

Customer Self-Service (CSS) Portal Login Instructions and Troubleshooting



Overview

This guide describes how customers register to use the upgraded login process for the Forsyth County Customer Self-Service Portal beginning October 16, 2023.

This upgrade will provide you with a more secure login process with two-factor authentication, password strength indicators and case-sensitive credentials, as well as the added simplicity of a single sign-in for many other applications the County utilizes.

This guide will cover:

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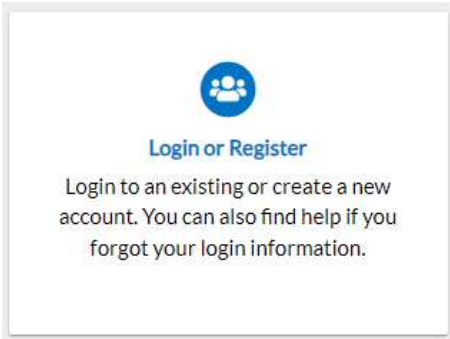
New Registration

To register for access to the CSS without a preexisting login account:

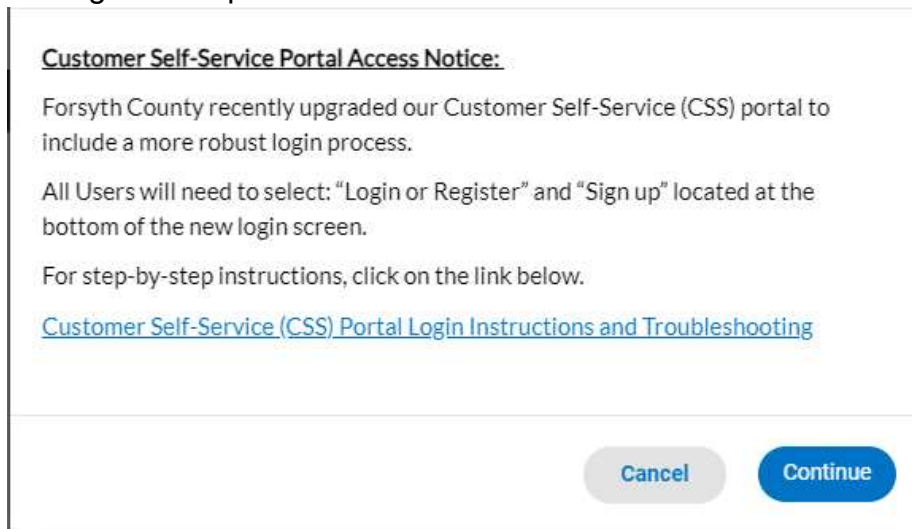
1. Navigate to Forsyth County's CSS site.
 - a. https://css.forsythco.com/EnerGov_Prod/selfservice/
2. Click the "Login or Register" option in the top right corner of the page.

Login or Register

3. Or Click the Login and Register card on the home page.

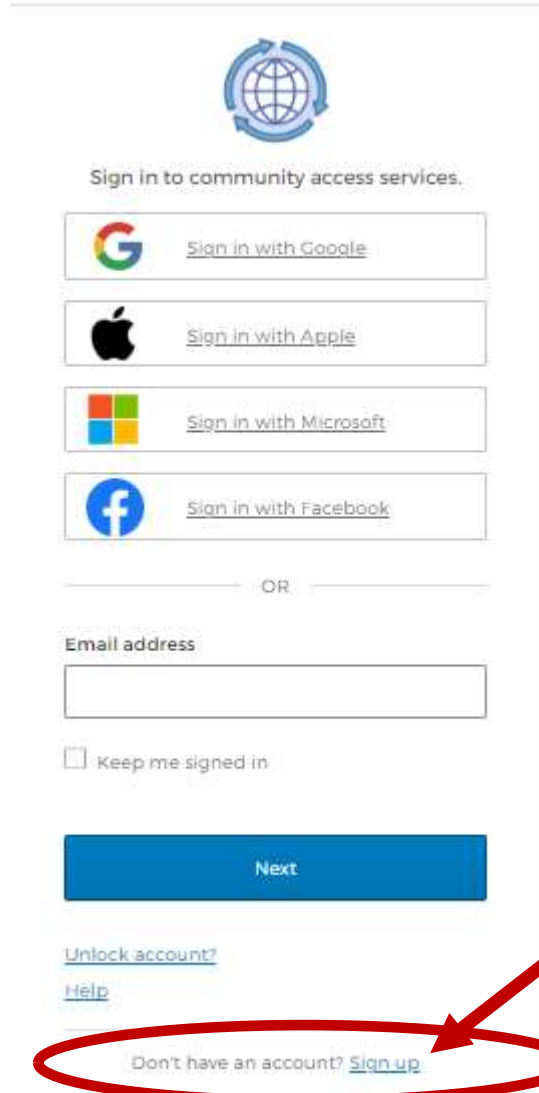


4. An optional pop-up will appear at the top of the screen. This pop-up will be the start of the screen where the online user is redirected to another site to complete the registration process.



