

Citizen/Business Self Service User Guide

Version 2019.1



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Citizen/Business Self Service

Citizen Self Service (CSS) provides web-based access to municipal services and information.

Mobile, AL Citizen Self Service

Welcome!

Mobile, AL Vendor and Employee Self Service has moved:

To be directed to our Vendor Self Service site please [CLICK HERE](#).

To be directed to our Employee Self Service site please [CLICK HERE](#).

The Citizen Self Service (CSS) portal provides citizens with an option to file and pay their Business Licenses & Taxes online. Click on the 'Citizen/Business Self Ser' link on the left side of this page to access the CSS login page. If this is your first time visiting the CSS portal to manage your Business Licenses & Taxes, you will need to register for a self-service user account and then link it to your Business Licenses & Taxes Account. From the CSS login page, click on the 'Register for a new account' link to start the Citizen Self-Registration process. Once your registration is completed, you will have the opportunity to link your self-service user account to your Business Licenses & Taxes account. You will need your Business Account Number and DBA name as it appears on the license or tax form to complete the registration process.

Please read the [Business License and Tax User Manual](#) for more information on how to register, link to your business account, file and pay your business taxes. If paying for the first time using an eCheck, please call your bank before paying and let them know the debit should be allowed and give them the following: Debits: 1911718107 Credits: 3911718107.

In the event of a duplicate payment or Business License/Tax specific questions, please contact the City of Mobile Revenue Department at kenneth.mosley@cityofmobile.org or 251-208-7462. There is a \$1.00 convenience fee on all eCheck transactions and a 3% convenience fee on all Credit Card transactions processed via the Citizen Self Service portal.

If you have trouble accessing the CSS portal contact the City of Mobile Help Desk at MIS.Helpdesk@cityofmobile.org or 251-208-7058, Monday through Friday during the business hours of 8:00 AM to 5:00 PM, excluding holidays.

Citizen/Business Self Service Users

CSS requires a login; the application will prompt you to enter your user name and password. If you are an existing user and you forget your password, click '**Forgot Password?**' in login page to reset the password. If you are a new user, you need to create a username (a valid email address is required) and a password.

tyler identity
a total tyler solution

Identify. Authenticate. Empower.

Sign in to your account

Username
Username is required

Password
Password is required

Remember me

Register for a new account

SIGN IN

Forgot password?

