



How to Sign into CSS for the First Time with TID-C

NOTE: Please read through these instructions and the list of Frequently Asked Questions before attempting to sign in for the first time.

1. Before February 27, 2024, log in to EnerGov Citizen Self-Service (CSS) to confirm the email address associated with your account. **REMEMBER THIS EMAIL ADDRESS.** You will need it to sign in for the first time with TID-C

Good Morning, Test User -

Cape Coral Citizens Self Service

Dashboard Home Apply My Work Today's Inspections Map Report Pay Invoices Search Calendar

My Account

PERSONAL INFO ADDRESSES MY INVOICES MY BUSINESSES ESCROWACCOUNT

Personal Info *REQUIRED

* Username

First Name

Middle Name

Last Name

Company

Business Phone

Home Phone

Mobile Phone

Fax

Other Phone

* Email Address

* Contact Preference

2. After TID-C is implemented on February 27, 2024, you must re-register your email the first time you sign in to CSS. You **MUST** be in **Google Chrome**. Go to CSS: <https://energoweb.capecoral.gov/EnerGovProd/selfservice#/home>

3. Click "Login or Register"

Cape Coral FLORIDA Citizens Self Service

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.

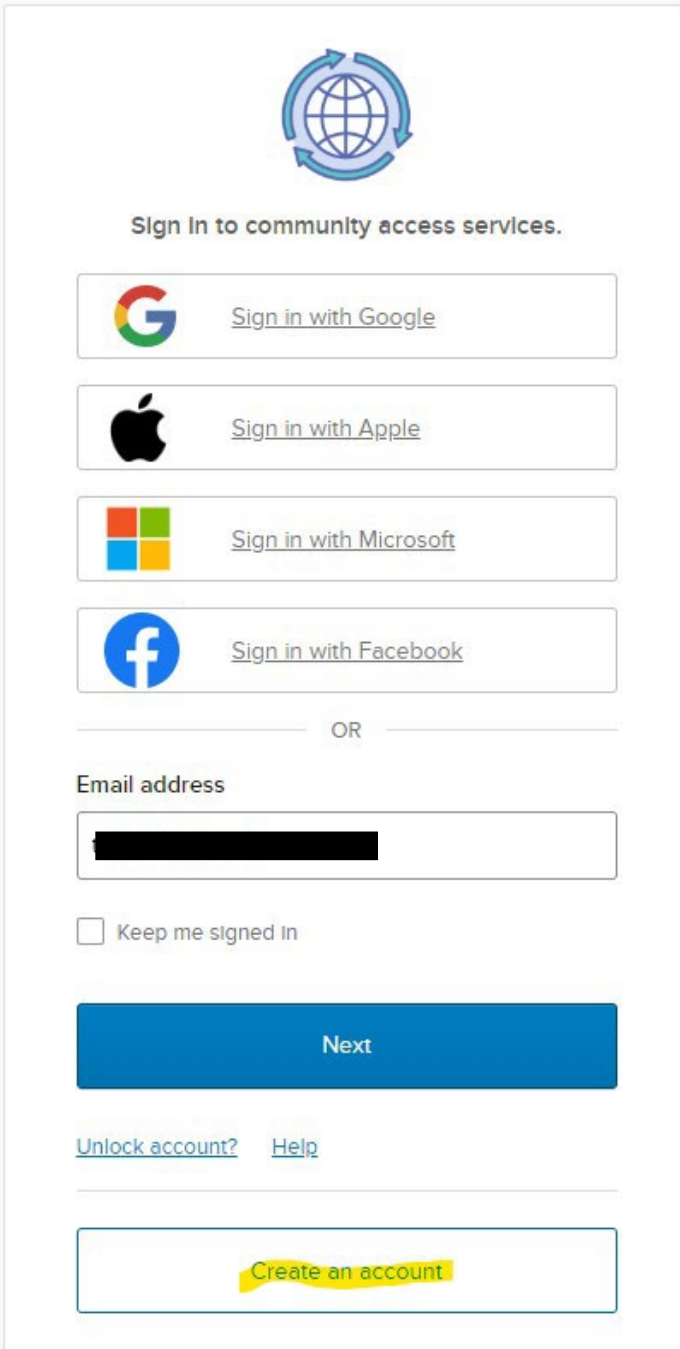
Apply

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.


