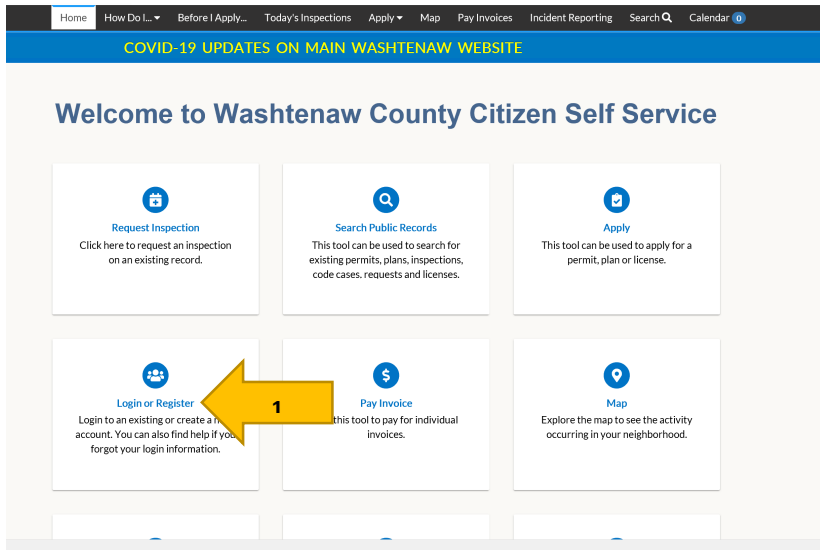


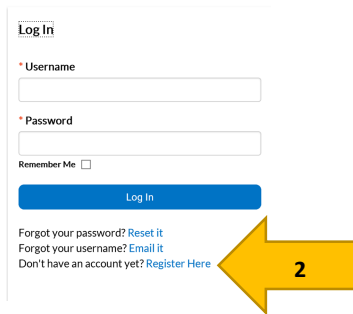
Washtenaw County Citizen Self Service

CSS Registration

1. From the CSS welcome page, click “Login or Register.”



2. Click on the “Register Here” link.



3. Enter your email address.

4. Click “Next.”

5. You will receive a message telling you to check your email. Look in your junk mail if you don't see it in your inbox.

Registration

Step 1 of 4: Email Address



Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.



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6. When you click “Confirm” in the email you receive, it will attempt to open a browser to continue the registration so make sure you are on a device you are comfortable typing on.

From: tyler.relay@washtenaw.org
Date: April 13, 2021 at 2:52:37 PM EDT
To: [REDACTED]
Subject: Citizen Self Service New User Account Confirmation

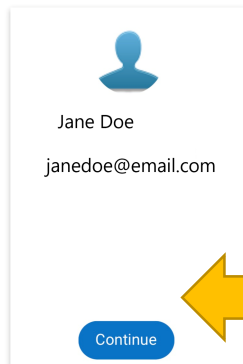
You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

6

7. If your email address is associated with a contact on an existing permit you will be asked if the contact is you. Click “Continue” to tie your login here to the contact in the main system. This will let you request inspections on permits where you are a contact.

Is this you?



A user identification card for Jane Doe. It features a blue silhouette icon of a person's head and shoulders. Below the icon, the name "Jane Doe" and email address "janedoe@email.com" are listed. At the bottom of the card is a blue button labeled "Continue".

7

8. If you are a robot, don't click here!

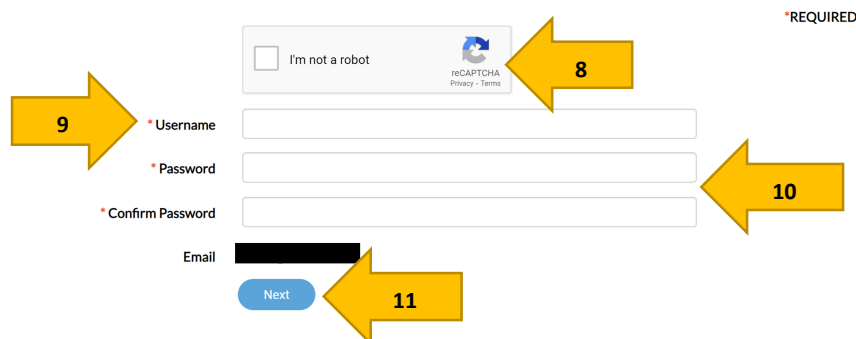
9. It's best to use something other than your email address as your username.

10. The password must be at least 8 characters long with at least one upper case letter and one number. Allowed special characters are as follows: !@#\$\$%^&* Confirm your password by typing it again.

11. Click “Next.”

Registration

Step 2 of 4: Login information



A registration form titled "Step 2 of 4: Login information". It includes a reCAPTCHA widget with the text "I'm not a robot" and "reCAPTCHA Privacy - Terms". Below the widget are three input fields: "Username", "Password", and "Confirm Password". An "Email" field is partially visible below the "Confirm Password" field. A blue "Next" button is at the bottom. Yellow arrows point to the reCAPTCHA widget (8), the Username field (9), the Password field (10), and the Next button (11). A "*REQUIRED" label is in the top right corner.

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12. First name, last name, and contact preference are the only required fields, but please fill in your company name if accessing the system on behalf of a company.

13. Contact preferences include: Address, Business Phone, Email, Fax, Home Phone, Mobile Phone, and Other Phone.

14. A corresponding field will appear for the contact preference selected.

15. Click "Next."

Registration

Step 3 of 4: Personal Info

* First Name *REQUIRED
First Name is required.

Middle Name

* Last Name
Last Name is required.

Company

* Contact Preference ← 13

* Email Address

Additional Contact Information

* Mobile Phone ← 14

16. Please give us an address. This can be your billing, home, location, mailing, or shipping address. Each piece of your street address goes into a different field.

17. Select the type of address entered.

18. Click "Submit."

Registration

Step 4 of 4: Address

Country Type *REQUIRED

* Street Number
Street Number is required.

Pre Direction

Street Name

Street Type

Post Direction

Unit Or Suite

City

State

Postal Code

County

* Address Type ← 18

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When your registration is complete, you will see your personal dashboard.

My Permits

Attention 0	Pending 0	Active 0	Draft 0	Recent 0
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[View My Permits](#)

My Inspections

Requested 0	Scheduled 0	Closed 0
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[View My Inspections](#)

My Invoices

Current 0	\$0.00
Past Due 0	\$0.00
Total 0	\$0.00

[View My Invoices](#)