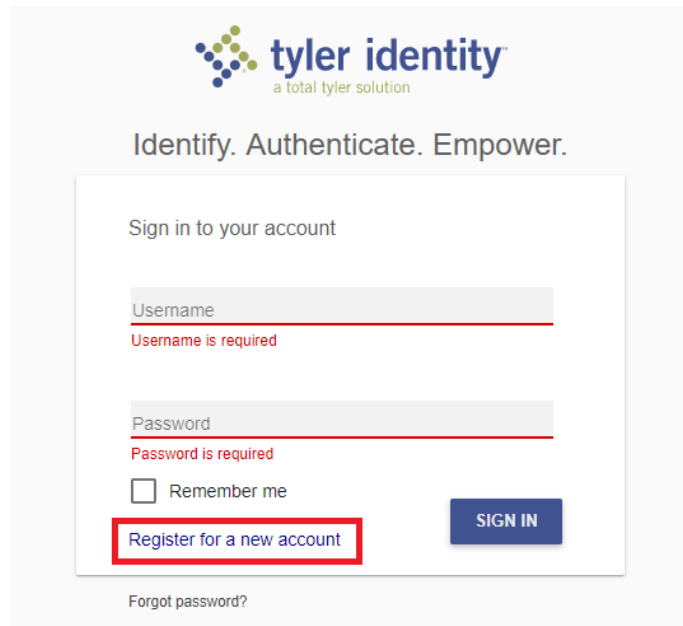


Citizen/Business Self Service Registration/Login

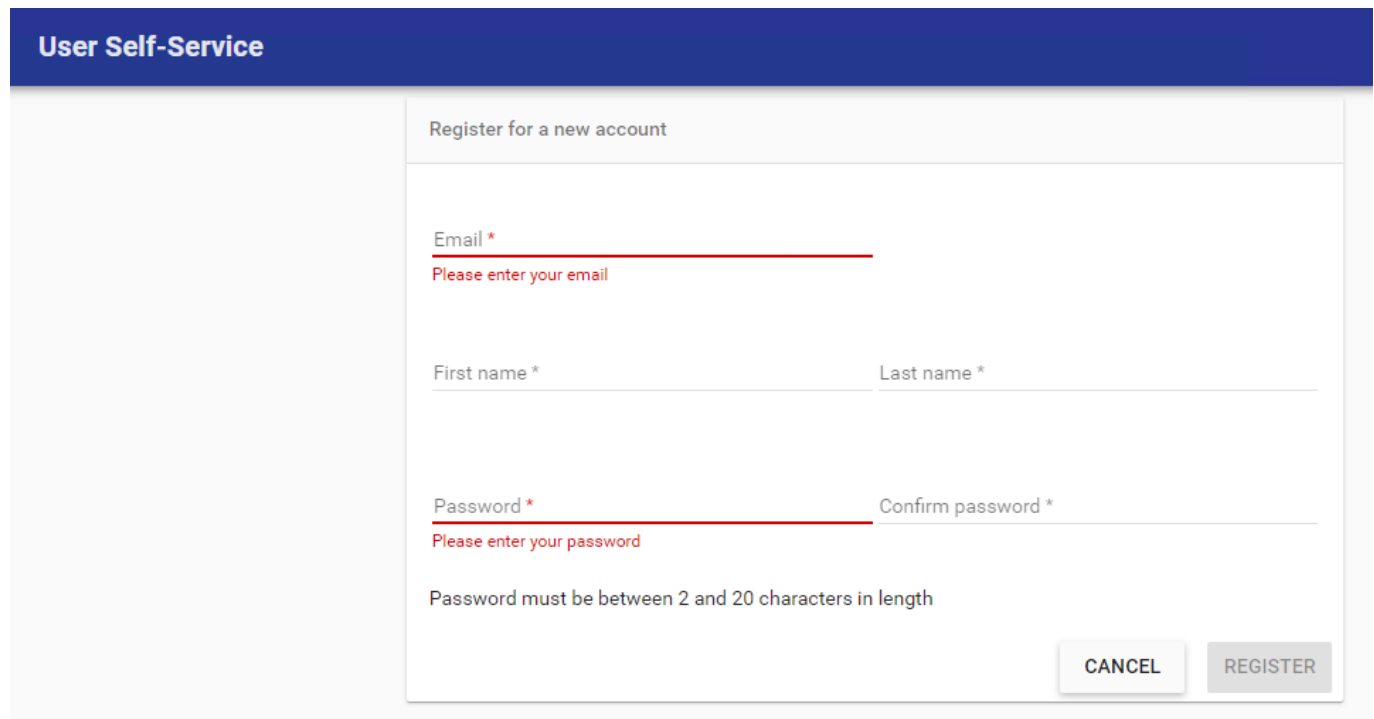
To register or login, navigate to the web address

<https://mobileselfservice.tylertech.com> and click on the 'Citizen/Business Self Ser' link on the left.

Click 'Register for a new account'



The image shows the Tyler Identity login and registration interface. At the top is the Tyler Identity logo with the tagline "a total tyler solution". Below the logo is the slogan "Identify. Authenticate. Empower." The main content area is titled "Sign in to your account". It contains two input fields: "Username" and "Password". Both fields have red error messages below them: "Username is required" and "Password is required". There is a "Remember me" checkbox and a "SIGN IN" button. A "Register for a new account" link is highlighted with a red box. At the bottom left, there is a "Forgot password?" link.



