

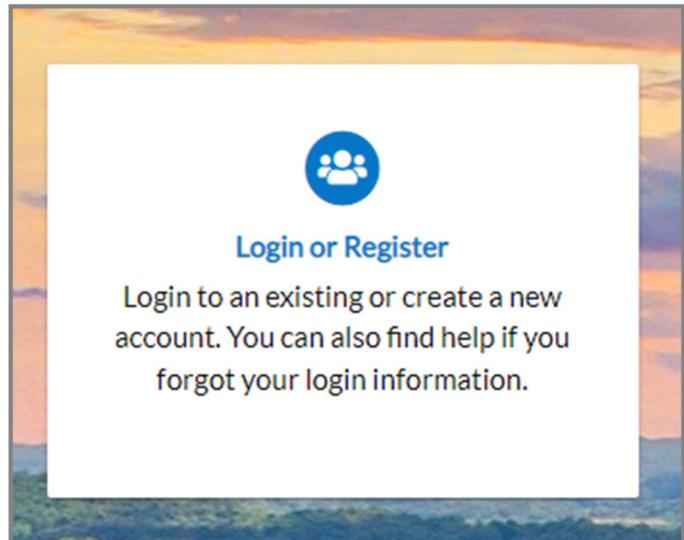
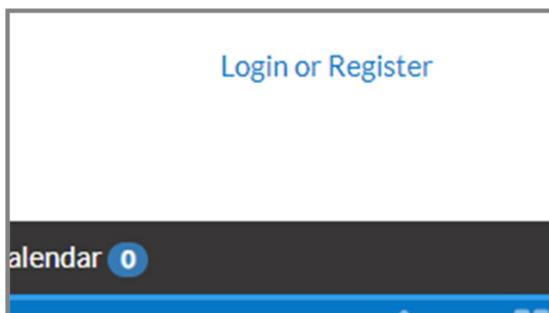
City of Highland Park Online Customer Portal

- How to Register Your Account
- How to Pay an Invoice
- How to view your license information

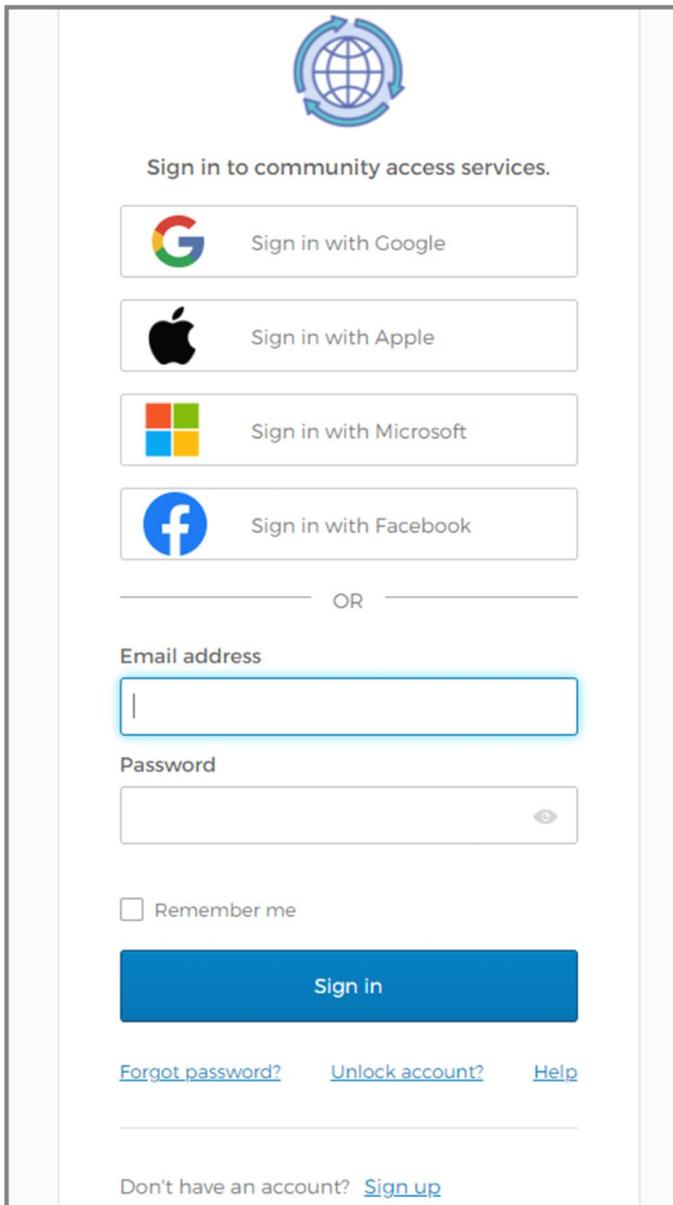
Register

If you have not registered for Civic Access, please follow these steps:

1. Navigate to the municipality's Civic Access site: https://selfservice.cityhpil.com/EnerGov_Prod/SelfService#/home
2. Click **Login or Register** in the top right corner of the page.
3. Or click the **Login or Register** card on the page.



4. Click a sign-in option:
 - a. **Sign in with Google**
 - b. **Sign in with Apple**
 - c. **Sign in with Microsoft**
 - d. **Sign in with Facebook.**
5. Or if previously registered, type an **Email address** and **Password**.
 - a. Click **Sign in**.
6. If not registered, click **Sign up**.



