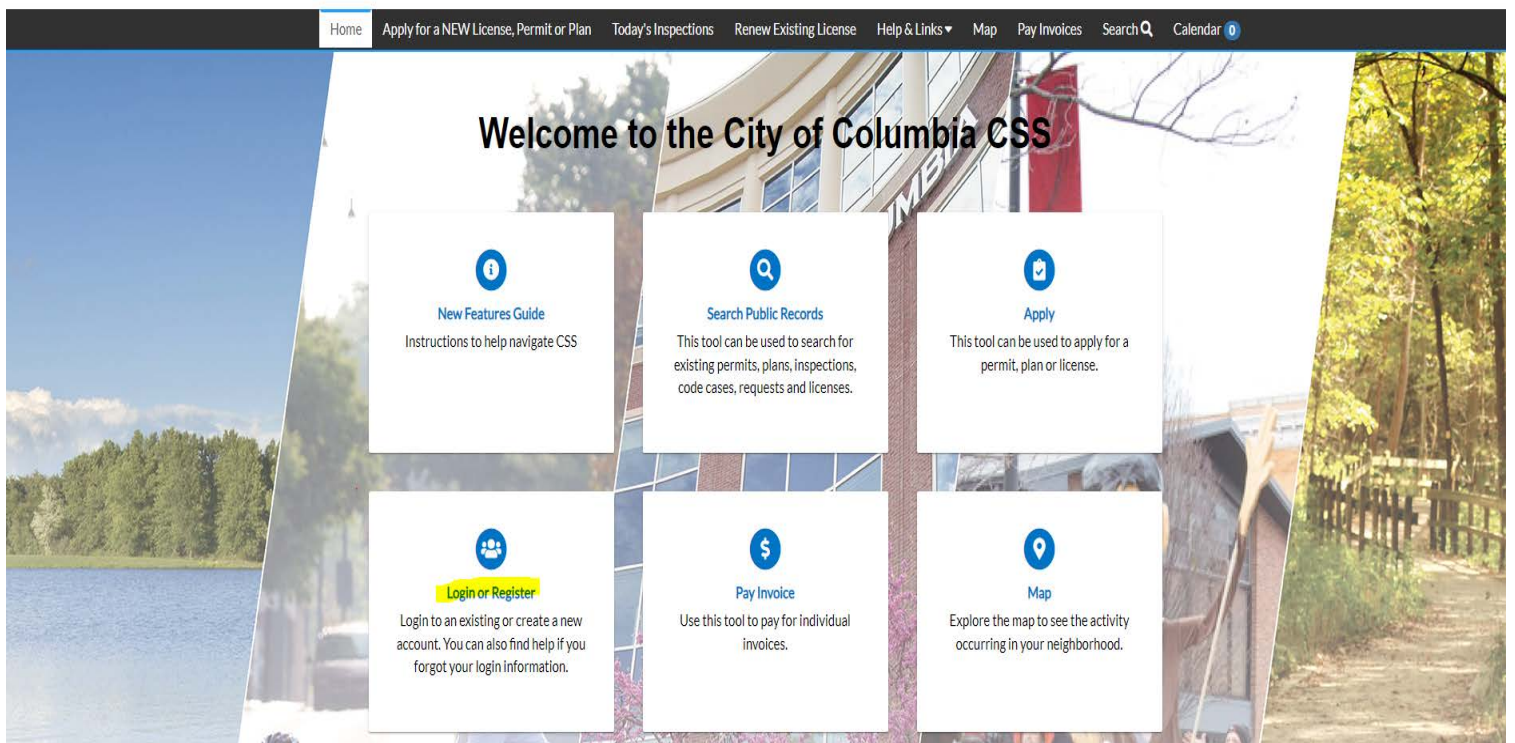# A. To register an account for the first time

To register for CSS (Citizen Self Service) for the first time (with an email address that has never been used in Citizen Self Service), the customer must:

1. **Visit https://como.gov/selfservice**.
2. Click the **Login or Register** card (highlighted in yellow below).

CSS (Citizen Self Service) displays a message directing customers to another site to complete TID-C registration.

3. Click **Sign up**.

Sign in to community access services.

[G] Sign in with Google

[Apple] Sign in with Apple

[Microsoft] Sign in with Microsoft

[f] Sign in with Facebook

──────────── OR ────────────

Email address

[   ]

Password

[👁]

☐ Remember me

Sign in

Forgot password?   Unlock account?   Help

Don't have an account? Sign up

Create Account

The application displays the Create an Account page.

