Finance Department | 425 E State St | Rockford, IL 61104 | (779) 348-7484

Customer Self Service

Step-By-Step Instructions for Paying General Billing Online

Water Sample Testing | Retiree Insurance | Fire Alarm Monitoring | Other Misc. Billings

EXCLUDING WATER UTILITY

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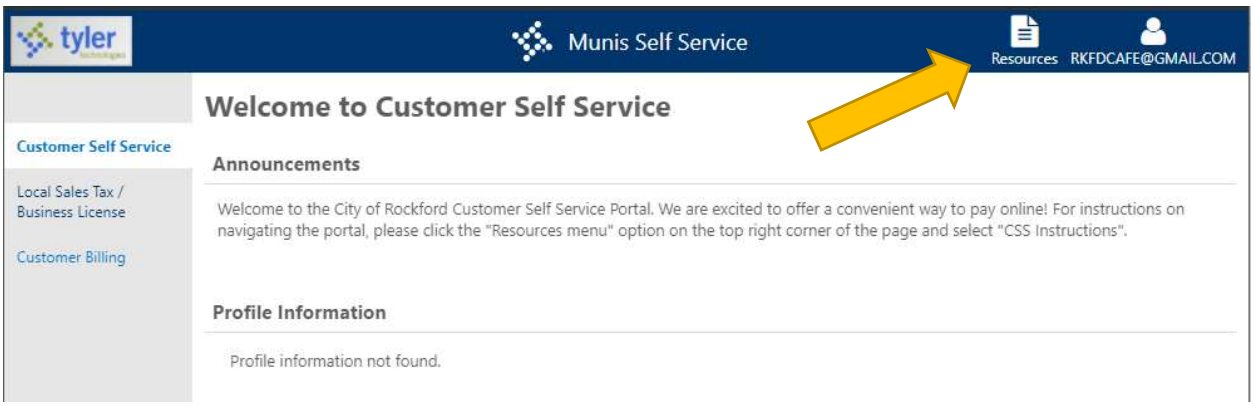
(779) 348-7484
GB@rockfordil.gov

Welcome to the City of Rockford Customer Self Service Portal for General Billing!

The City of Rockford Customer Self Service is the new payment portal that allows users to easily and conveniently pay bills (excluding water utility) online using a credit card or eCheck. Please note that there is a $1 convenience fee when using an eCheck. There is no fee to pay by credit card.

If you have questions or issues during the registration please contact the General Billing Section of the Finance Department at (779) 348-7484. Someone will be available to assist you Monday – Friday 8:00am to 5:00pm. You may also send an email to GB@rockfordil.gov for assistance.

A helpful button to remember is the **"Resources menu" in the upper right corner when logged into the Customer Self Service homepage**. Clicking it will give you the option to view a PDF of these instructions.



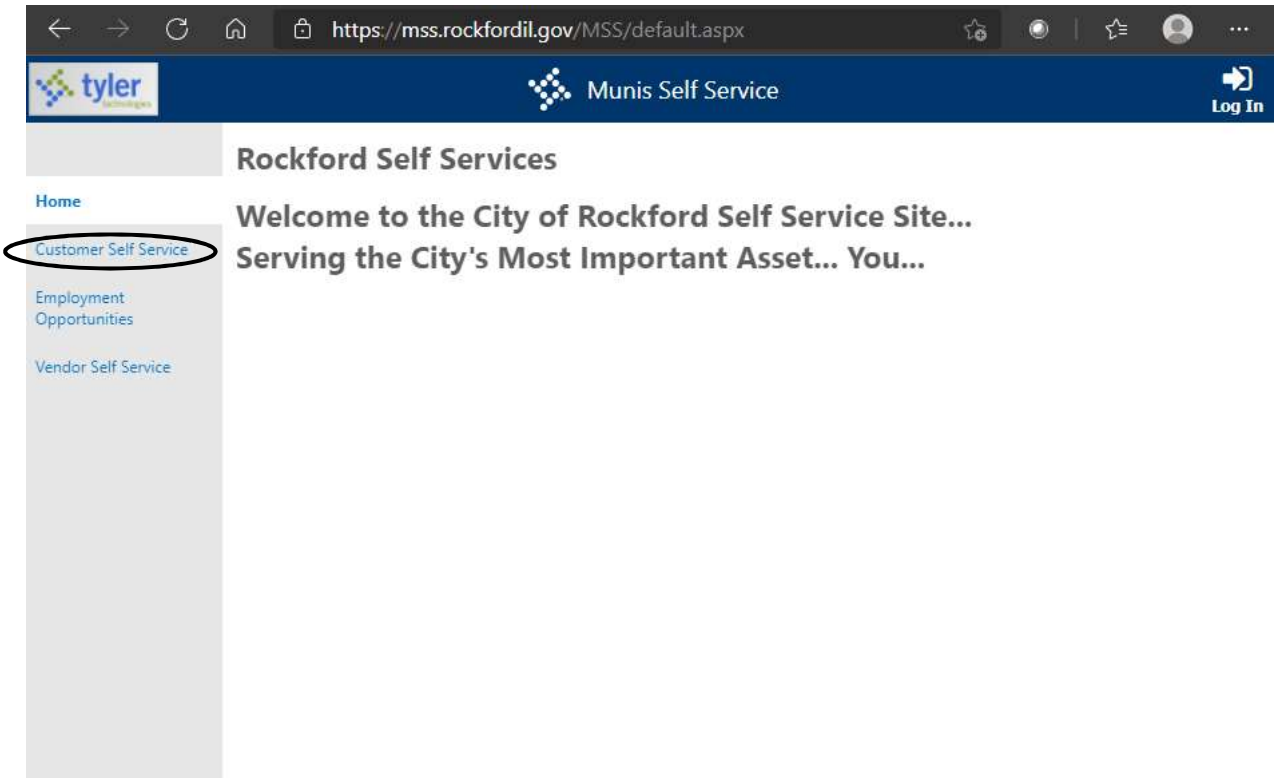
Document	Description
Local Sales Tax Instructions	Step-by-Step Instructions for Local Sales Tax/ Business License
General Billins Instructions	Step-by-Step Instructions for General Billing

