City of Dublin
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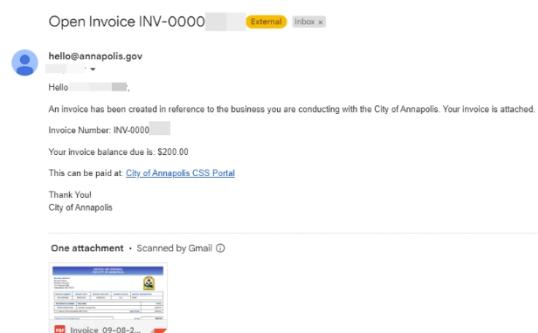
Citizen Self-Service (CSS)—Paying Your Fees

The fees paid through the Citizen Self-Service (CSS) Portal can vary depending on the application you are submitting. We'll discuss how to pay those fees when you receive an email stating you have an open invoice. This guide will cover how to pay fees from the Direct URL in the email and how to pay through the CSS Portal.

Please note that currently, we do not allow payment of fees before a member of the City of Dublin staff reviews the application for completeness.

Paying from the Direct URL in the email

1. Once a member of the City staff generates the invoice. The invoice will be sent to the email on the record. The email will include a direct link to the Citizen Self-Service (CSS) Portal and an attached copy of the invoice. The email will come from noreply@dublin.ca.gov.

2. Once you click the link in the email, you will be taken directly to the invoice in the CSS Portal. You will see a **Pay Now** button.


3. You will be redirected to the payment portal where you will review the items in your cart, enter your payment information, and authorize the payment.

Paying from "My Invoices" in your CSS Portal

1. Navigate to the Citizen Self-Service (CSS) Portal (https://dublinca-energovweb.tylerhost.net/apps/selfservice#/home). Click on the **Login or Register** option in the top right corner of the page.

2. Find **My Work** along the black banner.

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3. The first tab should be **"My Invoices"**. Select all the invoices you wish to pay and then choose **Add to Cart**.
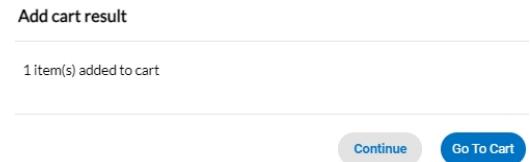
   Q: What if I do not see the invoice I need to pay?
   A: You must be listed as a contact on the record the invoice is for in order for the Invoice to populate under **My Invoices**.

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4. A pop-up will appear confirming the invoice was added to your cart. Then choose **Go to Cart**.
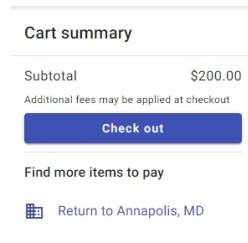
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5. You will be redirected to the payment portal to review the items in your cart. If you are ready to pay, choose **Check out**.
   a. You can add more than one fee to your cart and checkout all at once if you so choose.

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6. Enter your payment information and enter the email address you want your receipt sent to. Click **Continue** to move to the next screen where you will authorize the payment.