



## Customer Portal Instructions

Please utilize the following link to log into your account

<https://leesburg.munisselfservice.com/citizens/>

You will need your account number and customer ID from your water bill in order to log in.

If you already have an account, click on [Log in](#)

### TO CREATE AN ACCOUNT

Click on Utility Billing

**TOWN OF Leesburg VIRGINIA**

Home

**Customer Self Service**

Business License

Personal Property

Real Estate

Utility Billing

### Welcome to Customer Self Service

**Customer Self Service**

The Town of Leesburg will respect our customers' right to privacy on this website. The information you submit will be used to improve customer service.

[Log in](#) to access

- Business License
- Utility Billing
- Personal Property

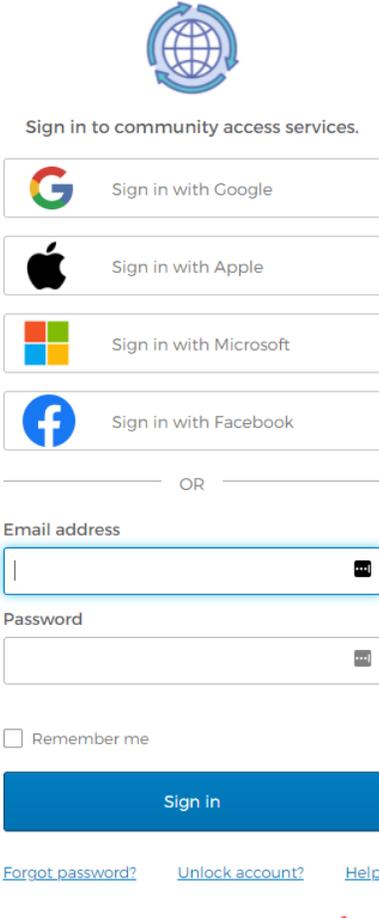
**Don't have a login?**  
No problem, you can still quickly access:  
[Real Estate](#)



## Customer Portal Instructions

If you would like to sign in with one of your email accounts shown below, please select, login and you will be directed to enter the account number and the CID into the customer portal.

If you would like to create an account not using the options shown, click on Sign up



The form is titled "Sign in to community access services." and features a globe icon with circular arrows. It includes four social login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator. The form contains two input fields: "Email address" and "Password", both with placeholder text and a small icon on the right. A "Remember me" checkbox is located below the password field. A blue "Sign in" button is positioned below the checkbox. At the bottom of the form, there are three links: "Forgot password?", "Unlock account?", and "Help".

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](#)



## Customer Portal Instructions

Enter the information requested and click on Sign Up

**Be aware that you need to input your new password only once.** Verify you have typed your desired password correctly before submitting the form.

The screenshot shows a "Create an account" form with the following elements:

- A blue circular icon with a globe and arrows at the top.
- The text "Create an account" below the icon.
- An "Email \*" input field with a lock icon on the right.
- A "Password \*" input field with a lock icon and a question mark icon on the right.
- A "First name \*" input field.
- A "Last name \*" input field.
- A note: "\* indicates required field".
- A blue "Sign up" button with a red arrow pointing to it.
- A link: [Back to sign in](#).

You will receive an email from Community Access Identity with a link to activate your account.



## Customer Portal Instructions

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Your activation email will look like this:

**From:** Community Access Identity <[noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com)>

**Sent:-** Monday, February 28, 2022 4:48 PM

**To:**

**Subject:** Welcome to your Community Access account



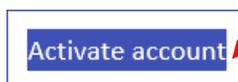
Hi,

Welcome to your Community Access account!

Your organization uses Community Access, Tyler Technologies, and Okta to provide access to all your resident applications and other public applications from Tyler Technologies.

[Learn more about Community Access.](#)

To verify your email address and activate your account, please click the following link:



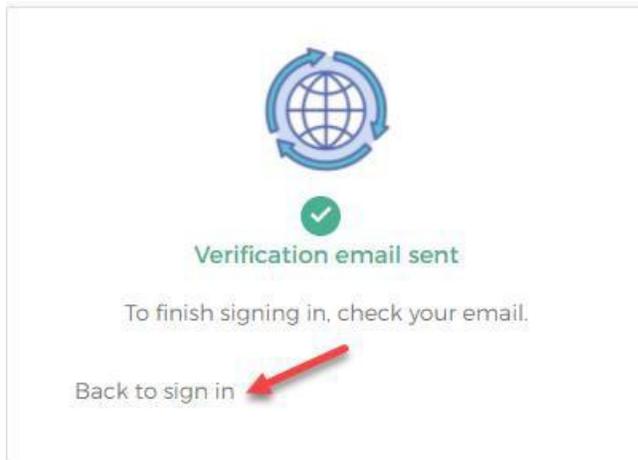
This is an automatically generated message from Community Access. Replies are not monitored or answered.



