



Citizen Self-Service

Registration Guide

Citizen Self Service (CSS) is the City of Hendersonville's public portal for citizen services including permitting, planning, and code compliance. In addition to viewing permit and inspection statuses, registered users can request inspections and pay current invoices.

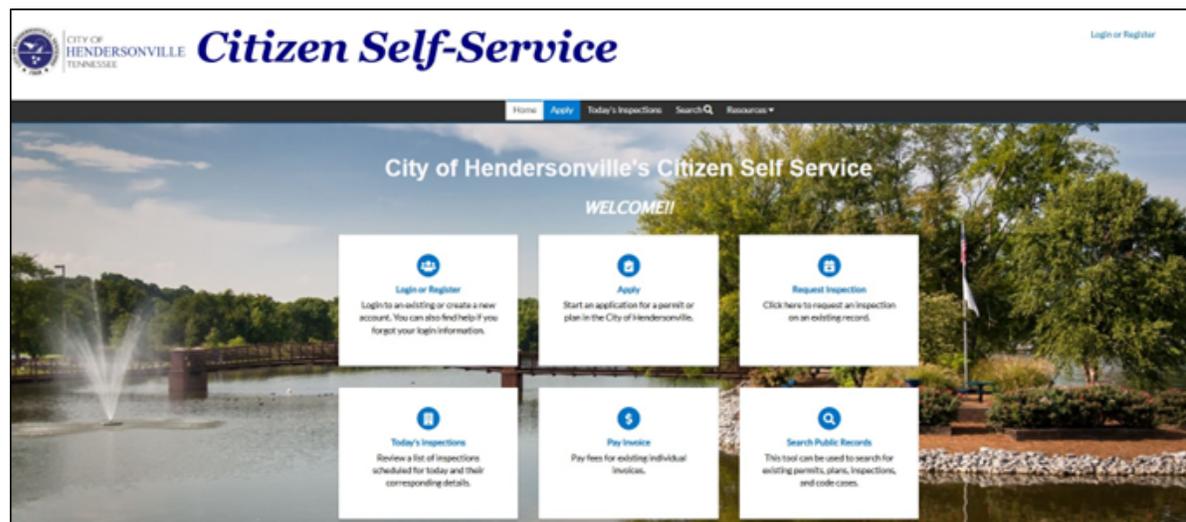
Web Browser: You may use any web browser (Google Chrome, Apple Safari, Windows Internet Explorer, Firefox, etc.) or mobile device to register, access or make application on the City of Hendersonville's Citizen Self-Service website. This is not an App, so no download is necessary.

In order to take action on a permit, inspection, or plan via CSS, **registering your contact** information (i.e. information for the Business, Employee, or Citizen/Customer/Person), **is required**. This can be done on any device with a web browser and internet access.

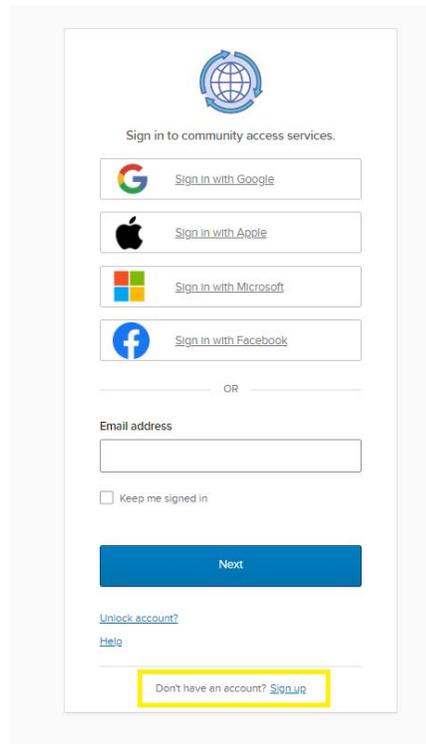
To get started simply type CSS.hvilletn.org in your browser, click this link, or scan the QR code and follow the steps below.



1. From the Hendersonville CSS home screen, select the [Login or Register](#) using the icon in the center of the page, or the link text in the top right corner.

