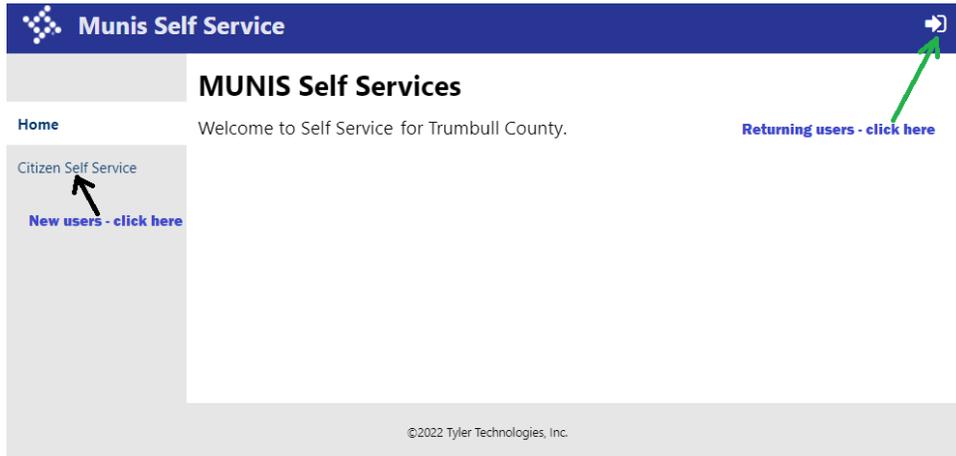


Munis Citizen Self Service

Visit <https://selfservice.co.trumbull.oh.us/css/> to:

- Check your Water and Sewer balance
- Sign up for eBilling (free)
- Sign up for Auto-Pay (free)
- Make a one-time payment (\$2.95 convenience fee applies)
- Report a non-emergency issue



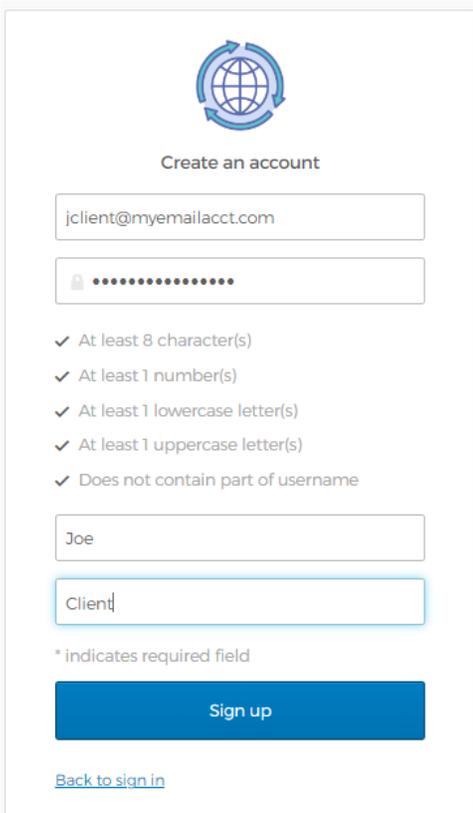
Returning users – click on the “door” icon at the upper right to log in. Click [HERE](#) to skip ahead in the instructions.

FIRST-TIME USERS

New users will need to create a Citizen Self Service (CSS) account; click on “Citizen Self Service” at the left, shown in the picture above.

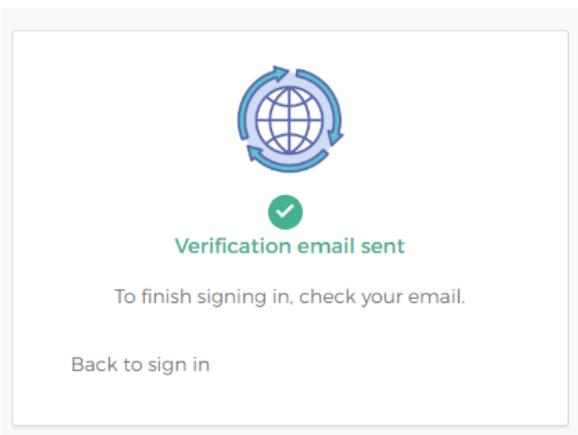
A screenshot of a sign-in form titled "Sign in to community access services." The form features four social login options: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these options is a horizontal line with the text "OR" in the center. Underneath, there are two input fields: "Email address" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a checkbox labeled "Remember me". At the bottom of the form is a blue "Sign in" button. Below the button are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom of the form, there is a link "Don't have an account? Sign up" where "Sign up" is highlighted in yellow.

Click on “Sign up” at the bottom of the pop-up window.

