Citizen Self-Service

Registration Guide

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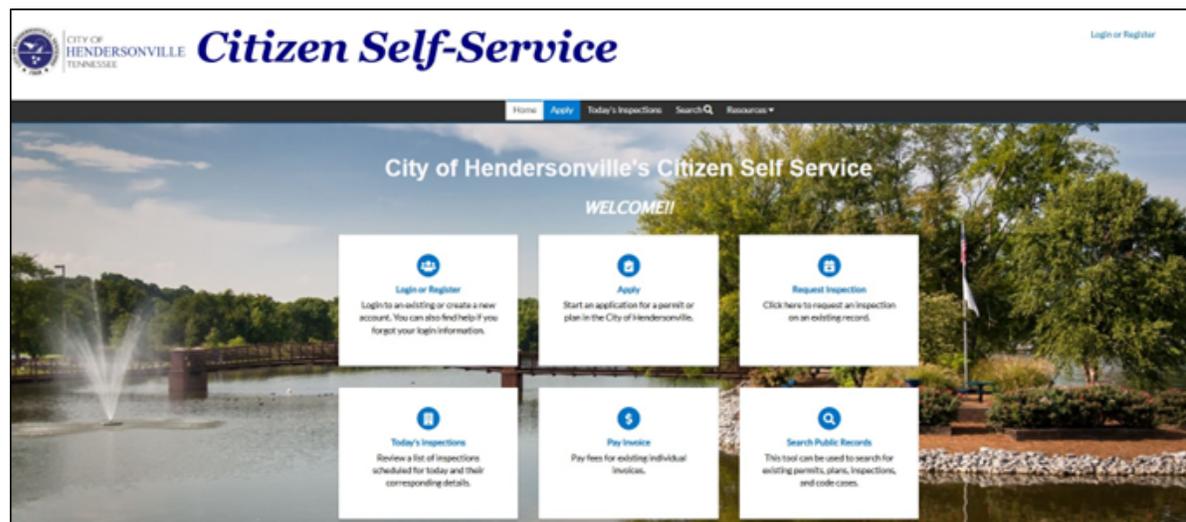
<u>**Web Browser:**</u> You may use any web browser (Google Chrome, Apple Safari, Windows Internet Explorer, Firefox, etc.) or mobile device to register, access or make application on the City of Hendersonville's Citizen Self-Service website. This is not an App, so no download is necessary.

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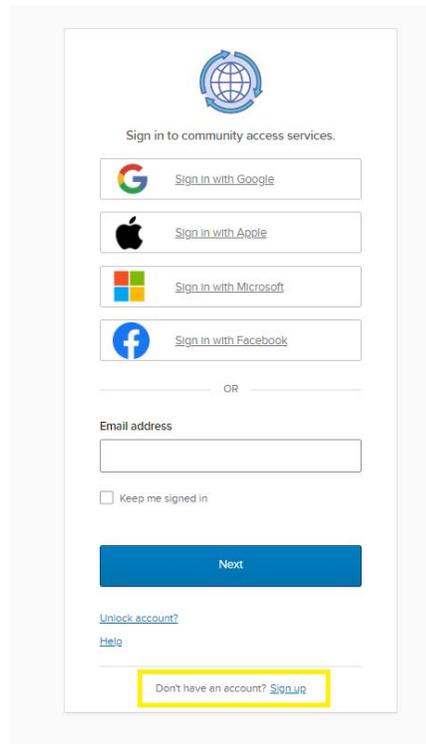
To get started simply type CSS.hvilletn.org in your browser, click this link, or scan the QR code and follow the steps below.

