

# Citizen/Business Self Service User Guide

*City of Mobile*

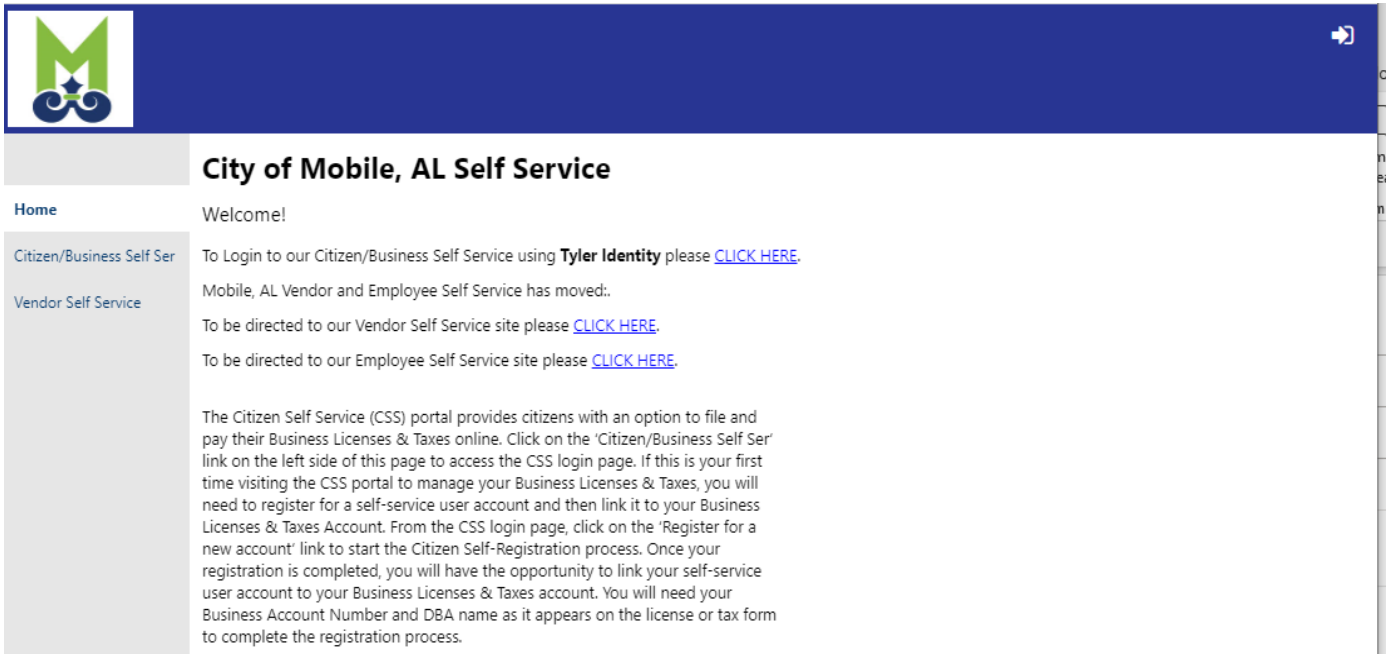
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# Citizen/Business Self Service

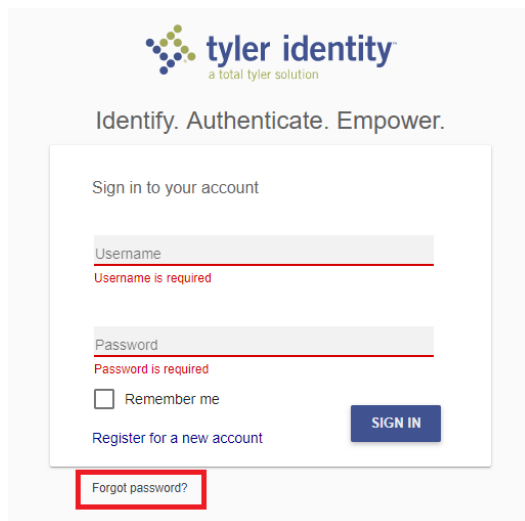
Citizen Self Service (CSS) provides web-based access to municipal services and information.



