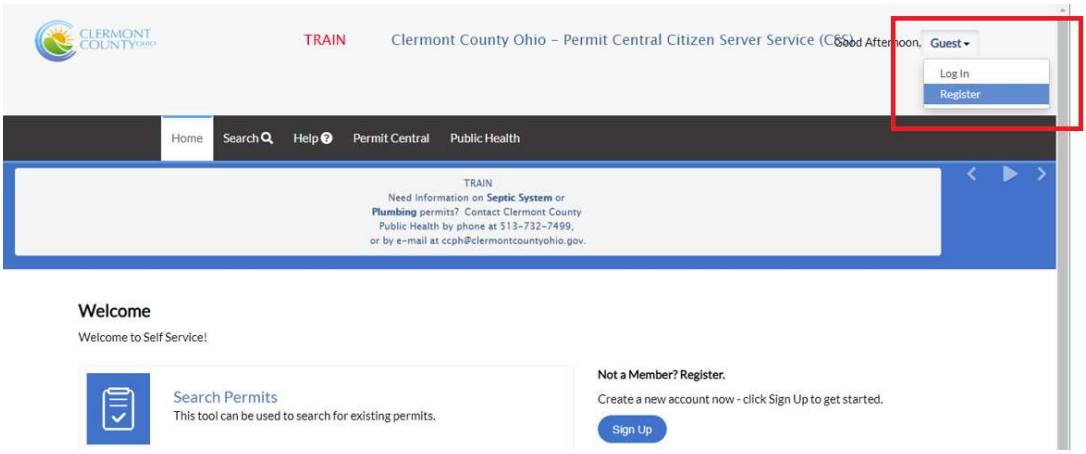
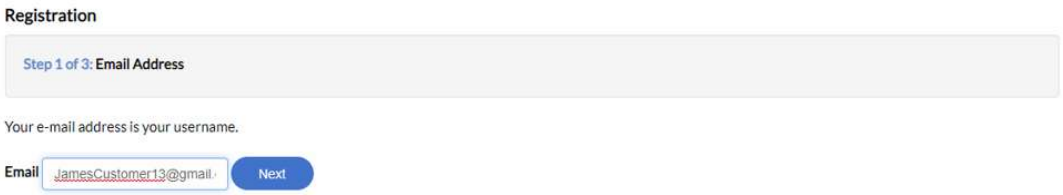
Citizen Self Service
Account Registration Process

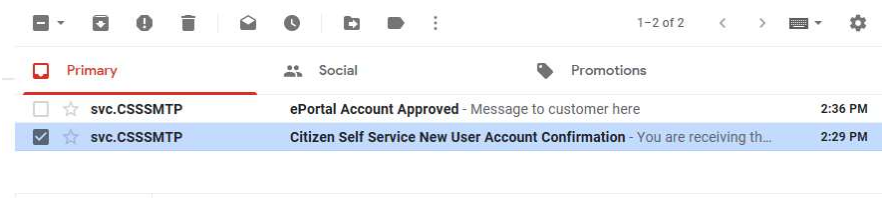
- To register with the Clermont County Citizen Self Service (CSS), you must first have an email account setup.
  If you have previously supplied and email address to Permit Central during the permit process, it would be best to use that email address for CSS since it will automatically be associated with any open permits.
- Once you have a valid email go to the CSS site at https://energovcitizenaccess.tylertech.com/ClermontCountyOH/SelfService
- At the top right of the page, click "Guest" and then select "Register"



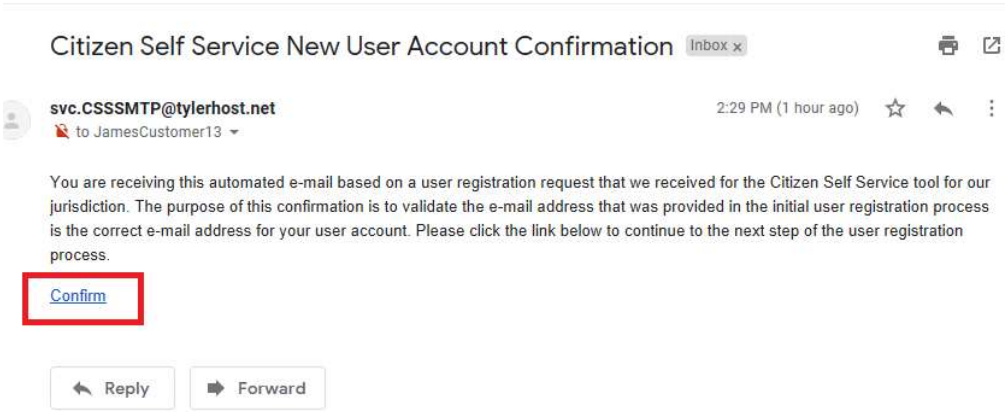
- The email address you use will be your username
- Enter your email address and click "Next"



- A confirmation email will be sent to your email address from *svc.CSSSMTP@tylerhost.net* titled: **Citizen Self Service New User Confirmation**
- If you do not see the email in your inbox, check your Spam or Junk folders in your email.

