

Registering in Citizen Self Service For Utility Encroachment Permitting



FOR NEW ACCOUNT SETUP

Navigate to <https://columbiacountyga.munisservice.com/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

The screenshot shows a web browser window with the URL <https://tylerauth.columbi>. The page features the Tyler Identity logo and the tagline "Identify. Authenticate. Empower.". Below this is a sign-in form with the following elements:

- Text: "Sign in to your account"
- Input field: "Username"
- Input field: "Password"
- Text: "Register for a new account"
- Button: "SIGN IN"
- Text: "Forgot password?"

REGISTER

Clicking '[Register for a new account](#)' will take you to the registration page below

Register for a new account

Email *

First name * Last name *

This is a required field

Password * Confirm password *

CANCEL REGISTER

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

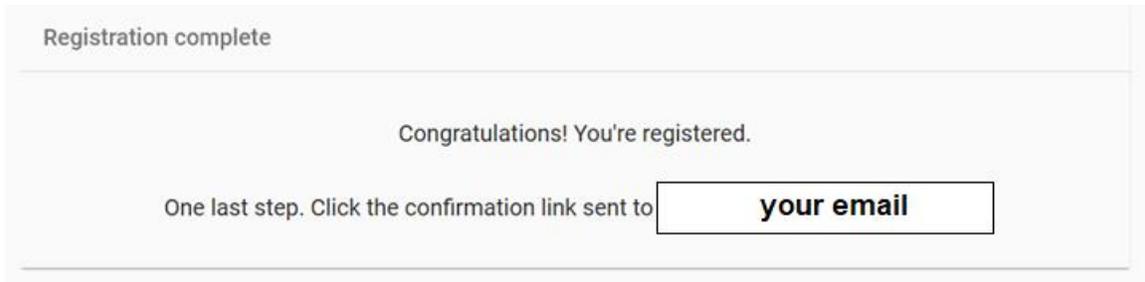
Register for a new account

Email *

your email

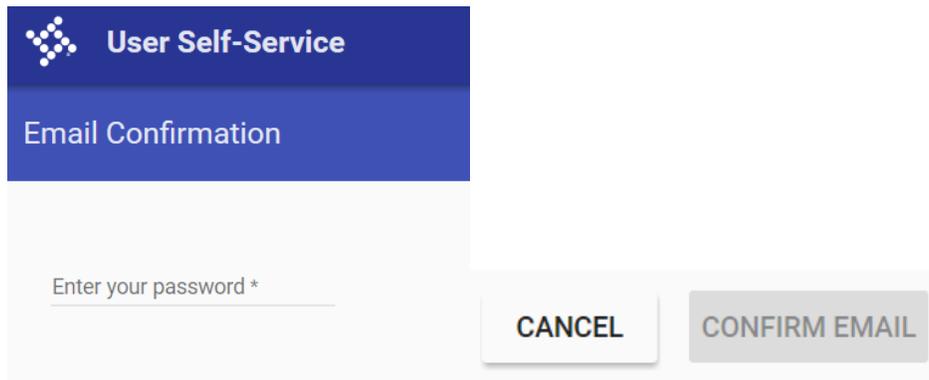
That email is already in use

Upon entering your information and clicking REGISTER, if the information provided is valid, you will be prompted with the new page below



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**.

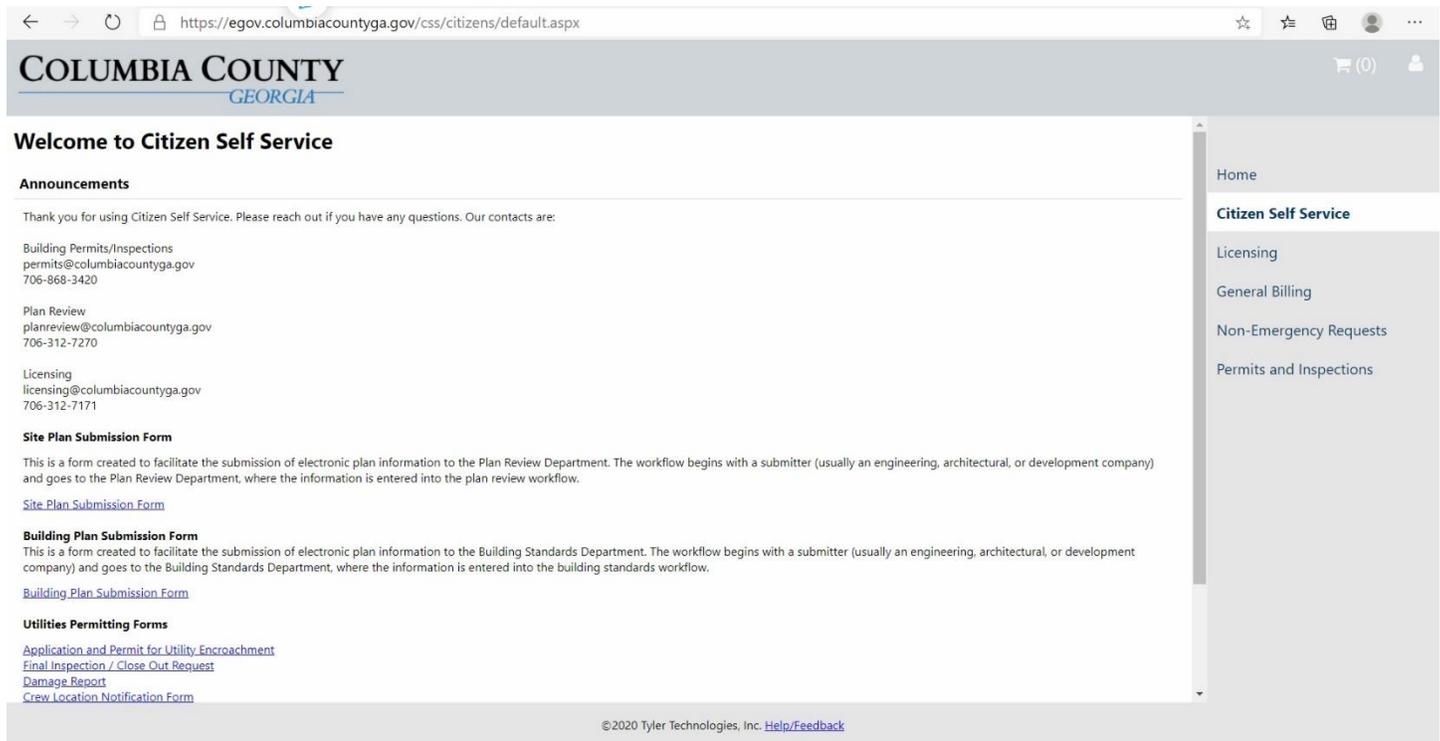
Within the email, there will be a link you need to click in order to confirm your email address. Clicking the link will take you to the following page



