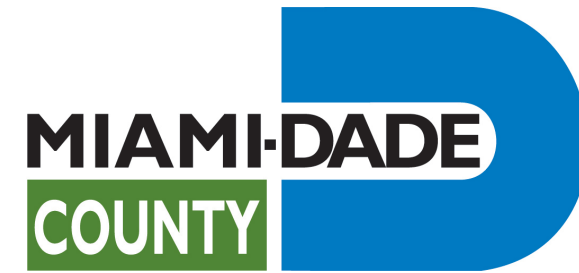


Department of Regulatory and Economic Resources (RER)



New Login process for the Citizen Self-Service (CSS) Portal Upgrade User Guide

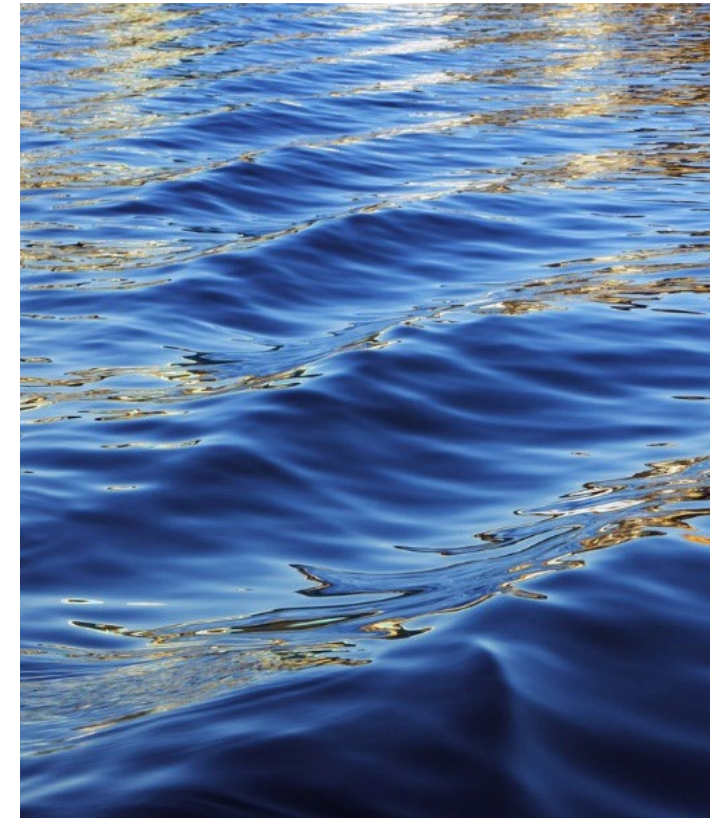


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- X. How to Access Existing Applications
- XI. Resetting Password
- XII. Unlocking Your Account

What is going to happen?

Miami-Dade RER [Citizen Self-Service \(CSS\) Portal](#) will be upgrading its authentication security, providing users with more login options.

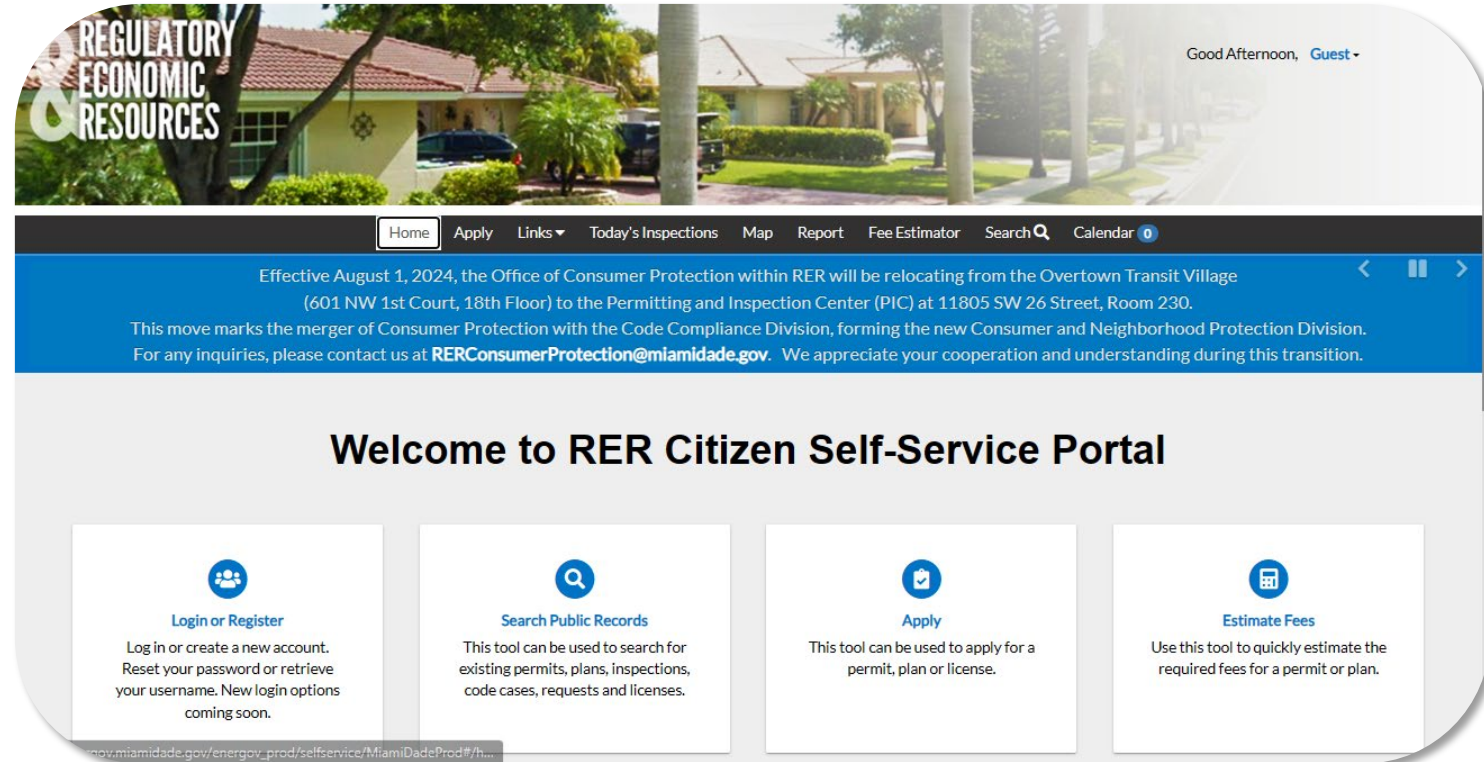
This change will offer users a more secure login and registration process that includes a **two-factor authentication** and optional third-party profile logins with Google, Facebook, Microsoft, or Apple.

