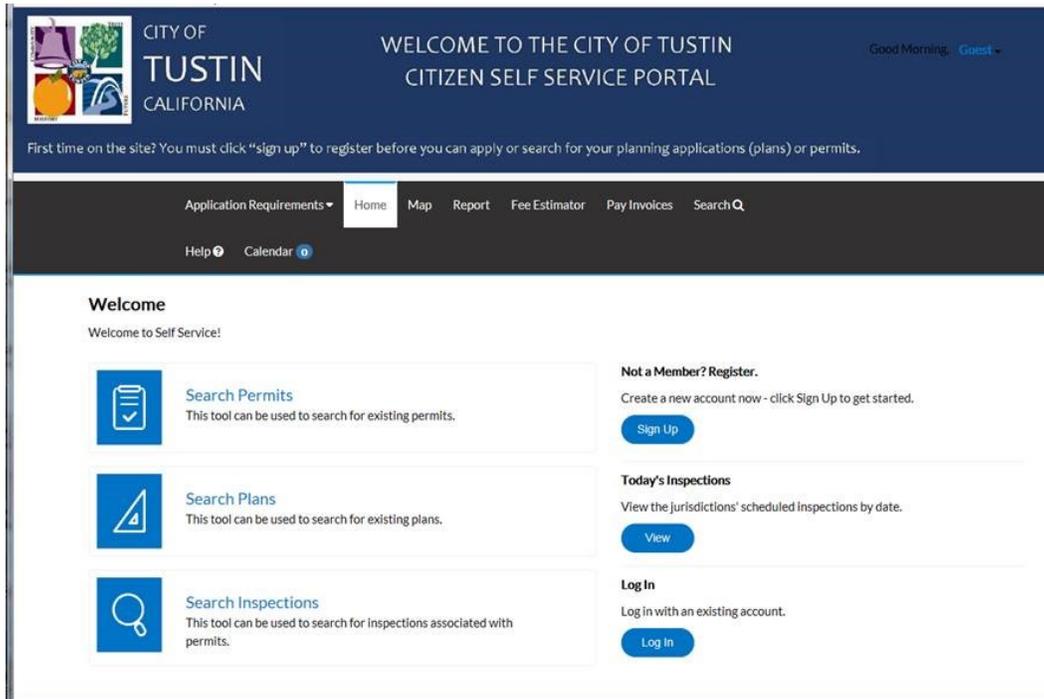
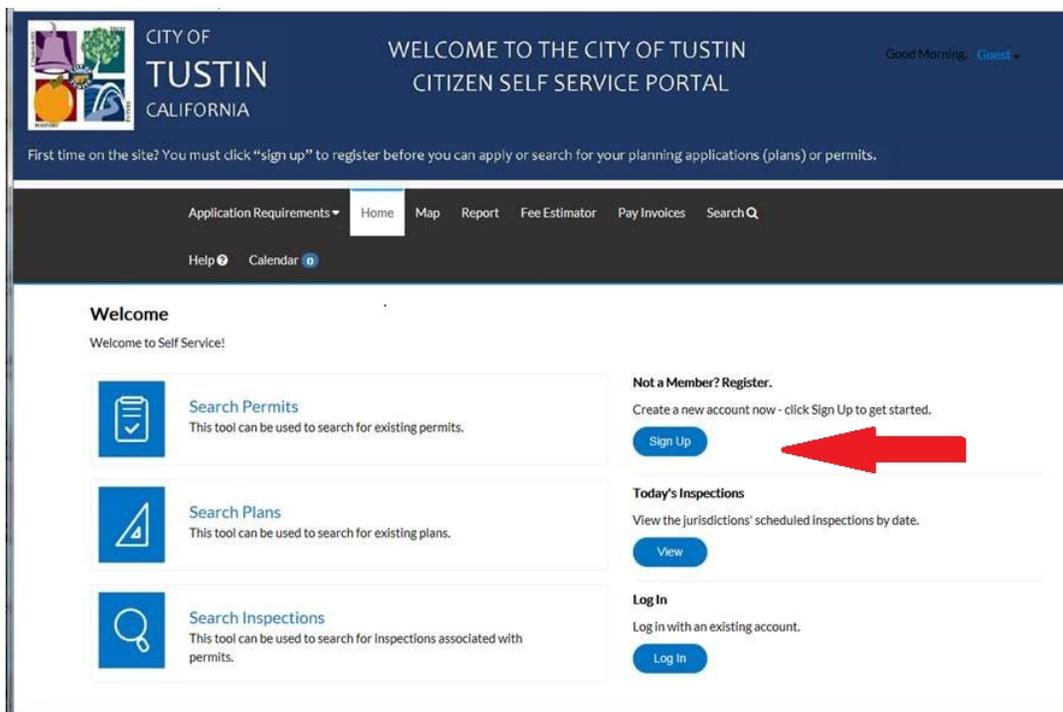