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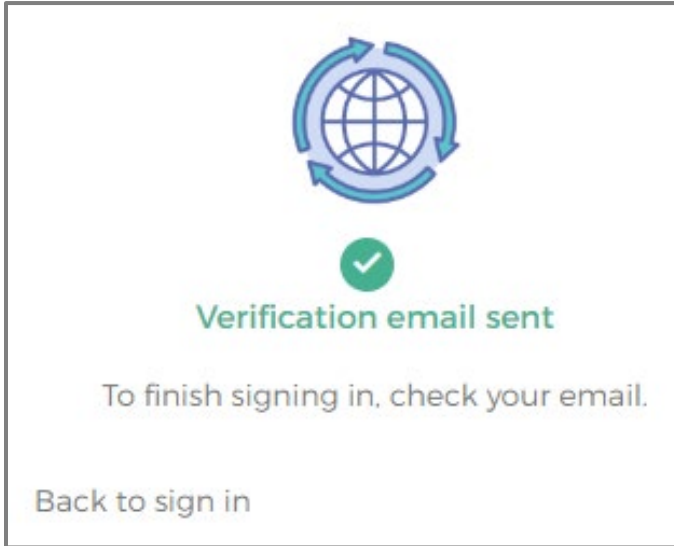   c. **First name**
    d. **Last name**
2. Click **Sign up**.

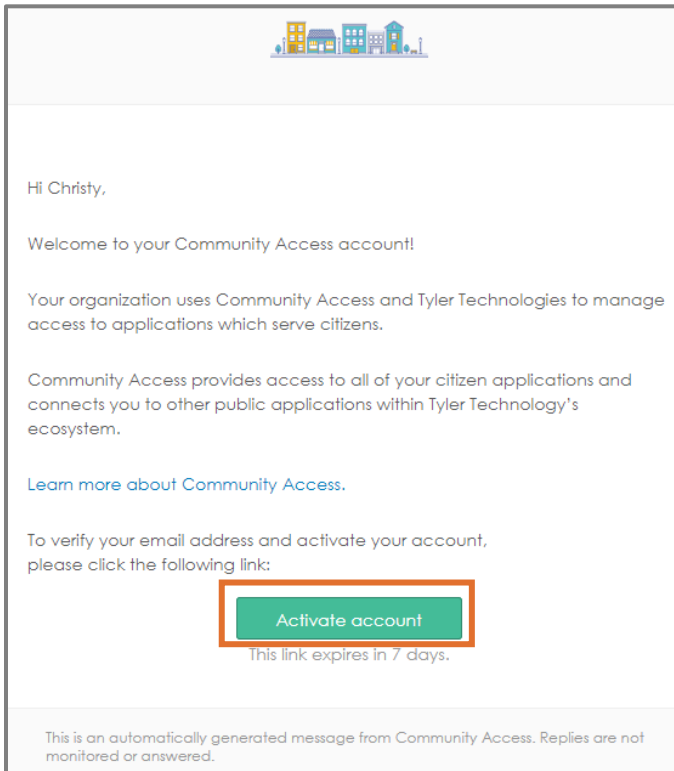**NOTE** Required fields are noted with an asterisk.

Activate Account

The browser displays a message instructing the customer to check their email.

1. Log in to the email account.
2. Click **Activate account** in the email to activate the TID-C account.

The browser directs the customer back to the City of Columbia Home page.

Home | Apply for a NEW License, Permit or Plan | Today's Inspections | Renew Existing License | Help & Links ▾ | Map | Pay Invoices | Search 🔍 | Calendar 0

Welcome to the City of Columbia CSS

New Features Guide
Instructions to help navigate CSS

Search Public Records
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.

Apply
This tool can be used to apply for a permit, plan or license.

Login or Register
Login to an existing or create a new account. You can also find help if you forgot your login information.

Pay Invoice
Use this tool to pay for individual invoices.

Map
Explore the map to see the activity occurring in your neighborhood.

Log In

1. Type the **Email address**.
2. Type the **Password**.
3. Click **Sign in**.

Acknowledgment

1. Select a **contact** to link to the TID-C account. CSS (Citizen Self Service) displays contacts only if the customer's email address is associated with a global contact in EPL.
2. Mark the **box** acknowledging the registration.
3. Click **Continue**.