(779) 348-7484
GB@rockfordil.gov

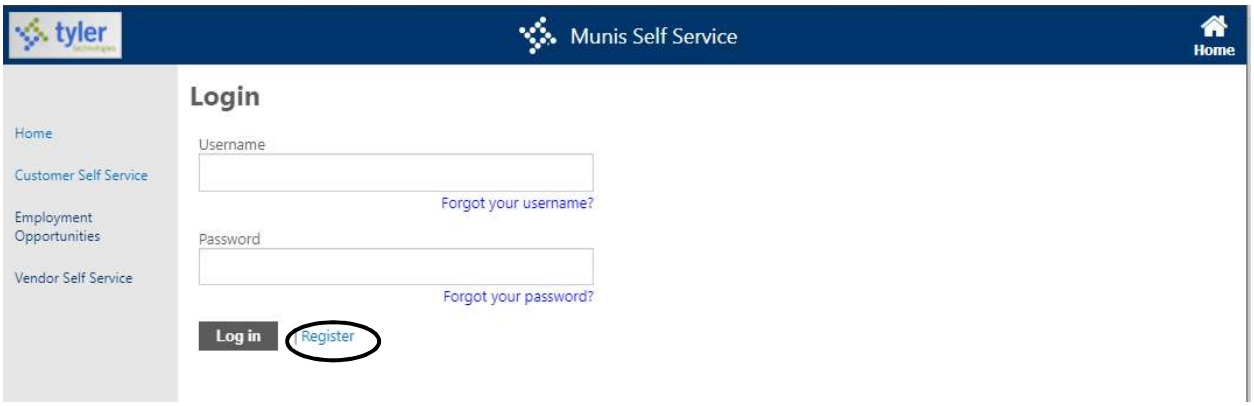
If you are a Local Sales Tax Business, you do not need to register. Log in using your existing user ID and password and skip to step 2 to register your customer account to your existing login.

Step 1: Registering

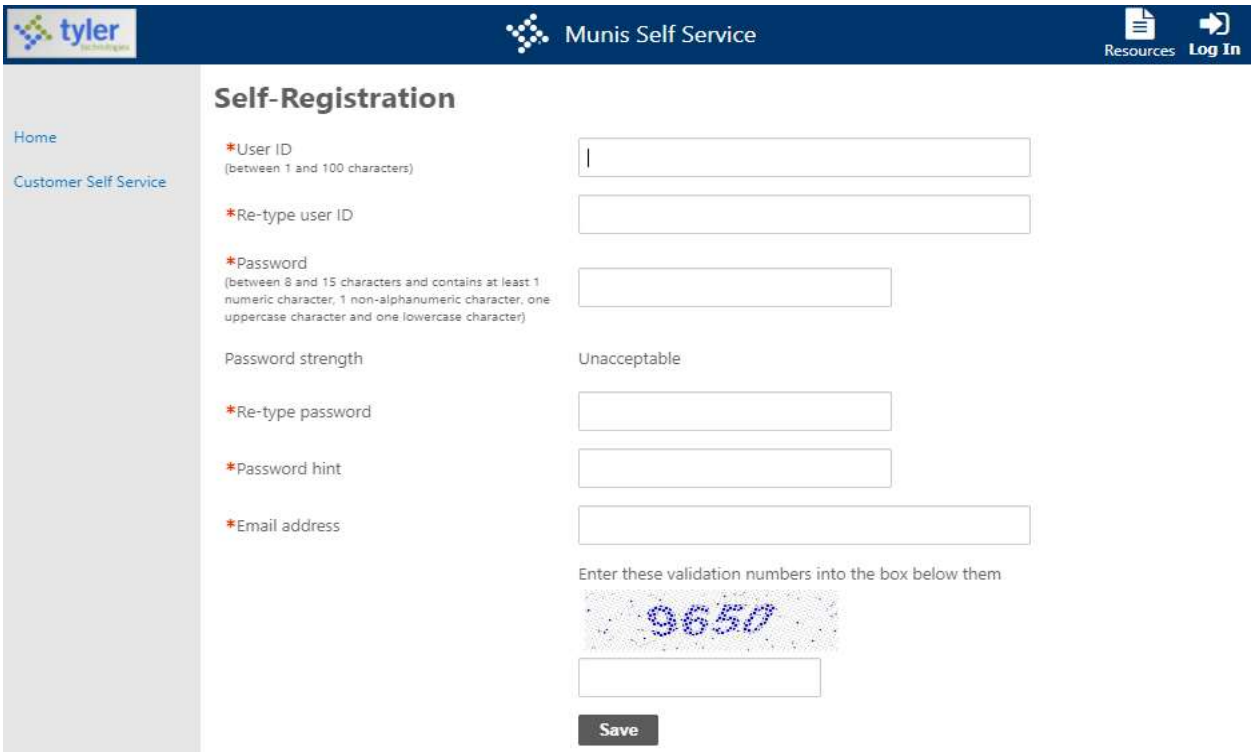
To access the Self Service portal, go to: https://mss.rockfordil.gov/MSS/default.aspx. Select "Customer Self Service" on the left-hand menu.



