



Guilford County Civic Access Portal Users,

The County is pleased to announce a new upgrade to the Civic Access Portal to protect your information and enhance your online experience. This upgrade requires all users to re-authenticate their accounts.

Key Points:

- Re-Authentication is **MANDATORY** for all currently registered portal users.
- Users **MUST** use the **same email address** you originally used for your portal account during the Re-Authentication process.

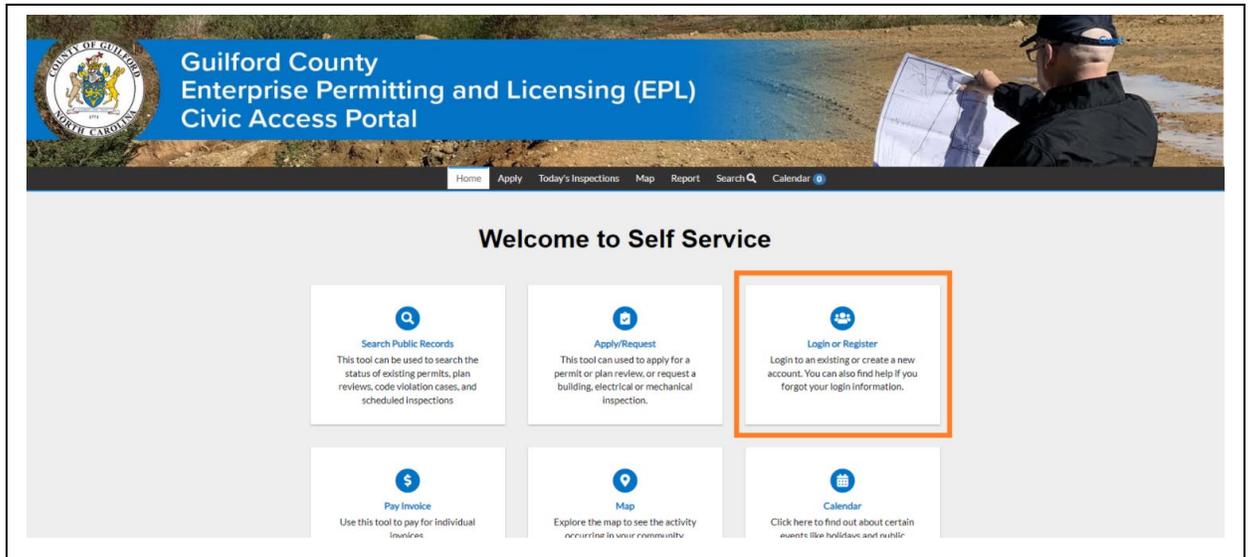
This document provides the following instructions.

(Click on the section listed below to view the information)

- **Section 1: Re-Authentication of “Existing” users of Civic Access Portal.**
- **Section 2: Registration of “New” users to Civic Access Portal.**
- **Section 3: Login to Civic Access Portal with Registered Account.**

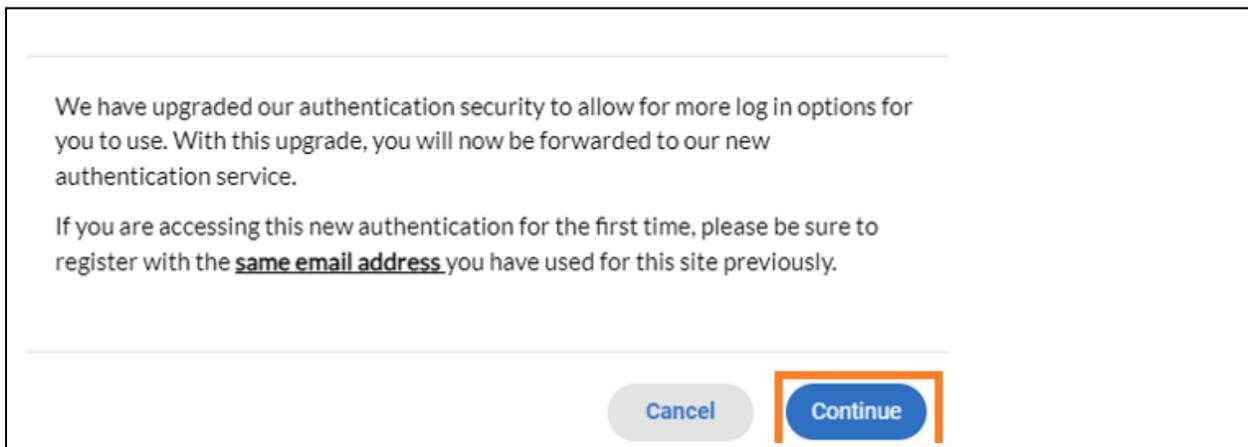
# Section 1: Re-Authentication of “Existing” users of Civic Access Portal.

