

❖ Citizen Self Service

- Site Access during validation & testing: <https://selfservice.murraycity.org/css/default.aspx>
- Please complete all steps shown below to enable ALL options for Citizen Self Service access.
- First Login Access
  - Use “Don’t have an account? Sign up” option – **DO NOT** use the “Sign in to community access services” for the first login access to Citizen Self Service
  - Click the link “Don't have an account? [Sign up](#)”

Sign up' followed by the word 'YES!' in green."/>

Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Password

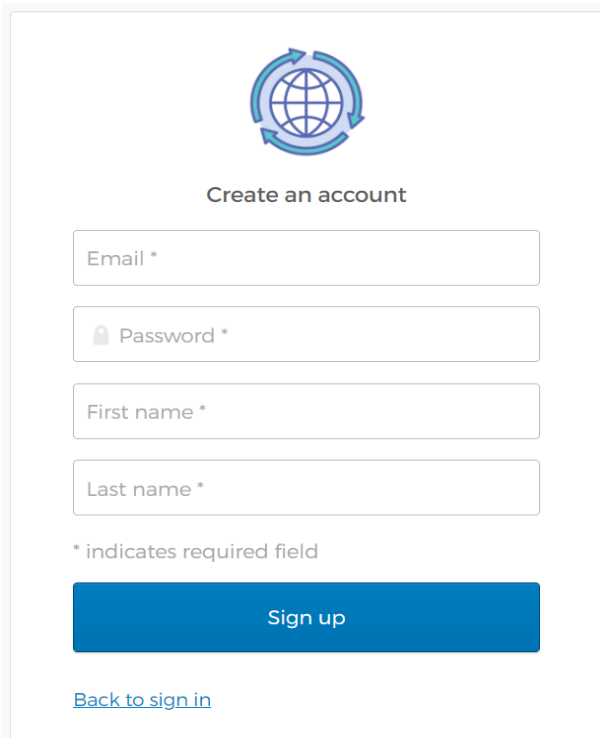
Remember me

Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

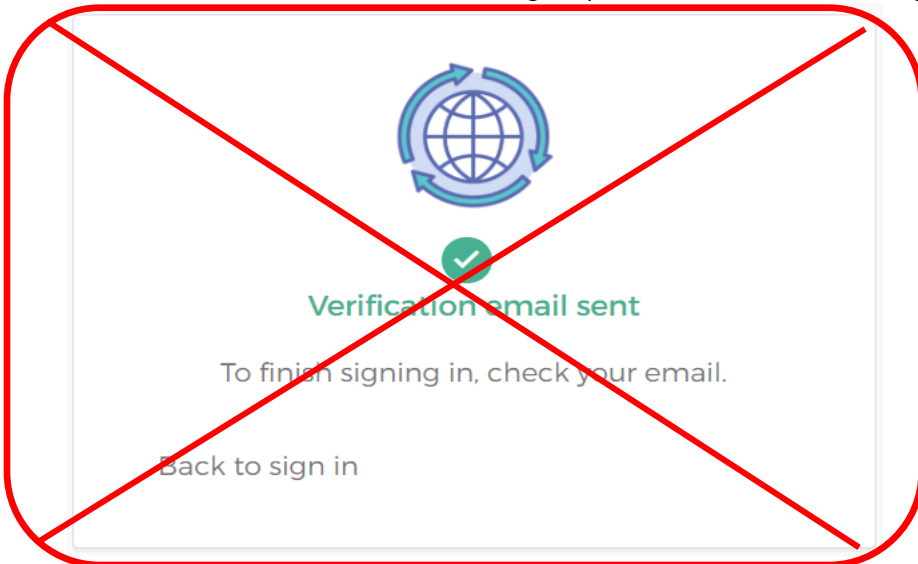
Don't have an account? [Sign up](#) YES!

- You must have a valid, functioning email account.
  - Enter
    - ◆ your email ID
    - ◆ the password you will use for login to Citizen Self Service
    - ◆ your first name
    - ◆ your last name
  - click the “Sign up” button



