Registering in Citizen Self Service For Commercial and Residential Plan Submission

FOR NEW ACCOUNT SETUP

Navigate to https://egov.columbiacountyga.gov/css/

In the top-right corner of the webpage, click the ➡] button to navigate to the login menu

Click the 'Register for new account' on the bottom of the login box. A new window will open. Complete the form using the table on the next page

REGISTER

Clicking 'Register for a new account' will take you to the registration page below

Enter your information in the fields provided, then click REGISTER.

(Password must be between 8 and 30 characters in length, contain an uppercase letter, number and special character)

Note: If you get the following message, navigate back to the login page to login. If you forgot your password, click the Forgot password? link on the tyler identity menu
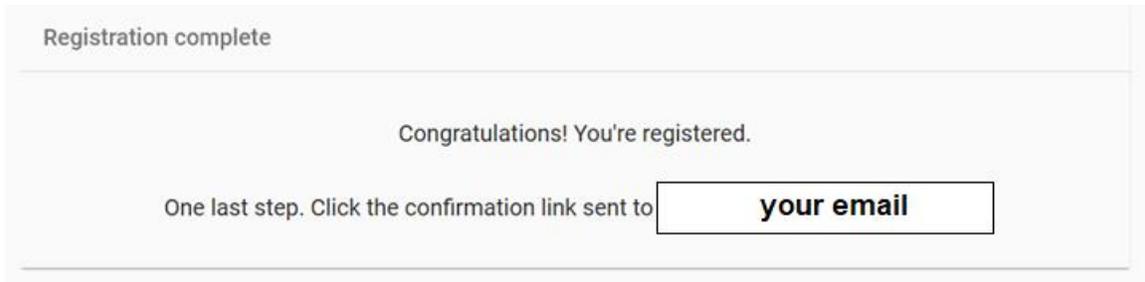
Upon entering your information and clicking REGISTER, if the information provided is valid, you will be prompted with the new page below

Registration complete

Congratulations! You're registered.

One last step. Click the confirmation link sent to **your email**

Please allow some time for the confirmation email to be sent to the email address you provided. The email will be from noreply@columbiacountyga.gov and the Subject line will read **[Tyler Identity] Account Created.**

Within the email, there will be a link you need to click in order to confirm your email address. Clicking the link will take you to the following page

User Self-Service

Email Confirmation

Enter your password *

CANCEL   CONFIRM EMAIL
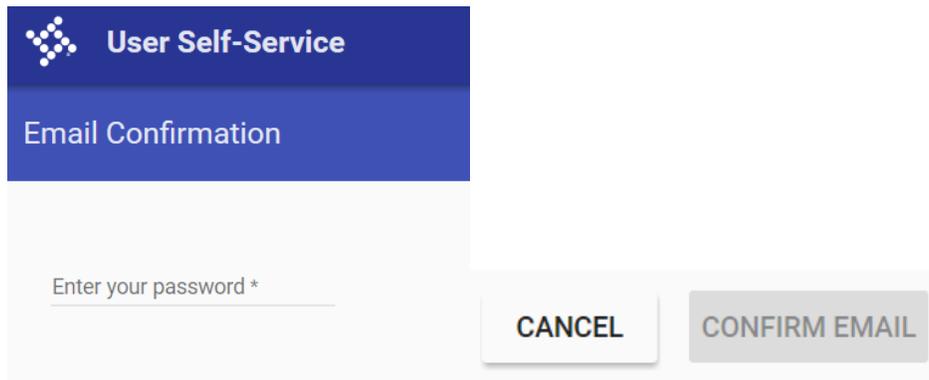
Enter the password you provided in the setup process and click CONFIRM EMAIL. A page will open that says "Thank you for confirming your email. Click here to sign in." You are now able to login.

