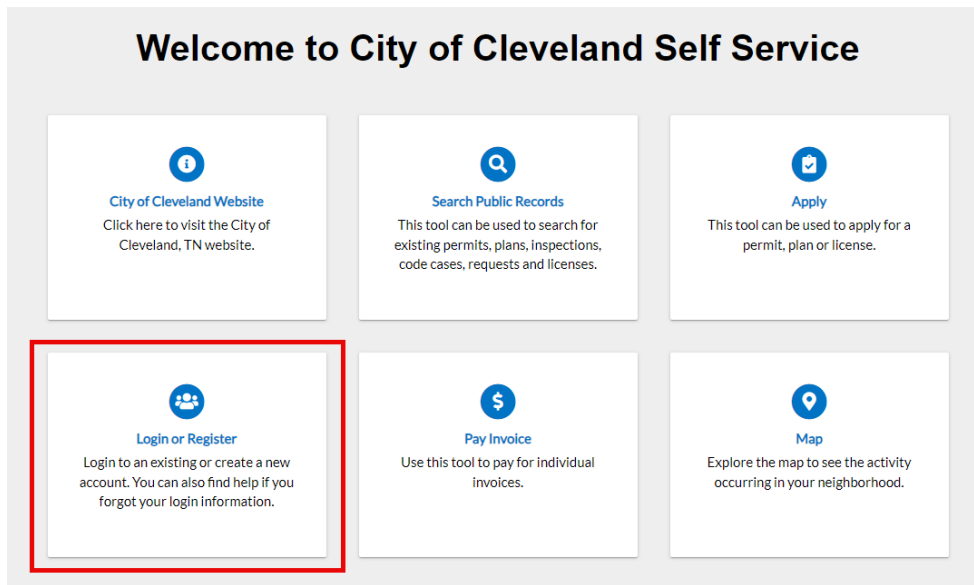


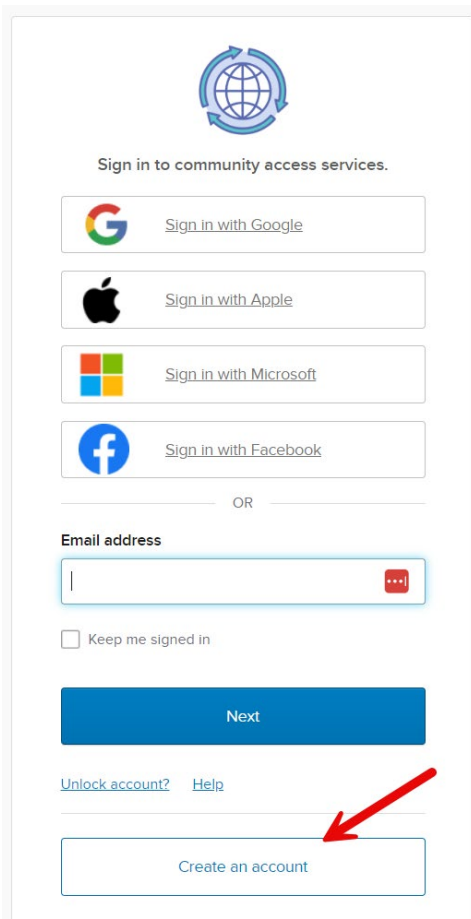
## Citizen Self Service User Re-Registration

Due to a required system upgrade, all existing Citizen Self Service users will need to re-register their accounts on or after Friday, February 16<sup>th</sup> to access the system. Please follow the steps below to do so.

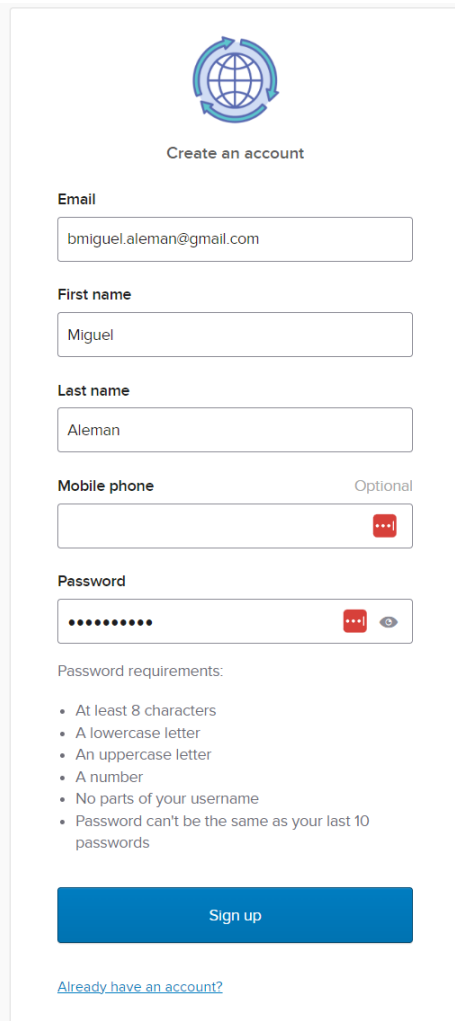
1. Navigate to the [CSS website](#) and click the 'Login or Register' button.



2. Click 'Create an account' at the bottom of the screen.



3. Next, enter your **existing** email tied to your **existing** CSS Account, a password, your First Name, and Last Name. Then, Click 'Sign-Up'.



The image shows a 'Create an account' form with a globe icon at the top. The form includes fields for Email (bmiguel.aleman@gmail.com), First name (Miguel), Last name (Aleman), Mobile phone (Optional), and Password. Below the password field are requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of the username, and not the same as the last 10 passwords. A blue 'Sign up' button is at the bottom, with a link 'Already have an account?' below it.

