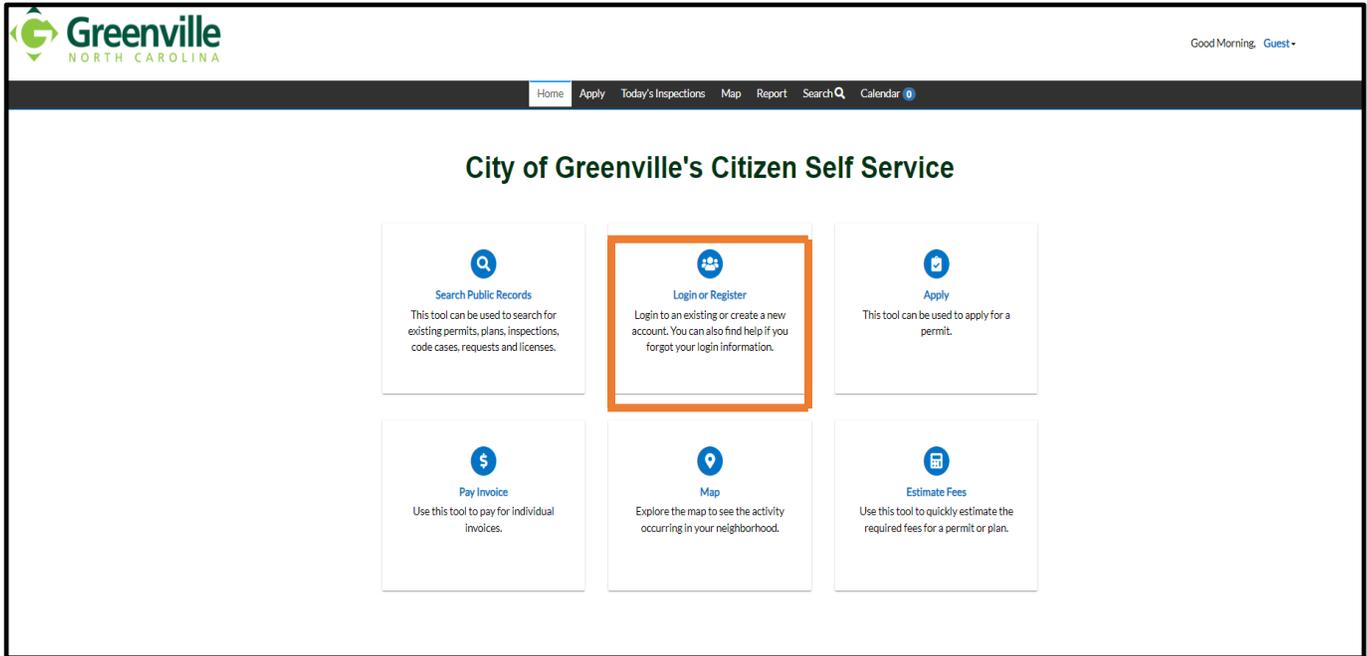
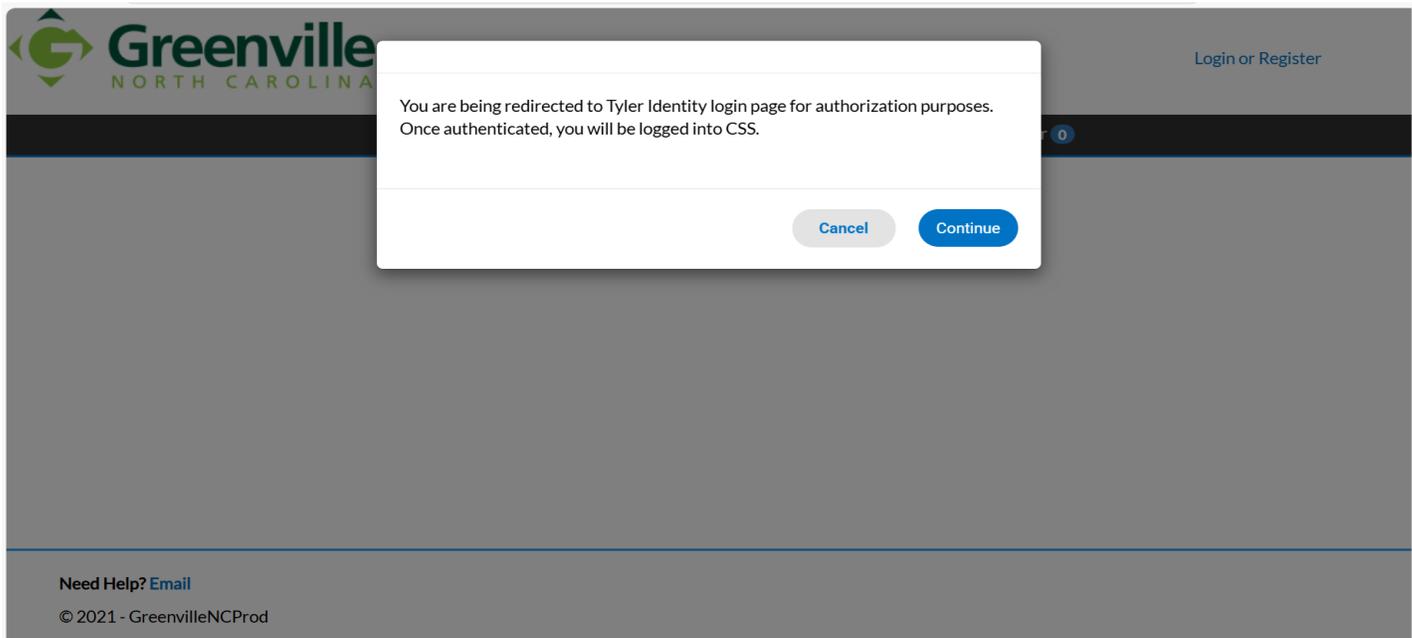


