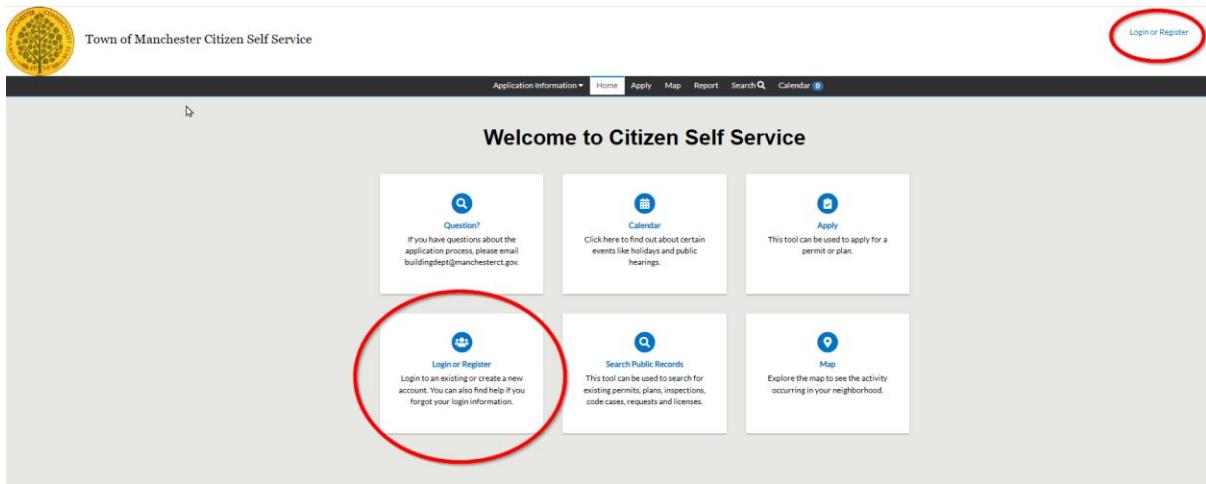
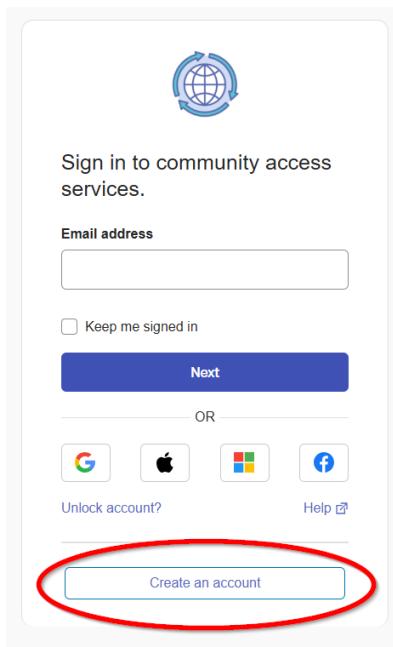


Registering for the Citizen Self Service Portal

- From the Citizen Self Service (CSS) homepage, you can either click on the bottom row center tile titled “Login or Register”, or you can click “Login or Register” in the top right corner of the page.



- From the next screen, click on “Create an account”, which is located at the bottom of the graphic that appears.



- On the next screen, you will begin creating your account by entering your email address, your first name, last name, and mobile phone number, as well as the password you would like to use to sign into your CSS account. **The email address that you are using to register with will be where all correspondence regarding your permits will be sent to**. Once you have entered all of this information, you will click on Sign Up. (There may be a verification process you may need to complete, such as a Captcha)

Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

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

Password ®

Sign up

Already have an account? [Sign in](#)

- You will then get a screen asking you to verify your email – a code will be emailed to you that you will need to enter and submit. When you have retrieved the code from your email, enter it in the box highlighted below and click on Verify.

Verify with your email

We sent an email to e***r@gmail.com. Enter the verification code in the text box.