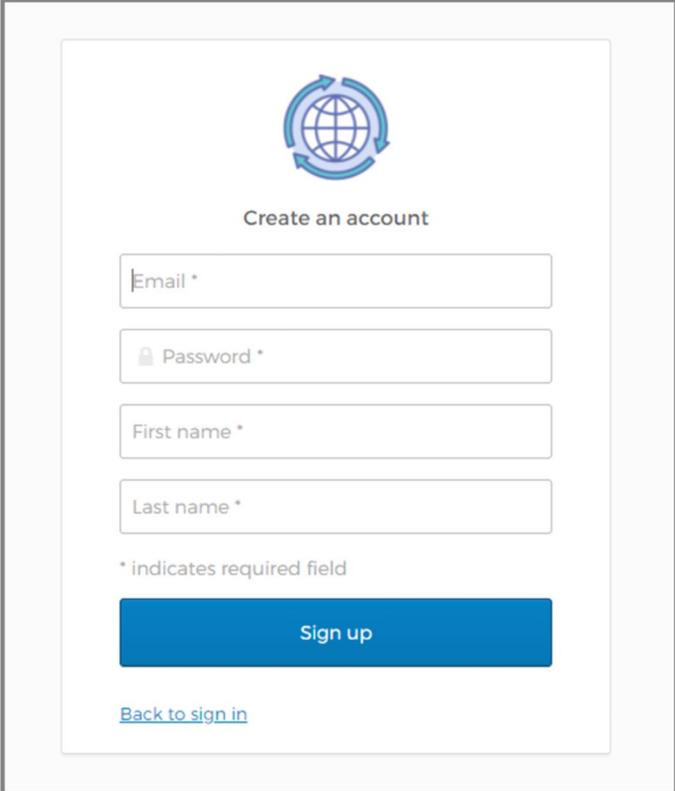
The screenshot shows a sign-in interface for community access services. At the top, there is a globe icon with circular arrows. Below it, the text reads "Sign in to community access services." There are four social media sign-in buttons: "Sign in with Google" (with the Google 'G' logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook 'f' logo). Below these buttons is a horizontal line with "OR" in the center. Underneath, there are two input fields: "Email address" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a checkbox labeled "Remember me". A large blue "Sign in" button is positioned below the checkbox. At the bottom of the form, there are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link that says "Don't have an account? Sign up".



Create an Account

The application displays the **Create an account** page.

1. Type:
 - a. **Email**
 - b. **Password**
 - c. **First name**
 - d. **Last name**
2. Click **Sign up**.





Create an account

Email *

Password *

First name *

Last name *

* indicates required field

Sign up

[Back to sign in](#)

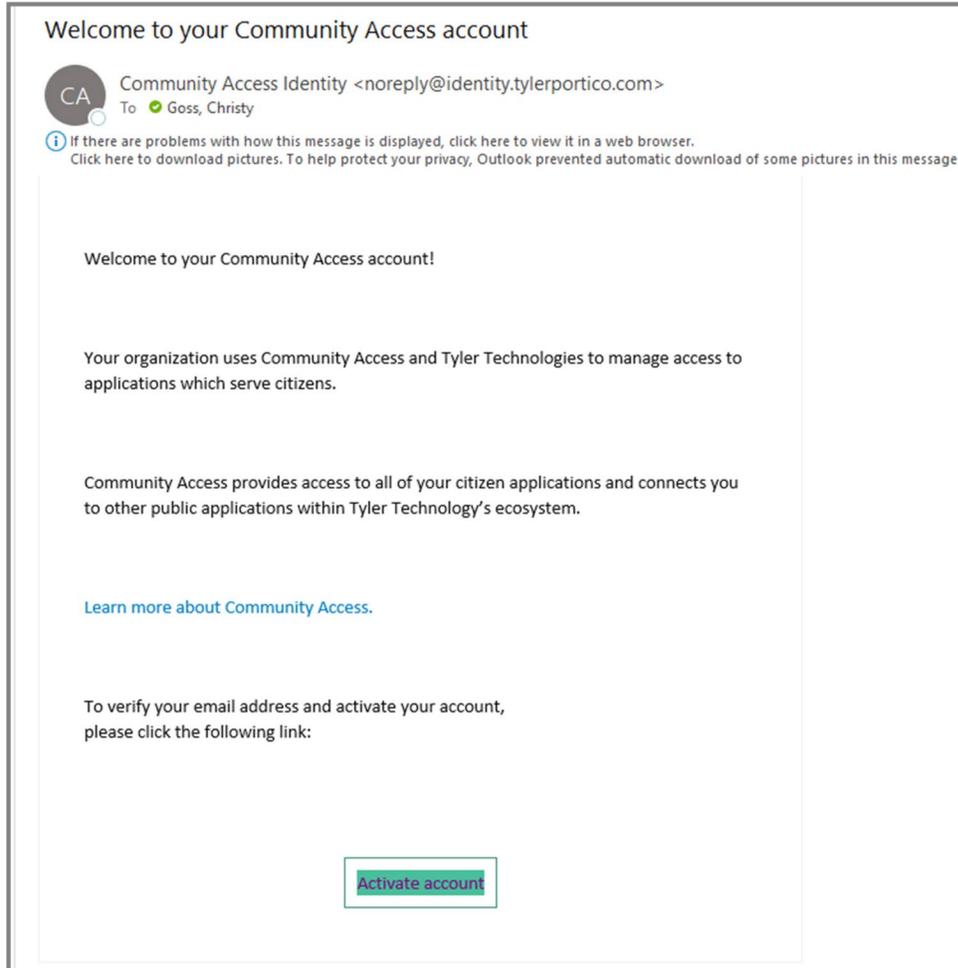
NOTE Required the fields are noted with an asterisk.



