

## New User Instructions

Navigate to [CSS \(charleston-sc.gov\)](https://css.charleston-sc.gov).



1. Click **Login or Register** in the top right corner of the page or click [Login](#) from home page.
2. A popup will appear at the top of the screen. Read carefully and click **Continue**.
3. Click **Create an account** at bottom of sign in options
4. The application displays **Create an Account** page
5. Type in your
  - a. Email address
  - b. First name
  - c. Last name
  - d. Mobile phone
  - e. Password
6. One time verification code will be sent. The email will be from Community Access Identity (noreply@identity.tylerportico.com) with a subject line Welcome to your Community Access Account. **Note:** **Check Junk or Spam folder**
7. Enter verification code, click **Verify**.

The first screenshot shows the 'Sign in to community access services' page. It features a globe icon and the text 'Sign in to community access services.' Below this are four social login buttons: 'Sign in with Google', 'Sign in with Apple', 'Sign in with Microsoft', and 'Sign in with Facebook'. There is an 'OR' separator, followed by an 'Email address' field and a 'Keep me signed in' checkbox. A blue 'Next' button is at the bottom, along with links for 'Unlock account?' and 'Help'. A red box highlights the 'Create an account' button at the very bottom.

The second screenshot shows the 'Create an account' page. It features a globe icon and the text 'Create an account'. It has input fields for 'Email', 'First name', 'Last name', and 'Mobile phone' (marked as optional). There is a 'Password' field with a red error message: 'This field cannot be left blank'. Below the password field are 'Password requirements' listed as: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', and 'No parts of your username'. A blue 'Sign up' button is at the bottom, highlighted with a red box. A link 'Already have an account?' is at the bottom left.

The third screenshot shows the 'Verify with your email' page. It features a globe icon and an email icon. The text says 'Verify with your email' and 'cityofcharleston.sc.gov@gmail.com'. There is a yellow warning box that says 'Haven't received an email? Send again'. Below this, it says 'We sent you a verification email. Enter the verification code in the text box.' There is an 'Enter Code' field with the value '583782' and a blue 'Verify' button. At the bottom, there are links for 'Verify with something else' and 'Back to sign in'.

The next section has three Steps:

**Step 1 of 3: Acknowledgement** the City must approve and link your account appropriately.

**Step 2 of 3: Personal info-** complete \* required fields

**Step 3 of 3: Address**

Click **Submit**, your account will be reviewed, approved, and linked appropriately if necessary to a company.

**NOTE:** If an error message, **A user with this Email already exists** appears, then click **Already have an account** at the bottom. This takes you to a similar page to the beginning. Put in your existing email address and click Next for the verification screen.