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 is 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 Register for First Time 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 Register for First Time 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 Register with Same Email Address 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).
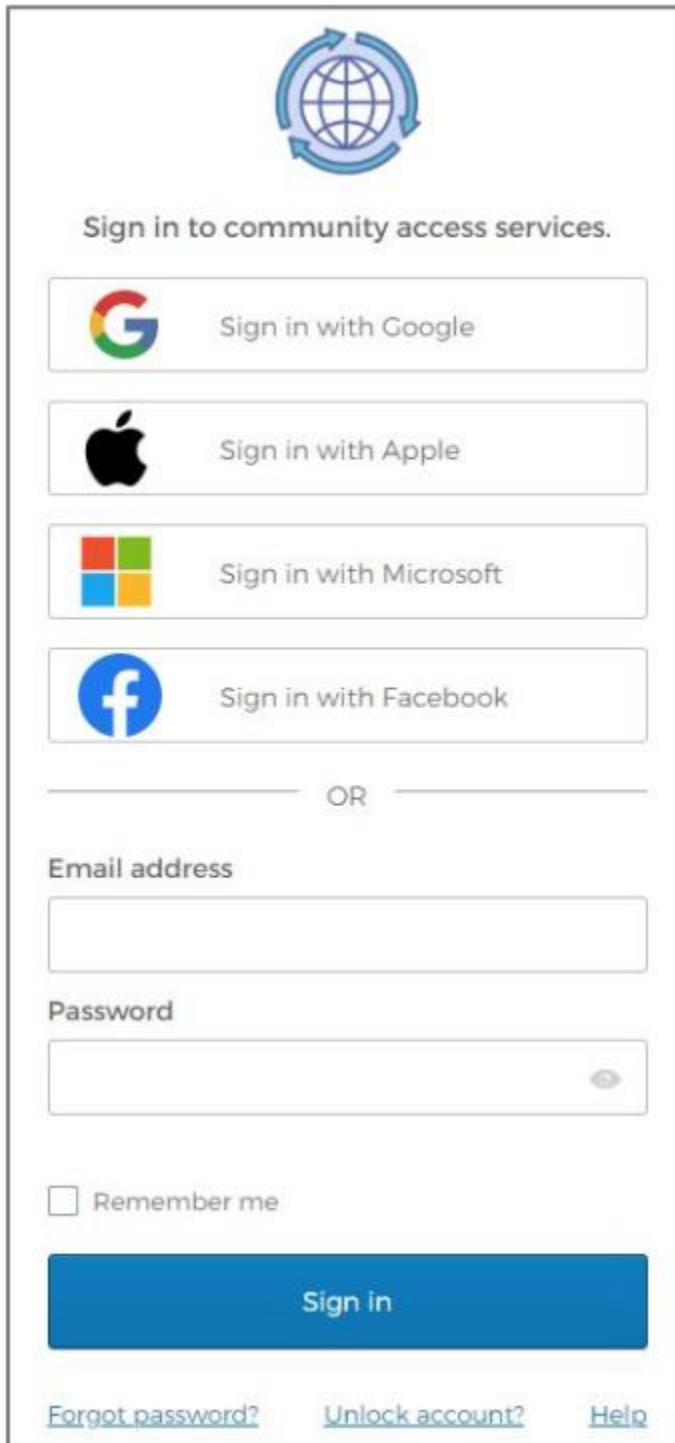2. Click Login or Register.
