



Benton County Public Services

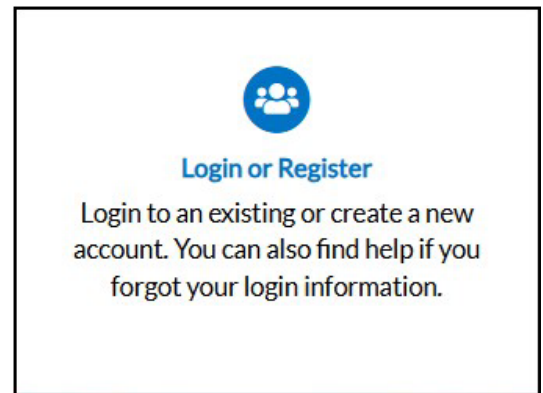
Civic Access Guide – Registering/Creating Your Online Account

Civic Access is the County's Online portal to manage your project and apply for permits, check your permit status, pay fees, resubmit for plan review, schedule inspections, and more. To use the portal, you must first register a profile.

In this guide, we'll explain how to register your account so you can continue monitoring your existing applications and can also begin submissions of your new electronic applications.

Registration for First Time Users

1. Navigate to the [Civic Access](#) home page and click the **Login or Register** link in the top right of the screen or in the Home Page.



2. Click **Continue** when the Civic Access pop-up appears. You will be redirected to the Tyler Identity login page.

You are being redirected to Tyler Identity login page for authorization purposes.
Once authenticated, you will be logged into CSS. Thank you



3. Click **Create Account** and Proceed to the Create Account Section

- Enter an email address that has not been used previously to sign in to Civic Access
- Enter your first and last name
- Enter your mobile phone number
- Create a password. If the password does not meet the minimum requirements, a message will appear below the password field. Once all required specifications are met, click **Sign Up**.

Password

.....

Password requirements were not met:

- At least 8 characters
- An uppercase letter
- A number



Sign in to community access services.

Email address

☐ Keep me signed in

Next

OR

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

Create an account



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

Sign up

Already have an account? [Sign In](#)

4. The next screen will prompt you to verify your email to complete the sign-in process.





Verification email sent

To finish signing in, check your email.

[Back to sign in](#)

5. The email will be sent from Community Access Identity: noreply@identity.tylerportico.com

- Copy the verification code from the email, paste it into the Enter Code field, and click **Verify**.





Verify with your email

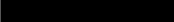
We sent an email to  Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

from: **Community Access Identity** <noreply@identity.tylerportico.com>
to: 
date: May 19, 2026, 11:46 AM
subject: Welcome to your Community Access account

Hi 

Welcome to your Community Access account!

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

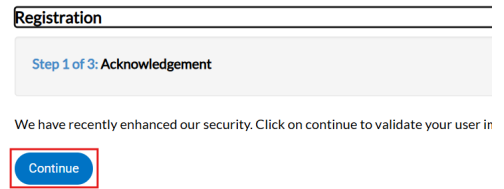
Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code: **051080**

6. After verifying your email, you will be redirected to complete your registration

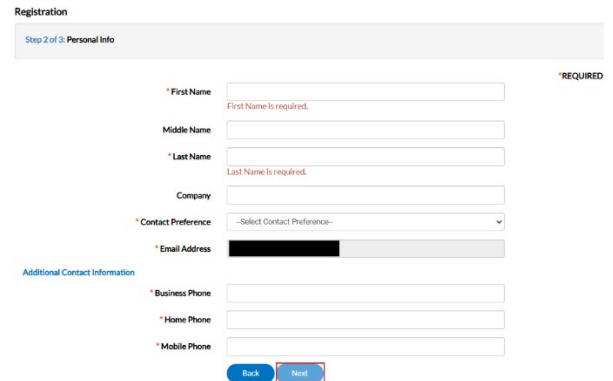
1. In **Step 1**, click the **Continue** box to confirm you have read the disclaimer.



The screenshot shows the 'Registration' header with a sub-header 'Step 1 of 3: Acknowledgement'. Below this, a message states: 'We have recently enhanced our security. Click on continue to validate your user in'. A blue 'Continue' button is highlighted with a red box.

2. In Step 2, enter all required information (marked with *) and any additional details you want to include, then click **Next**.

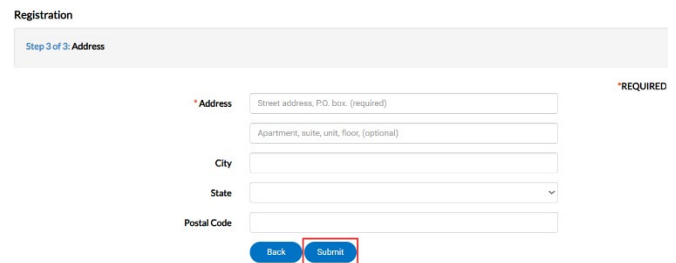
Note 1: Your email cannot be changed
Note 2: Although all three phone fields initially appear required, only one is necessary. The extra requirement will disappear as you enter your numbers. Be sure to include all phone numbers you want associated with your profile.



The screenshot shows the 'Registration' header with a sub-header 'Step 2 of 3: Personal Info'. The form includes fields for 'First Name' (required), 'Middle Name', 'Last Name' (required), 'Company', 'Contact Preference' (dropdown), and 'Email Address'. Below these are 'Additional Contact Information' fields for 'Business Phone', 'Home Phone', and 'Mobile Phone'. A 'Next' button is highlighted with a red box.

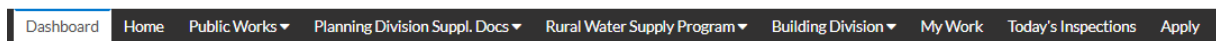
3. In Step 3, enter all required information (marked with *) and any additional details you wish to provide, then click **Next**.

4. If prompted for a signature, type in the username to electronically sign the registration and click **Submit**.



The screenshot shows the 'Registration' header with a sub-header 'Step 3 of 3: Address'. The form includes fields for 'Address' (required), 'City', 'State' (dropdown), and 'Postal Code'. A 'Submit' button is highlighted with a red box.

7. Once registration is complete, you will have access to your records under your Dashboard and My Work tabs.



The screenshot shows a navigation bar with the following items: Dashboard, Home, Public Works, Planning Division Suppl. Docs, Rural Water Supply Program, Building Division, My Work, Today's Inspections, and Apply.

Note: If the login page has been idle for a while and you attempt to sign in, you may be redirected to the Community Access Profile screen in the Tyler site. If this happens, simply close that screen, then navigate back to the County's Civic Access home page using the URL below and log in again.

[Civic Access](#)