

## Citizen Self-Service Portal User Guide

### FORGOT MY PASSWORD

If you forgot your password, you will be able to reset it.

1. On the home page, click **Login or Register**



**Login or Register**

To view or apply for a permit, click  
here to login/create an account.  
Forgot password? Click Here

2. Click **Forgot your password?**

**Log In**

\* Email Address

\* Password

Remember Me ☐

Log In

Register

[Forgot your password?](#)  
[Switch jurisdiction?](#)

3. Enter your registered email address and click Submit

Forgot Password

\* Email

Submit

4. Sign into your email and look for the email from `svc.CSSSMTP@tylerhost.net` and click **Reset** at the bottom of your email. Note: If you do not receive this email, please check your junk folder to make sure the email was not automatically placed there.
5. This will take you back to Citizen Self-Service, where you can type in your new password and then click **Reset**.

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### Reset Password

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

\* Email Address

\* Password

\* Confirm Password

Reset

6. You will receive a message at the bottom of the screen and will be able to log in by clicking **Click here to log in.**

### Reset Password

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

\* Email Address

\* Password

\* Confirm Password

Reset

Your password has been reset. [Click here to log in.](#)