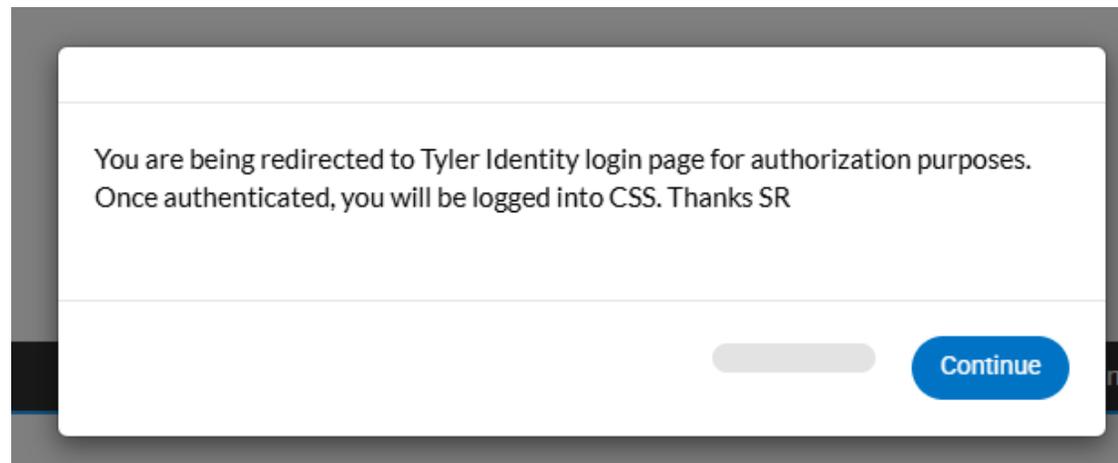


First time login help for Jackson County's permitting software:

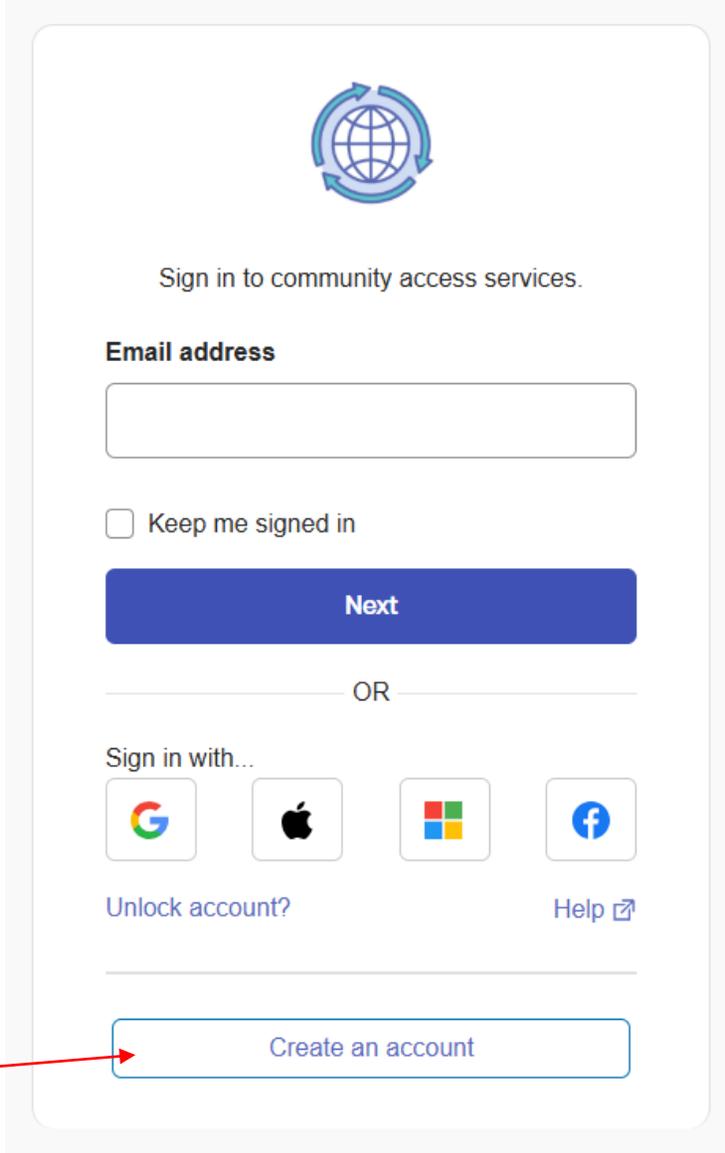
Go to our [Civic Access Portal](#) and click Login or Register in the upper right corner.



