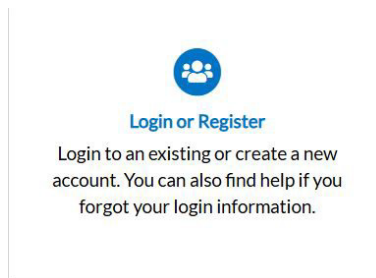


Citizen Self Service (CSS) Support Guide: Create a Profile Process

I. Navigate to CSS Website:

To access our CSS site please click on link: <https://losalamoscountynm-energovpub.tylerhost.net/Apps/SelfService#/home>

II. Click the Login or Register tile from the front page:



III. Scroll down and click the create an account button:

A screenshot of a login and registration form. At the top is a globe icon. The text says 'Sign in to community access services.' Below this is an 'Email address' field with the example 'anitabarela@icloud.com'. There is a checkbox for 'Keep me signed in' and a blue 'Next' button. Below the button is an 'OR' separator, followed by social login icons for Google, Apple, Microsoft, and Facebook. There are links for 'Unlock account?' and 'Help @'. At the bottom is a 'Create an account' button.

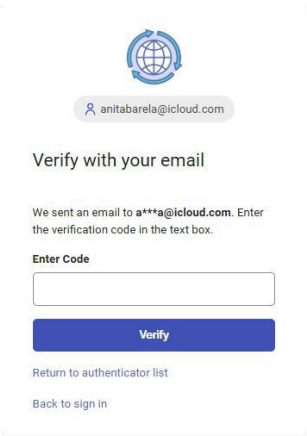
IV. Click Create an Account:

A screenshot of the 'Create an account' form. It starts with a globe icon and the title 'Create an account'. A note says 'Fields are required unless marked optional.' The form includes fields for 'Email', 'First name', and 'Last name'. There is an optional 'Mobile phone' field. Below these are 'Password requirements' listed with checkboxes: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', and 'No parts of your username' (which is checked). There is a 'Password' field with a strength indicator. A red error message states 'This field cannot be left blank.' Below the password field is a blue 'Sign up' button. At the bottom, it says 'Already have an account? Sign in'.

Citizen Self Service (CSS) Support Guide: Create a Profile Process

V. Verify Email:

You will receive an email from Community Access Identity with a verification code. You will have an option to set up a secure access method if you desire. It is not required.



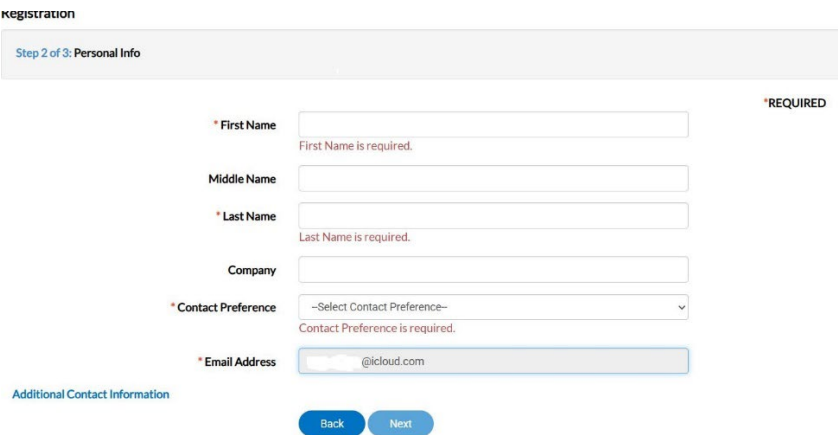
The screenshot shows an email verification interface. At the top is a globe icon. Below it is a user identifier 'anitabarela@icloud.com'. The heading is 'Verify with your email'. A message states: 'We sent an email to a***a@icloud.com. Enter the verification code in the text box.' There is an 'Enter Code' label above a text input field. Below the input field is a blue 'Verify' button. At the bottom are two links: 'Return to authenticator list' and 'Back to sign in'.

VI. Registration

Step 1 of 2. Acknowledgement

VII. Fill out Contact Information:

Step 2 of 3 of registration: Personal Info. Here select from drop-down menu your contact preference. If you work for a construction or property management company, use your company email address. If you are an Owner of a property or business and would like to receive the notifications including next steps or directions to continue the process use your personal or business email address.



The screenshot shows the 'registration' page, specifically 'Step 2 of 3: Personal Info'. The form includes the following fields and labels:

- * First Name**: Text input field with a red error message 'First Name is required.' and a red asterisk.
- Middle Name**: Text input field.
- * Last Name**: Text input field with a red error message 'Last Name is required.' and a red asterisk.
- Company**: Text input field.
- * Contact Preference**: Dropdown menu with the option '--Select Contact Preference--' and a red error message 'Contact Preference is required.' and a red asterisk.
- * Email Address**: Text input field with a pre-filled '@icloud.com' and a red asterisk.

At the bottom left is the text 'Additional Contact Information'. At the bottom center are two buttons: 'Back' and 'Next'.

Citizen Self Service (CSS) Support Guide: Create a Profile Process

VIII. Address

Step 3 of 3 registration: Address

This your where you put your mailing or location address.

[Back to Addresses](#)

Edit Address

Add Address AsLocation

Enter Manually

* Address

Address is required.

Apartment, suite, unit, floor, (optional)

City

White Rock

State

NM

Postal Code

87547

Save

IX. My Account Dashboard

DashboardHomeApplyMy WorkToday's InspectionsMapSearch

My Account

PERSONAL INFO

ADDRESSES

MY INVOICES

MY BUSINESSES

Personal Info

REQUIRED

You will be taken to your account Information. You may edit your account here.

To see all your account activity, click above on Dashboard.

You are now registered!