



News Release

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City Online Payments to Offer Enhanced Security *Upgrade Will Require Users to Re-register*

LAFAYETTE, INDIANA – June 16, 2022 – In order to provide a more secure environment for our citizens and customers, the City of Lafayette is undergoing a software system upgrade. The upgrade, which utilizes multi-factor authentication, will be implemented Monday, June 20th and Tuesday, June 21st. During this time our Citizen Self Service portal will be unavailable. City offices will be closed Monday, June 20th for the Juneteenth holiday; we will be open for business on Tuesday, June 21st but will not have computer access. The Citizen Self Service portal is expected be back online Wednesday, June 22nd. At that time, users will be required to re-register their online account to view bills and make payment. This will affect customers paying for their utility bill, permits, inspections, licenses, and parking.

Instructions and Frequently Asked Questions will be posted at Lafayette.in.gov/ubo, where users can easily access a link to the Citizen Self Service portal.

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