

Civic Access Registration User Guide

Enterprise Permitting & Licensing

2026

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Overview

Tyler Technologies uses TID-C as an authentication solution designed to allow Tyler's online products to use the same authentication method. Civic Access uses TID-C as its authentication method so customers can access the online portal. Tyler enables TID-C authentication during deployment of all new upgrades (2025.1+).

This guide describes how customers who are visiting any jurisdiction's Civic Access solution for the first time must register using the TID-C process. Customers:

- Must create both TID-C and Civic Access accounts if logging in to Civic Access for the first time.
- Must only log in using TID-C, which allows the browser to display the registered-user dashboard in Civic Access for any subsequent logins after initial registration.
- Can access some Civic Access functions as public users without logging in. For more information, please refer to the Civic Access User guide.

NOTES

- Users of Enterprise Permitting & Licensing (EPL) back office should not register in TID-C and Civic Access with the same email address associated with an EPL user account. This is not supported.
- For TID-C registration information for jurisdictions that use older Civic Access environments, please refer to the Civic Access Legacy to TID-C Authentication User Guide - 2025.

Community Access Profile Manager

Jurisdictions use the Community Access Profile Manager to manage TID-C accounts. Administrators can look up customer information, update customer email addresses, send password reset emails, unlock accounts, etc.

This image displays the Community Access Profile Manager. For more information, please refer to the Community Access Profile Manager User Guide.

NOTE Administrators must be portico users to use the Community Access Profile Manager. If the jurisdiction is in the EPL implementation phase, please contact the implementation team for assistance. If the jurisdiction has a live EPL production environment, please contact [Tyler Support](#) for assistance.



Register for First Time

To register for Civic Access for the first time (with an email address that has never been used in Civic Access), the customer must:

1. Navigate to the jurisdiction's **Civic Access site**.
2. Click the generic **avatar** in the top right corner of the Home page.
 - a. Click **Sign In**.
3. Or click the **Login or Register card** on the Home page.
4. Click **Continue** if Civic Access displays a transition message directing customers to complete TID-C registration.

NOTE Administrators only enable the transition message when a jurisdiction upgrades its Civic Access solution, not when deploying it for the first time.

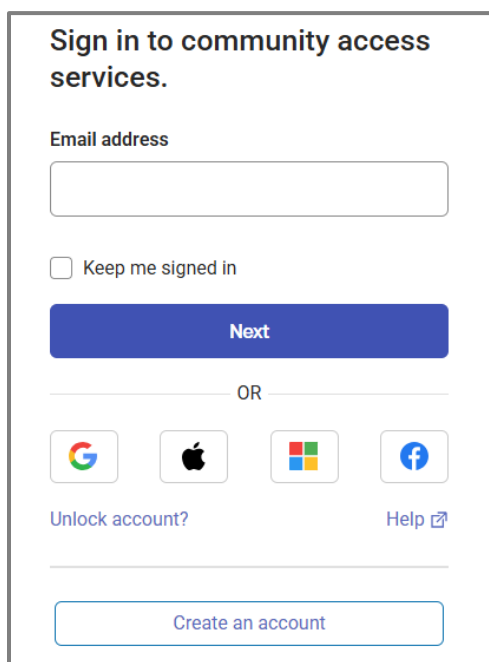
Create Community Access (TID-C) Account

New TID-C Account

1. Click **Create an account** and proceed to the [Create Account](#) section.

Social Media Account

1. Or click a **social media icon** to connect a social media account to the jurisdiction's community access services. Use an account that has an email that has not been used to previously log into Civic Access.
 - a. **Sign in** using the social media account credentials.
 - b. **Proceed** to the [Create Civic Access Account](#) section.



Sign in to community access services.