SUBMIT FILES TO THE BUILDING STANDARDS DEPARTMENT FOR REVIEW

Once you can log in to CSS, you should be able to submit documents using a link on the login screen. To submit forms related to your commercial or residential plan, go to the section underneath the heading **Building Plan Submission Form** (near the bottom), and click the link for the Building Plan Submission Form.
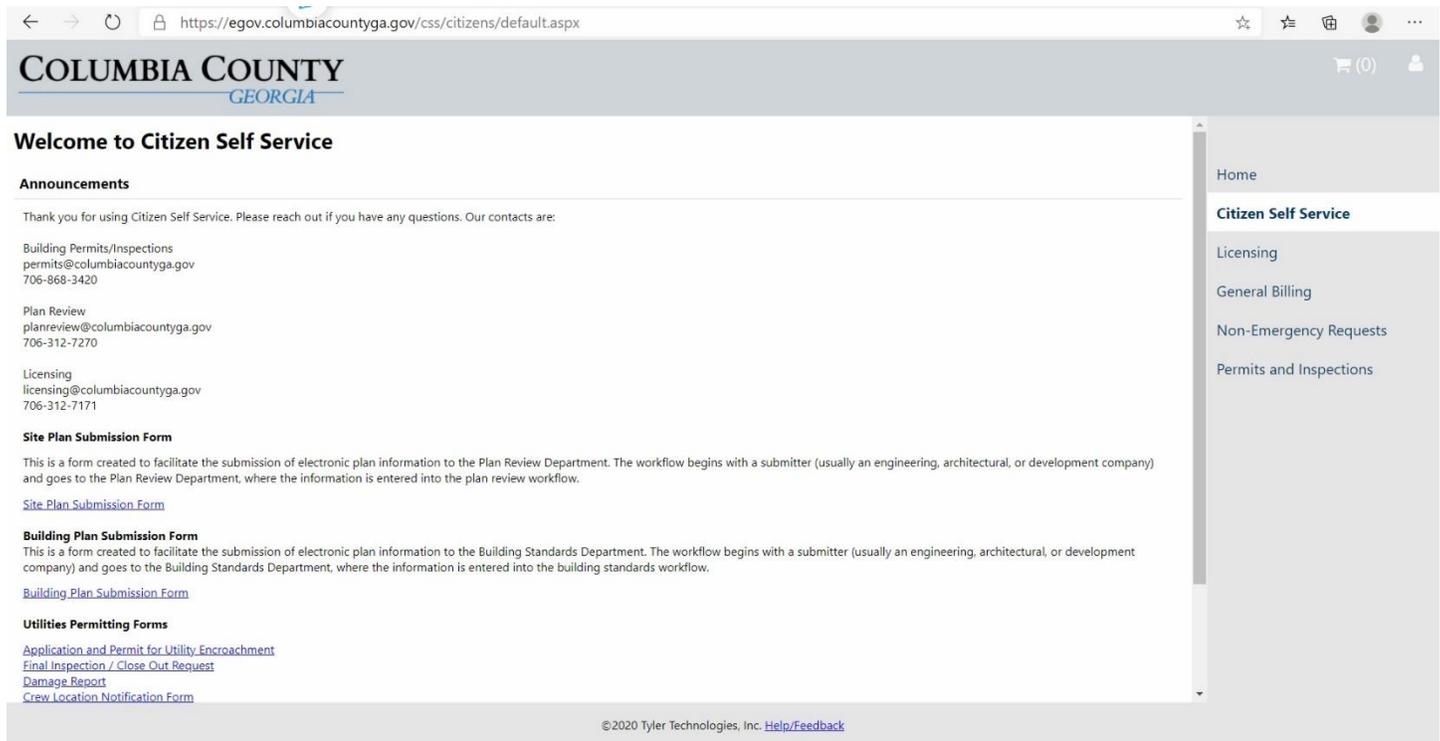
SPECIAL NOTICE ABOUT FORMS:

Currently, there is one simple electronic form that permits you to choose Commercial or Residential (which is very important) and then add attachments for your project. When you submit this information, it is sent electronically to Building Standards personnel, who create the appropriate entries in our system in order to generate your permit(s).
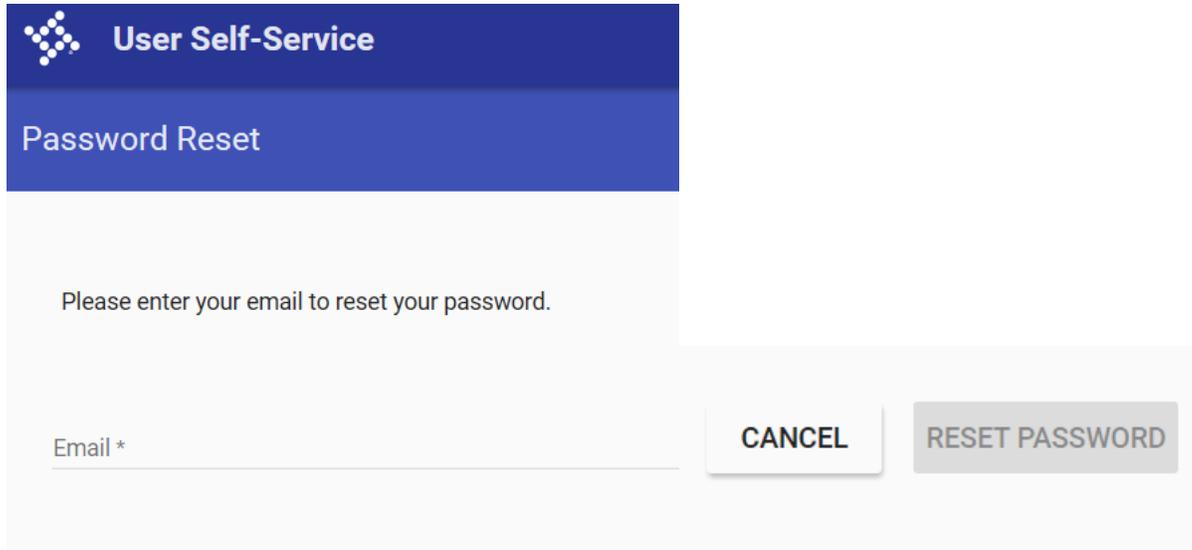
In the future, there will be **two** new forms developed for this process, specific for Commercial and Residential. These forms will replace existing downloaded/printed forms that you are required to fill out and submit, and will create a more streamlined process.

IMPORTANT: In all cases, you will receive notification that the form has been submitted. If you do not receive an email noting that your form has been filed, you should contact the Building Standards Department at 706-868-3420.

FORGOT PASSWORD

If you know you have an account or tried creating an account but your email is already in use, follow the steps below:

1. Click the Forgot password? link on the Tyler identity menu webpage
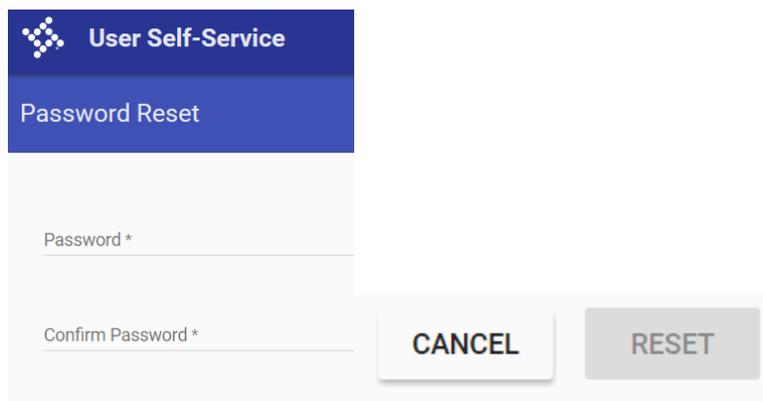2. Enter your email address and click RESET PASSWORD

3. You will get an email from noreply@columbiacountyga.gov for a password reset. Read the email and click the link provided that will allow you to change your password. The link will take you to the following page

4. Enter a new password and click RESET. Your password will need to be at least 8 characters long, contains at least 1 symbol, number and capital letter

5. Once your password is changed, you can attempt to login again at the tyler identity login menu.

==Note: If your password does not meet the requirements stated in the REGISTER section, you will get a password reset error. Additionally, if you enter the same password you had previously, the password reset will not work. Make sure the password does not copy your previous one.==

(Password must be between 8 and 30 characters in length, contain an uppercase letter, number and special character)