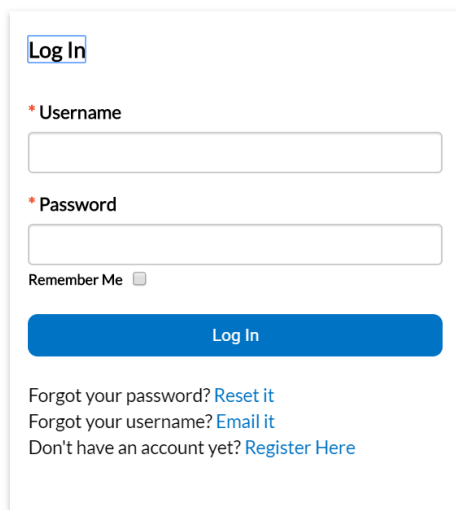


LOGGING INTO CSS - CREATING AN ACCOUNT IN CSS

How Do I Register for an Account on CSS (Citizen Self Service)?

HOW TO REGISTER FOR CSS – MAKE A NEW ACCOUNT IN CSS

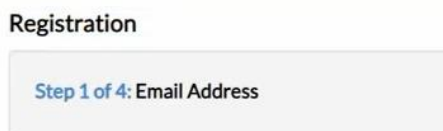
1. In your web browser, navigate Citizen Self Service: https://egcss.pinellas-park.com/EnerGov_Prod/SelfService#/home
2. Click **Login or Register**
3. Under the Login Box where it says “**Don’t have an account yet?**” click **Register Here**



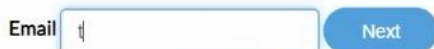
The screenshot shows a login form with the following elements:

- A "Log In" link at the top left.
- A red asterisk followed by the label "Username" above an empty text input field.
- A red asterisk followed by the label "Password" above an empty text input field.
- A "Remember Me" checkbox.
- A blue "Log In" button.
- Three links below the button: "Forgot your password? [Reset it](#)", "Forgot your username? [Email it](#)", and "Don't have an account yet? [Register Here](#)".

4. On the **Registration (Step 1 of 4) Email Address** screen, type your email address in the box, and click **Next**.

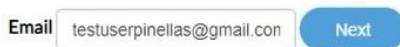


The screenshot shows the "Registration" header and a sub-header "Step 1 of 4: Email Address".



The screenshot shows an "Email" label, an empty text input field, and a blue "Next" button.

5. A message appears telling you to check your email for a confirmation message.

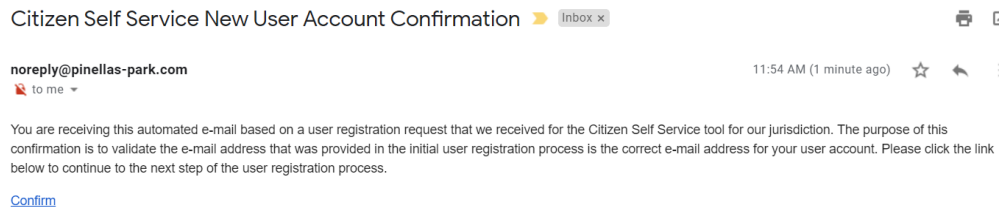


The screenshot shows an "Email" label, a text input field containing "testuserpinellas@gmail.com", and a blue "Next" button.

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

6. Launch and open your email program on your computer to find the confirmation message email that was just sent.


- Open the email message and click **“Confirm”** to confirm your new Citizen Self Service account.



- You will be returned to CSS and can complete the registration process. On Step 2 of 4: Login Information screen, you will create your new username and password.

Registration

Step 2 of 4: Login information

I'm not a robot  reCAPTCHA
Privacy - Terms

* Username

* Password

* Confirm Password

Email lorriely@gmail.com

Next

- Create a username and password that you will remember. You will use this username and password each time you log into the Citizen Self Service portal.
- Click the **“I’m not a robot”** checkbox at the top.
- Type a username into the **Username** box.
- Type a Password into the **Password** box. Please note: Passwords must be a minimum of six digits long, contain one digit (0-9), and one UPPERCASE character (A-Z).
- Re-type your password into the **Confirm Password** box.
- Click **Next**.
- On the Step 3 of 4: Personal Info screen, fill in your name and contact details.