Introduction

When?

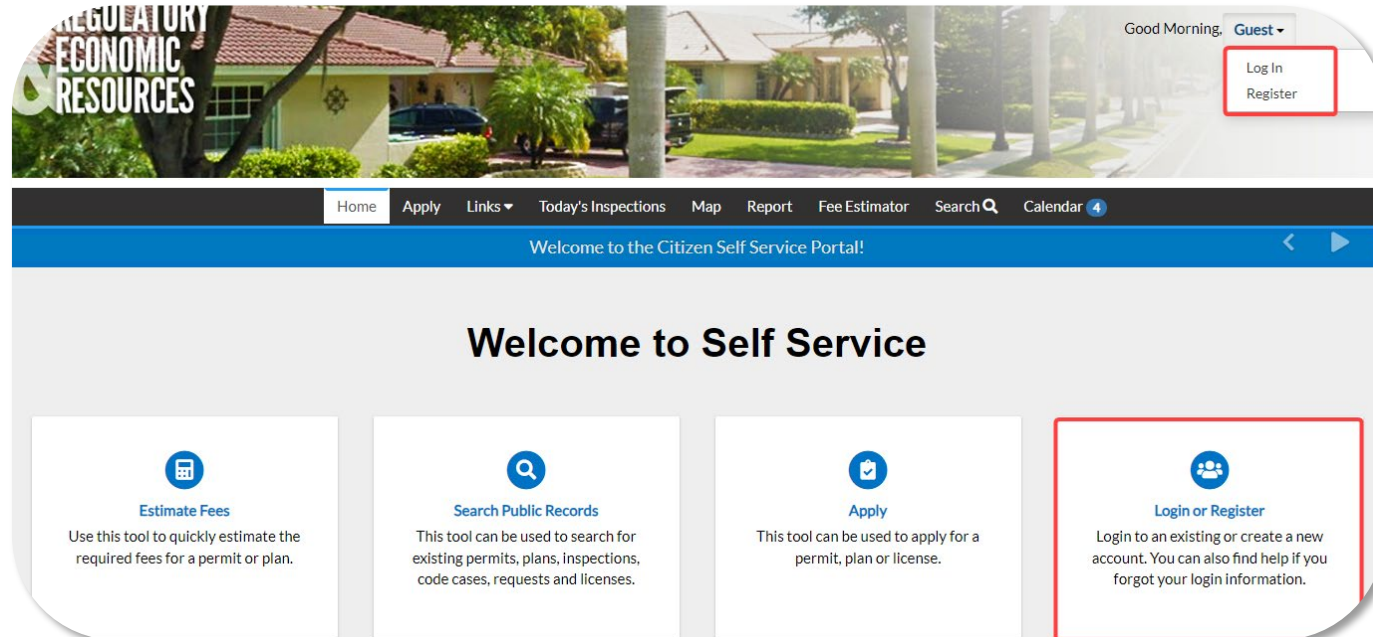
Saturday, September 14, 2024.

An existing user **must** log in with the email address previously associated with their online CSS account.



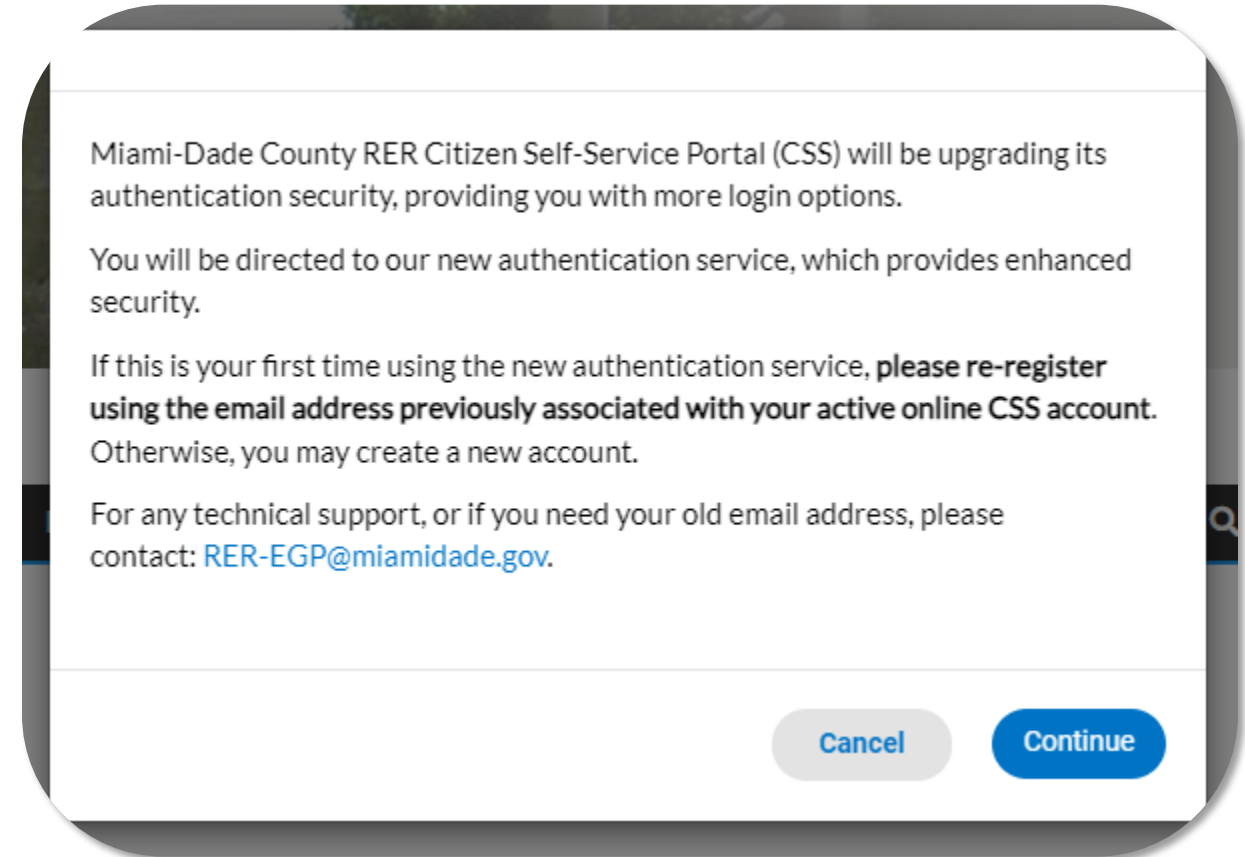
Accessing Miami-Dade RER Citizen Self-Service Portal