The screenshot shows the City of Mobile, AL Self Service portal. At the top left is the City of Mobile logo, a stylized 'M' with a gear and a person. The page title is "City of Mobile, AL Self Service". On the left is a navigation menu with "Home", "Citizen/Business Self Ser", and "Vendor Self Service". The main content area includes a "Welcome!" message, instructions on how to login using Tyler Identity, and links for Vendor and Employee Self Service. A detailed paragraph explains the registration process for the CSS portal, including the need to create a self-service user account and link it to a Business Licenses & Taxes Account.

## 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.



The screenshot shows the Tyler Identity login form. The logo "tyler identity a total tyler solution" is at the top. Below it is the slogan "Identify. Authenticate. Empower." The form is titled "Sign in to your account" and contains fields for "Username" and "Password". Both fields have red error messages: "Username is required" and "Password is required". There is a "Remember me" checkbox and a "SIGN IN" button. At the bottom left, a "Forgot password?" link is highlighted with a red box.

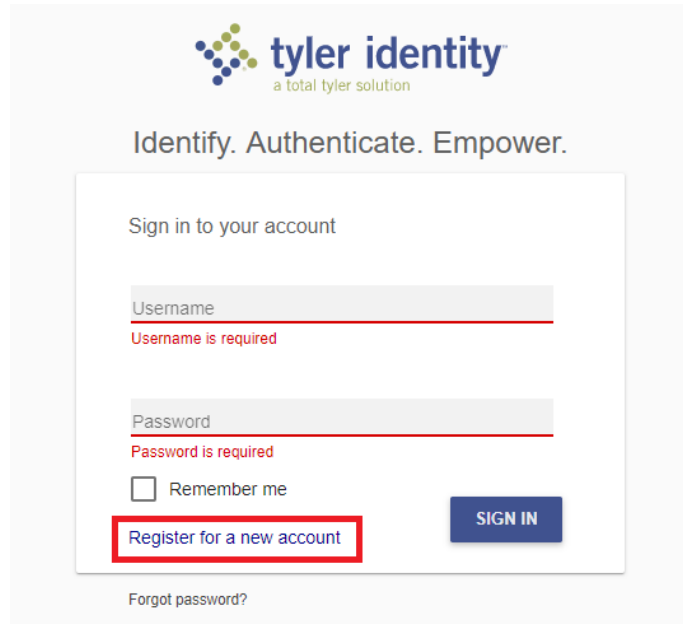


## Citizen/Business Self Service Registration/Login

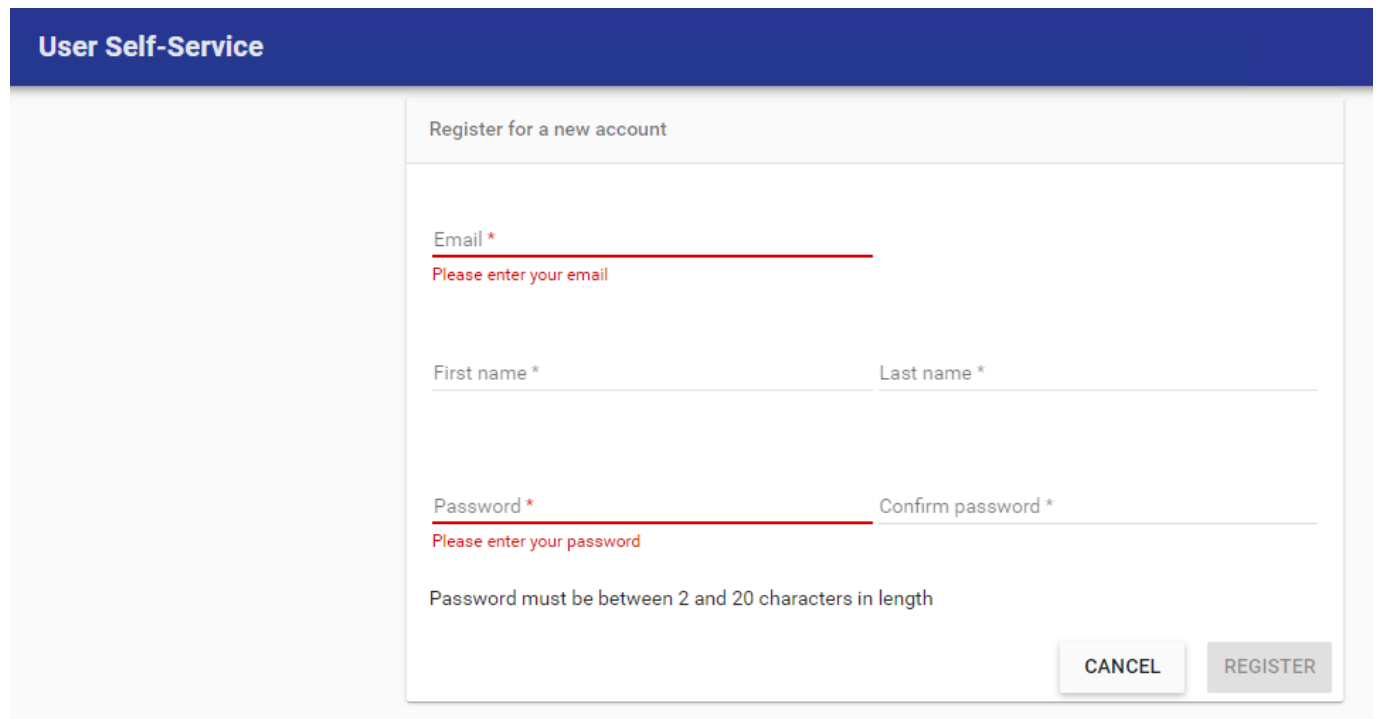
To register or login, navigate to the web address