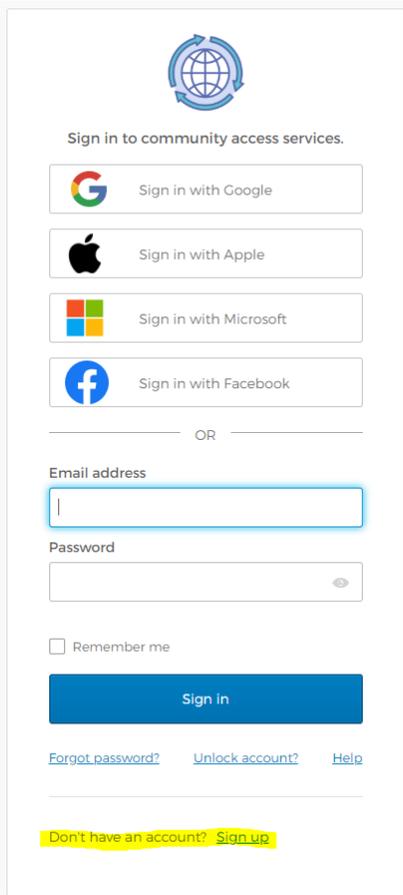


The image shows a 'Create an account' form. At the top is a logo of a globe with two circular arrows. Below the logo is the heading 'Create an account'. The form contains several input fields: an email address field with 'jclient@myemailacct.com', a password field with masked characters, a first name field with 'Joe', and a last name field with 'Client'. Below the password field are five checkmarks indicating password requirements: 'At least 8 character(s)', 'At least 1 number(s)', 'At least 1 lowercase letter(s)', 'At least 1 uppercase letter(s)', and 'Does not contain part of username'. Below the last name field is a note '* indicates required field'. At the bottom of the form is a blue 'Sign up' button and a link 'Back to sign in'.

Enter your email address, a new password, and first and last name. Note the password requirements listed above the first name field. Click “Sign up” when complete. You will receive a verification email with an “Activate account” button – click it to continue the sign-up process.



If after clicking “Activate account” in the email you received you are not directed back to Citizen Self Service, click “Back to sign in” in your web browser.



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

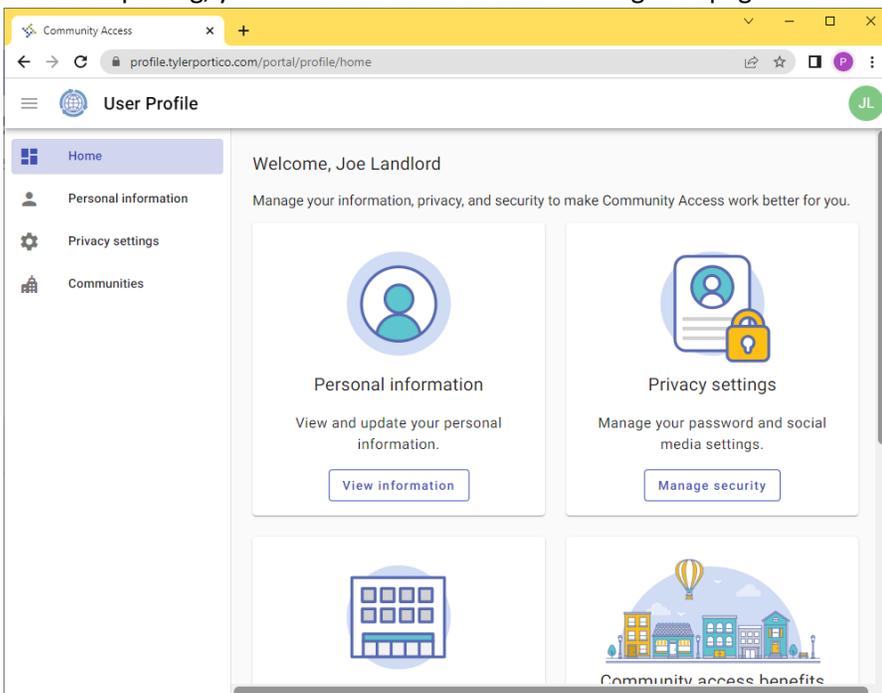
Sign in

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

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

Enter the email address and the password you just created.

After completing, you will be directed to the following web page:



You may optionally enter additional personal information, review privacy settings, etc. To get back to Trumbull County's Water and Sewer accounts, **re-enter** <https://selfservice.co.trumbull.oh.us/css/> and click on Citizen Self Service again.

Click on MUNIS Utility Billing – Trumbull County.
 You will see the following message:

Click on “Link to Account”, as shown.

Refer to your new bill to find your 11-digit Account Number and 5-digit Customer Number. **If you have not yet received a bill in the new format shown below, please call our office at (330) 675-2775 or email us at watsew@co.trumbull.oh.us, and we will be happy to give it to you.**

Trumbull County Water and Sewer Accounting Department
 842 Youngstown-Kingsville Road NE
 Vienna, Ohio 44473-9737
 Office Hours: Monday - Friday, 8:30 AM - 4:20 PM

Main Number: (330) 675-2475
 Toll Free: (866) 380-2475
 Emergencies after 4:20 PM (330) 675-2775
 E-mail: watsew@co.trumbull.oh.us
 Website: www.sanengr.co.trumbull.oh.us

Customer Name		Service Address	
JOHN DOE		123 YOUR ST	
Bill Date	Account Number - Customer Number	Current Billing Due Date	
07/21/2022	12345678909 - 98765	08/15/2022	

RETURNING USERS

Welcome to Citizen Self Service

Home

Citizen Self Service

Non-Emergency Requests

MUNIS Utility Billing - Trumbull County

Announcements

Welcome to Trumbull County's Citizen Self Service!