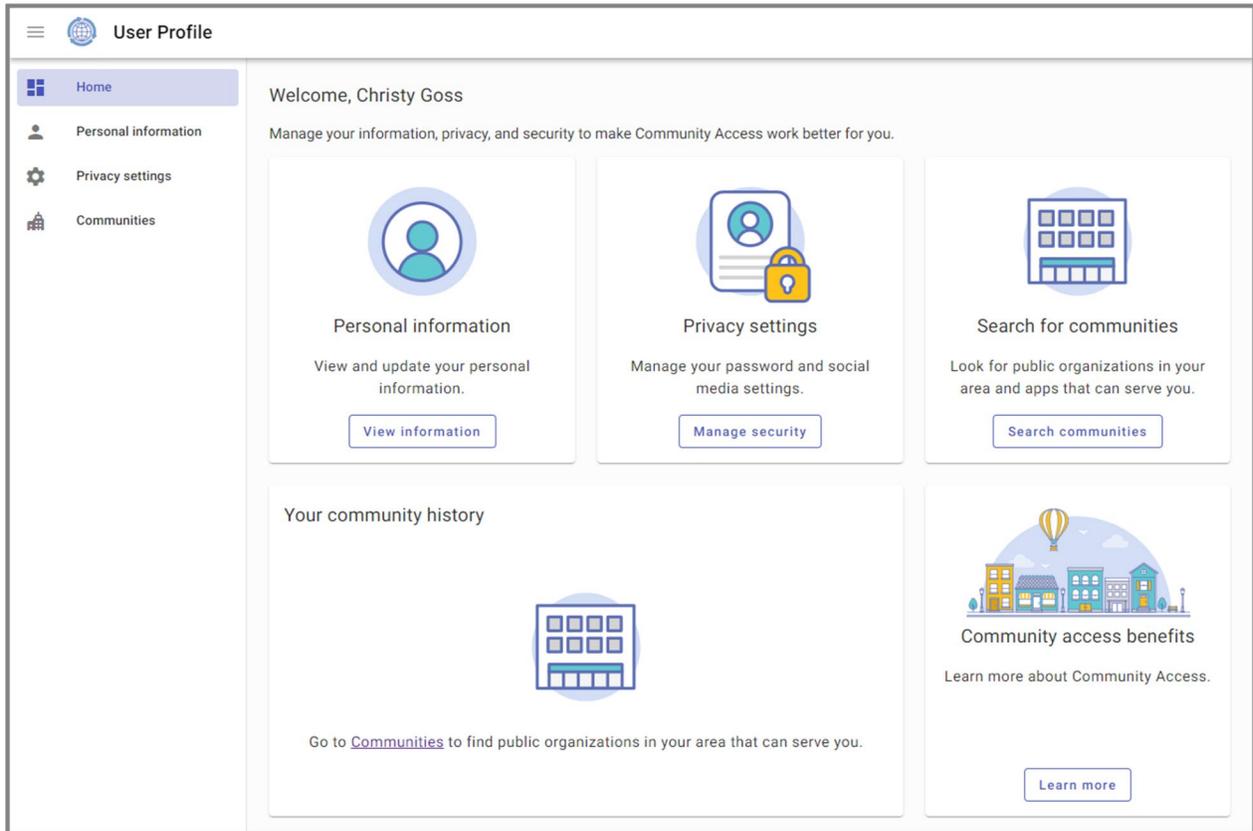
Activate the Account

The user receives an email.

1. Click **Activate account**.



The application displays the User Profile page.



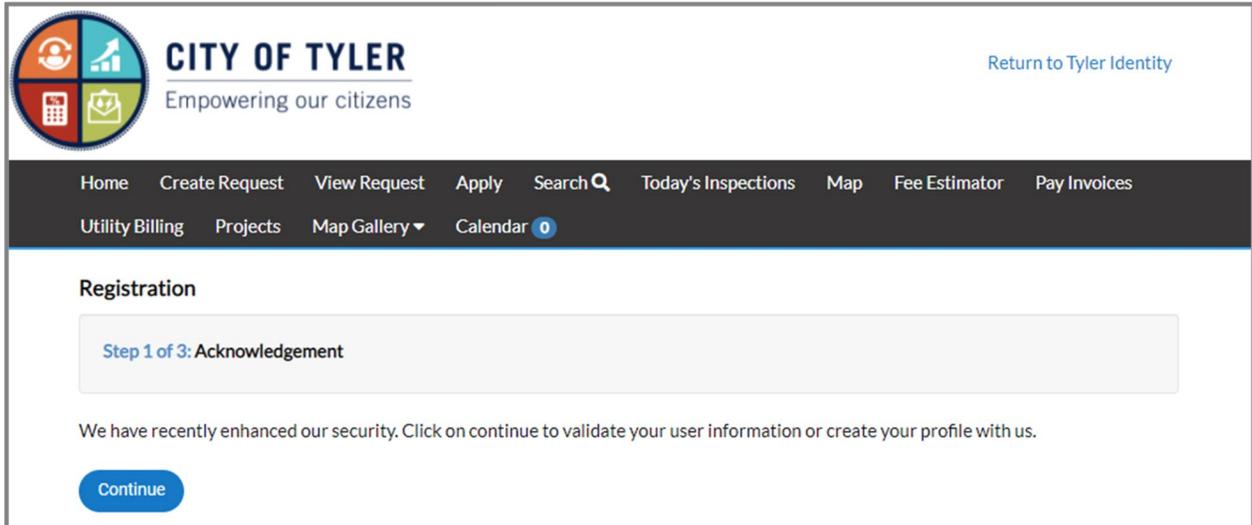
2. Navigate back to the municipality's Civic Access site: https://selfservice.cityhpil.com/EnerGov_Prod/SelfService#/home



Acknowledgment

The user must accept the acknowledgment and update their contact and address information before viewing their licenses or making a payment.

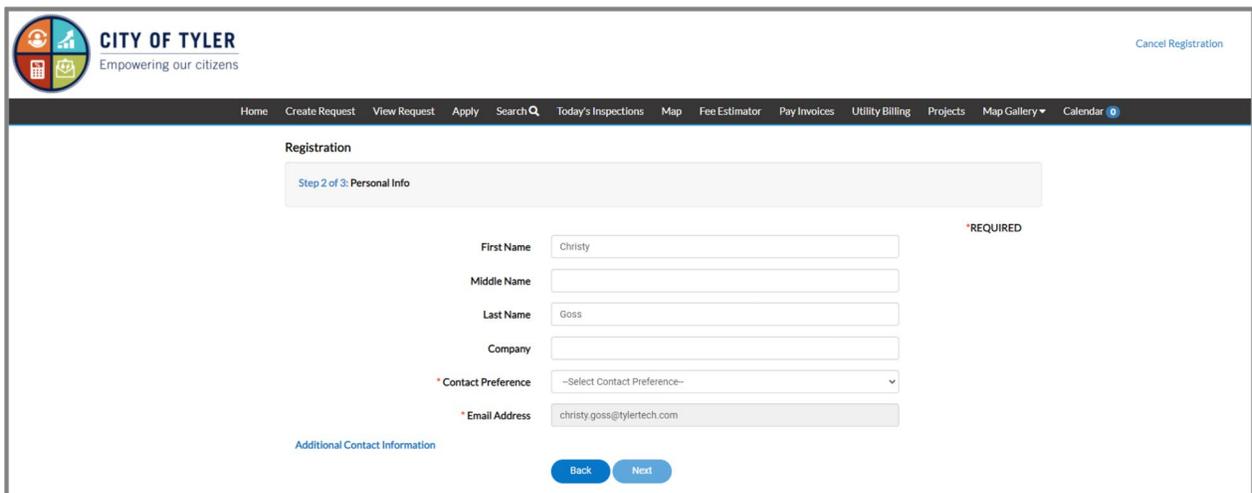
1. Type the **email address** and **password** used during registration.
2. Click **Continue**.