4. On the next screen, **CLICK THE “CREATE AN ACCOUNT” SIGN-UP LINK 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 account uses the same email associated with your EnerGov account.
 - b. Personal Google/Apple/Microsoft/Facebook accounts **will not** properly link to your EnerGov account
 - c. **Please note:** 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](#)

5. Enter the same email associated with your EnerGov /CSS account. **You must enter the EXACT SAME EMAIL ADDRESS, 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. You may choose the same password that you previously used to login to CSS, or you may pick a new password
 - Click the blue “Sign up button.”
 - Note: **DO NOT CLICK** “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?](#)

6. You will be taken to a new page that looks like the one below. **KEEP THIS WINDOW OPEN** while you check your email for your verification code.



Verify with your email

@ [REDACTED]

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

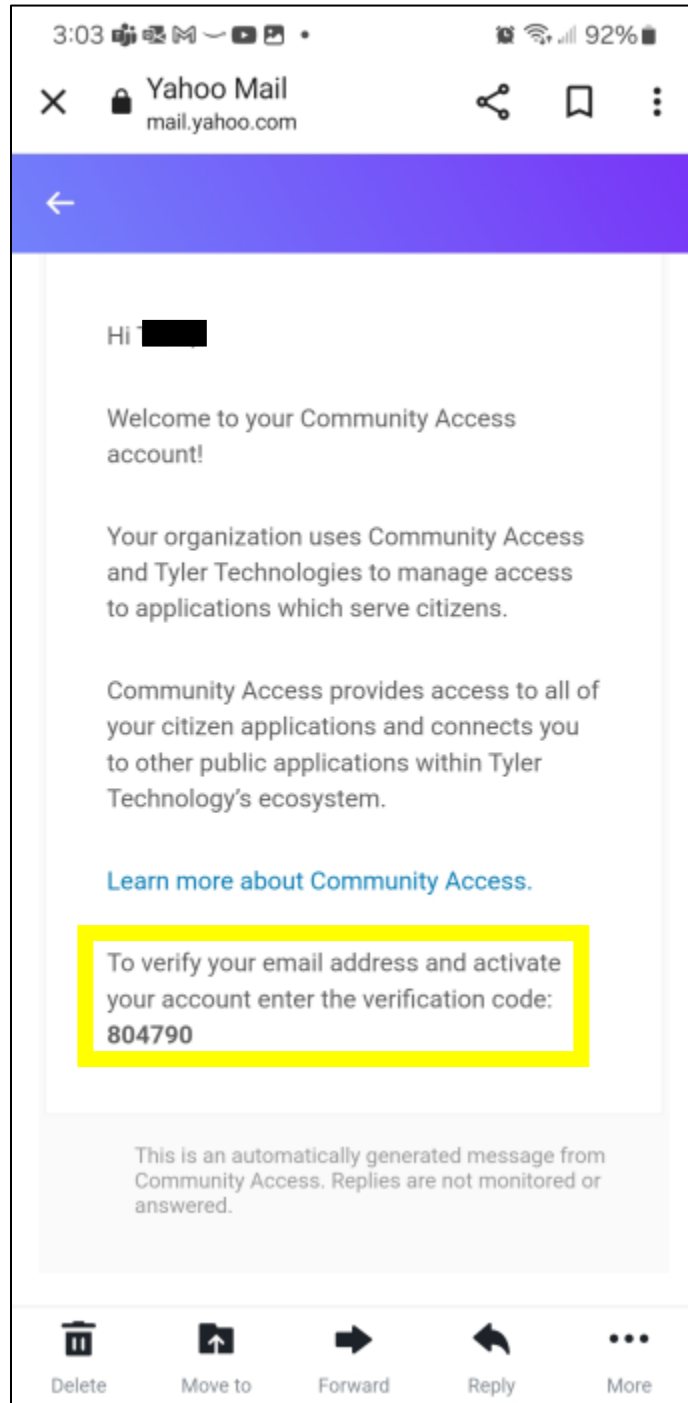
Enter Code

Verify