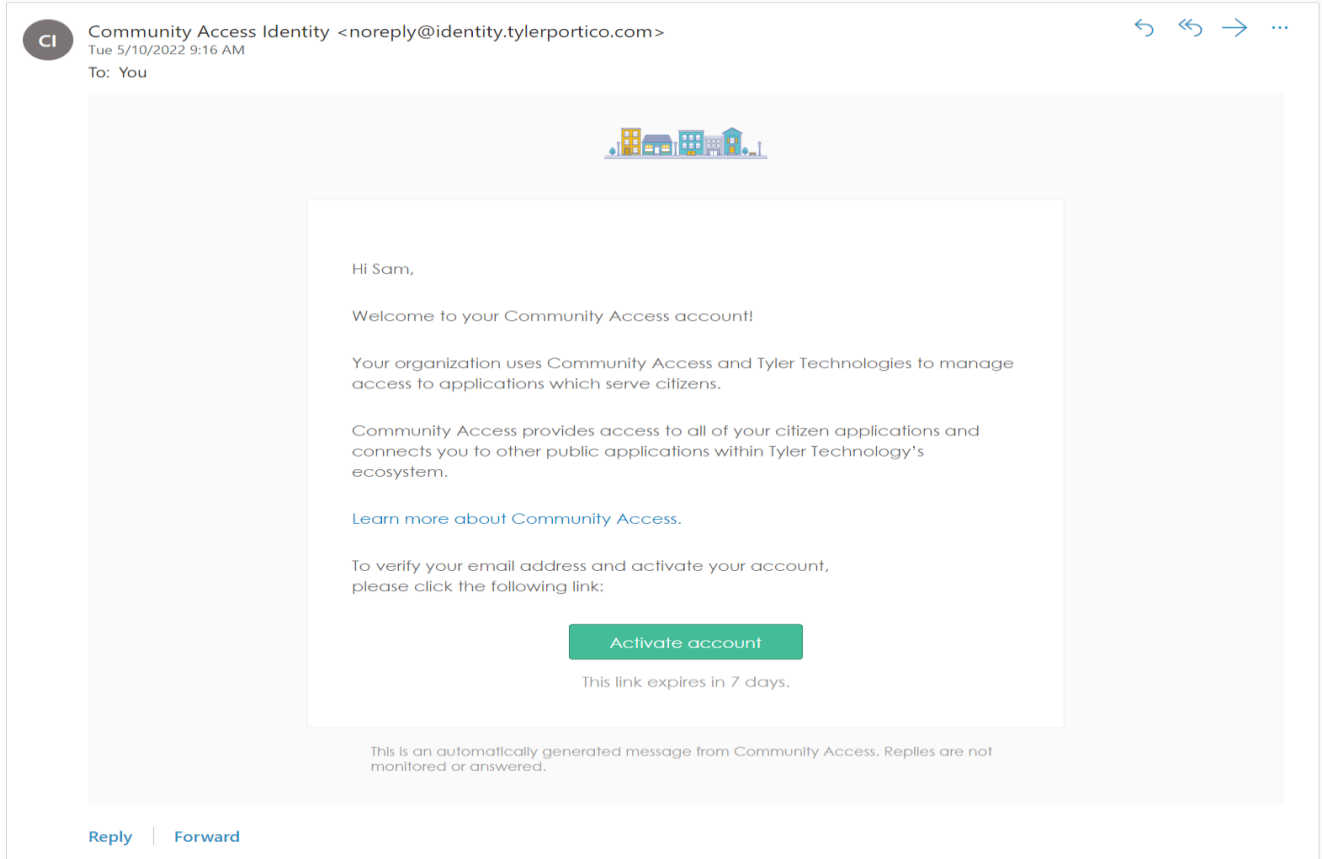
The image shows a 'Create an account' form. At the top is a blue circular logo with a globe and arrows. Below the logo is the text 'Create an account'. The form contains four input fields: 'Email \*', 'Password \*', 'First name \*', and 'Last name \*'. Below these fields is a note: '\* indicates required field'. At the bottom of the form is a blue 'Sign up' button and a link that says 'Back to sign in'.

- You will see the below message in your browser – **DO NOT** do anything more with this message

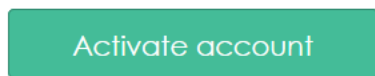


- Go to your email inbox for the email account used to sign-up
  - Look for an email to the account used to Sign up in the last step
    - Sender: Community Access Identity <noreply@identity.tylerportico.com>
    - Subject: **“Welcome to your Community Access account”**
  - Open the email and you will see a message that will look like the below image:

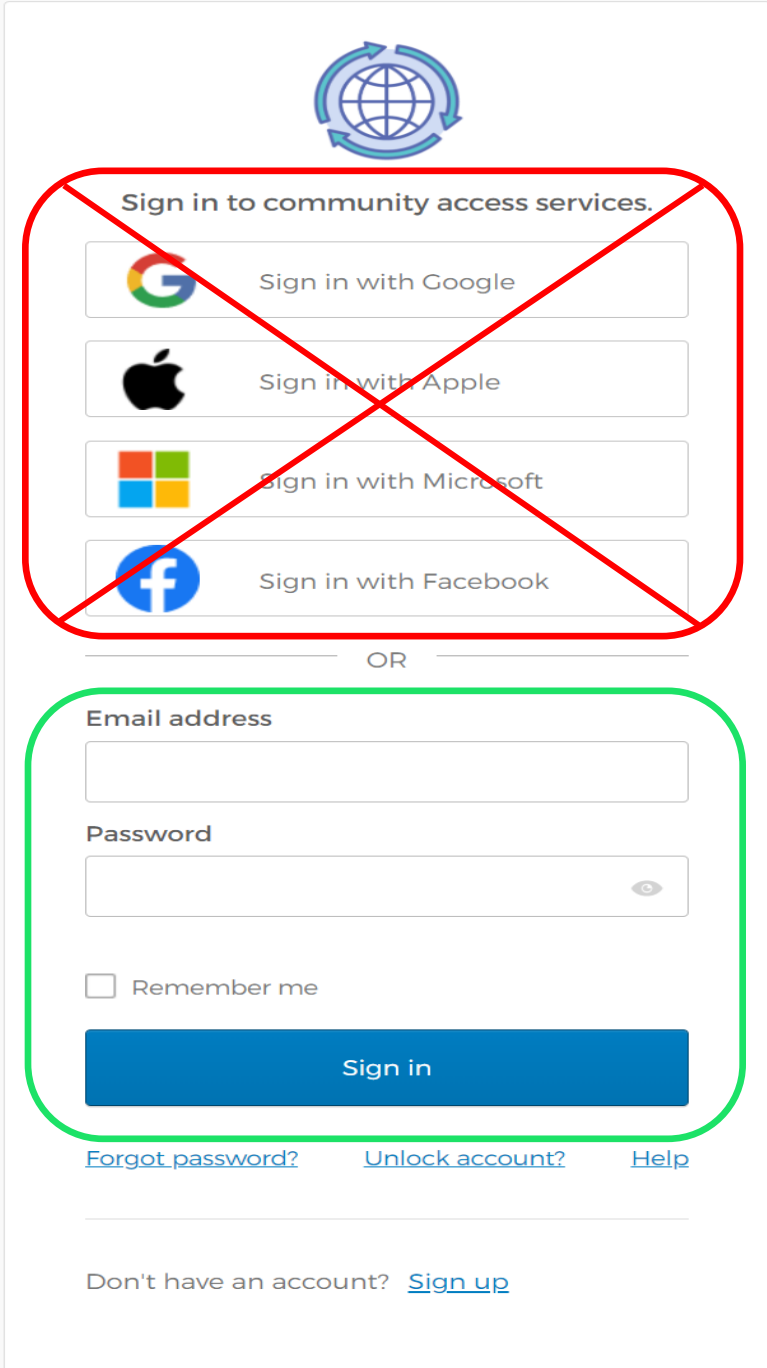
### Welcome to your Community Access account



- Click the link:



- A new tab should open in your web browser with the login screen below. Fill in the “Email address” and “Password” boxes with the email and password used to create an account above and click “Sign in”



The image shows a login interface. At the top is a globe icon with three circular arrows around it. Below this is the heading "Sign in to community access services." followed by four social media login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". These buttons are enclosed in a red rounded rectangle with a large red 'X' over it. Below the social media buttons is the word "OR" centered. Underneath is a green rounded rectangle containing the "Email address" and "Password" input fields, a "Remember me" checkbox, and a blue "Sign in" button. At the bottom of the page are three links: "Forgot password?", "Unlock account?", and "Help". A horizontal line separates these from the "Don't have an account? Sign up" link at the very bottom.

Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Password

Remember me

Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

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Don't have an account? [Sign up](#)