5. Click Continue.

6. Click Sign up at the bottom of the screen. Please do not enter your email or select any of the top options if this is your first login.



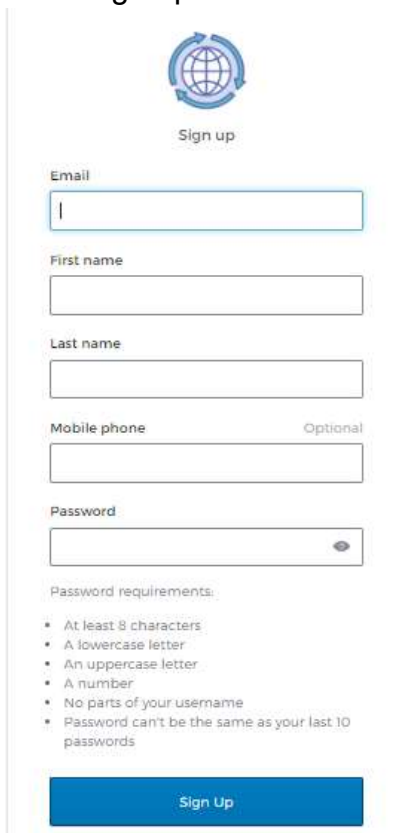
The screenshot shows a login interface for community access services. At the top is a globe icon with circular arrows. Below it, the text reads "Sign in to community access services." There are four social login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator, followed by an "Email address" input field. A "Keep me signed in" checkbox is present. A blue "Next" button is at the bottom of the main form. Below the "Next" button are links for "Unlock account?" and "Help". At the very bottom, the text "Don't have an account? [Sign up](#)" is circled in red, with a red arrow pointing to it from the right.


7. You will be directed to Create an Account.

Create an Account

The application displays the Create an Account page.

1. Fill out all fields with an asterisk.
 - a. Email
 - b. First Name
 - c. Last Name
 - d. Mobile Number
 - e. Password
2. Click Sign up.




Sign up

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

3. You will receive a notification that an email has been sent to Verify the Account and to check your email. The email will be delivered from “Community Access Identity <noreply@identity.tylerportico.com>”. Please check your inbox and/or spam folder.



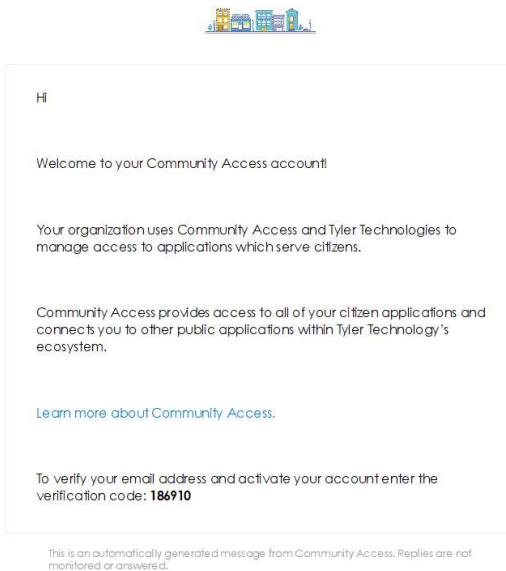
Verify with your email

We sent an email to
Enter the verification code in the text box.

Enter Code

Verify

4. When the email is received, you will need to input the activation code and click “Verify” as shown above.



5. Returning Users will be automatically logged into their dashboard at this time. New users please follow the next steps for Acknowledgement and Personal Information.

Acknowledgement

1. The registration process will begin once you read the statement to acknowledge the registration and select continue.

Registration

Step 1 of 3: Acknowledgement

Welcome to Forsyth County CSS! Please register using a valid email account.

Please note that if you are a **Business License Customer – Leave the company field blank.**

Thank you.

Continue

Personal Information

1. Fill in all the information to finalize the Personal Information section. Some fields are required and marked with an asterisk.

Registration

Step 2 of 3: Personal Info

*REQUIRED

* First Name
First Name is required.

Middle Name

* Last Name
Last Name is required.

