

CSS Registration Instructions

If you would like assistance logging in for the first time please call 311 and a staff member will walk you through the process.


1. You **MUST** be in **Google Chrome**: Click on [Login or Register](#)


The screenshot shows the Cape Coral Citizens Self Service website. The header includes the Cape Coral Florida logo and the text 'Citizens Self Service'. The navigation bar contains links for Home, Apply, Today's Inspections, Map, Report, Pay Invoices, Search, Calendar, and 311. The main content area is titled 'Welcome to Self Service' and features three cards. The 'Login or Register' card is circled in red.


Good Afternoon, [Guest](#)

Home Apply Today's Inspections Map Report Pay Invoices Search Calendar 311


Welcome to Self Service


Search Public Records
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.



Apply
This tool can be used to apply for a permit, plan or license.



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


2. In the next screen, click **Create an Account** at the bottom of the page.
 - a. We highly recommend that you DO NOT sign in with Google/Apple/Microsoft/Facebook unless you are confident that the corresponding Profile uses the same email associated with your EnerGov account. If you use a different email, your CSS account will not properly link to your EnerGov account.
 - b. The remaining instructions do not apply if you signed in with Google/Apple/Microsoft/Facebook




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

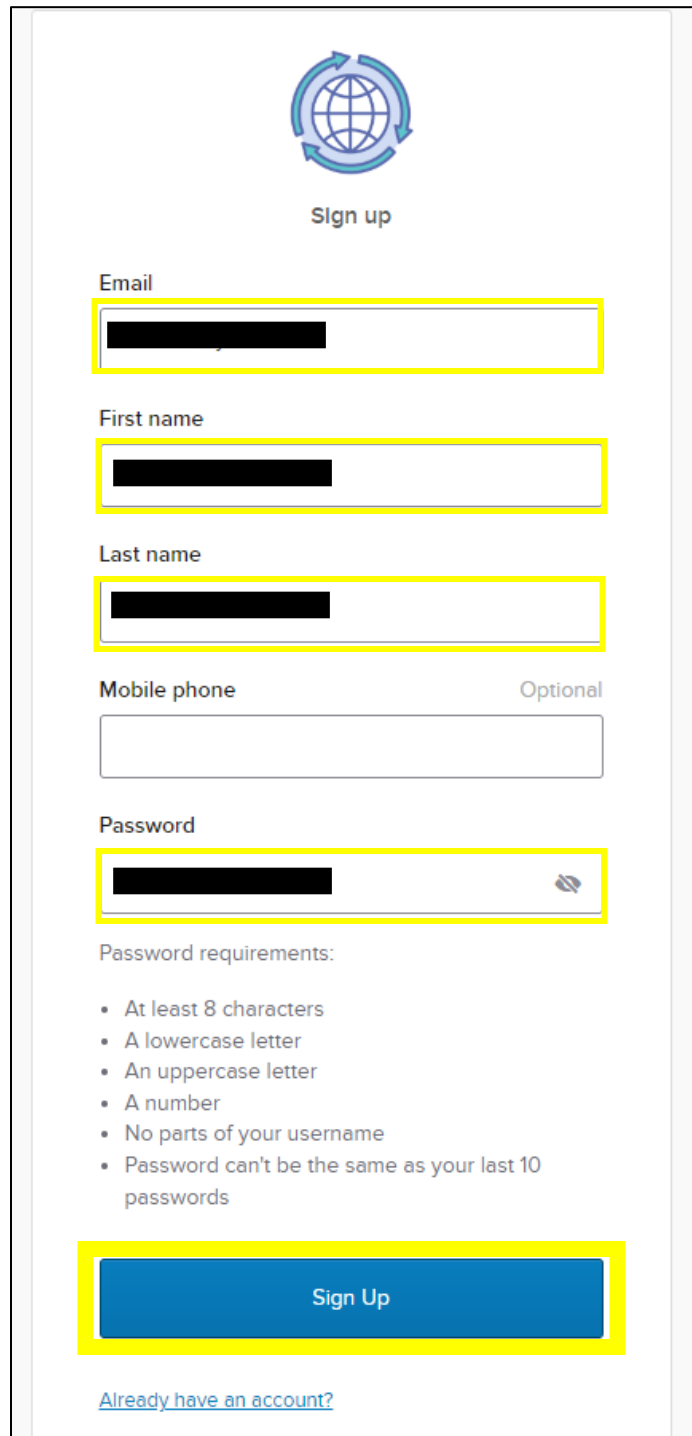
Keep me signed In

Next

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

Create an account

3. In the next screen, enter the same email you provided to us when you applied for your Business License. **YOU MUST ENTER THE SAME EMAIL OR YOUR RECORDS WILL NOT BE LINKED. YOU MUST HAVE ACCESS TO THIS EMAIL TO COMPLETE THE REGISTRATION.**
- Enter your First and Last Name
 - Enter a password
 - Click the blue **Sign Up** button. (**DO NOT CLICK** “Already have an account”)



The image shows a 'Sign up' form with a globe icon and the text 'Sign up' centered at the top. Below the icon are several input fields: 'Email', 'First name', 'Last name', 'Mobile phone' (with 'Optional' text to its right), and 'Password'. Each of these fields contains a blacked-out placeholder and is enclosed in a yellow rectangular highlight. Below the 'Password' field, there is a list of 'Password requirements' including: '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 of the form is a large blue button with the text 'Sign Up', which is also highlighted with a yellow border. Below the button is a blue hyperlink that reads 'Already have an account?'.

