



City of Imperial Beach, California

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Re-Registration Instructions for the City of Imperial Beach Citizen Self-Service Portal

1. Go to the City of Imperial Beach Citizen Self-Service Portal Registration (<https://imperialbeachca-energovpub.tylerhost.net/Apps/SelfService#/register>). Click on "Login or Register". An alert will appear informing you that you are being redirected to the Tyler Identity login page for authorization purposes. Click "Continue" to proceed.

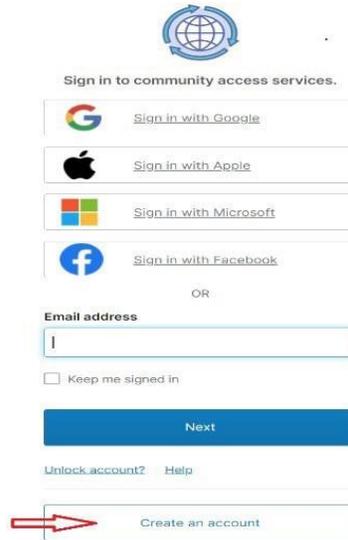


You are being redirected to Tyler Identity login page for authorization purposes.
Once authenticated, you will be logged into CSS. Thanks SR

Cancel

Continue

2. **NOTE: If you have an existing account, you will still need to use “Create an account”.** On the “Sign in to community access services” screen, you will see the “Create an account” button at the bottom of the screen. Click this button to create a new City of Imperial Beach Citizen Self-Service Portal account. Alternatively, you may select one of the social login options at the top IF the email address is the same email you’ve used for your City of Imperial Beach Citizen Self-Service account.



Sign in to community access services.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address

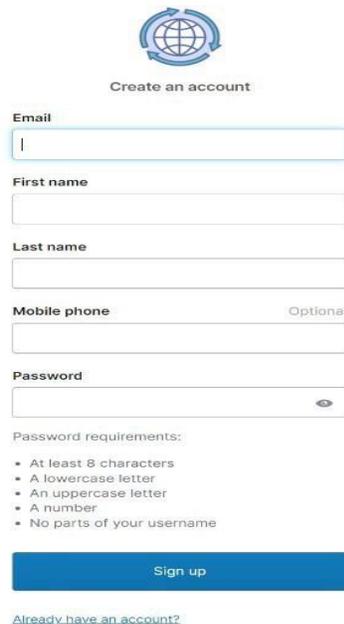
Keep me signed in

[Next](#)

[Unlock account?](#) [Help](#)

[Create an account](#)

3. If you selected “Create an account,” you must enter the same email address you used for the City of Imperial Beach Citizen Self-Service. Followed by first name, mobile phone number, and a new password, then click the “Sign up” button.



Create an account

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

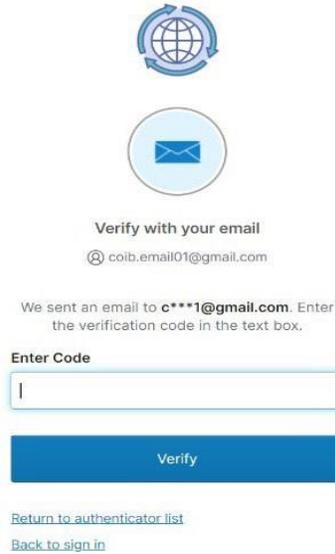
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

[Sign up](#)

[Already have an account?](#)

If you selected a social login option, you will be directed to that application to enter the same email address you used for the City of Imperial Beach Citizen Self-Service and log in using your existing password for that application.

- If you select “Create an account” after clicking the “Sign up” button, you will receive a verification code in your email to confirm your account. Enter the verification code and click “Verify.” (Skip this step if you selected a social login option.)



The image shows a verification screen with a globe icon and an envelope icon. The text reads: "Verify with your email", "@ coib.email01@gmail.com", "We sent an email to c***1@gmail.com. Enter the verification code in the text box.", "Enter Code", a text input field with a cursor, a blue "Verify" button, and two links: "Return to authenticator list" and "Back to sign in".

- After entering your verification code or successfully logging in using a social login option, you will be directed back to the City of Imperial Beach Citizen Self-Service site and prompted to complete three additional steps.

- Step 1, “Acknowledgement,” click the “Continue” button.



The image shows the City of Imperial Beach website header with the text "CITY OF IMPERIAL BEACH Calif". Below the header is a navigation bar with links: Home, Popular Items, Apply, Today's Inspections, Map, Fee Estimator, Pay Invoices, Search, and Calendar. The main content area is titled "Registration" and shows "Step 1 of 3: Acknowledgement". A message states: "We have recently enhanced our security. Click on continue to validate your user information or create your profile with us." Below the message is a blue "Continue" button.

- Step 2, “Personal Info,” review your information and update it as needed. Then, from the “Contact Preference” dropdown box, select your preferred way of contact and click the “Next” button.

Registration

Step 2 of 3: Personal Info

*REQUIRED

First Name

Middle Name

Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

[Back](#) [Next](#)

- Step 3, “Address” fill out the address, city, state, and zip code fields, then click the “Submit” button

Registration

Step 3 of 3: Address

*REQUIRED

* Address

City

State

Zip Code

[Back](#) [Submit](#)

6. After Step 3, the process is complete, and your usual dashboard will appear.