

The City of Edinburg Citizen Self Service Registration Instructions

You can access The City of Edinburg Citizen Self Service portal, which will redirect you to the application, which you can bookmark in your browser. Google Chrome is the recommended browser for optimal performance in CSS. If you have problems registering, please call 956-388-8203.

The screenshot shows the homepage of the City of Edinburg Citizen Self Service portal. At the top, there is a navigation bar with the City of Edinburg logo on the left, a circular seal with 'EXCELLENT SERVICE' and 'GREAT TIME FOR EVERYONE' on the right, and a user greeting 'Good Morning, Guest' with a dropdown arrow. Below the navigation bar is a dark header with 'Citizen Self Service Access' and a menu with 'Home', 'Map-Address Search', 'Search', 'Help', and 'Calendar'. The main content area is titled 'Welcome' and contains a paragraph: 'Welcome to the official Citizen Self Service e-portal! This site has some great features to make it easy for citizens to search for, view, and apply for permits and plans, in addition to being able to request an inspection on an existing permit.' Below this are three search tool cards: 'Search Permits' (with a checklist icon), 'Search Plans' (with a triangle icon), and 'Search Inspections' (with a magnifying glass icon). To the right, there are three sections: 'Not a Member? Register.' with a 'Sign Up' button, 'Today's Inspections' with a 'View' button, and 'Login' with a 'Login' button.

Anyone can browse the site as a guest without registering as a user. Those who have permits, plans and other activities on which they are a contact with the City of Edinburg can register for the site.

This screenshot is identical to the one above, but with a red arrow pointing to the 'Sign Up' button in the 'Not a Member? Register.' section. The arrow is positioned to the right of the 'Sign Up' button, pointing left towards it.

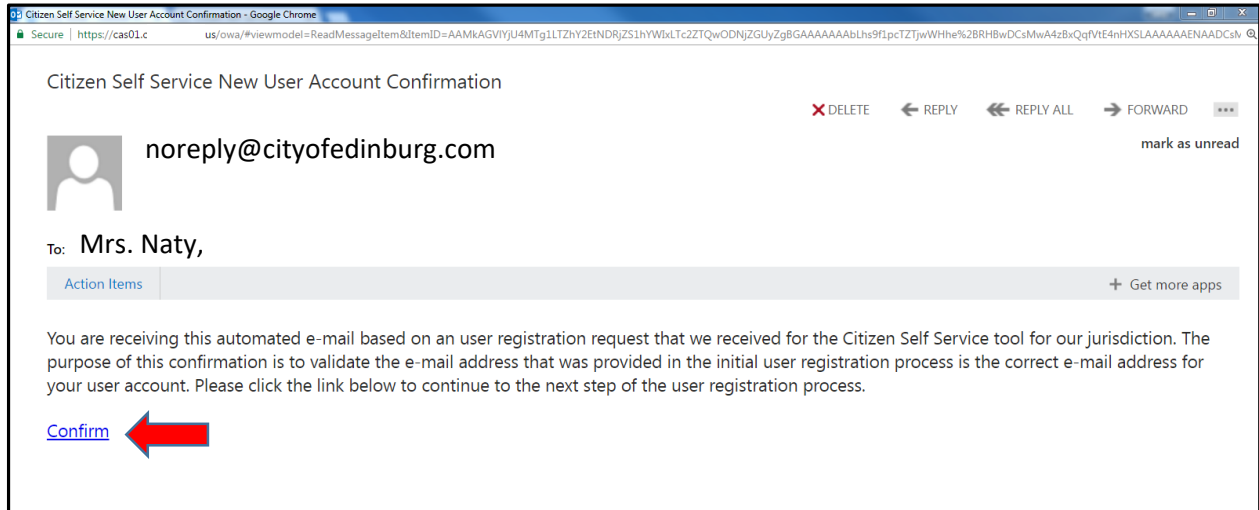
Follow the instructions on the screen to register.