1. Go to the **Guilford County Civic Access Public Portal** website at: [https://citizenaccess.guilfordcountync.gov/energov\\_prod/selfservice#/home](https://citizenaccess.guilfordcountync.gov/energov_prod/selfservice#/home) (**Exhibit 1**).
2. Click “**Login or Register**”



**Exhibit 1**

3. You will receive an alert that you are being taken to the new registration site. Read the message and click “**Continue**” (**Exhibit 2**).



**Exhibit 2**

- Click the “**Create an account**” button at the bottom of the page (**Exhibit 3-bottom**).

**Exhibit 3**

Sign in to community access services.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address

Keep me signed in

Next

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

Create an account

- (a) **Enter the exact same email address you have used for your Guilford County Civic Access account previously**, (b) first name, last name, mobile phone number, and (c) a new password or your previous password and select **“Sign Up”** (Exhibit 6). *Note: A new account will be created if you do not use the same email address that you used previously to login to the portal. The new account will not include the history of your previous cases.*
- After you select **“Sign up”**, you will be redirected to the **“Verify with your Email Screen”** (Exhibit 7).
- You will receive an email with a verification code (Exhibit 8).
- Enter that verification code from your email into the **“Enter Code”** box and click **“Verify”**.
- Once completed, you will be redirected to your **Civic Access Dashboard**.

**Exhibit 6**

  
Create an account

Email

First name

Last name

Mobile phone Optional

Password 👁

Password requirements:

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

[Sign up](#)

[Already have an account?](#)

**Exhibit 7**


Verify with your email  
**youremail@example.com**

We sent an email to [youremail@example.com](mailto:youremail@example.com). Enter the verification code in the text box.

Enter Code

[Verify](#)

[Return to authenticator list](#)  
[Back to sign in](#)

## Exhibit 8

Hi **Your Name**

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

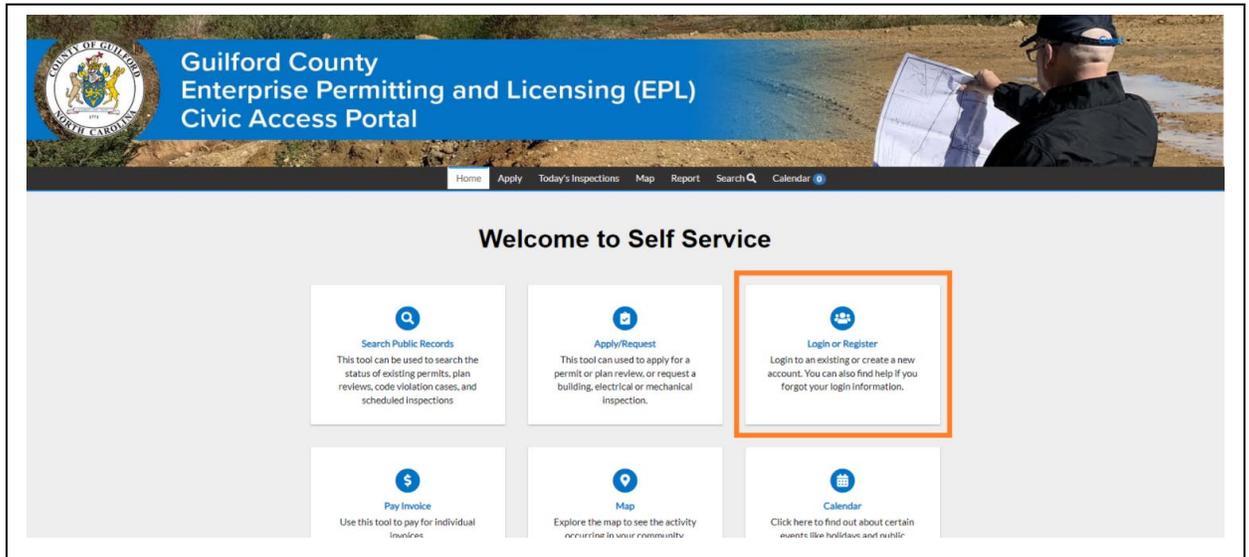
To verify your email address and activate your account enter the verification code: **012228**

Your account should be registered after following the steps outlined in section 2 and you will have completed the new security registration process. If you have any issues, please contact us at [energovsupport@guilfordcountync.gov](mailto:energovsupport@guilfordcountync.gov).

