

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 \(charleston-sc.gov\)](https://css.charleston-sc.gov).



- Click **Login or Register** in the top right corner of the page or click **Login** from home page.
- A popup will appear at the top of the screen. Read carefully and click **continue**.
- 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.**
 - Click **Create an account** located in the blue box at bottom of screen.
 - Enter your existing email tied to your existing CSS Account.
 - Complete entire page using same password if allowed or create new.
 - Click **Sign up**.
 - 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**
 - Enter verification code, click **verify**.
 - 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.
 - Sign in with Google.
 - Sign in with Apple.
 - Sign in with Microsoft.
 - Sign in with Facebook.
- 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.**

The first screenshot shows the 'Sign in to community access services' page. It features social login buttons for Google, Apple, Microsoft, and Facebook. Below these is an 'Email address' field and a 'Next' button. A red box highlights the 'Create an account' button at the bottom.

The second screenshot shows the 'Create an account' page. It has fields for 'Email' (with a red box around it and the text 'Enter previously used email here.'), 'First name', 'Last name', 'Mobile phone' (optional), and 'Password'. Below the password field are requirements: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', and 'No parts of your username'. A red box highlights the 'Sign up' button at the bottom.

The third screenshot shows the 'Verify with your email' page. It includes a 'Send again' button and a 'Verify' button. Below the 'Verify' button are links for 'Verify with something else' and 'Back to sign in'.