- Users must visit the RER [CSS homepage](#).
- For the best experience, use Chrome or Microsoft Edge web browsers. Some features may not be available in Internet Explorer.
- To login or register in the CSS account, users will need a valid email address to receive emails from the CSS Portal.
- Click on **Login or Register** to start the registration process.



What are the steps the user must take?

- After clicking the login or register link for the first time, a transition message will appear.
- Click on **Continue** to proceed.
- An existing user **must** re-register using the email address previously associated **with their active online CSS account**.
- **Note:** An email was sent informing users if their email address was associated an online CSS account.



New Sign In Options and Account Creation

- **Existing users must** re-register using the email address previously associated **with their active online CSS account** using one of the following two options:

1. Sign in to community access services via the user's social profile (i.e. Facebook, Google, Microsoft, Apple) with the previously used email address.
2. Create a new account using the previously used email address via the Create an account button

Registered users may login using the Email address field. If you have previously registered with the Tyler Portico's new third party services, you may log in via Email.

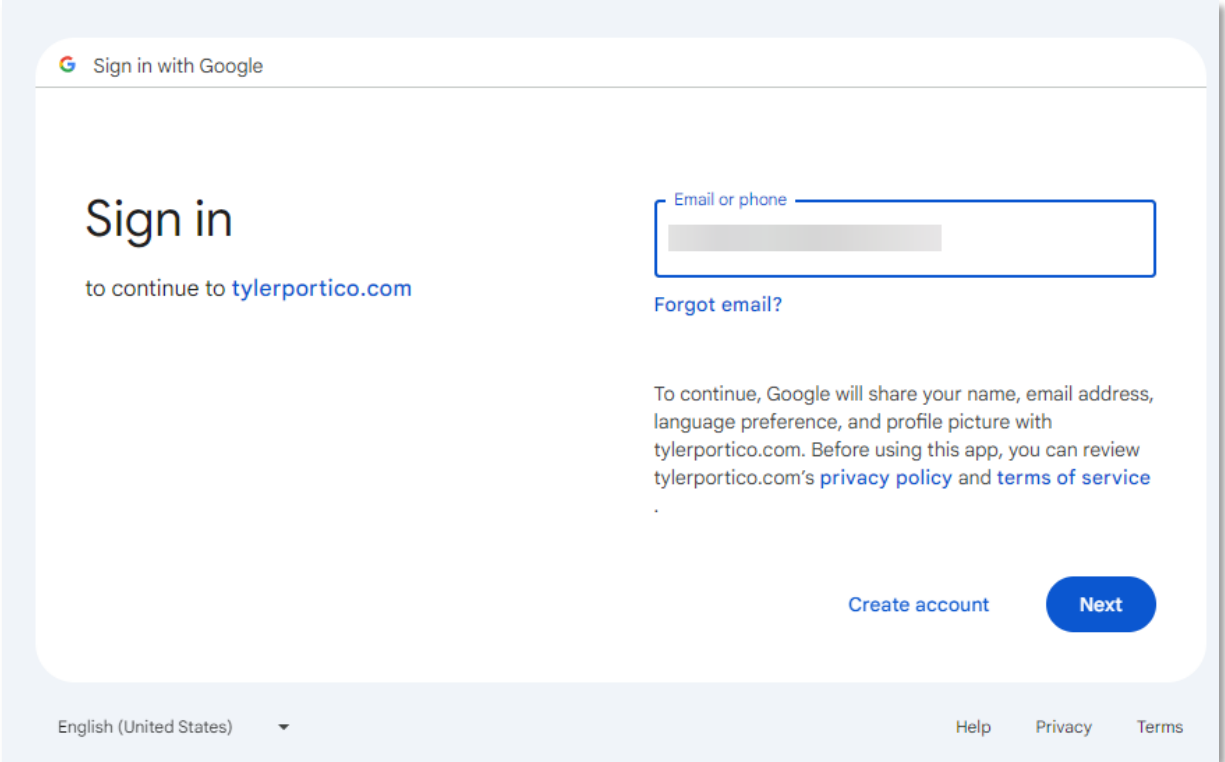
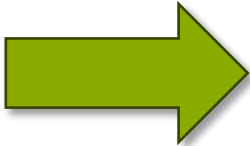
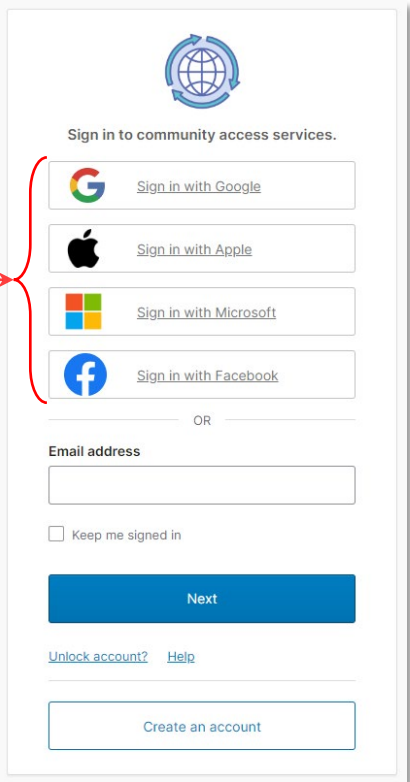
- **New users** must create a new account via the **Create an account** button.

