



City of Mobile · CSS Online for Permitting and Planning New User Instructions

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 appropriate information. Please be sure to write down your password.

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 account creation process, annotated with red text and arrows:

- First Screenshot:** "Sign in to community access services." It shows options for "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "Email address" field and a "Next" button. A red box highlights the "Create an account" button at the bottom, with a red arrow pointing to it and the text "Click here".
- Second Screenshot:** "Create an account" form. It includes fields for "Email", "First name", "Last name", "Mobile phone" (marked as optional), 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." Below the password field are "Password requirements" listed as: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", "No parts of your username", and "Password can't be the same as your last 10 passwords". A red box highlights the "Sign up" button, with a red arrow pointing to it and the text "Click here".
- Third Screenshot:** "Verify with your email" screen. It shows the email address "buildmobileal@gmail.com" and a "Haven't received an email? Send again" button. Below is a message: "We sent an email to buildmobileal@gmail.com. Enter the verification code in the text box." There is an "Enter Code" field and a "Verify" button. A red box highlights the "Verify" button, with a red arrow pointing to it and the text "Enter, the code found in your email". At the bottom, there are links for "Return to authenticator list" and "Back to sign in", with a red arrow pointing to the "Back to sign in" link and the text "Click here".

The next section has three Steps:

Step 1 of 3: Acknowledgement that the City must approve and link your account appropriately.

Step 2 of 3: Personal info

Step 3 of 3: Address

Once submitted, your account will be reviewed, approved, and linked appropriately if necessary to a company.

Registration

Step 1 of 3: Acknowledgement

I realize I will not be able to log in until the City has reviewed and approved my registration.

I realize I will not be able to log in until the City has reviewed my registration. It is typically approved same day and no notification is normally given.

Check the box and click Continue

Continue

Registration

Step 2 of 3: Personal Info

Please fill in this form as necessary.

*REQUIRED

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

Back

Next

Registration

Step 3 of 3: Address

Please fill out this form as necessary.

*REQUIRED

* Address

City

State

Postal Code

Back

Submit

Thank you for registering

Thank you for requesting a new user account - your account will be activated after it has been reviewed.

Return to Home

Your account will be approved and linked appropriately.

City of Mobile CSS

For more information: www.BuildMobile.org | For any assistance email: CSSPermitting@cityofmobile.org