City of West Palm Beach
Civic Access Guide – Registering/Creating Your Online Account

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. To use the portal, you must first register a profile.

With a new software upgrade, clients will need to register again. In this guide, we'll explain how to register your account so you can continue monitoring your existing applications and can also begin submissions of your new electronic applications.

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.

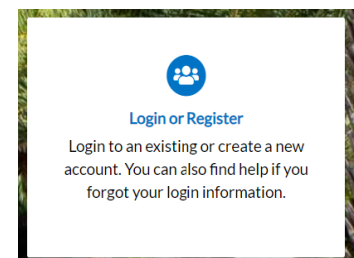## Registration with the Same Email Address as your Contact Information

Registration will be needed again, even if using the same email address that was previously used.

1. Navigate to the Civic Access home page (URL below) and click the **Login or Register** link in the top right of the screen
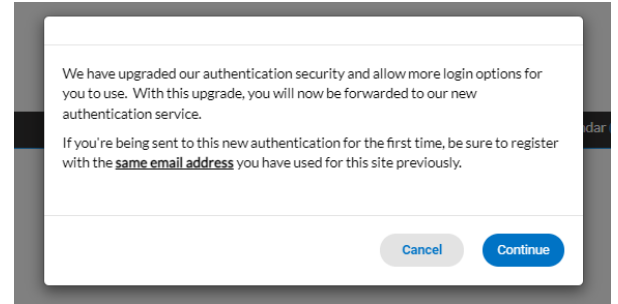
   https://westpalmbeachfl-energovpub.tylerhost.net/apps/selfservice/WestPalmBeachFLProd#/home

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

   Login or Register
   Login to an existing or create a new account. You can also find help if you forgot your login information.

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

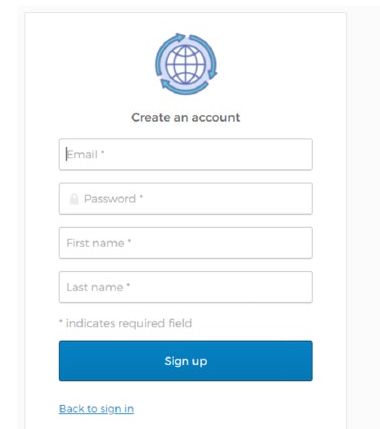We have upgraded our authentication security and allow more login options for you to use. With this upgrade, you will now be forwarded to our new authentication service.

If you're being sent to this new authentication for the first time, be sure to register with the **same email address** you have used for this site previously.

Cancel   Continue

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1. Click the **Sign Up** link located at the bottom the Create an Account option and fill out the required fields.
   a. If this is your first time using Civic Access after September 14, 2024 – **Note**: This will be considered a **NEW REGISTRATION**, which means you have **never** registered for Civic Access and do not have preexisting email addresses associated with Civic Access

Don't have an account? Sign up

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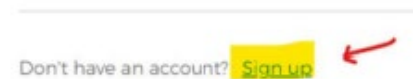
2. If you have previously registered, type the email address and password and click **Sign In.** If you have not previously registered after September 14, 2024, please continue to follow the steps below
   a. If you have applied for other permits/plans in other jurisdictions and already have a Community Services Access login, please login using those credentials and reference the "Accessing our site using your existing Community Services Access Login" Guide

Sign in to community access services.

G Sign in with Google

 Sign in with Apple

Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

☐ Remember me

Sign In

Forgot password?   Unlock account?   Help

Don't have an account? Sign up

3. After you clicked on **Sign In**, in the **Create an Account** window, provide your email address, password, first, and last name
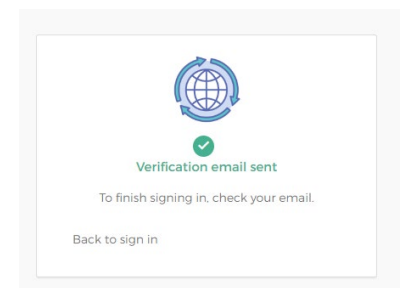
4. If the password you provided does not meet the minimum requirements, a dialog will display below the password field. Once all required specifications are met, click on the **Sign Up** button

5. The following screen will be displayed informing you to check your email and verify your account and complete your sign-in process