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.
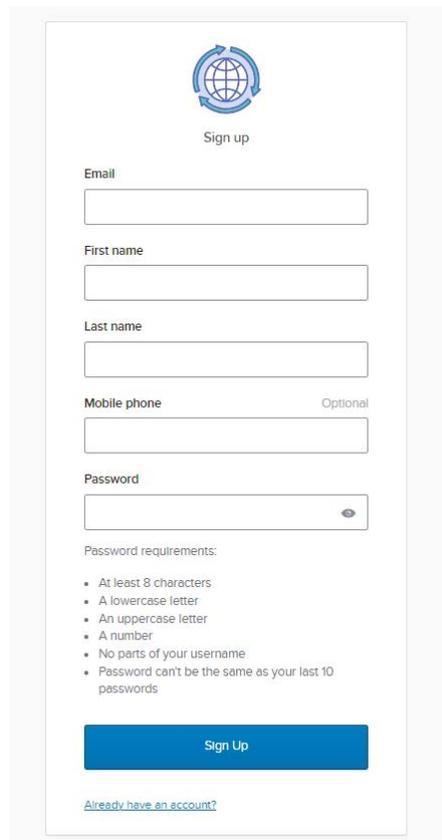
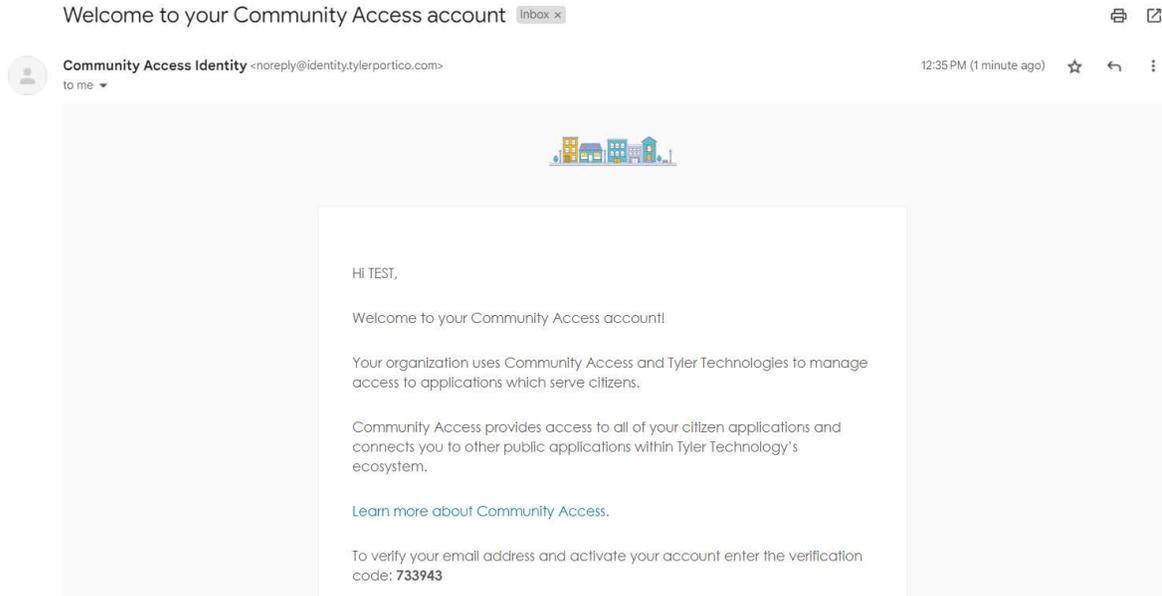2. The Log in screen will appear, select the Sign Up link at the bottom of screen

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.

4. 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).

5. Go to your email inbox and open the e-mail from noreply@identity.tylerportico.com (as seen above).

6. Enter the verification code in the body of the e-mail into the screen below to move forward with the registration process.

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

Citizen Self-Service

City of Hendersonville
Tennessee

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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]

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Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name	TEST
Middle Name	
Last Name	SRobinson
Company	
*Contact Preference	--Select Contact Preference--
*Email Address	

Additional Contact Information

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Registration

Step 3 of 3: Address

*REQUIRED

*Address	Street address, P.O. box. (required)
	Address is required.
	Apartment, suite, unit, floor, (optional)
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.