The image shows the "User Self-Service" registration form. The header is "User Self-Service". The form title is "Register for a new account". It contains the following fields and elements:

- Email ***: A required field with a red error message "Please enter your email".
- First name *** and **Last name ***: Two required fields.
- Password *** and **Confirm password ***: Two required fields. The Password field has a red error message "Please enter your password".
- A note: "Password must be between 2 and 20 characters in length".
- Buttons: "CANCEL" and "REGISTER".

Once registered, an email will be sent to the registered email address from 'tyleridentity@tylertech.com' to complete the registration process.

New User: Link Business Accounts

To login, navigate to the web address <https://mobileselfservice.tylertech.com/Default.aspx> and click on the 'Citizen/Business Self Ser' link on the left.

Once login, click on the 'Business License & Taxes' link on the left.

The screenshot shows the top navigation bar with the City of Mobile logo and utility icons. The left sidebar contains a menu with 'Business License & Taxes' highlighted in a red box. The main content area is titled 'Welcome to Citizen/Business Self Ser' and includes an 'Announcements' section with a welcome message and a 'Profile Information' section stating 'Profile information not found.'

Now, it's time to link all your business accounts to your new User ID. Click 'Link to Account'

The screenshot shows the 'Business License & Taxes' section of the portal. The 'Linked Accounts' sub-section is active, displaying a message: 'Select an account to work with.' Below this is a 'Link to Account' button highlighted in a red box. A message below the button states: 'No Business License accounts have been linked to this MSS User.'

Business License & Taxes Account Link Setup: Enter your information just as it is listed on your Business License then Click **Submit**

The screenshot shows the 'Account Link Setup' form. It contains two required fields: 'What is the account ID of this business? [No Leading Zeros] *' and 'What is the company's DBA name? *'. Both fields have empty input boxes. Below the fields are 'Submit' and 'Cancel' buttons. A legend at the bottom indicates that an asterisk (*) denotes a required field.

Your account is now linked to your self-service user id. If you need to link additional accounts, click **link to account** again and repeat the process.

The screenshot shows the 'Business License & Taxes' section of a web application. On the left is a navigation menu with items: 'Citizen/Business Self Ser', 'Animal License', 'Business License & Taxes', 'Accounts', and 'Contact Us'. The main content area is titled 'Business License & Taxes' and 'Linked Accounts'. Below the title is a prompt: 'Select an account to work with.' and a red-bordered button labeled 'Link to Account'. Below this is a table with the following data:

Account ID	DBA Name	Location	Status	Details
1	REVENUE TEST ACCOUNT.....	205 GOVERNMENT STREET	ACTIVE	Account Bills Enter Filing

Note: If Account information on record **does not match** the information entered, error occurs please review your Business License for the exact BUSINESS NAME and try again

The screenshot shows the 'Business License & Taxes' section of a web application, specifically the 'Account Link Setup' form. The navigation menu is the same as in the previous screenshot. The main content area is titled 'Business License & Taxes' and 'Account Link Setup'. A red error message is displayed: 'Account information on record does not match information entered'. Below the error message are two required fields: 'What is the account ID of this business? [No Leading Zeros] *' with the value '123456' entered, and 'What is the company's DBA name? *' with the value 'My Business Name' entered. At the bottom of the form are 'Submit' and 'Cancel' buttons. A legend at the bottom left states '* indicates required field'.

Start a New Filing

Click on 'Enter Filing'

The screenshot shows the 'Business License & Taxes' section of a web application. On the left is a navigation menu with options: 'Citizen/Business Self Ser', 'Animal License', 'Business License & Taxes' (highlighted), 'Accounts', and 'Contact Us'. The main content area is titled 'Business License & Taxes' and 'Linked Accounts'. It contains a text prompt 'Select an account to work with.' and a 'Link to Account' link. Below is a table with columns: 'Account ID', 'DBA Name', 'Location', 'Status', and 'Details'. One row is visible with 'Account ID' 1, 'DBA Name' 'REVENUE TEST ACCOUNT.....', and 'Location' '205 GOVERNMENT STREET'. The 'Details' column for this row contains links for 'Account', 'Bills', and 'Enter Filing', with 'Enter Filing' highlighted by a red box.