Profile Information

Profile information not found.

MUNIS Utility Billing - Trumbull County Accounts

+ 12345678909 (98765)

If you have already linked one or more accounts, you should see a screen similar to this one. You may link more than one Water and Sewer account.

Click the blue plus sign  to the left of your account number to manage and/or pay your bill.

RETURNING USERS will be directed here:

Welcome to Citizen Self Service

Announcements

Welcome to Trumbull County's Citizen Self Service!

Profile Information

Profile information not found.

MUNIS Utility Billing - Trumbull County Accounts

+ 26100010355 (55041)

Customer Name	Service Address	Account	Customer	Parcel	Manage
JOE LANDLORD	123 YOUR ST	 12345678909	98765	99999999	Manage Bills

Click on the account number to proceed.

Munis Self Service (0)

MUNIS Utility Billing - Trumbull County Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Service Requests](#) | [Manage Bills](#)

Billing Account

Service Address 123 YOUR ST
Account Number 12345678909

Your Current Balance 137.52
Amount Due Now 137.52
Payment Due Date 09/30/2022

[Pay Now](#)

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
12547	6/1/2022	.	details

Customer Information

Your account summary will be displayed. To make a payment, click “Pay Now” at the right. (You can also click “Manage Bills”, circled above if you would like to see more account information.)

Add to Cart

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

After clicking “Pay Now”, click the “Add to Cart” button to proceed. The program will place the entire amount due in the shopping cart, however you may change it to the amount you wish to pay. **If you change the amount you wish to pay, you must click the [Calculate Subtotal](#) link to the left of the amount.**

[Account Summary](#)

Click the shopping cart icon, then click the CHECKOUT button.

You will be reminded that a \$2.95 convenience fee will be charged by our third party payment provider, Paymentus.

Pay Bills

[Return to home page](#)

Select Payment Method

A convenience fee of \$2.95 will be charged when paying online by credit card or eCheck. When choosing eCheck, your payment, plus the convenience fee will be deducted directly from your bank account. You will be asked to enter your bank's 9-digit Routing and Transit number, as well as your checking or savings account number. The convenience fee will be paid directly to Paymentus Corporation, and the payment amount you specify will be paid to the Trumbull County Water and Sewer Department.

[Pay by Credit Card](#) | [Pay by eCheck](#) | [Cancel](#)

Choose one of the two payment methods at the bottom to continue.

Munis Self Service

Home
Citizen Self Service
Non-Emergency Requests
MUNIS Utility Billing - Trumbull County

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2021	4/7/2022	12544	4/30/2022	\$206.49	\$206.49	\$ 206.49
Utilities	2021	6/9/2022	12545	6/30/2022	\$47.96	\$47.96	\$ 47.96

[CALCULATE SUBTOTAL](#) \$ 254.45

[Continue](#) [Cancel](#)

Click "Continue" to pay the amount shown, or you may change the individual payment amounts as you see fit. **If you have changed any of the payment amounts, you must click the [CALCULATE SUBTOTAL](#) link to the left before clicking "Continue".**



Enter Account Information

Payment Type

Utility Bill

Please enter your 11 digit online ID number.

Account Number 41010000101

Email

joelandlord@myemail.com

Re-Enter email

joelandlord@myemail.com

[Continue](#)

Paymentus

Enter your email address, and click Continue.

Enter Payment Information

All fields are required unless labeled as optional.

First Name: Last Name:

Daytime Phone Number:

Due Date: Jul 31, 2022

Pay this Amount \$

Payment Method

- Credit Card
- Debit Card
- eCheck / Bank Account
- PayPal
- PayPal Credit
- Venmo
Want to pay with Venmo? Add your Venmo account to your wallet with your mobile device to pay on any device after.
- Amazon Pay
[About Amazon Pay](#)

Paymentus

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Enter the following:

- Name on your credit card or bank account
- Daytime phone number
- The amount to be paid, and select a payment method. Click Continue.
- Credit card number, your 3-digit Card Verification Value, the card's expiration date, and your name as it appears on the card.

Confirm Payment

Payment Method: *****1111

Payment Date: Now (09/29/2022)

Payment Amount \$100.00	+	Paymentus Fee \$2.95	=	Total Amount \$102.95
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[Click to read the Payment Authorization Terms](#)

I authorize payment and agree to the Payment Authorization Terms

By clicking the **PAY** button, you agree to the service fee charged by **Paymentus** to be added to this payment.

Click the **PAY** button to complete your payment.

Click the checkbox to authorize payment, and the "Pay" button at the bottom to finalize the transactions. Click the Print button on the next screen to print a receipt.