How to create an account in the
Permitting and Licensing Self Service Portal

Use this link to access the Self Service Portal:
https://tulsaok-energovweb.tylerhost.net/apps/selfservice#/home

If you have any issues after following this guide, please contact us:
- **918-596-9456**
- **cotdevsvcs@cityoftulsa.org**

1. From the Self Service Portal, click the "Login or Register" link in the upper right corner.
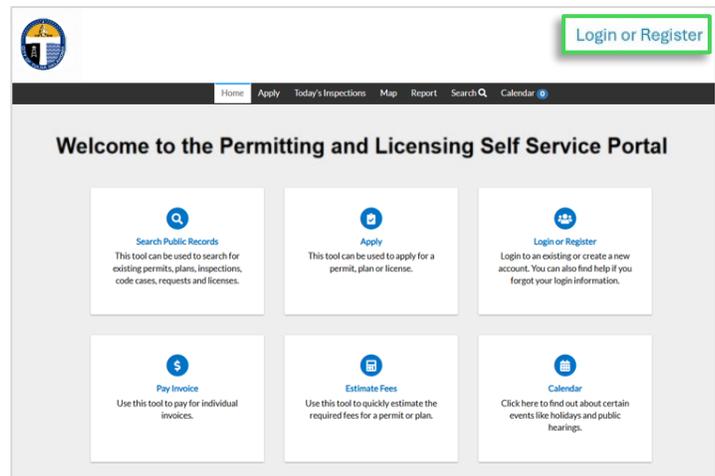
2. A message box will appear: *"We have upgraded our authentication security and allow for more login options for you to use. With this upgrade, you will now be forwarded to our new authentication service..."*

   Existing account users: Use the same email address used for your existing Self Service Portal account for registration (login will link to your existing account based on this email address. If a different email address is entered, the account will not be found).

   Click the "Continue" button.
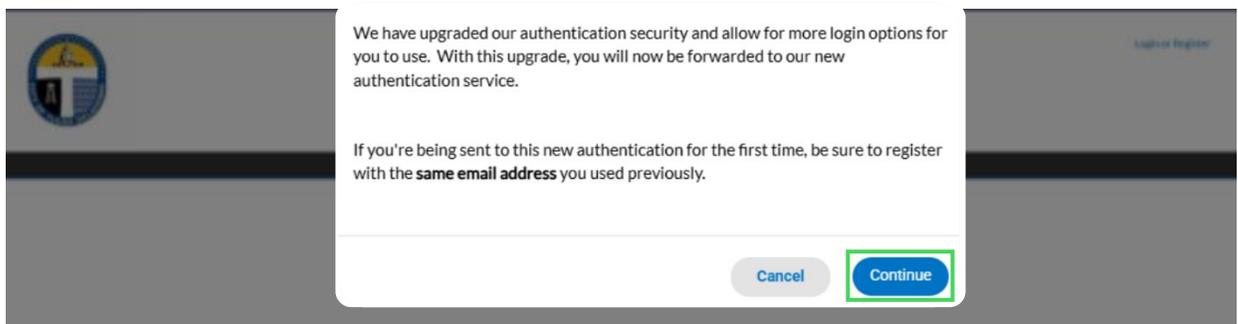
3. You will be directed to the TID-C *(Tyler Identity – Community)* Login Portal.

    <u>Existing Users</u> may login by entering the same email address used for your existing Self Service Portal account in the "Email Address" field.