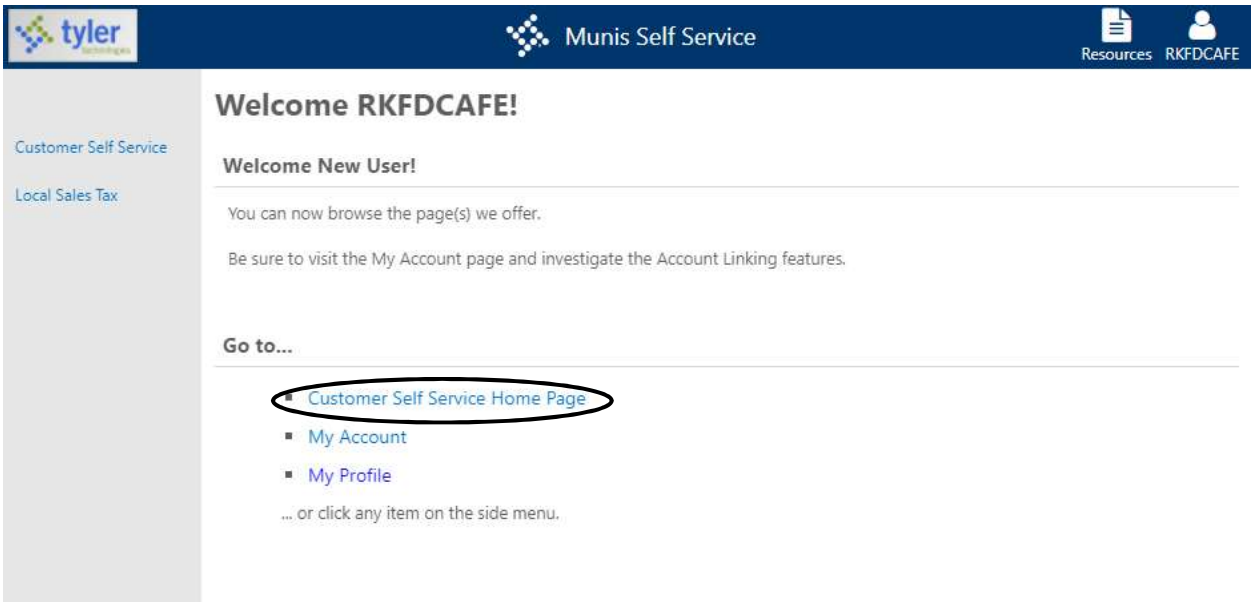
After clicking "Customer Self Service", you will be brought to the Login page. To register, click the hyperlinked "Register" button below the login fields.



Complete the registration fields and click "Save". **User ID must be the business email address on file**. Password requirements are a length between 8 to 15 characters with at least one numeric, one non-alphanumeric character, one uppercase, and one lowercase. **Most browsers will have the option to save your login details. Whether or not you store your login on your browser, we recommend that you additionally document and save your User ID and password on your computer or in a paper file.**

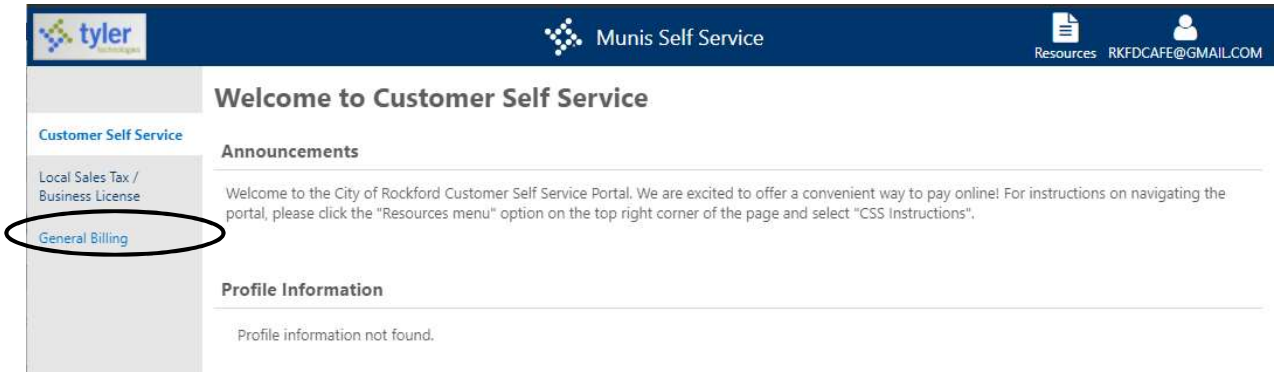


After saving your registration information, you will receive a Welcome Screen. Click on "Customer Self Service Home Page be directed to the Self Service homepage. Then continue to the next section for directions on linking a customer account.

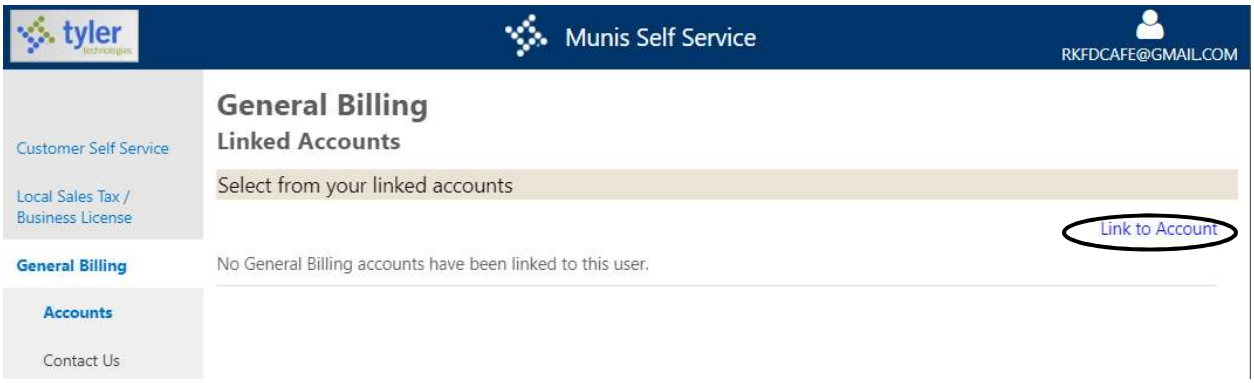


Step 2: Linking Customer Account

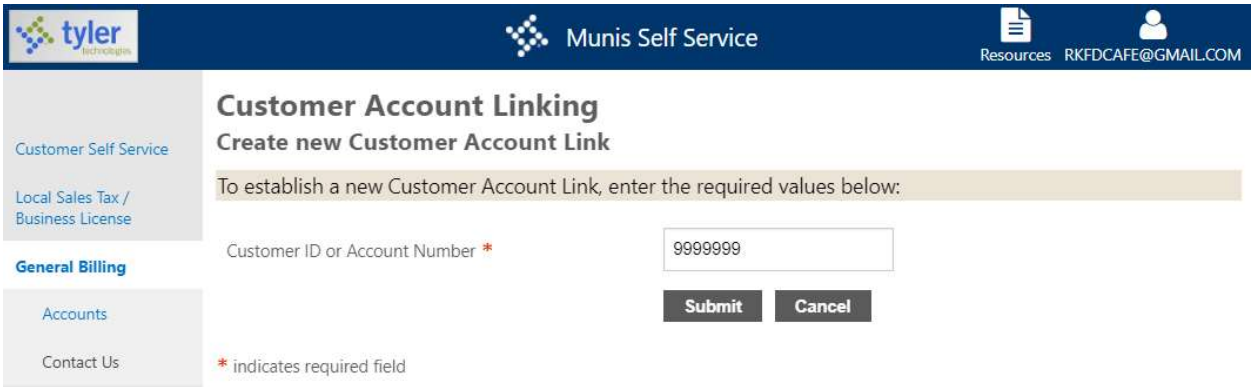
Starting on the Self Service homepage, click “General Billing” on the left-hand menu.



