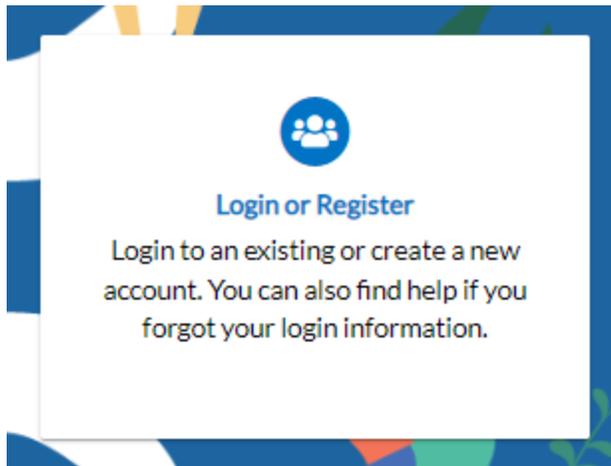


Registration with the Same Email Address

Registration will be needed again after the Upgrade, even using the same email address that was previously used.

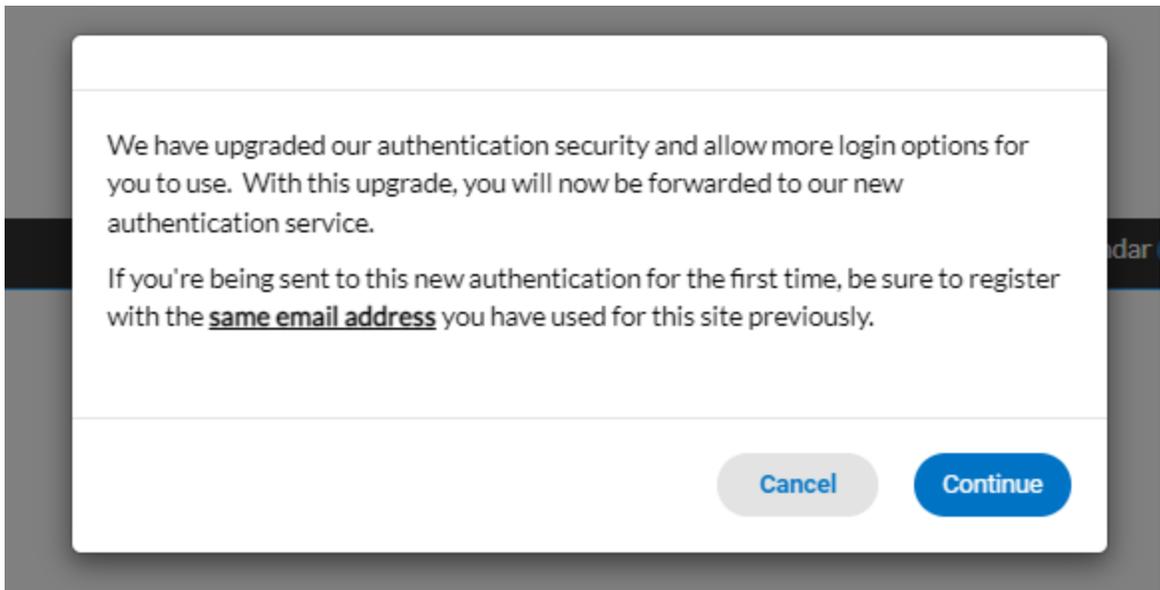
1. Navigate to the jurisdiction's Civic Access site.
 - a. <https://accomackcountyva-energypub.tylerhost.net/apps/selfservice>
2. Click **Login or Register** in the top right corner of the page.
3. Or click the **Login or Register** card on the page.

[Login or Register](#) 