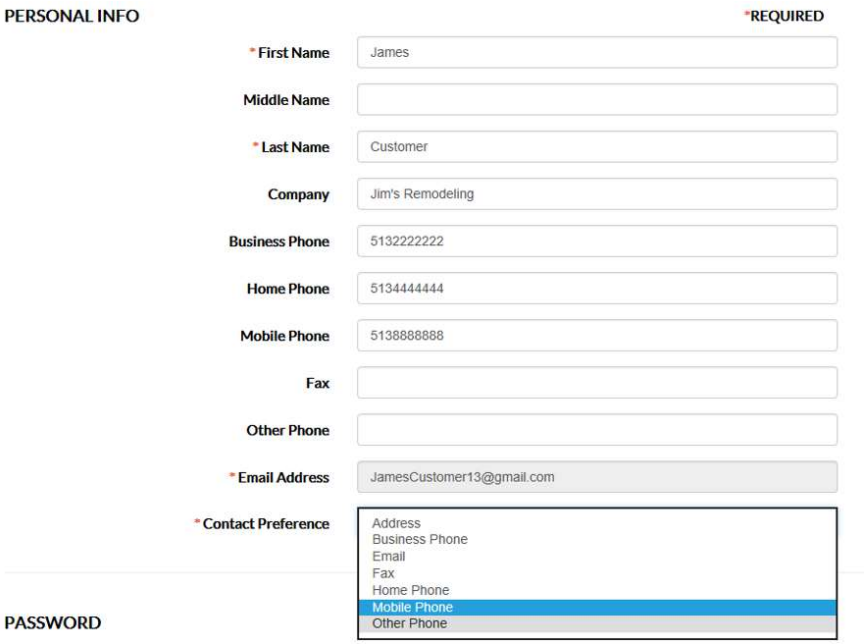


- To continue the registration process, open the email and click the link that says "Confirm" near the bottom of the email.



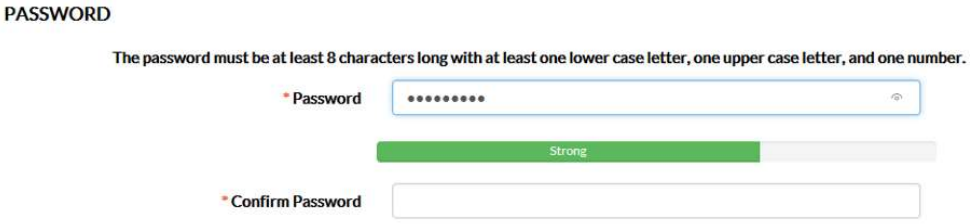
- You will be redirected back to Citizen Self Service to continue the registration process
- Click "Register"

- Fill in your Personal Info using all UPPERCASE and select a Contact Preference type
- Please provide the best phone number to reach you during the day

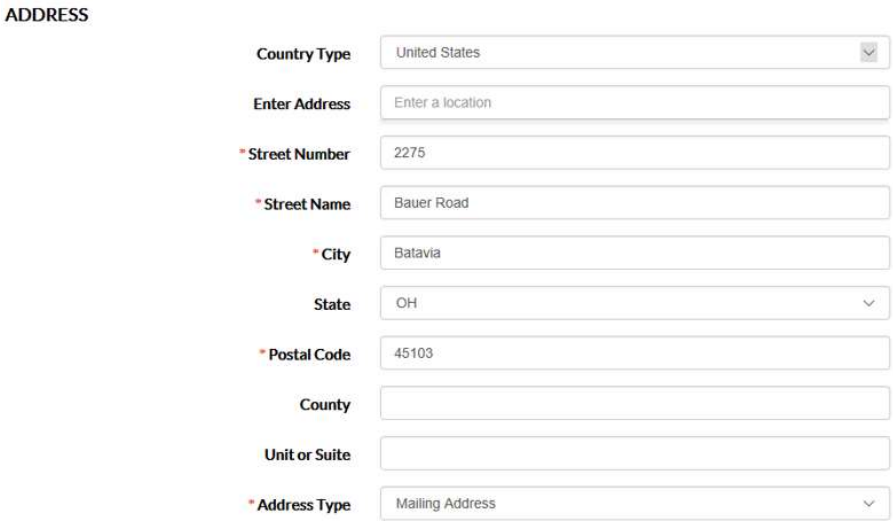


Create your CSS password

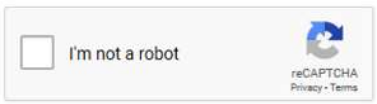
- The password must be at least 8 characters long,
- The password must have at least 1 uppercase letter
- The password must have at least 1 lowercase letter
- The password must have at least 1 number



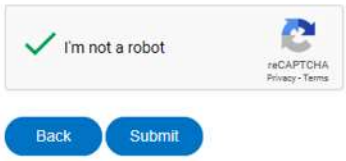
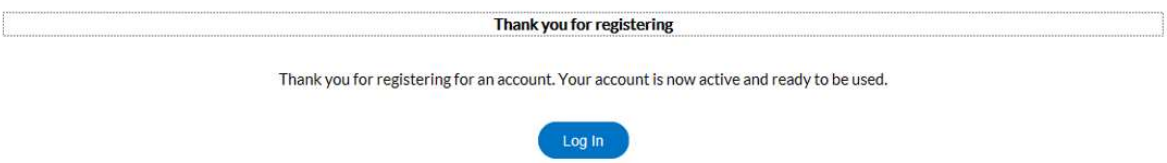
- Fill in your mailing address information in all UPPERCASE and select the "Mailing Address" in the Address Type select box



- Check the "I'm not a robot" checkbox at the bottom and answer the question posed by reCAPTCHA



- Click the "Submit" button to complete the registration process:



- You can now login using the email address and password combination used to register.