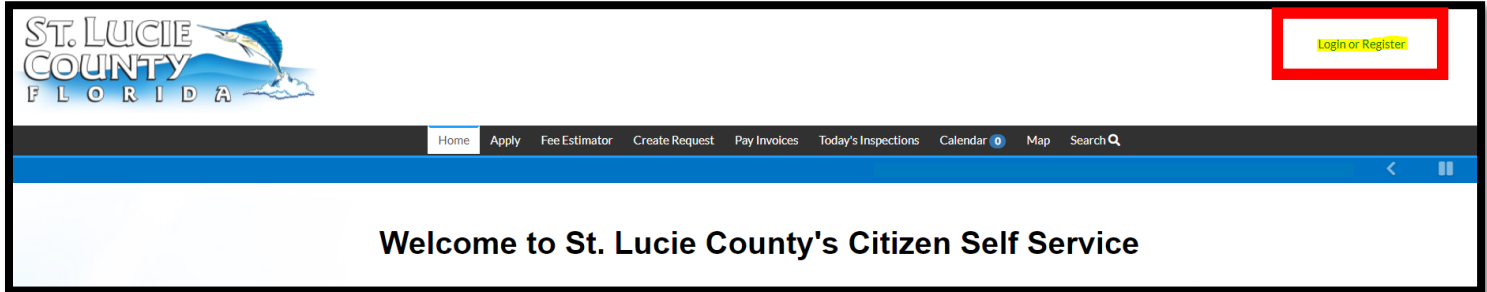




Citizen Self Service (CSS) Registration Guide

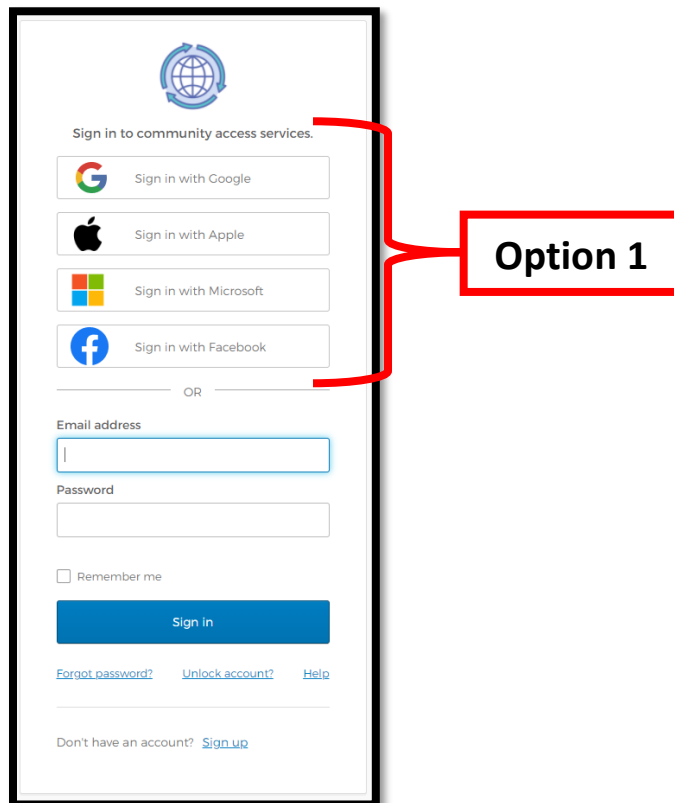
Purpose: To provide guidance on registering on CSS

1. Go to **Citizen Self Service Site**
2. **Register** - To register on CSS the user can click on the **Login or Register** box and select Register. This will bring up a page that requires an email address to create an account.

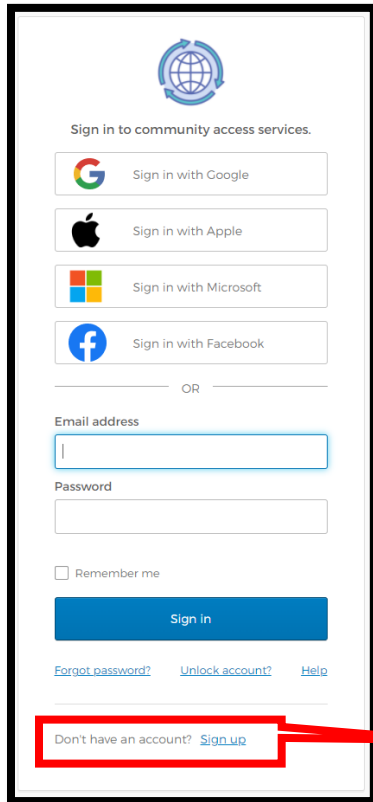


3. To register there are two options:

Option 1: Choose from the email provider options (Gmail, Apple, Microsoft, or Facebook) and enter a user username and password for that account. The user can now skip to step 4 on Page 4 of this guide.



