



Can't sign in to your Citizen Self Service account?

Here's a few options to get you back into CSS.

Please note:

1. **Have username and email used during account registration ready.**

The login and password are unique to CSS and not shared with the utility bill payment system.

Reset It: Click on this link if you know your username but forgot your password. A password reset link will be emailed to you.

Email It: If unsure about your username, start here - click on this link to have a username reminder sent to your email.

Register Here: First time here? Click on this link to create an account.

The screenshot shows the City of Sugar Land website header with the logo and navigation menu. The main content area features a 'Log In' form with fields for 'Username' and 'Password', a 'Log In' button, and three links: 'Reset it', 'Email it', and 'Register Here'. Colored callout boxes with arrows point to these links, providing instructions for each option.

