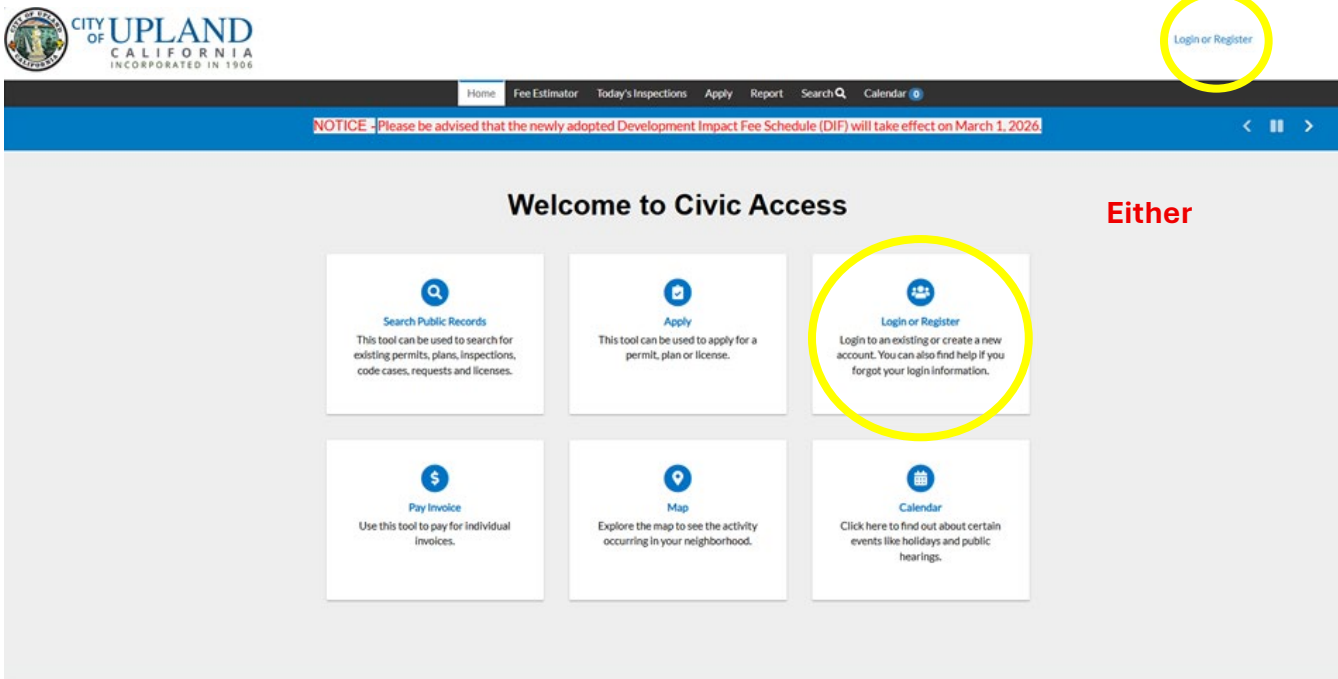


CSS Portal – Creating an ACCOUNT Instructions

1. Click on **Login or Register**



2. Select **Create an Account** at the bottom of the page.

Important:

The following steps do not apply if you sign in using Google, Apple, Microsoft, or Facebook. It is strongly recommended that you do **not** use these options unless the email matches the one associated with your EnerGov/CSS account. Personal social accounts may not link correctly.



Sign in to community access services.