Option 2: Choose the Sign up button.



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

Password

Remember me

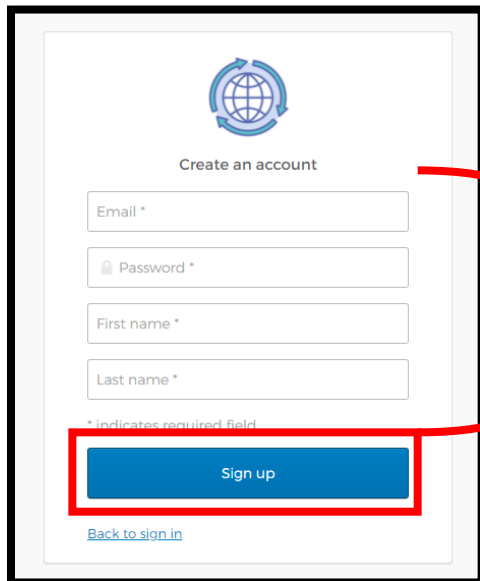
[Sign in](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

Option 2

Option 2 Step a: Then it will ask the user to **create an account** by adding an email, creating a password, and adding the First and Last name.



Create an account

Email *

Password *

First name *

Last name *

* indicates required field

[Sign up](#)

[Back to sign in](#)

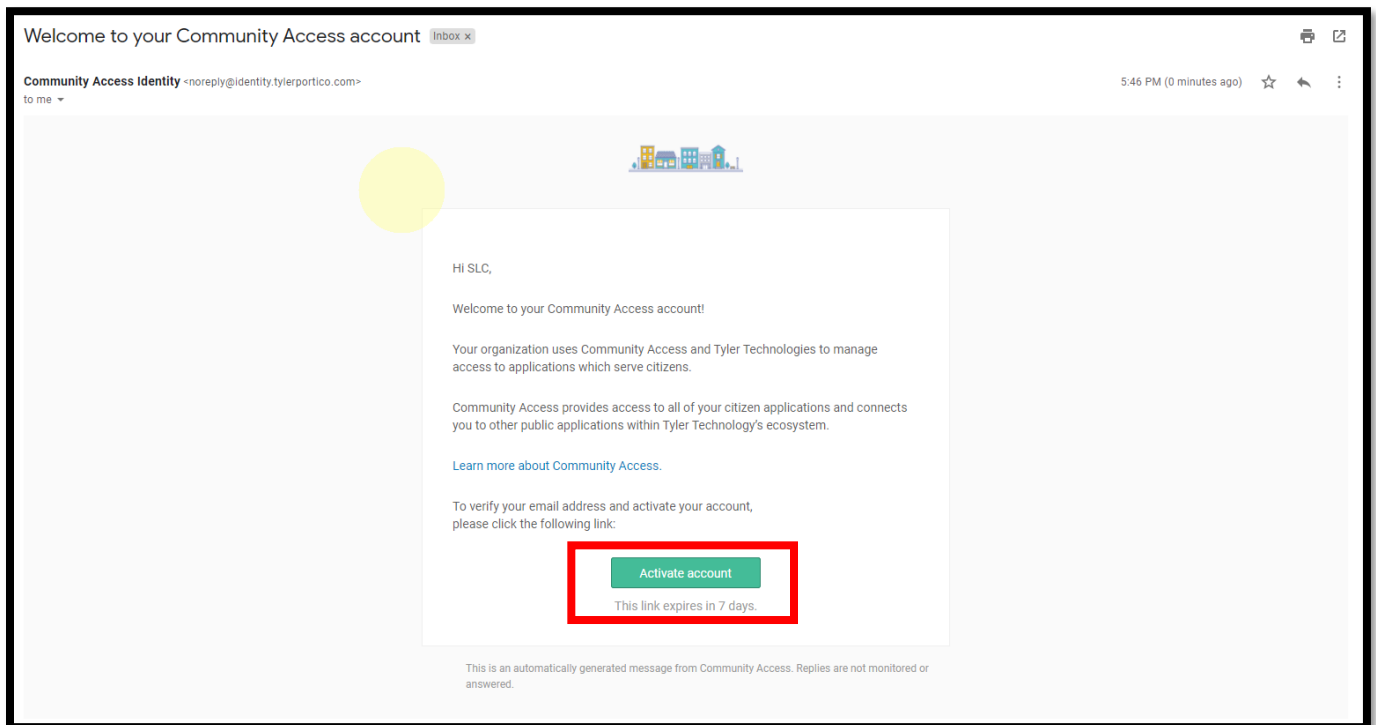
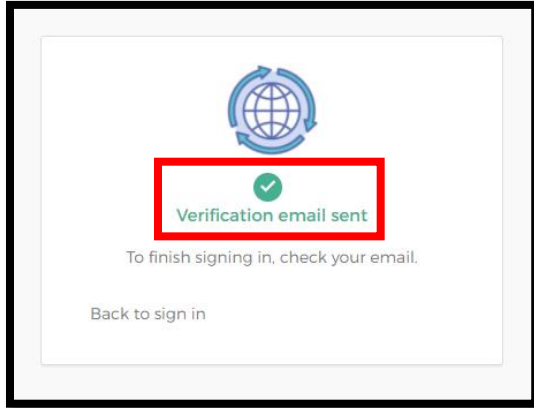
Option 2 Step a & b