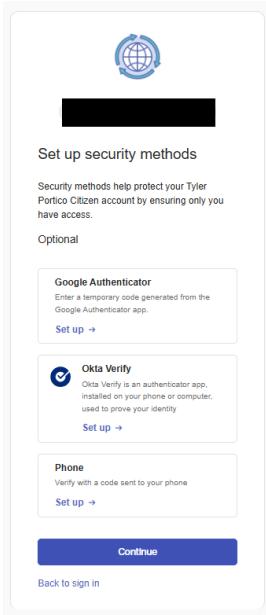
Enter Code

Verify

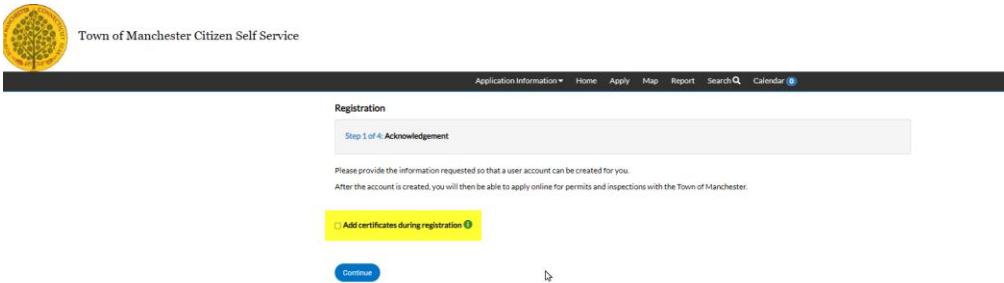
[Return to authenticator list](#)

[Back to sign in](#)

- The next screen will advise you of some optional additional security methods that you could set up to verify your login. If you are not interested in these additional security measures, simply click on Continue.



- The next screen will begin the registration process. If you are a contractor and want to add a State issued license to your contact, you will want to check the box that says “Add certificates during registration”. If you are not a licensed contractor, you can leave that checkbox empty.



- If you have checked the “Add certificates during registration” box, the next screen will have a link that says “Click here to add certificate”. After clicking that link, You will be brought to the next screen, which will ask you to select the Type and to add your Certificate Number. There will only be one option in the Type, so you will select that one option. In the Certificate number you will need to enter it in its entirety,

including the characters before the period and the characters after the dash (for example ELC.0999999-E1) and then click on Verify. Your license will then be verified with the Department of Consumer Protection and added to your contact.



Town of Manchester Citizen Self Service

Application Information Home Apply Map Report Search Calendar

Registration

Step 2 of 5: Add Certifications

Click here to add certificate

Back Skip

Add Certificate

*Type: Select Type

*Certificate Number: [Redacted]

Cancel Verify

Add Certificate

*Type: State Certification

*Certificate Number: HTG-[Redacted]-S1

Cancel Verify

Add Certificate

*Type: State Certification

*Certificate Number: HTG-[Redacted]-S1

Company Name: [Redacted]

Issued Date: [Redacted]

*Expiration Date: 08/31/2026

Cancel Clear Save

Registration

Step 2 of 5: Add Certifications

State Certification [REDACTED] 

Click here to add certificate

Back Next

• The next few steps in the registration process will be to add your personal and address information. Any field with an asterisk is a required field.

Registration

Step 3 of 5: Personal Info

First Name [REDACTED] *REQUIRED

Middle Name [REDACTED]

Last Name [REDACTED]

Company [REDACTED]

*Contact Preference Email

*Email Address [REDACTED]

Additional Contact Information

Business Phone [REDACTED]

Home Phone [REDACTED]

Mobile Phone [REDACTED]

Back Next

Registration

Step 4 of 5: Address

*Address [REDACTED]

[REDACTED]

City Manchester

State CT

Postal Code 06040

Back Next

- The final step in the registration process will be to electronically sign the registration. You will need to type your name on the line next to “Please type your name as consent to electronically sign this registration.”. You will also need to provide a signature. If you toggle on where it says, “Enable Type Signature”, you can then type your name in the box on that line, and the system will create that signature for you. Once this is complete, then hit Submit.

Registration

Step 5 of 5: Signature

* Please type your name as consent to electronically sign this registration.

EnerGov Customer

Enable Type Signature EnerGov Customer

EnerGov Customer
December, 17 2025

EnerGov Customer

Back Submit

- Once submitted, your account will then be active, and you will be redirected to the CSS Dashboard page.

Should you need additional information on the CSS registration process, please contact the building department at (860) 647-3052 or buildingdept@manchesterct.gov.