## # u Citizen Self Service Registration Instructions

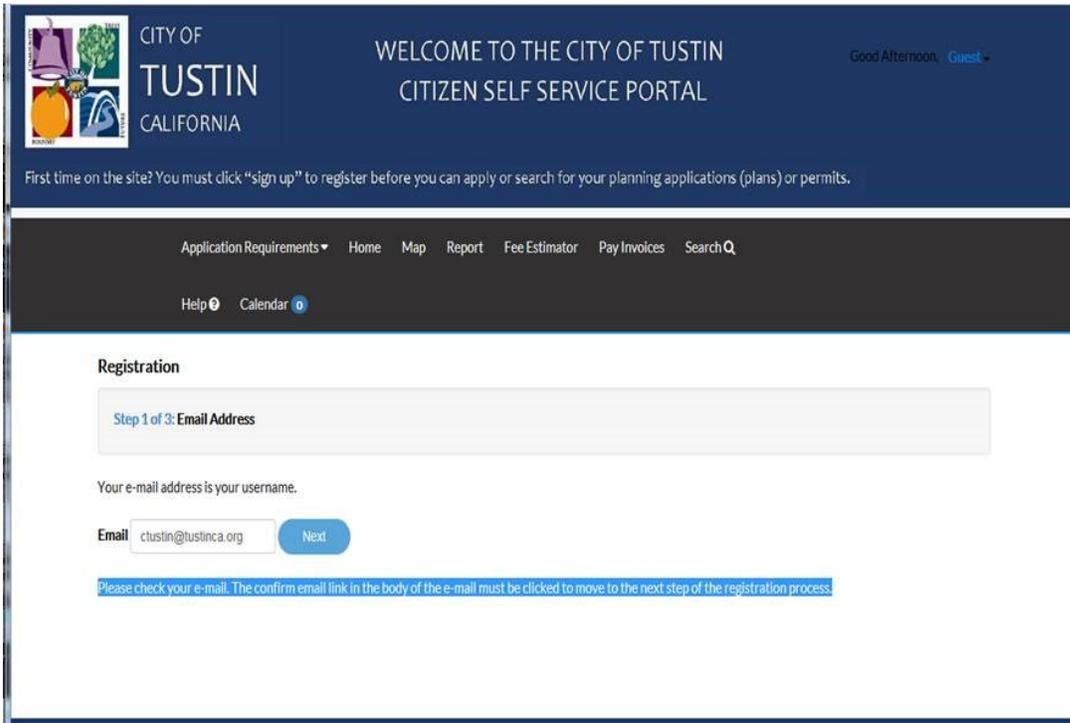
You can access the City of Tustin Self Service portal from <https://energocitizenaccess.tylertech.com/TustinCa/SelfService#/home>, which will redirect you to the application, which you can bookmark in your browser. Google Chrome is the recommended browser for optimal performance in CSS. If you have problems registering, please call 714-573-3130.



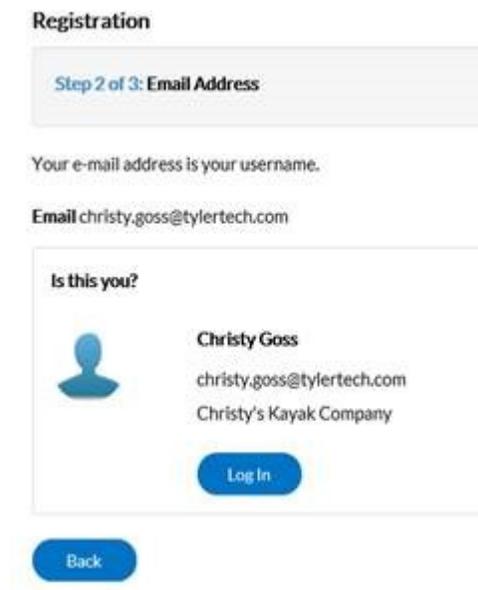
Anyone can browse the site as a guest without registering as a user. Those who have permits, plans and other activities on which they are a contact with the City of Tustin can register for the site.