The screenshot shows the Miami-Dade County sign-in interface. At the top is the Miami-Dade County logo and the text "Sign in to community access services." A blue circle with the number "1" is positioned near the top right of the sign-in options. Below this, there are four social media sign-in buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". A red box encloses these four buttons. Below the social media options is the text "OR". Underneath is an "Email address" input field, which is also enclosed in a red box. Below the email field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. At the bottom of the form is a "Create an account" button, which is enclosed in a red box. A blue circle with the number "2" is positioned near the bottom right of the "Create an account" button. A red arrow points from the "Create an account" button to the "New users" button in the bottom right corner of the slide.

New users

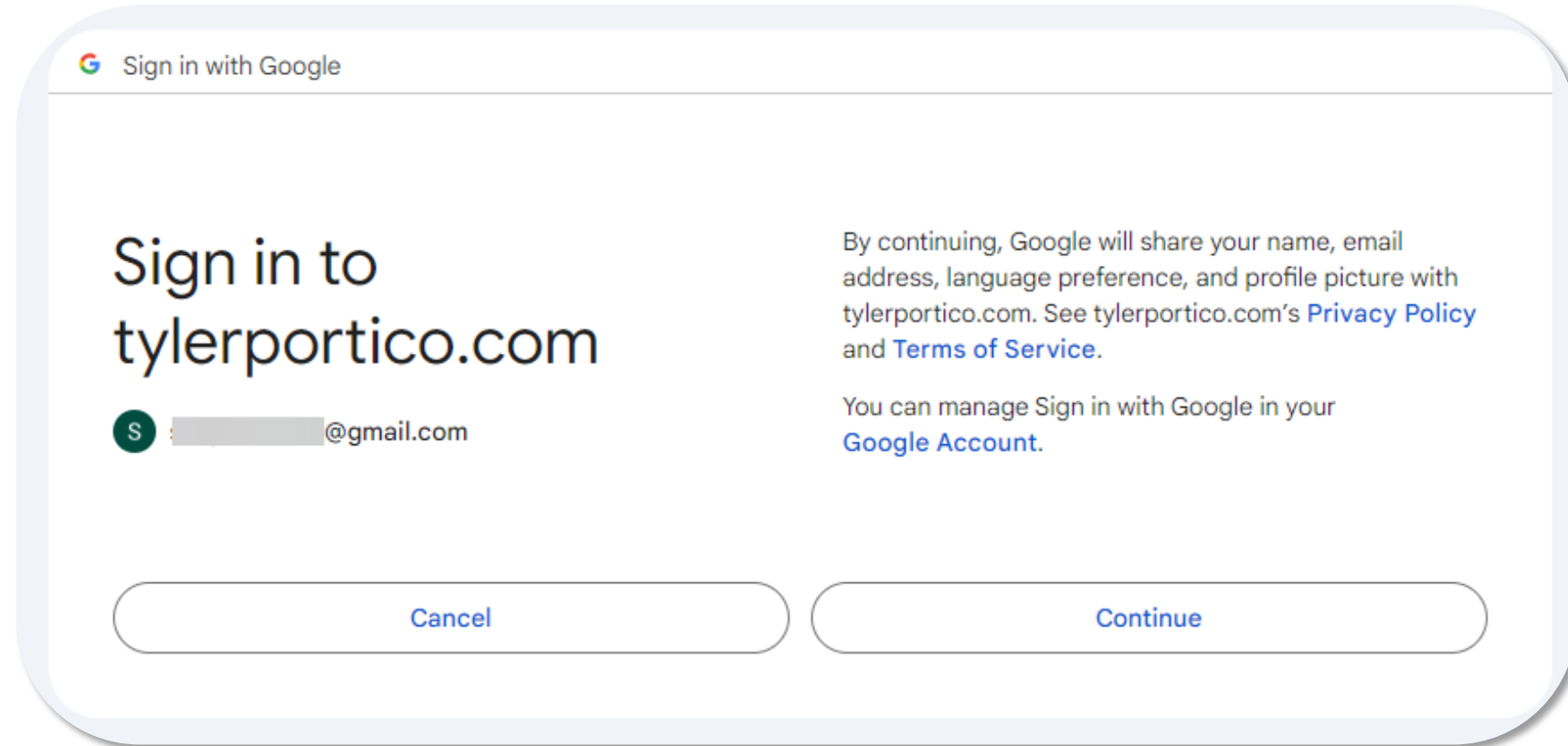
Register With Third-party Accounts

- Users registering via third-party accounts such as Google, Apple, Microsoft, or Facebook will click a social profile. Then, user will be prompted to login to their third-party account and link their account to tylerportico.com as illustrated below.