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 UTILITY PERMITTING 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 Utility Encroachments in the county Right-of-Way, go to the section underneath the heading **Utility Permitting Forms** (near the bottom). Use the form that is appropriate for your need.



There are four forms used for this process:

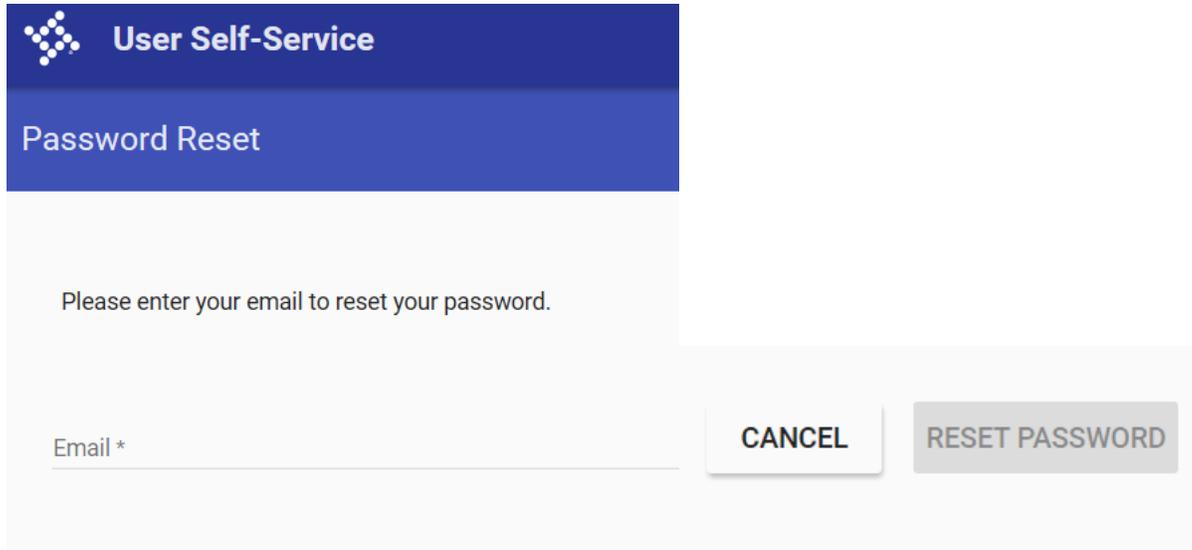
- *Application and Permit for Utility Encroachment*: This form initiates the process to get a utility encroachment permit.
- *Final Inspection / Close Out Request*: This form is to be used when your work is complete and you need a final inspection.
- *Damage Report*: This form is to be used when damage has occurred to other utilities or property in the course of your project.
- *Crew Location Notification Form*: This form provides Columbia County with notice of where you will be working.

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 Utility Permitting Department at 706-312-7279.

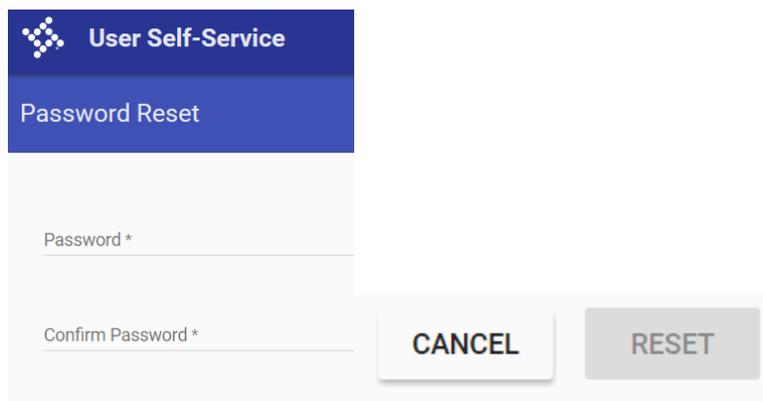
FORGOT PASSWORD

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)