



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 help us 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




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 heading "Create an account" with a mouse cursor pointing to it.
- 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

Your activation email will look like this:

From: Community Access Identity <noreply@identity.tylerportico.com>

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

To:

Subject: Welcome to your Community Access account



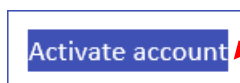
Hi,

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:



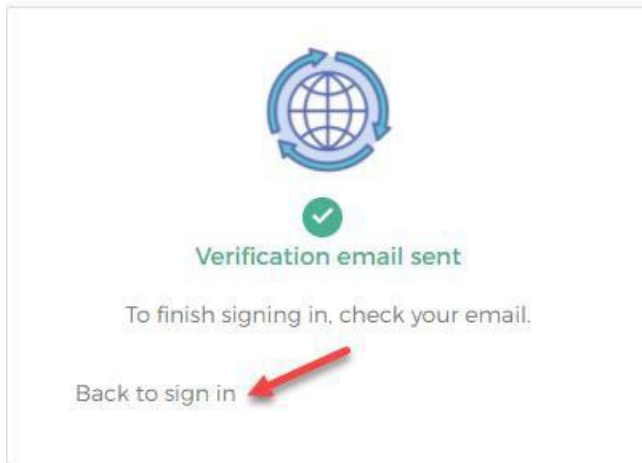
This is an automatically generated message from Community Access. Replies are not monitored or answered.



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 a form for entering Account Number and Customer ID, with a 'Remember these values' checkbox and 'Search' and 'Reset' buttons.



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 your account for which you want to see Daily Water Usage. You will find the "View Daily Usage" link on the Account page.

Sign Up to Receive High Usage Alerts: From the Daily Water Usage page, you can click on "My Notification Preferences" to sign up for high usage alerts. The Town is not responsible for technical issues beyond our control that may prevent or delay the delivery of alert notifications.