Email address

☐ Keep me signed in

Next

OR

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

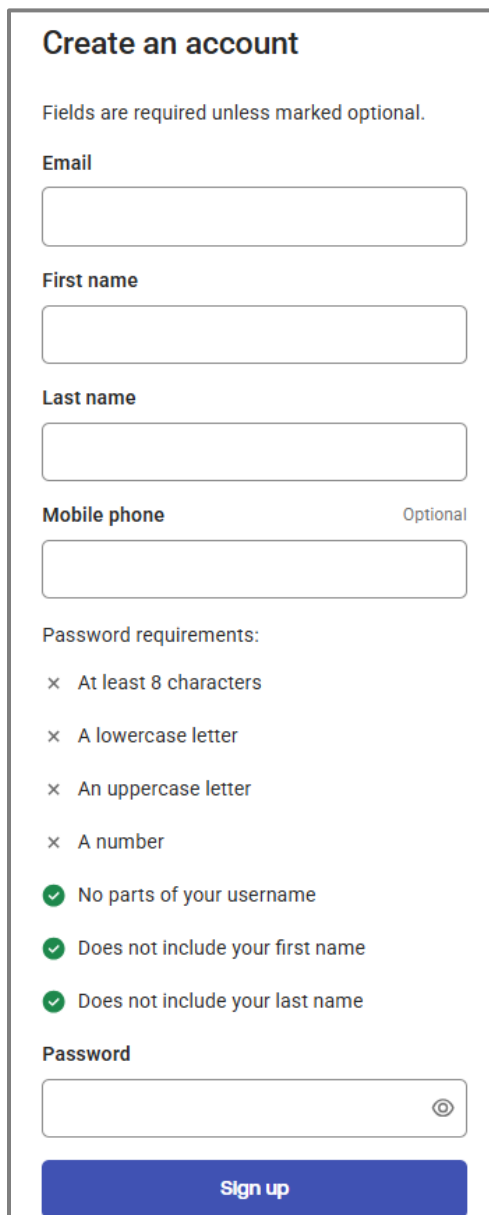
Create an account

This image displays the TID-C login box.



Create Account

1. Type an **Email** address (that has an email that has not been used to previously log into Civic Access).
2. Type a **First** and **Last name**.
3. Type a **Mobile phone** number.
4. Type a **Password**.
5. Click **Sign up**.



The screenshot shows a web form titled "Create an account". Below the title is a note: "Fields are required unless marked optional." The form contains the following fields: "Email" (required), "First name" (required), "Last name" (required), "Mobile phone" (optional, marked with "Optional" text), and "Password" (required). The password field has a toggle icon for visibility. Below the fields are password requirements: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and three green checkmarks for "No parts of your username", "Does not include your first name", and "Does not include your last name". At the bottom is a blue "Sign up" button.

This image displays the Create an account step.

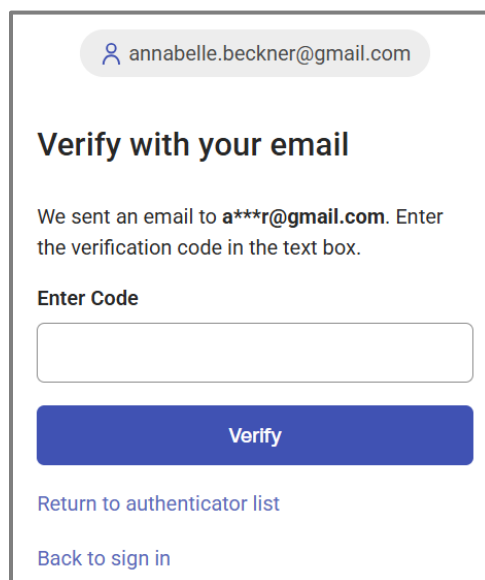
Email Verification

The browser displays an email verification request.

1. Check the **email inbox**.
2. Type the verification **code**.
3. Click **Verify**.

Security Method

1. The browser displays a selection of **security methods**. It varies by jurisdiction. Click one of the following optional two-factor authentication methods:
 - a. **Duo** and type the temporary **code** from the device.
 - b. **Google Authenticator** and type the temporary **code** from the app.
 - c. **LastPass** and type the temporary **code** from the device.
 - d. **Microsoft** and type the temporary **code** from the device.
 - e. **Okta Verify** and log into the app to verify site access.
 - f. **Phone** and type the code in the text message.
 - g. **Twilio** and type the temporary **code** from the device.



The screenshot shows a verification screen. At the top, it displays the email address "annabelle.beckner@gmail.com" with a user icon. The title is "Verify with your email". Below the title, it says: "We sent an email to a***r@gmail.com. Enter the verification code in the text box." There is a text input field labeled "Enter Code". Below the field is a blue "Verify" button. At the bottom, there are two links: "Return to authenticator list" and "Back to sign in".

