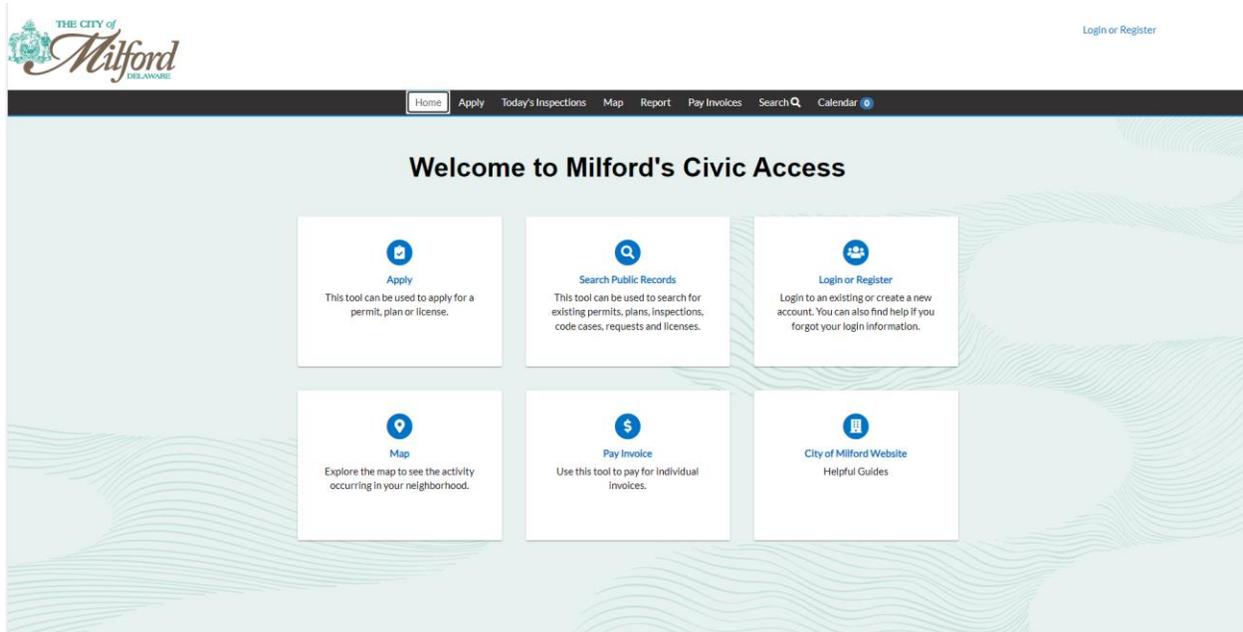




Civic Access – Create an Account

City of Milford

The City's online customer portal, Civic Access, will allow you to submit applications for various City services as well as receive approval without having to visit City facilities. In this guide, we will explain how to create your account so you can begin submitting your electronic application for permits, plans, or licenses.



Please note that you do not have to be logged in to use the search function of the menu bar or to pay an invoice. However, if you want access to your permits, to apply for new permits, or to schedule inspections, you must create a profile and be logged in to that profile to perform those actions.

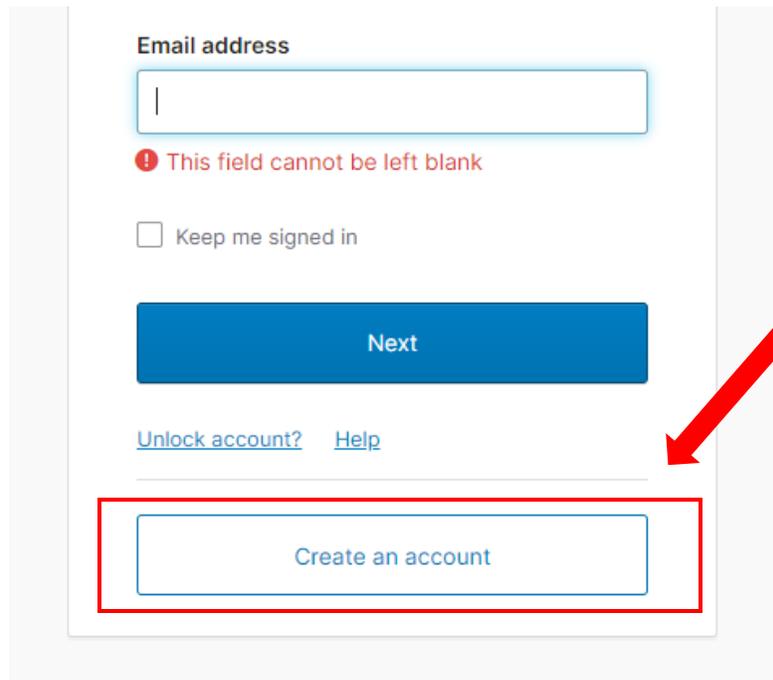
If you are creating an account so someone else can apply for permits or request inspections on your behalf, it is strongly advised you create a general account that is not tied to any staff's personal information or email address. If a person is unavailable, you would likely lose access to the account if it is tied to their information. If you do not have access to the email associated with your account, you will not be able to recover the account.

Account Creation

Click Login or Register on the upper right-hand corner of the homepage.



Click the “Create an account” button.



The image shows a registration form with the following elements:

- Email address**: A text input field with a vertical cursor. Below it is a red error message: **! This field cannot be left blank**.
- Keep me signed in**
- Next**: A blue button.
- [Unlock account?](#) [Help](#)
- Create an account**: A button highlighted with a red rectangular border. A red arrow points to this button from the right side of the form.

Input your email address, First Name, Last Name, Mobile Phone Number, and Password.

Create your account

Email

First name

Last name

Mobile phone Optional

Password

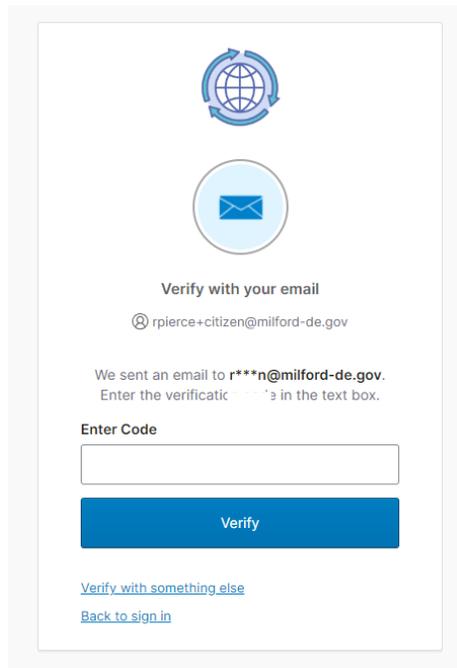
Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

Sign up

Check your inbox for an email from noreply@identity.tylerportico.com containing a verification code.

Enter the verification code and click verify.



Registration Process

Upon initial login, you will be required to complete a registration process.

Step 1 – Acknowledgement

Click continue to validate your user information or create a profile.

Step 2 – Personal Info

Type the required information on the Personal Info step. Select the Contract Preference in the dropdown menu. Click next.

Note- Required fields are noted with a red asterisk.

Step 3 – Address

Enter in address information. Click Submit.

You have successfully registered on Civic Access! Please note that now you will have access to your Dashboard as well as the My Work button across the Menu Bar at the top. These will be your main access points to your permits, invoices, and inspections.

My Permits

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
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[View My Permits](#)

My Plans

Attention 0	Pending 0	Active 0	Recent 0	Draft 0
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[View My Plans](#)

If you look again at the top-right hand corner you should see your profile as well as additional options, including a Checkout Cart.