    <u>New Users</u>: Select the "Create an account" button at the bottom of the dialog box.
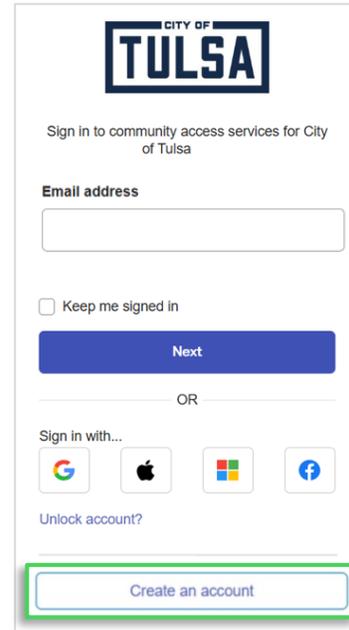
4. Complete "Create an account" fields:

    - **<u>Existing Users:</u> use the same email address used for your existing Self Service Portal account** *(login will link to your existing Self Service Portal account based on this email address. If a different email address is entered, the account will not be found)*
    - **<u>New Users:</u>** input an email address that will be used for your login and verification
    - Optional fields are marked as "Optional"
    - Create your new password using the requirements listed
    - Click the "Sign up" button
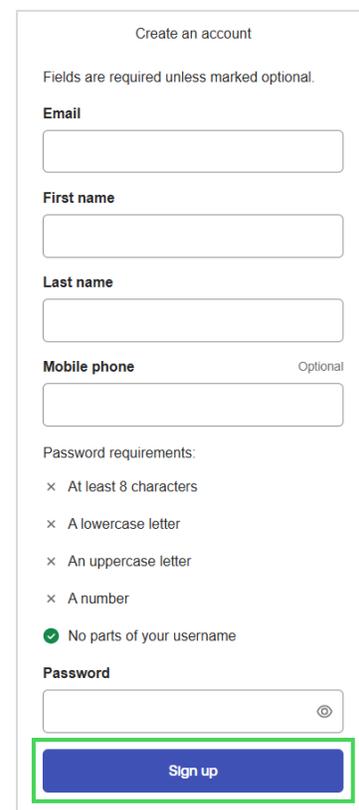
5. A confirmation email with verification code will be sent to the email address provided.

Verify with your email

We sent an email to **c***k@cityoftulsa.org**. Enter the verification code in the text box.

Enter Code

[   ]

Verify

Return to authenticator list

Back to sign in
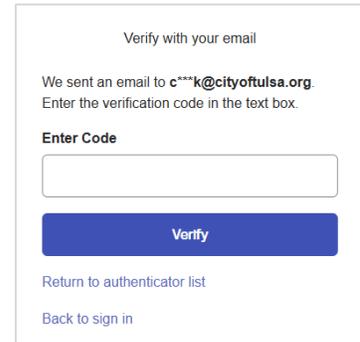
6. Open the confirmation email message that was sent to your email address.

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New | Ignore, Block | Delete Archive | Reply Reply all Forward Meeting | Sweep Move Rules | CJIS
New | Delete | Respond | Move | Quick steps

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📂 1 Training

Focused Other   By Date

CI **Community Access Identity**
    Welcome to your Community Access acc...   11:12 AM
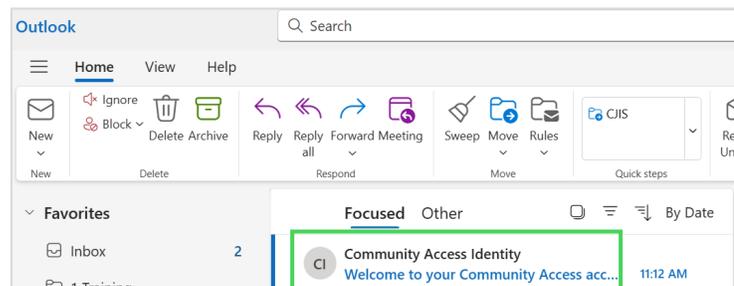
7. Find the verification code in the body of the email to verify your account.

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 **986573**

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

8. Type the verification code into the verification code field, then click the "Verify" button.

    If you did not receive a confirmation email, click the "Send again" link in the yellow message box.

⚠ Haven't received an email?
   Send again

Verify with your email

We sent an email to **c***k@cityoftulsa.org**. Enter the verification code in the text box.