Clicking “General Billing” directs you to the “Linked Accounts” page. Click the “Link to Account” hyperlink to begin linking a customer account.



Enter your customer account ID in the corresponding fields.



You can locate this number in the top right corner of the invoice and/or statement that you have received.

THE CITY OF ROCKFORD ILLINOIS, USA
425 East State Street
Rockford, IL 61104

PHONE: (779) 348-7484
EMAIL: GB@ROCKFORDIL.GOV

INVOICE

Invoice Date	Invoice No.
04/26/2022	402024
Customer Number	
9999999	
Invoice Total Due	
$39.00	
Due Date	
05/26/2022	
Amount Remitted	
$	

ROCKFORD CAFE LLC
425 E STATE STREET
ROCKFORD, IL 61104

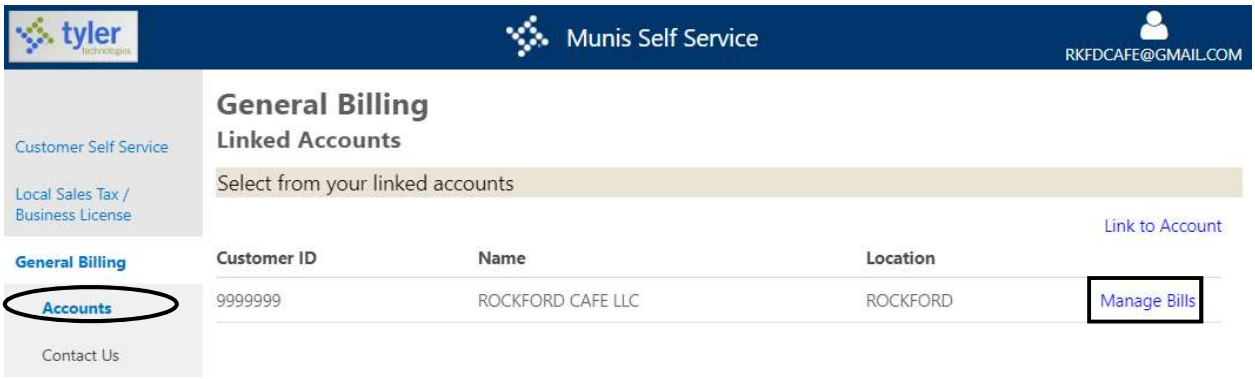
Remit to:
City of Rockford
Attn: CUSTOMER SERVICE CENTER, 1ST Floor
425 East State Street
Rockford, IL 61104

Please contact the General Billing Section of the Finance Department at (779) 348-7484 if you have issues linking a customer account.

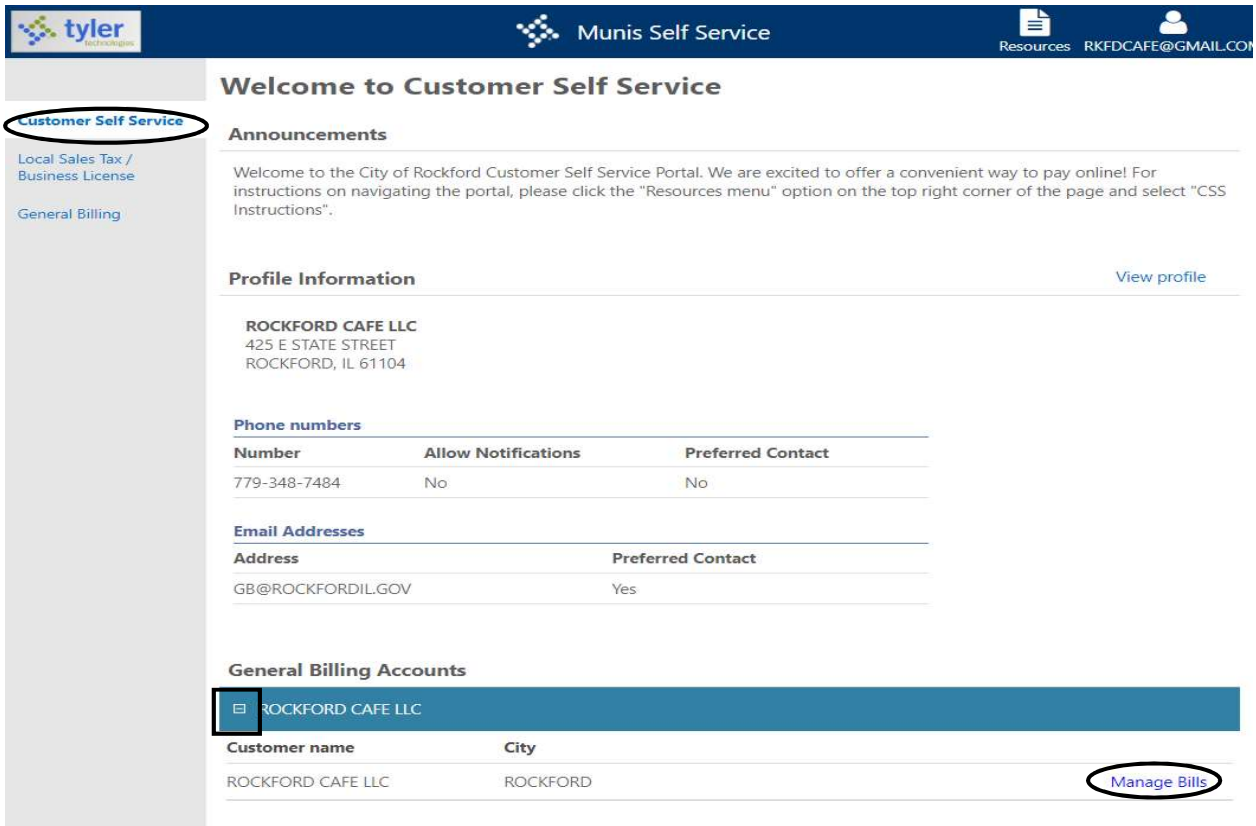
Once linked, you will see the options to view your account, manage your bills and pay your bills.