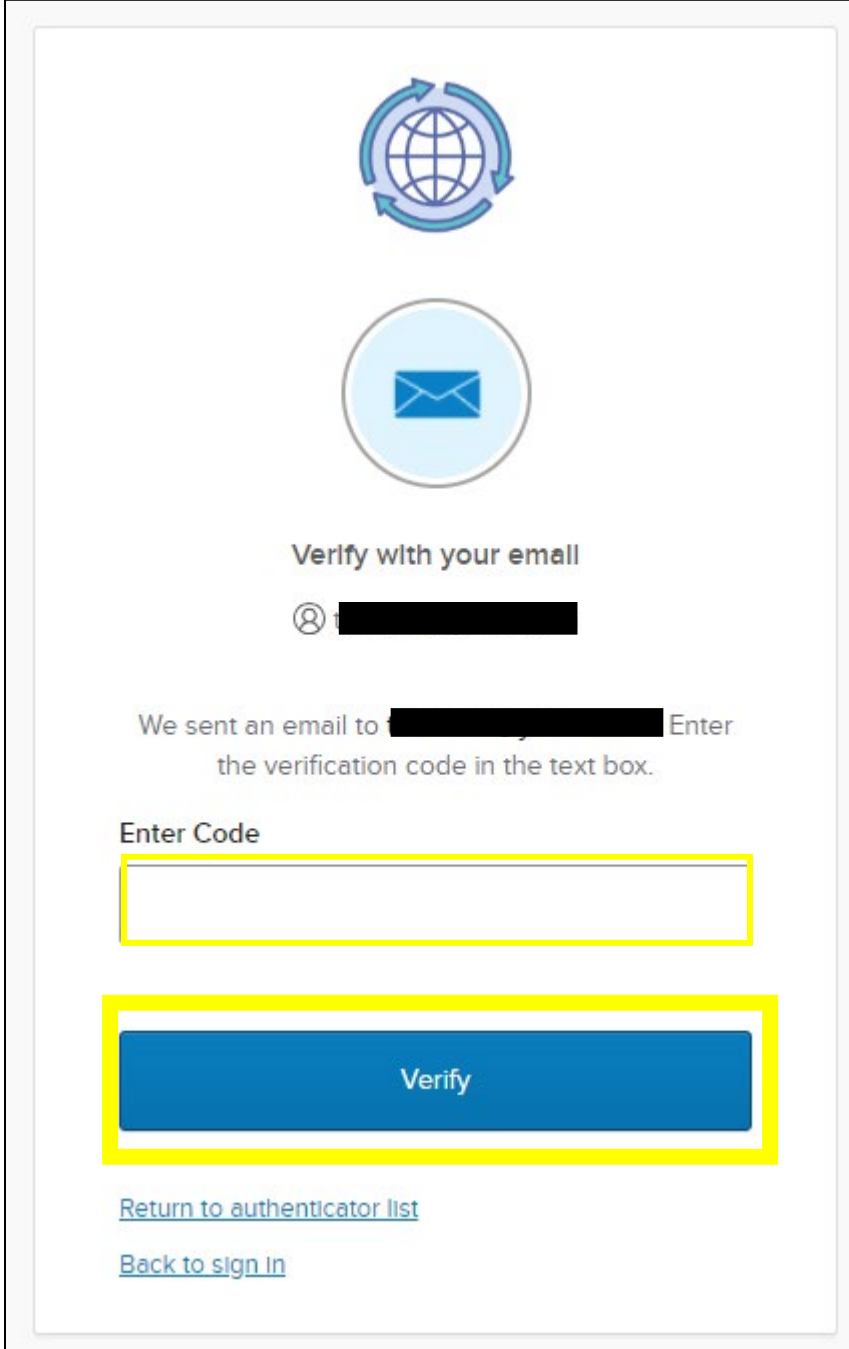
[Return to authenticator list](#)

[Back to sign in](#)

7. Go to your email. You will receive an email with your verification code. Check your spam folders if you do not see the email.




8. Enter the verification code from your email into the box below, 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, a blue envelope icon inside a light blue circle. The text "Verify with your email" is centered below the icons. Underneath, there is a small person icon followed by a black redaction box. 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 with the label "Enter Code" above it. A blue "Verify" button is positioned below the input field. At the bottom, there are two blue links: "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

[Verify](#)

[Return to authenticator list](#)

[Back to sign in](#)

9. You will now be taken to your dashboard.
 - a. Check that you can see all of your records.
 - b. Verify that your personal info is correct.
 - c. For troubleshooting and additional assistance, please call 239-574-0546 or email permits@capecoral.gov.

