Account Creation Help Guide for the City of Peoria Stormwater Utility Billing and Resident Access website.

STEP A:

All new users need to click "Create an account" to register (see note below for exceptions)
After clicking create and account, you will be taken to a new webpage allowing you to create your account.
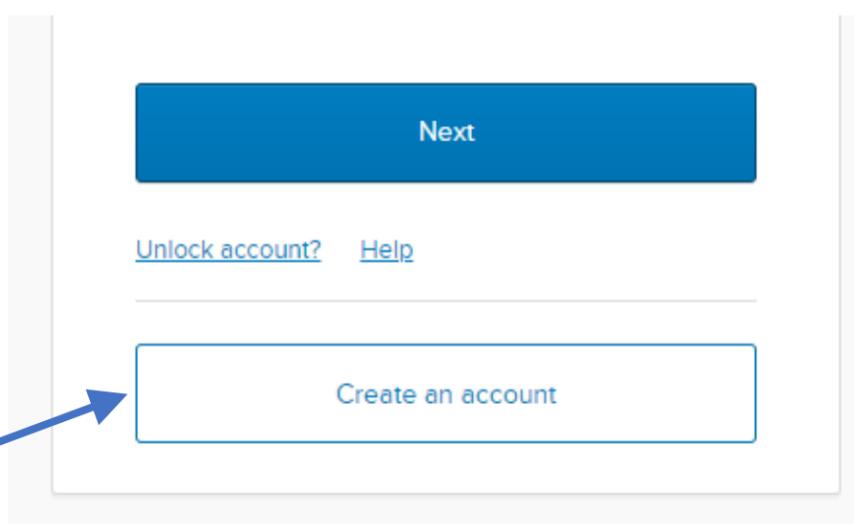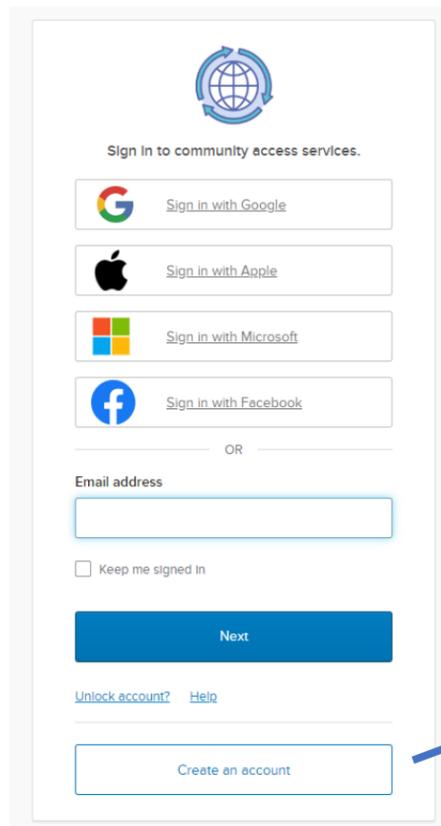
NOTE: If you use the same email to access Permitting, Licensing, and Planning Self-Service as you do to pay your Stormwater Utility Bill and have created a login with Permitting after April 16, 2024, you can skip the create account and login as your normally would.

STEP B:
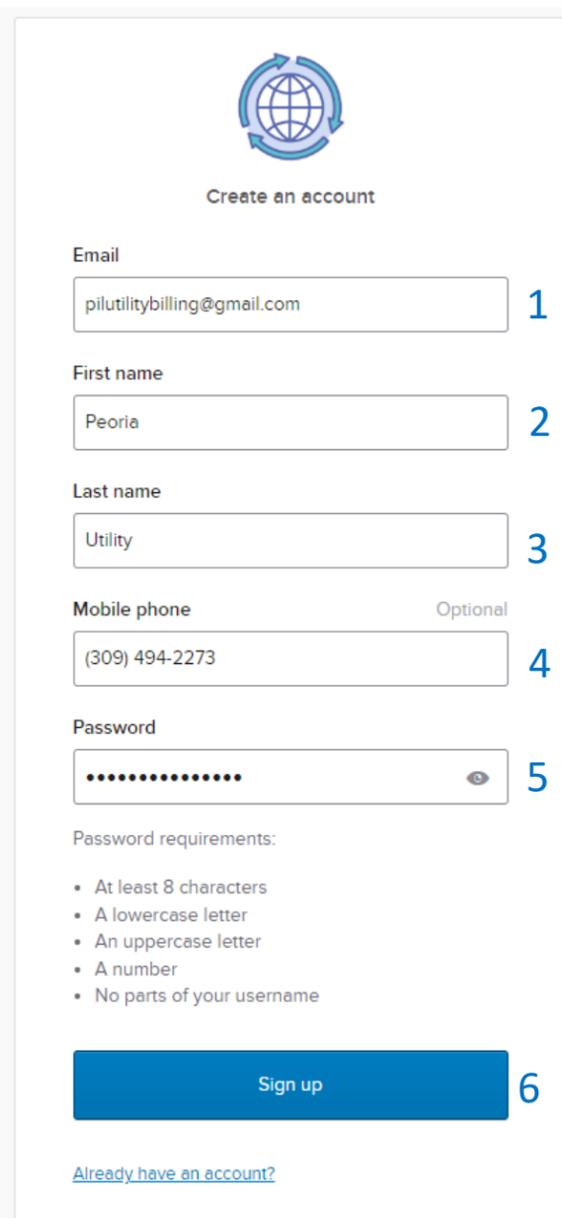
1: Enter the email account you wish to associate with your account.

