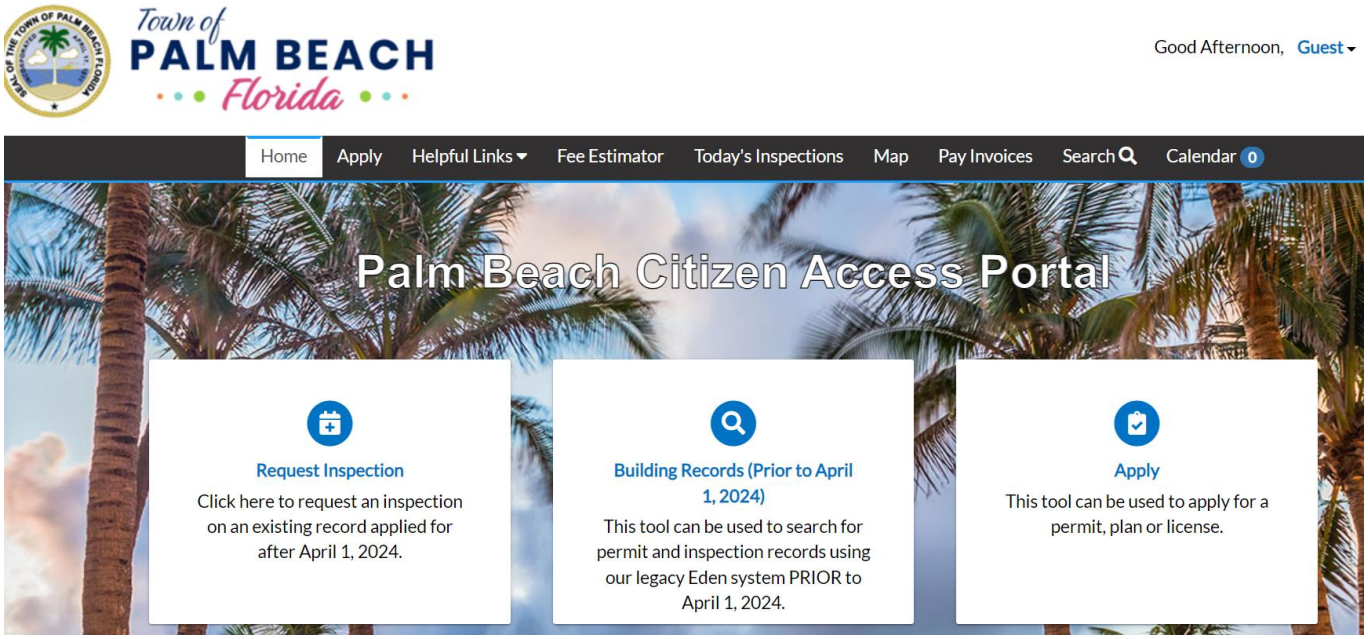
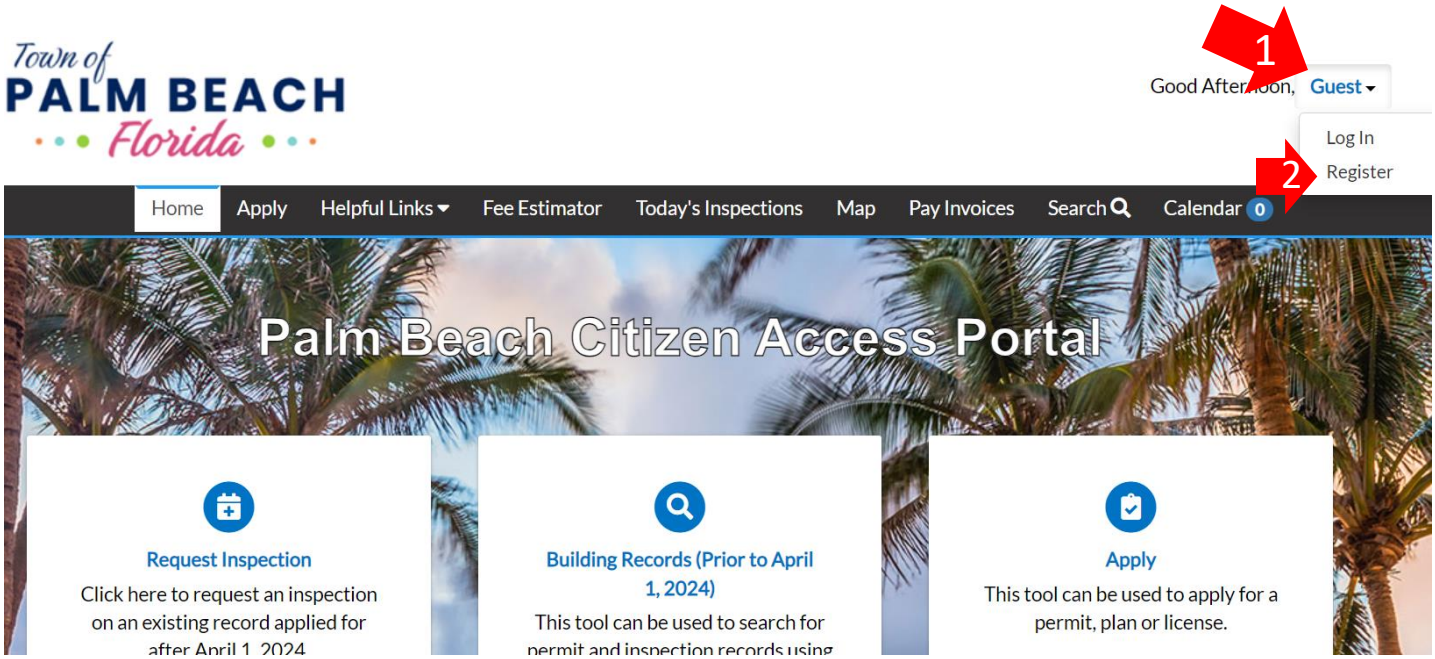
Palm Beach Citizen Access Portal – How to Create an Account

