



Benton County Public Services

Civic Access Guide – Accessing our site using your existing Community Services Access Login

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, download your permit card and approved plans, schedule inspections, and more.

If you have already registered to Civic Access with other jurisdiction(s), this means that you already have a Global Login. If this applies to you, you do not have to re-register again, but you do have to go through a verification process before accessing your records.

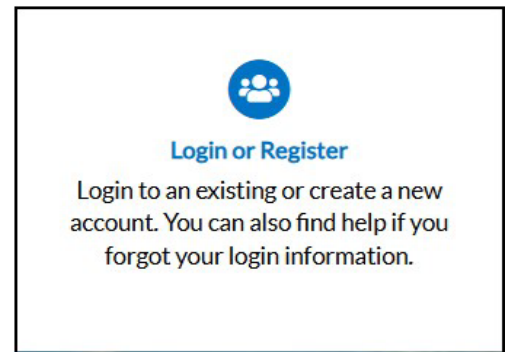
In this guide, we'll explain how to access your records with the County's Civic Access Online Portal using your existing Community Services Access Login you share with other jurisdiction(s).

Accessing our Civic Access Portal using an Existing Community Services Access Login

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



2. Or Click the **Login or Register** card on the Home Page

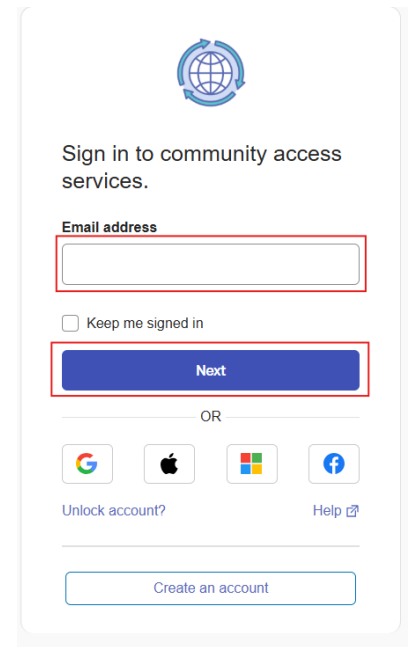


3. Click **Continue** when the Civic Access pop-up appears. You will be redirected to the Tyler Identity login page.

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

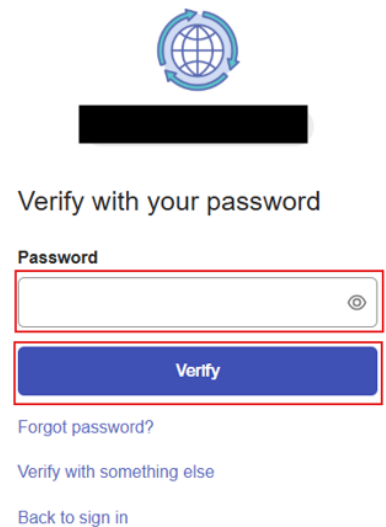


4. Type the **Email address** used to currently log in to Civic Access
 - a. Click **Next**



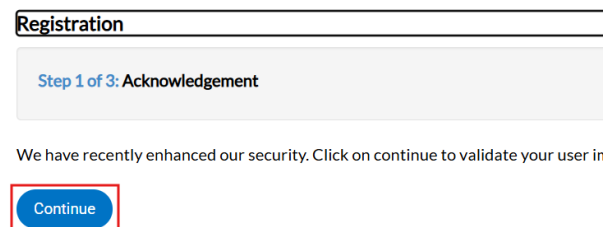
The image shows the Civic Access login interface. At the top is a globe icon with circular arrows. Below it, the text "Sign in to community access services." is displayed. A red box highlights the "Email address" label and the input field below it. Another red box highlights the "Next" button. Below the button is a checkbox labeled "Keep me signed in". Further down, separated by an "OR" line, are four social media login icons: Google, Apple, Microsoft, and Facebook. At the bottom, there are links for "Unlock account?" and "Help" with an external link icon, and a "Create an account" button.

5. Type the **Password** and Click **Verify**



The image shows the password verification screen. At the top is the same globe icon. Below it is a black rectangular redaction box. The text "Verify with your password" is displayed. A red box highlights the "Password" label and the input field below it, which includes an eye icon for toggling visibility. Another red box highlights the "Verify" button. Below the button are three links: "Forgot password?", "Verify with something else", and "Back to sign in".

6. Click **Continue** on Step 1 of the verification process



The image shows the registration screen. At the top, the word "Registration" is underlined. Below it, a grey bar contains the text "Step 1 of 3: Acknowledgement". The main text reads: "We have recently enhanced our security. Click on continue to validate your user in". At the bottom, a red box highlights the "Continue" button.

7. Add or Correct any **personal information** as desired on Step 2, and Click **Next**

Registration

Step 2 of 3: Personal Info

* First Name First Name is required. *REQUIRED

Middle Name

* Last Name Last Name is required.

Company

* Contact Preference

* Email Address

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

[Back](#) [Next](#)

8. Add or correct any **address information** as desired on step 3, and Click **Submit**

Registration

Step 3 of 3: Address

* Address Street address, P.O. box. (required) *REQUIRED

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

[Back](#) [Submit](#)

9. If a user selects Sign Up or Register instead of Log In and enters an email address already associated with an existing Community Services Access account, they will receive an error message stating that the account already exists
- Click already have an account
 - Follow the above verification steps 4-8

Create an account

Fields are required unless marked optional.

Email A user with this Email already exists

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](#)