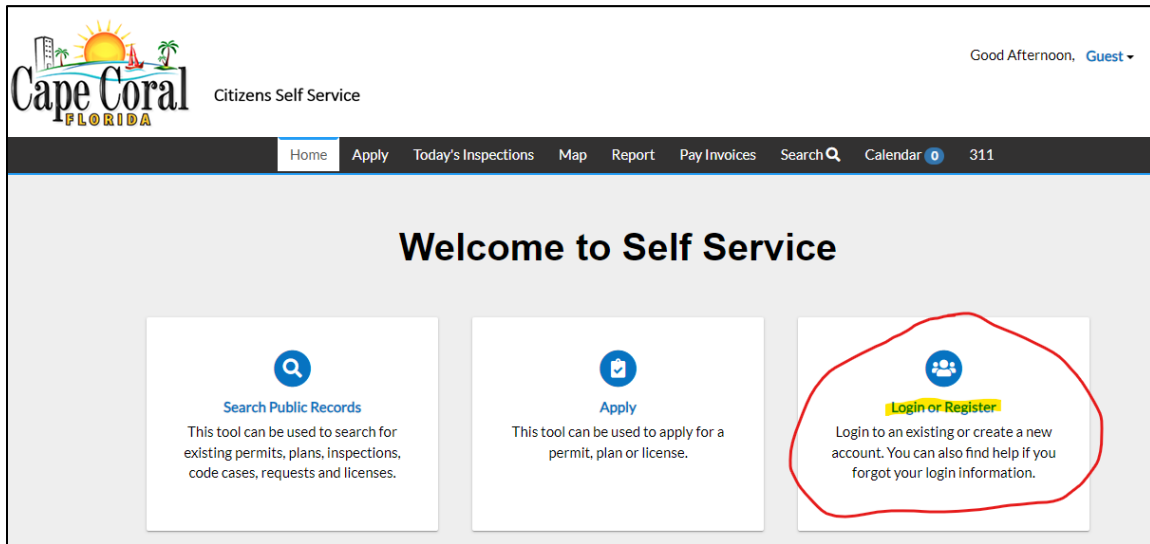


## CSS Registration Instructions


1. You **MUST** be in **Google Chrome**: Click on [Login or Register](#)



2. In the next screen, click [Create an Account](#) at the bottom of the page.
  - a. We highly recommend that you DO NOT sign in with Google/Apple/Microsoft/Facebook unless you are confident that the corresponding Profile uses the same email associated with your EnerGov account. If you use a different email, your CSS account will not properly link to your EnerGov account.
  - b. The remaining instructions do not apply if you signed in with Google/Apple/Microsoft/Facebook

The image shows a login/sign-in page. At the top, there's a globe icon and the text 'Sign in to community access services.' Below this are four buttons for signing in with Google, Apple, Microsoft, and Facebook. Below these is an 'OR' separator. Then there's a text input field for 'Email address' and a 'Next' button. At the bottom, there are links for 'Unlock account?' and 'Help', and a 'Create an account' button highlighted in yellow.

3. In the next screen, enter the same email you provided to us when you applied for your Business License. **YOU MUST ENTER THE SAME EMAIL OR YOUR RECORDS WILL NOT BE LINKED. YOU MUST HAVE ACCESS TO THIS EMAIL TO COMPLETE THE REGISTRATION.**
  - a. Enter your First and Last Name
  - b. Enter a password
  - c. Click the blue **Sign Up** button. (**DO NOT CLICK** "Already have an account")



Sign up

Email

First name

Last name

Mobile phone

Optional

Password


Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

Sign Up


[Already have an account?](#)

\*\*\*\*\* If you get a message that a user with this Email already exists (below image) then click the “*Already have an account*” (above image) and skip to **step 8** below, otherwise continue.

