

# Town of Christiansburg Citizen's Self Service Portal Registration





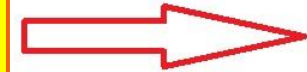
# Link to the Citizen Self Service Portal

[HTTPS://SELFSERVICE.CHRISTIANSBURG.ORG/ENERGOV\\_PROD/SELFSERVICE#/HOME](https://selfservice.christiansburg.org/energov_prod/selfservice#/home)



THE PLACE TO BE.  
**CHRISTIANSBURG VA**

Once you reach the CSS page, click Login or Register



Login or Register

## Welcome to the Town of Christiansburg's Civic Access



**Login or Register**

Login to an existing or create a new account. You can also find help if you forgot your login information.



**Apply**

This tool can be used to apply for a permit or plan.



**Request Inspection**

Click here to request an inspection on an existing record.



**Town Code**

Click here to navigate to town code.



**Pay Invoice**

Use this tool to pay for individual invoices.



**Map**

Explore the map to see the activity occurring in your neighborhood.

**Note:** If you have registered for a CSS account with another municipality, you can choose to use the same login credentials with the Town of Christiansburg. If you would like to keep separate records, then you must follow the "For new users" section below using a different email address.

**For new users:**

The email address used to register will be used to associate your account with all new plans or permits.

We recommend using a company email or personal email to register. Click create an account and you will be prompted to enter an email on the next page.

You can also choose to register via Google, Apple, Microsoft, or Facebook if you have an account with either of those. Click the correct icon and login using the corresponding website.

Sign in to community access services.

Email address

Keep me signed in

Next

OR

Sign in with...

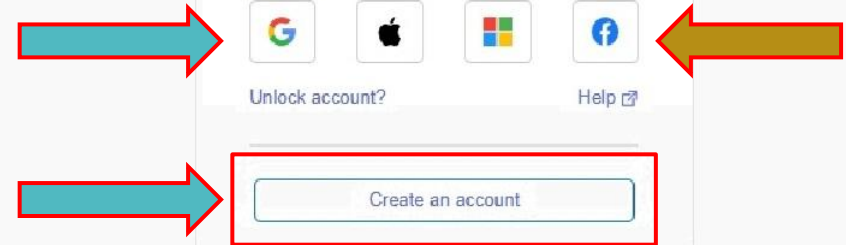
Unlock account? Help

Create an account

**For returning users:**

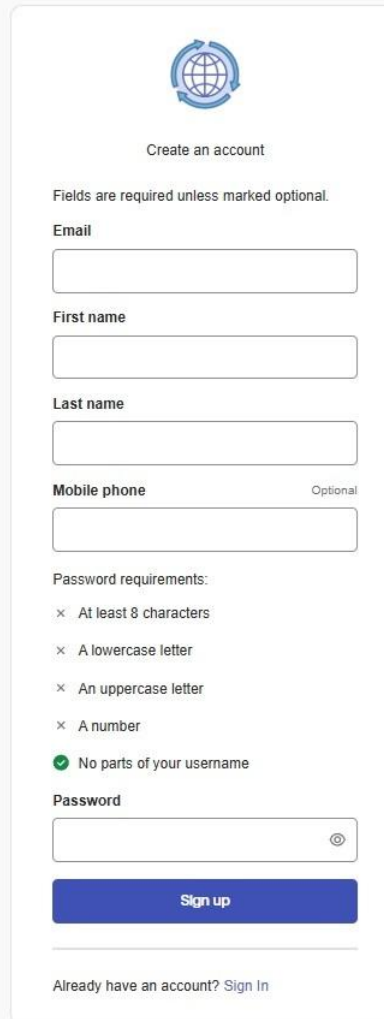
Enter the email address you used to register and then click Next. You will be prompted for your password on the next page.


If you used Google, Apple, Microsoft, or Facebook to register, then click the correct icon and login using the corresponding website.



Again, the email address used to register will be used to associate your account with all new plans or permits. The best practice is to use a company email address. If you don't have a company email address, then a personal email can be used.

Please enter the information requested on this page making sure that the password requirements are met and then click Sign up.





Create an account

Fields are required unless marked optional.

**Email**

**First name**

**Last name**

**Mobile phone** Optional

Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

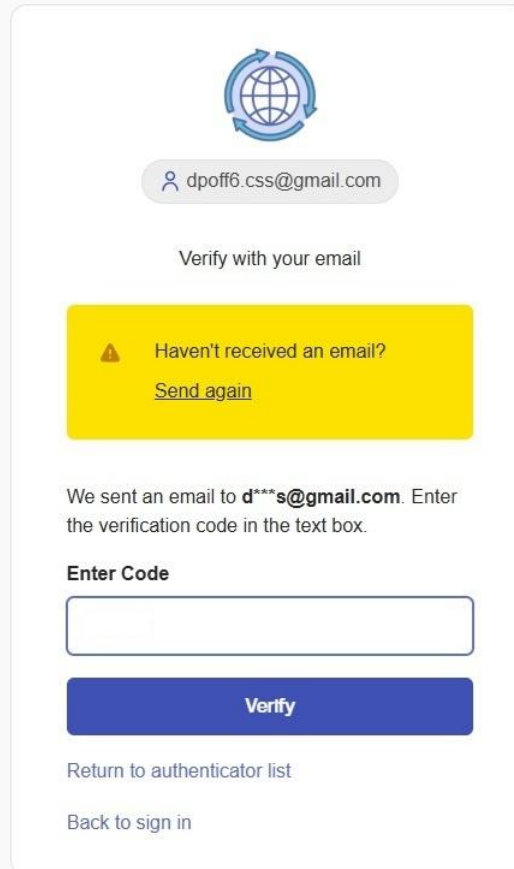
**Password**


[Sign up](#)