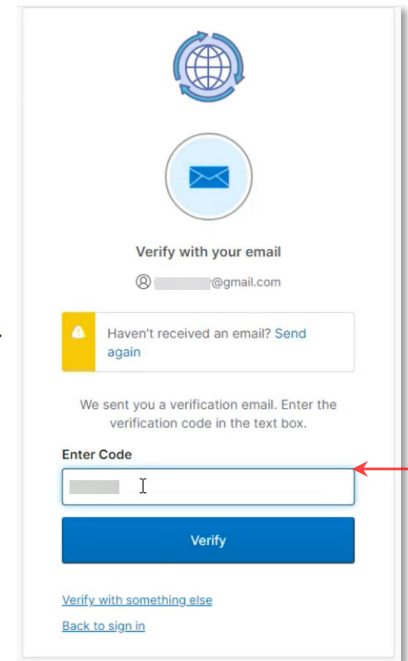
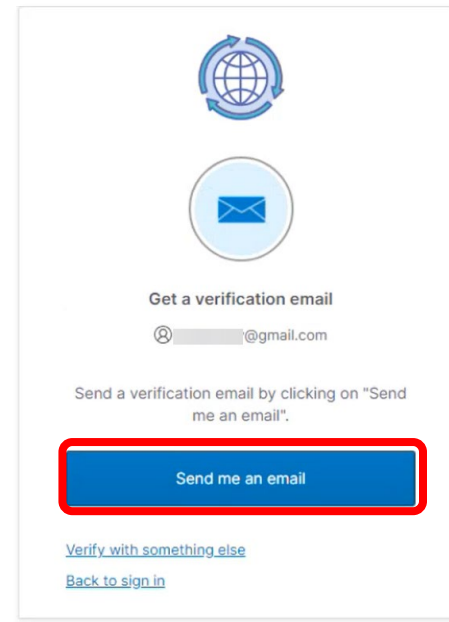
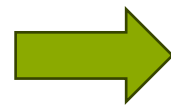
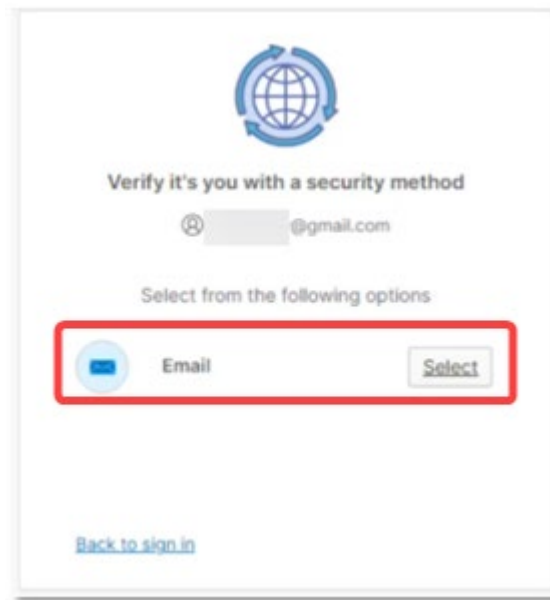
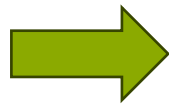
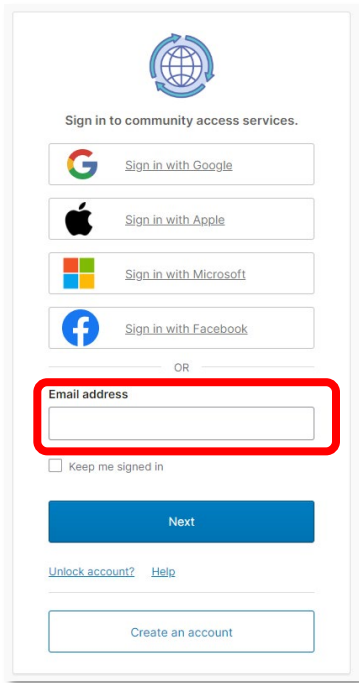
Register With Third-party Accounts

- The user will click **Continue** to share their name, email address, language preference, and profile picture with tylerportico.com for login purposes to CSS Portal.
- **Existing users re-registering** using the email address previously associated with **their active online CSS account**, will be taken directly to their homepage.



Login in With An Email Address

- If registered to Tyler Portico’s third-party services **previously**, the user may enter the address and click **Next**.
- The user will then click **Select** email from the verification options.
- The user will request a verification email by clicking **Send me an email**.
- The user will enter the code from the email to proceed and click **Verify**.



- Once verified, new users will be taken to the [Registration Acknowledgement page](#).

Create An Account

- For a new account, the user will select **Create an account**. If **re-registering**, the previous email must be used.
- The user will enter their information: Email, First Name, Last Name, and Password are required.
- The user will request a verification email, which will have a code by clicking **Send me an email**.
- The user will check their email for the code, and enter the code to activate their account.

Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

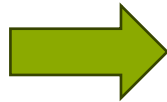
Email address

Keep me signed in

Next

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

Create an account



Create an account

Email

First name

Last name

Mobile phone Optional

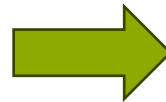
Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

Sign up

[Already have an account?](#)



Get a verification email

@gmail.com

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

Send me an email

[Verify with something else](#)

[Back to sign in](#)



Verify with your email

@gmail.com

Haven't received an email? [Send again](#)

We sent you a verification email. Enter the verification code in the text box.

Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)

- Once verified, new users will be taken to the [Registration Acknowledgement page](#).