The screenshot shows the City of Tyler website header with the logo and tagline "Empowering our citizens". A navigation menu includes links for Home, Create Request, View Request, Apply, Search, Today's Inspections, Map, Fee Estimator, Pay Invoices, Utility Billing, Projects, Map Gallery, and Calendar. The main content area is titled "Registration" and displays "Step 1 of 3: Acknowledgement". Below this, a message states: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." A blue "Continue" button is positioned at the bottom left of the registration area.

Personal Info

1. Select a **Contact Preference** from the dropdown.
2. Click **Next**.



The screenshot shows the City of Tyler website header with the logo and tagline "Empowering our citizens". A navigation menu includes links for Home, Create Request, View Request, Apply, Search, Today's Inspections, Map, Fee Estimator, Pay Invoices, Utility Billing, Projects, Map Gallery, and Calendar. The main content area is titled "Registration" and displays "Step 2 of 3: Personal Info". Below this, a form is displayed with the following fields: First Name (Christy), Middle Name, Last Name (Goss), Company, Contact Preference (dropdown menu), and Email Address (christy.goss@tylertech.com). The fields for First Name, Last Name, Company, Contact Preference, and Email Address are marked with an asterisk as required. A "Back" button and a "Next" button are located at the bottom of the form.

NOTE Required the fields are noted with an asterisk.



Address

1. Type **Address** information.
2. Click **Submit**.

Registration

Step 3 of 3: Address

***REQUIRED**

Country Type

* Street Number

Pre Direction

Street Name

Street Type

Post Direction

Unit Or Suite

City

State

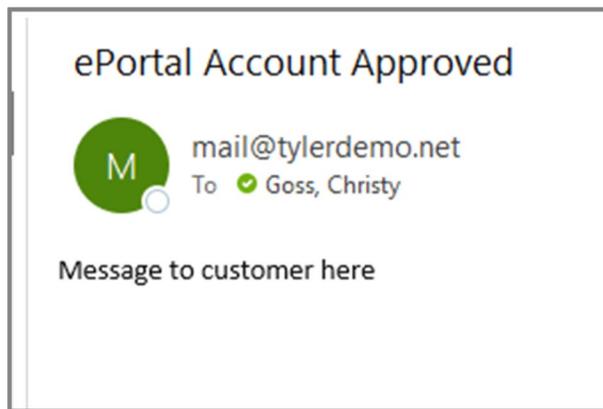
Zip Code

County

* Address Type

NOTE Required the fields are noted with an asterisk.

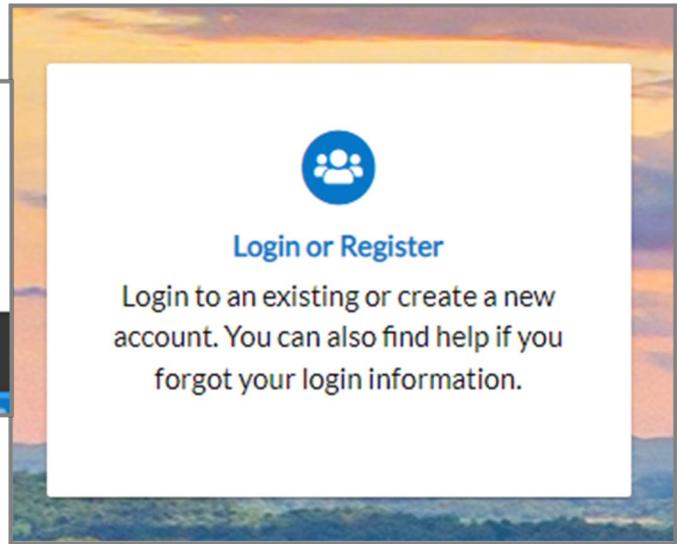
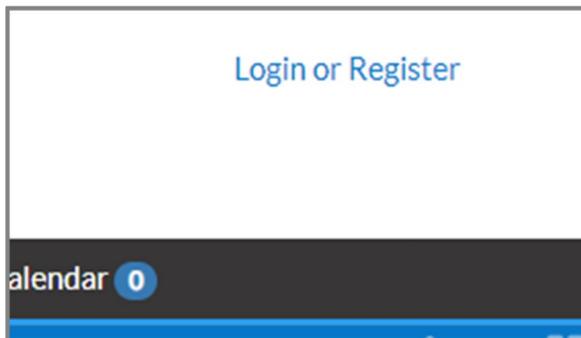
The user receives an email to confirm the ePortal Account Approval.