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 *

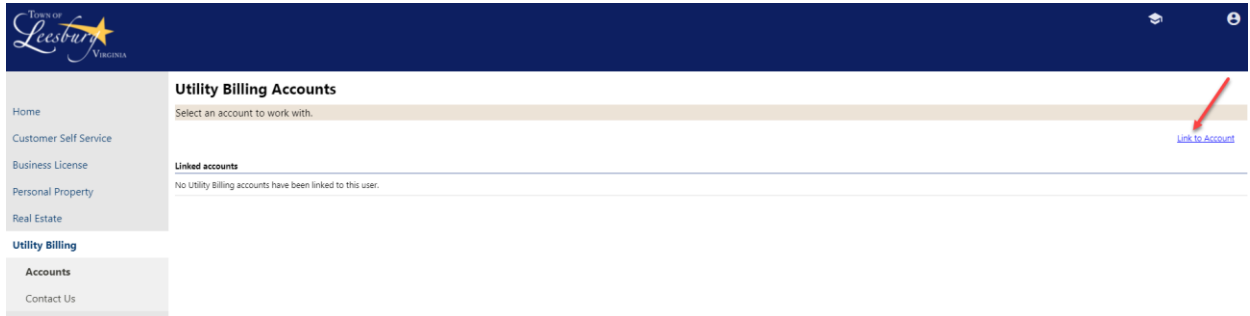
Customer ID *

Remember these values

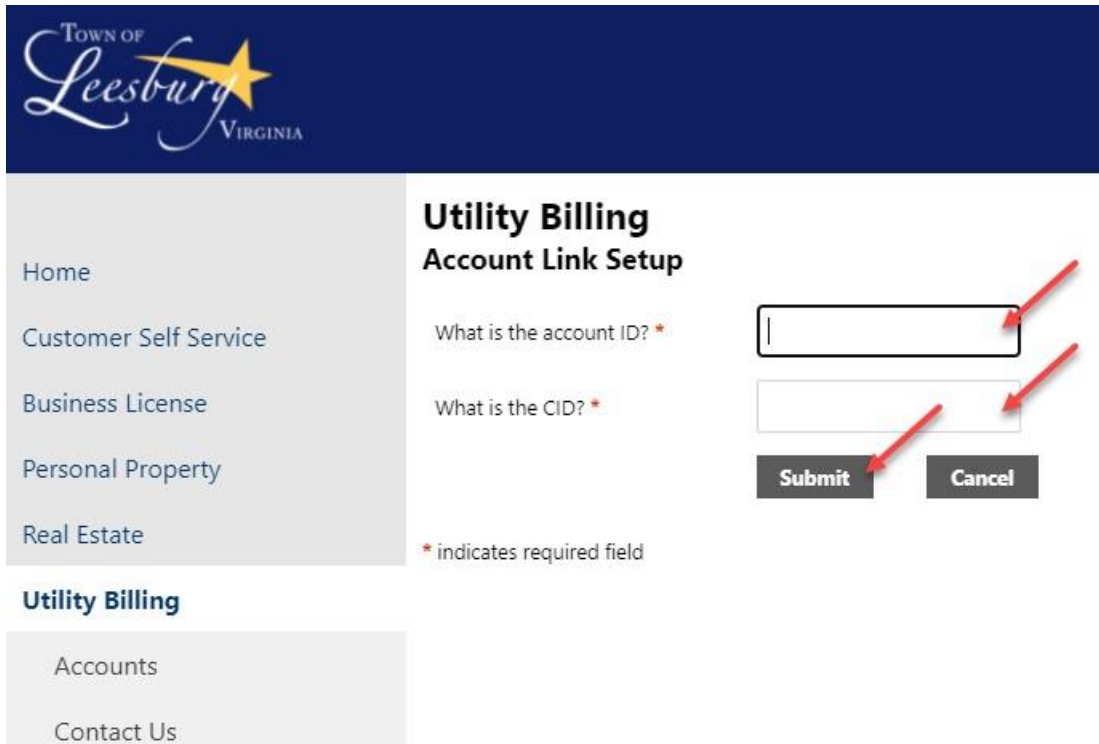


Customer Portal Instructions

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 Town of Leesburg Customer Portal interface. The left sidebar contains navigation links: Home, Customer Self Service, Business License, Personal Property, Real Estate, Utility Billing (with sub-links for Accounts, Contact Us, Search Results, and New Search), and Manage Bills. The main content area is titled "Utility Billing" and shows "Search Results" for "1 found". A table lists search results with columns: Customer Name, Service Address, Account Number, Customer ID, Email ID, and Manage. A red arrow points to the "Account Number" column, which contains the value "300000306".

Click on view daily usage

The screenshot shows the "Utility Billing Account Summary" page. The left sidebar is similar to the previous screenshot but includes "Manage Bills" and "Account Summary" (with sub-links for Contact Us, Search Results, and New Search). The main content area displays account details for "Billing Account" with "Service Address" and "Account Number" (300000306). A red arrow points to a "View Daily Usage" link. Below this, the "Your Current Balance" section shows "Amount Due Now" as \$0.00 and "Payment Due Date". The "About Your Payments" section contains a table with columns: Bill, Last Posted, Sum of Payments, and View Details.

Bill	Last Posted	Sum of Payments	View Details
473293	2/7/2022		details
456305	11/15/2021		details
439028	8/2/2021		details
422007	4/27/2021		details
405215	3/5/2021		details

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 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

Configure Email Notifications

Account: / Customer ID:

We will send email notifications to up to three email addresses you when your **daily** water usage is higher than the specified threshold. You can also suspend receiving notifications.

As a guideline, your average usage for the past 30 days is gallons per day.

Notification Threshold (gallons)

Suspend Notifications

Email 1:

Email 2:

Email 3:

Disclaimers: 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.

December 12, 2022
Revised on 12/12/2022