# FIRST TIME REGISTRATION (New User)

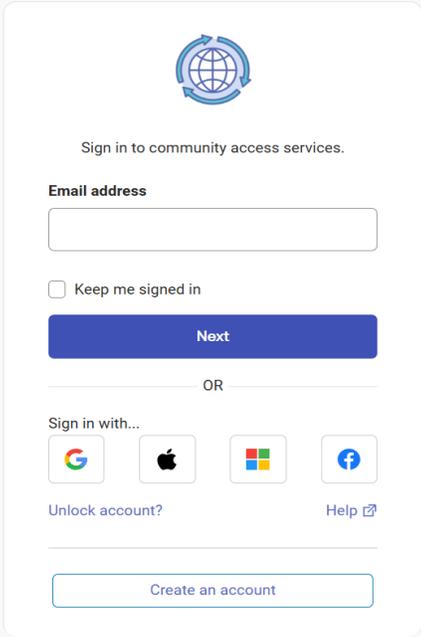
1. Go to your City of Greenville's Citizen Self Service portal via [Greenvillenc.gov](http://Greenvillenc.gov)
2. Click Login or Register.



3. The following message will display. Click **Continue**.

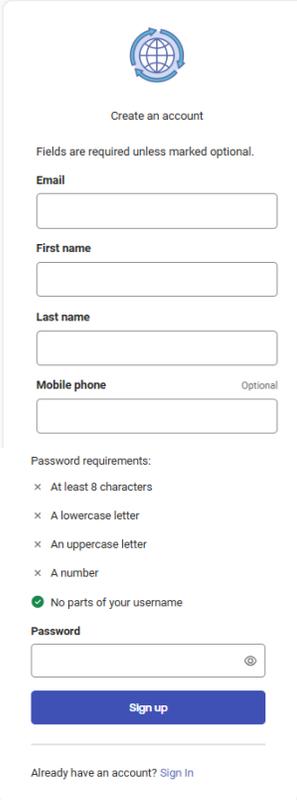


4. Click **Create Account**



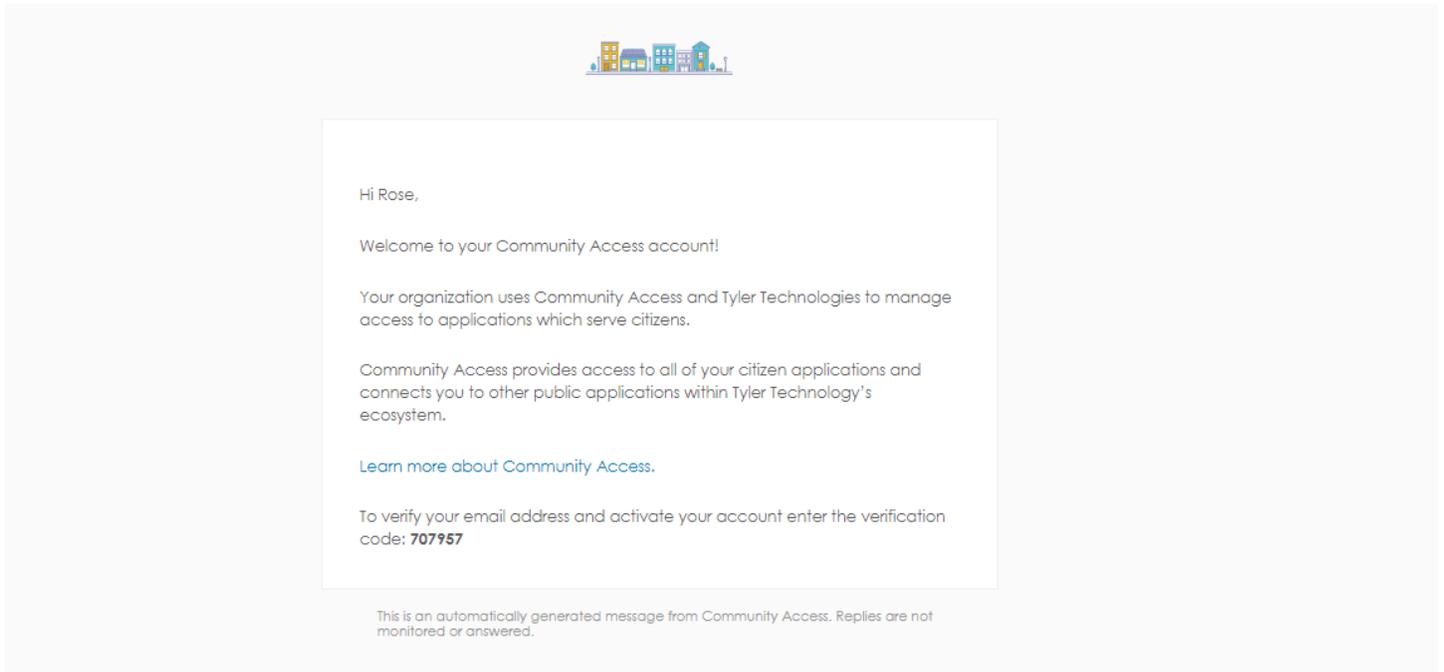
The image shows a sign-in form for community access services. At the top is a blue globe icon with circular arrows. Below it, the text reads "Sign in to community access services." There is a label "Email address" above a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. A horizontal line with "OR" in the center separates this section from the next. Below the line, the text "Sign in with..." is followed by four social media icons: Google, Apple, Microsoft, and Facebook. Below these icons are two links: "Unlock account?" and "Help" with an external link icon. At the bottom of the form is a blue button labeled "Create an account".