6. The email will be sent from **Community Access Identity**: noreply@identity.tylerportico.com
Subject Line: Welcome to your Community Access Account
   a. If you **do not** receive an email, please check the following:
   b. Spam/junk folders
   c. Your email hosting company may be blocking the registration and/or password reset emails. Please contact them and ask them to whitelist the email address from noreply@identity.tylerportico.com to resolve this incident

From: Community Access Identity <noreply@identity.tylerportico.com>
Sent: Friday, June 28, 2024 12:43:01 PM
To:
Subject: Welcome to your Community Access account

     d.   Please do not respond to this email as it is not monitored

7. In the email received, click the button to Activate Account
    a.   The email will also share a one-time verification code to verify your email address and activate your account
    b.   You will be prompted to enter the one-time verification code to activate your account
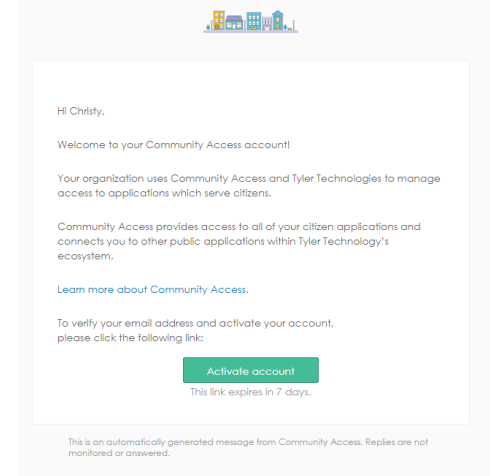

8. Once you have activated your account, you will be redirected back to the City's Civic Access Home Page to login. Enter your email address and password in the appropriate fields and click the **Sign In** button
    a.   **OPTIONAL**: Clicking the **Remember Me** check box will cache your email address for the next time you visit
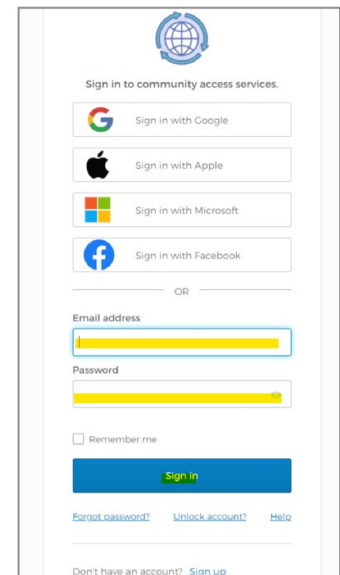
9. Once logged in, you will have access to your previous records under your Dashboard and My Work tabs. You should also have access to your previous contacts under Personal Info and all associated records.
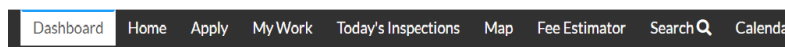
Note: If for whatever reason, the login page was left idle for a while and you try to login, you may get a Community Access Profile screen in the TylerPortico site being displayed. If this occurs, close this screen, and navigate to the City's Civic Access home page using the URL below and login again:
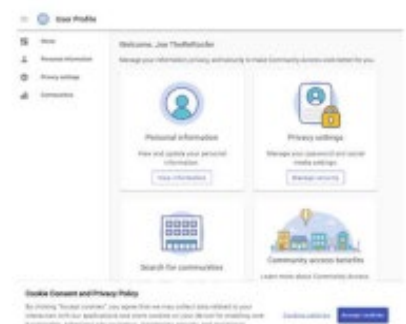
10. Upon initial login, you will be required to finalize the registration process. In **Step 1** of the Registration, click the checkbox(s) to acknowledge that you have read the disclaimer and click the **Continue** button

Note: Reminder for Contractors that this is only the process for creating your online Civic Access account.

11. In **Step 2** of the Registration, you must provide all the required information or any additional information you wish to provide and click **Next**. Required fields are marked with an *

Note 1: Your email address cannot be changed

Note 2: Even though all 3 phone number fields appear to be required, after entering one, the other requirements will disappear, so make sure you type all numbers you wish to be on your profile

12. In **Step 3** of the Registration, you must provide all the required information or any additional information you wish to provide and click **Next**. Required fields are marked with an *

13. If prompted for a Signature, type in the username to electronically sign the registration and click **Submit**