Account ID	DBA Name	Location	Status	Details
1	REVENUE TEST ACCOUNT.....	205 GOVERNMENT STREET	ACTIVE	Account Bills Enter Filing

Click 'select' on the appropriate line to pay the needed tax period.

The screenshot shows the 'Business License & Taxes' section of a web application, specifically the 'Filing - License/Tax Selection' page. The left navigation menu includes: 'Citizen/Business Self Ser', 'Animal License', 'Business License & Taxes' (highlighted), 'Accounts', 'Account Details', 'Owner Information', 'Filing' (highlighted), and 'Contact Us'. The main content area is titled 'Business License & Taxes' and 'Filing - License/Tax Selection'. It displays 'Account ID' 1 and 'DBA Name' 'REVENUE TEST ACCOUNT.....'. Below is a text prompt 'Please select a record to access the filing history' and a table with columns: 'Category', 'Type', 'Reference', 'Renewal Cycle', and 'Select'. Two rows are visible: 'LEASE TAX OCCASIONAL' with 'Reference' 5826 and 'Renewal Cycle' 'OCCASIONAL TAXES'; and 'SALES TAX' with 'Reference' 18697 and 'Renewal Cycle' 'ALL TAXES EXCEPT GAS'. The 'Select' column for both rows contains a 'select' link, with the entire 'Select' column highlighted by a red box.

Category	Type	Reference	Renewal Cycle	Select
LEASE TAX OCCASIONAL		5826	OCCASIONAL TAXES	select
SALES TAX		18697	ALL TAXES EXCEPT GAS	select



Click 'Enter Filing' on the appropriate line to pay the needed tax period.

Business License & Taxes
Filing - Date Selection

Account ID: 1
 DBA Name: REVENUE TEST ACCOUNT.....
 Category: SALES TAX
 Renewal Cycle: ALL TAXES EXCEPT GAS

To continue, please select a period that has not been filed or is late from the list below

Year	Month	Status	Due Date	Total	Balance	Filing
2019	7	NOT DUE	8/20/2019	0.00	0.00	Enter Filing
2019	6	LATE	7/22/2019	0.00	0.00	Enter Filing
2019	5	FILED	6/20/2019	88.50	0.00	

Enter Gross Receipts and Gross Deductions as needed then click 'Continue'

Business License & Taxes
Filing Amounts

Account ID: 1
 DBA Name: REVENUE TEST ACCOUNT.....
 Category: SALES TAX
 Renewal Cycle: ALL TAXES EXCEPT GAS
 Month: 6
 Year: 2019


SALES TAX CITY (BLT001)

Gross Receipts: \$

Deductions: \$



The Review Page should open after you click 'Continue'

(0)

Citizen/Business Self Ser

Animal License

Business License & Taxes

- Accounts
- Account Details
- Owner Information
- Filing**
- Contact Us

Business License & Taxes

Filing Amounts

Review

Please review that the information is correct before submitting.

[Revise this filing](#)

Account ID	1
DBA Name	REVENUE TEST ACCOUNT.....
Category	SALES TAX
Renewal Cycle	ALL TAXES EXCEPT GAS
Month	6
Year	2019

SALES TAX CITY BLT001 Actual

Gross Receipts	10000.00
Deductions	200.00
Taxable Sales	9800.00
Calculated Amount	490.00
Interest	9.80
Net Due	499.80

Penalties

Penalty Description	Penalty Amount	Penalty Interest
CITY FAILURE TO FILE PENALTY	50.00	0.00
CITY LATE TAX PAYMENT PENALTY	49.00	0.00

Summary

Calculated Amount due on this filing:	490.00
Interest on this filing:	9.80
Penalty on this filing:	99.00
Total due:	598.80