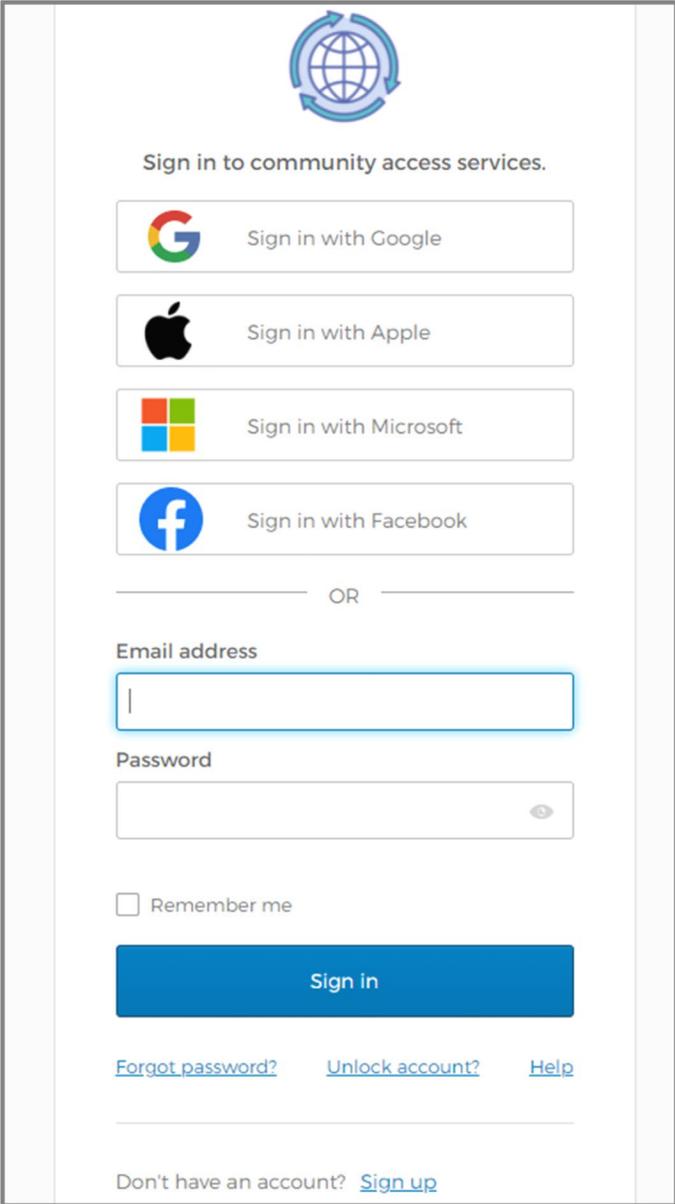
Log in

To log in to Civic Access:

1. Navigate to the municipality's Civic Access site: https://selfservice.cityhpil.com/EnerGov_Prod/SelfService#/home
2. Click **Login or Register** on the Home page.



3. Click a sign-in option:
 - a. **Sign in with Google**
 - b. **Sign in with Apple**
 - c. **Sign in with Microsoft**
 - d. **Sign in with Facebook.**
3. Or type an **Email address** and **Password**.
 - a. Click **Remember me**.
 - b. Click **Sign in**.

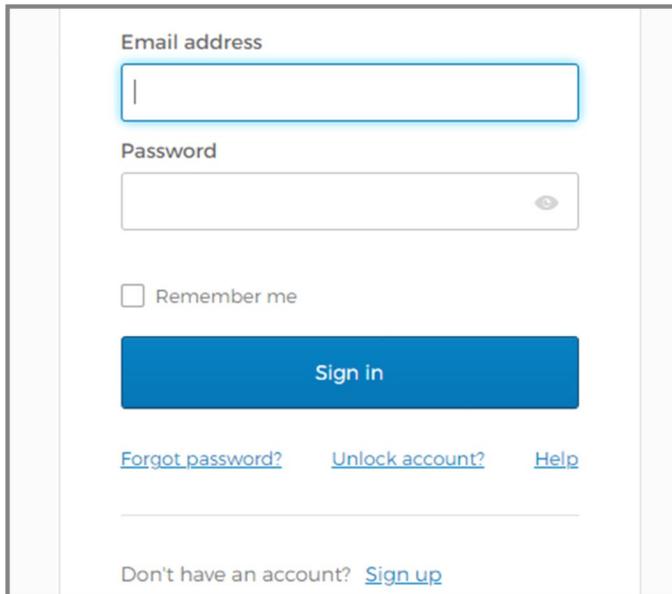


The screenshot shows a sign-in interface for community access services. At the top, there is a globe icon with circular arrows. Below it, the text reads "Sign in to community access services." There are four social media sign-in buttons: "Sign in with Google" (with the Google logo), "Sign in with Apple" (with the Apple logo), "Sign in with Microsoft" (with the Microsoft logo), and "Sign in with Facebook" (with the Facebook logo). Below these buttons is a horizontal line with "OR" in the center. Underneath, there are two input fields: "Email address" and "Password". The "Password" field has a small eye icon to its right. Below the input fields is a checkbox labeled "Remember me". A large blue "Sign in" button is positioned below the checkbox. At the bottom of the form, there are three links: "Forgot password?", "Unlock account?", and "Help". At the very bottom, there is a link that says "Don't have an account? Sign up".



Forgotten Password

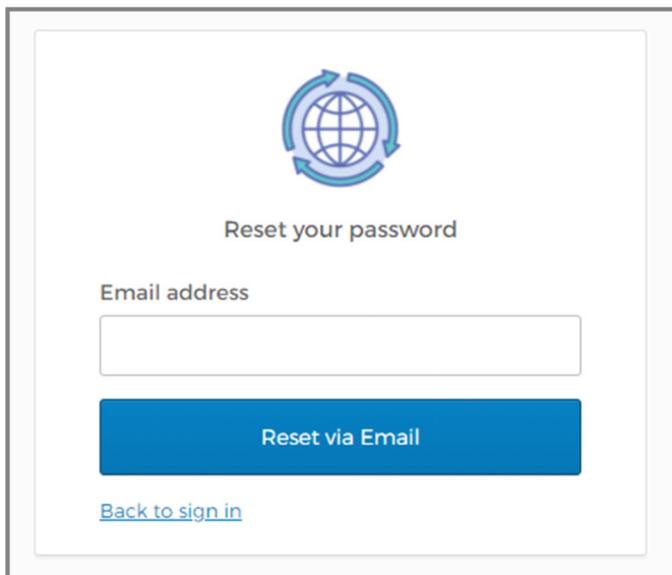
1. To reset a forgotten password, click **Forgot password**.