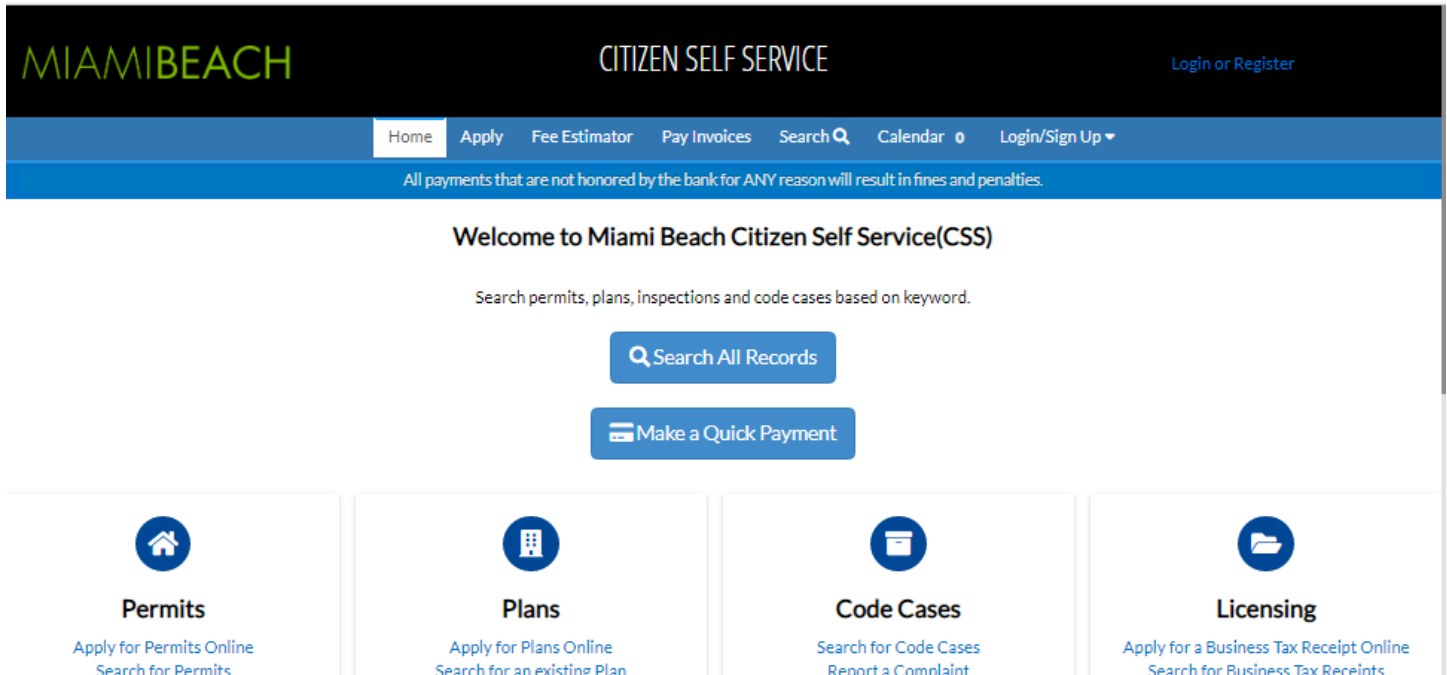
Civic Access displays a message directing customers to another site to complete TID-C registration.
3. Click Continue.
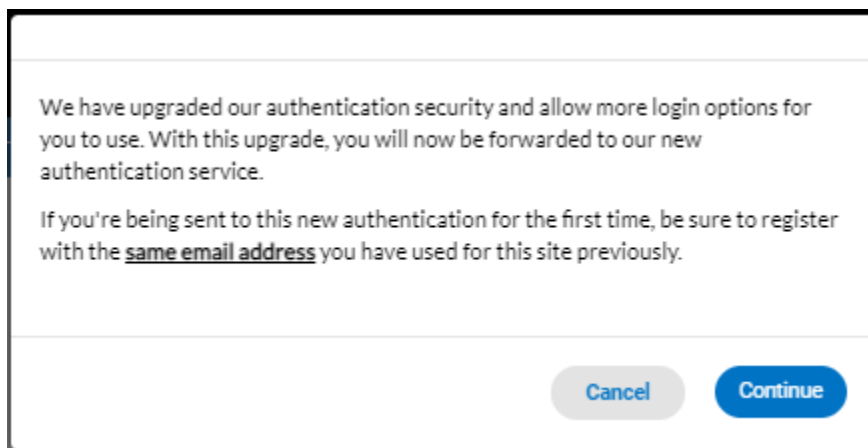
4. Click an option (if currently accessing Civic Access using one of these accounts):
a. Sign in with Google
b. Sign in with Apple
c. Sign in with Microsoft
d. Sign in with Facebook OR

