

City of West Palm Beach

Civic Access Guide – Accessing our site using your existing Community Services Access Login



Civic Access is the City's online portal to manage your project and apply for permits, check your permit status, pay fees, resubmit for plan review, download your permit card and approved plans, schedule inspections, and more.

If you have already registered to Civic Access with other jurisdiction(s), this means that you already have a Global Login. If this applies to you, you do not have to re-register again, but you do have to go through a verification process before accessing your records.

In this guide, we'll explain how to access your records with the City's Civic Access Online Portal using your existing Community Services Access Login you share with other jurisdiction(s).

Contractors: Please note that creating a profile or registering on Civic Access is **NOT** the same as a Contractor registering with the Building Department to apply for permits. If you are a Contractor and wish to register to apply for permits within the City of West Palm Beach, please email DS@WPB.ORG a copy of your State or County License, Certificate of Liability Insurance, Proof of Workers Compensation Insurance, and Valid Local Business Tax Receipt.

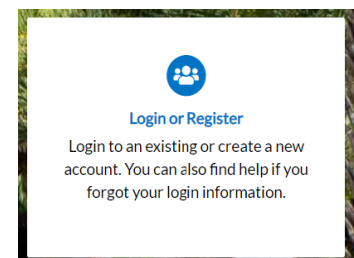
Accessing our Civic Access Portal using an Existing Community Services Access Login (TID-C)

1. Navigate to the Civic Access home page (URL below)
and click the **Login or Register** link in the top right of
the screen

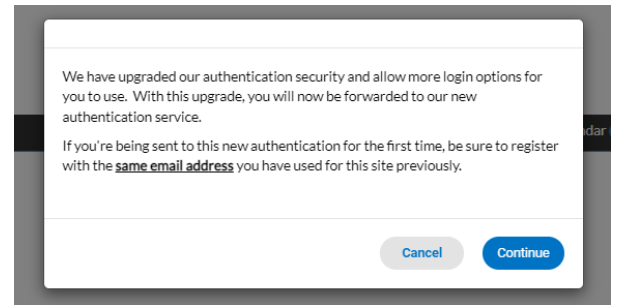
<https://westpalmbeachfl-energovpub.tylerhost.net/apps/selfservice/WestPalmBeachFLProd#/home>

Login or Register

-
2. Or click the **Login or Register** card on the
Home Page



3. A popup will appear at the top of the screen indicating a transition message to guide to the next steps. Click **Continue**



4. Type the **Email address** used to currently log in to Civic Access
 - a. Click **Next**

5. Type the **Password** and Click **Verify**

Verify with your password

@cjenergov@gmail.com

Password

Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

6. Click **Continue** on Step 1 of the verification process

Home Apply Map Report Fee Estimator Search Calendar

Registration

Step 1 of 3: Acknowledgement

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

Continue

7. Add or correct any **personal information** as desired on Step 2, and Click **Next**

Home Apply Map Report Fee Estimator Search Calendar

Registration

Step 2 of 3: Personal Info

First Name: Clark

Middle Name:

Last Name: TylerTech

Company:

Contact Preference: Email

Email Address: cjenergov@gmail.com

Additional Contact Information

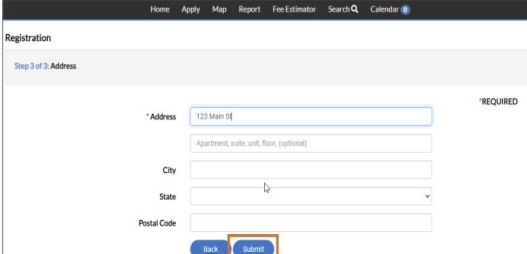
Business Phone: (123) 456-7890

Home Phone:

Mobile Phone:

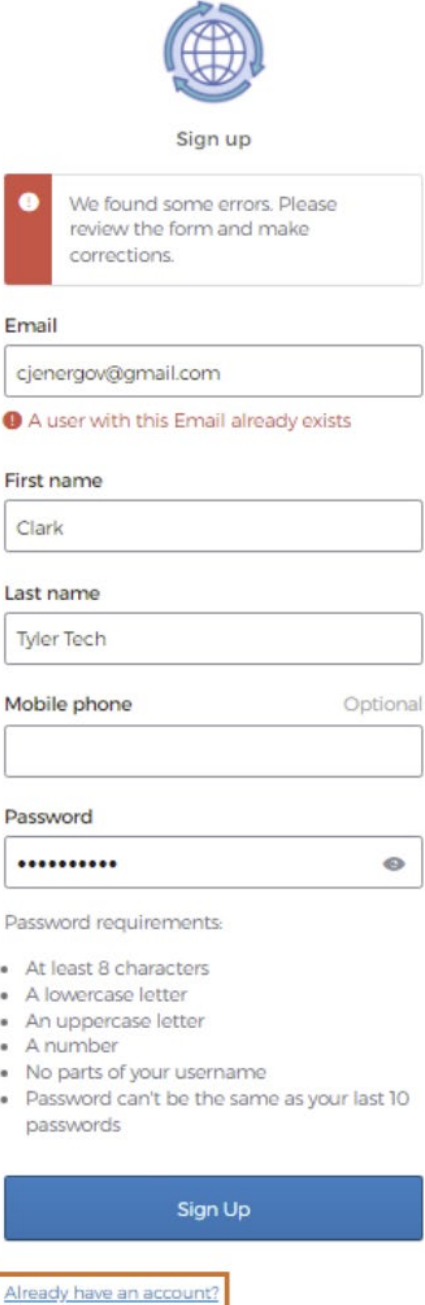
Back Next

8. Add or correct any **address information** as desired on Step 3, and Click **Submit**



The screenshot shows the 'Registration' page, specifically 'Step 3 of 3 Address'. The form includes fields for 'Address' (with a sub-field for 'Apartment, suite, unit, floor, (optional)'), 'City', 'State' (a dropdown menu), and 'Postal Code'. A 'Back' button and a 'Submit' button are at the bottom. The 'Submit' button is highlighted with a red box. A '*REQUIRED' label is in the top right corner.

9. If the user navigates to the site, clicks sign up or register instead of log in and enters the same email address from an existing Community Servicess Access account, they will receive an error message indicating a user with the same email address already exists.
- Click Already have an Account
 - Follow the above verification steps 4-8



The screenshot shows the 'Sign up' page. At the top is a globe icon with the text 'Sign up'. Below it is a red error message box: 'We found some errors. Please review the form and make corrections.' The form fields are: 'Email' (cjenergov@gmail.com) with a red error message 'A user with this Email already exists', 'First name' (Clark), 'Last name' (Tyler Tech), 'Mobile phone' (Optional), and 'Password' (masked with dots). Below the password field are 'Password requirements' listed as: 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. At the bottom is a blue 'Sign Up' button and a red-bordered box containing the link 'Already have an account?'.