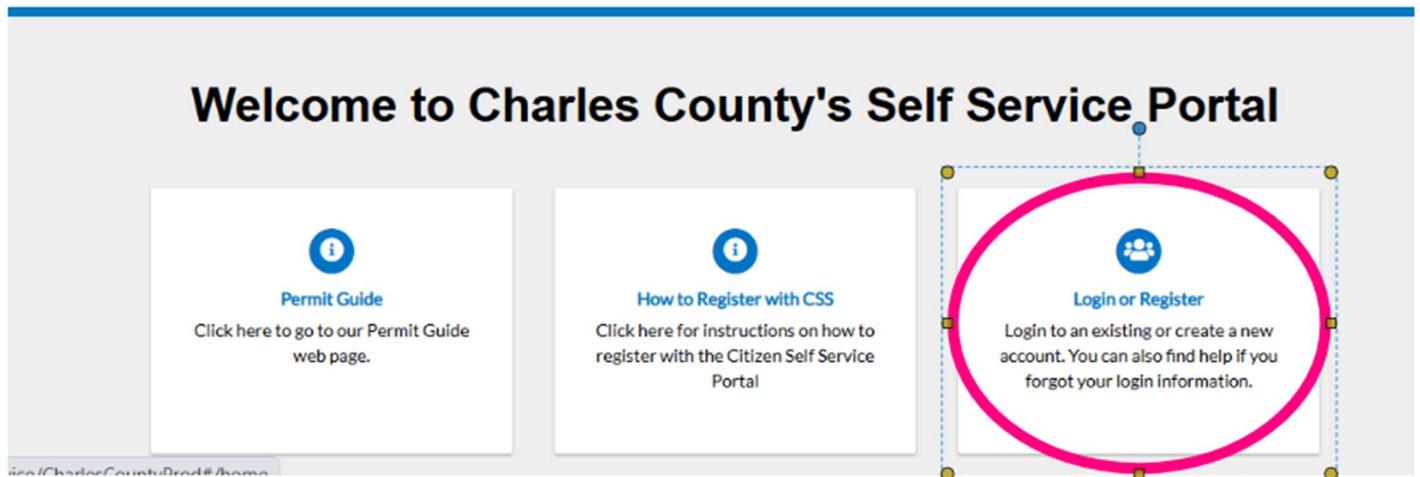




# CITIZEN SELF SERVICE/CIVIC ACCESS PORTAL (CSS/CA) REGISTRATION DIRECTIONS USING EMAIL

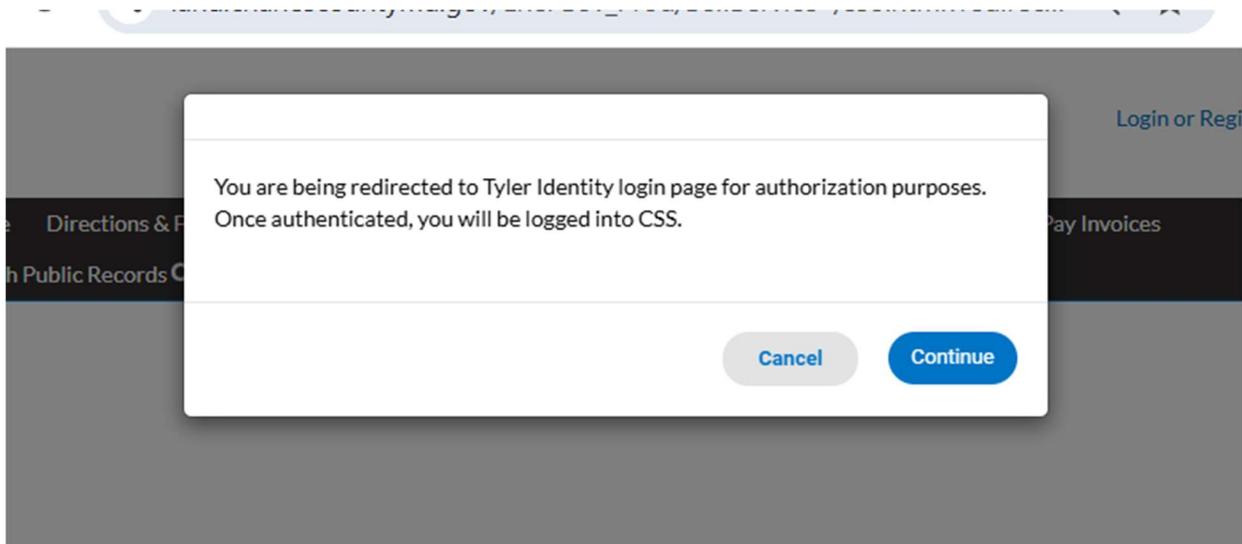
**Effective November 20, 2024:** All existing users/customers of the Citizen Self Service/Civic Access Portal must re-register through the portal to access their prior account information. Re-registration directions can be located at: <https://charlescountymd.info/CSSReRegistration>

1. Go to [www.CharlesCountyMD.gov/CSS](http://www.CharlesCountyMD.gov/CSS) to access the CSS/CA portal. **PLEASE NOTE: Google Chrome is the recommended browser by the software company for optimal performance of the portal.**
2. On the portal home page, click Login or Register





You will receive a pop-up stating “You are being redirected to Tyler Identity login page for authorization purposes. Please click on continue to authenticate your account and log into the CSS.