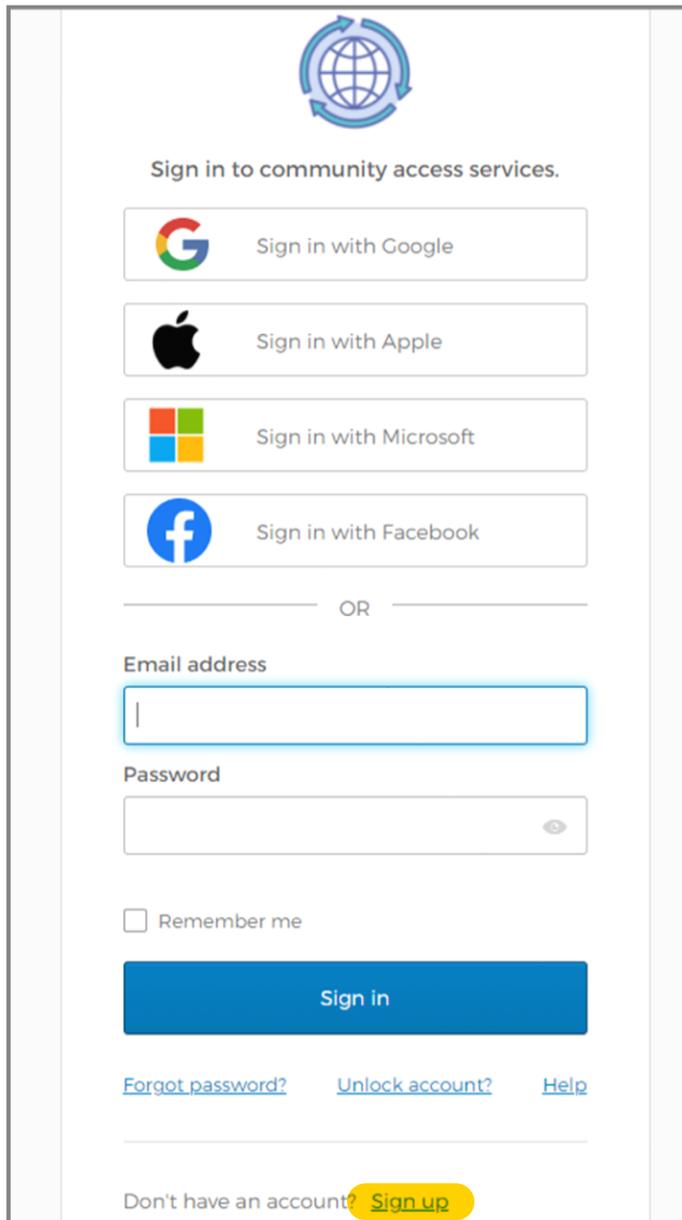
4. A popup will appear at the top of the screen. This pop up will be the start to the screen where the online user is redirected to another site to complete the registration process.





1. Click **Continue**.
2. **Do NOT** use any of the following options:
 - a. **Sign in with Google.**
 - b. **Sign in with Apple.**
 - c. **Sign in with Microsoft.**
 - d. **Sign in with Facebook.**
3. Click **Sign up** at the bottom of the screen.
 - a. You will be directed to **Create an account**.
 - b. *Please ensure you are using the **same email address** that was used previously to access Civic Access if there was an account already created. If registered previously with a **username**, the email address used in the process should be used. Note that email address **used during registration** may differ from the email address on a global contact. If the online user registers with an email address that differs from their original but exists on a global contact, they will be prompted to link their registration with the existing global contact when they return to Civic Access.*
 - c. **IF YOU HAVE ANY QUESTIONS AS TO WHAT THE EMAIL YOU SIGNED UP WITH PLEASE CONTACT THE BUILDING AND ZONING DEPARTMENT AT (757) 787-5721. YOU WILL BE ASKED TO PROVIDE YOUR FULL NAME.**





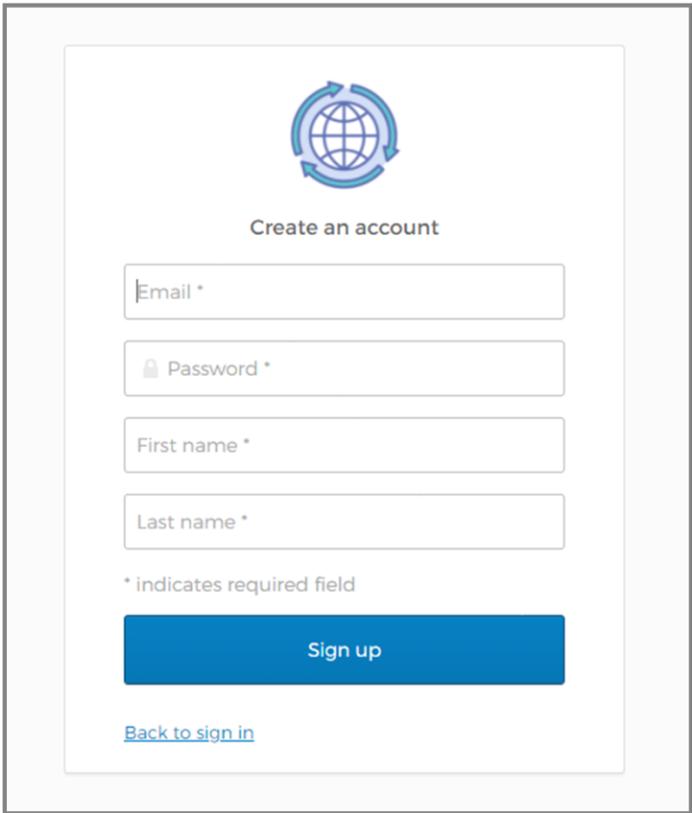
The image shows a sign-in interface for community access services. At the top, there is a globe icon with three circular arrows around it. Below the icon, the text reads "Sign in to community access services." There are four social media sign-in buttons: "Sign in with Google" (with the Google 'G' logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook 'f' logo). Below these buttons is a horizontal line with the word "OR" in the center. Underneath, there are two input fields: "Email address" and "Password". The "Email address" field is highlighted with a blue glow. Below the "Password" field is a checkbox labeled "Remember me". A large blue "Sign in" button is positioned below the checkbox. At the bottom of the form, there are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link "Don't have an account? Sign up" where "Sign up" is highlighted in a yellow rounded rectangle.