Sign up

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
- Password can't be the same as your last 10 passwords


Sign Up

[Already have an account?](#)

4. The next page (shown below) must be kept open while you check your email to get the verification code sent to you.



Verify with your email

 [Redacted]

We sent an email to [Redacted]. Enter the verification code in the text box.

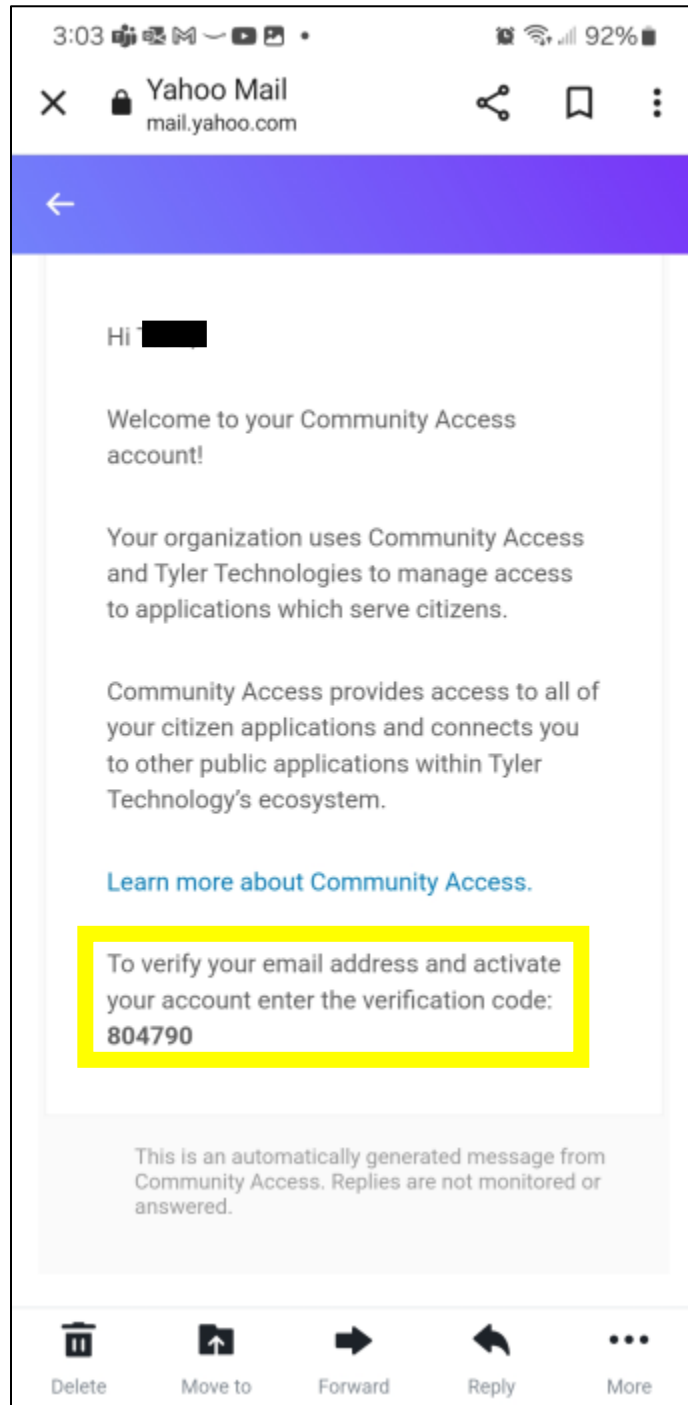
Enter Code

Verify

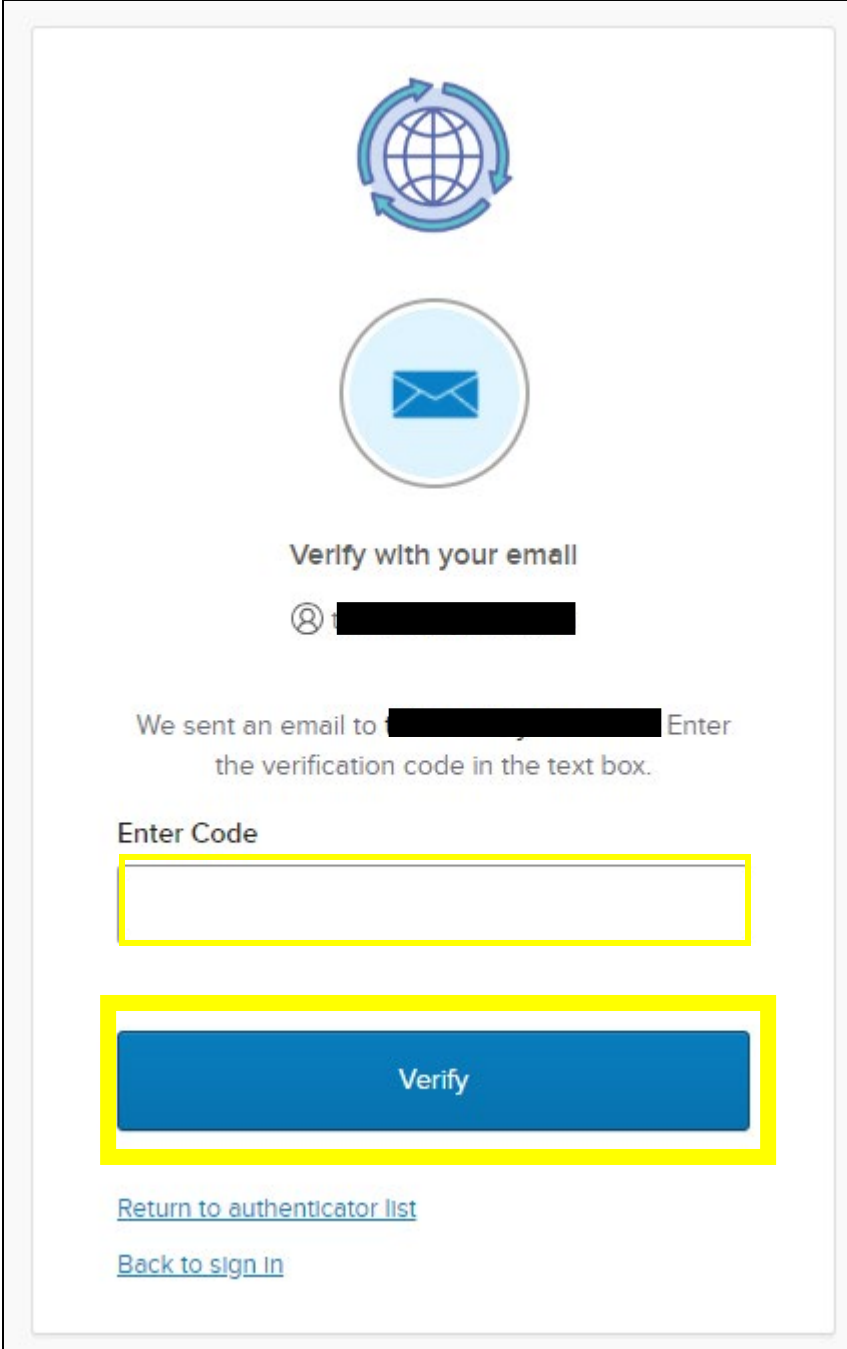
[Return to authenticator list](#)

[Back to sign in](#)

5. Go to your email to get the code. You may need to check your spam folders if you do not see the email in your inbox.



6. Enter the verification code then click the blue **Verify** button.



The image shows a verification screen. At the top, there is a globe icon with three circular arrows around it, and below it is a blue envelope icon inside a light blue circle. The text "Verify with your email" is centered below the icons. Underneath, there is a user icon and a blacked-out email address. The text "We sent an email to [redacted] Enter the verification code in the text box." is displayed. Below this is a text input field labeled "Enter Code" with a yellow border. At the bottom, there is a large blue button labeled "Verify" with a yellow border. Two links are at the very bottom: "Return to authenticator list" and "Back to sign in".

Verify with your email

Ⓔ [redacted]

We sent an email to [redacted] Enter the verification code in the text box.

Enter Code

7. You will now be taken to your dashboard
 - a. Check that you can see all your records
 - b. Verify that your personal info is correct