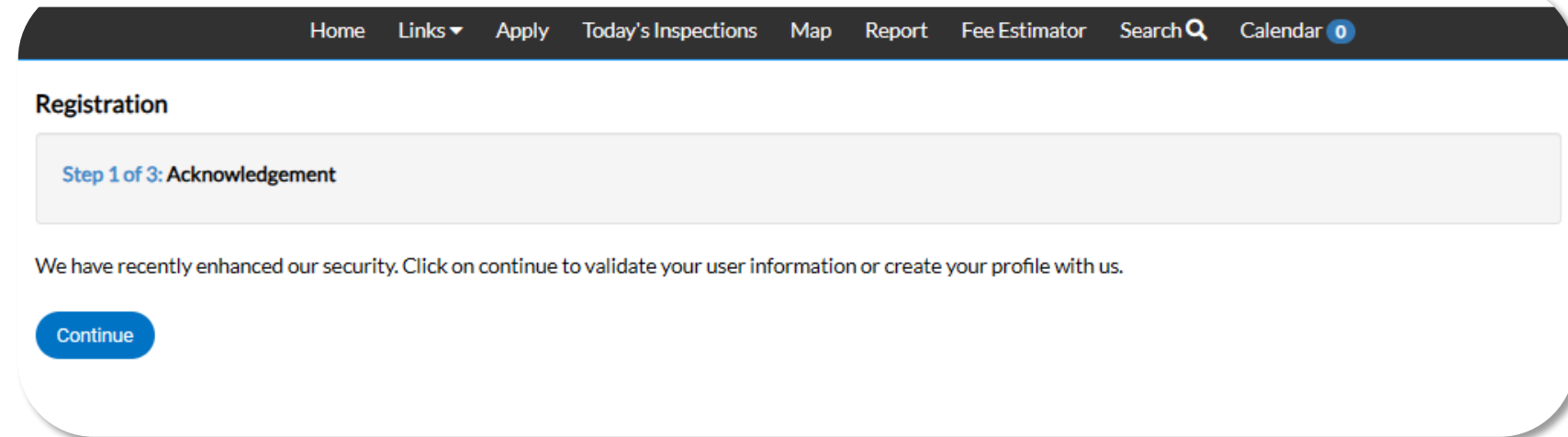
Create A New Account

Registration Acknowledgment

- After completing verification of their email address in the CSS registration process, the user will be guided to acknowledge their personal information and email address as well as selecting their preferred method of contact.
- **Existing users** who are re-registering with the same active email address associated with their CSS account will be sent directly to the home page and automatically logged in, and
- **New users** will have to proceed through the following three Acknowledgement Steps.

- **Step 1 of 3:
Acknowledgement**

The **new users** may click **Continue** to validate their information.



The screenshot shows a web browser interface for the CSS Registration process. At the top, there is a dark navigation bar with links for Home, Links, Apply, Today's Inspections, Map, Report, Fee Estimator, Search, and Calendar. Below the navigation bar, the page title is "Registration". A light gray banner indicates "Step 1 of 3: Acknowledgement". The main content area contains a message: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." Below this message is a blue "Continue" button.

Create A New Account Registration Acknowledgment

- **Step 2 of 3: Personal Info**

In the Personal Information page, **new users** must select their contact preference and confirm their email address.

Note: Additional fields (such as phone numbers) are available depending on their contact preference.

- **Step 3 of 3: Address**

New users may enter their mailing address for the CSS account they are creating.

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

Back Next

Registration

Step 3 of 3: Address

*REQUIRED

* Address

City

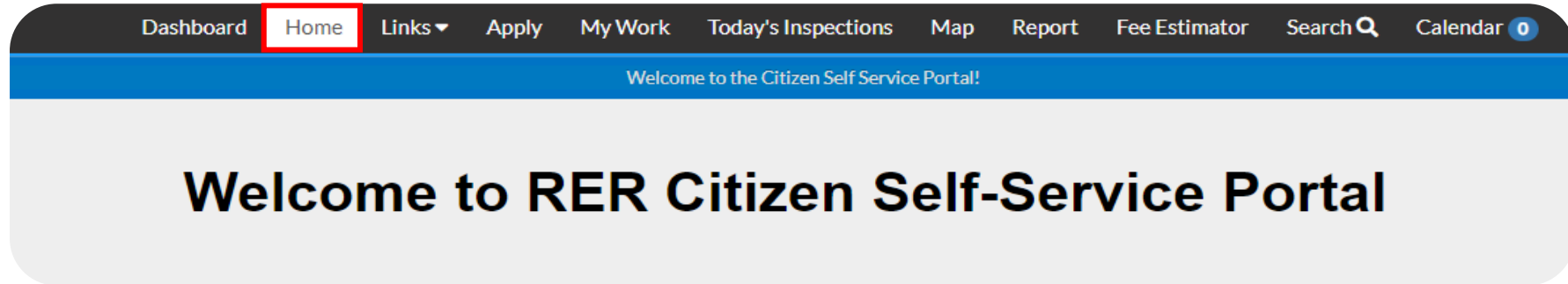
State

Postal Code

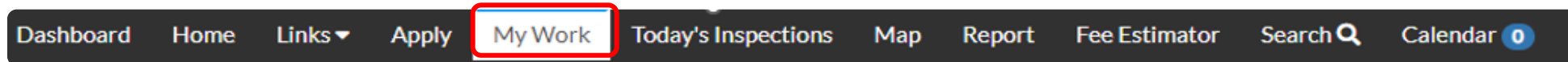
Back Submit

Registration Completion

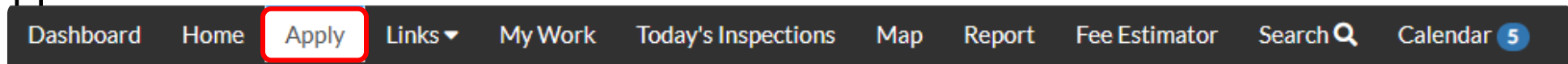
- Once registration is completed, users will be redirected to the CSS Portal Homepage.



- Existing Users** can confirm they have access to view the applications linked to their previous registration by clicking on **My Work**. They can also now access any of the CSS services and begin submitting new applications.



- New Users** will be able to access the CSS services and begin submitting their applications.



How to Access Existing Applications?

- If the user does not see their application(s) in **My Work**, they must confirm that the existing CSS account's associated email address matches the new CSS account's email address.

Dashboard Home Links Apply **My Work** Today's Inspections Map Report Fee Estimator Search Calendar 0

My Work

MY INVOICES **MY PLANS** MY EXISTING INSPECTIONS REQUEST INSPECTIONS MYLICENSES PROJECTS

Search... Export to Excel

Display All Records Updated In Last 1 Year

Plan Number	Project	Address	Plan Type	Status	State
T2024000077	Project Name Test	5680 SW 87 AVE Unincorporo...	Tentative Plat	Under Review	Attention, Pending (

Updating Account Information Through CSS

- Users may easily update their personal information by navigating to their account settings.
- To do this:
 1. Click on the dropdown menu located in the top-right corner of the CSS homepage.
 2. Select **Personal Info** to access and update details such as name, contact information, and address.



This process allows users to maintain accurate and up-to-date account information effortlessly.

