

PERMITTING & SOIL EROSION Application Portal

Citizen Self-Service Portal User Guide

FORGOT MY PASSWORD

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

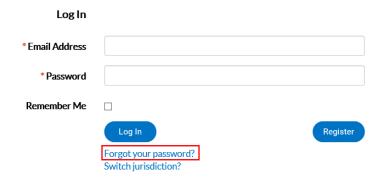
1. On the home page, click Login or Register



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?



3. Enter your registered email address and click 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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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.

