

New User Instructions

Navigate to [CSS \(energovweb23.mlbf.org\)](https://energovweb23.mlbf.org)

1. Click **Login or Register** in the top right corner of the page or click **Login** from home page.
2. A popup will appear at the top of the screen. Read carefully and click **Continue**.
3. Click **Create an account** at bottom of sign in options
4. The application displays **Create an Account** page
5. Type in your
 - a. Email address
 - b. First name
 - c. Last name
 - d. Mobile phone
 - e. Password
6. One time verification code will be sent. The email will be from Community Access Identity (noreply@identity.tylerportico.com) with a subject line Welcome to your Community Access Account. **Note:** **Check Junk or Spam folder**
7. Enter verification code, click **Verify**.

The image shows three sequential screenshots of the account creation process. The first screenshot, titled 'Sign in to community access services', offers social login options (Google, Apple, Microsoft, Facebook) and an 'Email address' field. A red box highlights the 'Create an account' link at the bottom. The second screenshot, titled 'Create an account', contains fields for 'Email', 'First name', 'Last name', 'Mobile phone' (optional), and 'Password'. A red box highlights the 'Sign up' button at the bottom. The third screenshot, titled 'Verify with your email', shows an email icon, the email address 'cityofcharleston.sc.gov@gmail.com', a 'Send again' button, and an 'Enter Code' field with the value '583782'. A red box highlights the 'Verify' button at the bottom.

The next section has three steps:

- **Step 1 of 3: Acknowledgement.** The City must approve and link your account appropriately.
- **Step 2 of 3: Personal info.** Complete * required fields.
- **Step 3 of 3: Address**

Click **Submit**. Your account will be reviewed, approved, and linked appropriately if necessary to a company.

NOTE: If an error message, **A user with this Email already exists** appears, then click **Already have an account** at the bottom. This takes you to a similar page to the beginning. Put in your existing email address and click Next for the verification screen.