The screenshot shows a login form with the following elements:

- Email address**: A text input field with a vertical cursor.
- Password**: A password input field with a toggle icon (an eye) on the right.
- Remember me**: A checkbox with the text "Remember me" to its right.
- Sign in**: A blue button with the text "Sign in" centered on it.
- [Forgot password?](#) [Unlock account?](#) [Help](#): Three blue links at the bottom of the form.
- Don't have an account? [Sign up](#)**: A link at the bottom of the page.

2. Type the **Email address**.
3. Click **Reset via Email**.



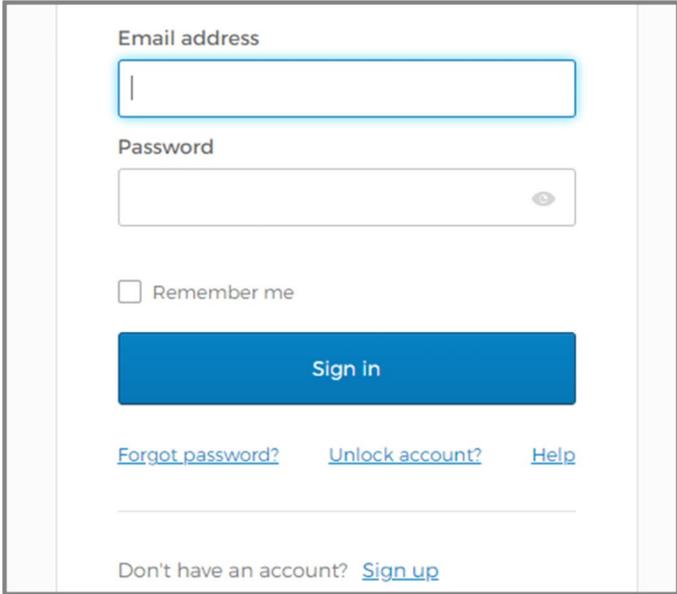
The screenshot shows the "Reset your password" page with the following elements:

- 
- Reset your password**: The title of the page.
- Email address**: A text input field.
- Reset via Email**: A blue button with the text "Reset via Email" centered on it.
- [Back to sign in](#): A blue link at the bottom of the page.



Unlock Account

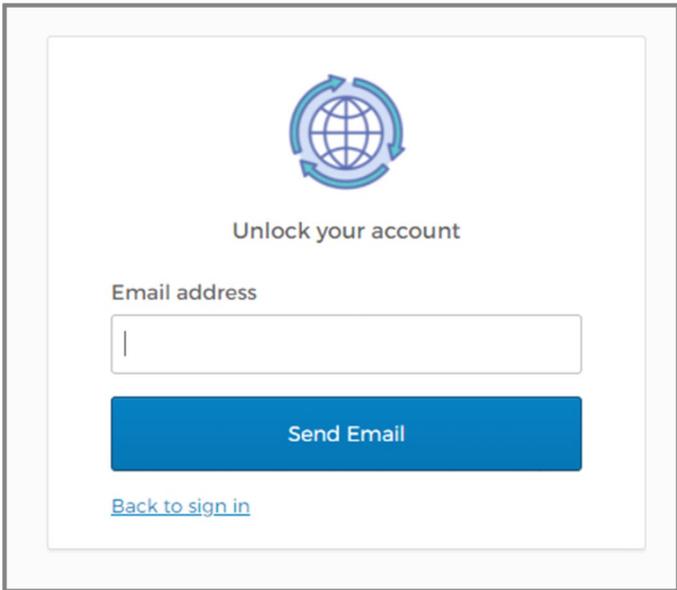
1. To unlock an account, click **Unlock account**.



The screenshot shows a sign-in form with the following elements:

- Email address**: A text input field with a vertical cursor.
- Password**: A password input field with a toggle icon on the right.
- Remember me**: A checkbox with the label "Remember me".
- Sign in**: A blue button with the text "Sign in".
- [Forgot password?](#) [Unlock account?](#) [Help](#): Three blue links at the bottom of the form.
- Don't have an account? [Sign up](#)**: A link at the bottom of the page.

2. Type the **Email address**.
3. Click **Send Email**.



The screenshot shows the "Unlock your account" page with the following elements:

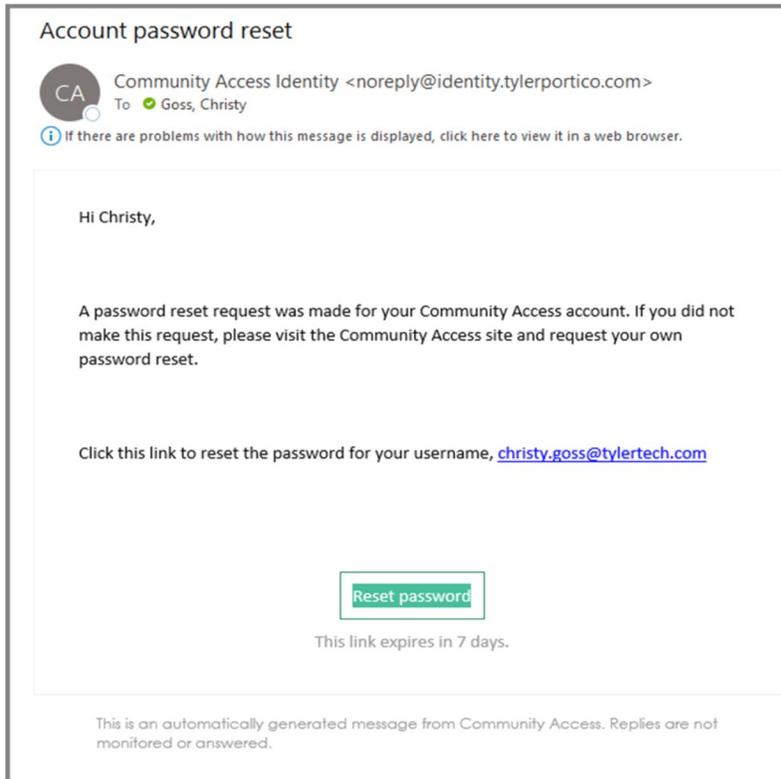
- : A blue icon representing a globe with circular arrows, indicating a process or cycle.
- Unlock your account**: The main heading of the page.
- Email address**: A text input field with a vertical cursor.
- Send Email**: A blue button with the text "Send Email".
- [Back to sign in](#): A blue link at the bottom of the page.