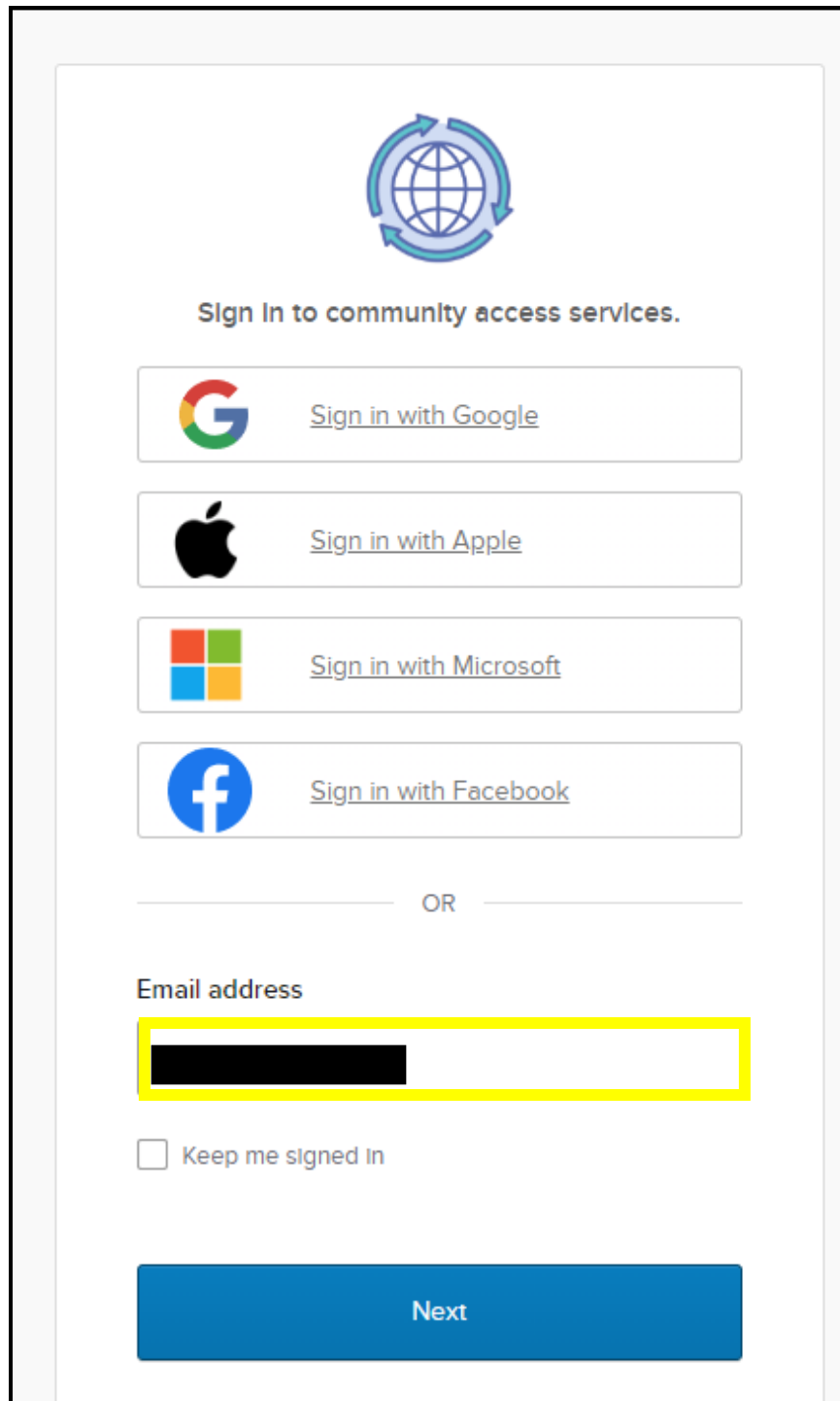
The screenshot shows the 'Cape Coral FLORIDA' logo and 'Citizens Self Service' header. The user is logged in as 'Good Evening, [redacted]' with a shopping cart icon showing 0 items. The navigation menu includes: Dashboard (selected), Home, Apply, My Work, Today's Inspections, Map, Report, Pay Invoices, Search, Calendar (1), and 311.

My Permits

Attention	Pending	Active	Recent	Draft
69	8	50	29	0
<ul style="list-style-type: none"> Construction Com... 28 Enclosure: Fence/... 15 Other 26 	<ul style="list-style-type: none"> Construction Com... 5 Concrete: Retaining... 1 Other 2 	<ul style="list-style-type: none"> Enclosure: Fence/... 19 Window/Door 5 Other 26 	<ul style="list-style-type: none"> Construction Com... 18 Marine Improvem... 4 Other 7 	

[View My Permits](#)

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



The image shows a sign-in window for community access services. At the top, there is a blue circular icon with a globe and three arrows. Below the icon, the text reads "Sign In to community access services." There are four buttons for social media sign-in: "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, the word "OR" is centered. Underneath "OR", the text "Email address" is displayed above a text input field. The input field contains a blacked-out email address and is highlighted with a yellow border. Below the input field, there is a checkbox labeled "Keep me signed in". At the bottom of the window, there is a blue button labeled "Next".