## Section 2 : Registration of “New” users to Civic Access Portal.

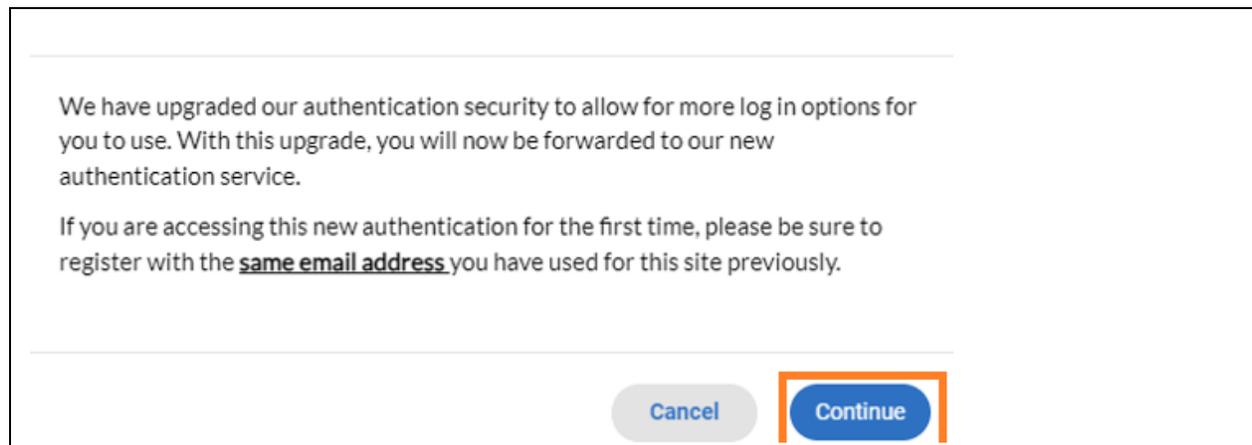
4. Go to the **Guilford County Civic Access Public Portal** website at:  
[https://citizenaccess.guilfordcountync.gov/energov\\_prod/selfservice#/home](https://citizenaccess.guilfordcountync.gov/energov_prod/selfservice#/home) (**Exhibit 1**).
5. Click “**Login or Register**”

### Exhibit 1



6. You will receive an alert that you are being taken to the new registration site. Read the message and click “**Continue**” (**Exhibit 2**).

### Exhibit 2



- Click the “**Create an account**” button at the bottom of the page (**Exhibit 9-bottom**).

**Exhibit 9**



Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

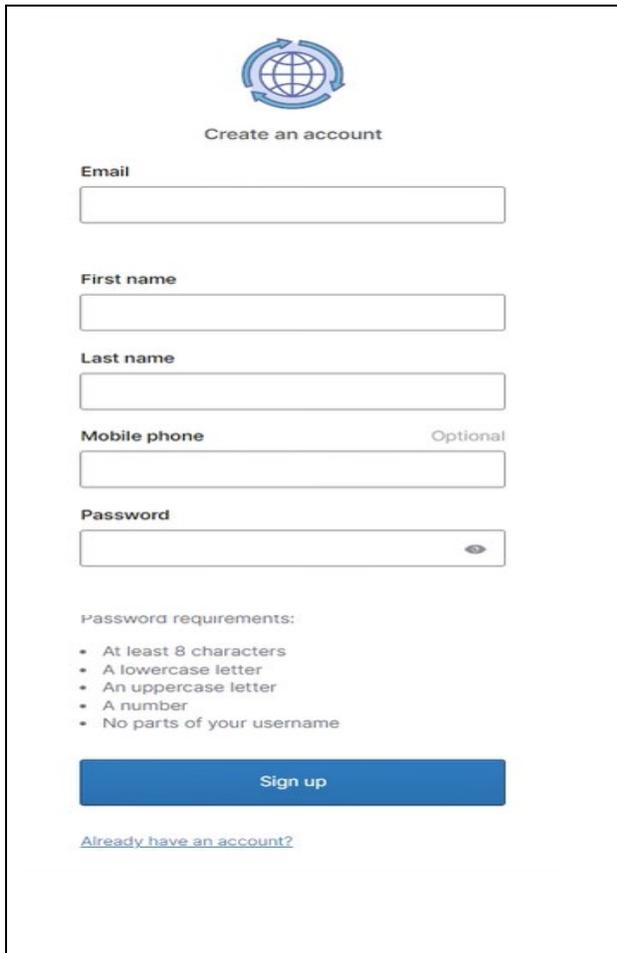
[Next](#)