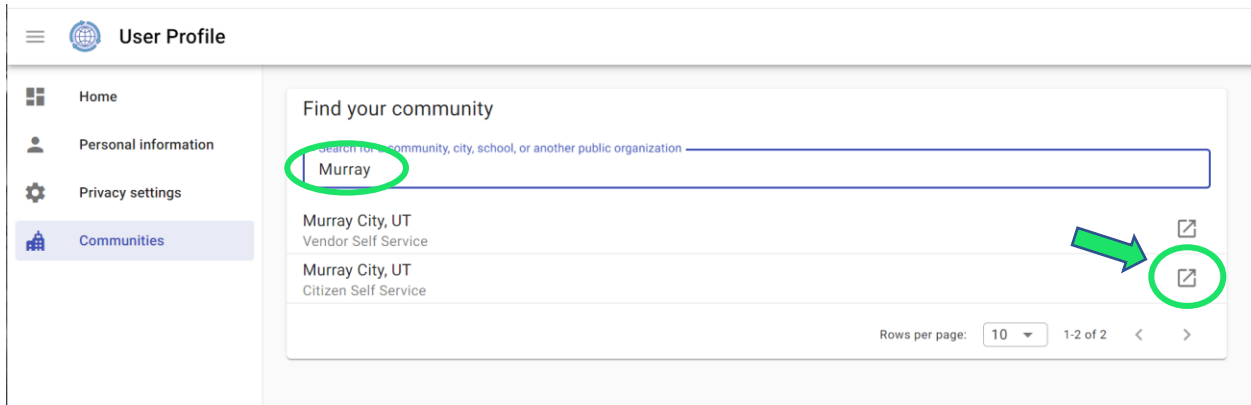
- The “User Profile” screen should appear. Click on the “Communities” link

The screenshot shows the 'User Profile' page for Sam Gamgee. The left sidebar contains navigation links: Home, Personal information, Privacy settings, and Communities (highlighted with a green circle). The main content area includes a welcome message, a sub-header 'Manage your information, privacy, and security to make Community Access work better for you.', and three action cards: 'Personal information' (with a 'View information' button), 'Privacy settings' (with a 'Manage security' button), and 'Search for communities' (with a 'Search communities' button). Below these is a 'Your community history' section with a building icon and a link to 'Communities' (highlighted with a green circle) to find public organizations. To the right is a 'Community access benefits' section with a 'Learn more' button.

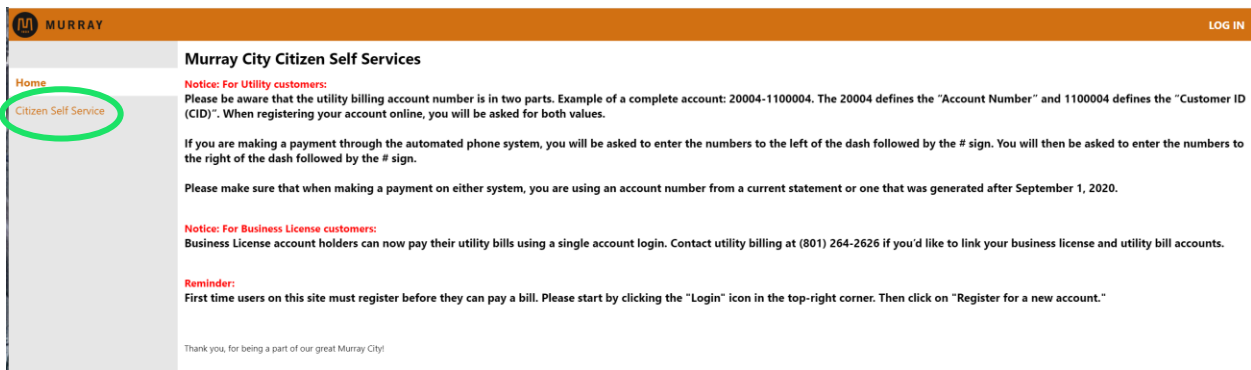
- Search for “Murray” in the “Find your community” search box

This screenshot shows the 'User Profile' page with the 'Communities' link in the sidebar highlighted. The main content area features a 'Find your community' search box with the placeholder text 'Search for a community, city, school, or another public organization'.

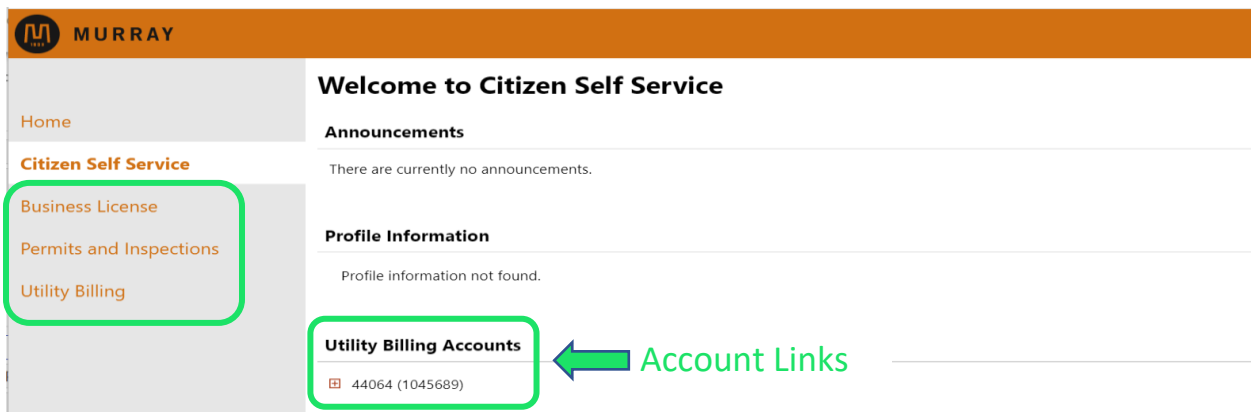
- Select “Murray City, UT”  
“Citizen Self Service”