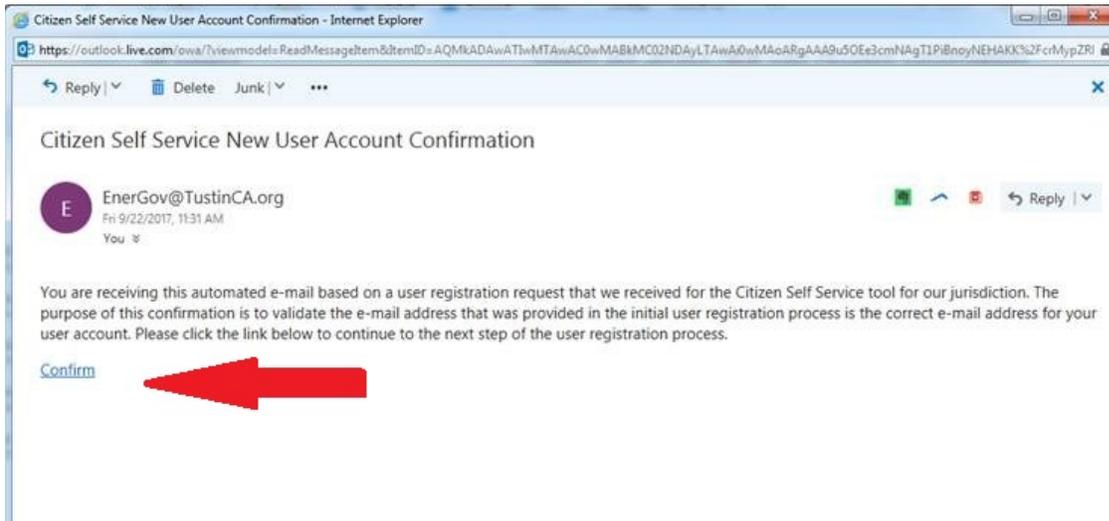
Follow the instructions on the screen to register.



Enter your email address. You will be sent a confirmation email. Click "Confirm" in the email. This will navigate you back to the CSS registration site. A confirmation of an existing contact in CSS will show. Click "Log In".



After you enter your email address, you will receive an email from [EnerGov@TustinCA.org](mailto:EnerGov@TustinCA.org) that contains a link to complete your registration.



**NOTE: BE SURE TO USE THE **CONFIRM** LINK IN THE EMAIL TO COMPLETE THE REGISTRATION; DO NOT RETURN TO YOUR ORIGINAL REGISTRATION PAGE.**

Click Register to continue the registration process. You will only have to register one time.

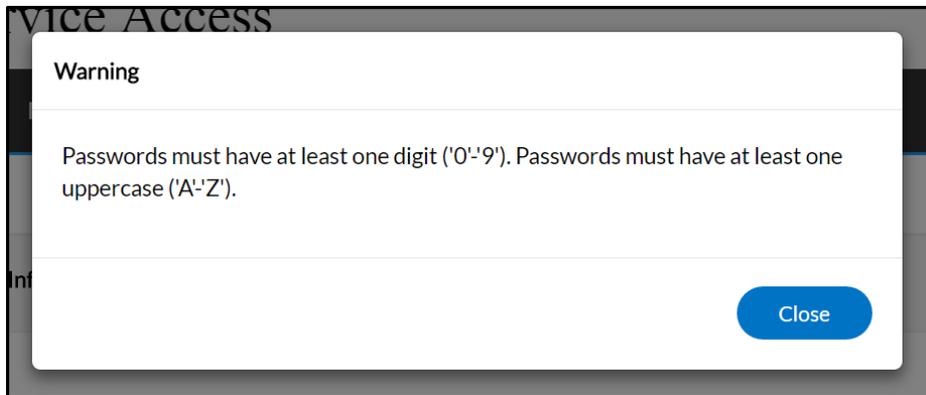
To complete the registration, you will need to provide some personal information. Only the fields that have red asterisks are required.

The screenshot shows the 'Citizen Self Service Access' website. At the top, there is a navigation bar with links for Home, Map-Address Search, Search, Help, and Calendar. Below this is a 'Registration' header and a progress indicator for 'Step 3 of 3: Contact Information'. The main content area is titled 'PERSONAL INFO' and 'REQUIRED'. It contains several input fields: First Name (required), Middle Name, Last Name (required), Company, Business Phone, Home Phone, Mobile Phone, and Fax. The required fields are marked with a red asterisk.

Most required fields are self-explanatory, however you will want to pay particular attention to these:

The screenshot shows the 'PASSWORD' section of the registration form. It includes two input fields: '\* Password' and '\* Confirm Password'. The '\* Password' field contains a password represented by dots. Below it, a red message states 'Password and confirmed password do not match.' A password strength indicator shows a red bar labeled 'Weak'. The '\* Confirm Password' field is empty, and a red message below it states 'Confirm password is required.'

You must pick your own password; EnerGov will tell you the strength of the password. When you tab to "Confirm Password," EnerGov will tell you "Password and confirmed password do not match." Ignore this message and continue to type your password into the blank confirm password field.



At the end of the process, you must pick an address type, however, the address type does not affect your registration in any way. Then click the "I am not a robot" button and submit your registration.

A snippet of a registration form. It features a dropdown menu labeled "\* Address Type" with "Billing" selected. Below it is a reCAPTCHA "I'm not a robot" checkbox. At the bottom are two blue buttons: "Back" and "Submit".

If EnerGov finds the same contact information that you enter when you register in the EnerGov contacts database, it will ask you to confirm that (need screenshot).

Either way, you should receive the following message at the end of the process.