Registration

Step 3 of 4: Personal Info

| | |
|----------------------|---|
| * First Name | <input type="text" value="Jane"/> |
| Middle Name | <input type="text"/> |
| * Last Name | <input type="text" value="Doe"/> |
| Company | <input type="text"/> |
| * Contact Preference | <input type="text" value="Email"/> |
| * Email Address | <input type="text" value="lorriely@gmail.com"/> |

Additional Contact Information

Back

Next

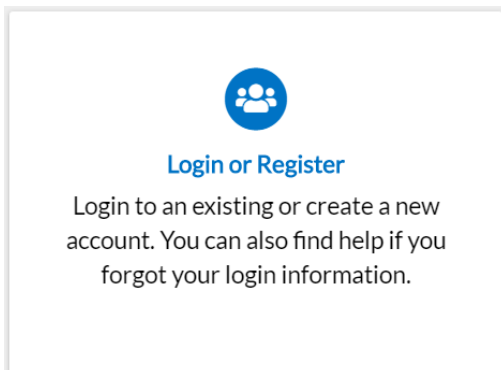
16. Please note that First Name, Last Name, Contact Preference, and Email Address are required fields. Click **Next**.

How Do I Log into CSS (Citizen Self Service)?

LOGGING INTO CSS – HOW TO LOG ONTO CITIZEN SELF SERVICE PORTAL

Follow the steps below to log in to CSS:

1. In your web browser, navigate to Citizen Self Service: https://egcss.pinellas-park.com/EnerGov_Prod/SelfService#/home
2. Click Login or Register



3. Enter your **Username** and **Password** in the fields provided. If you do not have a **Username/Password** already registered with CSS and EnerGov, click on "**Register**

Here” and follow the directions to register for an account.

The image shows a login form with the following elements:

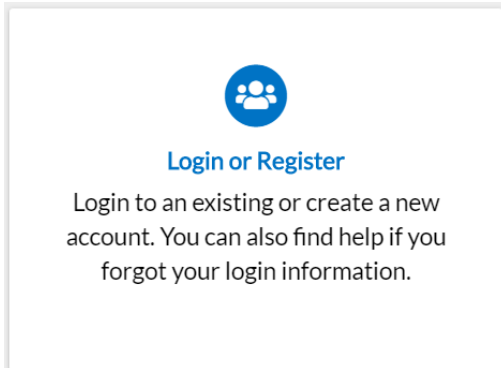
- A "Log In" link at the top left.
- A required "Username" field with an asterisk.
- A required "Password" field with an asterisk.
- A "Remember Me" checkbox.
- A blue "Log In" button.
- Three links at the bottom: "Forgot your password? [Reset it](#)", "Forgot your username? [Email it](#)", and "Don't have an account yet? [Register Here](#)".

4. Mark the **Remember me** checkbox to have the system remember your credentials.
5. Click **Log In**. CSS validates your login and, if it is valid, opens CSS with the functions you are authorized to access.

HOW TO LOG IN WHEN I FORGOT MY USER NAME

Logging in as a Registered User (when the registration has been forgotten)

1. In your web browser, navigate to Citizen Self Service: https://egcss.pinellas-park.com/EnerGov_Prod/SelfService#/home
2. Click Login or Register



3. Click “Forgot your Username? Email it” if you have forgotten your user name. Enter your email address and click **Submit**.

Forgot Username

* Email

Submit

4. You will see a message “Please check your email for a message containing your username.” You will be sent a confirmation email. Click **Confirm** in the email. This will navigate you back to the CSS registration site.

Forgot Username

* Email

Submit

Please check your e-mail for a message containing your username. Return to [Log In](#) screen.

5. A confirmation of an existing contact in CSS will show.
6. Click **Log In**.

HOW TO LOGIN WHEN YOU FORGOT YOUR PASSWORD

How to Reset Your CSS Password

1. In your web browser, navigate Citizen Self Service: https://egcss.pinellas-park.com/EnerGov_Prod/SelfService#/home
2. Click Login or Register
3. If you have forgotten your password, Select “**Forgot Your Password?**”.

Login

*Email Address

Email address is required

*Password

Remember Me

[Log In](#) [Register](#)

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

4. The page will be redirected to a **Forgot Password** screen.
5. Click **Submit**.

Forgot Password

*Email

[Submit](#)

6. An email will be sent to the address that was given.
7. Open the email and click **Reset**.
8. You will be redirected to a CSS window where a new password can be entered and confirmed.