2: Enter your first name.

3: Enter your last name.

4: Enter the mobile phone number you wish to have associated with this account. This can be used later to configure Multi-Factor Authentication (MFA).

5: Create a unique password. The password must contain at least 8 characters, with at least one lower case letter, at least one upper case letter, at least one number, and it can not contain parts of your username. The City would recommend at least 15 characters for your password. Please be sure to store this password somewhere secure.

6: Ensure the information entered is correct and that you have stored your unique password in a secure place. Then click sign up.

STEP C:

After clicking signup, you will receive an email that looks like the one below on the left and you will be taken to a new webpage that looks like the one on the right. Go to your email, find the email from noreply@identity.tylerportico.com and open the email. If you don't see the email in your inbox, check your junk or spam folders to see if it ended up there. The email will contain a six-digit code you will need to enter in the box on the website. After clicking verify, you should be redirected back to the website you were on.
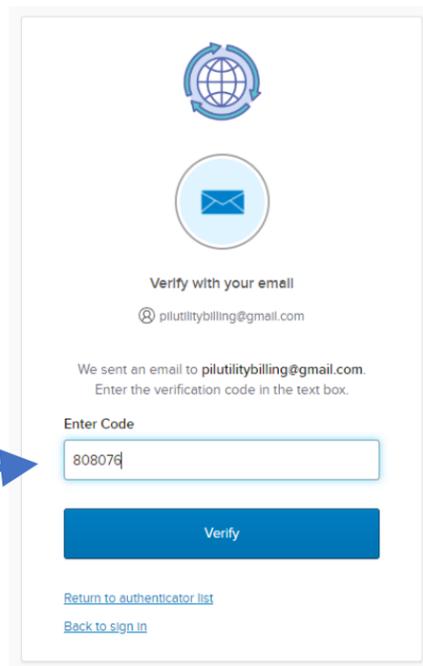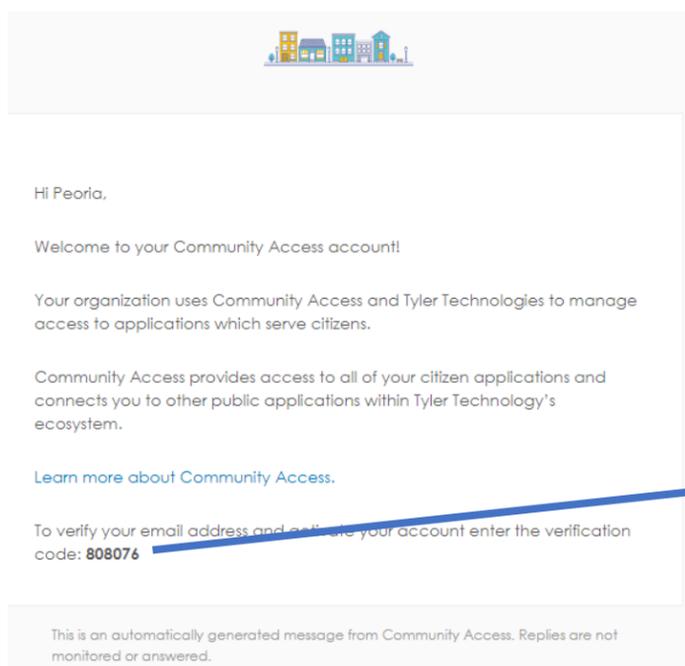
Congratulations! You are now created an account for accessing the Stormwater Utility Billing and General Billing websites. Please see our other help documents for account linking and payment instructions.

Please know this same account can be used to access the City of Peoria Permitting, Licensing, and Planning website as well.