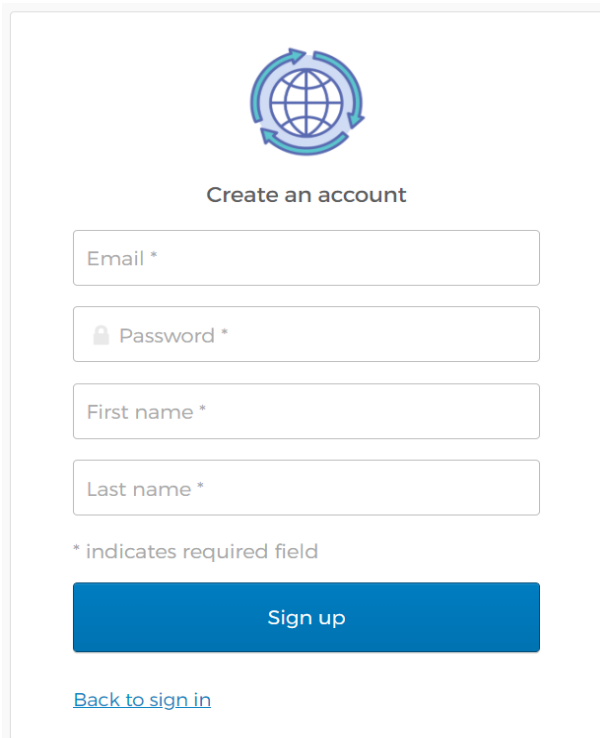



❖ Citizen Self Service

- Site Access during validation & testing: <https://selfservice.murraycity.org/css/default.aspx>
- Please complete all steps shown below to enable ALL options for Citizen Self Service access.
- First Login Access
 - Use “Don’t have an account? Sign up” option – **DO NOT** use the “Sign in to community access services” for the first login access to Citizen Self Service
 - Click the link “Don't have an account? [Sign up](#)”

The image shows a login interface for 'Citizen Self Service'. At the top is a globe icon with circular arrows. Below it, the text reads 'Sign in to community access services.' There are four social login buttons: 'Sign in with Google', 'Sign in with Apple', 'Sign in with Microsoft', and 'Sign in with Facebook'. Below these is an 'OR' separator. Then there are input fields for 'Email address' and 'Password' (with a visibility toggle). A 'Remember me' checkbox is present. A large blue 'Sign in' button is at the bottom of the main section. Below the button are links for 'Forgot password?', 'Unlock account?', and 'Help'. At the very bottom, a green-bordered box contains the text 'Don't have an account? [Sign up](#)' followed by the word 'YES!' in green.

- You must have a valid, functioning email account.
 - Enter
 - ◆ your email ID
 - ◆ the password you will use for login to Citizen Self Service
 - ◆ your first name
 - ◆ your last name
 - click the “Sign up” button





