



## TID-C

### Frequently Asked Questions

#### 1. What is TID-C?

TID-C is a new authentication service. It features updated security standards and allows for multi-factor authentication.

#### 2. What do the initials “TID-C” mean?

TID-C stands for Tyler Identity Community. Tyler is the parent company that supports CSS (Citizen Self-Service) and EnerGov.

#### 3. Do I need to do anything regarding TID-C?

YES!

##### Prior to February 27, 2024:

- Login to your CSS account and confirm the associated email (*screenshot below*).
- REMEMBER THIS EMAIL.
- You will need it to login for the first-time starting February 27, 2024.

##### Starting February 27, 2024:

- You must re-register your email the first time you sign into CSS after TID-C is implemented.
- [Click Here to View the TID-C First Login Instructions](#)

- My Account
- Personal Info**
- Addresses
- My Invoices
- My Businesses
- Saved Work
- Contact Manager
- Log Out

My Account

- PERSONAL INFO**
- ADDRESSES
- MY INVOICES
- MY BUSINESSES
- ESCROW ACCOUNT

Personal Info

\*REQUIRED

\* Username

First Name

Middle Name

Last Name

Company

Business Phone

Home Phone

Mobile Phone

Fax

Other Phone

\* Email Address

\* Contact Preference

4. I see that there are options to sign in with Google, Apple, Microsoft, or Facebook. What does this mean, and can I sign in this way?

- a. **DO NOT SIGN IN THIS WAY** unless your existing CSS login info is exactly the same as what you use for Google/Apple/Microsoft/Facebook. If you use a personal email for Google/Apple/Microsoft/Facebook, but a business email for CSS, then your CSS account will **NOT** properly link to your records when you sign in.
- b. These are one-click logins that authenticate you based on your existing Google/Apple/Microsoft/Facebook account. Clicking one of these buttons will sign you into CSS using the same email and password that you use for Google/Apple/Microsoft/Facebook.

5. **I am trying to login for the first time with TID-C and I am getting an error message that “A user with this Email already exists.” What does this mean and what should I do?**
- a. You may receive this error message if:
    - i. You use a shared company email, and your coworker has already re-registered the email.
    - ii. You used the same email to sign into an account with a different city/county, and that city/county uses the same authentication service as the City of Cape Coral.
  - b. Go back to the login page and enter your email and password. You should be able to login and do not need to go through the registration process.

6. **After re-registering, I am not being taken directly to my CSS Dashboard. Instead, I see an image like the one below. What does this mean and what should I do?**

Registration

Step 1 of 3: Acknowledgement

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

Continue

- a. This happens when two different emails were linked to the same CSS account. For example, you and your coworker have two different emails and can both login to CSS and see the exact same Dashboard with the exact same records.
  - b. If you proceed with registration, you will be creating a brand-new account. You will not see any records when you login.
  - c. Click “cancel registration” in the upper right corner.
  - d. Find out the email/password that your office has already registered and use that information to sign in. Note: You will not need to register since someone in your office has already registered the email account.
7. **I re-registered and was taken directly to my CSS Dashboard, but I do not see all my records and/or my personal information is not correct. What should I do?**
- a. Do NOT attempt to make another CSS account.