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

[Create an account](#)

- (a) Enter your email address (b) first name, last name, mobile phone number, and (c) a password and select “**Sign Up**” (Exhibit 10)
- After you select “**Sign up**”, you will be redirected to the “**Verify with your Email Screen**” (Exhibit 11)
- You should have received an email with a verification code (Exhibit 12)
- Enter that verification code from your email into the “**Enter Code**” box and click “**Verify**”

**Exhibit 10**



  
Create an account

Email

First name

Last name

Mobile phone Optional

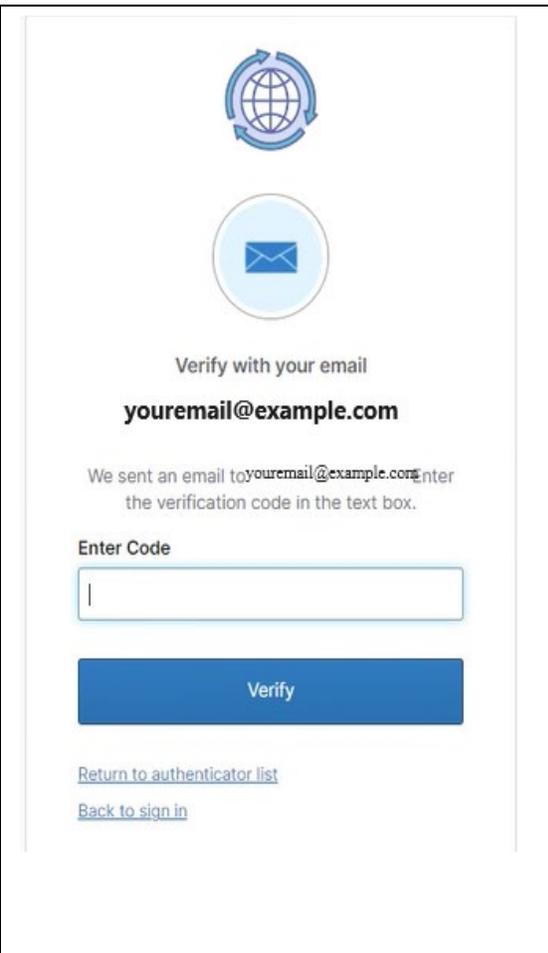
Password 

Password requirements:

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

[Already have an account?](#)