Create an account

Email *

Password *

First name *

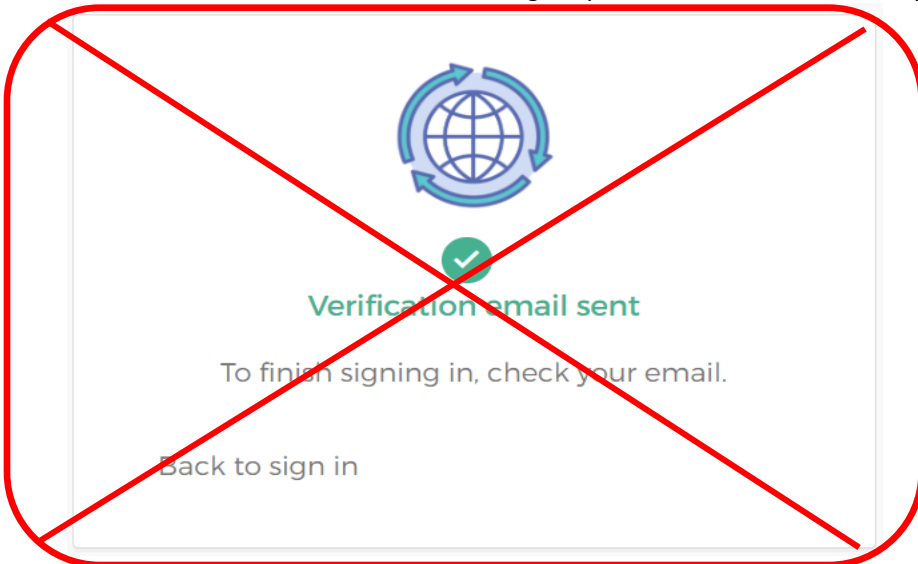
Last name *

* indicates required field

Sign up

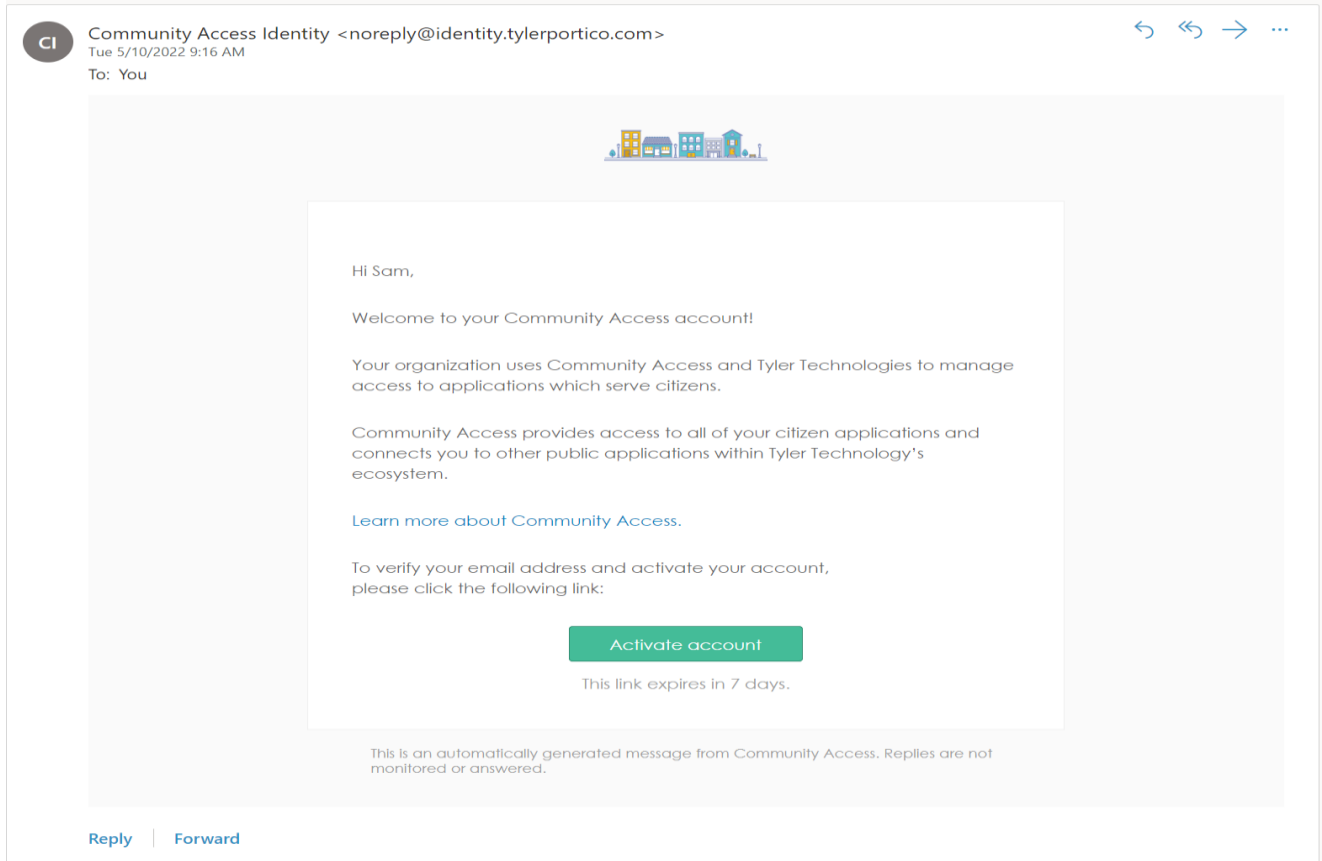
[Back to sign in](#)

- You will see the below message in your browser – **DO NOT** do anything more with this message