This image displays email verification step.

NOTE Community access services use the email address as the TID-C verification method if the user does not select one of other security methods.



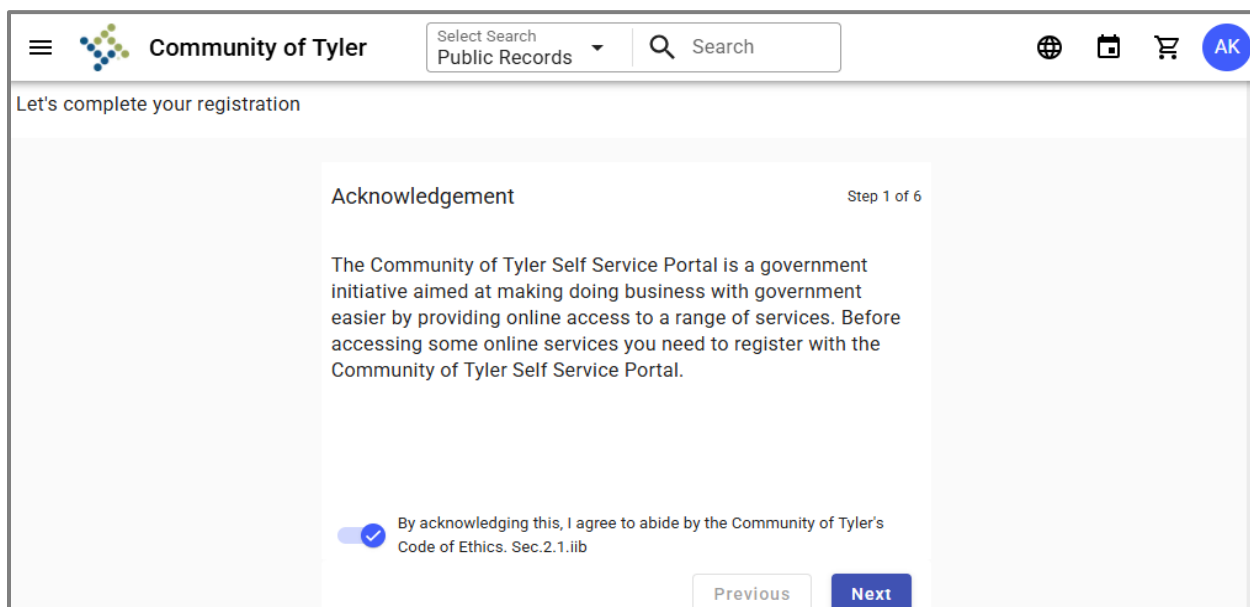
Create Civic Access Account

After creating a TID-C account, users must complete several steps to create the Civic Access account for the first time. The browser displays the acknowledge step in Civic Access after:

- The user creates a new [TID-C account](#).
- Or connects TID-C to a [social media account](#).

Acknowledgement

1. Read the **acknowledgement** and toggle on the **agreement**.
2. Click **Next**.

The screenshot shows a web browser window with the 'Community of Tyler' header. The page title is 'Let's complete your registration'. The main content area is titled 'Acknowledgement' and is labeled 'Step 1 of 6'. The text reads: 'The Community of Tyler Self Service Portal is a government initiative aimed at making doing business with government easier by providing online access to a range of services. Before accessing some online services you need to register with the Community of Tyler Self Service Portal.' Below this text is a toggle switch that is currently turned on, with the text 'By acknowledging this, I agree to abide by the Community of Tyler's Code of Ethics. Sec.2.1.1ib'. At the bottom right of the form are two buttons: 'Previous' and 'Next'.

This image displays the Acknowledgement step, the first step to register as a new Civic Access user.

Personal Information

1. Select a **Contact Preference** from the dropdown.
2. Verify and/or update the **personal information** and the **contact preference** information.
3. Click **Next**.

Additional Information

1. Add **information**. Fields vary based on configuration.
2. Click **Next**.

Address

1. Select the **Country Type** from the dropdown. It may populate based on location.
2. Select an **Address Type** from the dropdown.
 - a. Type the street or mailing **Address**.
 - b. Type the **City**.
 - c. Select the **State** from the dropdown.
 - d. Type the **Postal Code**.
3. Click **Next**.

