

# Common Civic Access (Formally CSS) Customer Login Issues

## Overview

This guide describes how customers register to use Tyler Technologies' Civic Access, previously known as Citizen Self Service (CSS), using the Tyler Identity (TID-C) process, Community Access.

Tyler Identity is a Tyler-wide authentication solution designed to allow online products to use the same authentication method. Designed to streamline authentication for supported Tyler applications, Tyler Identity is a secure, single sign-in and identity management solution for public sector organizations.

EPL – Enterprise Permitting & Licensing Software (EnerGov)

## CSS Registration

### Registration Scenarios

The new TID-C process can affect customer registration in several ways. For example:

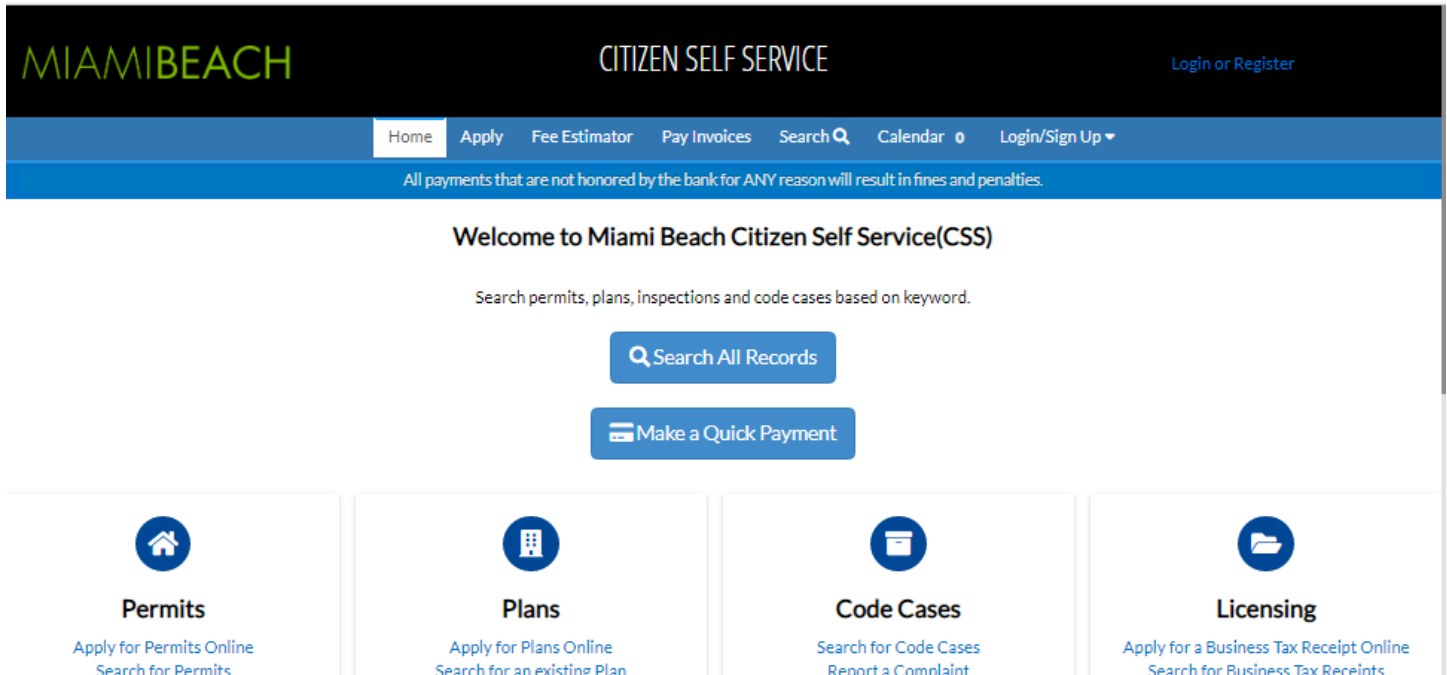
Registration Type (email)	Connected To	Customer Experience
Email address not in Civic Access nor associated with a global contact in EPL. Please refer to the <a href="#">Register for First Time</a> section.	Newly created global contact	Once registered and logged in, TID-C prompts the customer to complete registration in Civic Access. Customers enter name, contact information, address, etc. When registration is completed, they are logged in as a new Civic Access user.
Email address not in Civic Access but is associated with a global contact in EPL. Please refer to the <a href="#">Register for First Time</a> section.	Selected global contact with the same email address	Once registered and logged in, TID-C prompts the customer to complete registration in Civic Access. The browser allows the customer to select a contact to link to the TID-C account if any global contacts with the same email address exist in EPL. The customer completes registration and has access to Civic Access records associated with the linked global contact.
Email address is registered in Civic Access and connected to a global contact in EPL. Please refer to the <a href="#">Register with Same Email Address</a> section.	Existing Civic Access account	Once registering and logging into TID-C, the customer automatically logs in to Civic Access with nothing changed from previous authentication.
Email address associated with an EPL (back office) user	The EPL user account	Registering with an EPL user's email address is not supported. When completing registration, the customer account is locked in a pending state.