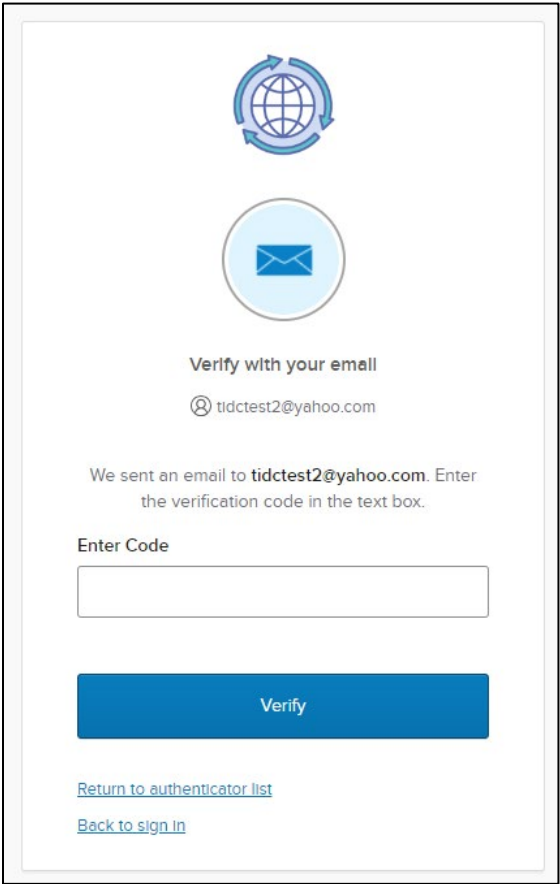


We found some errors. Please review the form and make corrections.

Email

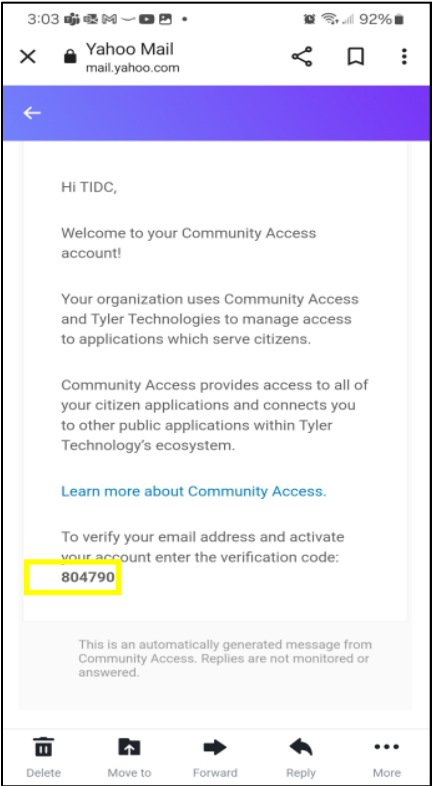
 A user with this Email already exists

4. The next page (shown below) must be kept open while you check your email to get the verification code sent to you.




The image shows a verification screen with a light blue background. At the top, there is a circular icon with a globe and arrows, and below it, a circular icon with an envelope. The text "Verify with your email" is centered, followed by the email address "tidctest2@yahoo.com" with a small circular icon to its left. Below this, it says "We sent an email to tidctest2@yahoo.com. Enter the verification code in the text box." There is a text input field labeled "Enter Code". Below the input field is a blue button labeled "Verify". At the bottom, there are two links: "Return to authenticator list" and "Back to sign in".

5. Go to your email to get the code. You may need to check your spam folders if you don't see the email in your inbox. The email will come from [noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com). If you add this email address to your contacts it will prevent important emails from *Tylerportico.com* from going into a spam or junk mail folder in the future.



6. Enter the verification code then click the blue **Verify** button.

7. Once logged in you should see your dashboard.
- a. Check that you can see all your records
  - b. Verify that your personal info is correct



Citizens Self Service

Good Evening, TEST Company2

DashboardHomeApplyMy WorkToday's InspectionsMapReportPay InvoicesSearchCalendar311

### My Permits

Attention

69

Construction Com... 28

Enclosure Fence... 15

Other 26

Pending

8

Construction Com... 5

Concrete Retaining... 1

Other 2

Active

50

Enclosure Fence... 19

Window/Door 5

Other 26

Recent

29

Construction Com... 18

Marine Improvem... 4


Other 7

Draft


0

View My Permits


8. The next time you sign in enter your email in the below window and click **Next**.




Sign In to community access services.




Sign in with Google



Sign in with Apple



Sign in with Microsoft



Sign in with Facebook

OR


Email address

tidctest2@yahoo.com

☐ Keep me signed in

Next


9. Choose one of two options to verify your identity. If you know your password, **Select Password**.  
\*\*\*\* You can also reset your password by clicking *Forgot Password*, details in step 11. \*\*\*\*




Verify it's you with a security method



@ [redacted]

Select from the following options

 Email

 Password

[Back to sign in](#)



Verify with your password

@ [redacted]

Password


[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

Enter Password to login →


10. If you don't know your password, you can **Select Email** and a one-time verification code will be emailed to you. You must have access to the email to receive the code.




Verify it's you with a security method



@ [redacted]

Select from the following options

 Email

 Password

[Back to sign in](#)





Get a verification email

@ [redacted]

Send a verification email to c\*\*\*s@gmail.com by clicking on "Send me an email".

[Verify with something else](#)

[Back to sign in](#)



Verify with your email

@ [redacted]

We sent an email to c\*\*\*s@gmail.com. Enter the verification code in the text box.

