Citizen/Business Self Service User Guide

City of Mobile

For more information, visit www.tylertech.com.
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Citizen/Business Self Service

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

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.
Citizen/Business Self Service Registration/Login

To register or login, navigate to the web address
https://mobileselfservice.tylertylertech.com and click on the ‘Citizen/Business Self Ser’ link on the left.

Click ‘Register for a new account’

Once registered, an email will be sent to the registered email address from
‘tyleridentity@tylertylertech.com’ to complete the registration process.
New User: New Business License Application

To login, navigate to the web address

Once logged in, click on the ‘Business License & Taxes’ link on the left.

Welcome to CSS

Announcements

15% penalty will be assessed beginning February 1st through March 1st, 30% penalty will be assessed beginning March 2nd. Applicable interest will be assessed beginning February.
For additional information contact the City of Mobile, Revenue Department at (251) 208-7462.

City of Mobile Revenue Department

The Citizen Self Service (CSS) portal provides citizens the following services

- File and pay your business taxes
- Apply for a business license
- Renew your business license
- Update your contact information

If you are applying for a new business license, please click here for instructions. The instructions will guide you through the application process. Once you have downloaded the instructions, please click ‘Business License & Taxes’ on the menu to the left to continue.

If you are paying taxes, renewing your business license or need to update your account information, please click ‘Business License & Taxes’ on the menu to the left.

If you need assistance, please contact the Revenue Department at 251-208-7462 or revenue@cityofmobile.org.

Then, click on ‘Create new Account’.
Please complete all fields below. The 'DBA' field stands for Doing Business As.

Enter the owner's information. Complete all fields below.
Please enter your contact information. Complete all fields.

This section is to be left blank. This does not pertain to the business license application. Click 'Continue' below.

The next step is to verify your business location. Go to http://maps.cityofmobile.org/MYPLACE/MYPLACE.HTML and type in the physical location of the business. Look to the left under “Jurisdiction” it will say “City of Mobile” or “City of Mobile Police Jurisdiction”. If no result is returned, the location may not be in the Mobile jurisdiction and you will need to contact our office for confirmation.
This section is to left blank. Click on 'Skip' below.

Click on the dropdown menu and select 'City' or 'PJ' (police jurisdiction). Complete all other fields if applicable then click 'Continue'.
Review the information and check the acknowledgement box.

Click the ‘Submit’ button to continue.
Review the information below. Your account number will be listed in **green** by the check mark. You will need this account number to file all taxes for the City of Mobile.

**Business License & Taxes**
**Create new account**

- **New Account 117437** was successfully created.

You may want to print this page for your records.

**Confirmation**

**Business Owner**
- **Name**: REVENUE TEST ACCOUNT
- **Address**: 205 GOVERNMENT STREET
  MOBILE, AL 36602
- **Phone**: 251-208-7462
- **Email**: REVENUE@CITYOFMOBILE.ORG

- **DBA name**: REVENUE TEST ACCOUNT
- **Owner type**: CORP

**Agent/Operator**
- **Name**: REVENUE TEST ACCOUNT
- **Address**: 205 GOVERNMENT STREET
  MOBILE, AL 36602
- **Phone**: 251-208-7462
- **Email**: REVENUE@CITYOFMOBILE.ORG

**Contact Information**
- **Contact name**: REVENUE TEST ACCOUNT
- **Phone**: 251-208-7462
- **Email**: REVENUE@CITYOFMOBILE.ORG

**Location Information**
- **Parcel ID**
- **Apartment**
- **State**
- **Zip**
- **Area / District**: CITY
Review the information below. Click on 'Choose File' to upload the required documents.

Do not click 'Upload' until ALL documents have been attached.

You MUST click 'Upload' for the documents to be saved to your account.

After you upload the documents you can Browse your account or Logout.