NOTE Civic Access displays a red asterisk next to required fields.



Certification

The customer may add and verify certifications associated with the account holder if the jurisdiction's EPL is integrated with a government system.

1. Click **No(Skip)** to proceed without adding any certifications.
2. Or click **Add new certificate**.
3. Select the **certificate type** from the dropdown.
4. Type the **Certificate number**.
5. Click **Verify**.

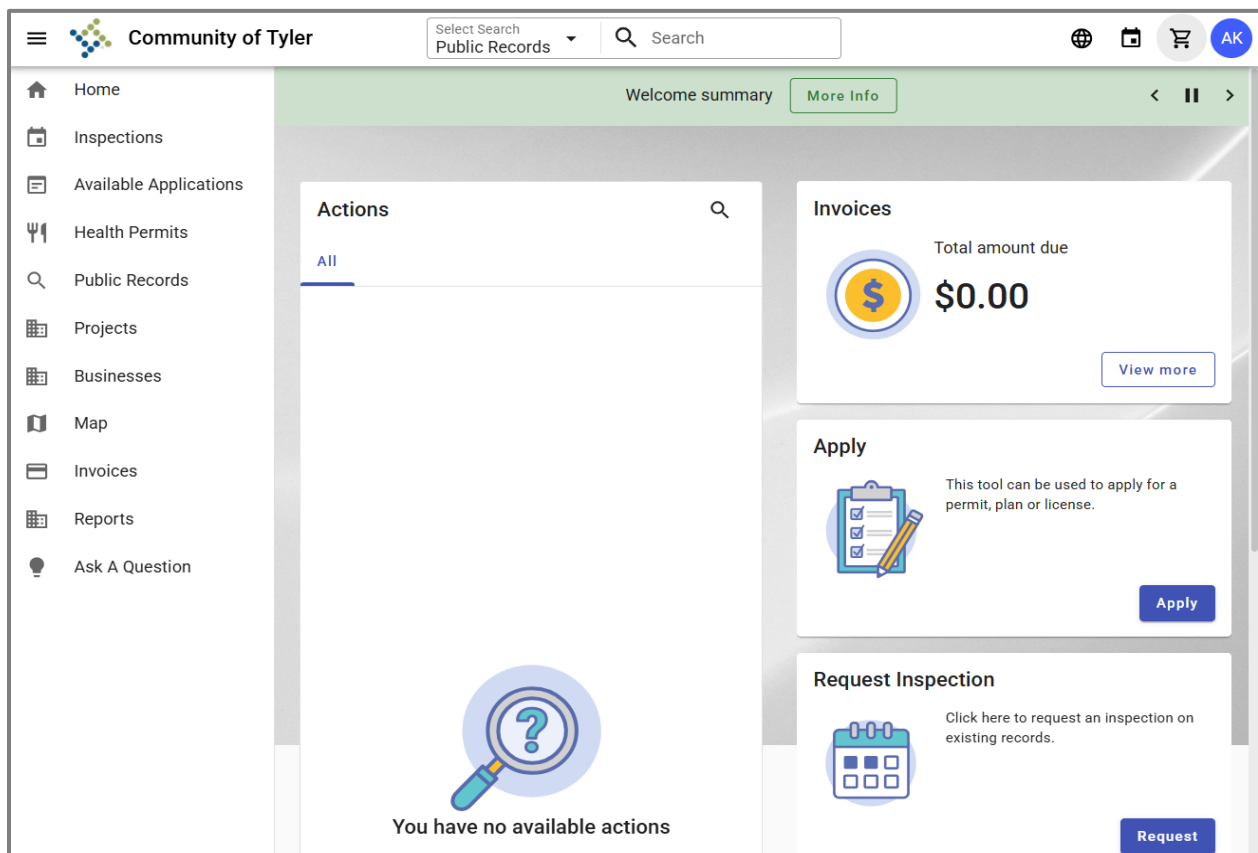
Civic Access populates **Company** and the **Apply** and **Expiration** dates if the certificate is valid.

