Palm Beach Citizen Access Portal – How to Sign into Citizen Access Portal for the First Time with TID-C

1. Go to the [Citizen Access Portal](#).

2. Select the "Guest" drop down menu and select "Log In".

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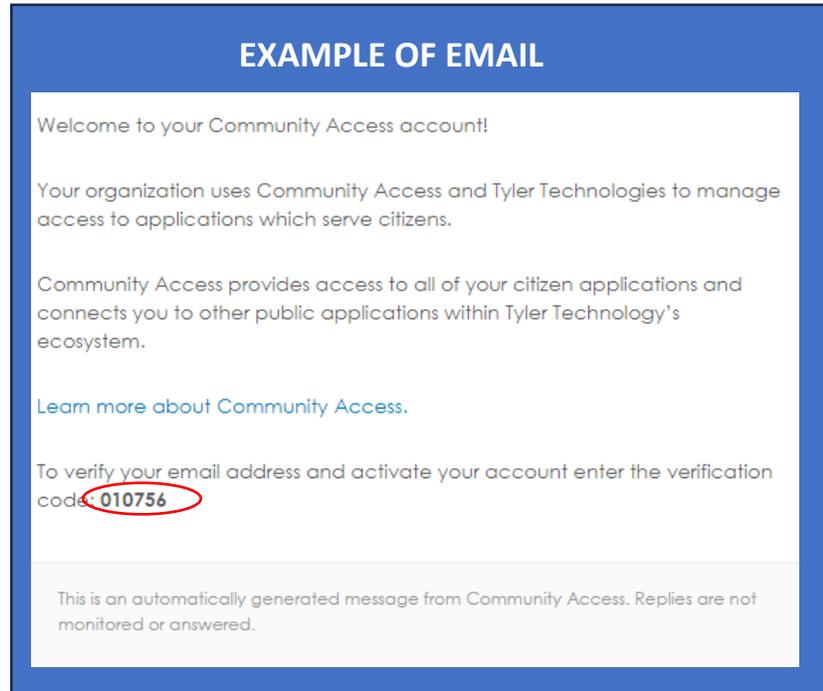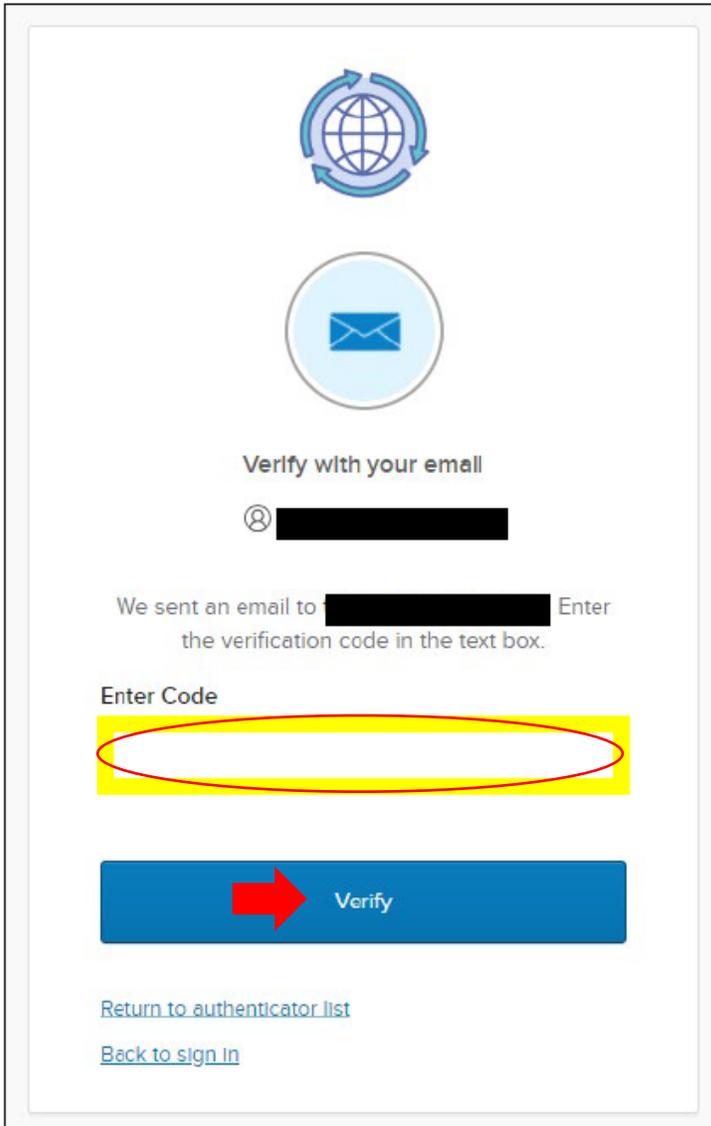
4. Your email address (same email that you signed into the Citizen Access Portal with).   Fill out the information on the screen. Then click the blue "Sign up" button.
    a. Enter a password. You may choose the same password that you previously used for the Citizen Access Portal or a new password.

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5. On 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. You will be taken back to your dashboard on the Citizen Access Portal.