



First Time Log-in to 2019 CSS

Use this guide to set-up your username and password upon first log-in to our upgraded Citizen Self-Service portal.

1. Utility Billing users must create a login to use the payment portal. Click “Log in”.



- Home
- Citizen Self Service**
- General Billing
- Permit Fees
- Real Estate
- Utility Billing

Welcome to Citizen Self Service

All users must have a user account to access Utility Billing. Please log in with your Self Service account or click register to create a new account.

1
[Log in](#) to access
• Utility Billing

Don't have a login?
No problem, you can still quickly access:
[General Billing](#)
[Permit Fees](#)
[Real Estate](#)

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

Please enter a username

Password

Please enter a password

Remember me

[Forgot password?](#) [Unlock account?](#) [Help](#)

2
Don't have an account? [Sign up](#)

3a

Create an account

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

3b
indicates required field

[Back to sign in](#)

2. Click “sign up”.

3a. Fill in the fields as required: email, password, first name, and last name.

3b. Click the blue “Sign up” bar.

4

Welcome to your Community Access account



Community Access Identity <noreply@identity.tylerportico.com>

To Cath, Sara



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.



Hi Sara,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account, please click the following link:

5

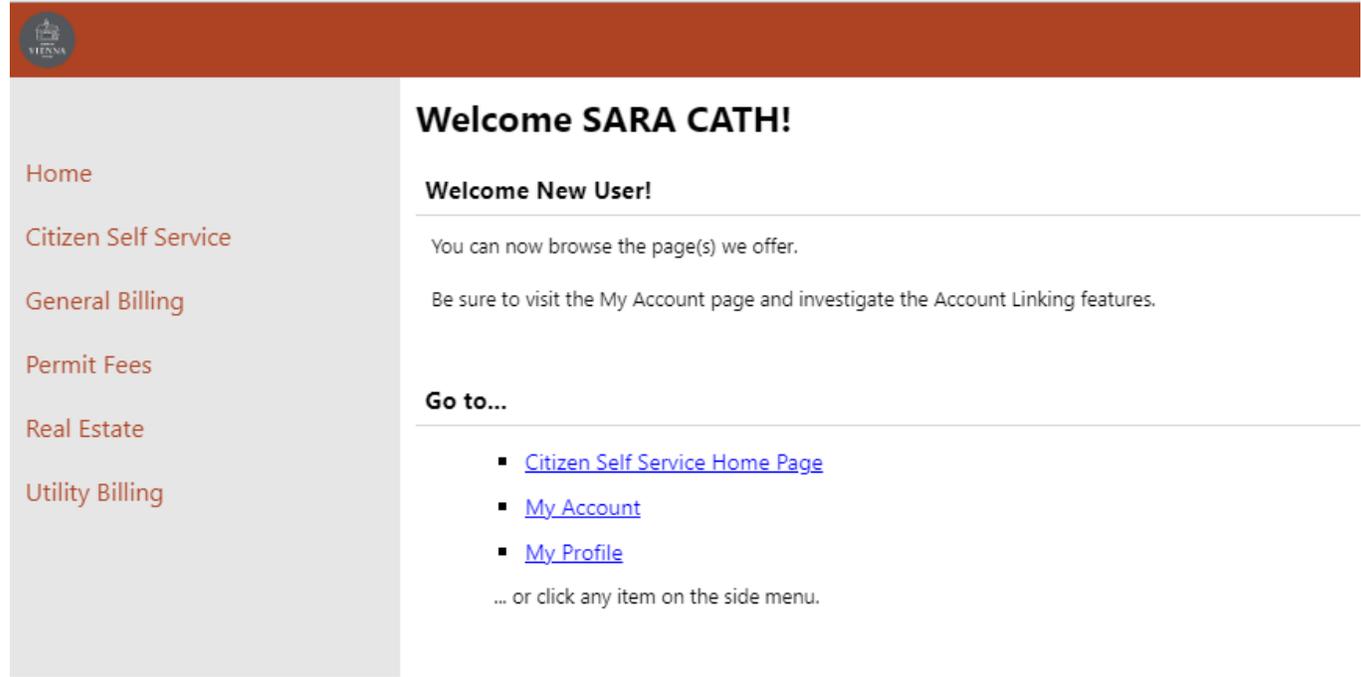
Activate account

This link expires in 7 days.

4. Go to your email inbox and open the email from Community Access.

5. Click the 'Activate account' button at the end of the email.

If you are a 1st time user, you will see this welcome page. 



Welcome SARA CATH!

Welcome New User!

You can now browse the page(s) we offer.

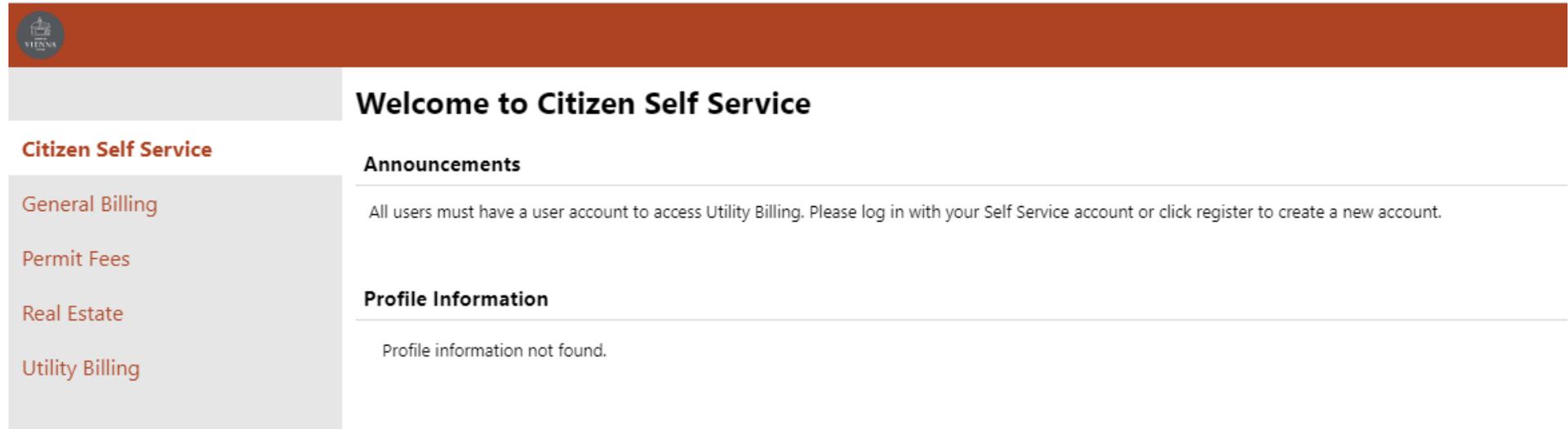
Be sure to visit the My Account page and investigate the Account Linking features.

Go to...

- [Citizen Self Service Home Page](#)
- [My Account](#)
- [My Profile](#)

... or click any item on the side menu.

If you used the email address that was already associated with your self-service account, you will see this landing page and can navigate the site the same as before. 



Welcome to Citizen Self Service

Citizen Self Service

General Billing

Permit Fees

Real Estate

Utility Billing

Announcements

All users must have a user account to access Utility Billing. Please log in with your Self Service account or click register to create a new account.

Profile Information

Profile information not found.