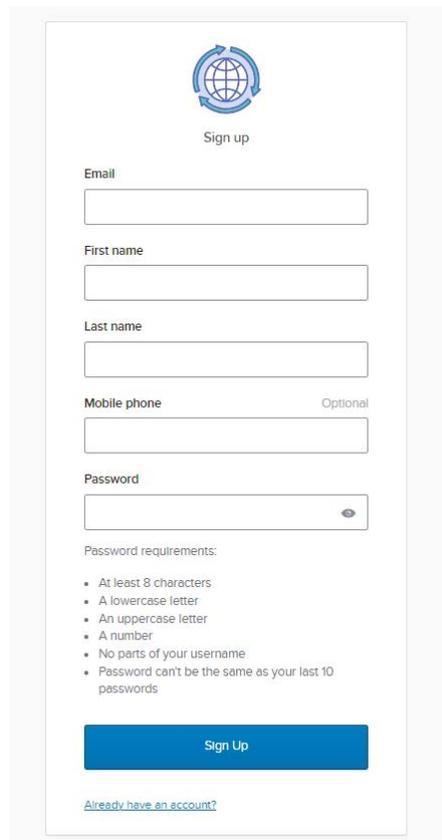


2. The Log in screen will appear, select the [Sign Up](#) link at the bottom of screen



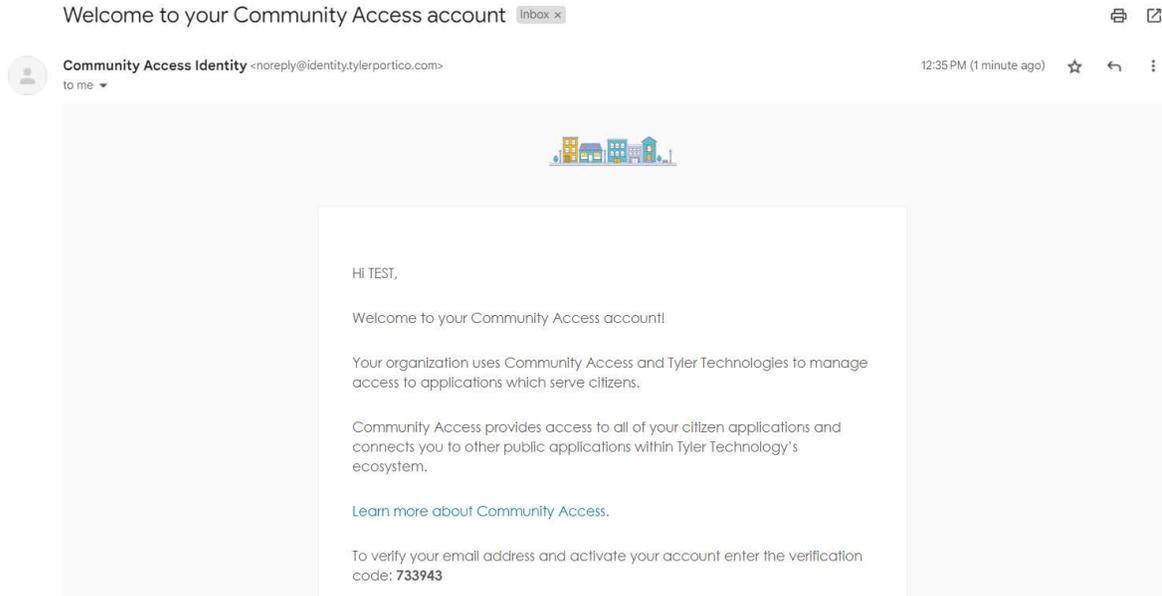
The screenshot shows a login interface with a globe icon at the top. Below the icon is the text "Sign in to community access services." There are four social login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator, followed by an "Email address" input field and a "Keep me signed in" checkbox. A blue "Next" button is positioned below the checkbox. At the bottom, there are links for "Unlock account?" and "Help". A yellow box highlights the text "Don't have an account? [Sign Up](#)".

3. Enter your **e-mail address**, name, phone number, and password., then **click Sign Up**. **IMPORTANT: If you have already done business with the City of Hendersonville, please use the e-mail address on file to create your CSS account.** Your e-mail is used to link back to your existing work (permits, plans, inspections), so consistency is vital.



The screenshot shows a sign-up form with a globe icon at the top and the text "Sign up" below it. The form includes input fields for "Email", "First name", "Last name", and "Mobile phone" (with "Optional" text to its right). Below the "Mobile phone" field is a "Password" field with an eye icon for toggling visibility. Underneath the password field are "Password requirements:" listed as a bulleted list: "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". A blue "Sign Up" button is at the bottom, with a link "Already have an account?" below it.

- An email will be sent to your email box (gmail, yahoo, aol, etc.) with a verification code to confirm you entered the correct email. (note check your junk/spam folder).



- Go to your email inbox and open the e-mail from noreply@identity.tylerportico.com (as seen above).
- Enter the verification code in the body of the e-mail into the screen below to move forward with the registration process.

A verification screen with a light blue background. At the top is a circular icon with a globe and arrows. Below it is a circular icon with an envelope. The text "Verify with your email" is centered. Below that is a masked email address "██████████@gmail.com". The text "We sent an email to ██████████@gmail.com. Enter the verification code in the text box." is displayed. Below this is the label "Enter Code" and a text input field. At the bottom is a blue button labeled "Verify". Below the button are two links: "Return to authenticator list" and "Back to sign in".

7. Follow the prompts and complete information in 3 screens to complete registration of your Hendersonville CSS account.



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[Cancel Registration](#)

Registration

Step 1 of 3: Acknowledgement

Welcome to *Hendersonville Citizens Portal*. Please register using a valid e-mail address.

I acknowledge that I have read, and agree to, the terms of use for City of Hendersonville's Citizen Self Service portal.

[Continue](#)

Registration

Step 2 of 3: Personal Info

First Name *REQUIRED

Middle Name

Last Name

Company

* Contact Preference

* Email Address

[Additional Contact Information](#)

[Back](#)

[Next](#)

Registration

Step 3 of 3: Address

* Address *REQUIRED

Address is required.

City

State

Postal Code

[Back](#)

[Submit](#)

8. Once your registration information is processed, you will be automatically directed to your Hendersonville CSS home dashboard indicating your registration was successful.