## Customer Portal Instructions

Your account now has been activated.

Go back and click on Back to Sign in



Enter the email address, password and click on Sign in

A sign-in form with a blue globe icon and the text "Sign in to community access services." It includes four social login buttons: "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, a "Remember me" checkbox, and a blue "Sign in" button. Red arrows point to the input fields and the button. At the bottom are links for "Forgot password?", "Unlock account?", and "Help".



## Customer Portal Instructions

Click on Utility Billing

The screenshot shows the 'Welcome to Customer Self Service' page. On the left sidebar, the 'Utility Billing' link is highlighted with a red arrow. The main content area includes sections for 'Announcements' and 'Profile Information'.

To sign up to view your daily water usage, receive high usage alerts or to see your bills, please enter your Account Number, Customer ID, check on Remember these values and click Search

The screenshot shows the 'Utility Billing' page. The 'Utility Billing' menu item is highlighted with a red arrow. The page contains instructions for linking accounts and a sign-up form with fields for Account Number and Customer ID, and a 'Remember these values' checkbox. Red arrows point to the input fields.



## Customer Portal Instructions

To link more than one account:  
Click on Accounts

The screenshot shows the Town of Leesburg Virginia website. The top navigation bar includes Home, Customer Self Service, Business License, Personal Property, and Real Estate. The Utility Billing section is active, with a sub-menu containing Accounts (highlighted with a red arrow) and Contact Us. The main content area is titled "Utility Billing" and contains the following text:

**Utility Bills**  
In order to link your Water & Sewer Account to your User ID, you will need the following

- Account ID Number
- Customer ID Number

If you do not have your Account or Customer ID numbers, click [here](#) to look it up.

**Viewing Daily Water Usage:** In order to view your daily water usage, you must first link your account to y account for which you want to see Daily Water Usage. You will find the "View Daily Usage" link on the Acco

**Sign Up to Receive High Usage Alerts:** From the Daily Water Usage page, you can click on "My Notificat alert notifications. The Town is not responsible for technical issues beyond our control that may prevent or de

Please note that only the past 8 billing periods are accessible in the portal at this time.

This site uses popup windows. If your browser is set to block popups, some functionality may be affected.