Registration

Step 1 of 5: Acknowledgement

The Community of Tyler Self Service Portal is a government initiative aimed at making doing business with government easier by providing online access to a range of services. Before accessing some online services you need to register with the Community of Tyler Self Service Portal.

☐ By acknowledging this, I agree to abide by the Community of Tyler's Code of Ethics. Sec.2.1.iib

☐ Add certificates during registration ⓘ

Continue

Personal Info

1. Select a **Contact Preference**.
2. Type a **phone number** if required**.**
3. Click **Next.**

Registration

Step 2 of 5: Personal Info

*REQUIRED

First Name	Wes
Middle Name	
Last Name	McGrail
Company	Tyler Technologies
* Contact Preference	Mobile Phone
* Email Address	wesm.m.cgrail@gmail.com

Additional Contact Information

Mobile Phone	(404) 555-1234

Back   Next

NOTE Required fields are noted with an asterisk.

Address

1. Type **Address** information.
2. Click **Submit** to complete the CSS (Citizen Self Service) registration and connect the TID-C account.
3. Or click **Next**.

Registration

Step 3 of 5: Address

*REQUIRED

|	
* Address	Street address, P.O. box. (required)
	Address is required.
	Apartment, suite, unit, floor, (optional)
City	
State	
Postal Code	

Back   Next

NOTE Required fields are noted with an asterisk.

B. Register with the same email address

When a jurisdiction starts using TID-C, customers must register again even if using the same email address used to currently access CSS (Citizen Self Service). This allows existing information in EPL and CSS (Citizen Self Service)to be linked with the new TID-C account. Customers should:

1. Navigate to **https://como.gov/selfservice**.
2. Click the **Login or Register** card (highlighted in yellow).
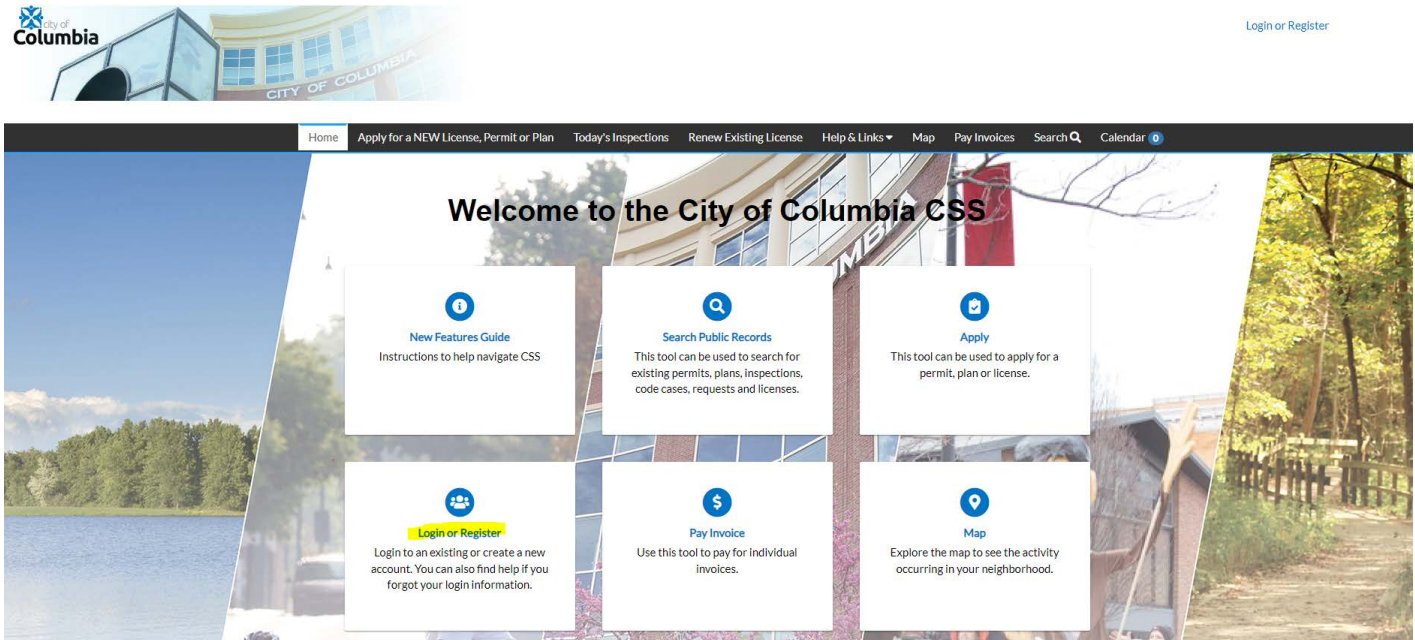
4. Click an option (if currently accessing CSS (Citizen Self Service) using one of these accounts):
   a. **Sign in with Google**
   b. **Sign in with Apple**
   c. **Sign in with Microsoft**
   d. **Sign in with Facebook**