<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 page. 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" and 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 red box highlights the "Register for a new account" link. At the bottom left, there is a "Forgot password?" link.



The image shows the "User Self-Service" registration page. The header is "User Self-Service". The main content area is titled "Register for a new account". It contains four input fields: "Email \*", "First name \*", "Last name \*", "Password \*", and "Confirm password \*". The "Email" field has a red error message: "Please enter your email". The "Password" field has a red error message: "Please enter your password". Below the password fields, there is a note: "Password must be between 2 and 20 characters in length". At the bottom right, there are two buttons: "CANCEL" and "REGISTER".

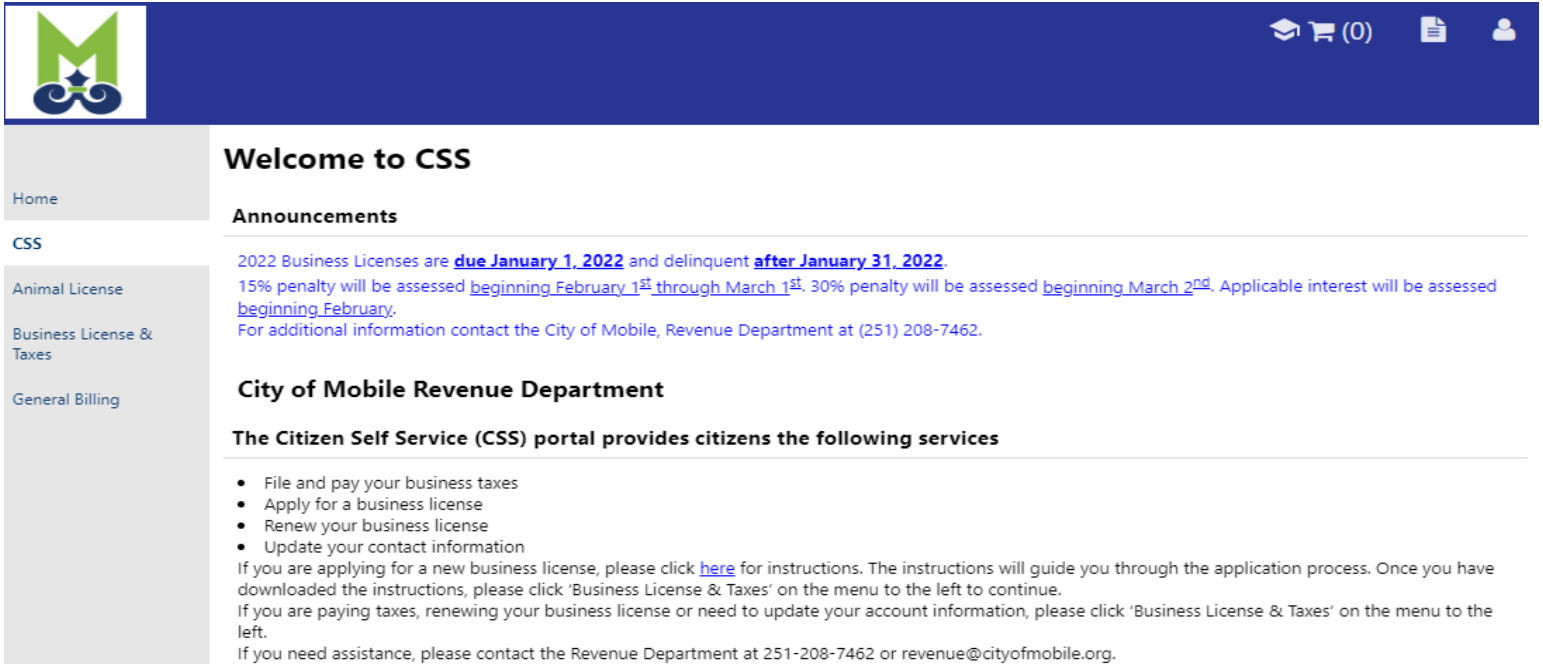
Once registered, an email will be sent to the registered email address from 'tyleridentity@tylertech.com' to complete the registration process.