Create an Account

The application displays the **Create an account** page.

1. Type:
 - a. **Email**
 - b. **Password**
 - c. **First name**
 - d. **Last name**
2. Click **Sign up**.





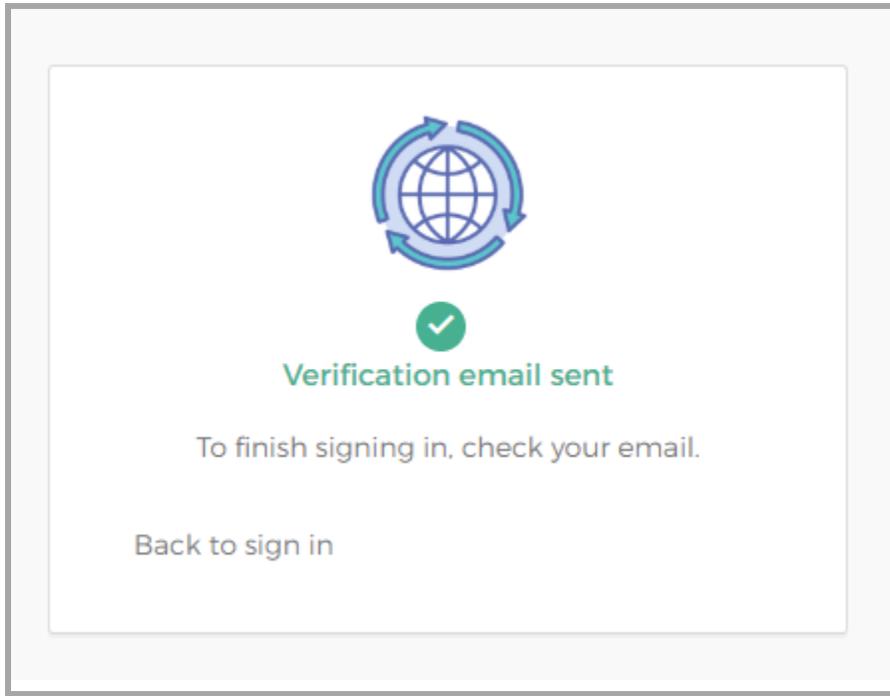
The image shows a 'Create an account' form. At the top is a blue circular icon with a globe and two arrows. Below it is the text 'Create an account'. The form contains four input fields: 'Email *', 'Password *', 'First name *', and 'Last name *'. Below these fields is the text '* indicates required field'. At the bottom of the form is a blue 'Sign up' button and a blue link 'Back to sign in'.

NOTE The suite notes required fields with an asterisk.



Activate the Account

The online user receives an email to verify the account.



1. Log into the email account that was used and Click **Activate account** on the email.





Hi Christy,

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, please click the following link:

[Activate account](#)

This link expires in 7 days.