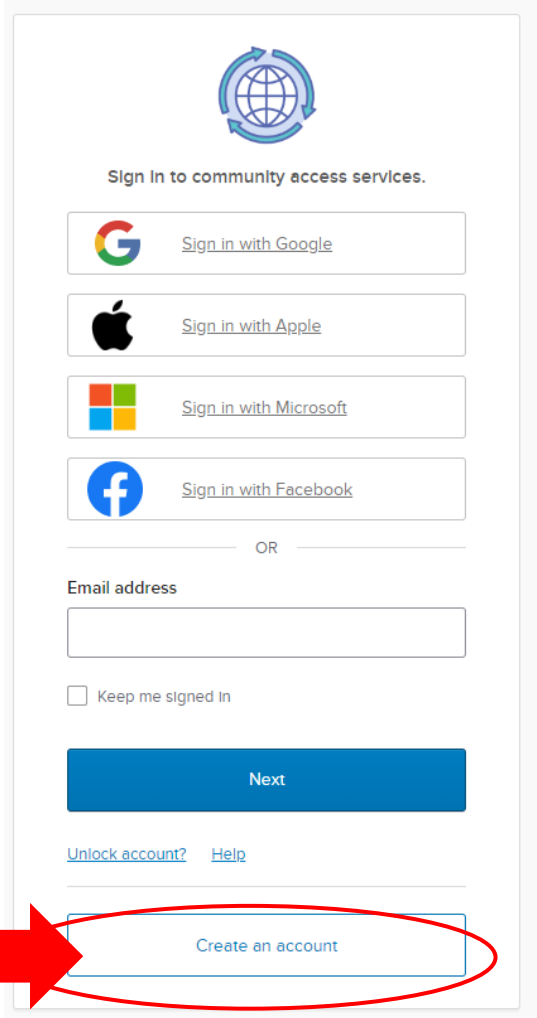
1. Go to the Citizen Access Portal.



