

# Existing User Re-registration Instructions

Existing CSS users only, who have not logged in since our upgrade on June 24, 2024. You must create an account in the upgraded system before continuing. **If you have logged in since the upgrade date, please enter your email address and click Next to continue.**

Navigate to [CSS \(charleston-sc.gov\)](http://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 a sign-in option:
  - **Log in with previous email** will give the best options for accounts to work properly. **This step will not create a new account. Existing information will transfer.**
    - a. Click [Create an account](#) located in the blue box at bottom of screen.
    - b. Enter your existing email tied to your existing CSS Account.
    - c. Complete entire page using same password if allowed or create new.
    - d. Click [Sign up](#).
    - e. One time verification code will be sent. The email will be from Community Access Identity (noreply@identity.tylerportico.com) **Note: Check Junk or Spam folder**
    - f. Enter verification code, click [verify](#).
    - g. You are now logged in
  - **Sign in to community access services**-Enter your previous email tied to your **existing** CSS Account using one of the following social sign in communities.
    - a. Sign in with Google.
    - b. Sign in with Apple.
    - c. Sign in with Microsoft.
    - d. Sign in with Facebook.
4. Or is previously registered, enter the email address associated with the account and click '**Next'**.

If an error message **Unable to sign-in**, Click [Forgot Password](#) and follow steps. If you do not receive link, click [Back to sign in](#)>[Create an account](#) using same information. **This will confirm duplicate account by sending a verification code.**



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

Keep me signed in

[Next](#)

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

[Create an account](#)



Create an account

Email Enter previously used email here.

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

[Sign up](#)

[Already have an account?](#)




Verify with your email

 [cityofcharleston.sc.gov@gmail.com](mailto:cityofcharleston.sc.gov@gmail.com)

 [Haven't received an email? Send again](#)

We sent you a verification email. Enter the verification code in the text box.

Enter Code

[Verify](#)

[Verify with something else](#)

[Back to sign in](#)