Email address

Keep me signed in

Next

OR

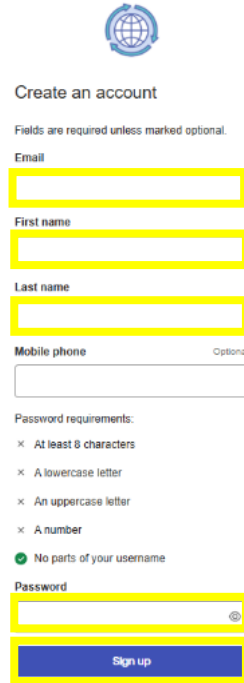


[Unlock account?](#)

[Help](#)

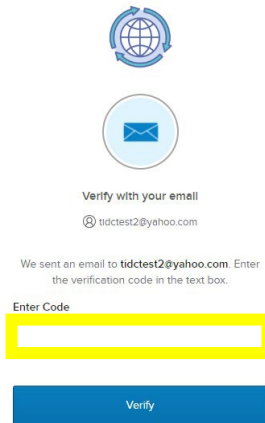
Create an account

3. Enter the **same email address** associated with your EnerGov/CSS account. The email must match exactly and be accessible to complete registration.
 - Enter your first and last name.
 - Create a password (you may use your previous CSS password or choose a new one).
 - Click **Sign Up**



The image shows a 'Create an account' form with a globe icon at the top. Below the title, it says 'Fields are required unless marked optional.' The form includes input fields for 'Email', 'First name', 'Last name', and 'Mobile phone' (marked as optional). Below these is a 'Password requirements' section with a list of criteria: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', and 'No parts of your username' (which is checked with a green circle). At the bottom is a 'Password' input field and a blue 'Sign up' button.

4. A verification page will appear. Keep this page open.



The image shows a 'Verify with your email' page with a globe icon and an envelope icon. It displays the email address 'tidctest2@yahoo.com'. Below this, it says 'We sent an email to tidctest2@yahoo.com. Enter the verification code in the text box.' There is an 'Enter Code' input field and a blue 'Verify' button.

5. Check your email for a verification code (check spam/junk folders if needed).

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

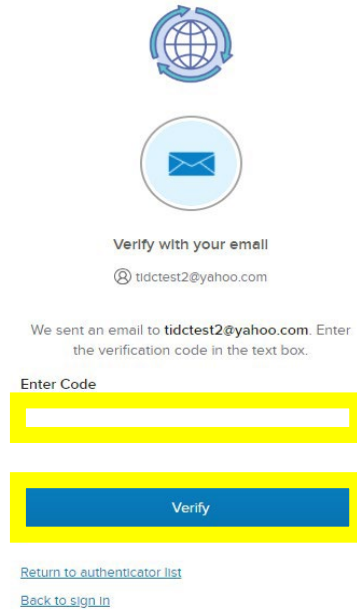
Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code:

804790

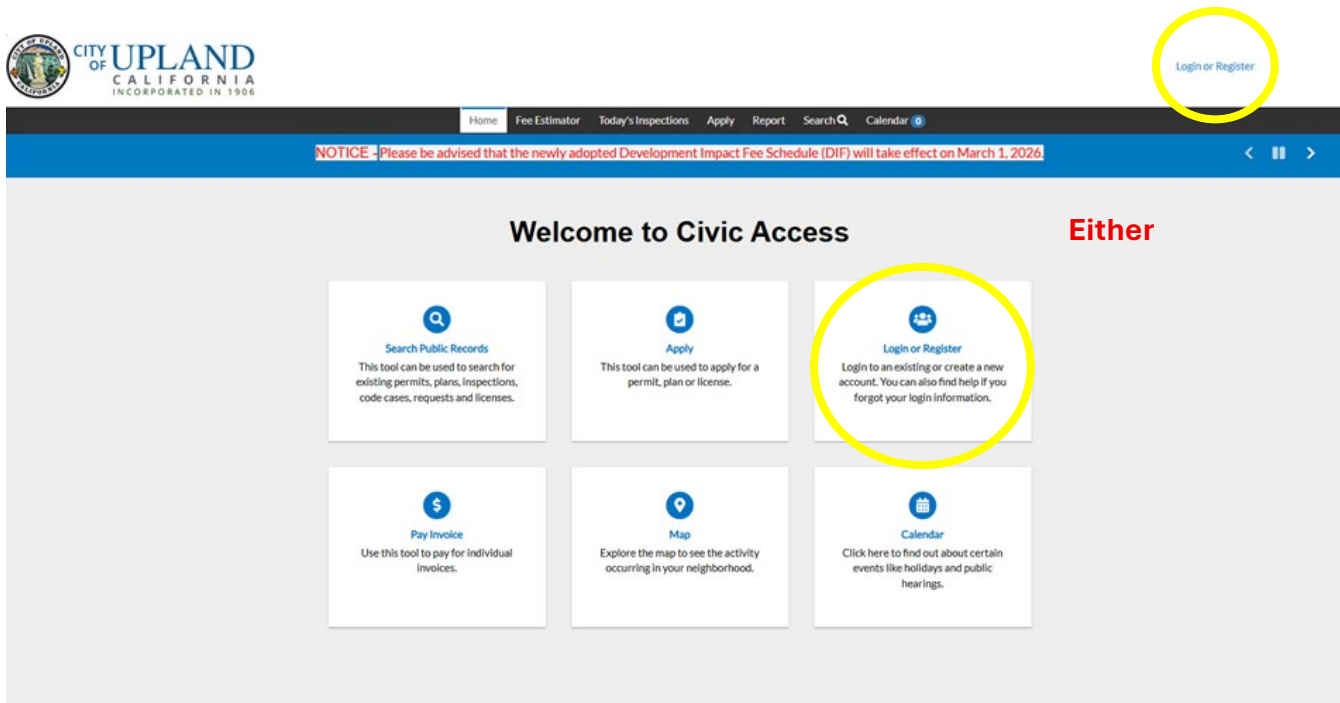
6. Enter the verification code and click Verify.



The image shows a verification screen. At the top, there is a globe icon with circular arrows and an envelope icon. Below these is the text "Verify with your email" and the email address "tidctest2@yahoo.com". A message states: "We sent an email to tidctest2@yahoo.com. Enter the verification code in the text box." There is a text input field labeled "Enter Code" and a blue "Verify" button, both highlighted with a yellow border. At the bottom, there are two links: "Return to authenticator list" and "Back to sign in".


You will be directed to your dashboard to complete the 3-step registration see instructions below.

7. Click on Login or Register.



The image shows the City of Upland dashboard. The header includes the City of Upland logo and navigation links: Home, Fee Estimator, Today's Inspections, Apply, Report, Search, and Calendar. A blue banner contains a notice: "NOTICE: Please be advised that the newly adopted Development Impact Fee Schedule (DIF) will take effect on March 1, 2026." The main content area is titled "Welcome to Civic Access" and features six service tiles: "Search Public Records", "Apply", "Login or Register", "Pay Invoice", "Map", and "Calendar". The "Login or Register" tile is circled in yellow. The word "Either" is written in red to the right of the tiles.

8. Enter your email address (the one used to **Create an Account**).







Sign in to community access services.

Email address

Keep me signed in

Next


OR

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

Create an account

9. Your email will appear on top; select which security method you prefer to use to log in.



Your email@XX.com


Verify it's you with a security method

Select from the following options

Email →

Password →

10. A verification page will appear.




Your email@XX.com

Get a verification email

Send a verification email by clicking on "Send me an email".

Send me an email

You will receive either an email or go to password verification.