## Existing Users

### Register with Same Email Address

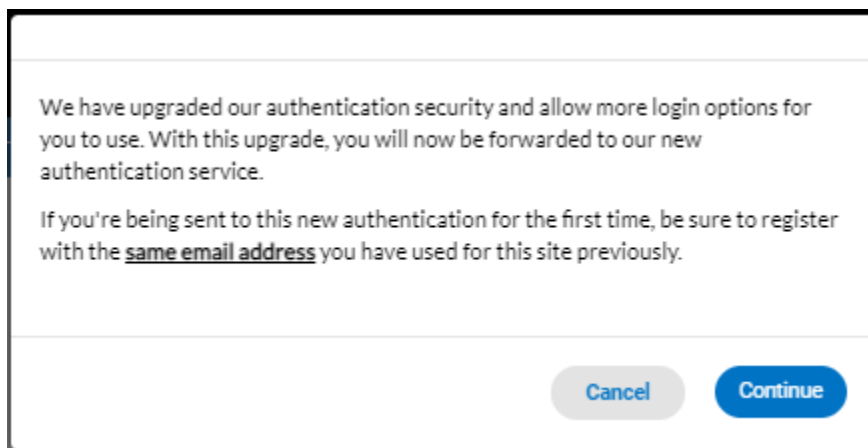
When a jurisdiction starts using TID-C, customers must register again even if using the same email address used to currently access Civic Access. This allows existing information in EPL and Civic Access to be linked with the new TID-C account. Customers should:

1. Navigate to the jurisdiction's Civic Access site, Miami Beach Citizen Self Service (CSS).
2. Click Login or Register.



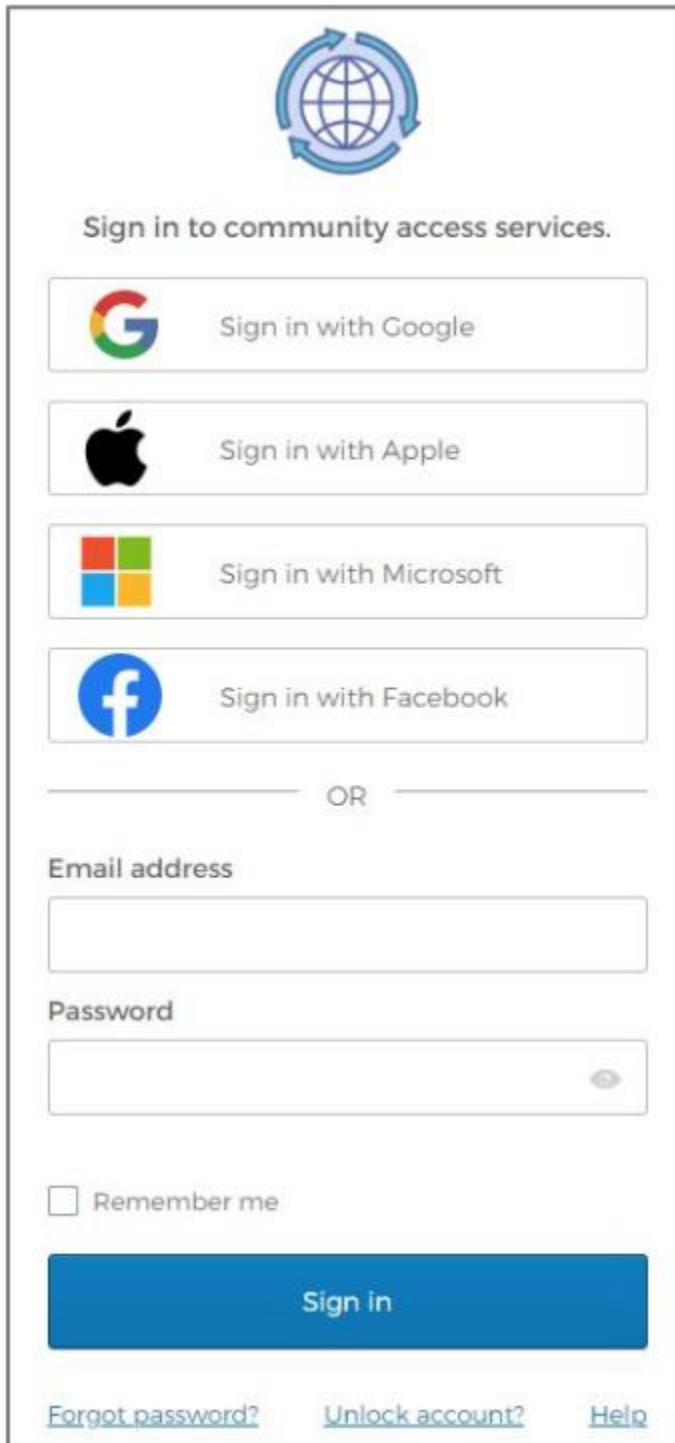
Civic Access displays a message directing customers to another site to complete TID-C registration.

3. Click Continue.



4. Click an option (if currently accessing Civic Access using one of these accounts):
  - a. Sign in with Google
  - b. Sign in with Apple
  - c. Sign in with Microsoft
  - d. Sign in with Facebook OR

5. Type the Email address and Password used to currently access Civic Access.
  - a. Click Sign in.



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

Password

Remember me

Sign in


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

### Create Community Access Account

The application displays the Create an account page.

1. Type:
  - a. Email address
  - b. Password
  - c. First name
  - d. Last name

2. Click Sign up.



Create an account

\* indicates required field

[Back to sign in](#)

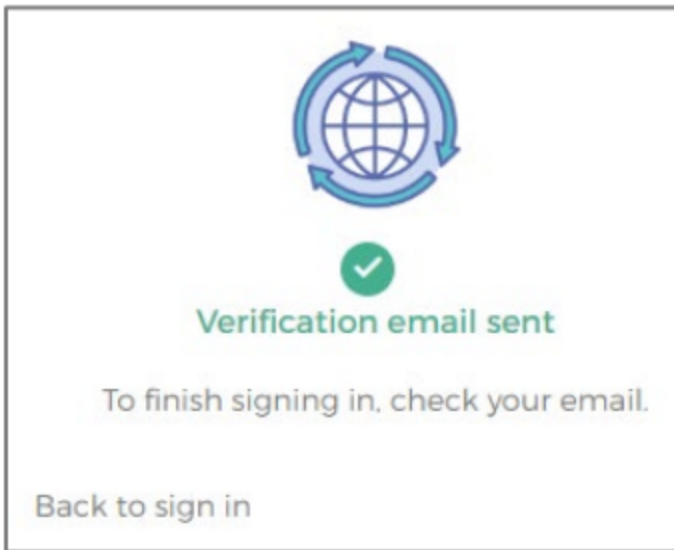
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**NOTE** An asterisk indicates a required field.