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

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

Email *

🔒 Password *

First name *

Last name *

* indicates required field

Sign up

Back to sign in

NOTE An asterisk indicates a required field.

Activate Account

The browser displays a message instructing the customer to check their email.
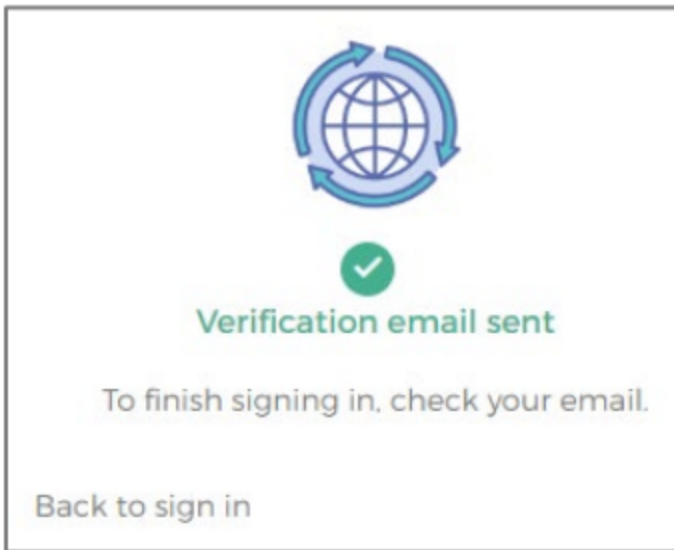
1. Log in to the email account.
2. Click **Activate account** in the email to activate the TID-C account.
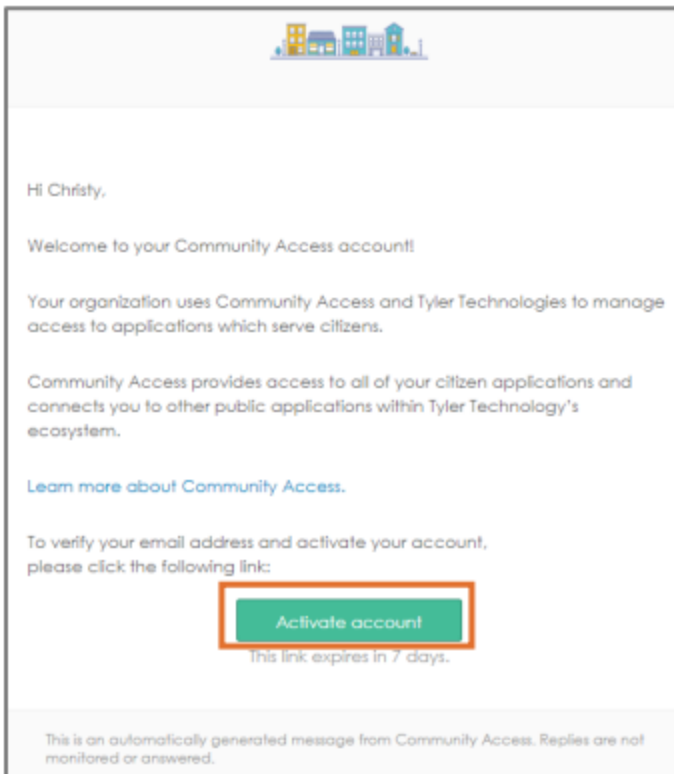
The browser directs the customer back to the Civic Access Home page