5. Enter Email Address, First Name, Last Name, Mobile Number (Optional), and Password. Click on **Sign Up**.

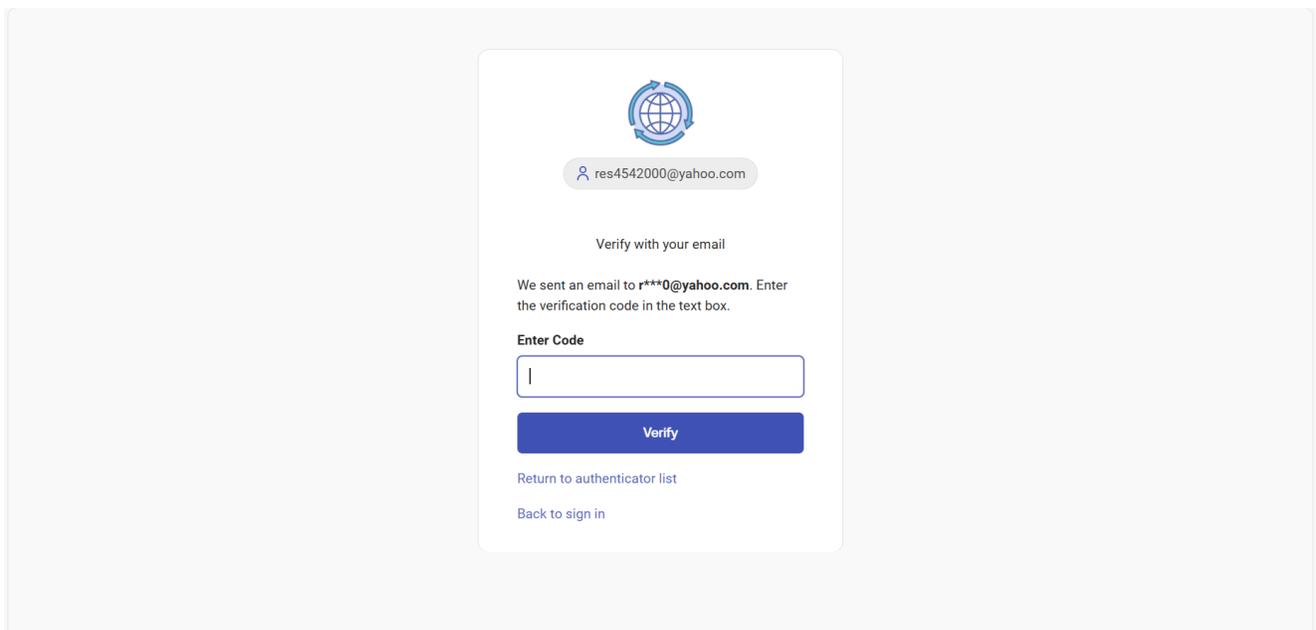


The image shows a "Create an account" form. At the top is a blue globe icon with circular arrows. Below it, the text reads "Create an account". A note states "Fields are required unless marked optional." There are five input fields: "Email", "First name", "Last name", "Mobile phone" (with "Optional" text to its right), and "Password". Below the "Mobile phone" field is a "Password requirements" section with a list of criteria: "At least 8 characters", "A lowercase letter", "An uppercase letter", "A number", and "No parts of your username" (which has a green checkmark). Below the requirements is a "Password" input field with a visibility icon. A blue button labeled "Sign up" is at the bottom of the form. At the very bottom, there is a link: "Already have an account? Sign in".

6. Check your email. Copy the code you are sent.



7. Use the code that is sent to you to enter in the screen below. Click on Verify.



8. You can opt to set up security methods or click on **Continue**.



 rcmemory53@yahoo.com

### Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

#### Optional

##### **Google Authenticator**

Enter a temporary code generated from the Google Authenticator app.

Used for access

[Set up →](#)



##### **Okta Verify**

Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity

Used for access

[Set up →](#)

##### **Phone**

Verify with a code sent to your phone

Used for access

[Set up →](#)

[Continue](#)

[Back to sign in](#)

9. Click on **Continue** under Acknowledgement.

The screenshot shows the Greenville North Carolina website registration page. At the top left is the Greenville North Carolina logo. At the top right is a link for "Cancel Registration". Below the logo is a navigation bar with links for Home, Apply, Today's Inspections, Map, Report, Search, and Calendar. The main content area is titled "Registration" and "Step 1 of 3: Acknowledgement". It contains a message: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." Below the message is a blue "Continue" button. At the bottom left, there is a link for "Need Help? Email" and a copyright notice "© 2021 - GreenvilleNCProd".