---

[Already have an account? Sign In](#)


A confirmation email will be sent to the email used to register. Leave this window open while you open a new browser window or tab to check your email (from noreply@identity-tylerportico.com) for the verification code. Come back to this window or tab and enter verification code and then click Verify





dpoff6.css@gmail.com

Verify with your email

 Haven't received an email?  
[Send again](#)

We sent an email to d\*\*\*\*s@gmail.com. Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

Inbox - dpoff6.css@gmail.com x +

https://mail.google.com/mail/u/1/#inbox

Gmail

Search mail

Compose

Inbox

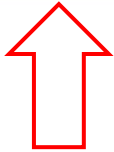
- Starred
- Snoozed
- Sent
- Drafts
- More

Labels +

We protect your privacy  
Ads in Gmail are never based on the content of your emails. [Learn more](#) [Dismiss](#)

Primary Promotions Social

Community Access Id. Welcome to your Community Access account - Hi Dayton, Welcome to your Community Access account! Your organization uses Community Access and Tyler Technologies to manage a... 3:50 PM



Here is an example of what the email will look in your inbox.

0 GB of 1 GB used [↗](#)

[Terms](#) - [Privacy](#) - [Program Policies](#)

Last account activity: 1 minute ago  
[Details](#)

Welcome to your Community A x +

https://mail.google.com/mail/u/1/#inbox/FMfcgzQbdrSkSRrLzFtmDsqbKkJKbzn

Gmail

Search mail

Compose

Inbox

Starred

Snoozed

Sent

Drafts

More

Labels

Welcome to your Community Access account

Community Access Identity <noreply@identity.tylerportico.com> to me

3:50 PM (2 minutes ago)

Hi Dayton,

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: **997980**

This is an automatically generated message from Community Access. Replies are not monitored or answered.

Back Forward

+  
Here is an example of the actual email. Note the verification code at the bottom. This is the code that will be used back in the previous window or tab. Copy the code or write it down and then go back to the browser window or tab to enter it.







dpoff6.css@gmail.com

Verify with your email

⚠ Haven't received an email?

[Send again](#)

We sent an email to **d\*\*\*\*s@gmail.com**. Enter the verification code in the text box.

Enter Code

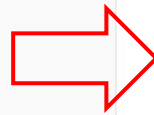
997980

Verify

[Return to authenticator list](#)

[Back to sign in](#)

Enter your verification code in the box provided and click Verify.





dpoff6.css@gmail.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.  
Used for access

[Set up →](#)

#### Okta Verify

Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity.  
Used for access

[Set up →](#)

#### Phone

Verify with a code sent to your phone.  
Used for access

[Set up →](#)

[Continue](#)

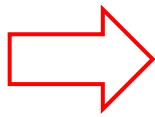
[Back to sign in](#)

You can choose to turn on two factor authentication using Google Authenticator, Okta Verify, or Mobile Phone. This step is optional. If you want to skip two factor authentication, please click Continue.



### Registration

Step 1 of 3: Acknowledgement



I acknowledge and confirm that the information provided fully, truthfully, and legally represents myself as the registrant. I also acknowledge that it is my responsibility to update and maintain current contact information.

Add certificates during registration ⓘ

Continue

Please read the acknowledgement and click the checkbox if you agree.

You can also choose to click the **Add certificates during registration** checkbox. This will allow contractors or others with Virginia DPOR certifications to add that information during the following steps.

Click Continue



[Cancel Registration](#)

[Skip To Main Content](#)

### Registration

Step 2 of 3: Personal Info

**\*REQUIRED**

First Name

Middle Name

Last Name

Company

\* Contact Preference

\* Email Address

Additional Contact Information

Business Phone

Home Phone

Mobile Phone

[Back](#) [Next](#)

Add your personal information on this page. This information will only be saved as part of your contact card in the system and will only be accessible to Town personnel. You must provide at least one phone number.

Once finished, click Next.

### Registration

Step 3 of 3: Address

Add the address information that will be associated with your contact in the system. Please use your mailing address. Again, this information will only be accessible to Town personnel.

Once finished, click Next.

**\*REQUIRED**

\* Address

City

State

Postal Code

[Back](#) [Next](#)

### My Permits

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
----------------	--------------	-------------	-------------	------------

[View My Permits](#)

### My Plans

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
----------------	--------------	-------------	-------------	------------

[View My Plans](#)

### My Inspections

Requested 0	Scheduled 0	Closed 0
----------------	----------------	-------------

### My Invoices

Current 0	\$0.00
Past Due 0	\$0.00
<b>Total</b> 0	<b>\$0.00</b>

Now that you have registered you should be automatically directed back to the Citizen Self Service portal Dashboard or Home page.

You may see numbers other than zero on the dashboard if there are permits or plan already associated with your email address.

To apply for a permit, click the Apply tab. Or explore the other options that are available.