Click 'Continue' on the next popup window:



You will then be sent to a login page. Do not enter your email address in the top field when you're setting up your new account, that field will be used after your account is already established. The first time, go to the bottom and click 'Create an account' to get started.



Sign in to community access services.

Email address

Keep me signed in

Next

OR

Sign in with...

[Unlock account?](#) [Help](#)

Create an account

* FYI: If you have previously received inspection results via email from Jackson County, be sure to register with the same email! *

Enter your contact information on the next screen and click 'Sign up':



Create an account

Fields are required unless marked optional.

Email

First name

Last name

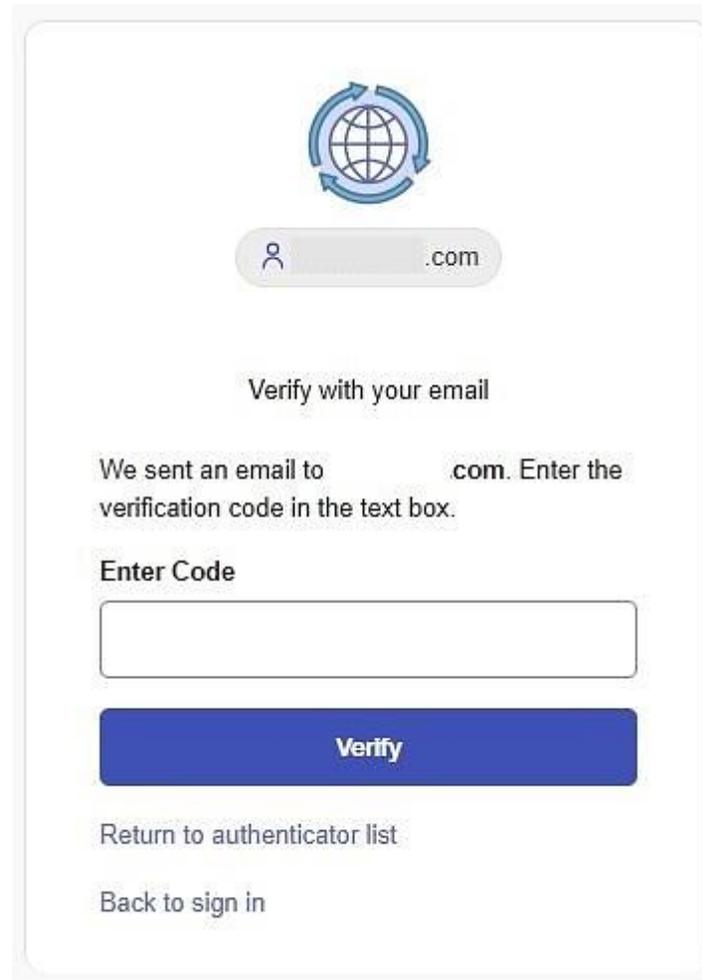
Mobile phone Optional

Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

Password

Once you sign up you will have to verify your email account, they will email you a message with a code:



The image shows a verification screen with a globe icon and a user email address field. The text reads: "Verify with your email", "We sent an email to [user]@[domain].com. Enter the verification code in the text box.", "Enter Code", a text input box, a blue "Verify" button, and two links: "Return to authenticator list" and "Back to sign in".





