City of Rapid City - Citizen Self Service

Account Registration and Set Up

Go to selfservice.rcgov.org to register and access your account.

Click ‘Citizen Self Service’ and then ‘Register’.

Enter the required information and click ‘Save’.
Use the links on the left side of the page to access a General Billing invoice, Parking Ticket or Utility Bill.

Utility Billing

Click ‘Utility Billing’ and then ‘Accounts’ and then ‘Link to Account’ to permanently link an account to your profile.

Note: If you click only Utility Billing, you will be allowed to search for and view/pay an account, but it will not permanently link the account to your profile.
On the Account Link Setup page, you will be prompted to enter your Account Number and Customer ID (Number) as they appear on your bill received on or after February 5, 2017. Click ‘Submit’ to create the permanent account link.

Once successfully linked, your Account Summary page will appear.
- Scroll down for Services information.
- Click ‘Pay Now’ or ‘Manage Bills’ to view or pay your bill.
General Billing

Click ‘General Billing’ and then ‘Accounts’ and then ‘Link to Account’ to permanently link an account to your profile.

Note: If you click only General Billing, you will be allowed to search for and view/pay an account, but it will not permanently link the account to your profile.

On the Customer Account Linking page, you will be prompted to enter your Customer Number and Name as they appear on your bill received on or after February 5, 2017. Click ‘Submit’ to create the permanent account link.
Once successfully linked, your Linked Accounts page will appear.
Click ‘Manage Bills’ to view or pay the bill.
Pay Your Bill

Select the bill(s) you want to pay and click ‘Pay’.

Enter your billing information and click ‘Continue’.
Enter your desired payment amount and click ‘Continue’.

NOTE:
- You can pay more than the amount due to put a credit on your account.
- All delinquent balances must be paid in full.

When you click Continue, you will be taken to a third party payment site where you will enter your Card Information and Customer Information. Click Make Payment to complete the payment process.

NOTE: You will not be able to schedule a recurring payment using the Citizen Self Service site.

A Transaction Result screen will appear with a “Response Message” to confirm if your transaction was approved or declined by your credit card processor.
To link additional or remove existing accounts later, click your profile icon and then ‘My Account’ in the upper right corner.

You will also find the Log Out link here.