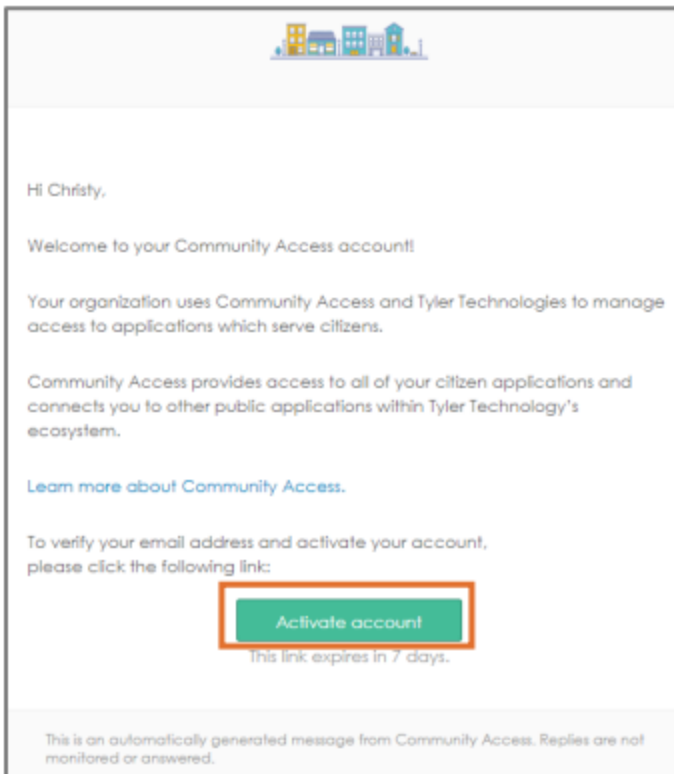
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## Activate Account

The browser displays a message instructing the customer to check their email.