Step 3: Paying a Bill

To pay a bill, you can reach the "Manage Bills" hyperlink two ways: 1) you go to the Accounts screen and click the "Manage Bills" hyperlink next to the relevant business account.

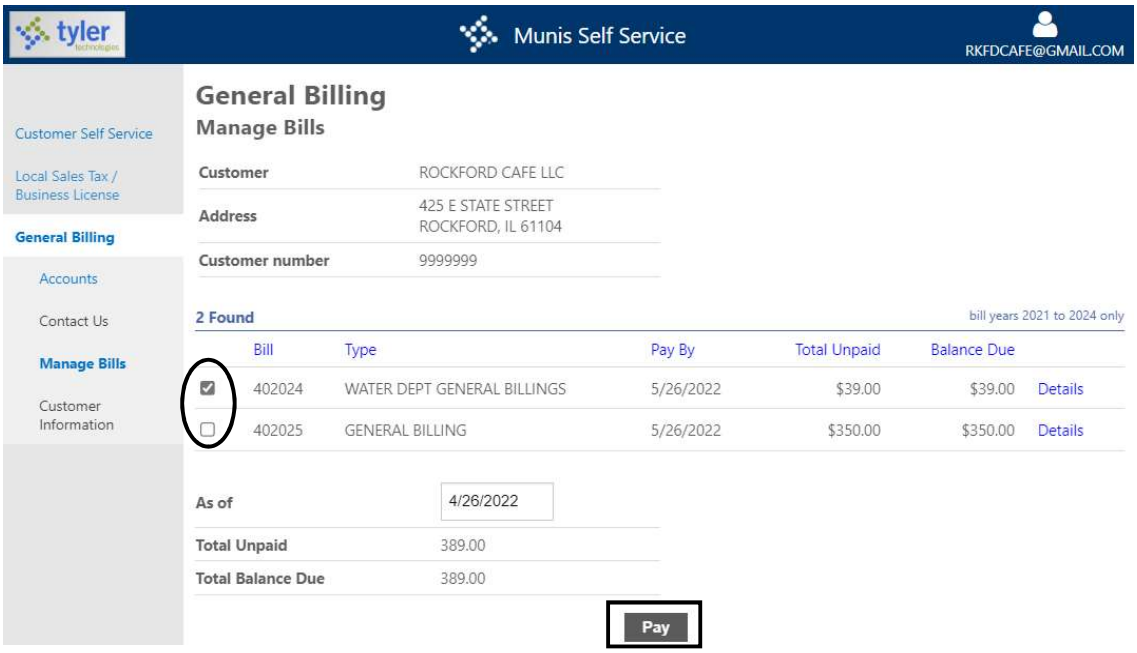


2) OR you can select “Manage Bills” after logging into Customer Self Service and click on the plus sign to expand your customer accounts from the main page.

