

# REGISTER / CREATE ACCOUNT

A prerequisite to making a submission requires registering your contact information (i.e. information for the Business, Employee, or Citizen/Customer/Person), whomever has authority to make the submission. This can be done on any device, phone, computer, tablet, etc., using most available browsers that have access to the Internet. (Google Chrome, Apple Safari, Microsoft Edge, Firefox, etc.) This is not an App, so no download is necessary.

To get started, simply copy the following link onto your browser

<https://selfservice.cathedralcity.gov/EnerGovProd/SelfService#/home> or click the

following link and follow the steps below: [CSS Portal](#)

1. FROM THE CSS PORTAL HOME SCREEN, SELECT THE **LOGIN** OR **REGISTER** ICON.



2. THE LOGIN SCREEN WILL APPEAR, SELECT THE **SIGN-UP LINK** AT THE BOTTOM OF THE SCREEN TO REGISTER WITH AN EMAIL ACCOUNT OR USE ONE OF THE OTHER OPTIONS AVAILABLE.

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

This field cannot be left blank

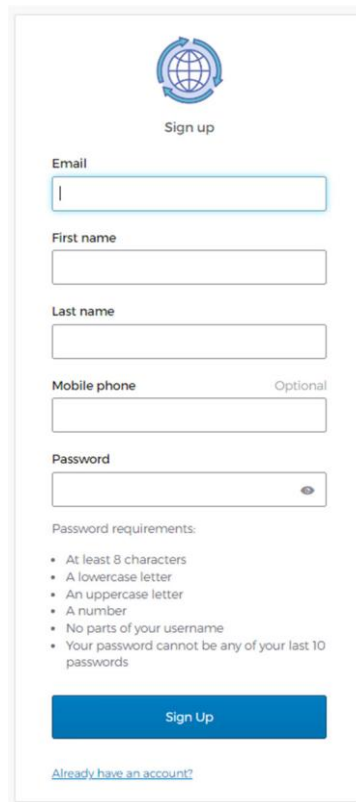
☐ Keep me signed in

Next

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

Create an account

3. ENTER YOUR EMAIL ADDRESS, FIRST NAME, LAST NAME, MOBILE PHONE (OPTIONAL), PASSWORD AND SELECT **SIGN-UP**.



The image shows a 'Sign up' form with a globe icon at the top. The form includes input fields for Email, First name, Last name, Mobile phone (marked as Optional), and Password. Below the password field, there are 'Password requirements' listed: At least 8 characters, A lowercase letter, An uppercase letter, A number, No parts of your username, and Your password cannot be any of your last 10 passwords. A blue 'Sign Up' button is at the bottom, and a link 'Already have an account?' is below it.

Sign up

Email

First name

Last name

Mobile phone Optional

Password

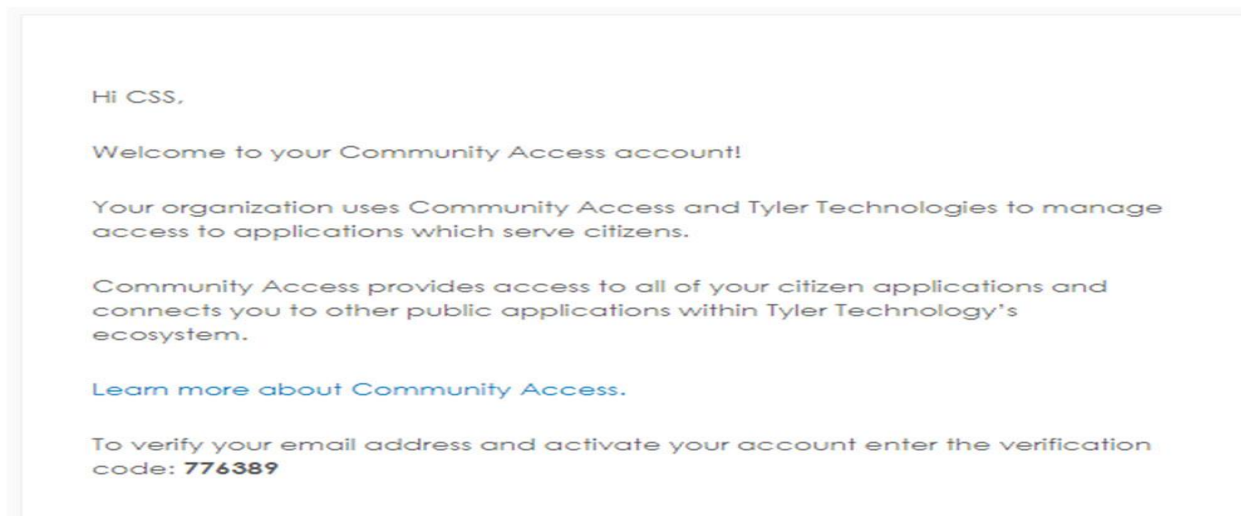
Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

Sign Up

[Already have an account?](#)


4. AN EMAIL WILL BE SENT TO YOUR EMAIL INBOX (GMAIL, YAHOO, AOL, OUTLOOK, etc.) WITH A VERIFICATION CODE. (**NOTE**: CHECK YOUR SPAM/JUNK FOLDER IF THE EMAIL IS NOT IN YOUR INBOX)
5. OPEN THE EMAIL FROM COMMUNITY ACCESS IDENTITY '[noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com)' AND RETRIEVE THE VERIFICATION CODE SENT TO YOU.



6. NAVIGATE BACK TO THE CSS PORTAL AND ENTER THE VERIFICATION CODE.

*Please add "noreply@identity.tylerportico.com" to your address book to avoid the system emails being sent to your Spam/Junk folder.*

7. READ THE TERMS OF ACKNOWLEDGEMENT. SELECT THE CHECKBOX TO CERTIFY AND AGREE THAT THE INFORMATION PROVIDED IS TRUE AND CORRECT. **SELECT CONTINUE.**



## Citizen Self Service Portal (CSS)

HomeApplyToday's InspectionsMapPay InvoicesCity WebsitePublic Records Request

### Registration

Step 1 of 4: Acknowledgement

Success! You've officially registered your account with the City of Cathedral City!

Welcome to our Citizen Self Service Portal (CSS). Your account is now your gateway to all City licensing, permittng and planning activities.

If you have any account questions or need assistance logging in, please email our [IT Department](#).

Thank you for registering using our CSS portal!

Best regards,  
City of Cathedral City

☒ I agree to the terms and conditions set forth by the City of Cathedral City.

Continue

8. ENTER THE REQUIRED ADDITIONAL CONTACT INFORMATION. ONLY ONE PHONE NUMBER IS REQUIRED, BUT MULTIPLE NUMBERS MAY BE ENTERED. **SELECT NEXT.**

### Registration

Step 2 of 3: Personal Info

First Name

CSS

Middle Name

Last Name

Test

Company

\* Contact Preference

--Select Contact Preference--

\* Email Address

csstesting252@gmail.com

Additional Contact Information

\* Business Phone

\* Home Phone

\* Mobile Phone

Back

Next

**9. ENTER YOUR COMPLETE ADDRESS AND SELECT SUBMIT.**

Registration

Step 3 of 3: Address

\*

Address

Street address, P.O. box. (required)

Apartment, suite, unit, floor, (optional)

City

State

▼

Postal Code

Back

Submit

\*REQUIRED

**10. THE USER ACCOUNT HAS BEEN CREATED AND YOU WILL BE REDIRECTED TO THE CSS PORTAL DASHBOARD.**