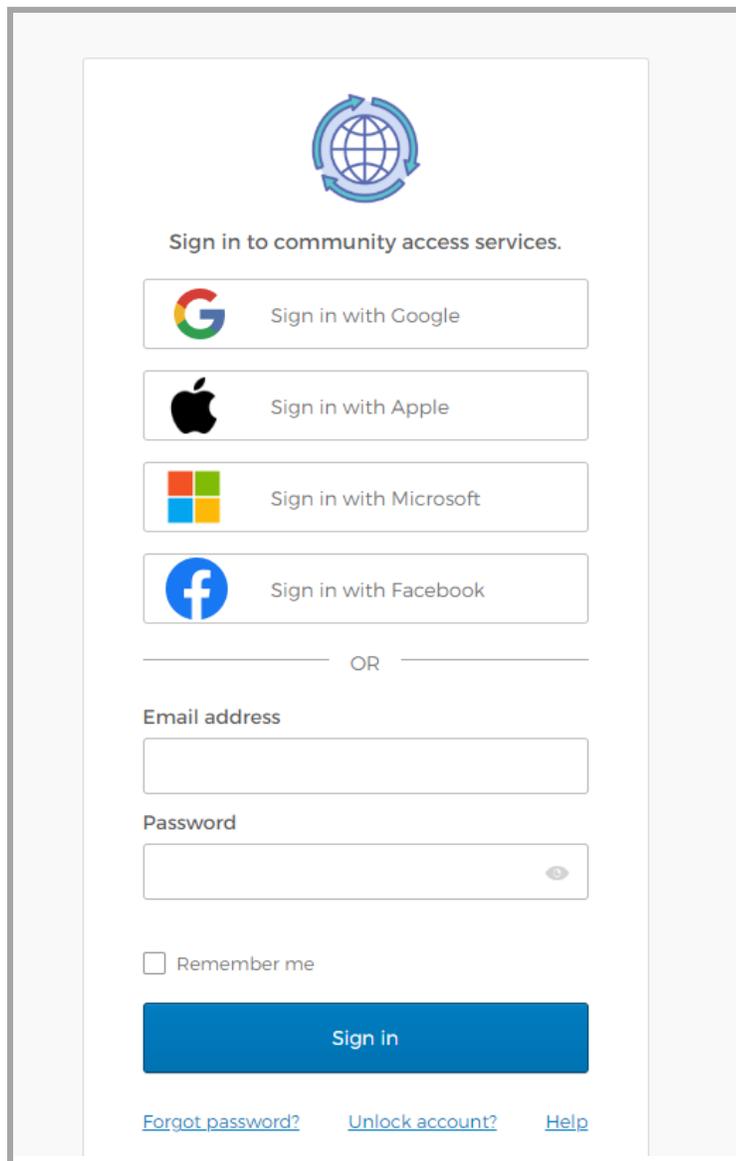
This is an automatically generated message from Community Access. Replies are not monitored or answered.

2. Once this process has been Activated the online user will now have a TID-C account.
3. The online user will be redirected back to the Civic Access home page.



Log In

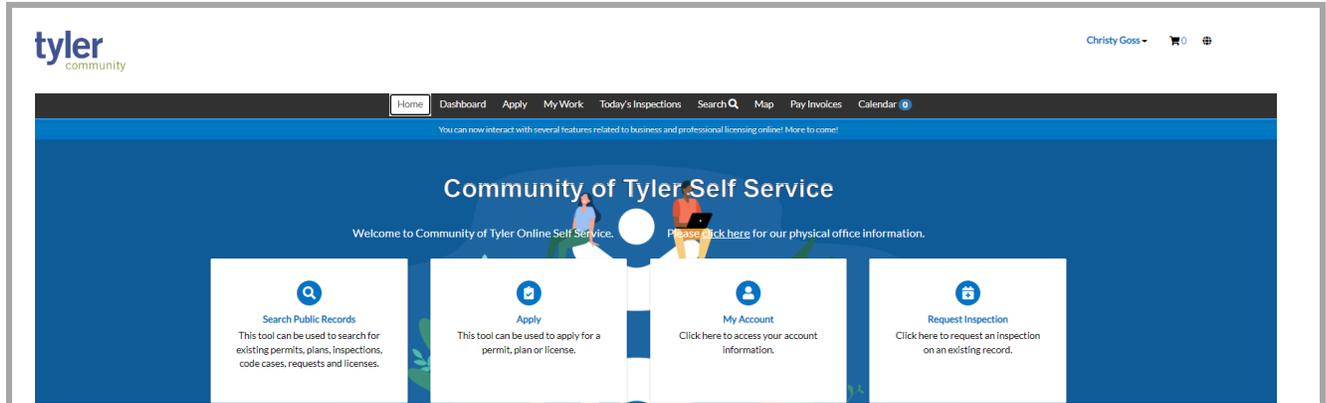
1. Login with the previously used email address.



The screenshot shows a login interface with a globe icon at the top. Below the icon is the text "Sign in to community access services." There are four social login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator. The main login section includes an "Email address" input field, a "Password" input field with a toggle eye icon, a "Remember me" checkbox, and a blue "Sign in" button. At the bottom, there are three links: "Forgot password?", "Unlock account?", and "Help".



2. If using a previously registered email address, the registration steps mentioned prior will be skipped.
3. The online user will be logged in on the home page.



4. Once logged in with the previous email address, the online user will have access to their previous global contact under Personal Info and their records under the Dashboard or My Work.