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.
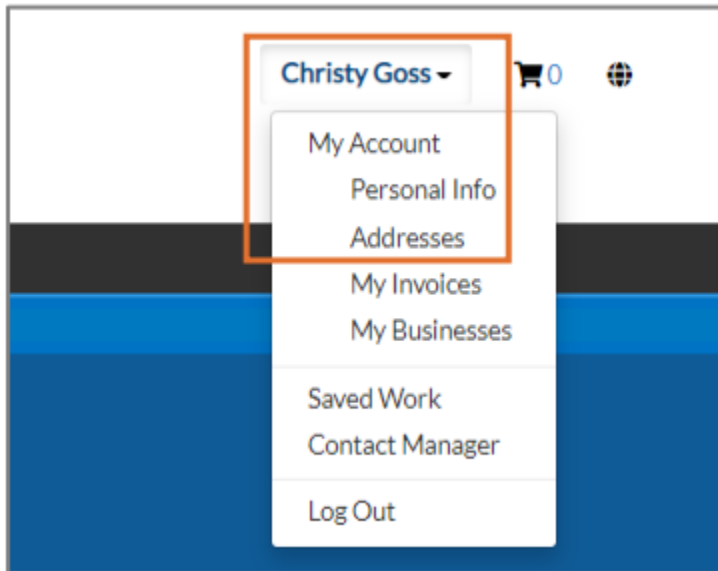
First Time Users

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.

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

3. Click Continue.

1. Click **Sign up**

Create Community Access Account

The application displays the Create an account page.

      1. Type:

               a. Email address

               b. Password

               c. First name
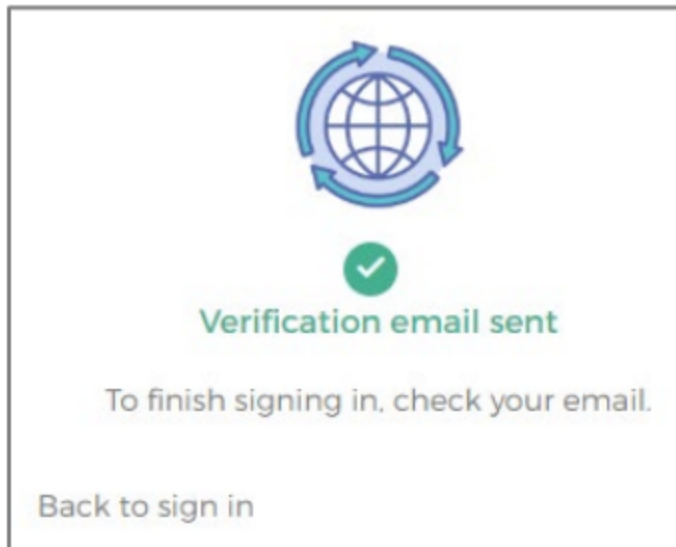
               d. Last name

      2. Click Sign up.
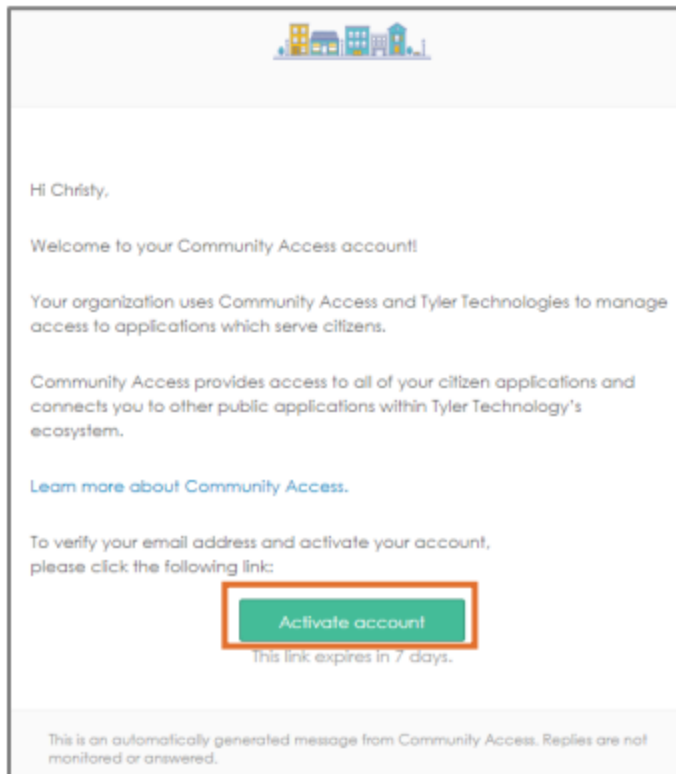

NOTE An asterisk indicates a required field.

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.

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

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