**The amount due shown does not include any potential interest that may be added for late filings.

Check the following box to signify acknowledgement

I hereby acknowledge that the information I am about to submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

Cancel


Submit Filing


Review the information entered before clicking the 'Submit Filing' button and filing your taxes. If update/correction needed, click 'Revise this filing' to update/correct the information entered

Note: You must check the acknowledgement box to successfully file your taxes

Clicking 'Submit Filing' button to filing your taxes

Filing Confirmation Page:





Citizen/Business Self Ser

Animal License

Business License & Taxes

Accounts

Account Details

Owner Information

Filing

Contact Us

Business License & Taxes

Filing Amounts

Confirmation

Thank you. Your information has been successfully submitted.

[Add bill to Cart](#)

You can now...

- [Attach a document to your new Filing](#)
- [Submit another renewal](#)

Account ID	1
DBA Name	REVENUE TEST ACCOUNT.....
Category	SALES TAX
Renewal Cycle	ALL TAXES EXCEPT GAS
Month	6
Year	2019

SALES TAX CITY BLT001 Actual	
Gross Receipts	10000.00
Deductions	200.00
Taxable Sales	9800.00
Calculated Amount	490.00
Interest	9.80
Net Due	499.80

Penalties		
Penalty Description	Penalty Amount	Penalty Interest
CITY FAILURE TO FILE PENALTY	50.00	0.00
CITY LATE TAX PAYMENT PENALTY	49.00	0.00

Summary	
Calculated Amount due on this filing:	490.00
Interest on this filing:	9.80
Penalty on this filing:	99.00
Total due:	598.80

**The amount due shown does not include any potential interest that may be added for late filings.

Check the following box to signify acknowledgement I hereby acknowledge that the information I am about to submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

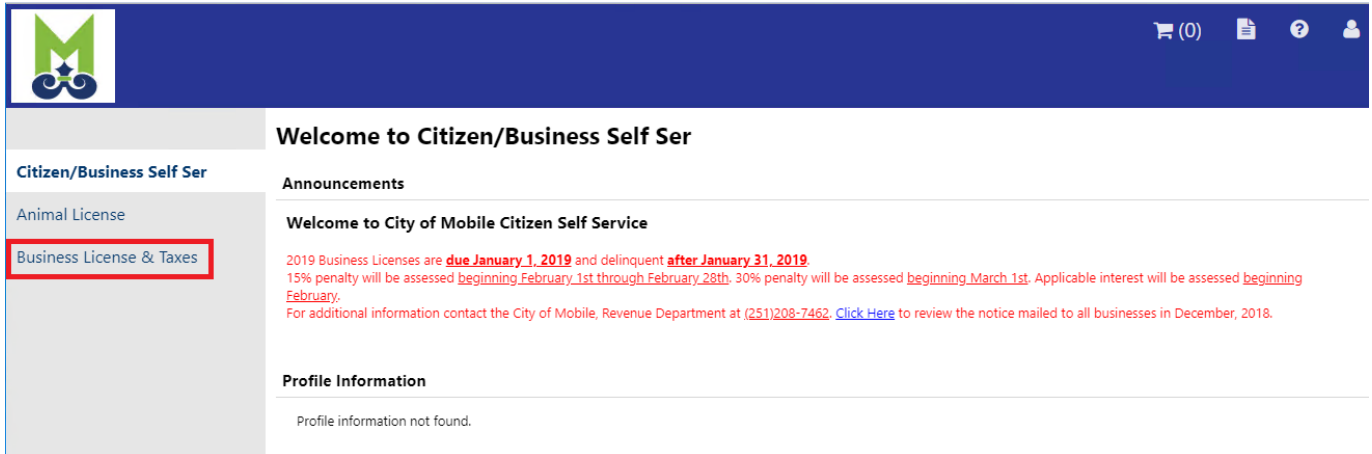
If you have another filing, click **‘Submit another renewal’** to start the filing process again for a different tax period or different business account.
 If you have, documents to include with your filing Click **‘Attach a document to your new filing’**