**Exhibit 11**



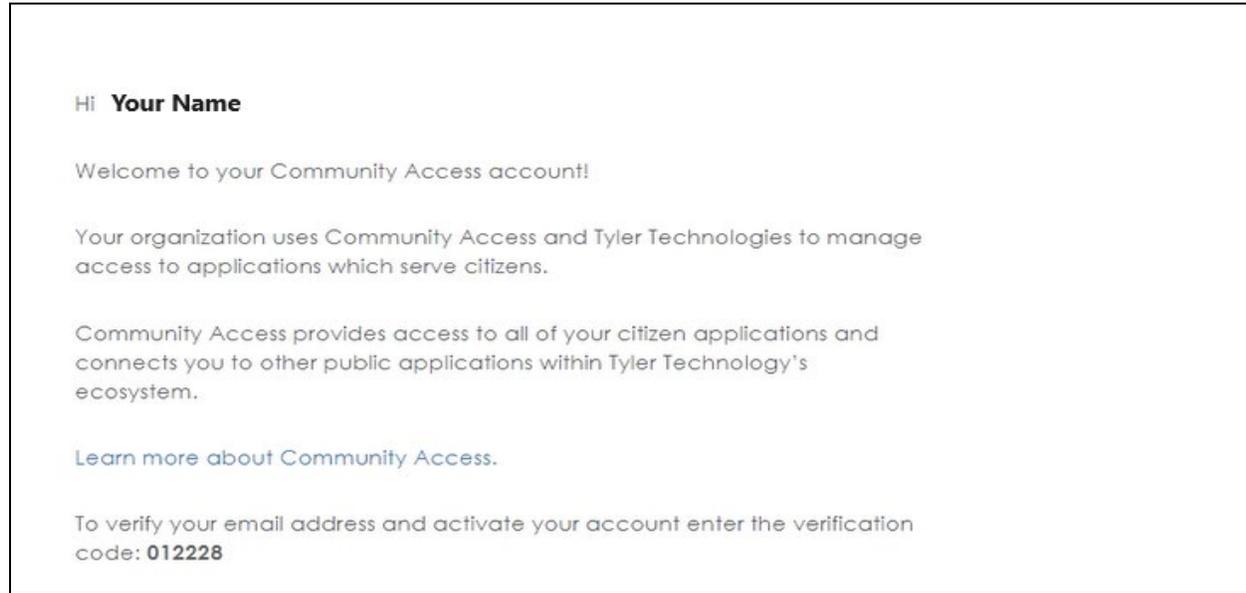

Verify with your email  
**youremail@example.com**

We sent an email to [youremail@example.com](mailto:youremail@example.com) enter the verification code in the text box.

Enter Code

[Return to authenticator list](#)  
[Back to sign in](#)

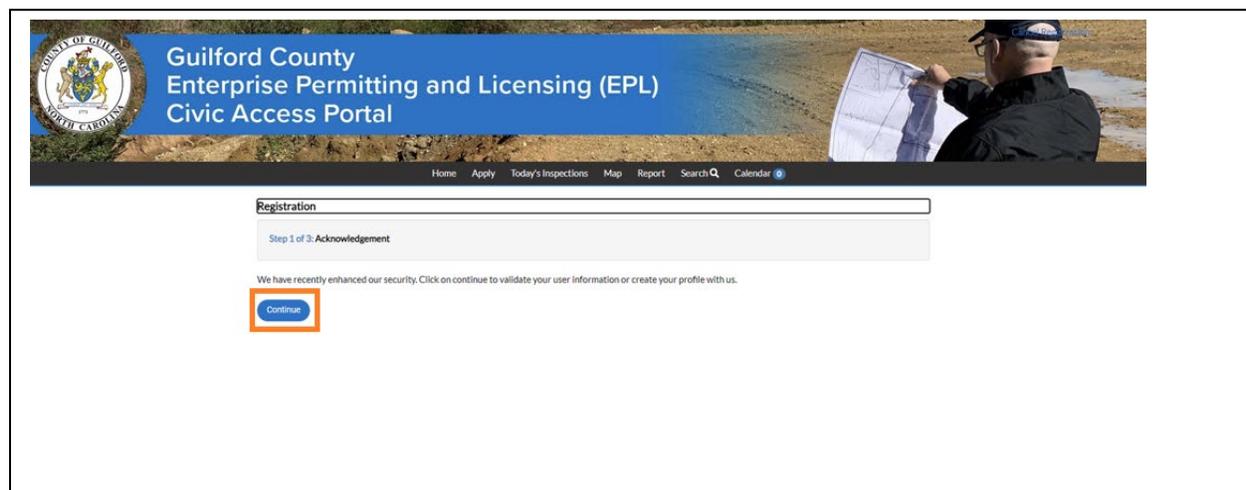
## Exhibit 12



- Once you enter your verification code, you will be redirected to a Registration Screen.
- On **Step 1 of 3**, click **“Continue”** (**Exhibit 13**)
- On **Step 2 of 3**, enter your **“Personal Info”** and click **“Next”** (**Exhibit 14**).
- On step **3 of 3**, enter your Address and click **“Submit”** (**Exhibit 15**)

Once you click **“Submit”**, you will be redirected to your Civic Access Dashboard.