Updating Account Information Through CSS

- Once users are in the **My Account** page:

1. Navigate to the **Personal Info** tab in account settings.
2. Users will be presented with fields for various contact details including your phone numbers and email address.
3. Users may fill in or update information.
4. Fields marked with an asterisk (*) are required and must be completed.
5. Make sure to click **Save** to apply any changes.

Dashboard Home Links Apply My Work Today's Inspections Map Report Fee Estimator Search Calendar

My Account

PERSONAL INFO ADDRESSES MY INVOICES MY BUSINESSES

Personal Info *REQUIRED

First Name

Middle Name

Last Name

Company

Business Phone

Home Phone

Mobile Phone

Fax

Other Phone

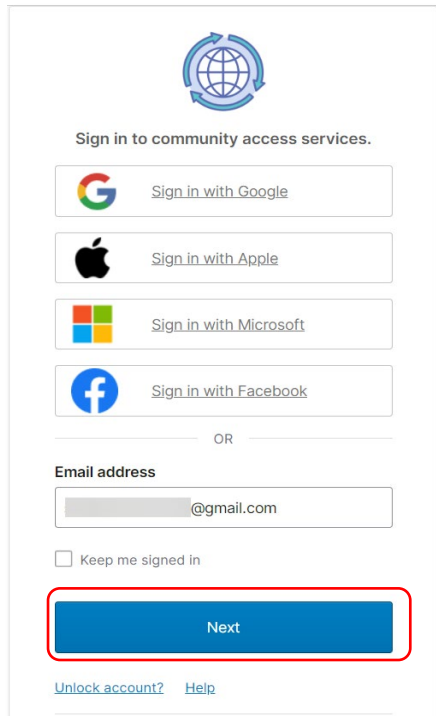
* Email Address

* Contact Preference

Save

Resetting Password

- If user needs to reset their password, they may begin by typing in their email address and clicking next.



Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

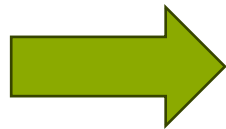
Email address

@gmail.com

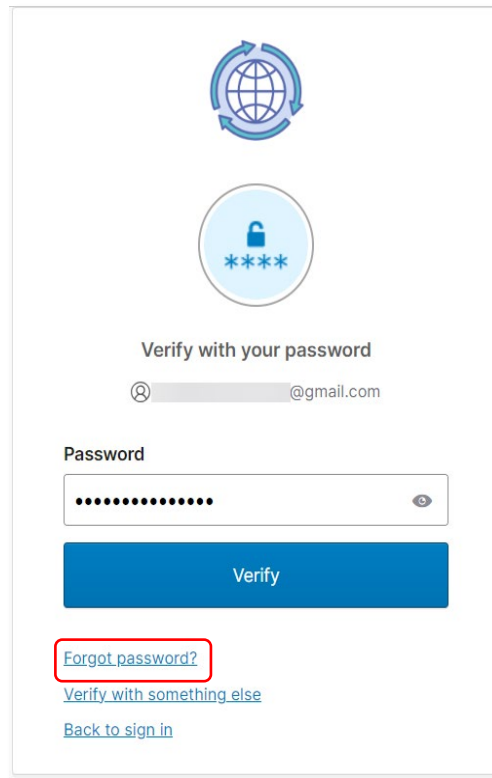
Keep me signed in

Next

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



- In the new screen, the user can click the **Forgot Password** link.



Verify with your password

@gmail.com

Password

.....

Verify

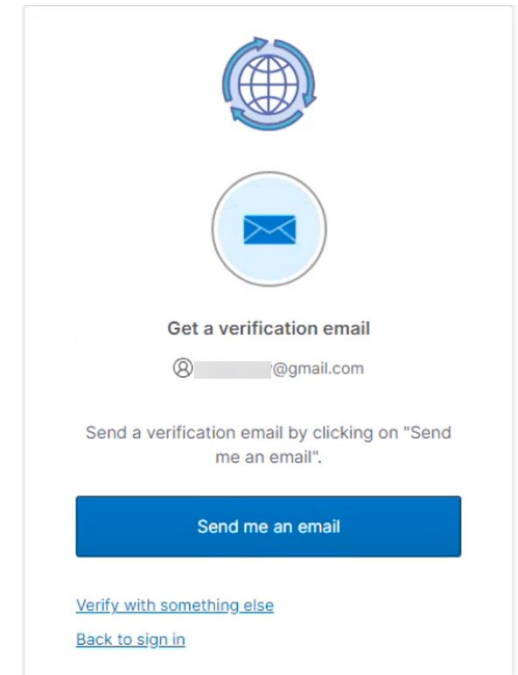
Forgot password?

[Verify with something else](#)

[Back to sign in](#)



- When the Get a verification email page pops up, the user can request an email that will contain a verification code with instructions.



Get a verification email

@gmail.com

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

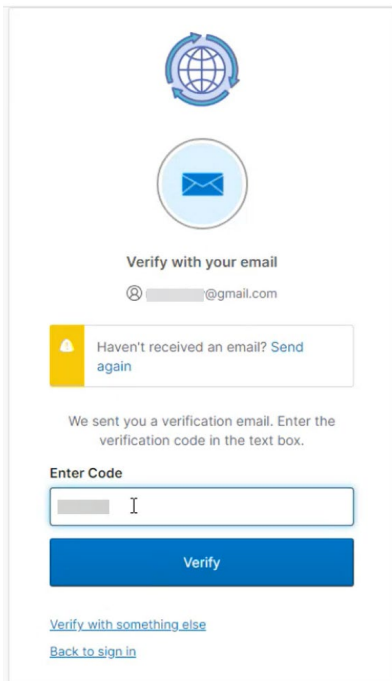
Send me an email

[Verify with something else](#)

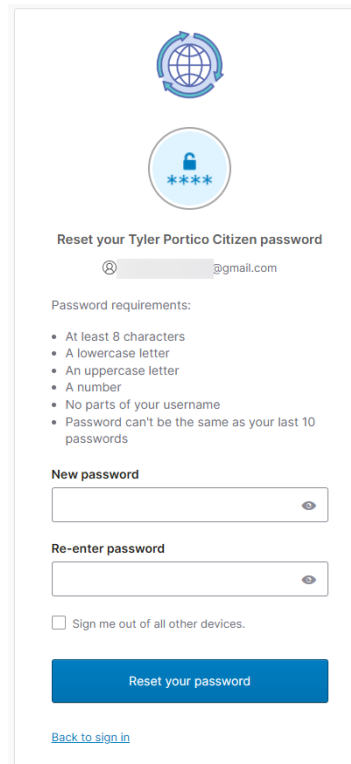
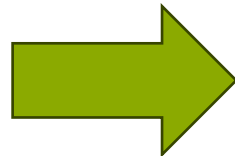
[Back to sign in](#)

Resetting Password

- The user can review the verification email, and enter the code provided to complete verification.
- The user can enter their password twice to reset the password.



