

## New User Instructions

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 **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**.

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

First name

Last name

Mobile phone Optional

Password

This field cannot be left blank

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

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](#)

**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.