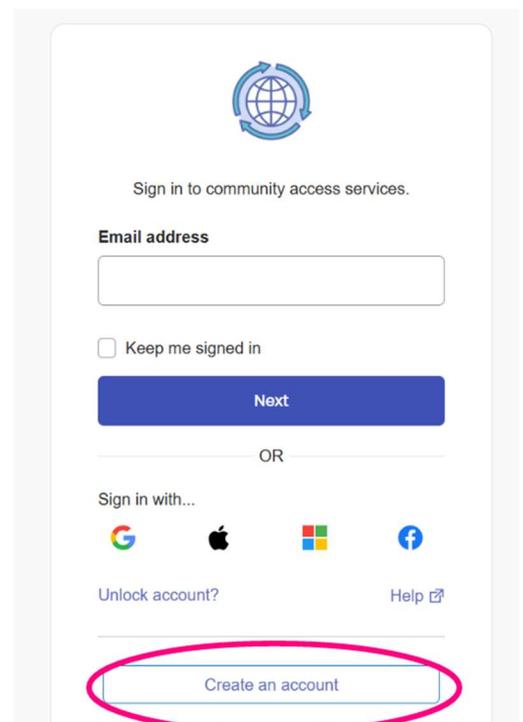


3. On the next screen, “**Click the Create an Account**” sign up link at the bottom of the page.

**Important Note:**

You will have the option to register using Google, Apple ID, Microsoft, Facebook, or via email.

These instructions are on how to register using your email. If you would like to use the other forms of registration, please follow the prompts after you make your selection.





4. Enter in your email address, First and Last Name, and your password.  
Then click the blue **“Sign Up Button”**

The screenshot shows a registration form titled "Create an account" with a globe icon. It includes a note that "Fields are required unless marked optional." The form contains the following fields: "Email", "First name", "Last name", and "Mobile phone" (marked as optional). Below these is a "Password requirements" section with five items: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and "No parts of your username" (which has a green checkmark). A "Password" field with a visibility toggle is at the bottom, followed by a blue "Sign up" button. A link for "Sign In" is provided for users who already have an account.

Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

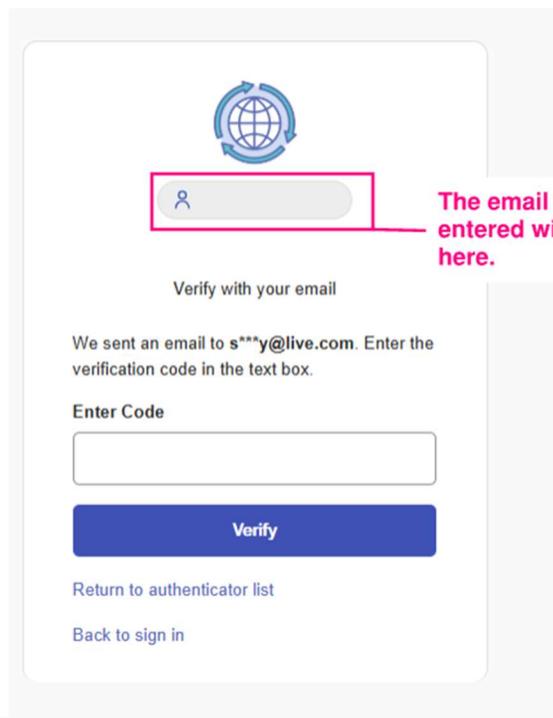
Password

Sign up

Already have an account? [Sign In](#)



5. You will be taken to a new page that looks like the to the right. **KEEP THIS WINDOW OPEN** while you check your email for your verification code.
6. You will receive an email with your verification code (example shown below). Check your spam folders if you do not see the email in your inbox. The email will be from: Community Access Identity noreply@identity.tylerportico.com.



Hi Sarah,

Welcome to your Community Access account!