1. Log in to the email account.
2. Click **Activate account** in the email to activate the TID-C account.

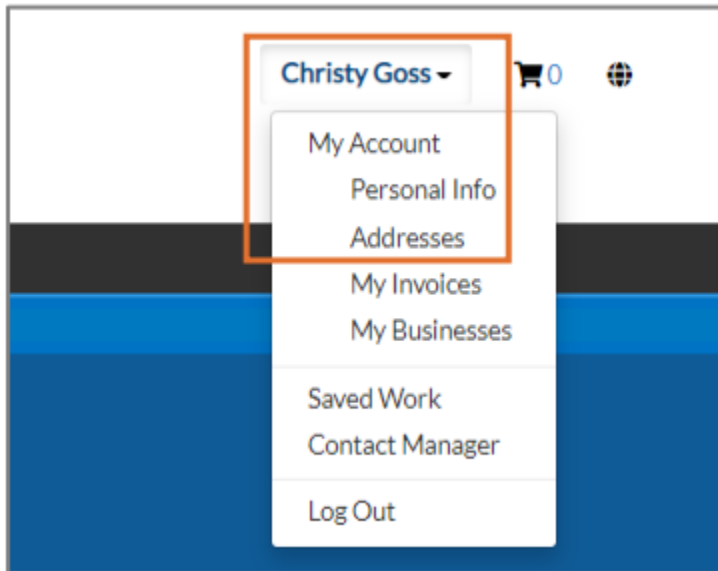


The browser directs the customer back to the Civic Access Home page

The screenshot shows the Miami Beach Citizen Self Service (CSS) homepage. At the top left is the 'MIAMI BEACH' logo in green and black. To its right is the text 'CITIZEN SELF SERVICE' in white. Further right is a 'Login or Register' link. Below this is a navigation bar with links for 'Home', 'Apply', 'Fee Estimator', 'Pay Invoices', 'Search' (with a magnifying glass icon), 'Calendar' (with a calendar icon), and 'Login/Sign Up' (with a dropdown arrow). A blue banner below the navigation bar contains the text: 'All payments that are not honored by the bank for ANY reason will result in fines and penalties.' The main content area features a heading 'Welcome to Miami Beach Citizen Self Service(CSS)' and a sub-heading 'Search permits, plans, inspections and code cases based on keyword.' Below this are two blue buttons: 'Search All Records' (with a magnifying glass icon) and 'Make a Quick Payment' (with a credit card icon). At the bottom, there are four white boxes with blue icons and text: 'Permits' (with a house icon), 'Plans' (with a building icon), 'Code Cases' (with a folder icon), and 'Licensing' (with a folder icon). Each box has a link to 'Apply for [Category] Online' and a link to 'Search for [Category]'.

### Log In

1. Login with the previously used option or email address
2. Click the customer name to update account information.
3. Click Personal Info or Addresses.
4. Type any changes.
5. Click Save.



## First Time Users

### Register for First Time

To register for Civic Access for the first time (with an email address that has never been used in Civic Access), the customer must:

1. Navigate to the jurisdiction's Civic Access site, Miami Beach Citizen Self Service.
2. Click Login or Register.


The screenshot shows the Miami Beach Citizen Self Service (CSS) website. The header features the 'MIAMI BEACH' logo in green and 'CITIZEN SELF SERVICE' in white on a black background. A 'Login or Register' link is visible in the top right. Below the header is a navigation bar with links for Home, Apply, Fee Estimator, Pay Invoices, Search, Calendar, and Login/Sign Up. A blue banner below the navigation bar contains the text: 'All payments that are not honored by the bank for ANY reason will result in fines and penalties.' The main content area is titled 'Welcome to Miami Beach Citizen Self Service(CSS)' and includes a search prompt: 'Search permits, plans, inspections and code cases based on keyword.' Below this are two prominent blue buttons: 'Search All Records' and 'Make a Quick Payment'. At the bottom, there are four service tiles: 'Permits' (with a home icon), 'Plans' (with a building icon), 'Code Cases' (with a document icon), and 'Licensing' (with a folder icon). Each tile has a main title and a link to the respective service page.

Civic Access displays a message directing customers to another site to complete TID-C (Community Access) registration.


3. Click Continue.


The screenshot shows a notification message with the following text: 'We have upgraded our authentication security and allow more login options for you to use. With this upgrade, you will now be forwarded to our new authentication service. If you're being sent to this new authentication for the first time, be sure to register with the same email address you have used for this site previously.' At the bottom of the message are two buttons: 'Cancel' and 'Continue'.


1. Click **Sign up**




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

Password

Remember me

[Sign in](#)

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

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



## Create Community Access Account

The application displays the Create an account page.

1. Type:
  - a. Email address
  - b. Password
  - c. First name
  - d. Last name
2. Click Sign up.



Create an account

\* indicates required field

  
[Back to sign in](#)

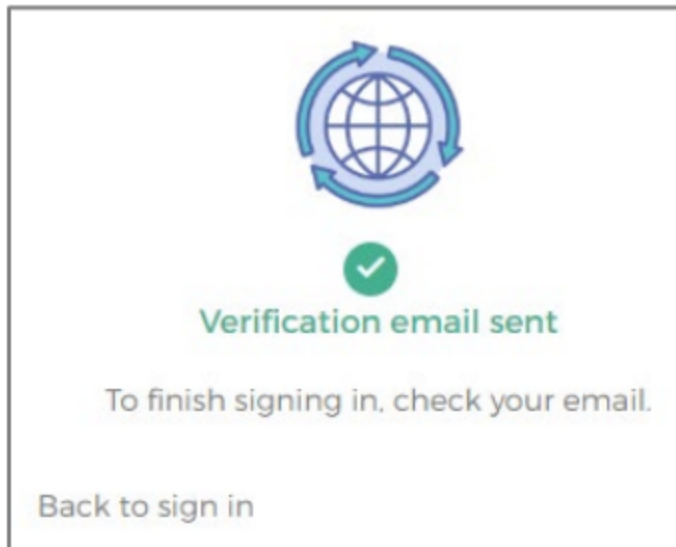
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**NOTE** An asterisk indicates a required field.