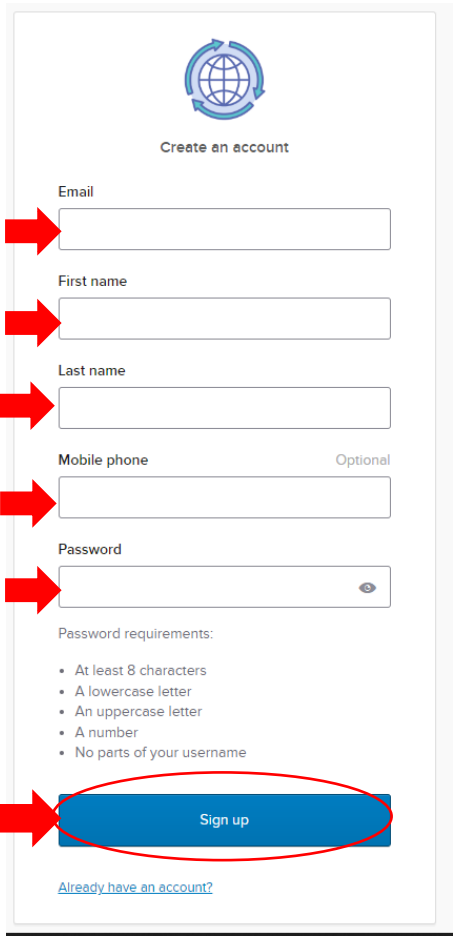
2. Select the “Guest” drop down menu and select “Register”.



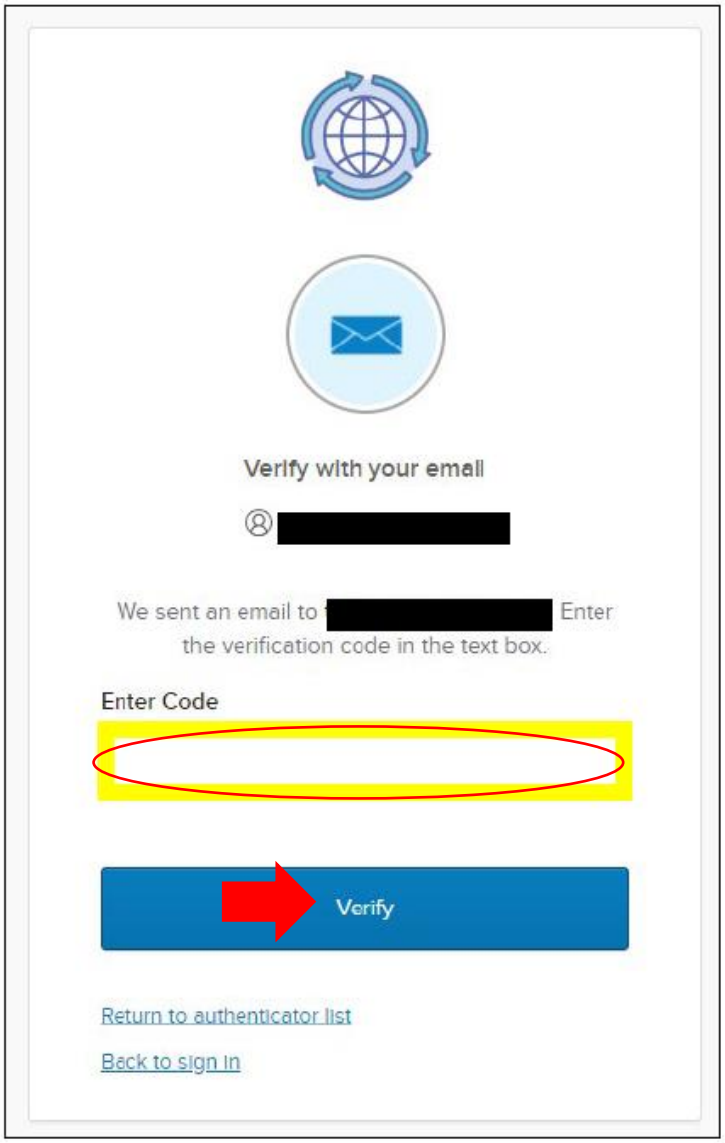
3. On the next screen, click the “Create an account.”
    a. DO NOT sign in with Google/Apple/Microsoft/Facebook unless you are confident that the count uses the same email associated with your EPL account.
    b. Personal Google/Apple Microsoft/Facebook accounts WILL not properly link to your EPL account.
    c. The following instructions do not apply if you sign in with Google/Apple/Microsoft/Facebook.



