



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. Prior to 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

The screenshot shows the Cape Coral Citizens Self Service (CSS) website. The header includes the Cape Coral Florida logo, the text 'Citizens Self Service', and a user profile 'Good Morning, Test User' with a shopping cart icon showing 0 items. A navigation bar contains links for Dashboard, Home, Apply, My Work, Today's Inspections, Map, Report, Pay Invoices, Search, and Calendar. The main content area is titled 'My Account' and has several tabs: PERSONAL INFO (selected), ADDRESSES, MY INVOICES, MY BUSINESSES, and ESCROW ACCOUNT. The 'Personal Info' section is marked as '*REQUIRED' and contains the following fields: Username (with a masked input), First Name (Test), Middle Name, Last Name (User), Company, Business Phone, Home Phone, Mobile Phone, Fax, Other Phone, Email Address (highlighted in yellow), and Contact Preference (Email). A 'Save' button is located at the bottom of the form. A dropdown menu for 'My Account' is open on the right, with a red arrow pointing to the 'Personal Info' option.

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://energovweb.capecoral.gov/EnerGovProd/selfservice#/home>

3. Click “Login or Register”

The screenshot shows the Cape Coral Citizens Self Service website. At the top left is the Cape Coral Florida logo. To its right is the text 'Citizens Self Service'. In the top right corner, it says 'Good Afternoon, Guest'. Below this is a dark navigation bar with white text links: Home, Apply, Today's Inspections, Map, Report, Pay Invoices, Search, Calendar, and 311. The main content area has a light gray background and is titled 'Welcome to Self Service' in large black font. Below the title are three white service cards. The first card is 'Search Public Records' with a magnifying glass icon and a description. The second card is 'Apply' with a checklist icon and a description. The third card is 'Login or Register' with a person icon and a description. The 'Login or Register' card is circled in red.


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 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](#)

[Don't have an account? Sign up](#)

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.**
- a. Enter your First and Last Name
 - b. Enter a password. You may choose the same password that you previously used to login to CSS, or you may pick a new password
 - c. Click the blue “Sign up button.”
 - d. Note: **DO NOT CLICK** “Already have an account”