Company

* Contact Preference
Contact Preference is required.

* Email Address

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

Back Next

2. Click Next.

Address

1. Type Address information.

Step 3 of 3: Address

*Address Street address, P.O. box. (required) *REQUIRED

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

2. Click Submit.

Completion

This will complete the registration process and you will see your Dashboard and any associated applications that you included as a contact.

If you have any questions, please contact the office associated with your application using the [Department Contact Information](#).

Forgotten Password

1. To reset a forgotten password, type the Email Address.



The screenshot shows a sign-in interface for community access services. At the top is a globe icon with circular arrows. Below it, the text reads "Sign in to community access services." There are four social login buttons: "Sign in with Google" (with the Google logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook logo). Below these is a horizontal line with "OR" in the center. Underneath is a text input field labeled "Email address". Below the input field is a checkbox labeled "Keep me signed in". A large blue button labeled "Next" is positioned below the checkbox. At the bottom, there are two links: "Unlock account?" and "Help". At the very bottom, there is a link that says "Don't have an account? Sign up."

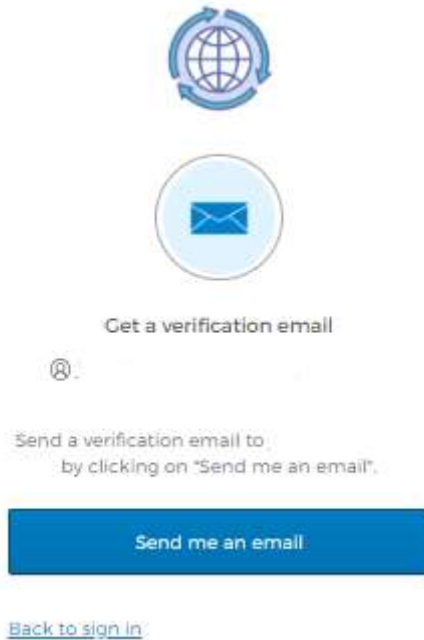
2. Click Next

3. Select “Forgot Password”



The screenshot shows a user interface for password verification. At the top, there are two circular icons: the first is a globe with arrows, and the second is a padlock with asterisks. Below these is the text "Verify with your password". A small icon of a person is followed by a text input field. Below this is a "Password" label and another text input field with a visibility toggle icon. A blue "Verify" button is positioned below the password field. At the bottom, there are three links: "Forgot password?", "Verify with something else", and "Back to sign in".