**Account Number \***

**Customer ID \***

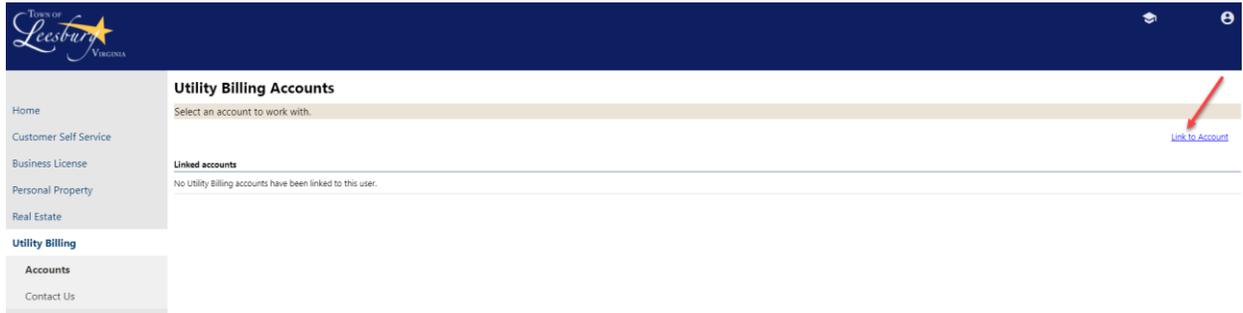
Remember these values

**Search** **Reset**

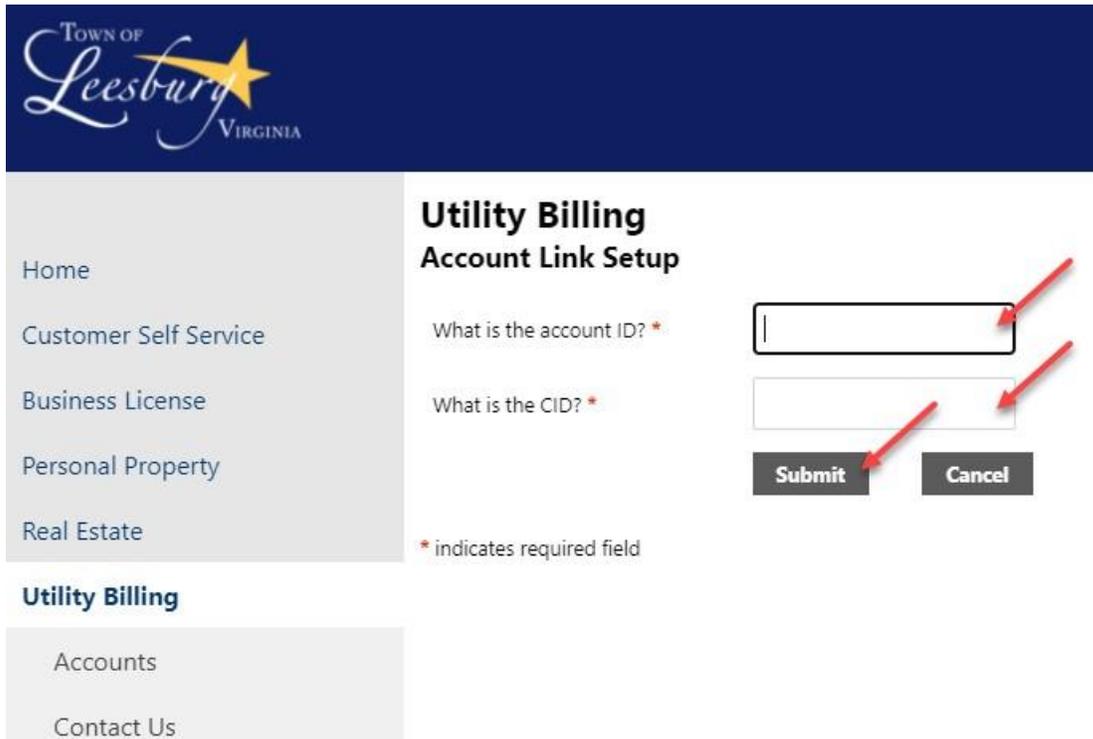


## Customer Portal Instructions

Click on Link to Account



Enter the Account Number, the Customer ID and click submit for each one of the accounts you want to link.





## Customer Portal Instructions

To view your daily usage  
Once you logged in click on account number

The screenshot shows the 'Utility Billing' section of the Town of Leesburg Customer Portal. A search results table is displayed with the following columns: Customer Name, Service Address, Account Number, Customer ID, and Email ID. A red arrow points to the 'Account Number' column, which contains the value '300000306'. A 'Manage Bills' link is visible at the end of the row.

Customer Name	Service Address	Account Number	Customer ID	Email ID	Manage
		300000306			Manage Bills

Click on view daily usage

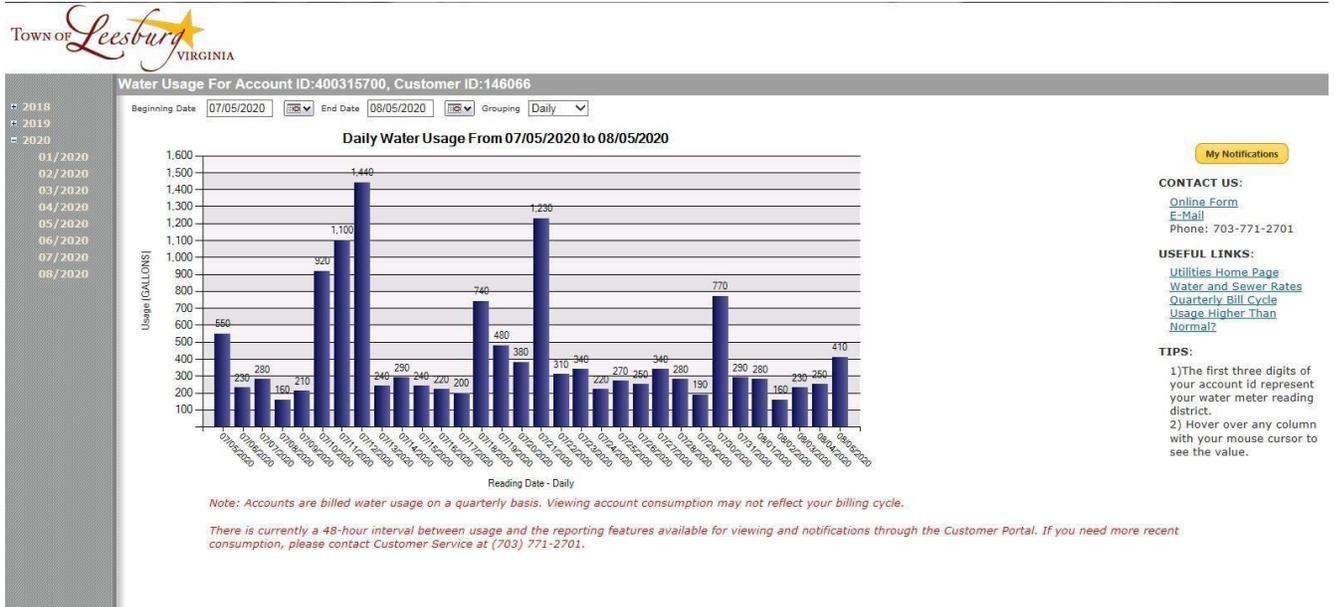
The screenshot shows the 'Utility Billing Account Summary' page. It displays the account number '300000306' and a 'View Daily Usage' link, which is highlighted with a red arrow. Below this, the 'Your Current Balance' section shows 'Amount Due Now' as '\$0.00'. The 'About Your Payments' section contains a table with columns for Bill, Last Posted, Sum of Payments, and View Details.