6. Click **Next**.

Signature

If configured, Civic Access displays the Signature step.

1. Read the signature **message**.
2. Type the **name** to agree to provide accurate, up-to-date information.
 - a. Toggle on **Use typed name** to display the name in the signature field.
3. Or draw the **signature** in the signature field with a mouse, stylus, or finger (on a touchscreen device).
4. Click **Clear** to delete any mistakes.
5. Click **Submit**.



Civic Access displays the registered-user dashboard with the customer's initials in the avatar.



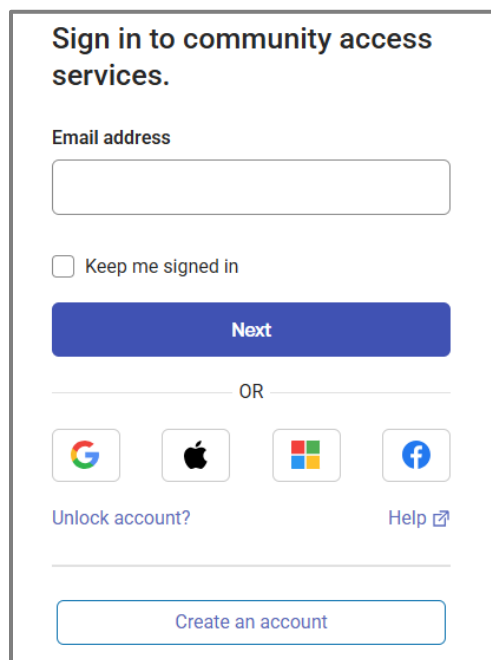
Register with Same Email Address

When a jurisdiction starts using TID-C for the first time, customers must create the TID-C account even if using the same email address used to currently access Civic Access. This allows existing information in EPL and Civic Access to be linked with the new TID-C account. For more information, please refer to the Civic Access Legacy to TID-C Authentication User Guide.

Use TID-C to Access Different Site

When a jurisdiction uses TID-C authentication for Civic Access and a customer needs to access a different agency or jurisdiction's website that also uses TID-C authentication, the customer does not have to complete the TID-C registration process again, allowing existing information to be linked with the same TID-C account; however, the customer does go through the Civic Access registration process if logging in to a different jurisdiction's Civic Access for the first time.

1. Navigate to the new **site**.
2. Click the generic **avatar** in the top right corner of the Home page.
 - a. Click **Sign In**.
3. Or click the **Login or Register card** on the Home page.
4. Type the **Email address** used to currently log in to Civic Access.
 - a. Click **Next**.
5. Or click a **social media icon** if currently accessing Civic Access using a social media account.
 - a. **Sign in** using the social media account credentials.
6. Select a [verification method](#) and [create a civic access account](#).



Sign in to community access services.

Email address

☐ Keep me signed in

Next

OR

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

Create an account

This image displays the TID-C login box.



Troubleshooting

TID-C Account

Log In with Existing Email Address

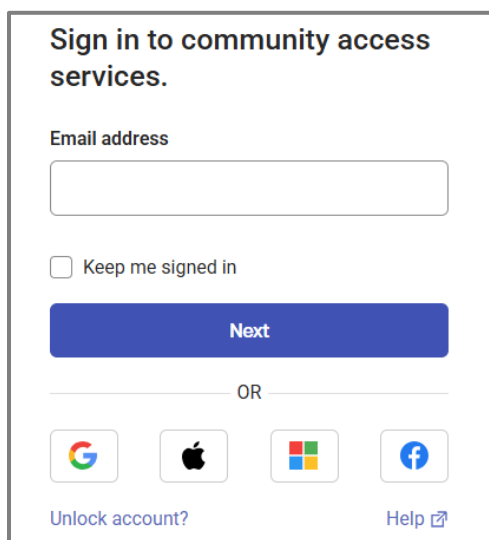
If the user navigates to a new Civic Access site, clicks Create an account and enters an email address from an existing TID-C account and a name and password, TID-C displays an error message indicating a user with the same email address already exists.

1. Click **Sign In**.
2. Follow the [verification steps](#).

Forgot Password?

Customers can reset a forgotten password if they have access to the email inbox associated with the TIC-C account.