# New User: New Business License Application

To login, navigate to the web address

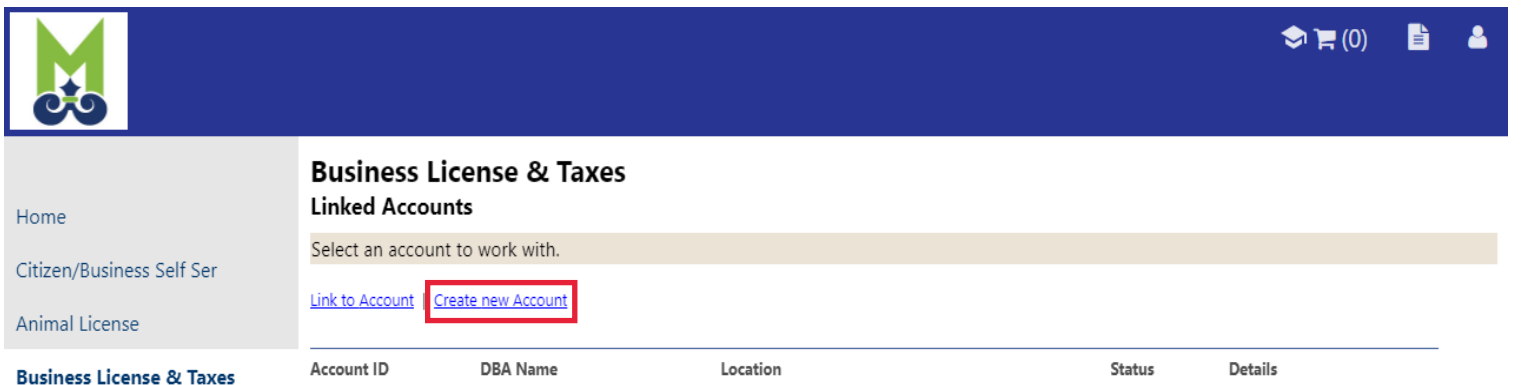
<https://mobileselfservice.tylertech.com/Default.aspx>

*Once logged in, 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' selected. The main content area is titled 'Welcome to CSS' and features an 'Announcements' section with a notice about 2022 business license deadlines. Below this is the 'City of Mobile Revenue Department' section, which lists services available through the CSS portal, such as filing taxes and applying for licenses. A list of services includes: File and pay your business taxes, Apply for a business license, Renew your business license, and Update your contact information. Further instructions are provided for new license applications and account updates.


*Then, click on 'Create new Account'.*



This screenshot shows the 'Business License & Taxes' section of the portal. Under the 'Linked Accounts' heading, there is a prompt to 'Select an account to work with.' Below this prompt are two links: 'Link to Account' and 'Create new Account'. The 'Create new Account' link is highlighted with a red box. At the bottom of the page, a table header is visible with columns for 'Account ID', 'DBA Name', 'Location', 'Status', and 'Details'.