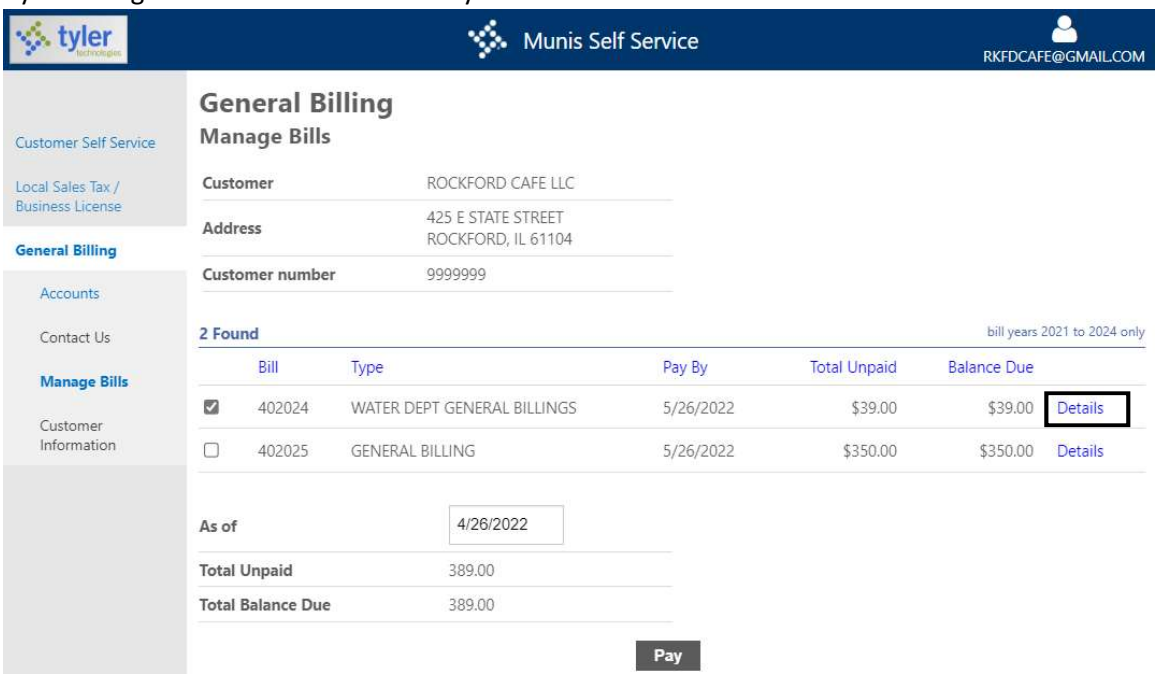


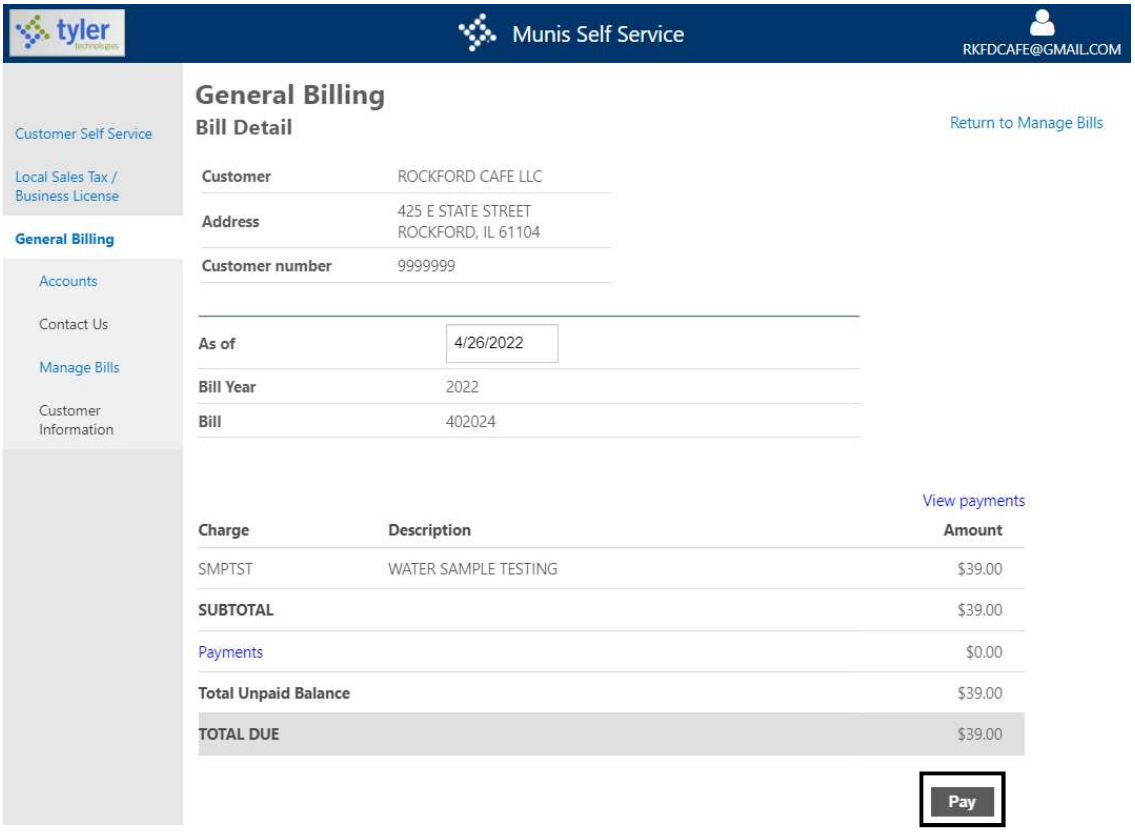
From the “Manage Bills” screen, there are two ways that you can pay your bills.

1) By selecting the check box in front of the bills then click “Pay”. When you enter this screen everything will be selected, you can uncheck any boxes.

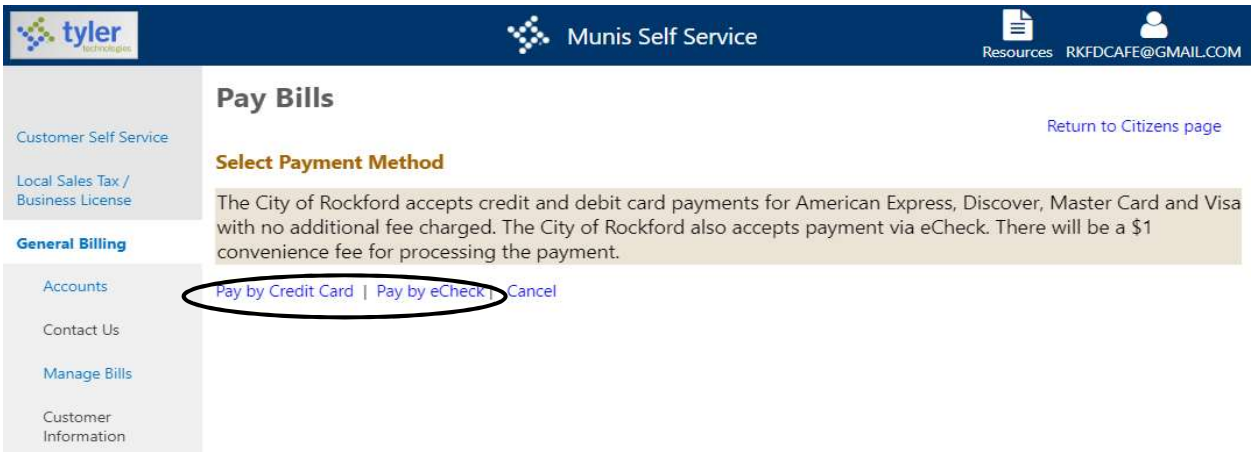


2) By selecting “Details” then click on “Pay”