Verify with your email

We sent an email to . Enter the verification code in the text box.

Enter Code

[Verify](#)

[Return to authenticator list](#)

[Back to sign in](#)

You will receive an email that looks something like this, you need the code at the bottom to enter on the previous screen:

• Welcome to your Community Access account

• **Community Access Identity**
From: noreply@identity.tylerportico.com
To: _____ com



Hi _____,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

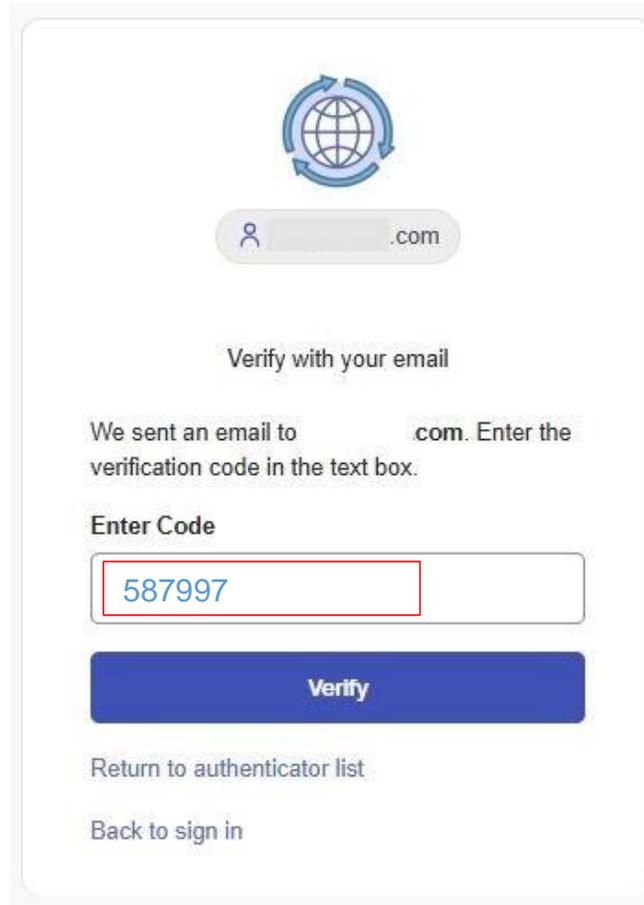
Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code: **587997**

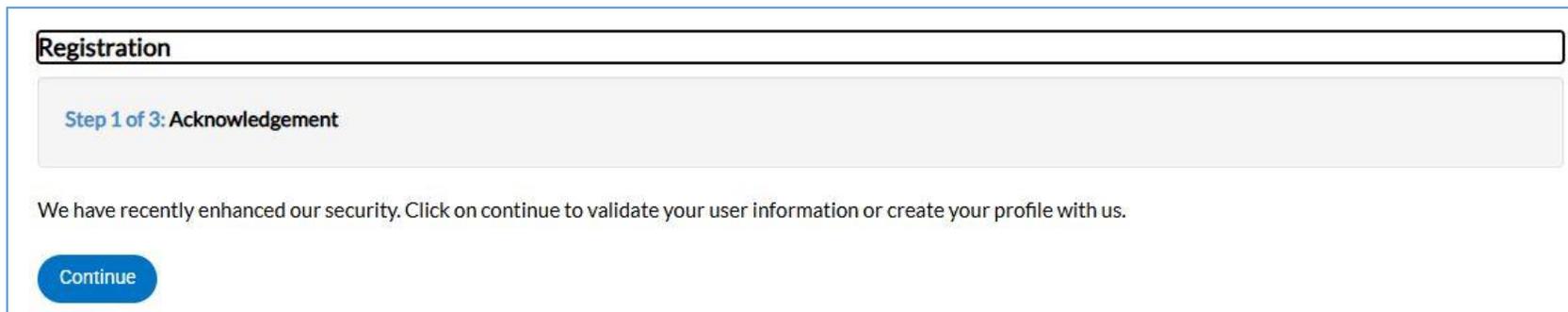
This is an automatically generated message from Community Access. Replies are not monitored or answered.

