Existing User Re-registration Instructions

These instructions are for existing CSS users, who have not logged in since our upgrade on January 13, 2024. You must create an account in the upgraded system before continuing. If you have logged in since that date, please enter your email address and click Next to continue.

Click on this link: City of Mobile CSS

At the top right corner, click "Login or Register." At the next screen, click **Create an account** at the bottom, then fill in the *same email that was previously registered* and the appropriate information.

You will then need to access your email to verify your registration. The email will be from Community Access Identity (noreply@identity.tylerportico.com) with a subject line Welcome to your Community Access Account. If you do not see the email in your Inbox, check your Junk or Spam folder. In some instances, you might need to add this email domain to your approved list. The code will be at the bottom of the email.

If an error message comes up that says, **user with this Email already exists**, 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.

City of Mobile CSS
For more information: www.BuildMobile.org | For any assistance email: CSSPermitting@cityofmobile.org

February 2024