



City of Mobile • CSS Online for Permitting and Planning

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.

The image shows three sequential screenshots of the registration process with red annotations:

- First Screenshot (Sign in to community access services):** Shows options for signing in with Google, Apple, Microsoft, and Facebook. Below these is a text box for "Email address" and a "Next" button. A red box highlights the "Create an account" link at the bottom, with a red arrow pointing to it and the text "Click here".
- Second Screenshot (Create an account):** Shows a form with fields for "Email", "First name", "Last name", "Mobile phone", and "Password". A red box highlights the "Email" field with the text "Enter, previously used email here." Another red box highlights the "Password" field with the text "Fill out the rest of the form." A red box highlights the "Sign up" button at the bottom, with a red arrow pointing to it and the text "Click here".
- Third Screenshot (Verify with your email):** Shows a verification screen with the email address "buildmobileal@gmail.com" and a "Send again" button. Below is a text box for "Enter Code" and a "Verify" button. A red box highlights the "Verify" button with a red arrow pointing to it and the text "Click here".

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.