Sign up


Email

First name

Last name

Mobile phone Optional

Password

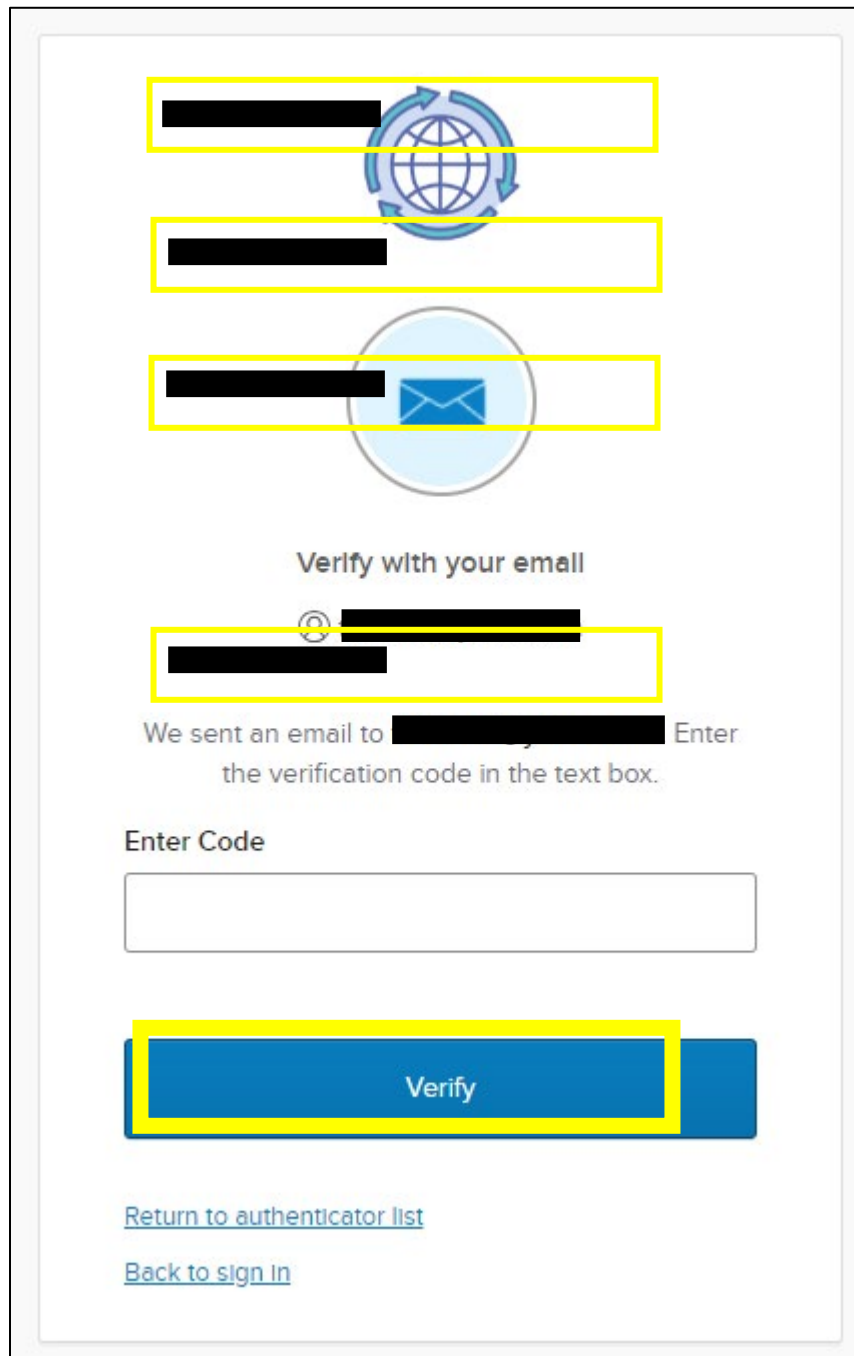
 

Password requirements:

- 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

[Already have an account?](#)

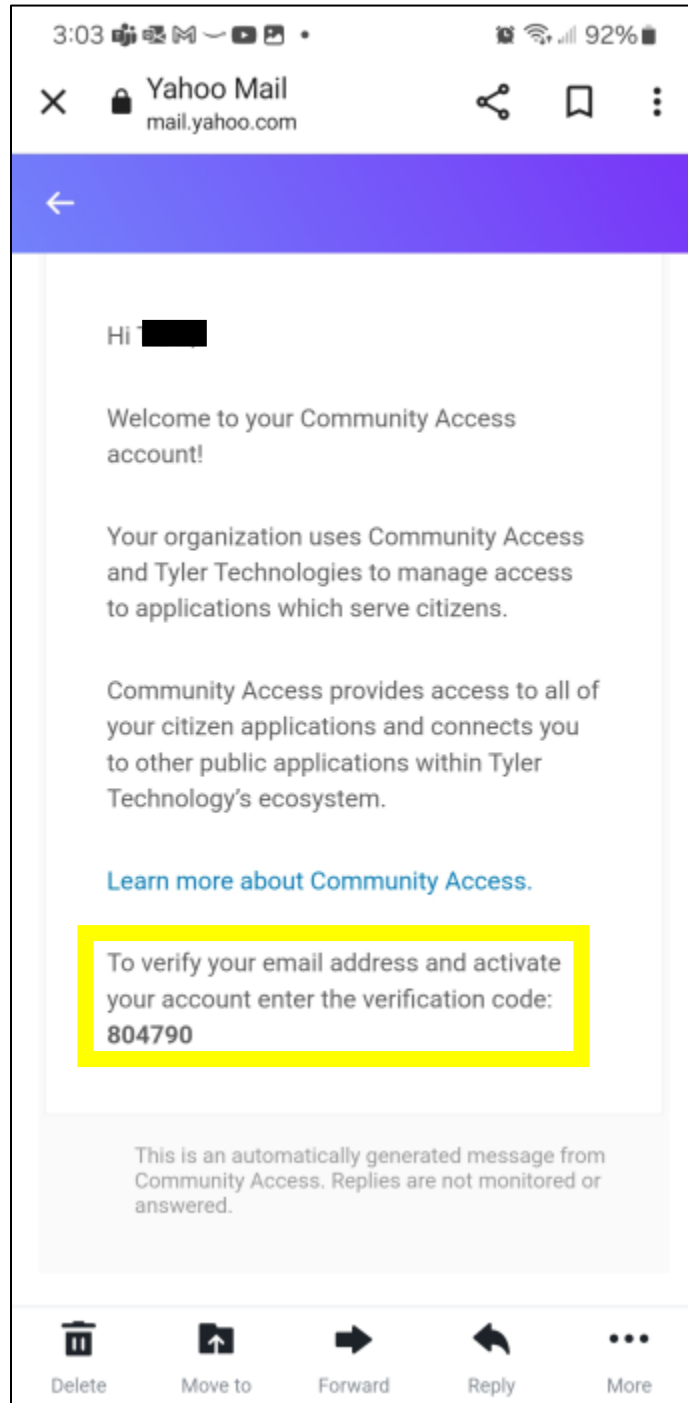
6. You will be taken to a new page that looks like the one below. **KEEP THIS WINDOW OPEN** while you check your email for your verification code.