10. Fill out the requested information below and then click on Next.

The screenshot shows the Greenville North Carolina website registration page, Step 2 of 3: Personal Info. The form is titled "Registration" and "Step 2 of 3: Personal Info". It contains several fields for personal information, all marked as required with an asterisk. The fields are: First Name (Roger), Middle Name, Last Name (Sullivan), Company, Contact Preference (a dropdown menu with "--Select Contact Preference--"), Email Address (snsracing5@yahoo.com), Business Phone, Home Phone, and Mobile Phone. Below the form are "Back" and "Next" buttons. At the bottom left, there is a link for "Need Help? Email" and a copyright notice "© 2021 - GreenvilleNCProd".

11. Fill out the next page of requested information. Click on **Submit**

The screenshot shows the Greenville registration process. At the top left is the Greenville North Carolina logo. To the right is a "Cancel Registration" link. A navigation bar contains links for Home, Apply, Today's Inspections, Map, Report, Search, and Calendar. The main heading is "Registration" with a sub-heading "Step 3 of 3: Address". The form includes a red asterisk and the word "Address" to the left of the first input field, and a red asterisk and the word "REQUIRED" to the right. The input fields are: "Street address, P.O. box. (required)", "Apartment, suite, unit, floor, (optional)", "City", "State" (a dropdown menu), and "Postal Code". At the bottom are "Back" and "Submit" buttons.

12. You are now registered to use the City of Greenville's Citizen Self Service. You will not have to re-register.

The screenshot shows the Greenville Citizen Self Service dashboard. The browser address bar shows the URL: https://cityofgreenvillenc-energovweb.tylerhost.net/apps/selfservice#/dashboard. The Greenville North Carolina logo is at the top left. A navigation bar includes "Dashboard" (highlighted), Home, Apply, My Work, Today's Inspections, Map, Report, Search, and Calendar. The main section is titled "My Permits" and contains five cards: "Attention" with a red "0", "Pending" with a grey "0", "Active" with a grey "0", "Recent" with a grey "0", and "Draft" with a grey "0". Below the cards is a link "View My Permits". The section below is titled "My Plans".