Bill	Last Posted	Sum of Payments	View Details
473293	2/7/2022		<a href="#">details</a>
456305	11/15/2021		<a href="#">details</a>
439028	8/2/2021		<a href="#">details</a>
422007	4/27/2021		<a href="#">details</a>
405215	3/5/2021		<a href="#">details</a>

If you cannot see the graph it is because you have a pop up blocker, please disable it on your browser.



## Customer Portal Instructions



You have options to view your consumption in daily, monthly or yearly increments.

To sign up for our High Water Usage Notification alert, please click on My Notifications yellow box in upper right.

Please note: There is currently a 48-hour interval between usage and the reporting features available for viewing and notifications through the Customer Portal. If you need more recent consumption, please contact Customer Service at (703) 771-2713.

After clicking the My Notifications box, you will be directed to another screen where you will enter your notification threshold (i.e. 100 represents 100 gallons per day). You have the option to receive your alerts via email or text message when your consumption is beyond your designated threshold.

Enter your information and click the Save box.

The alert is schedule to send at 11:00 a.m. each day. If you no longer want to receive the alert, login, click the Suspend box and then the Save box.



# Customer Portal Instructions



Water Usage For Account ID:400316700, Customer ID:146066

Beginning Date: 07/05/2020 End Date: 08/05/2020 Grouping: Daily

### Daily Water Usage From 07/05/2020 to 08/05/2020

Date	Usage (GALLONS)
07/05/2020	560
07/06/2020	290
07/07/2020	280
07/08/2020	160
07/09/2020	210
07/10/2020	920
07/11/2020	1,100
07/12/2020	1,440
07/13/2020	240
07/14/2020	290
07/15/2020	240
07/16/2020	220
07/17/2020	200
07/18/2020	740

Note: Accounts are billed water usage on a quarterly billing cycle.

There is currently a 48-hour interval between usage and the reporting received. Requests for changing and notifications through the Customer Portal. If you need more recent consumption, please contact Customer Service at (703) 771-2701.

**Add/Edit Notification**

We will alert you when your daily water usage is higher than your requested threshold based on your daily usage.  
(i.e. 100 represents 100 gallons per day and you will receive a notification when your water usage exceeds 100 gallons)

As a guideline your usage average for the past 30 days is **410**.

Notification Threshold:   Suspend

Emails to send to (Up to 3):  
 Email 1:   
 Email 2:   
 Email 3:

To deactivate your notifications check the "Suspend" checkbox.

Disclaimer: The Town will attempt to provide alert notifications. The Town is not responsible for technical issues beyond our control that may prevent or delay the delivery of alerts and notifications.

The Town Of Leesburg is not responsible for any charges that you may incur due to notification messages.

**Save**

**My Notifications**

**CONTACT US:**  
[Online Form](#)  
[E-Mail](#)  
 Phone: 703-771-2701

**USEFUL LINKS:**  
[Utilities Home Page](#)  
[Water and Sewer Rates](#)  
[Quarterly Bill Cycle](#)  
[Usage Higher Than Normal?](#)

**TIPS:**  
 1) The first three digits of your account id represent your water meter reading district.  
 2) Hover over any column with your mouse cursor to see the value.

March 4, 2022  
Revised on 02/24/2022