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

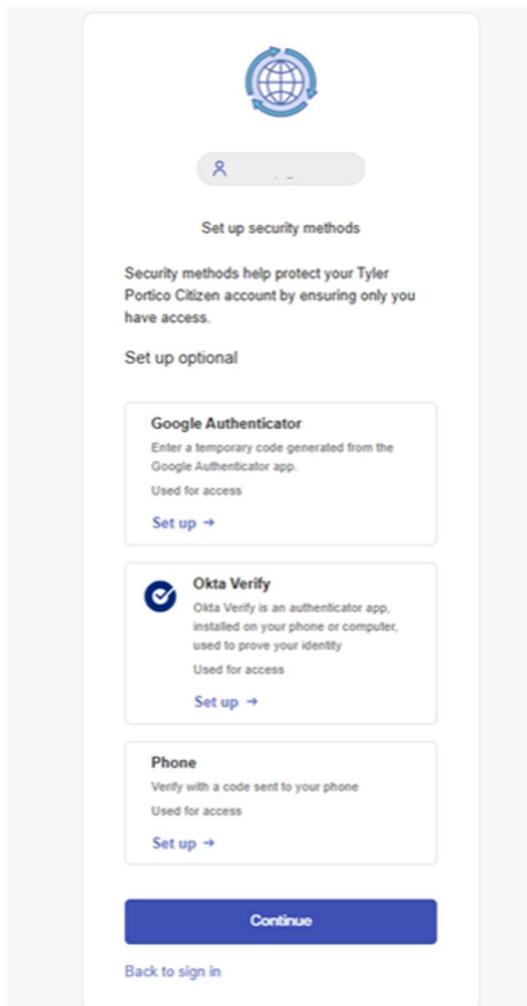
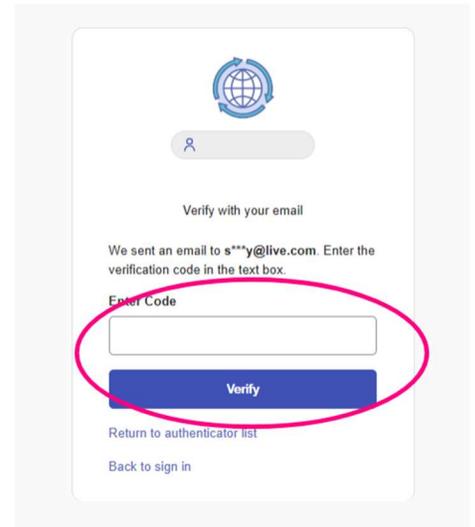
Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code: **420237**

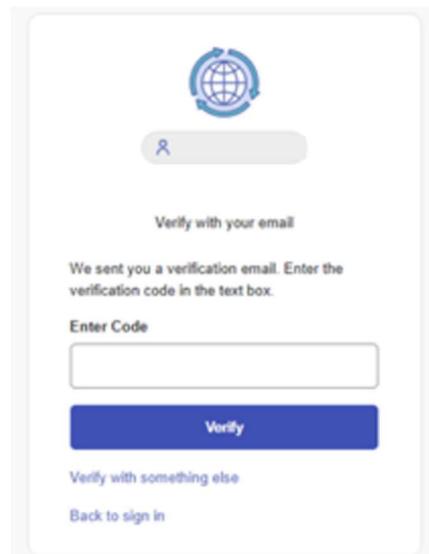
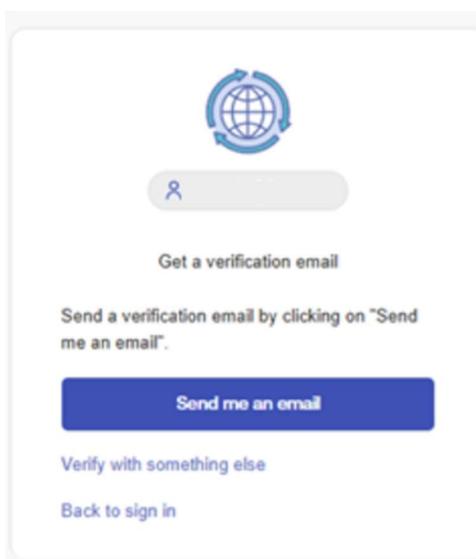


7. Enter the verification code from your email into the box then click the blue **“Verify”** button.
8. You will then be taken to a security methods page. You can select any option provided (follow screen prompts to set up) or you can click **“Continue”** to skip.

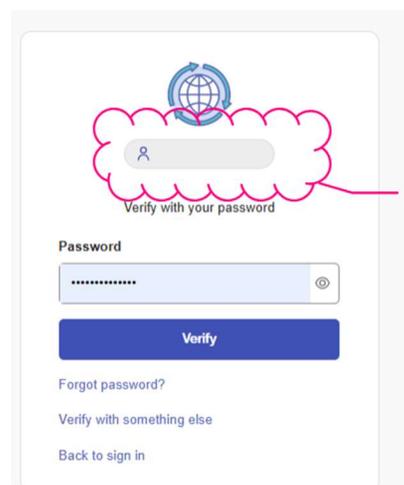




9. You will be then taken to the CSS/CA home page for your account.
10. The next time you sign in, you will enter your email instead of clicking the "Create an account" button. If you registered using Google, Apple, Facebook etc.. you would use those to log in this time.
  - a. Once you input your email and click "Next", you will be asked to verify it is you with a security method. You can choose email or password.
  - b. Email: If you choose the email option you will be asked to Click on "Send me an email" button. An email will be sent to you to verify it is you. Please check your email for the verification code and then enter it on the portal.



- i. Password: If you choose the password option, you will be asked to enter in your password you created when you re-registered.



**Your email will be shown here.**