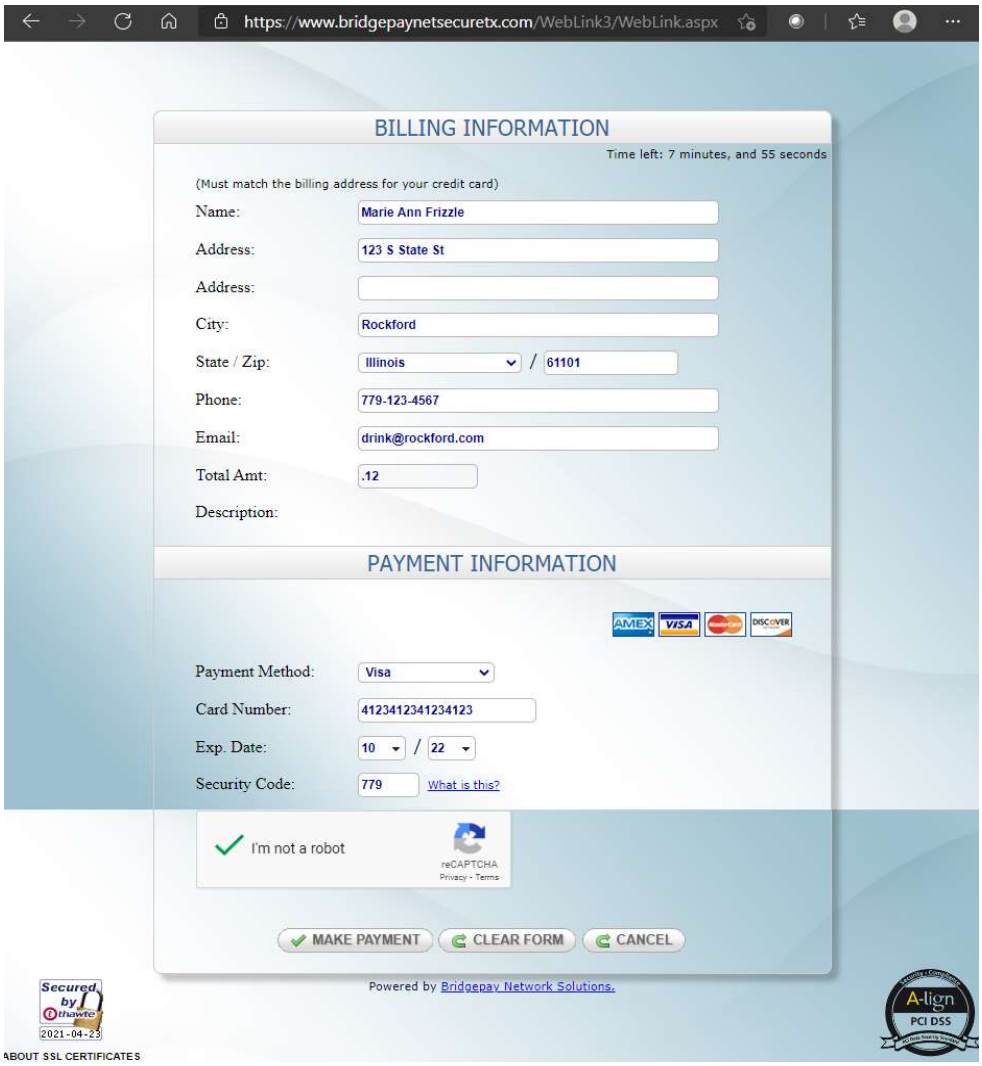




After clicking "Pay", select your payment method. **There is a $1.00 convenience fee for paying with an eCheck. There is no fee to pay by credit card.**

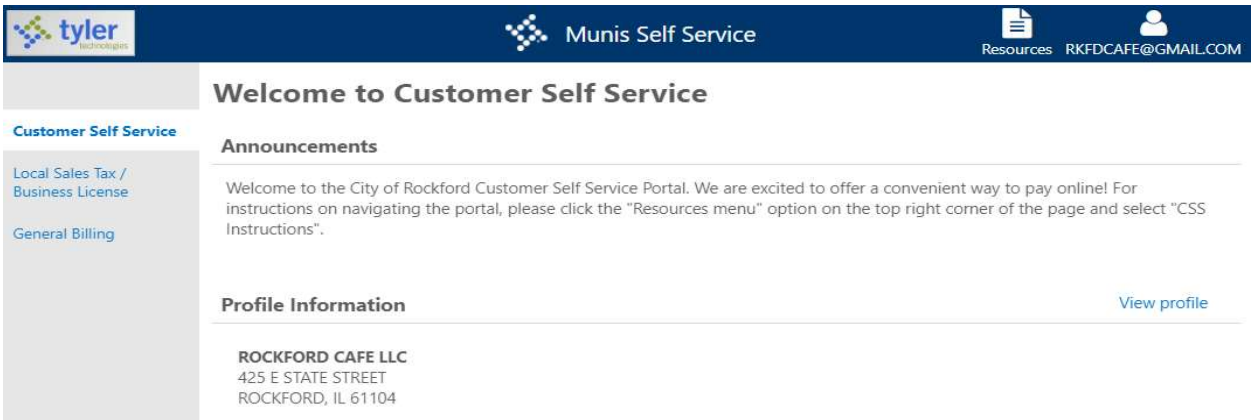


You will be directed to the payment portal to enter your billing address and payment information. Please note that once you click "Make Payment," the transaction will immediately processed.