**Create an account**

**Email**  
bmiguel.aleman@gmail.com

**First name**  
Miguel

**Last name**  
Aleman

**Mobile phone** Optional

**Password**

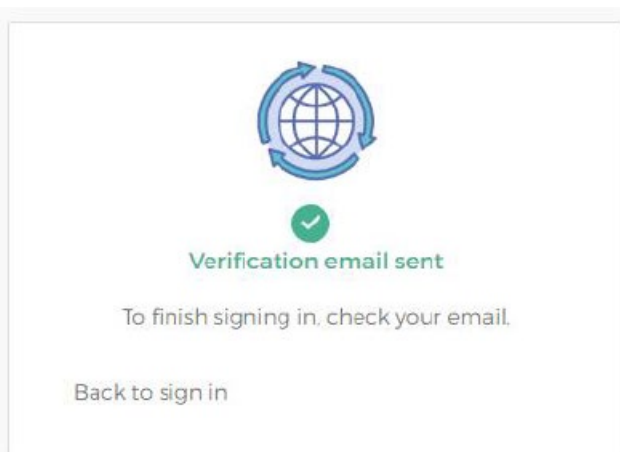
Password requirements:

- 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

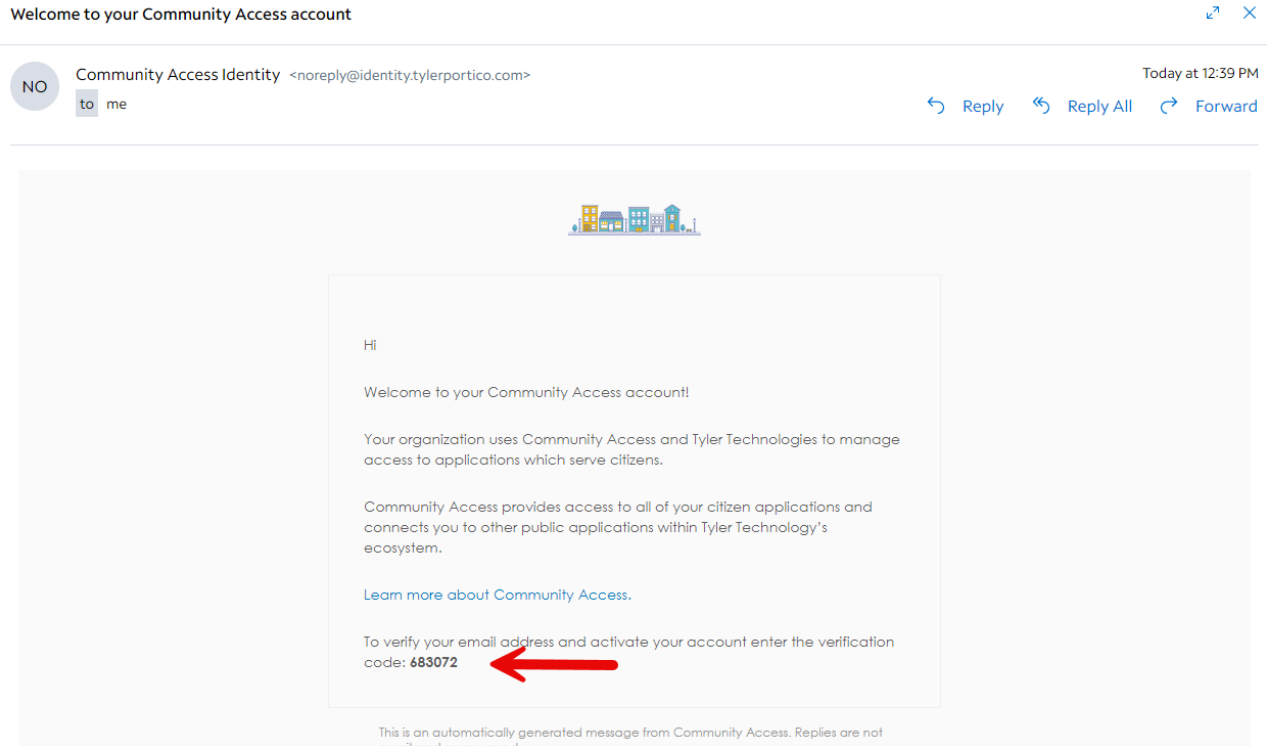
[Sign up](#)

[Already have an account?](#)

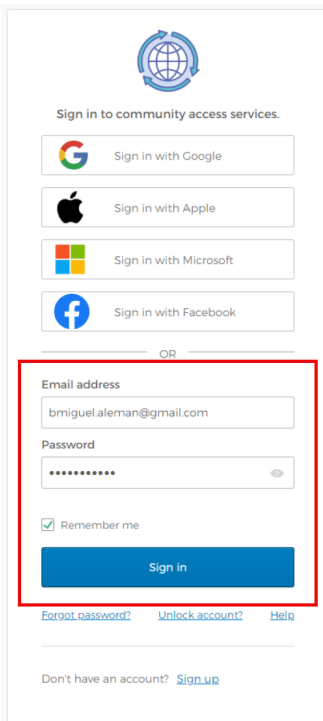
4. Next, you will be asked to enter a verification code from the email sent to the email you provided.



5. Open the email from 'Community Access Identity' you received and enter the verification code you received.



6. Next, you will be taken back to the sign-in screen. There, you will enter the email and password you have created. Click 'Sign in'.



If you already had a CSS account with the email you used to sign-up, you will be directed into your CSS account.