Option 2 Step b: Once all fields are entered click the **Sign-Up** button.

Citizen Self Service (CSS) Registration Guide

Purpose: To provide guidance on registering on CSS

Option 2 Step c: A **confirmation email** will be sent to the user from EnerGov. Click on the **Activate Account button** in the email (*expires after 7 days*). **If the user does not receive the email** in their inbox, please check the junk, spam, or quarantine mail folders.





Citizen Self Service (CSS) Registration Guide

Purpose: To provide guidance on registering on CSS

4. **Step 1 of 3** The user will then be taken to **Acknowledgement** of the Registration process. Click the **check box** and press the **Continue** Button.

The screenshot shows the 'Registration' page for 'Step 1 of 3: Acknowledgement'. At the top left is the St. Lucie County Florida logo. At the top right is a 'Cancel Registration' link. Below the logo is a navigation bar with links: Home, Apply, Fee Estimator, Create Request, Help Center & Links, Pay Invoices, Today's Inspections, Calendar, Map, and Search. The main content area has a heading 'Registration' and a sub-heading 'Step 1 of 3: Acknowledgement'. Below this is a welcome message: 'Welcome to St. Lucie County's Citizen Self Service!'. There is a checked checkbox with the text: 'By submitting this form and providing an email address, I certify that the information provided is correct and am giving consent to receive electronic communication from St. Lucie County at the email address provided.' At the bottom left is a blue 'Continue' button, which is pointed to by a large red arrow.

5. **Step 2 of 3** is the **Personal Info** page, the user must **complete all fields marked with a red asterisk**. Once the required fields are filled, click the **Next** button.

The screenshot shows the 'Registration' page for 'Step 2 of 3: Personal Info'. At the top left is the St. Lucie County Florida logo. At the top right is a 'Cancel Registration' link. Below the logo is a navigation bar with links: Home, Apply, Fee Estimator, Create Request, Help Center & Links, Pay Invoices, Today's Inspections, Calendar, Map, and Search. The main content area has a heading 'Registration' and a sub-heading 'Step 2 of 3: Personal Info'. Below this are several form fields: '* First Name' (with a red asterisk and a red arrow pointing to it, and a red error message 'First Name is required.' below the field), 'Middle Name', '* Last Name' (with a red asterisk and a red arrow pointing to it, and a red error message 'Last Name is required.' below the field), 'Company', '* Contact Preference' (with a red asterisk and a dropdown menu showing '--Select Contact Preference--', and a red arrow pointing to it), and '* Email Address' (with a red asterisk and a red arrow pointing to it). At the bottom left is a link for 'Additional Contact Information'. At the bottom center are two blue buttons: 'Back' and 'Next', with a large red arrow pointing to the 'Next' button.



Citizen Self Service (CSS) Registration Guide

Purpose: To provide guidance on registering on CSS

6. **Step 3 of 3** Fill in the user **address** and click **Submit**.

ST. LUCIE COUNTY FLORIDA

Cancel Registration

Home Apply Fee Estimator Create Request Help Center & Links Pay Invoices Today's Inspections Calendar Map Search

Registration

Step 3 of 3: Address

*Address *REQUIRED

City

State

Postal Code

Back Submit

7. Upon successful submission, the user will now be taken back to the **home screen** and will be automatically **logged in**.

ST. LUCIE COUNTY FLORIDA

Home Dashboard Apply Fee Estimator Create Request My Work Help Center & Links Pay Invoices Today's Inspections Calendar Map Search

Coming Soon!

The St. Lucie County Planning and Development Services Department is in the process of launching a new online platform (known as Tyler EnerGov) for permitting, planning, code enforcement, and contractor licensing.

See the announcement: [Click](#)

My Permits

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

[View My Permits](#)

11. The user can now **navigate** through the various tabs within the **Citizen Self Service (CSS) portal** and apply for a permit, planning application, schedule an inspection, create a complaint, or pay an invoice online.