

TID-C

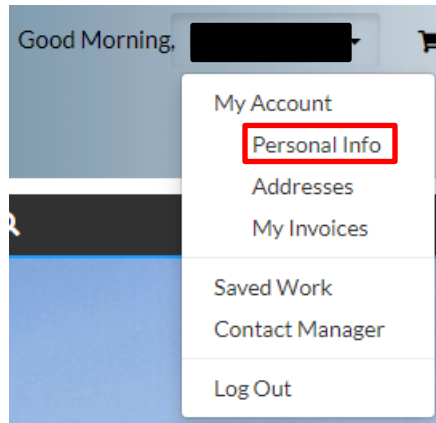
Frequently Asked Questions

1. What is TID-C?

TID-C, or Tyler Identity Community, is our new authentication service that enhances security with updated standards and supports multi-factor authentication for the WRC Permitting & Soil Erosion Application Portal.

2. Do I need to do anything regarding the switch to TID-C if I have an existing account?

YES, please log in to your WRC Permitting & Soil Erosion Application Portal account prior to **Friday, August 30th** and verify the email address linked to your account. Keep this email in mind, as you'll need it for your initial login starting on Tuesday, September 3rd, 2024. To locate your email address, sign in and click the arrow next to your name in the upper right corner, then select 'Personal Info.'"



3. I notice there are options to sign in using Google, Apple, Microsoft, or Facebook. Could you explain what this means and whether I can use these options?

Please **DO NOT USE** these options unless your WRC Permitting & Soil Erosion Application Portal login information matches exactly with your Google, Apple, Microsoft, or Facebook accounts. For instance, if you use a personal email for Google, Apple, Microsoft, or Facebook but a different email for our portal, your portal account **WILL NOT** connect correctly to your existing records.

- 4. I'm attempting to log in for the first time with TID-C, but I'm encountering an error message stating that "A user with the email already exists." What does this mean, and how should I proceed?**

You may receive this error message if:

- (a) You use the same login credentials as your co-worker, and they have already re-registered the email.
- (b) You use the same login credentials with a different municipality that uses the same TID-C authentication as our portal.

If you receive this error, please go back to the **Login** page and enter your login credentials. You do not need to re-register your WRC Permitting & Soil Erosion Application Portal account.

- 5. I re-registered my account and was directed to my CSS dashboard, but some of my records are missing. What steps should I take?**

Please **DO NOT** create a new account. Instead, reach out to wrc-csshelp@oakgov.com for assistance.