Email Instructions

The user receives an email.

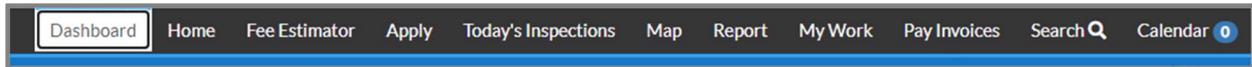
- a. Follow the instructions in the email to reset the password or unlock the account.



Dashboard

The Civic Access Dashboard provides the ability for users to see a visual representation of aggregated data. It displays data about permits, plans, inspections, licenses and invoices. Users can access saved drafts of submissions and add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the registered user.

1. To access the Dashboard, click **Dashboard** in the menu on the Home page.



The Dashboard displays.

My Permits

Attention 60 Building Comm... 45 Residential Build... 14 In-Ground Pool 1	Pending 99+ Building Comm... 101 Residential Build... 10 Other 3	Active 30 Residential Build... 26 Building Comm... 4	Draft 3 Commercial Build... 1 Garage Permit 1 Residential Access... 1	Recent 18 Building Comm... 17 Electrical (Non-Ra... 1
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[View My Permits](#)

My Plans

Attention 8 Abandonment - Eas... 6 Annexation - Annex... 1 PUD - Prelim 1	Pending 6 Abandonment - Eas... 4 Annexation - Annex... 1 PUD - Prelim 1	Active 0	Draft 0	Recent 1 Business License Re... 1
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[View My Plans](#)

My Licenses

Expired 84 DAYS Oh My Dawg Hotdogs VIII No. SEC-72-000059-2021 Type: Accommodation and ... Review	Expires in 294 DAYS Amber's Jewelry Paradise No. SEC-72-000060-2022 Type: Accommodation and ...	Draft 0
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[View My Licenses](#)

My Inspections

Requested 0	Scheduled 14 Footing 8 Recurring Fire... 6	Closed 1 Foundation W... 1
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[View My Inspections](#)

My Invoices

Current	0	\$0.00
Past Due	27	\$38,128.94 Add To Cart
Total	27	\$38,128.94 Add To Cart

[View My Invoices](#)



To use the Dashboard:

1. Click **Draft** in the **Licenses** section to view saved Licenses application drafts.
2. Click the appropriate **status card** in the **License** section to view a list of the corresponding Licenses. Beneath each status is a breakdown of the License Types. Click **View My Licenses** to view all Licenses.
3. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the **My Invoices** section to add the corresponding Invoices to the Shopping Cart. Click **View My Invoices** to view all Invoices.



Invoices

Civic Access users can access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic shopping cart. Civic Access's integrated electronic shopping cart allows individuals to view, add, pay, or remove invoices, and displays single or multiple licenses associated with each invoice.

1. **Current:** By clicking **Add To Cart**, the individual will be able to access the Shopping Cart page where all current invoices are listed. The individual may access the Invoice by clicking the Invoice Number. To remove an Invoice from the Shopping Cart, the individual may click **Remove** to the right of the invoice. To checkout, the individual may click the **Check Out** oval to the right of the page. This takes the individual to a payment page to complete the payment for the invoice(s).

My Invoices		
Current 0	\$0.00	Add To Cart
Past Due 5	\$296.60	Add To Cart
Total 5	\$296.60	Add To Cart

[View My Invoices](#)

Shopping Cart			
			Total \$296.60 Check Out
Invoice: INV-0000395	Description: NONE		Remove
Due Date: 03/13/2019	Billing Contact: Tyler (Goss, Christy)		
Case Number	Project	Case Address	Amount Due
BLDC-000718-2019		900 Del Rio Avenue San Luis Obispo CA 93405	\$1.65

[Top](#) | [Main Menu](#)



- Past Due:** By clicking **Add To Cart** oval to the right of Past Due invoices, the individual will be able to access the Shopping Cart page where all past due invoices are listed. The individual may access the Invoice by clicking the **Invoice Number**. To remove an Invoice from the Shopping Cart, the individual may click **Remove** to the right of the invoice. To checkout, click the **Check Out** oval to the right of the page. The payment page displays through which the individual can complete the payment for the invoice(s).

My Invoices		
Current	\$0.00	Add To Cart
0		
Past Due	\$296.60	Add To Cart
5		
<hr/>		
Total	\$296.60	Add To Cart
5		
View My Invoices		

- Total:** By clicking **Add To Cart**, the individual will be able to access the Shopping Cart page where all invoices are listed. The individual may access the Invoice by clicking the **Invoice Number**. To remove an Invoice from the Shopping Cart, the individual may click **Remove** to the right of the invoice. To checkout, click the **Check Out** oval to the right of the page. This takes the individual to a payment page to complete the payment for the invoice(s).

My Invoices		
Current	\$0.00	Add To Cart
0		
Past Due	\$296.60	Add To Cart
5		
<hr/>		
Total	\$296.60	Add To Cart
5		
View My Invoices		



My Licenses

Civic Access users can access Licenses. The Dashboard view of Licenses displays licenses that are close to expiration. These include licenses that are up for renewal. To view all Licenses, either click **View My Licenses** at the bottom of the **My Licenses** page. Users may also click the **Renew** button on the Dashboard view. Once on the My Licenses page, Civic Access users can access all their Licenses.

1. **License Number:** By clicking the **License Number**, license holders will be taken to a license details page where they may have access to information regarding location, fees, inspections, attachments, contacts, holds, and additional information.
2. **Renew:** Click the **Renew** button to be taken to the License Renewal page. If the Renew button is not present, the license may not be renewed at that time.
3. **Name:** Company name. This may be different from the DBA.
4. **DBA:** Doing Business As – This column lists the name that the Business License may be doing business as.
5. **Address:** The address of where the license is held.
6. **Status:** Status of the license. This may be different for each municipality. Some statuses may include Expired, Issued, In Review, Submitted.
7. **License Type:** The type of license that was applied for within the municipality.
8. **Applied Date:** When the license was applied for.