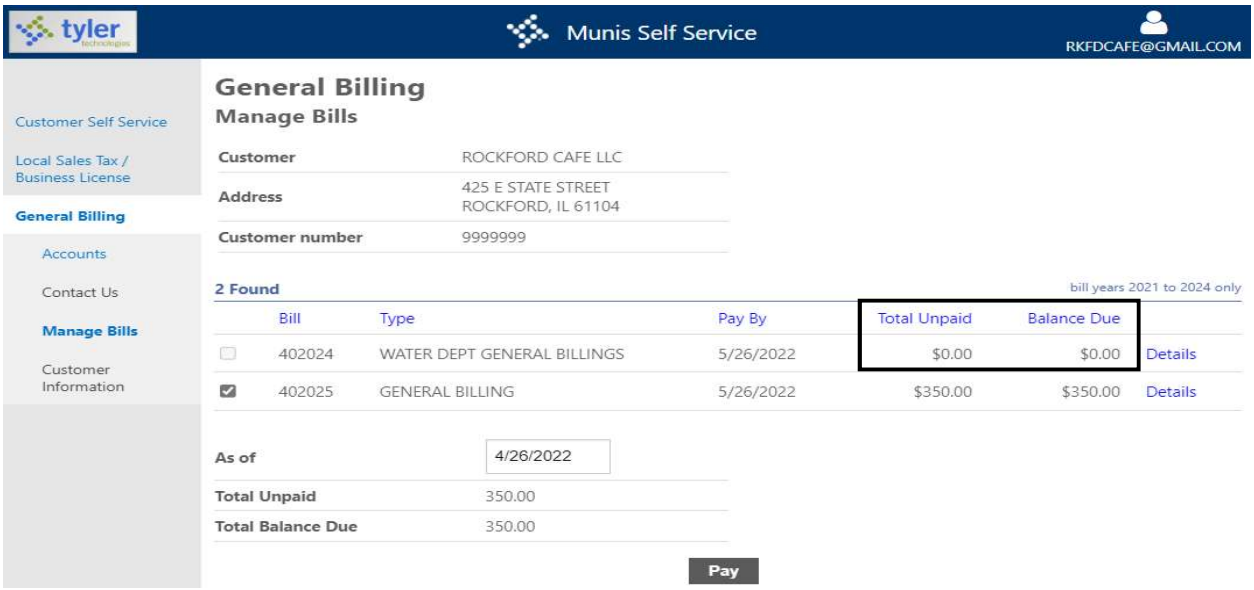


After submitting payment, you will be directed to this payment confirmation screen. Click the “here” hyperlink at the bottom of the message box to be redirected to Customer Self Service.

You may receive a message requesting verification that you intend to change websites. Click “yes” and you will be redirected to the Customer Self Service Home Page.

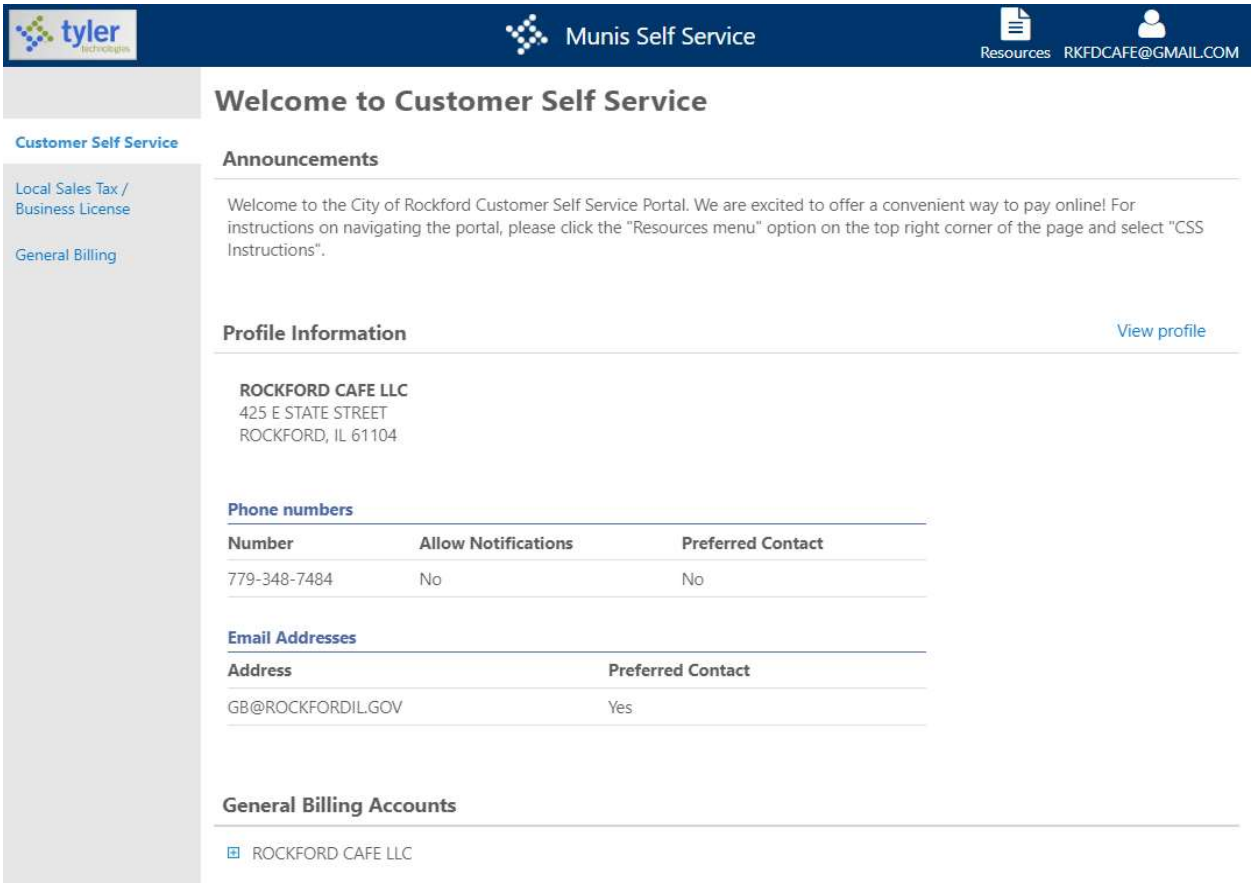


You can verify that you paid the bill by going to the “Manage Bills” screen after clicking on “General Billing”.

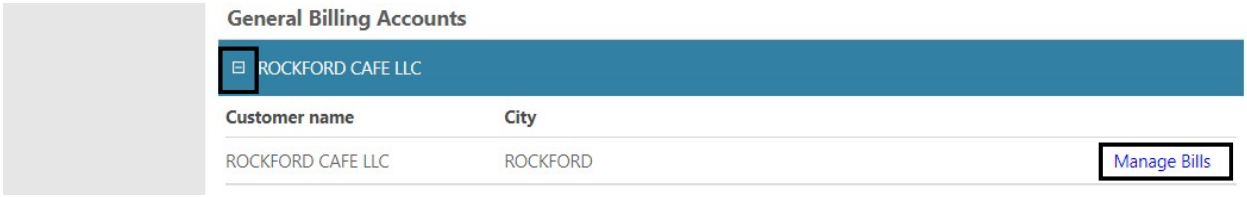


Navigating the Customer Self Service Portal

Logging into Customer Self Service directs you to your account homepage.



From the homepage, you can expand the linked customer account(s) to Manage Bills



Clicking "General Billing" on the left hand menu directs you to the **Linked Accounts** screen.

Contact Us provides the Finance Department main phone number and the department email address.