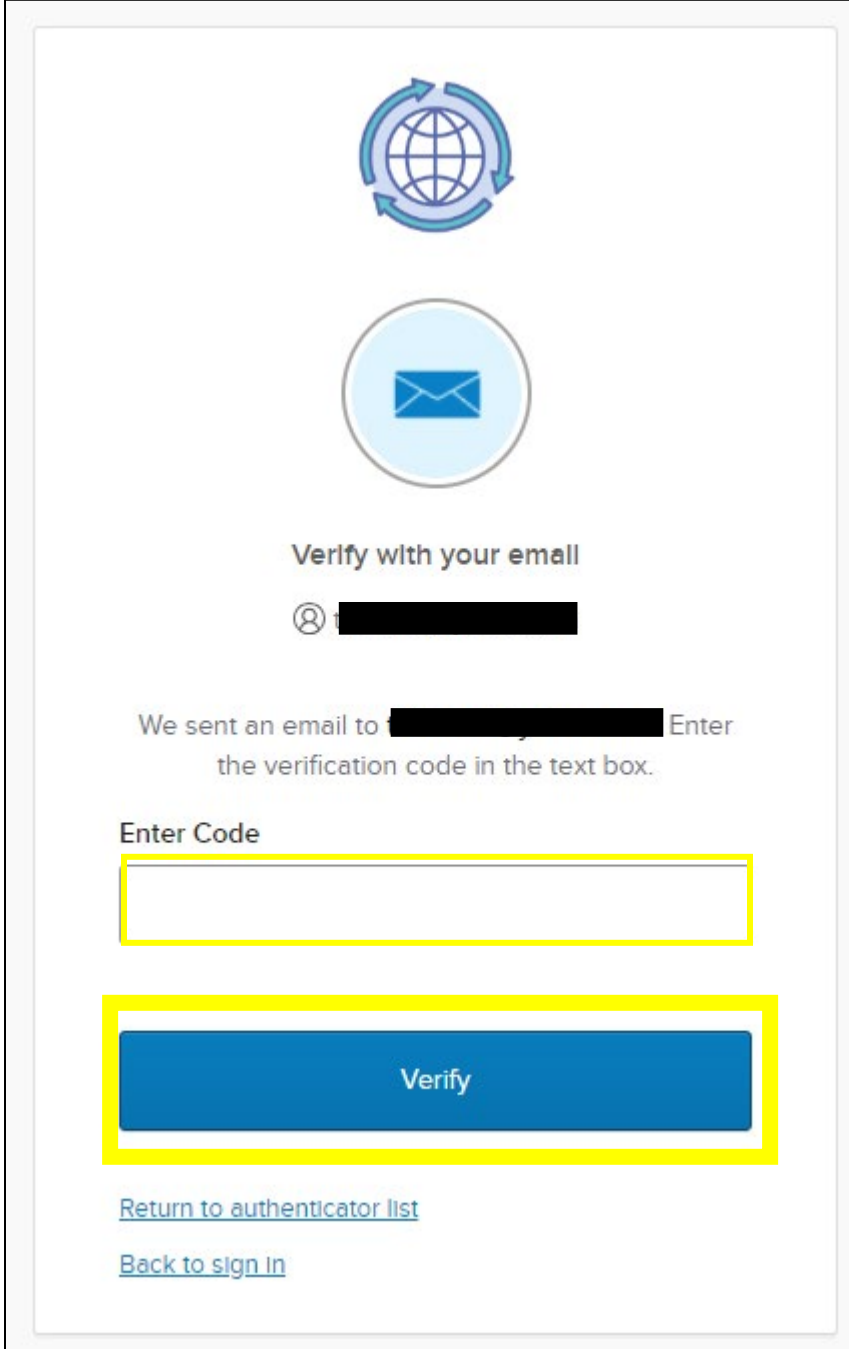
The screenshot shows a verification page with several elements highlighted in yellow:

- Three text input fields at the top, each containing a blacked-out name and a blue globe icon with circular arrows.
- A text input field below the globe icons, containing a blacked-out email address and a blue envelope icon.
- The text "Verify with your email" centered below the email field.
- A text input field below the "Verify with your email" text, containing a blacked-out email address.
- The text "We sent an email to [blacked out] Enter the verification code in the text box." below the email field.
- The text "Enter Code" above a text input field.
- A blue button labeled "Verify" below the "Enter Code" field.
- Two blue links at the bottom: "Return to authenticator list" and "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](#)