Expired	Expires in	Expires in	Draft
459 DAYS	177 DAYS	272 DAYS	0
PBG Construction	PBG Construction, Tim Taylor	PBG Construction, Tim Taylor	
No.000008-2020	No.CON-000001-2020	No.CONT-000010-2021	
Type Business Registratio...	Type Contractor - General	Type Contractor - General	
Renew	Renew	Renew	

[View My Licenses](#)



HOW TO ATTACH DOCUMENTS ONLINE

1. When you log in to your account and your dashboard appears, scroll to the bottom to My Licenses:

My Licenses

<p>Expired</p> <p style="font-size: 24px; color: blue;">31</p> <p>DAYS</p> <hr/> <p style="font-size: 8px;">Sandra's Restaurant</p> <p style="font-size: 8px;">No. BUSR-000034-2023</p> <p style="font-size: 8px;">Type Business Registration</p> <p style="background-color: #333; color: white; padding: 2px 5px; text-align: center; font-weight: bold;">Renew</p>	<p>Expires in</p> <p style="font-size: 24px; color: blue;">999+</p> <p>DAYS</p> <hr/> <p style="font-size: 8px;">Arbor Terrace</p> <p style="font-size: 8px;">No. ALFR-000041-2023</p> <p style="font-size: 8px;">Type Assisted Living Facili...</p>	<p>Expires in</p> <p style="font-size: 24px; color: blue;">999+</p> <p>DAYS</p> <hr/> <p style="font-size: 8px;">Sandra's Restaurant</p> <p style="font-size: 8px;">No. LIQL-000039-2023</p> <p style="font-size: 8px;">Type Annual Liquor License</p>	<p>Expires in</p> <p style="font-size: 24px; color: blue;">999+</p> <p>DAYS</p> <hr/> <p style="font-size: 8px;">Sandra's Restaurant</p> <p style="font-size: 8px;">No. REST-000056-2023</p> <p style="font-size: 8px;">Type Restaraunt</p>	<p>Draft</p> <p style="font-size: 24px; color: blue;">0</p>
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[View My Licenses](#)

2. Click on the license that you need to add your attachments to and it will take you to the license page:

License Number: LIQL-000039-2023

Add to Cart

- License cannot be printed at this time. License has unpaid fees.
- License cannot be printed at this time. License has not been issued.

[License Details](#) | [Tab Elements](#) | [Main Menu](#)

License Details

License Type: Annual Liquor License	District: Central	Applied Date: 07/06/2023
Account Number:	Issued By:	Period Start Date:
Status: Submitted		Expiration Date: 01/01/2999
Description:		

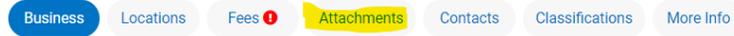
Business
Locations
Fees !
Attachments
Contacts
Classifications
More Info

[Business](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Business

Company Name: Sandra's Restaurant	DBA:	Open Date:
Company Type: General Partnership	Status: Active	Closed Date:
District: Central		Last Audit Date:
Location: Commercial		
Description:		

3. On this page, click on the button that says “Attachments”:



[Business](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Business

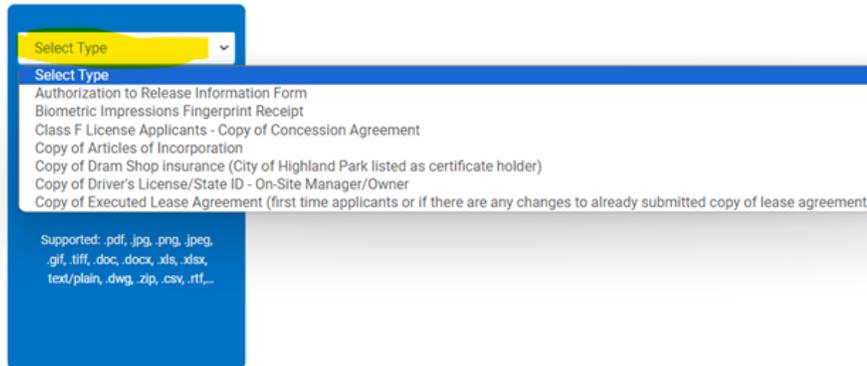
Company Name:	Sandra's Restaurant	DBA:	Open Date:
Company Type:	General Partnership	Status: Active	Closed Date:
District:	Central		Last Audit Date:
Location:	Commercial		
Description:			

4. You will then choose the type of attachment you are uploading based on your license requirements:



[Attachments](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Attachments



5. After you've selected the type of attachment you are uploading, click on the “+” sign in the box:



[Attachments](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Attachments



6. Locate the file on your computer you are uploading and add that attachment:



[Attachments](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)
Attachments



Authorization to Release Information Form
Online Payment Instructions.pdf
Size: 110.51 KB

[Remove](#)

Authorization to Release In ▾

Add Attachment

+

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, text/plain, .dwg, .zip, .csv, .rtf,...

7. Then click the blue “Submit” button on the lower right hand side of your screen to submit your attachment:



[Attachments](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)
Attachments

Sort [Needs Action](#) ▾



Authorization to Release Information Form
Online Payment Instructions.pdf
Size: 110.51 KB

[Remove](#)

Authorization to Release In ▾

Add Attachment

+

Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, text/plain, .dwg, .zip, .csv, .rtf,...



8. You will now if your file has been uploaded successfully when you receive the green ribbon noting that the file upload was submitted successfully.

[Attachments](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Attachments

Sort Needs Action

✓ The file upload was submitted successfully.



Attachment

[Online Payment Instructions.pdf](#)

Uploaded: 07/22/2023

Notes: Authorization to Release Information Form

Select Type

Add Attachment



Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, text/plain, .dwg, .zip, .csv, .rtf,...