** Please proceed to “Make a Payment” section to proceed with the payment.



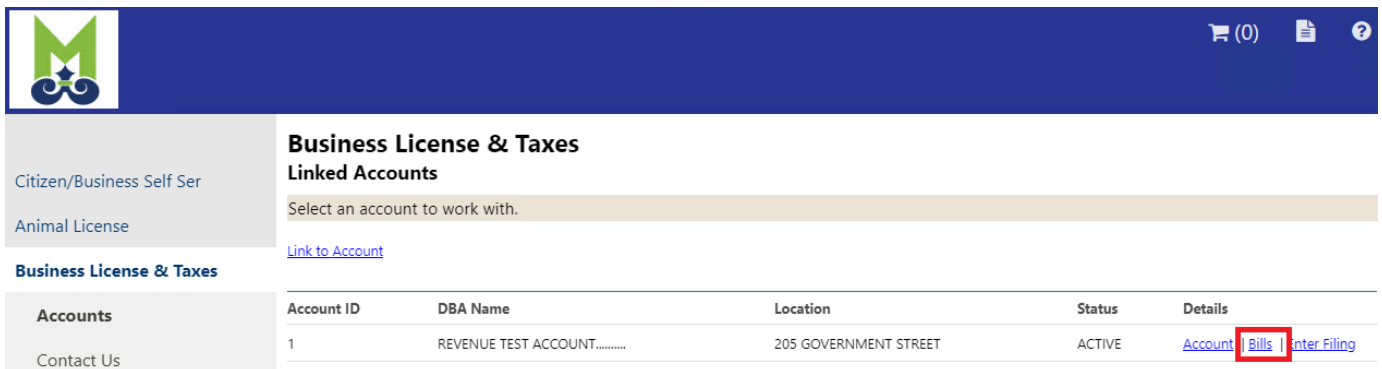
Pay Unpaid Bills (Unpaid Filings)

After login, click on the **'Business License & Taxes'** link on the left.



The screenshot shows the user interface of the City of Mobile Citizen/Business Self Service portal. The top navigation bar is dark blue with the City of Mobile logo on the left and utility icons (shopping cart, document, help, user) on the right. The main content area is divided into a left sidebar and a main panel. The sidebar contains links for 'Citizen/Business Self Ser', 'Animal License', and 'Business License & Taxes' (highlighted with a red box). The main panel displays a 'Welcome to Citizen/Business Self Ser' message, followed by an 'Announcements' section with a welcome message and a notice about 2019 Business Licenses. Below this is a 'Profile Information' section stating 'Profile information not found.'

Click on **'Bills'** on selected Account ID



The screenshot shows the 'Business License & Taxes' section of the portal. The left sidebar is updated to show 'Business License & Taxes' as the active section. The main panel has a 'Linked Accounts' section with a prompt to 'Select an account to work with.' and a 'Link to Account' link. Below this is a table of accounts. The 'Bills' link in the 'Details' column of the first account is highlighted with a red box.

Account ID	DBA Name	Location	Status	Details
1	REVENUE TEST ACCOUNT.....	205 GOVERNMENT STREET	ACTIVE	Account Bills Enter Filing

Click on 'Details' on selected bill

Citizen/Business Self Ser
Animal License

Business License & Taxes
All Bills

Account ID: 1
DBA Name: REVENUE TEST ACCOUNT.....
Location: 205 GOVERNMENT STREET
COM AL 36602

33 Bill(s) found bill years 2016 to 2020 only

Location	Owner	Account ID	Cycle/Month/Year	Category	Type	Details
205 GOVERNMENT STR	REVENUE TEST ACCOUNT.....	1	TAX3, 3 2019	SALES OCC		Details
205 GOVERNMENT STR	REVENUE TEST ACCOUNT.....	1	TAX3, 4 2018	SALES OCC		Details
205 GOVERNMENT STR	REVENUE TEST ACCOUNT.....	1	TAX, 4 2018	SALES TAX		Details
205 GOVERNMENT STR	REVENUE TEST ACCOUNT.....	1	TAX, 6 2019	SALES TAX		Details Pay Bill

Verify the bill details and click on 'Add to Cart'

Citizen/Business Self Ser
Animal License

Business License & Taxes
Bill Detail

View Bill
Bill Year: 2019
Bill Number: 586549
Owner Name: REVENUE TEST ACCOUNT.....