The screenshot shows the top of the City of Edinburg website. At the top left is the logo for 'THE CITY OF Edinburg' with a star over the 'i'. To the right is a circular seal with 'EXCELLENT SERVICE' at the top and 'EVERY TIME FOR EVERYONE' at the bottom, with a large 'E' in the center. Below the logos is the heading 'Citizen Self Service Access'. A dark navigation bar contains links for 'Home', 'Map-Address Search', 'Search' (with a magnifying glass icon), 'Help' (with a question mark icon), and 'Calendar' (with a red circle containing the number '0'). The main content area is titled 'Registration' and features a grey bar indicating 'Step 1 of 3: Email Address'. Below this, it says 'Your e-mail address is your username.' There is an 'Email' label followed by a text input field and a blue 'Next' button.

NOTE: USE THE SAME EMAIL THAT YOU USE IN YOUR TRANSACTIONS WITH THE CITY OF EDINBURG TO ASSURE THAT YOU WILL BE ABLE TO SEE YOUR ACTIVITIES. FOR CONTRACTORS WHO ARE REGISTERED CONTRACTORS IN BUILDING INSPECTION, THIS IS THE EMAIL ASSOCIATED WITH YOUR CONTRACTOR REGISTRATION. THIS WILL BE YOUR USER NAME.

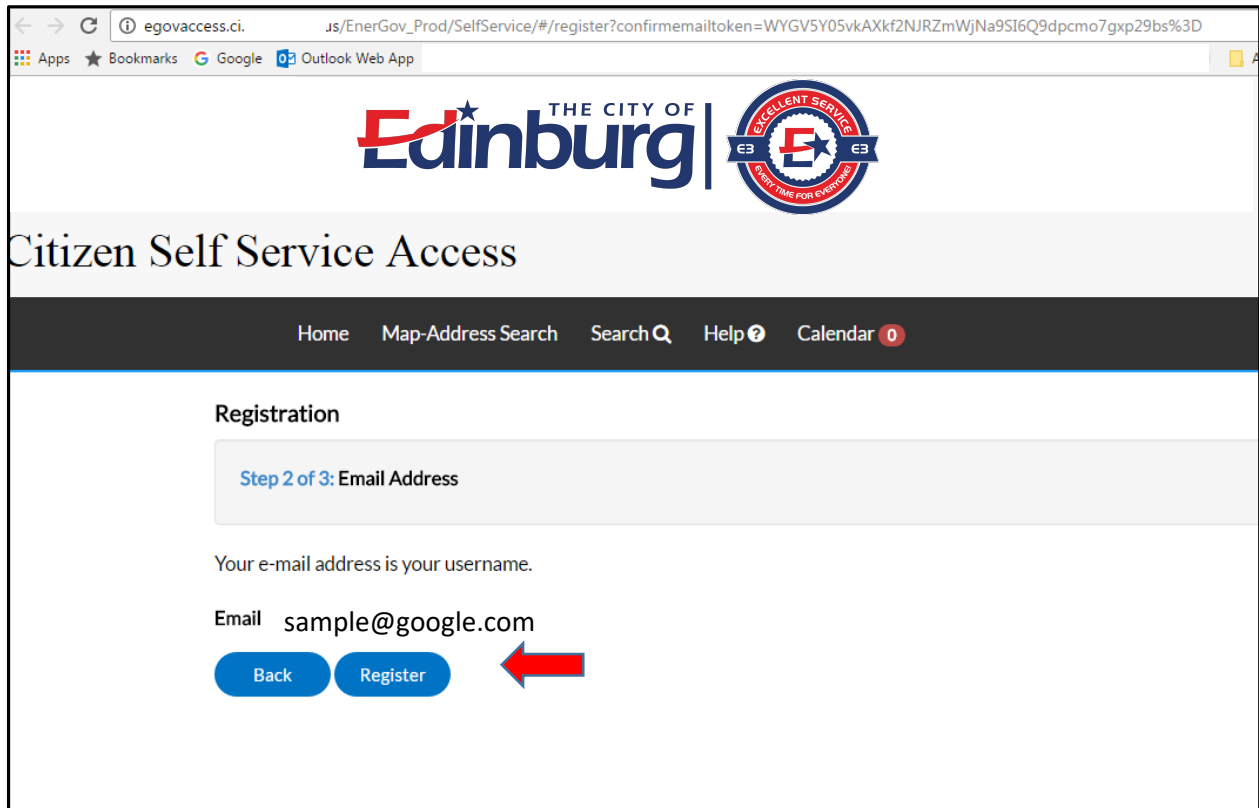
This is an identical duplicate of the screenshot above, showing the registration page for the City of Edinburg. It includes the same logos, navigation bar, and registration form with the 'Step 1 of 3: Email Address' section.