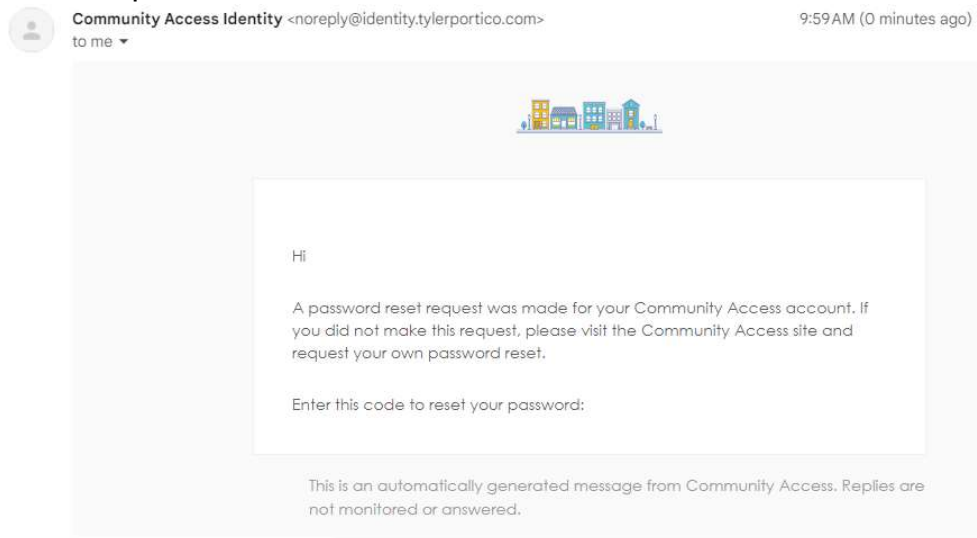
4. The follow screen will appear



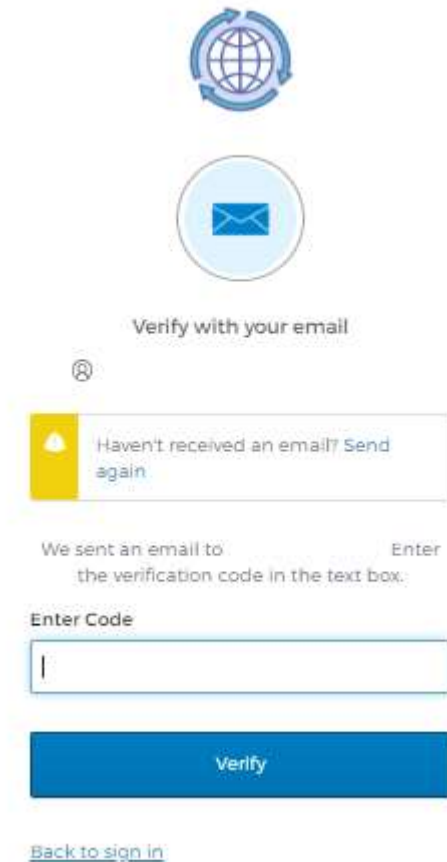
The screenshot shows a user interface for requesting a verification email. It features the same globe icon at the top, followed by an envelope icon. Below the envelope icon is the text "Get a verification email". A small icon of a person is followed by a text input field. Below this is the text "Send a verification email to" and "by clicking on 'Send me an email'". A blue "Send me an email" button is positioned below the text. At the bottom, there is a link "Back to sign in".

5. Click “Send me an email”.

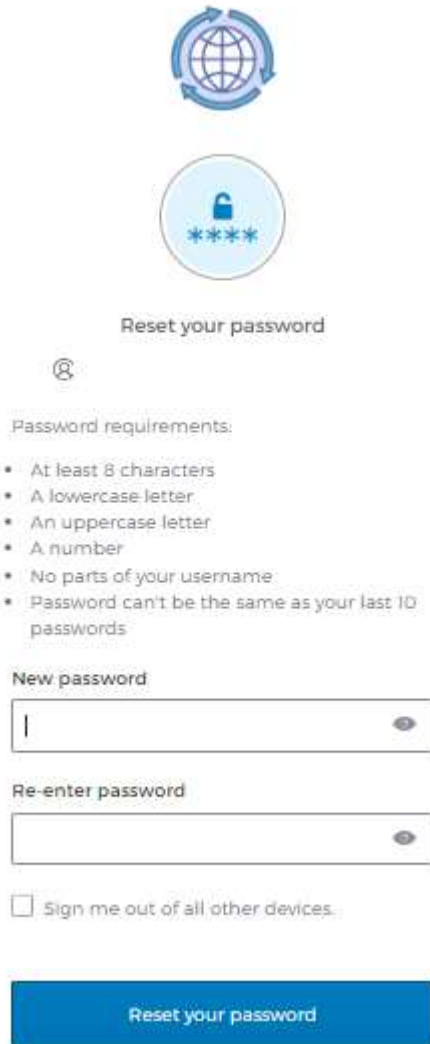
- You will receive an email like the one shown below. Follow the instructions to reset the password or unlock the account.



- On the CSS screen input the code that was provided.



8. You will be prompted to create a new password.



The image shows a 'Reset your password' interface. At the top, there are two circular icons: the first shows a globe with arrows indicating a cycle, and the second shows a padlock with four asterisks below it. Below the icons is the text 'Reset your password'. Underneath is a small icon of a person. The section 'Password requirements:' lists five bullet points: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', and 'No parts of your username'. The final bullet point is 'Password can't be the same as your last 10 passwords'. Below the requirements are two input fields: 'New password' and 'Re-enter password', each with a small eye icon to toggle visibility. At the bottom left is a checkbox labeled 'Sign me out of all other devices'. At the bottom center is a blue button with the text 'Reset your password'.

Reset your password

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Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

New password

Re-enter password

Sign me out of all other devices

Reset your password

9. At this time, you will be logged in to CSS.


Unlock Account

1. To unlock an account, click [Unlock Account](#).



The screenshot shows a sign-in interface for community access services. At the top is a globe icon with circular arrows. Below it is the text "Sign in to community access services." There are four social login buttons: "Sign in with Google" (with the Google logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook logo). Below these is a horizontal line with "OR" in the center. Underneath is the label "Email address" followed by an empty text input field. Below the input field is a checkbox labeled "Keep me signed in". A large blue button labeled "Next" is positioned below the checkbox. At the bottom of the form, the text "[Unlock account?](#)" is circled in red, with a "[Help](#)" link below it. At the very bottom, there is a link: "Don't have an account? [Sign up](#)".