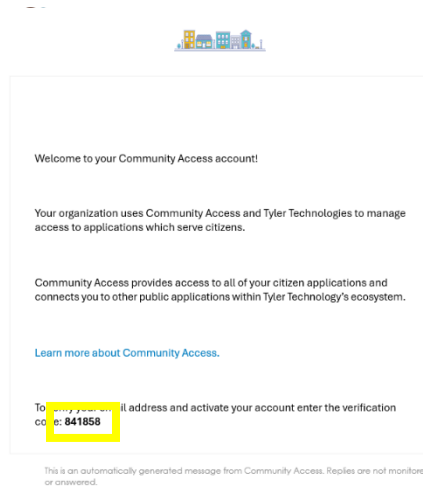
Your email@XX.com

Verify with your password

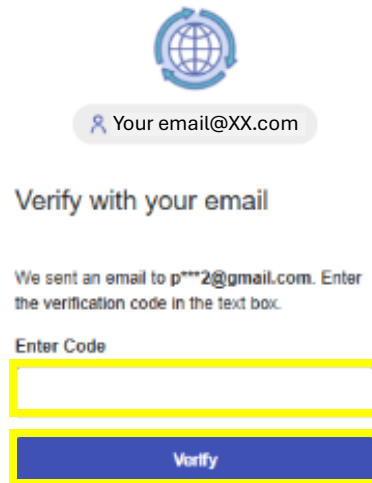
Password

Verify

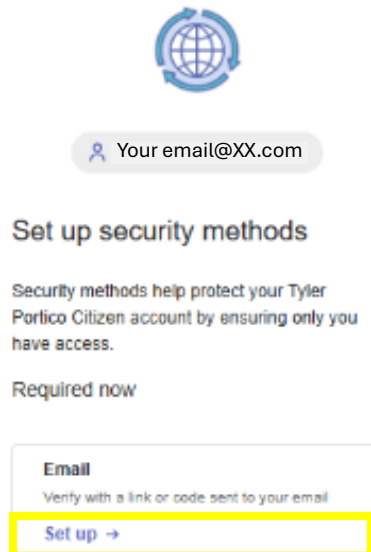
11. If you selected email, check your email for a verification code.
(check spam/junk folders if needed).




12. Enter the verification code you received in the email then click on the Verify button.



13. This verification through email is required, click on set up.



14. Set up security method is optional, otherwise select continue.




Your email@XX.com

Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

Optional

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
[Set up →](#)

 **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity.
[Set up →](#)

Phone
Verify with a code sent to your phone
[Set up →](#)

[Continue](#)

15. To complete the **Registration**, do the following: Step 1 of 3: Acknowledgement. Click continue.

City of Upland CALIFORNIA INCORPORATED IN 1966

Cancel Registration

Registration

Step 1 of 3: Acknowledgement

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

[Continue](#)

16. **Registration** Step 2 of 3: Personal Info

Select option contact preferred, enter the information if requested then select next

City of Upland CALIFORNIA INCORPORATED IN 1966

Cancel Registration

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

* Contact Preference

* Email Address

Additional Contact Information

- Address
- Business Phone
- Email
- Fax
- Home Phone
- Mobile Phone
- Other Phone

17. Registration Step 3 of 3: Address

Enter address then select submit.

The screenshot shows the 'Registration' page for the City of Upland, California. The page title is 'Step 3 of 3: Address'. The form is highlighted with a yellow border and contains the following fields:

- Address:** Street address, P.O. box (required)
- Address:** Address is required.
- Apartment:** Apartment, suite, unit, floor, (optional)
- City:** City
- State:** CA

At the bottom of the form, there are two buttons: 'Back' and 'SUBMIT'. The 'SUBMIT' button is highlighted with a yellow box.

18. You will then be directed to your Dashboard.

The screenshot shows the 'Dashboard' page for the City of Upland. The dashboard displays the following statistics:

- My Permits:** Attention: 0, Pending: 0, Active: 0, Recent: 0, Draft: 0
- My Plans:** Attention: 0, Pending: 0, Active: 0, Recent: 0, Draft: 0
- My Inspections:** Requested: 0, Scheduled: 0, Closed: 0
- My Invoices:** Current: \$0.00, Paid: \$0.00, Total: \$0.00

For assistance or troubleshooting, contact the Building and Safety Division at (909) 931-4110 or email buildingandsafety@uplandca.gov.