 - c. If your records are incorrect or missing, call 311. Please do not call or email any other staff members as they will not be able to correct your records

The screenshot shows the Cape Coral Citizens Self Service dashboard. At the top left is the Cape Coral Florida logo. To the right, it says "Good Evening, TEST Company2" followed by a redacted name. Below the header is a navigation menu with items: Dashboard, Home, Apply, My Work, Today's Inspections, Map, Report, Pay Invoices, Search, Calendar (with a notification badge), and 311. The main content area is titled "My Permits" and contains five summary cards: Attention (69), Pending (8), Active (50), Recent (29), and Draft (0). Each card lists sub-categories and their counts. A "View My Permits" link is at the bottom left.

Category	Count
Attention	69
Construction Com...	28
Enclosure: Fence/...	15
Other	26
Pending	8
Construction Com...	5
Concrete: Retaining...	1
Other	2
Active	50
Enclosure: Fence/...	19
Window/Door	5
Other	26
Recent	29
Construction Com...	18
Marine Improvem...	4
Other	7
Draft	0

8. The next time you sign in, you will enter your email in the below window instead of clicking the Sign-Up button:

The screenshot shows a sign-in window titled "Sign In to community access services." It features four social login buttons: Sign in with Google, Sign in with Apple, Sign in with Microsoft, and Sign in with Facebook. Below these is an "OR" separator. Underneath is an "Email address" field with the text "tidctest2@yahoo.com" entered and highlighted with a yellow box. There is a "Keep me signed in" checkbox which is unchecked. At the bottom is a blue "Next" button, which is partially redacted.