4. Your email address (same email that you signed into the Citizen Access Portal with). Fill out the information on the screen. Then click the blue “Sign up” button.
    a. Enter a password. You may choose the same password that you previously used for the Citizen Access Portal or a new password.



5. the “Verify with your email” page, you will need to KEEP this window open and check your email for a verification code.
    a. Go to your email and check for an email from noreply@identity.tylerportico.com. Within this email there is a verification code. Copy this code to the “Verify with your email” page. Once the code has been entered, click “Verify”.



EXAMPLE OF EMAIL

Welcome to your Community Access account!

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

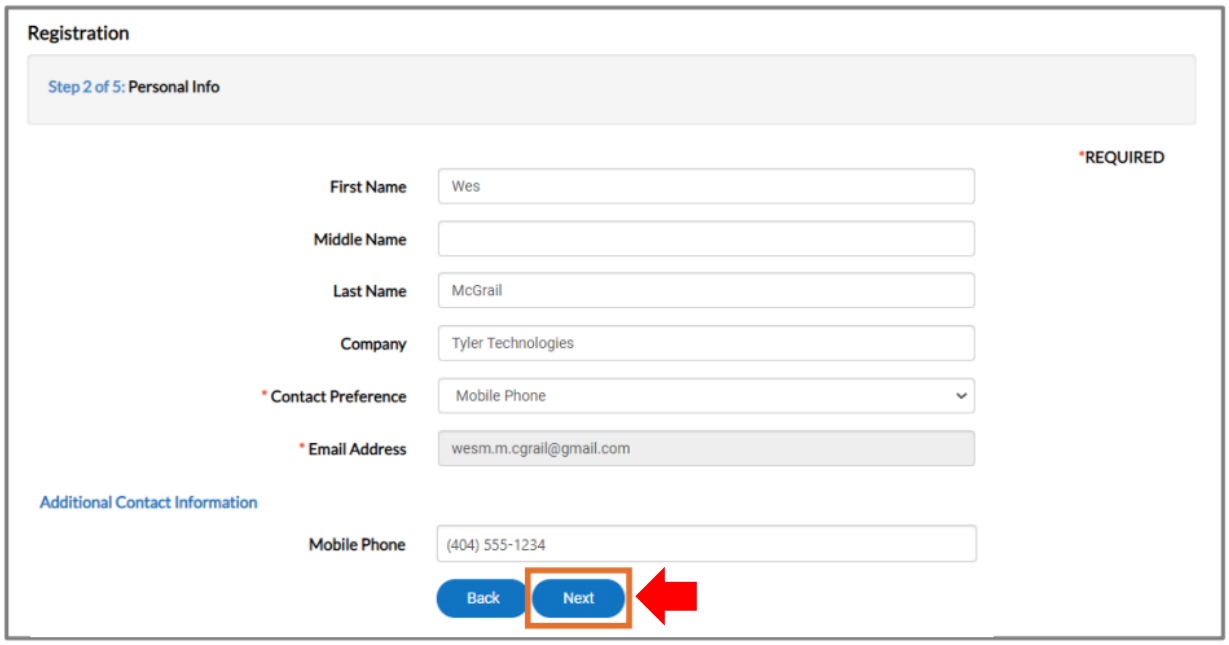
Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

Learn more about Community Access.