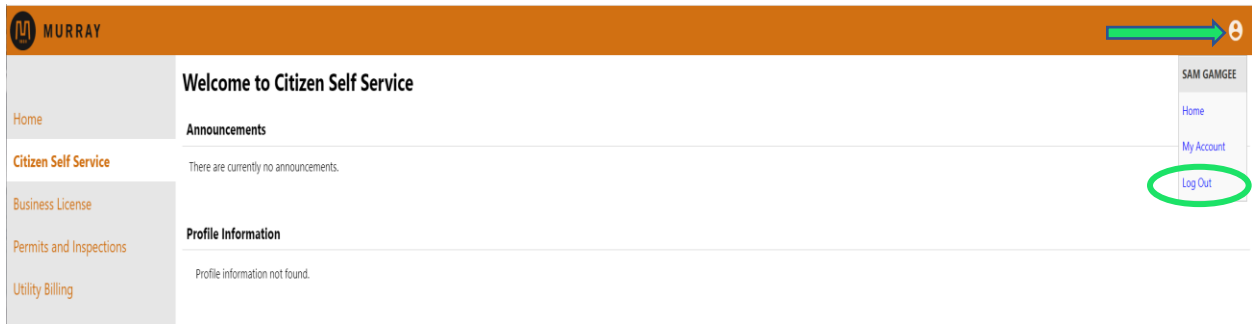
- This screen shows “LOG IN” in the upper right corner – however – you are already logged in. Select the “Citizen Self Service” link on the left side of the screen



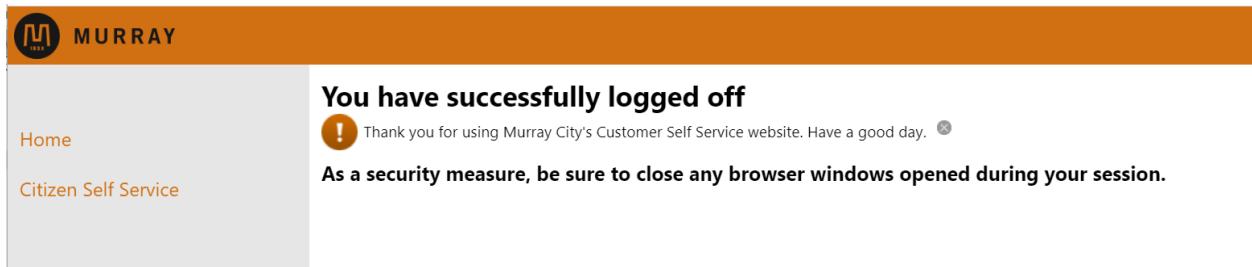
- From here, you can access your Business License, Permits and Inspections, and Utility Billing information. Business License renewal and Utility Billing payments can be done online.
- If you had a Citizen Self Service account in the past, your linked account information will be automatically added to your new account if you completed the “Sign up” using the same email that was used in the old version of the system.




- When finished, remember to click on the little user button and Log Out




- You have successfully logged off





- After you have **completed** the “Sign up” steps and have **activated** your account from the email sent to you, you can Login to Citizen Self Service by:
  - Using the Google, Apple, Microsoft, or Facebook options
    - Click the “community access services” box for your account
      - ◆ If already signed into your community access services account on the device you are using, you will be connected to Citizen Self Service automatically.
      - ◆ If not already signed into your community access services account, you will be prompted for your email ID and/or password
  - Fill in the “Email address” and “Password” boxes and click on “Sign in” box




Sign in to community access services.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

Remember me

[Sign in](#)

[Forgot password?](#)   [Unlock account?](#)   [Help](#)

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