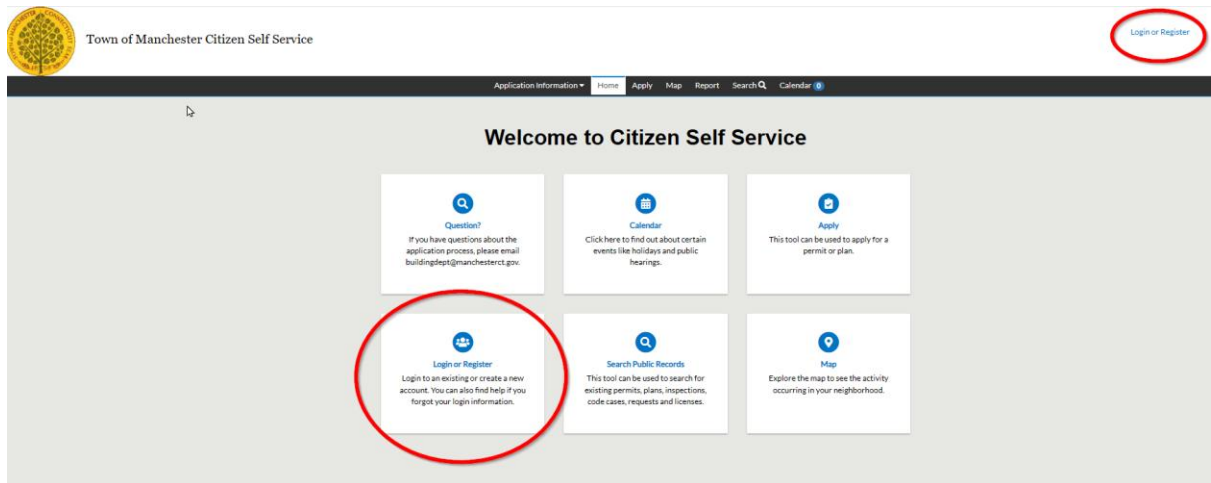


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## Registering for the Citizen Self Service Portal

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- 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.

A screenshot of the login and registration form. At the top is a globe icon. Below it, the text reads "Sign in to community access services." There is an "Email address" label and a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. Underneath the button is the word "OR". Below "OR" are four social media icons: Google, Apple, Microsoft, and Facebook. Below these icons are the links "Unlock account?" and "Help". At the bottom of the form, the "Create an account" button is circled in red.

- 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.

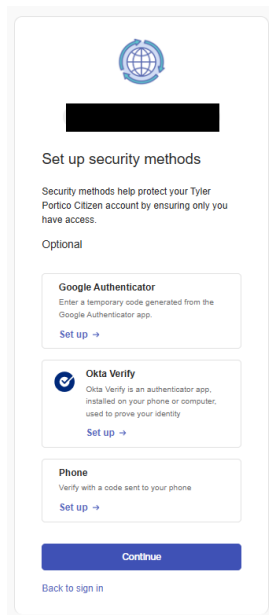
Enter Code


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.







### Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

Optional

**Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.  
[Set up →](#)

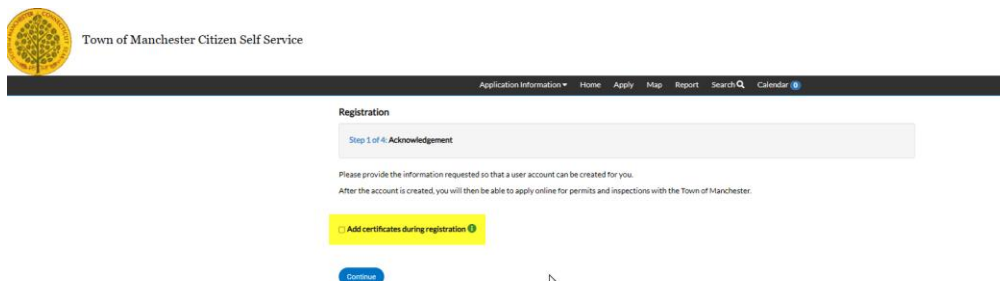
**Okta Verify**  
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity.  
[Set up →](#)


**Phone**  
Verify with a code sent to your phone.  
[Set up →](#)

[Continue](#)

[Back to sign in](#)

- 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.



 Town of Manchester Citizen Self Service

Application Information Home Apply Map Report Search Calendar

## Registration

Step 1 of 4: Acknowledgement

Please provide the information requested so that a user account can be created for you.  
After the account is created, you will then be able to apply online for permits and inspections with the Town of Manchester.

☒ Add certificates during registration

[Continue](#)

- 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.09999999-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

\*Certificate Number

[Cancel](#)

[Verify](#)

#### Add Certificate

\*Type

\*Certificate Number

[Cancel](#)

[Verify](#)

#### Add Certificate

\*Type

\*Certificate Number

Company Name

Issued Date

\*Expiration Date

[Cancel](#)

[Clear](#)

[Save](#)

Registration

Step 2 of 5: Add Certifications

State Certification [REDACTED] X

[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

Last Name

[REDACTED]

Company

\* Contact Preference

Email

\* Email Address

[REDACTED]

Additional Contact Information

Business Phone

[REDACTED]

Home Phone

Mobile Phone

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](mailto:buildingdept@manchesterct.gov).