After you enter your email address, you will receive an email from noreply@cityofedinburg.com that contains a link to complete your registration.



NOTE: BE SURE TO USE THE CONFIRM LINK IN THE EMAIL TO COMPLETE THE REGISTRATION; DO NOT RETURN TO YOUR ORIGINAL REGISTRATION PAGE.

Click Register to continue the registration process. You will only have to register one time.



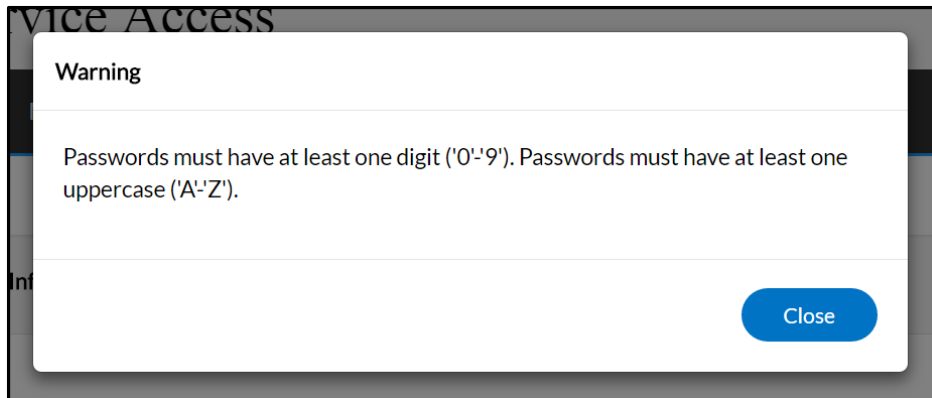
To complete the registration, you will need to provide some personal information. Only the fields that have red asterisks are required.

The screenshot shows the 'Citizen Self Service Access' website. At the top, there is a navigation bar with links for Home, Map-Address Search, Search, Help, and Calendar. Below this is a 'Registration' header and a progress indicator for 'Step 3 of 3: Contact Information'. The main content area is titled 'PERSONAL INFO' and 'REQUIRED'. It contains several input fields: First Name (required), Middle Name, Last Name (required), Company, Business Phone, Home Phone, Mobile Phone, and Fax. The required fields are marked with a red asterisk.

Most required fields are self-explanatory, however you will want to pay particular attention to these:

The screenshot shows the 'PASSWORD' section of the registration form. It includes two input fields: '* Password' and '* Confirm Password'. The '* Password' field contains a password represented by dots. Below it, a red message states 'Password and confirmed password do not match.' A password strength indicator shows a red bar labeled 'Weak' followed by a grey bar. The '* Confirm Password' field is empty, and a red message below it states 'Confirm password is required.'

You get to pick your own password; EnerGov will tell you the strength of the password. When you tab to "Confirm Password," EnerGov will tell you "Password and confirmed password do not match." Ignore this message and continue to type your password into the blank confirm password field.



At the end of the process, you must pick an address type, however, the address type does not affect your registration in any way. Then click the "I am not a robot" button and submit your registration.

A snippet of a registration form. It features a dropdown menu labeled "* Address Type" with "Billing" selected. Below it is a reCAPTCHA "I'm not a robot" checkbox. At the bottom are two blue buttons: "Back" and "Submit".

If EnerGov finds the same contact information that you enter when you register in the EnerGov contacts database, it will ask you to confirm that (need screenshot).

Either way, you should receive the following message at the end of the process.