You will go back and enter the unique code that you got on your email here and click 'Verify':



The image shows a verification screen with a globe icon at the top. Below it is a placeholder for an email address ending in ".com". The text "Verify with your email" is centered. Below that, it says "We sent an email to .com. Enter the verification code in the text box." There is a text input field containing the code "587997" with a red border. Below the input field is a blue "Verify" button. At the bottom, there are two links: "Return to authenticator list" and "Back to sign in".

This will take you to another page to complete your registration, click 'Continue':



The image shows a registration screen with a header "Registration". Below the header is a section titled "Step 1 of 3: Acknowledgement". The text below reads: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." At the bottom left, there is a blue "Continue" button.

Finish filling out your contact information to complete your profile, the items with the red stars are required fields. Click 'Next':

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

* Contact Preference

--Select Contact Preference--



* Email Address

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

Back

Next

Continue your registration, the final step is entering your mailing address, then click 'Submit':

Registration

Step 3 of 3: Address

***REQUIRED**

*** Address**

Street address, P.O. box. (required)

Apartment, suite, unit, floor, (optional)

City

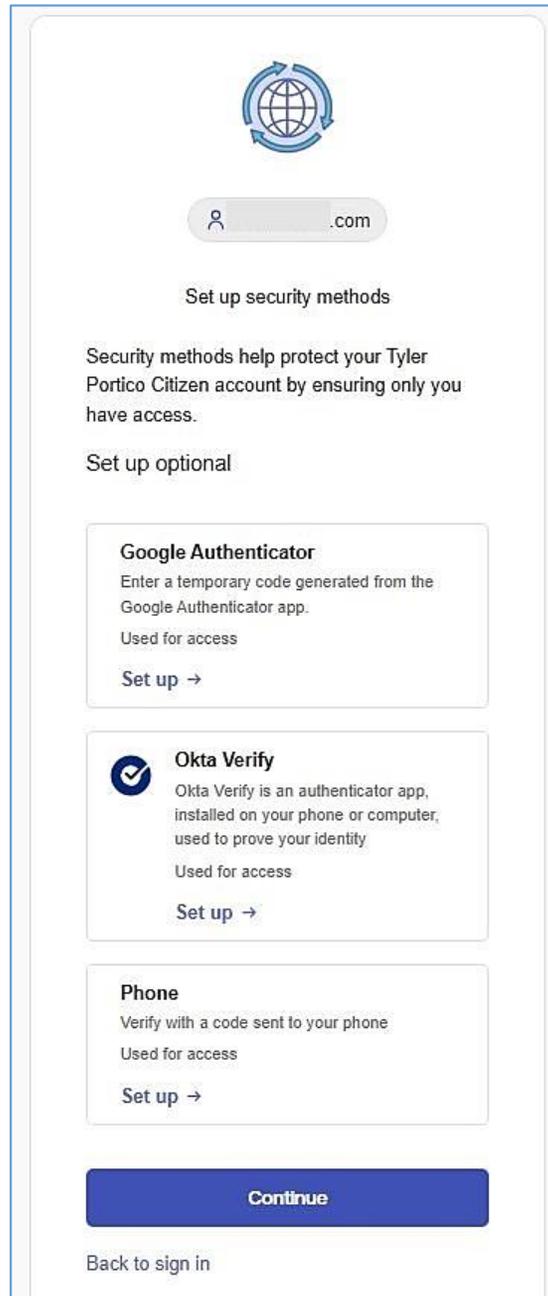
State

Postal Code

Back

Submit

To finish up, it will take you to another screen to see if you want to set up another way to authenticate your account, but this is not required. You can either set this up, or just click 'Back to sign in' at the bottom:





 .com

Set up security methods

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

Set up 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](#)