## Exhibit 13



## Exhibit 14

Registration

Step 2 of 3: Personal Info

\*REQUIRED

First Name

Middle Name

Last Name

Company

\* Contact Preference

\* Email Address

Additional Contact Information

\* Business Phone

\* Home Phone

\* Mobile Phone

Back Next

## Exhibit 15

Registration

Step 3 of 3: Address

\*REQUIRED

\* Address

City

State

Zip Code

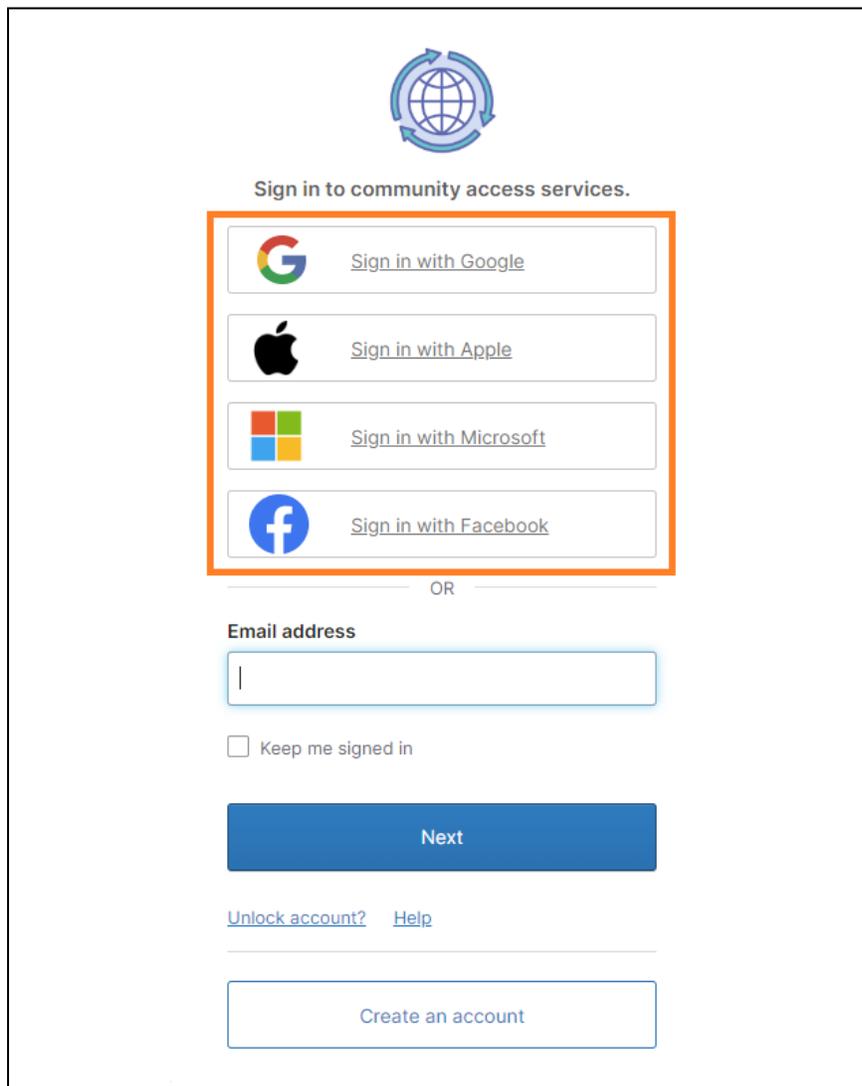
Back Submit

Your account should be registered after following the steps outlined in section 2 and you will have completed the new security registration process. If you have any issues, please contact us at [energovsupport@guilfordcountync.gov](mailto:energovsupport@guilfordcountync.gov).

## Section 3: Login to Civic Access Portal with Registered Account

- If you have a Google, Apple, Microsoft or Facebook **account and the email and password matches your Civic Access Account**, you can log in using the top portion of the login page (**Exhibit 16**) after you have completed the authentication steps noted in sections 2 or 3 above.
- Please note that it is important that both the email address and password match your Civic Access Account. **If they do not match, you will NOT see your cases on your Civic Access Dashboard.**

Exhibit 16



The screenshot displays the login interface for community access services. At the top, there is a globe icon with circular arrows. Below it, the text reads "Sign in to community access services." A central area, highlighted with an orange border, contains four social media sign-in buttons: "Sign in with Google" (with the Google 'G' logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook 'f' logo). Below these buttons is the word "OR". Underneath, there is a label "Email address" followed by 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. At the bottom, there are two links: "Unlock account?" and "Help". A "Create an account" button is located at the very bottom of the form area.

- If you have another email domain or your Google, Apple, Microsoft or Facebook email and password does not match your Civic Access Account email and password, enter your email in the “Email Address” box (**Exhibit 17**). Click “**Next**” and follow the prompts.

**Exhibit 17**



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 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address

Keep me signed in

[Next](#)

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

[Create an account](#)