1. Type the account **email address**.
2. Click **Next**.



Sign in to community access services.

Email address

☐ Keep me signed in

Next

OR

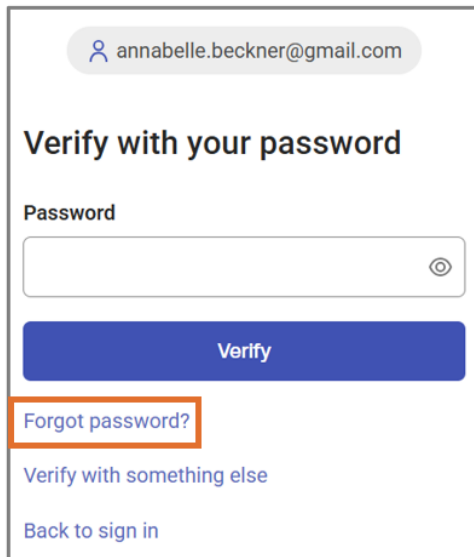
   

[Unlock account?](#) [Help](#)

This image displays the TID-C login box.



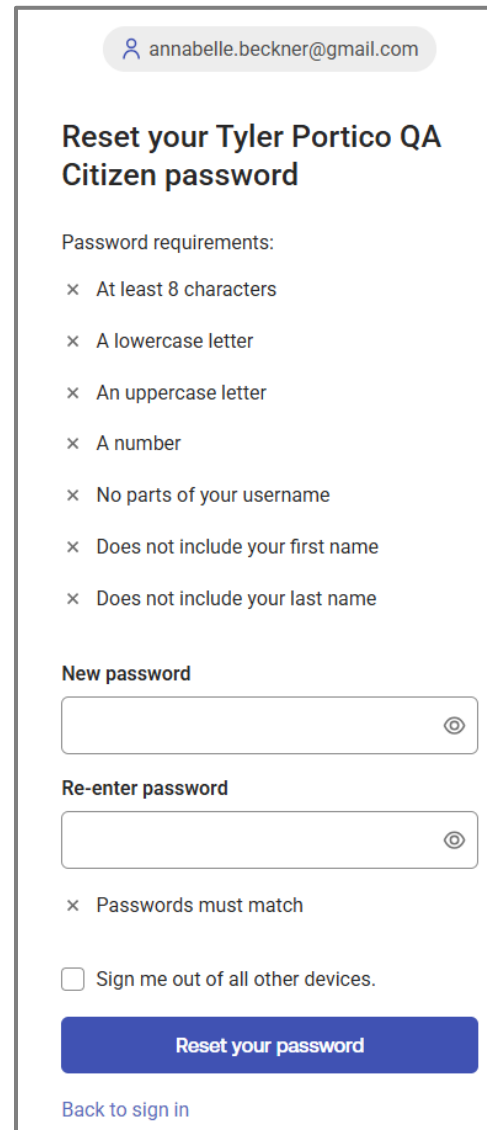
3. Click **Password** as the verification method.
4. Click **Forgot password?**



This image highlights Forgot password?

The browser displays a verification message.

5. Click **Send me an email**.
6. Type the **code** from the email.
7. Click **Verify**.
8. Type a **New password**.
9. Type the **password** again to confirm the change.
10. Click **Reset your password**.



This image displays the new password fields.

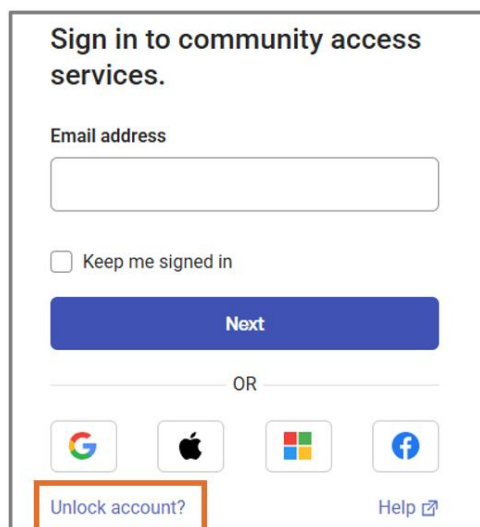


Unlock Account

Customers can unlock an account if they have access to the email inbox associated with the TIC-C account.