   OR

5.   **Type the Email address and Password used to currently access Civic Access.**
   a. **Click Sign in.**

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

Password

☐ Remember me

Sign in

Forgot password? Unlock account? Help

Create Account

The application displays the Create an account page.

1. Type:
   a. **Email address**
   b. **Password**
   c. **First name**
   d. **Last name**

2. Click **Sign up**.

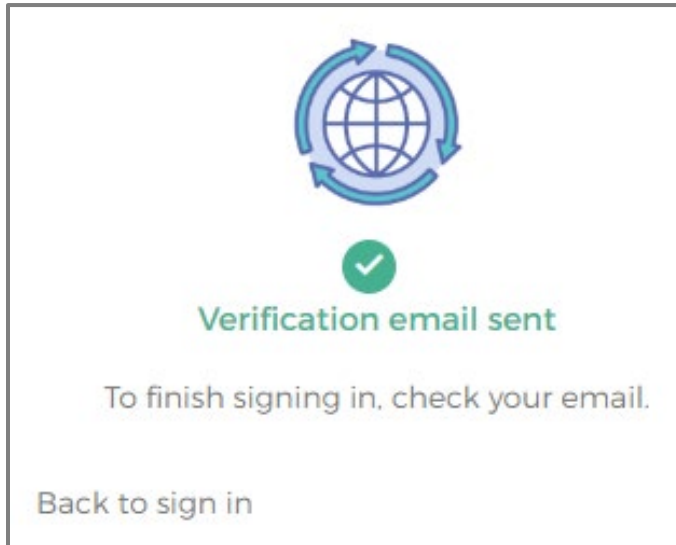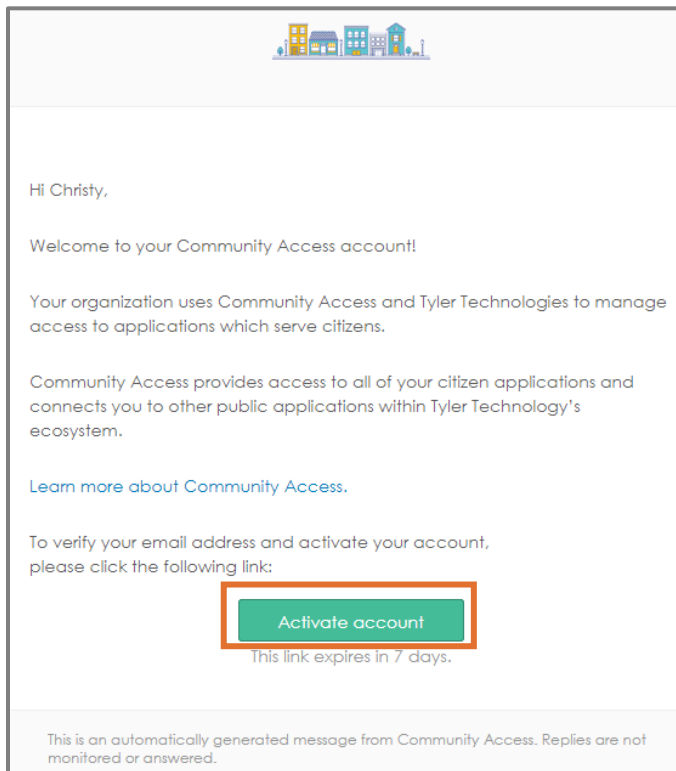**NOTE** Required fields are noted with an asterisk.

Activate Account

The browser displays a message instructing the customer to check their email.

1. Log in to the **email account**.
2. Click **Activate account** in the email to activate the TID-C account.

The browser directs the customer back to the City of Columbia Home page. You have now completed the New Login Registration for CSS (Citizen Self Service)