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Citizen Self-Service (CSS) — Change Your Password

The City's Citizen Self-Service (CSS) Portal, will allow you to submit applications for various City services as well as receive approval without having to leave the comfort of your home or office. In this guide, we will cover how to change your password in the event you are unable to login.

1. Navigate to the CSS Portal (URL below) and click the Login or Register link in the top right of the screen

<https://dublinca-energovweb.tylerhost.net/apps/selfservice#/home>

Login or Register



2. Enter the email address you used to create your account.
Click **Next**

Email address

☐ Keep me signed in

3. Click the **Forgot password?** Link

[Forgot password?](#)

[Back to sign in](#)



4. Click **Send me an email**

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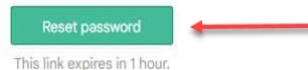
5. On the bottom of the email you should receive, click the **Reset Password** button.

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.

A password reset request was made for your Community Access account. If you did not make this request, please visit the Community Access site and request your own password reset.

Click this link to reset the password for your username,



6. Following the password requirements, type your new password, then type it again in the **Repeat password** box to confirm, and click the button below.



Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

New password

Repeat password

7. Navigate back to the Citizen Self-Service Portal and enter your email address and new password.

____ OR ____

Email address

Password

☐ Remember me

8. Click **Sign In**



9. If you are presented with a Registration page similar to the one you already completed during your initial registration, complete the registration wizard again.