To unlock an account:

1. Click **Unlock account** in the TID-C login box.
2. Type the **Email address**.
3. Click **Next**.
4. Click **Send me an Email**.
5. Type the **code** from the email.
6. Click **Verify**.



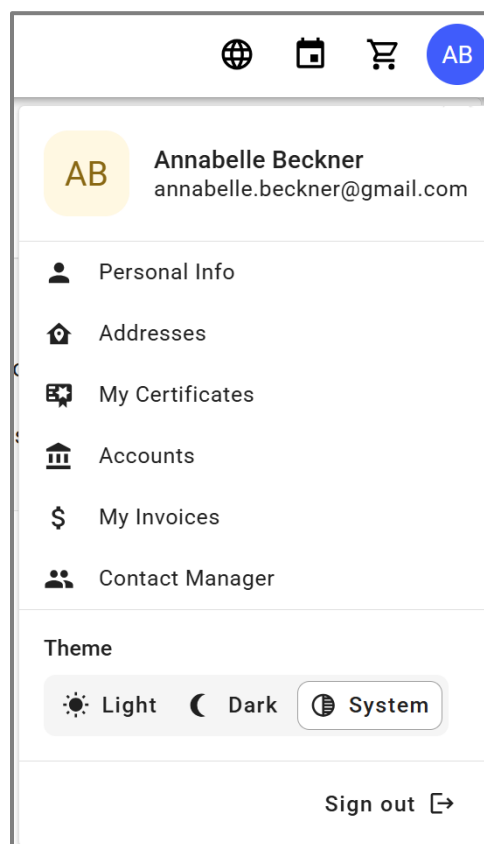
This image highlights Unlock account?

Update Account

Customers can update account information if they have access to the email inbox associated with the TIC-C account.

To update information:

1. Click the **avatar**.
2. Click **Personal Info, Addresses, My Certificates, or Accounts, etc.**
3. Type **any changes**.
4. Click **Save**.



This image displays the account menu.

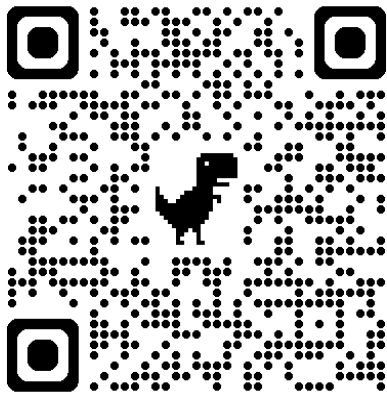


Appendix A: Terminology and FAQs

For information about the following topics, please refer to the Terminology and FAQs User Guide:

- Universal Buttons for EPL and its mobile apps
- Universal Icons for HTML Apps
- Terminology/Common Acronyms
 - Enterprise Permitting & Licensing
 - Enterprise Environmental Health
 - Certified Unified Program Agencies (CUPA)
- FAQs
- Common Key Commands

To access other guides in the online EPL Help System, scan this QR code:



This image displays a QR code, which when scanned opens the online EPL Help System in an internet browser.

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of integrated software and technology services for the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients turn actionable insights into opportunities and solutions for their communities. Tyler has more than 45,000 successful installations across 15,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including on Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.



Appendix B: Accessibility

Civic Access and the Civic Access setup apps in Enterprise Permitting & Licensing (EPL) are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features make the site accessible to individuals with various impairments. Customers also can view Civic Access in different languages if configured by the jurisdiction.