Enter Code

[986573]

Verify

Return to authenticator list

Back to sign in
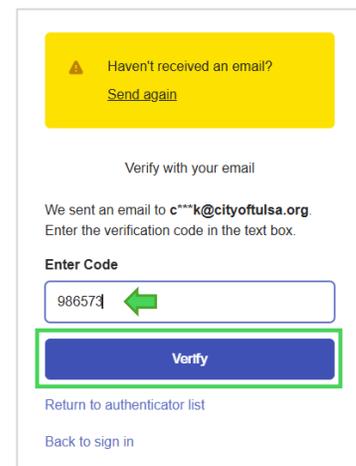
9. You will be prompted to set up Multi-Factor Authentication (MFA) as a security method for your account by selecting from the choices provided.

(Setting up MFA will help keep your account more secure, but this step is optional. If you choose not to set up MFA at this time, click the "Back to sign in" link.)

Click "Continue"

After MFA setup is complete:

Existing Users will be directed to the Self Service Portal. **New account setup is complete.**

New Users will be directed to the Permitting and Licensing Self Service Registration Page. (Continue to Step 10)
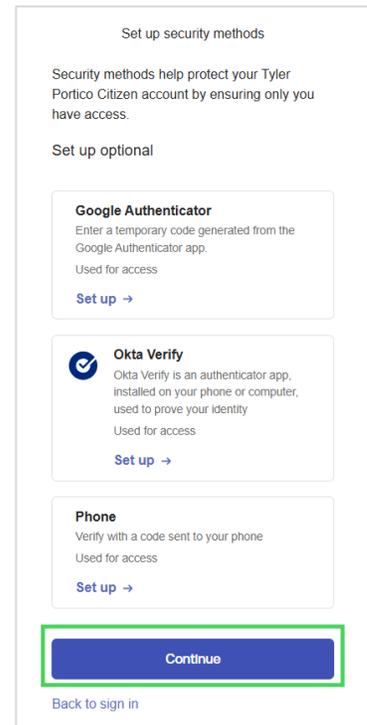
10. New Users will be directed to the Permitting and Licensing Self Service Registration Page.

Step 1 of 3:

Acknowledgement:
"We have recently enhanced our security. Click on continue to validate your information or create your profile with us."

Click "Continue" to confirm acknowledgement.

Step 2 of 3:

Personal Info:
Complete the fields of the form (required fields are denoted with an asterisk).

Click "Next".
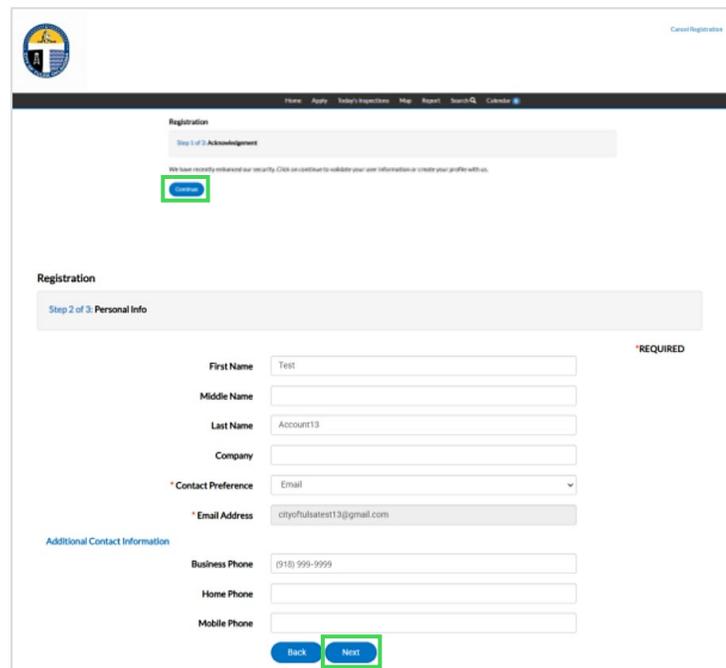
Step 3 of 3:

Address:
Input your mailing address (required fields are denoted with an asterisk).

Click "Submit".

11. New Users will be directed to a confirmation page:

"Thank you for registering / Thank you for registering a new user account - your account will be activated after it has been reviewed"