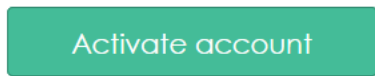


- Go to your email inbox for the email account used to sign-up
 - Look for an email to the account used to Sign up in the last step
 - Sender: Community Access Identity <noreply@identity.tylerportico.com>
 - Subject: **“Welcome to your Community Access account”**
 - Open the email and you will see a message that will look like the below image:

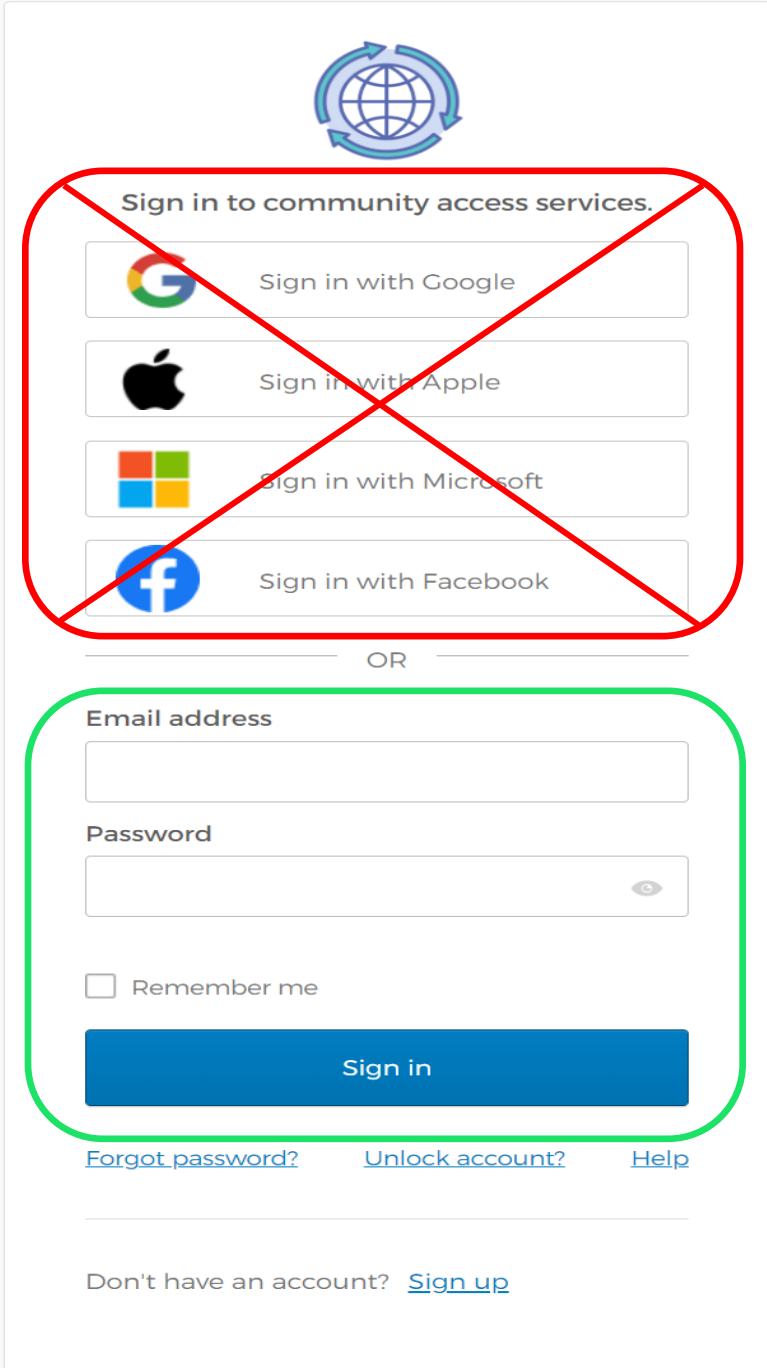
Welcome to your Community Access account



- Click the link:



- A new tab should open in your web browser with the login screen below. Fill in the “Email address” and “Password” boxes with the email and password used to create an account above and click “Sign in”



The image shows a login interface. At the top is a globe icon with three circular arrows around it. Below this is the heading "Sign in to community access services." followed by four social media login buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". These buttons are enclosed in a red rounded rectangle with a large red 'X' over it. Below the social media buttons is the word "OR" centered. Underneath is a green rounded rectangle containing the "Email address" and "Password" input fields, a "Remember me" checkbox, and a blue "Sign in" button. At the bottom of the page are three links: "Forgot password?", "Unlock account?", and "Help". A horizontal line separates these from the "Don't have an account? Sign up" link at the very bottom.