**Please complete all fields below. The 'DBA' field stands for Doing Business As.**



Home

Citizen/Business Self Ser

Animal License

**Business License & Taxes**

Accounts

Contact Us

**Business License & Taxes**

**Create new account**

**Step 1 of 4: Enter ownership information**

Step 1 2 3 4

**Business Owner**

Name \*

Address 1

Address 2

City

State

Zip

Phone

Fax

Email \*

DBA \*

Owner type

**Enter the owner's information. Complete all fields below.**

**Agent/Operator**  Same as Business Owner

Name \*

Address 1

Address 2

City

State

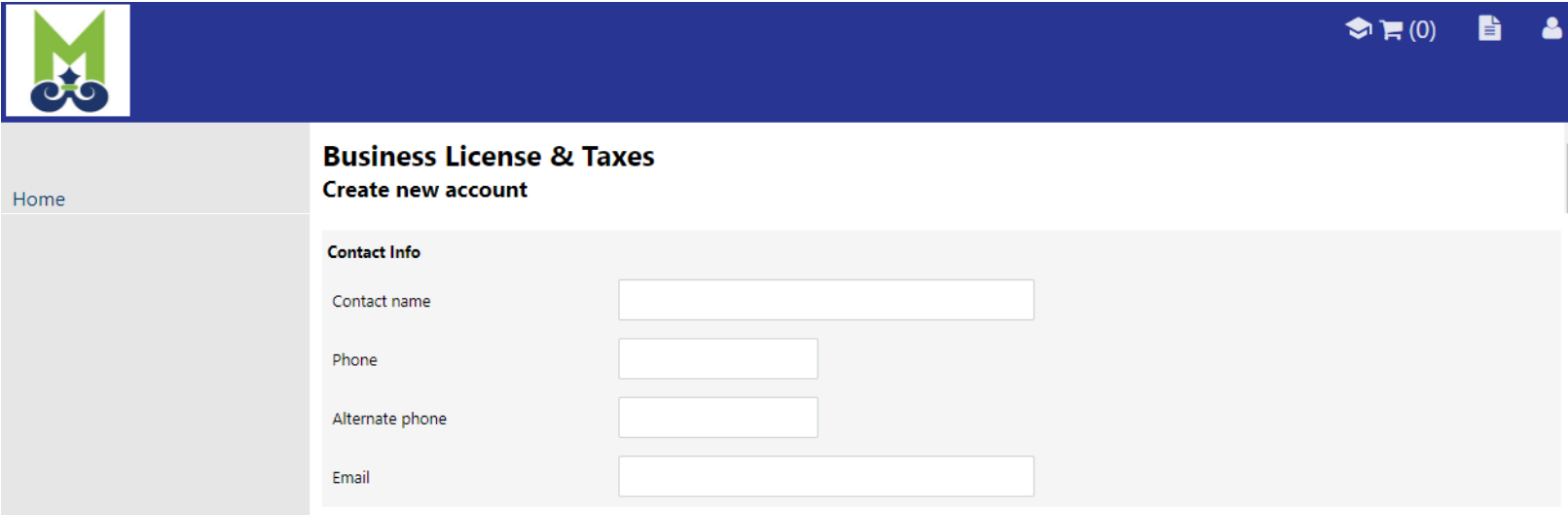
Zip

Phone

Fax

Email

**Please enter your contact information. Complete all fields.**



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

**Contact Info**

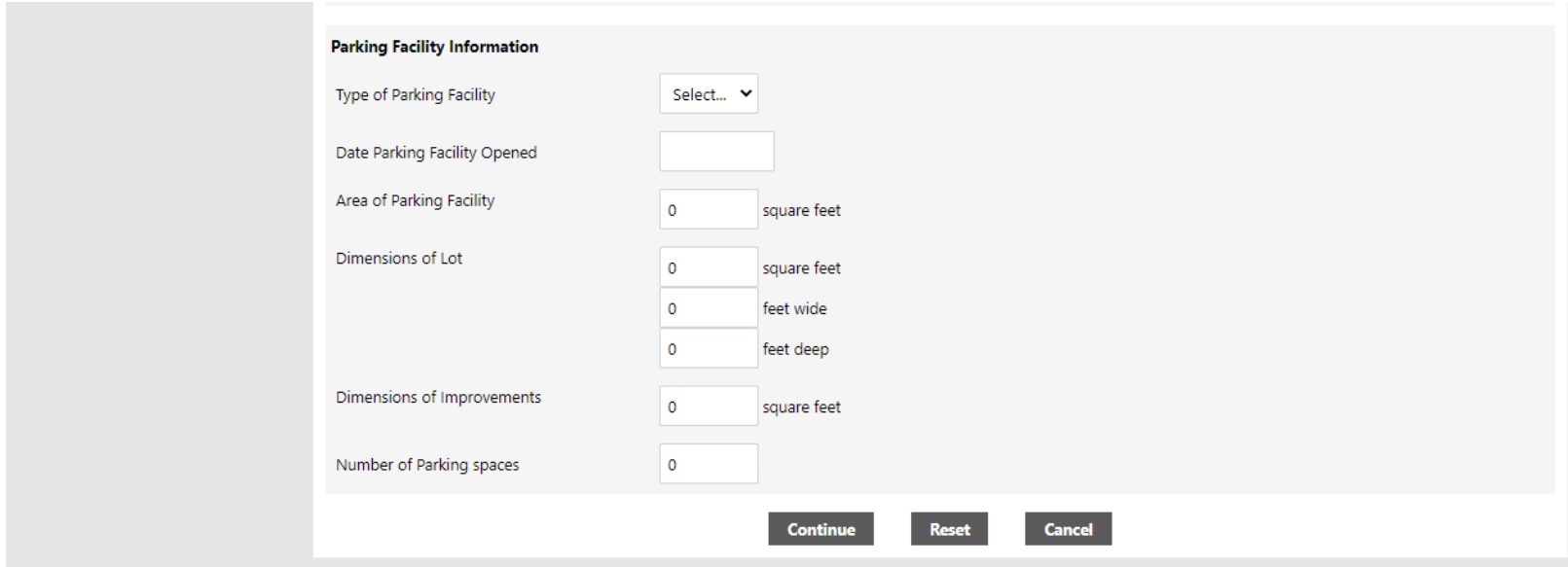
Contact name

Phone

Alternate phone

Email

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



**Parking Facility Information**

Type of Parking Facility

Date Parking Facility Opened

Area of Parking Facility  square feet

Dimensions of Lot

square feet

feet wide

feet deep

Dimensions of Improvements  square feet

Number of Parking spaces

**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.**





Home

Citizen/Business Self Ser

Accounts

Contact Us

### Business License & Taxes

Create new account

Step 2 of 4: Account location information

Step 1 2 3 4

Enter location search parameters

**Location**

House number

Street name

**Name**

Owner

**Parcel ID**

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



Home

Citizen/Business Self Ser

Animal License

**Business License & Taxes**

Accounts

Contact Us

### Business License & Taxes

Create new account

Step 3 of 4: Enter tax id and date information

Step 1 2 3 4

**Location**

Area / District

**Tax ID**

SSN/Federal ID \*

County ID

State ID

**Dates**

Fiscal Start Month \*

Leased Y/N  Yes  No

Lease End Date







- Home
- Citizen/Business Self Ser
- Animal License

