

# City of Palm Beach Gardens

Civic Access Guide – Creating Your Account



The City’s online customer portal, Civic Access, will allow you to submit applications for various city services as well as receive approval without having to visit city facilities. In this guide, we’ll explain how to create your account so you can begin submitting your electronic application for permits, plans, or licenses.

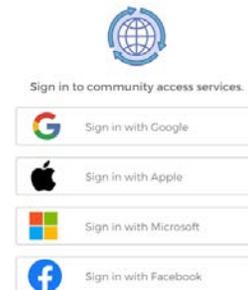
**CONTRACTORS:** See our guide on contractor registration after creating your account if you intend on submitting permits on behalf of your customers.

1. Navigate to the Civic Access home page (URL below) and click the Login or Register link in the top right of the screen

<https://palmbeachgardensfltest-energovweb.tylerhost.net/apps/selfservice#/home>



2. OPTIONAL – If you wish to link your City of Palm Beach Gardens account with one of your existing online providers, select that option at the top and follow the prompts
  - a. To use our system for maintaining access to your account, please continue with this guide



3. Click the Sign-Up link located at the bottom



4. In the Create an Account window, provide your email address, password, first, and last name



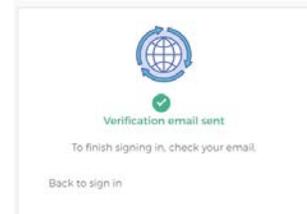
5. If the password you provided does not meet the minimum requirements, a dialog will display below the password field

- ✓ At least 8 character(s)
- ❌ At least 1 number(s)
- ✓ At least 1 lowercase letter(s)
- ❌ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

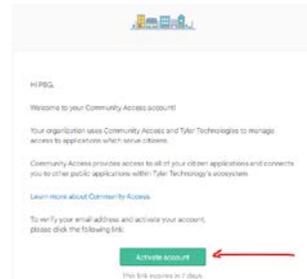
6. When all required fields are filled in and specifications met, click the Sign-Up button



7. The following screen will be displayed informing you to visit your email and confirm to complete your sign in process



8. In the email received, click the button Activate Account



9. Your browser should redirect you back to the city's login page. Provide your email address and password in the appropriate fields

- a. OPTIONAL – Clicking the Remember Me check box will cache your email address for the next time you visit our site

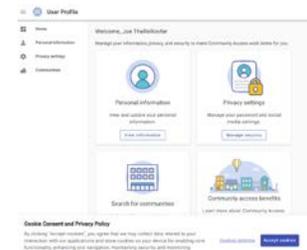


10. Click Sign In

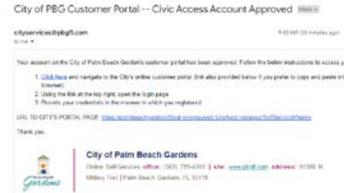


11. **NOTE:** After logging in, if a User Profile screen in the TylerPortico site is displayed, close this screen, and navigate to the city's Civic Access home page using the URL below and login again:

<https://palmbeachgardensfltest-energovweb.tylerhost.net/apps/selfservice#/home>



- a. Alternatively, you will receive an email upon creating your account. Use the link in this email after closing the TylerPortico window to access the City's Civic Access home page



- 12. Upon initial login, you will be required to complete a registration process. Click the check box to acknowledge that you have read the disclaimer and click the Continue button

**\*\*CONTRACTORS:** this is only the process for creating your online account. You must also complete a contractor registration application. See the appropriate guide in this series for more details\*\*



- 13. Complete step 2 of the registration process. Provide all information that is required or additional info you wish city staff to be aware of.

*\*Your email address cannot be changed\**

*\*\*Even though all 3 phone number fields will appear to be required, after filling in one, the other requirements will disappear\*\**

- 14. Click Next

- 15. Complete step 3 of the registration process. Provide all information that is required, or additional info you wish city staff to be aware of.

*\*\*If you are a city resident, and you are using your personal email address to register, provide your home address. If you are a business, provide your business address\*\**

- 16. Click Submit