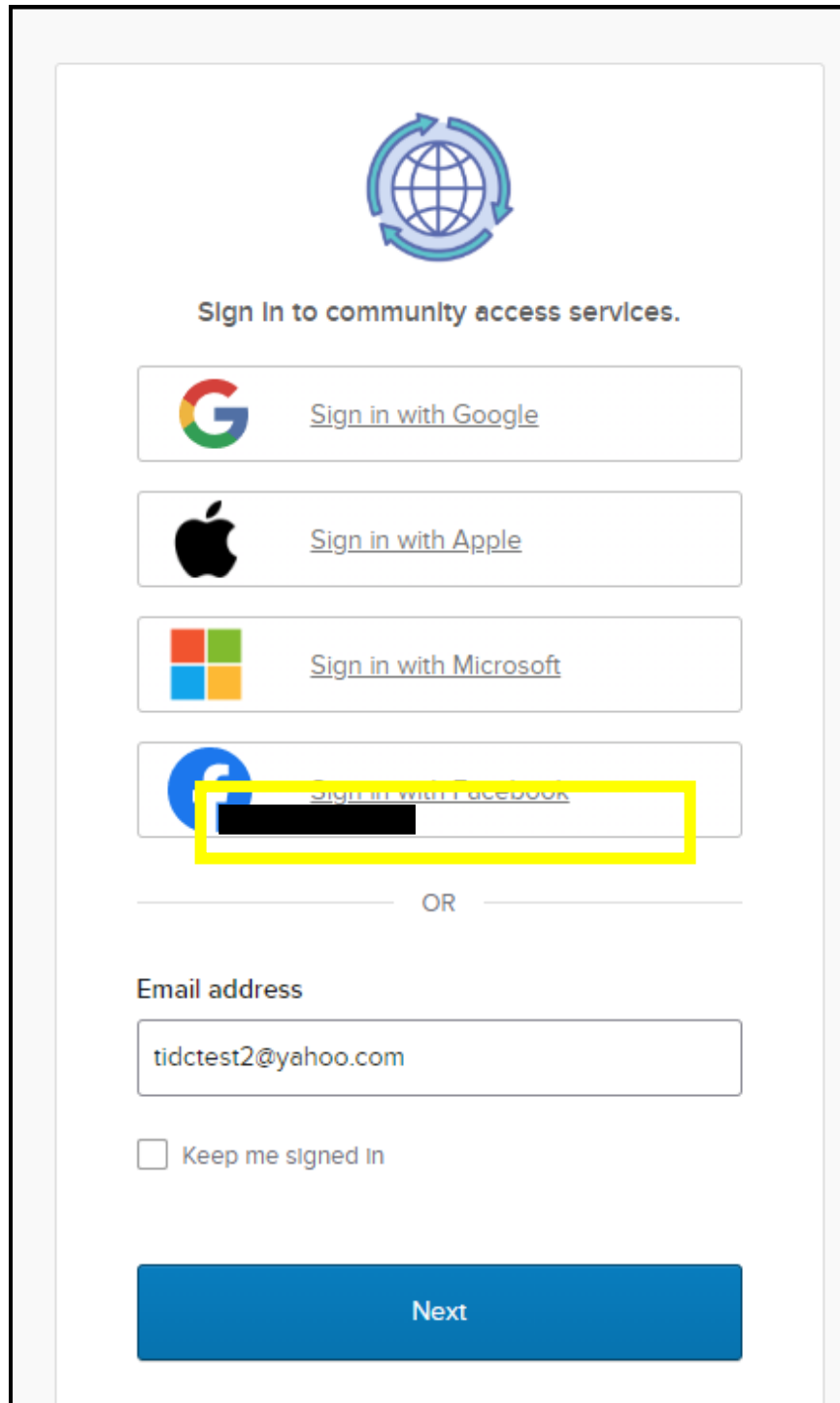
9. You will now be taken to your dashboard.
 - a. Check that you can see all of your records.
 - b. Verify that your personal info is correct.


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 "Citizens Self Service" and "Good Evening, [redacted]". A navigation bar contains links for 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 features five summary cards:

Attention	Pending	Active	Recent	Draft																								
69	8	50	29	0																								
<table border="1"><tr><td>Construction Com...</td><td>28</td></tr><tr><td>Enclosure: Fence/...</td><td>15</td></tr><tr><td>Other</td><td>26</td></tr></table>	Construction Com...	28	Enclosure: Fence/...	15	Other	26	<table border="1"><tr><td>Construction Com...</td><td>5</td></tr><tr><td>Concrete: Retaining...</td><td>1</td></tr><tr><td>Other</td><td>2</td></tr></table>	Construction Com...	5	Concrete: Retaining...	1	Other	2	<table border="1"><tr><td>Enclosure: Fence/...</td><td>19</td></tr><tr><td>Window/Door</td><td>5</td></tr><tr><td>Other</td><td>26</td></tr></table>	Enclosure: Fence/...	19	Window/Door	5	Other	26	<table border="1"><tr><td>Construction Com...</td><td>18</td></tr><tr><td>Marine Improvem...</td><td>4</td></tr><tr><td>Other</td><td>7</td></tr></table>	Construction Com...	18	Marine Improvem...	4	Other	7	
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Below the cards is a link: [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:







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

tidctest2@yahoo.com

Keep me signed in

Next