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

Password

Remember me

Sign in

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

Don't have an account? [Sign up](#)

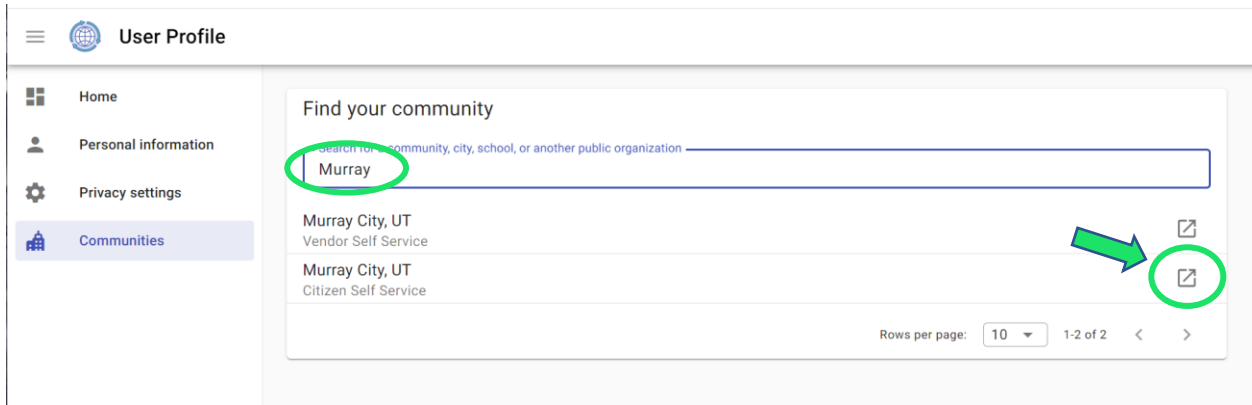
- The “User Profile” screen should appear. Click on the “Communities” link

The screenshot shows the 'User Profile' page for Sam Gamgee. The left sidebar contains navigation links: Home, Personal information, Privacy settings, and Communities (highlighted with a green circle). The main content area is titled 'Welcome, Sam Gamgee' and includes a sub-header 'Manage your information, privacy, and security to make Community Access work better for you.' Below this are four cards: 'Personal information' (with a 'View information' button), 'Privacy settings' (with a 'Manage security' button), 'Search for communities' (with a 'Search communities' button), and 'Your community history' (with a 'Go to Communities' link highlighted in green). A fifth card, 'Community access benefits', includes a 'Learn more' button.

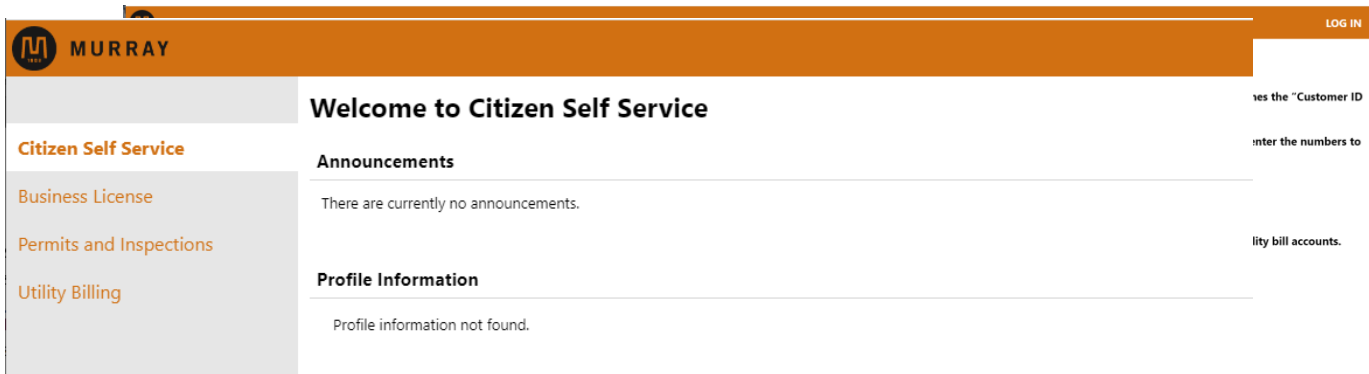
- Search for “Murray” in the “Find your community” search box

This screenshot shows the 'User Profile' page with the 'Communities' link in the sidebar highlighted in blue. The main content area features a 'Find your community' section with a search box containing the placeholder text 'Search for a community, city, school, or another public organization'.