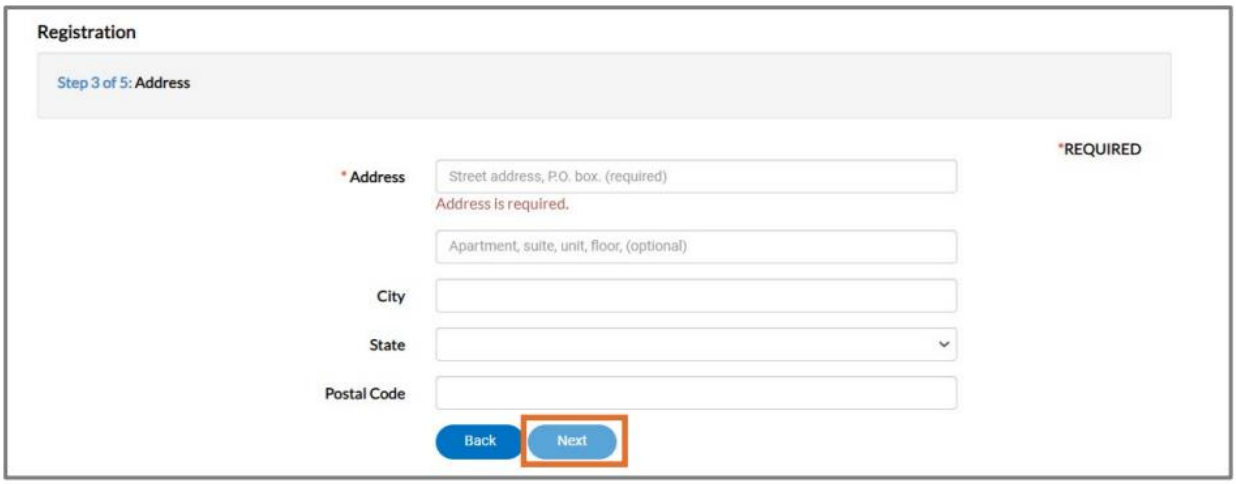
To verify your email address and activate your account enter the verification code: **010756**