[View payments/adjustments](#)



Charge Code	Description	Amount
BLP008	CITY LATE TAX PAYMENT PENALTY	\$49.00
BLP003	CITY FAILURE TO FILE PENALTY	\$50.00
BLT001	SALES TAX CITY	\$490.00
SUBTOTAL		\$589.00
Current Interest Due		\$9.80
Payments/Adjustments		\$0.00
Total Unpaid Balance		\$598.80
TOTAL DUE		\$598.80

Add to Cart

** Please proceed to "Make a Payment" section to proceed with the payment.

Make a Payment

If you are ready to checkout, click 'Add bill to Cart'



Citizen/Business Self Ser
Animal License

Business License & Taxes

Filing Amounts

586549 was added to your shopping cart.
To proceed with payment, click "My Cart" then click "Checkout".

Confirmation

Thank you. Your information has been successfully submitted.

[Add bill to Cart](#)

You can now...

- [Attach a document to your new Filing](#)
- [Submit another renewal](#)

Account ID	1
DBA Name	REVENUE TEST ACCOUNT.....
Category	SALES TAX
Renewal Cycle	ALL TAXES EXCEPT GAS
Month	6
Year	2019

Gross Receipts	10000.00
Deductions	200.00
Taxable Sales	9800.00
Calculated Amount	490.00
Interest	9.80
Net Due	499.80

Penalties

Penalty Description	Penalty Amount	Penalty Interest
CITY FAILURE TO FILE PENALTY	50.00	0.00
CITY LATE TAX PAYMENT PENALTY	49.00	0.00

Summary

Calculated Amount due on this filing:	490.00
Interest on this filing:	9.80
Penalty on this filing:	99.00
Total due:	598.80

**The amount due shown does not include any potential interest that may be added for late filings.

Check the following box to signify acknowledgement I hereby acknowledge that the information I am about to submit is 100% accurate and understand the license cannot be issued if a shortage or missing payments exist on my account.

To proceed with payment, click "My Cart"



Business License & Taxes

Filing Amounts

586549 was added to your shopping cart.
To proceed with payment, click "My Cart" then click "Checkout".

Confirmation

Click "Review Cart"

Business License 586549 \$598.80

Total: \$598.80

Review Cart Checkout

Verify cart and click 'Pay' to continue

Shopping Cart Review


Cart Contents

BUSINESS LICENSES	Due	Being Paid
Business License 586549	\$598.80	\$598.80 remove
Subtotal	\$598.80	\$598.80
Total	\$598.80	\$598.80

Close Pay



Select a Payment Method



Pay Bills

Select Payment Method

IMPORTANT
A \$1.00 fee will be added to the total amount due when paying by eCheck.
A 3% fee will be added to the total amount due when paying by credit card.

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

Citizen/Business Self Ser
Animal License
Business License & Taxes

Paying with a Credit Card:

Click on 'Pay by Credit Card'

Pay Bills



Note: a global convenience fee of 3.00% (\$0.00 minimum, \$0.00 maximum) will be added to your payment.


Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Business License	2019	7/1/2019	586549	7/22/2019	\$598.80	\$598.80	\$ 598.80

Continue


Cancel

If you want to change the Payment Amount, change it and then click **Continue**.
Else, click "Continue" to proceed with the payment

Continue with Credit Card Payment
Enter payment information and click **Pay Now**

Order Information	* Required Fields
Total: \$616.76 (USD)	
Payment Information	
	
Card Number:	<input type="text"/> * (enter number without spaces or dashes)
Expiration Date:	<input type="text"/> * (mmyy)
Billing Information	
Customer ID:	13497
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Company:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/>
Zip/Postal Code:	<input type="text"/>
Country:	<input type="text"/>
Email:	<input type="text"/>
Phone:	<input type="text"/>
<input type="button" value="Pay Now"/>	

Paying with an eCheck:



Pay Bills

Citizen/Business Self Ser
Animal License
Business License & Taxes


Select Payment Method

IMPORTANT
A \$1.00 fee will be added to the total amount due when paying by eCheck.
A 3% fee will be added to the total amount due when paying by credit card.

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

Click on 'Pay by eCheck'

Pay Bills

 Note: a global convenience fee of \$1.00 will be added to your payment.

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Business License	2019	7/1/2019	586549	7/22/2019	\$598.80	\$598.80	\$ 598.80

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

If you want to change the Payment Amount, change it and then click **Continue**.
Else, click "Continue" to proceed with the payment

Continue with eCheck Payment
Enter payment information and click **Pay Now**

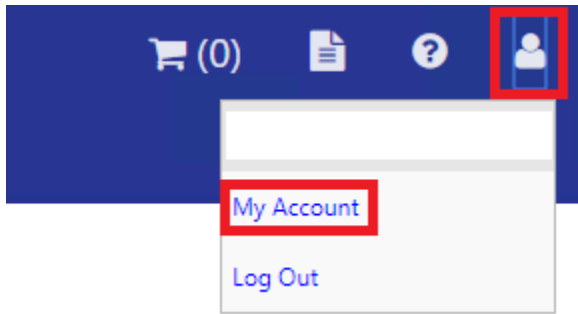
Order Information	* Required Fields		
Total: \$599.80 (USD)			
Payment Information			
Bank Name:	<input type="text"/>		
Bank Account Number:	<input type="text"/> * (enter number without spaces or dashes)		
ABA Routing Number:	<input type="text"/> * What's this?		
Name On Account:	<input type="text"/>		
Bank Account Type:	Personal Checking ▼		
Billing Information			
Customer ID:	13497		
First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Company:	<input type="text"/>		
Address:	<input type="text"/>		
City:	<input type="text"/>		
State/Province:	<input type="text"/>	Zip/Postal Code:	<input type="text"/>
Country:	<input type="text"/>		
Email:	<input type="text"/>		
Phone:	<input type="text"/>		
<input type="button" value="Pay Now"/>			

Your tax payment is now completed.
Check your email for receipt.



Existing Users: User Name/Account Settings

To access your Account Settings page, click user Icon in the upper-right corner of any CSS page and then select **'My Account'**.



Account settings provides user account information, including ability to update the email address used for notifications. Account settings also includes the **'link to account'** options for the various Business Accounts that you can link to your Citizen/Business Self Service account. It also provides the ability to **'remove'** unused Business Accounts that are already linked.

Account Settings

Account Information

Now logged in as

Last successful login

8/7/2019

E-Mail address

[Change E-Mail Address](#)

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Business License & Taxes Accounts

1

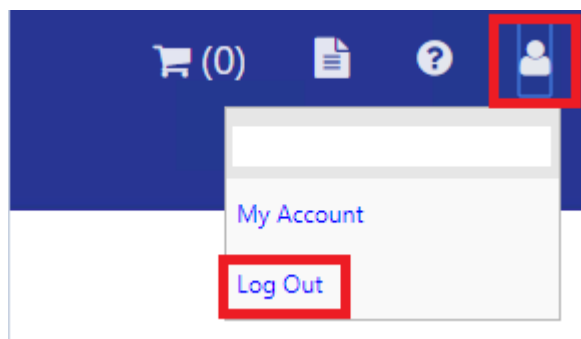
[link to account](#)

[remove](#)

[Go To Module Homepage](#)

Logout from Citizen/Business Self Service

Click on the User Icon in the upper-right corner of the page



Click '**Log Out**'