Enter Code

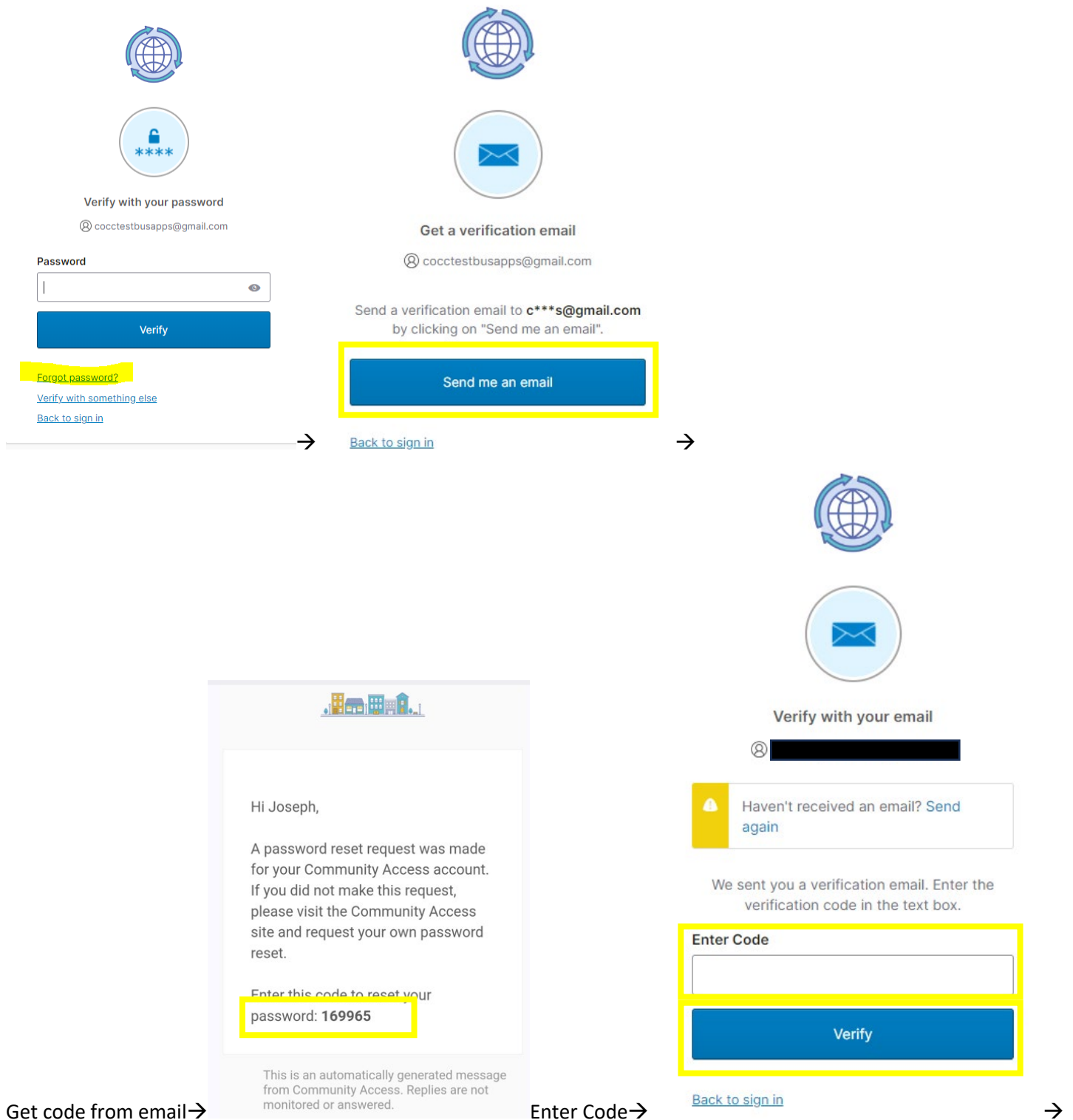
[Verify with something else](#)

[Back to sign in](#)

→

Enter Code→

11. If want to reset your password, click **"Forgot password"**. A verification code will be emailed to you, which must be enter on the next page. Again, you must have access to the email to get the code. After you enter the code you will be able to reset your password.



**NOTE:** The email will come from [noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com). If you add this email address to your contacts it will prevent important emails from Tylerportico.com from going into a spam or junk mail folder.



### Reset your Tyler Portico Citizen password

hail.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

New password

Re-enter password

☐ Sign me out of all other devices.

Reset your password

→ Type in your new password x2 and click **Rest your Password**

[Back to sign in](#)