The screenshot shows the 'Verify with your email' step. At the top, there is a globe icon and an envelope icon. Below the icons, the text reads 'Verify with your email' followed by a masked email address. A yellow button with a bell icon says 'Haven't received an email? Send again'. Below that, a message states 'We sent you a verification email. Enter the verification code in the text box.' There is an 'Enter Code' label above a text input field. A blue 'Verify' button is at the bottom. At the very bottom, there are two links: 'Verify with something else' and 'Back to sign in'.



The screenshot shows the 'Reset your Tyler Portico Citizen password' step. At the top, there is a globe icon and a lock icon with four asterisks. Below the icons, the text reads 'Reset your Tyler Portico Citizen password' followed by a masked email address. Underneath, it says 'Password requirements:' followed by a list of requirements: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'No parts of your username', and 'Password can't be the same as your last 10 passwords'. There are two password input fields: 'New password' and 'Re-enter password', both with eye icons for visibility. A checkbox labeled 'Sign me out of all other devices.' is below the fields. A blue 'Reset your password' button is at the bottom. At the very bottom, there is a link: 'Back to sign in'.

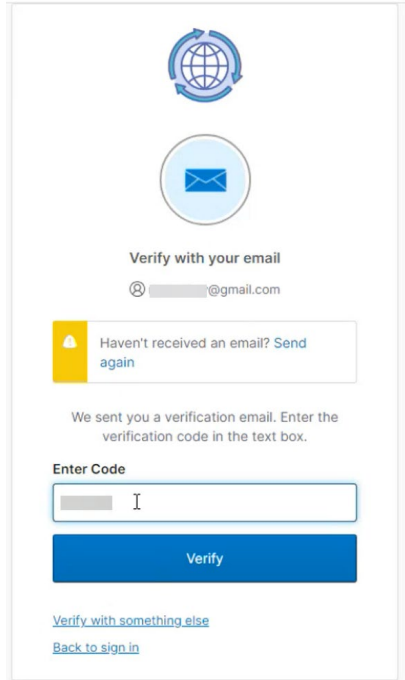
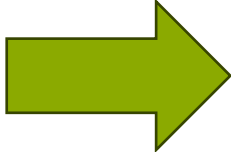
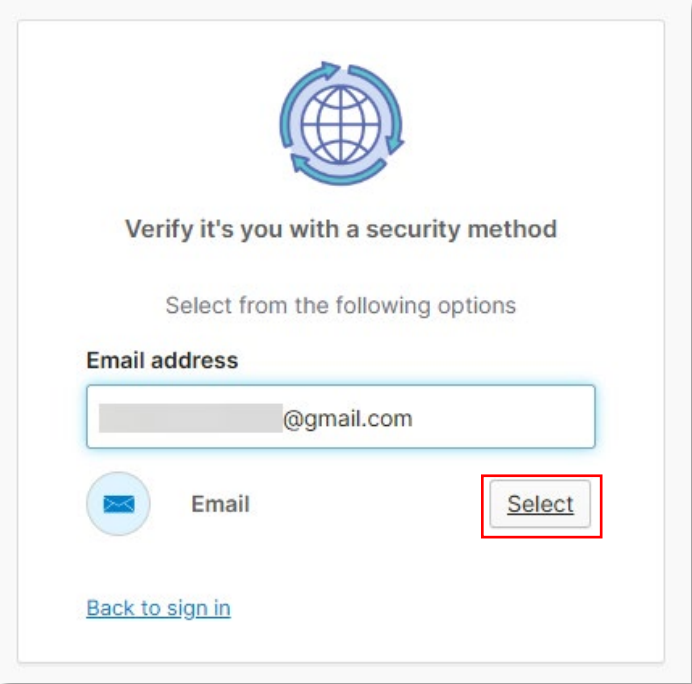
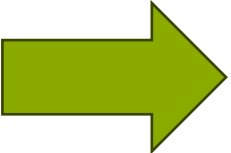
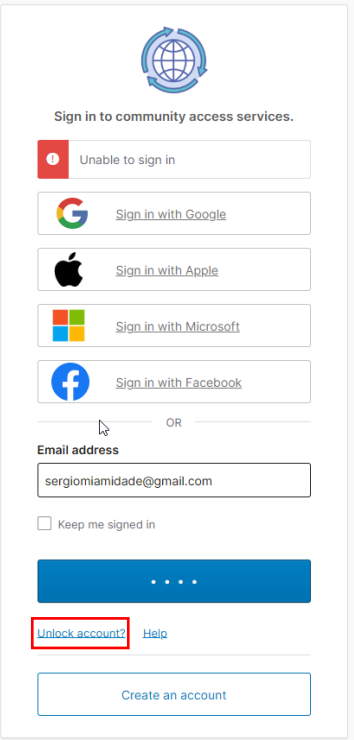
Once reset, the user will be navigated to the (CSS) Portal.

Unlocking Your Account

- If the user's account is locked, the login screen will show that the account is not able to be signed into. To unlock the account, the user must click **Unlock Account**.

- The user will select the verification method available. In the example below, the user must click **Select**.

- Once the Code is entered and **Verify** clicked, the page will refresh and the user will be logged in and return to the [homepage](#).



Note: A login lock out will automatically unlock after 60 minutes.