



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. At the top is a blue circular icon with a globe and arrows. Below it is the text "Create an account" with a mouse cursor pointing to it. The form contains five input fields: "Email *" (with a lock icon), "Password *" (with a lock and eye icon), "First name *", "Last name *", and a blue "Sign up" button. A red arrow points to the "Sign up" button. Below the fields is the text "* indicates required field" and 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



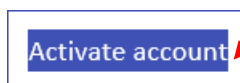
Hi,

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:



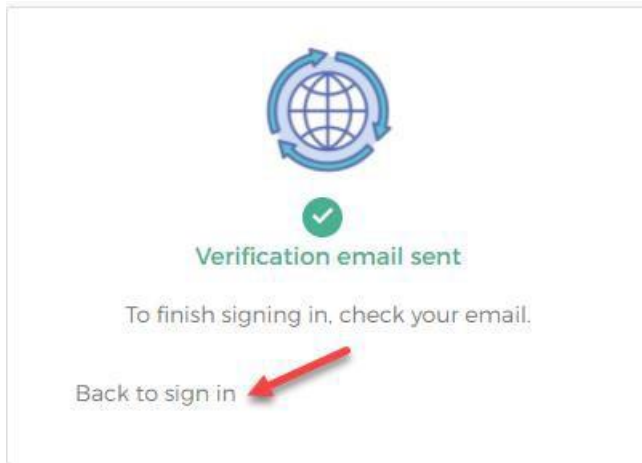
This is an automatically generated message from Community Access. Replies are not monitored or answered.



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 options: "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 email and password fields and the sign in 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, 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 y account for which you want to see Daily Water Usage. You will find the "View Daily Usage" link on the Acc

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 *

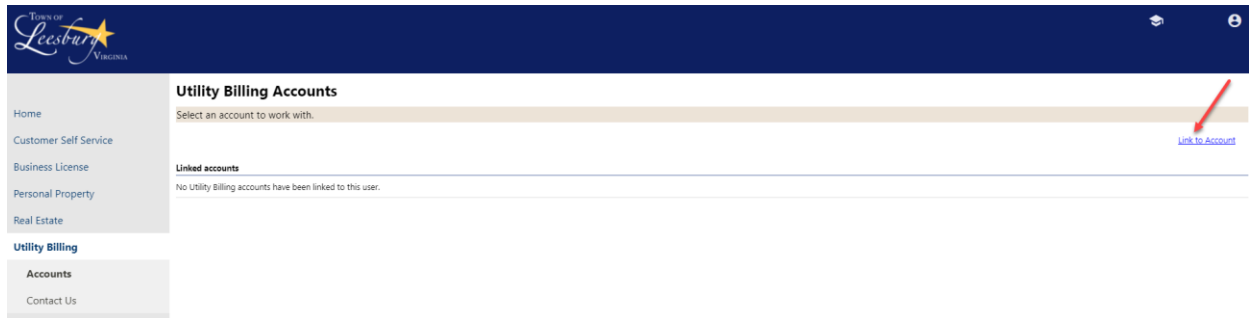
Remember these values

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.

Utility Billing Account Link Setup

What is the account ID? *

What is the CID? *

Submit **Cancel**

* indicates required field



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 customer portal. On the left is a navigation menu with options like Home, Customer Self Service, Business License, Personal Property, Real Estate, Utility Billing, Accounts, Contact Us, Search Results, and New Search. The main content area is titled 'Utility Billing' and shows 'Search Results' for '1 found'. A table lists search results with columns for Customer Name, Service Address, Account Number, Customer ID, Parcel ID, and Manage. A red arrow points to the 'Account Number' column.

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

Click on view daily usage

The screenshot shows the 'Utility Billing Account Summary' page. The left navigation menu includes Home, Customer Self Service, Business License, Personal Property, Real Estate, Utility Billing, Accounts, Manage Bills, Account Summary, Contact Us, Search Results, and New Search. The main content area is titled 'Utility Billing Account Summary' and includes links for 'Link to Account' and 'Manage Bills'. It displays 'Billing Account' information: Service Address, Account Number (300000306), and a 'View Daily Usage' link highlighted with a red arrow. Below this is a 'Your Current Balance' section showing 'Amount Due Now' as \$0.00 and 'Payment Due Date'. At the bottom is an 'About Your Payments' table.

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 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.

April 21, 2025
Revised on 4/21/2025