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Building & Safety Division permits@dublin.ca.gov • Planning Division planningpermits@dublin.ca.gov •
Public Works Department pwpermits@dublin.ca.gov • Business License businesslicense@dublin.ca.gov •
Fire Prevention firepermits@dublin.ca.gov

Citizen Self-Service (CSS) – Creating Your Account

The City's online Citizen Self-Service (CSS) Portal 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 applications for permits, plans, or licenses.

1. Navigate to the Citizen Self-Service (CSS) home page (URL below) and click the Login or Register link in the top right of the screen

   https://dublinca-energovweb.tylerhost.net/apps/selfservice#/home
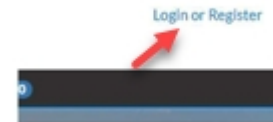
2. **OPTION 1** – If you wish to link your City of Dublin account with one of your existing online providers, select that option at the top and follow the prompts.

   *** If you choose to sign in with Google, Apple, Microsoft, or Facebook, you will need to remember to use this option every time you log in.*
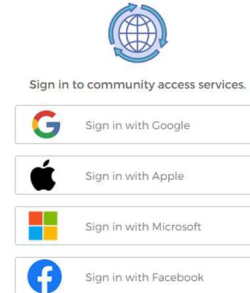
   OPTION 2 – Click the **Sign-Up** link located at the bottom of the page.

   In the Create an account window, provide your email address, password, first name, and last name.

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If the password you provided does not meet the minimum requirements, a dialog will display below the password field.

✓ At least 8 character(s)
❗ At least 1 number(s)
✓ At least 1 lowercase letter(s)
❗ At least 1 uppercase letter(s)
✓ Does not contain part of username

When all required fields are filled in and specifications met, click the **Sign-Up** button.

Sign up

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3. The following screen will be displayed guiding you to check your email to complete your sign-in process.

   If you do not receive an email...

   a. Check your spam folder.

   b. Whitelist the following email addresses by adding them to your contact list:

      i. noreply@identity.tylerportico.com & noreplyenergov@dublin.ca.gov

   c. If you are using a business email address, reach out to your IT department as your company firewall may be blocking the receipt of the emails.

   Verification email sent

   To finish signing in, check your email.

   Back to sign in

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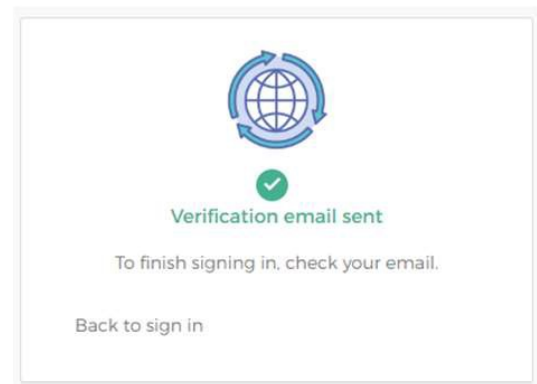
4. In the email received, click on the "Activate account" button.

   To verify your email address and activate your account, please click the following link:

   Activate account

   This link expires in 7 days.

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5. Your browser should redirect you back to the Citizen Self-Service (CSS) login page. Provide your email address and password in the appropriate fields

   a. OPTIONAL – Clicking the **"Remember Me"** check box will save your email address for the next time you visit our site.

   Sign in with Facebook

   OR

   Email address

   Password

   ☐ Remember me

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6. Click **Sign In**

   Sign in

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7. Upon initial login, you will be required to complete the registration process. Click the check box to acknowledge that you have read the disclaimer and click the **"Continue"** button.

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8. Provide all information that is required or any additional information you wish City staff to be aware of.

   Your email address cannot be changed

   Initially, all 3 phone number fields will appear to be required, after filling in one, and moving to the next field, the other requirements will disappear

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9. Click **Next**

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10. Provide all information that is required or any additional information you wish City staff to be aware of.

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11. Click **Submit**