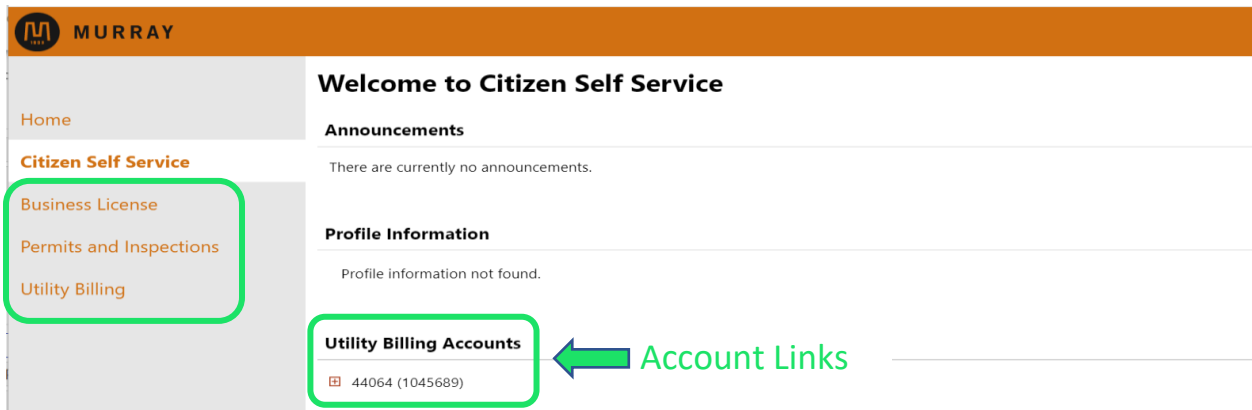
- Select “Murray City, UT”
“Citizen Self Service”



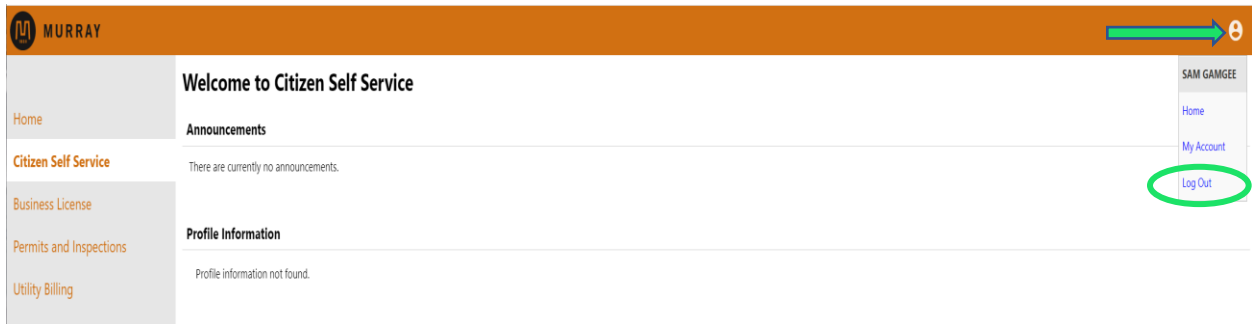
- This screen shows “LOG IN” in the upper right corner – however – you are already logged in. Select the “Citizen Self Service” link on the left side of the screen



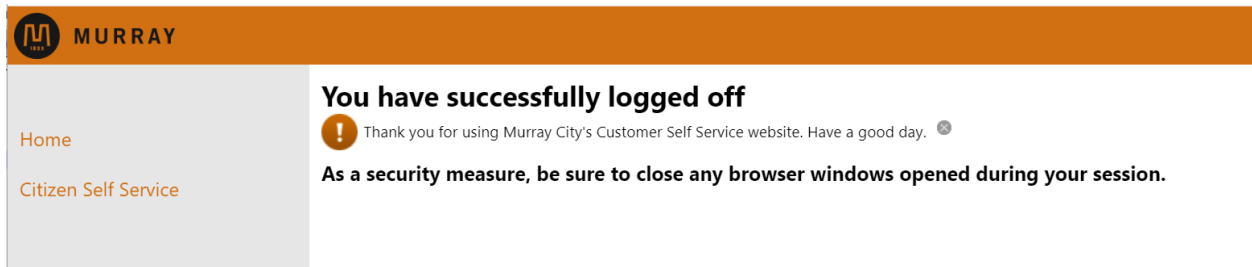
- From here, you can access your Business License, Permits and Inspections, and Utility Billing information. Business License renewal and Utility Billing payments can be done online.
- If you had a Citizen Self Service account in the past, your linked account information will be automatically added to your new account if you completed the “Sign up” using the same email that was used in the old version of the system.