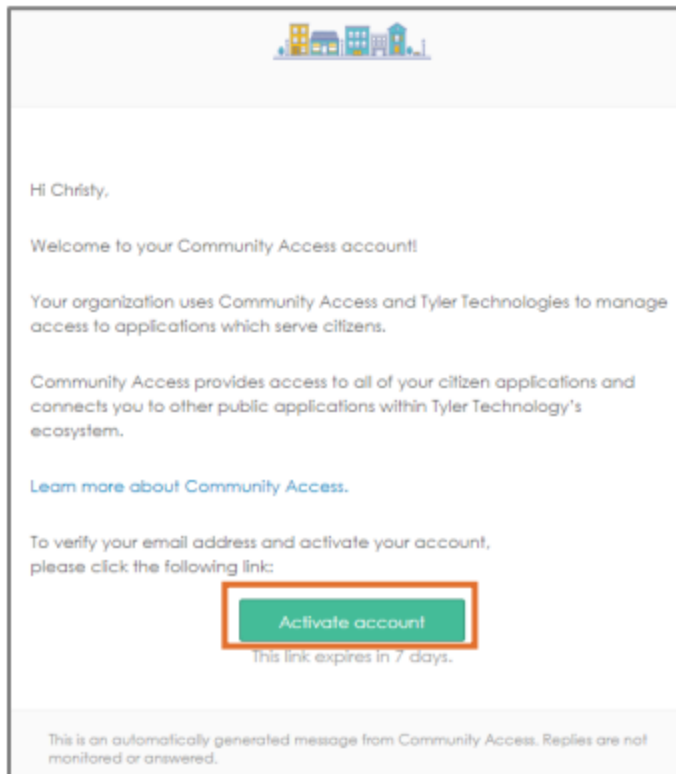
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## Activate Account

The browser displays a message instructing the customer to check their email.



1. Log in to the email account.
2. Click **Activate account** in the email to activate the TID-C account.



## Acknowledgment

1. Click Continue.

The screenshot shows the top navigation bar with the Miami Beach logo, 'CITIZEN SELF SERVICE', and a 'Cancel Registration' link. Below the navigation bar are links for Home, Apply, Fee Estimator, Pay Invoices, Search, Calendar, and Login/Sign Up. The main content area is titled 'Registration' and shows 'Step 1 of 3: Acknowledgement'. A message states: 'We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.' Below the message is a blue 'Continue' button.

## Personal Info

1. Select a Contact Preference.
2. Type a phone number if required.
3. Click Next.

The screenshot shows the 'Registration' section with 'Step 2 of 3: Personal Info'. The form includes fields for First Name (Gles), Middle Name, Last Name (Edwards), Company, Contact Preference (Email), and Email Address (redacted). A '\*REQUIRED' label is present. Below the form is a link for 'Additional Contact Information' and 'Back' and 'Next' buttons.

## Address

1. Type Address information.
2. Click Submit to complete the Civic Access registration and connect the TID-C account.
3. Or click Next.

The screenshot shows the 'Registration' section with 'Step 3 of 3: Address'. The form includes fields for Address (1755 Convention Center D), Apartment, suite, unit, floor, (optional), City (Miami beach), State (FL), and Postal Code (33139). A '\*REQUIRED' label is present. Below the form are 'Back' and 'Submit' buttons.