Screen Readers

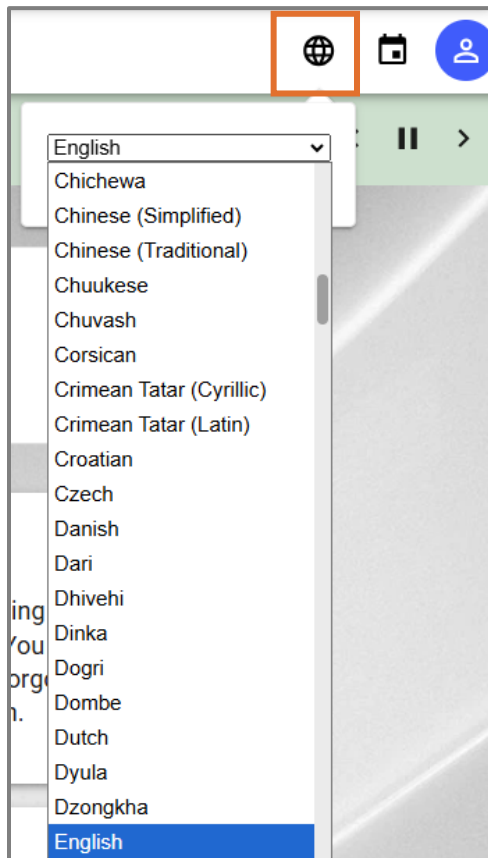
Customers can use free screen readers such as ChromeVox and NVDA on Windows operating systems and VoiceOver on Mac operating systems. These readers speak the content of the page, play audio indicators for page load progress and objects on the page, and provide a way to navigate all web content from the keyboard. To use these readers, download the software at:

1. ChromeVox at <http://www.chromevox.com/installing.html>.
2. Or NVDA at <https://www.nvaccess.org/download/>.

NOTE VoiceOver is built into Mac operating systems.

Google Translate

To view Civic Access menus and text in different languages if configured by the jurisdiction. This function uses Google Translate. To change the language:



1. Click the **globe** in the title bar on any Civic Access page.
2. Select a **language** in the dropdown.

Click the globe on in the title bar any Civic Access page to change the language that the online portal displays.



Appendix C: Civic Access Features

This table outlines the various features of Civic Access for both customers (public and registered users) and jurisdiction administrators.

Feature	Description
Community Development, Business Management, Environmental Health	Civic Access lets customers view information about permits, plans, projects, businesses, code cases, inspections, invoices, licenses, sites, and health permits.
Saves Drafts	Civic Access customers can start an application and resume the process later. This is helpful when customers want to save completed work and continue later.
Handles Exceptions	Civic Access administrators can leverage exception reports and tools in EPL to view details about client- and server-side exceptions encountered in Civic Access.
GIS Map Integration	Civic Access integrates with ESRI map functionality. The maps allow for powerful searches, pinned results, EPL data incorporation, layers, filters, a legend, and more. The map is available to both registered customers and guest users.
Global Search	Customers can perform robust searches from a central location across several key areas in Civic Access (e.g., permits, plans, projects, businesses, code cases, inspections, invoices, licenses, sites, and health permits).
Invoice Management	Civic Access customers can access invoices that are paid, voided, or unpaid, and add invoices (accessible from the registered-user dashboard and menus) to an electronic shopping cart.
Powerful Menus	Civic Access offers powerful and flexible parent and child menus. Administrators can configure menu items, categories, positions, and visibility in the EPL Online Settings app.
Mobile Friendly	Civic Access is accessible on mobile devices without having to install or configure any mobile applications. The site automatically adjusts to device screen sizes.
Modern Architecture	Civic Access and EPL, which jurisdictions administrators use to configure Civic Access, leverage the latest Microsoft technologies, HTML5, and solid performance. The sites can be hosted in the cloud, hosted by Tyler, or maintained on the jurisdiction's premises. Clients can purchase APIs to extend functionality.



Feature	Description
Printable Reports	Customers can access, print, and save reports as PDF files for inspections, permits, plans, and projects through the Civic Access Reports tab.
Public Notifications	Jurisdictions can create public notifications (e.g., site maintenance, public hearings, job fairs, events, etc.) through the EPL Online Settings app. Both the Civic Access public-user Home page and registered-user dashboard display notifications.
Request Inspections	Civic Access customers can request multiple related/unrelated inspections simultaneously. Inspection requests interact with the inspection-related data on the dashboard.
Shopping Cart	The Civic Access shopping cart lets customers to view, add, pay, or remove invoices and displays single or multiple cases associated with each invoice.
System Administration Tools	Jurisdictions use the EPL Online Settings app to configure headers, footers, payments, maps, permit types, plan types, menus, categories, notifications, and more.
User Registration	Civic Access customer registration includes several key features: customer profiles, account registration, password retrieval, automatic EPL global entity recognition, secure authentication, and more.



Appendix D: Registration Process Flows