- When finished, remember to click on the little user button and Log Out




- You have successfully logged off





- After you have **completed** the “Sign up” steps and have **activated** your account from the email sent to you, you can Login to Citizen Self Service by:
 - Using the Google, Apple, Microsoft, or Facebook options
 - Click the “community access services” box for your account
 - ◆ If already signed into your community access services account on the device you are using, you will be connected to Citizen Self Service automatically.
 - ◆ If not already signed into your community access services account, you will be prompted for your email ID and/or password
 - Fill in the “Email address” and “Password” boxes and click on “Sign in” box




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

Password

Remember me

[Sign in](#)

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

Don't have an account? [Sign up](#)

Checking Inspection Results

MURRAY

Permits and Inspections

Search for existing Permits and Inspections

Location

~~House number~~

~~Street name~~

~~Parcel ID~~

Application reference

~~Status~~

Active Applications only

Unperformed inspections only

Remember these values

Only input the application/permit number

MURRAY

Permits and Inspections

Search Results

[Modify Search](#) | [New Search](#)

Applications (1 found)

Location / Subdivision	Owner/Contractor	Parcel ID	Status	Reference	Fees	Due	Details
10 E 4800 S / NONE	Murray City Corp / LAYTON CONSTRUCTION	T042120 10	ACTIVE	2000323	\$354,330.60	\$0.00	Details

Inspections * (0 found)

Found no Inspections matching the search criteria.

* List only includes inspections with no associated application.

Click on "Details"

Citizen Self Service

Business License

Permits and Inspections

Plan Reviews

Contact Us

Application Details

Search Results

New Search

Utility Billing

Permits and Inspections
Application reference 2000323

[3 Permits](#) | [235 Inspections](#)

Status	ACTIVE / Pending
Project/Activity	Commercial Building - NEW
Location	10 E 4800 S Murray
Owner Name	Murray City Corp
Parcel ID	T042120 10

[View Application Information](#) | [View Issue Alerts](#) | [View Plan Reviews](#)

Permits (3 found)

Permit Type	Status	Permit Number	Total Fees	Balance Due	Details
Comm Bldg	ISSUED	2000323	\$354,330.60	\$0.00	Details
C of O	REVIEWING		\$0.00	\$0.00	Details Alert
PLAN CHECK	ISSUED		\$0.00	\$0.00	Details

Inspections (235 found)

Inspection Type	Owner/Contractor	Scheduled	Result	Fee	Balance Due	Details
Weather Barrier	Murray City Corp / LAYTON CONSTRUCTION	7/19/2022	Fail	\$0.00	\$0.00	Details Alert
Cavity Insulation	Murray City Corp / LAYTON CONSTRUCTION	7/19/2022	Fail	\$0.00	\$0.00	Details Alert

Anytime you click on the blue text, it will take you to another screen. You can also click on the headings to change the order (ascending/descending)

Citizen Self Service

Business License

Permits and Inspections

Plan Reviews

Contact Us

Application Details

Contractor Information

Search Results

New Search

Utility Billing

Permits and Inspections

Inspection 109824

Inspection Details

Inspection Type	Weather Barrier
Contractor Name	Murray City Corp / LAYTON CONSTRUCTION
Contractor ID	1962
Application Contractor ID	1962
Requested Date	7/18/2022
Scheduled Date	7/19/2022 - AM
Performed Date	7/20/2022 - 09:28 AM
Inspector Name	Inspector - Contractor
Comments	Call w/Time: Nate
Notes	Created from inspection 109732 on 07/13/2022 by inspect ... more
Results	Fail

Fees

Fee amount	\$0.00
Paid to date	\$0.00
Balance due	\$0.00

Click on "More" (blue text) further notes.