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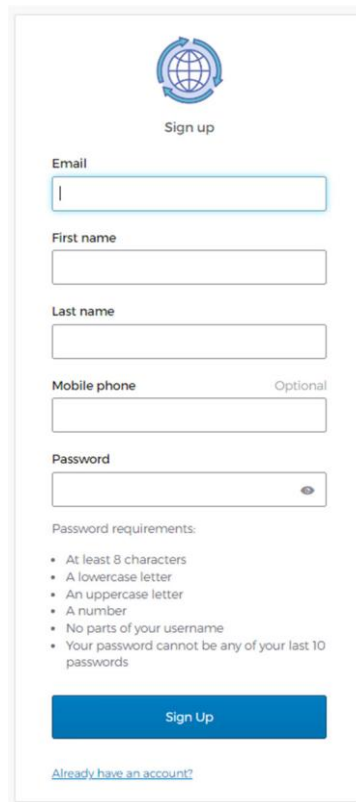
3. ENTER YOUR EMAIL ADDRESS, FIRST NAME, LAST NAME, MOBILE PHONE (<u>OPTIONAL</u>),
    PASSWORD AND SELECT **SIGN-UP**.

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' AND
    RETRIEVE THE VERIFICATION CODE SENT TO YOU.
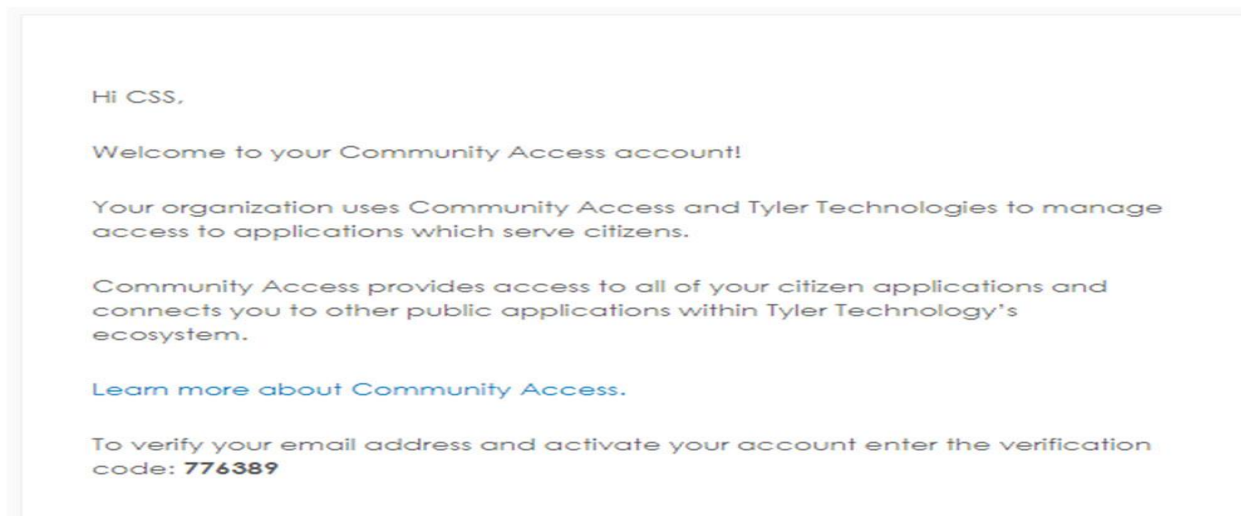
6. NAVIGATE BACK TO THE CSS PORTAL AND ENTER THE VERIFICATION CODE.
Please add "noreply@identity.tylerportico.com" to your address book to avoid the system emails being sent to your Spam/Junk folder.

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

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

9. ENTER YOUR COMPLETE ADDRESS AND SELECT SUBMIT.

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