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

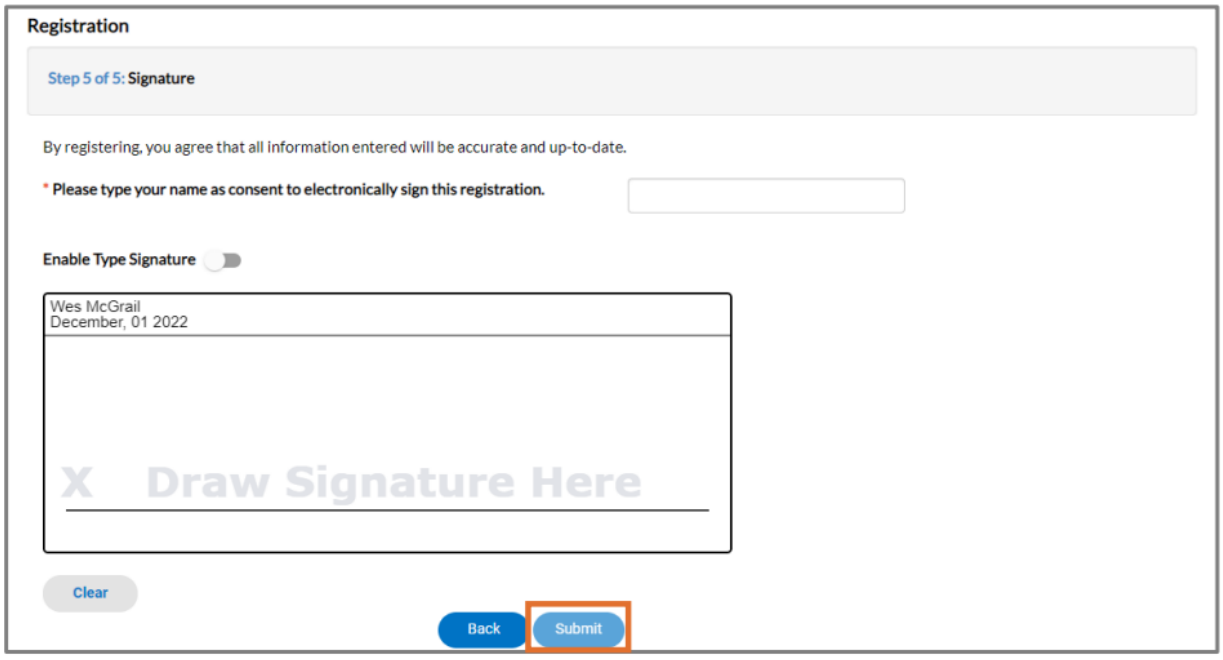
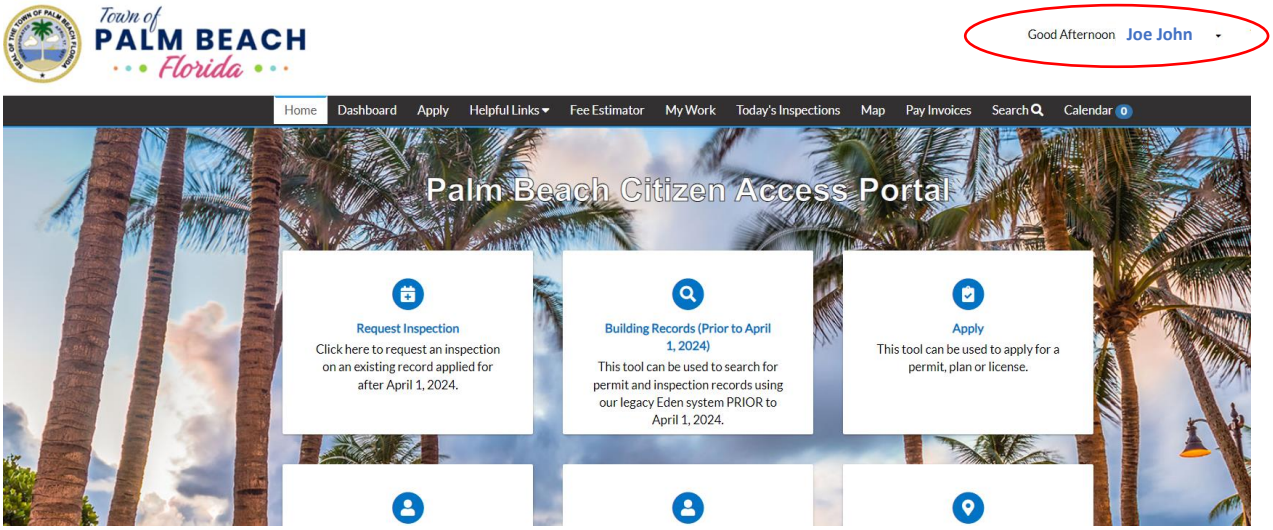
6. For the “Personal info” page, please fill in the information. Items with a red asterisk are required. The “Contact Preference” dropdown is for the best way to reach you, if necessary. Once you have filled out the required information select the blue “Next” button.



7. For the “Address” page, follow “a” or “b” below and select “Submit”
    b. For residents, please provide your Town address.
    c. For contractors / architects / design professionals / businesses please provide your office address.



8. The next page “Signature”, you will need to type your name and sign or enable the “Type Signature”.



9. Once submitted, you will be taken back to the home page and your name should appear in the top right corner.