Utility Bills \(PDF\)](#)
- [Utility Billing Guide Part 5 - Sign Up for EFTs \(PDF\)](#)

3. Click “Citizen Self Service”



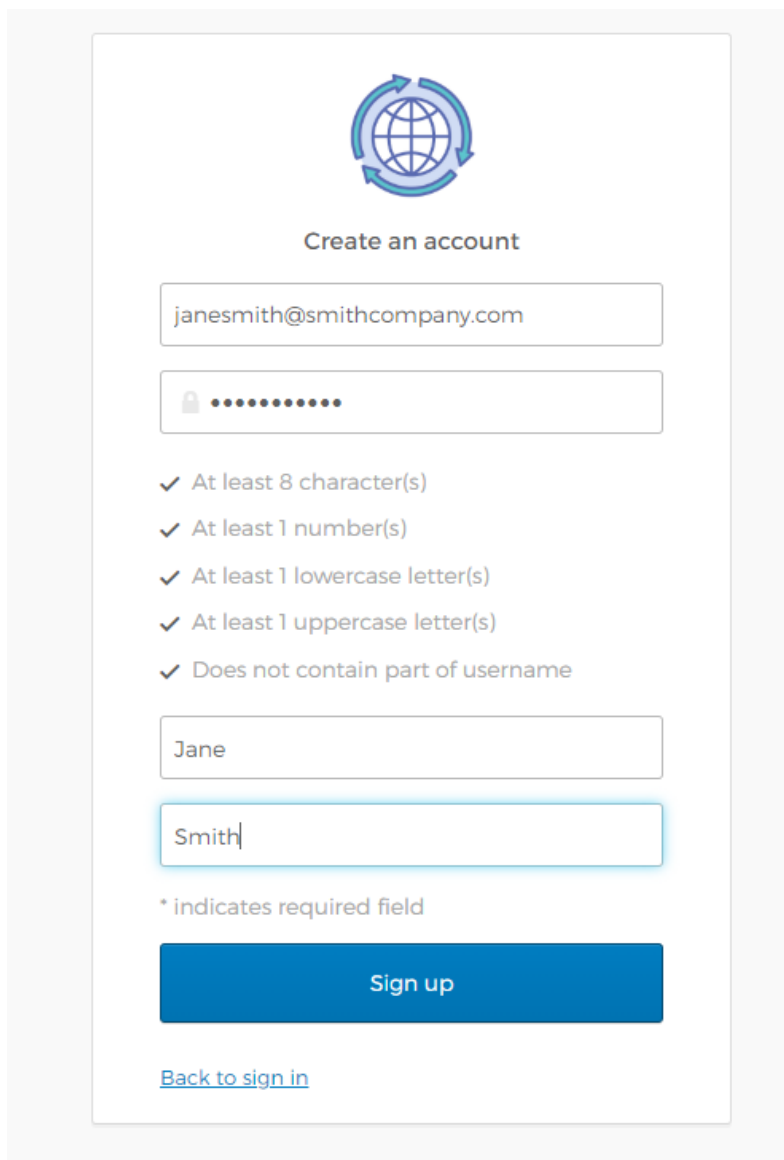
4. To re-register your account, click “Sign up” or one of the “Community Access Services”. The guide only covers the use of the “Sign up” option as each Community Access Service option handles signing in differently.


Note: If you choose to sign in with one of the Community Access Services options (Google, Apple, Microsoft, or Facebook) you must then ALWAYS use that option to login and not the email address/password option shown below. You will also NOT have the option to be able to change your password because you are authenticating the account through the Community Access Service and using that service’s login credentials.



The screenshot shows a login interface for NILES. At the top, there is a globe icon with circular arrows. Below it, a blue-bordered box contains the heading "Sign in to community access services." and four buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below this box is a yellow circle containing the word "OR". Underneath are input fields for "Email address" and "Password", a "Remember me" checkbox, and a blue "Sign in" button. At the bottom, there are links for "Forgot password?", "Unlock account?", and "Help", and a blue-bordered box containing the text "Don't have an account? [Sign up](#)".

5. Enter the email/password that you used in your initial sign up for the online billing portal (you may change your password at this point, but the email should be the same as the prior email used).





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 username

* indicates required field

[Back to sign in](#)

6. The above action will generate an email to the email you've provided, click on the link that is within the email. This will prompt you to sign in, using your email and password. Once logged in, your previously stored data will be within your account/profile. You may choose to make payment, view current and previous water bills or sign up for auto pay using a checking or savings account.