## Business License & Taxes

### Create new account

Step 4 of 4: Review entries before submission of new Business License Account

Step 1 2 3 4

#### Business Owner [change](#)

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 [change](#)

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

#### Contact Information [change](#)

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

#### Location Information [change](#)

#### Location Information [change](#)

Parcel ID  
 Apartment  
 State  
 Zip  
 Area / District: CITY

#### SSN/FID and Fiscal [change](#)

SSN / Federal ID: 12-3456789  
 County ID: 1234567  
 State ID: 1234567  
 Fiscal Start Month: 7  
 Leased: No

**Check the following box to signify acknowledgement**

I hereby acknowledge that the information I am about to submit is 100% accurate and understand a copy of the State License must be submitted with the application.

**Submit**

**Cancel**

*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

[Return to Linked Accounts](#)

 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

- Home
- Citizen/Business Self Ser
- Animal License

#### Business License & Taxes

- Accounts
- Contact Us



**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.**

**SSN/FID and Fiscal**

SSN / Federal ID	12-3456789
County ID	1234567
State ID	1234567
Fiscal Start Month	7
Leased	No

**Check the following box to signify acknowledgement**

I hereby acknowledge that the information I am about to submit is 100% accurate and understand a copy of the State License must be submitted with the application.

**You could now...**

**Attach one or more documents**

- Use the **Choose File** button to select a document to attach.
- As each document is selected, an additional file selection button will appear, allowing you to select multiple documents.
- Click the **Upload** button to upload the selected attachment(s).

Choose File No file chosen

**Upload** [Cancel](#)

- [Browse your linked accounts](#)
- [Use other online services](#)
- [Log out](#)



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