2. Type the Email Address



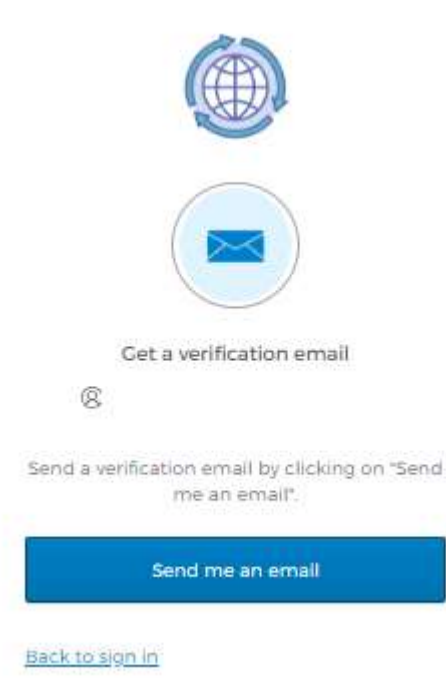
Unlock account?


Email address


 Email

[Back to sign in](#)

3. Click "Select" and then select "Send me an email"







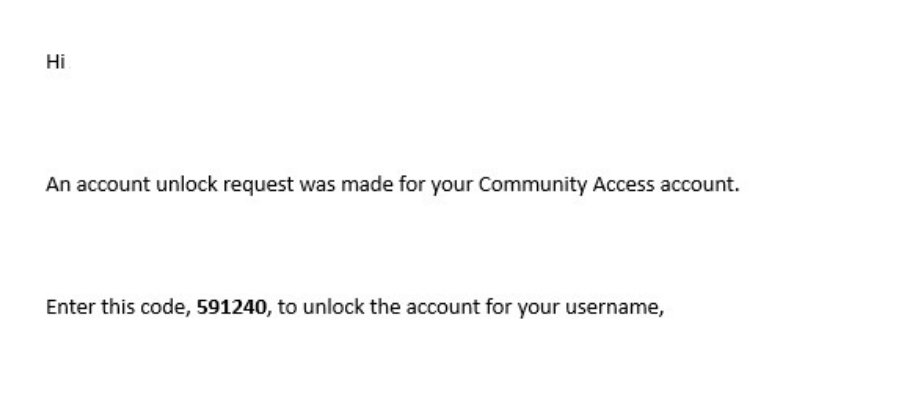
Get a verification email

@

Send a verification email by clicking on "Send me an email".

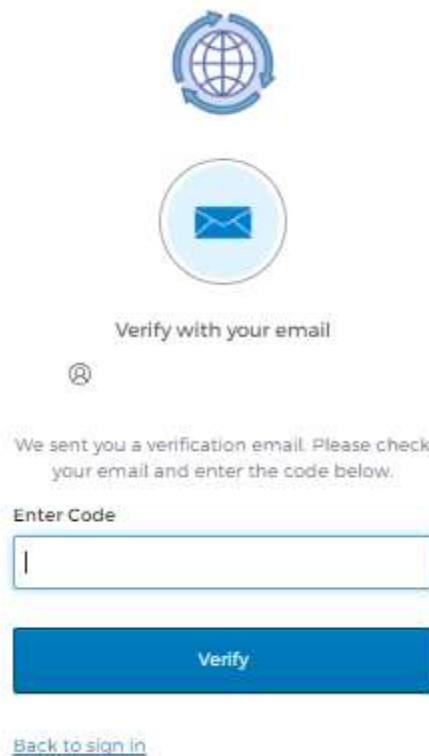
[Back to sign in](#)

4. You will receive an email like the one shown below. Input the verification code on the CSS Screen.



This is an automatically generated message from Community Access. Replies are not monitored or answered.

5. On the CSS screen input the code that was provided.



6. At this time, you will be logged in and can follow the "Forgotten Password" Instructions if needed.

ADA Compliant

Our CSS portal, powered by Civic Access, is compliant with the Americans with Disabilities Act (ADA) at the WCAG 2.0 AA level. Numerous features are designed to make the site accessible to individuals with various impairments. For the “Speak to Read” feature to work in the CSS, Chrom Vox needs to be installed. Chrome Vox is an extension for Chrome on Windows and Mac OS X which operates as an alternative page reader for Web content. Chrome Vox speaks the content of the page, plays audio indicators for page load progress and objects on the page, and provides a way to navigate all web content from the keyboard.

This feature may be installed from: <http://www.chromevox.com/installing.html>

Department Contact Information

Office Hours: 8:30am to 5:00pm Monday - Friday

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