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.

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://palmbeachgardensfl-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
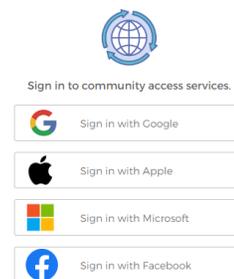
3. Click the Sign-Up link located at the bottom

4. In the Create an Account window, provide your email address, password, first, and last name
   ***<u>**PLEASE NOTE:**</u> **If you are an associate of a company…**
   (1) …and a company account has *not* yet been created, please coordinate with your company's admin/mgmt to create an account (to allow individual associates to link to). The email for the company account should be a generalized admin email or the email of the person who owns/manages the company that will be *always* associated with the account. The first/last name for the company account should be the company name itself. Once the company account has been created, contact P&Z Staff (561-799-4243) to confirm the contact as a company.
   (2) …and the company *has* already created a company account, follow the guide on "requesting associate access" to be linked to the company account. The person managing the company account can then "approve associate access" by
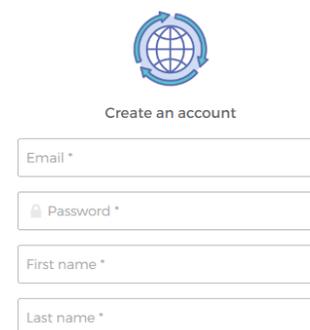
following that guide.

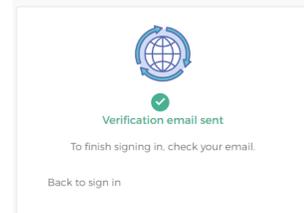5. If the password you provided does not meet the minimum requirements, a dialog will display below the password field

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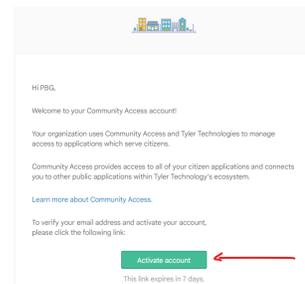   ❗ At least 1 uppercase letter(s)
    ✓ Does not contain part of username

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

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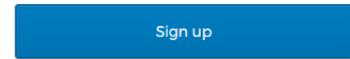
7. The following screen will be displayed informing you to visit your email and confirm to complete your sign in process

    Verification email sent
    To finish signing in, check your email.
    Back to sign in

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

    Hi PBG,

    Welcome to your Community Access account!

    Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

    Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

    Learn more about Community Access.

    To verify your email address and activate your account, please click the following link:

    Activate account

    This link expires in 7 days.

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
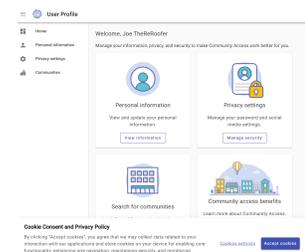
    Sign in with Facebook
    OR
    Email address
    Password
    ☐ Remember me
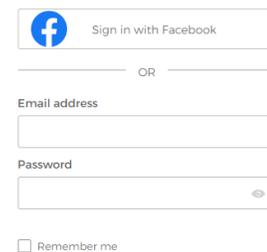
10. Click Sign In

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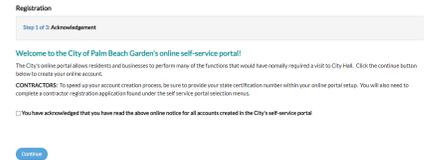
13. Complete step 2 of the registration process. Provide all information that is required or additional info you wish city staff to be aware of.

    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 business, provide your business address

16. Click Submit