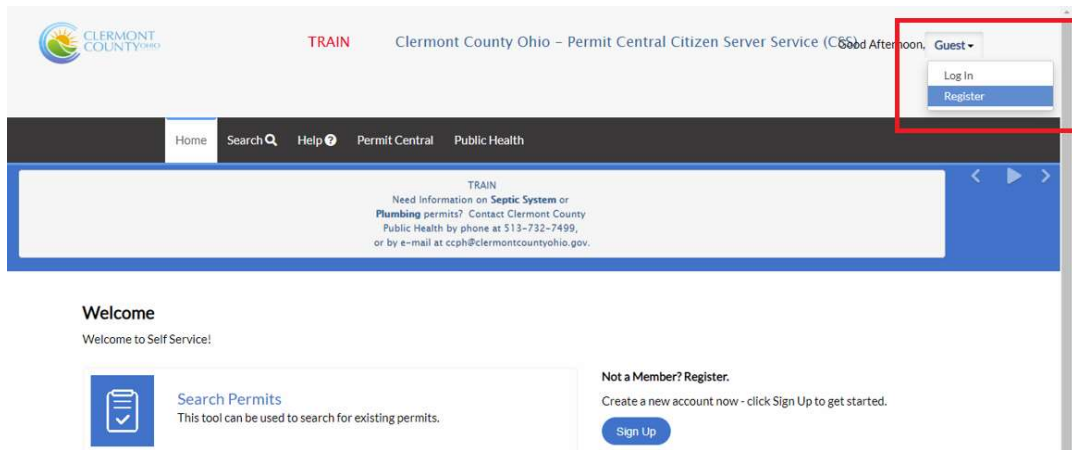


## Citizen Self Service Account Registration Process

- To register with the Clermont County Citizen Self Service (CSS), you must first have an email account setup. If you have previously supplied an 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://energocitizenaccess.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"

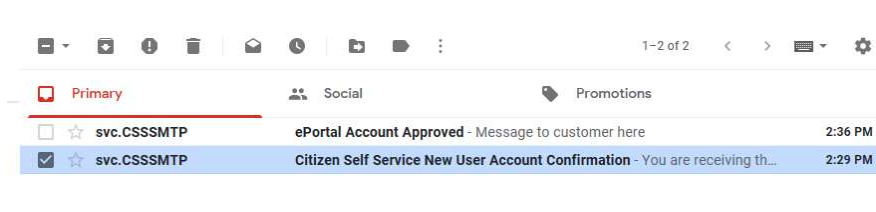
### Registration

Step 1 of 3: Email Address

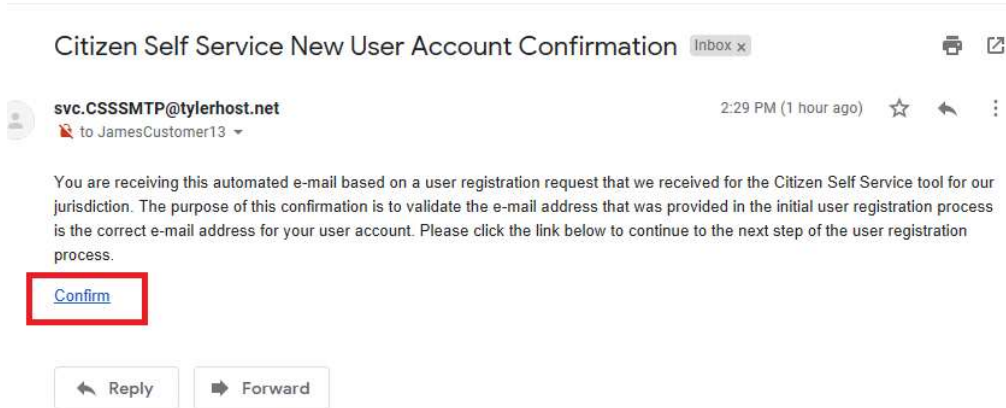
Your e-mail address is your username.

Email

- A confirmation email will be sent to your email address from [svc.CSSSMTP@tylerhost.net](mailto: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

**PERSONAL INFO** \*REQUIRED

\* First Name

Middle Name

\* Last Name

Company

Business Phone

Home Phone

Mobile Phone

Fax

Other Phone

\* Email Address

\* Contact Preference 

Address  
 Business Phone  
 Email  
 Fax  
 Home Phone  
Mobile Phone  
 Other Phone

**PASSWORD**

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

#### PASSWORD

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

\* Password

Strong

\* Confirm Password

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

#### ADDRESS

Country Type

Enter Address

\* Street Number

\* Street Name

\* City

State


\* Postal Code

County


Unit or Suite

\* Address Type

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

I'm not a robot   
reCAPTCHA  
Privacy - Terms

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

I'm not a robot   
reCAPTCHA  
Privacy - Terms

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

Thank you for registering

Thank you for registering for an account. Your account is now active and ready to be used.