

## Existing User Re-registration Instructions

Existing EnerGov Customer Self Service (CSS) users only, who have not logged in since our upgrade on April 16, 2025: You must create an account in the upgraded system before continuing. **If you have logged in since the upgrade date, please enter your email address and click Next to continue.**

Navigate to [CSS \(energovweb23.mlbf.org\)](https://energovweb23.mlbf.org).

1. Click **Login or Register** in the top right corner of the page or **click the login button** from the home page.
  2. A popup will appear at the top of the screen. Read carefully and click **continue**.
  3. Click a sign-in option:
    - **Log in with previous email** will give the best options for accounts to work properly. **This step will not create a new account. Existing information will transfer.**
      - a. Click **Create an account** located in the blue box at bottom of screen.
      - b. Enter your existing email tied to your existing CSS Account.
      - c. Complete entire page using same password if allowed or create new.
      - d. Click **Sign up**.
      - e. One time verification code will be sent. The email will be from Community Access Identity (noreply@identity.tylerportico.com) **Note: Check Junk or Spam folder**
      - f. Enter verification code, click **verify**.
      - g. You are now logged in
    - **Sign in to community access services**-Enter your previous email tied to your **existing** CSS Account using one of the following social sign in communities.
      - a. Sign in with Google.
      - b. Sign in with Apple.
      - c. Sign in with Microsoft.
      - d. Sign in with Facebook.
  4. Or if previously registered, enter the email address associated with the account and click **'Next'**.
- If an error message **Unable to sign-in**, Click **Forgot Password** and follow steps. If you do not receive link, click **Back to sign in** > **Create an account** using same information. **This will confirm duplicate account by sending a verification code.**

The image displays three sequential screenshots of the CSS user interface:

- Left Screenshot:** Titled "Sign in to community access services." It features social login options for Google, Apple, Microsoft, and Facebook. Below these is a "Sign in with email" section with an "Email address" input field, a "Keep me signed in" checkbox, and a blue "Next" button. A red box highlights a "Create an account" button at the bottom.
- Middle Screenshot:** Titled "Create an account." It includes a red-bordered "Email" field with the instruction "Enter previously used email here.", followed by "First name" and "Last name" fields. There is an optional "Mobile phone" field and a "Password" field with a visibility toggle. A "Password requirements" list specifies: At least 8 characters, A lowercase letter, An uppercase letter, A number, and No parts of your username. A blue "Sign up" button is at the bottom, highlighted with a red box.
- Right Screenshot:** Titled "Verify with your email." It shows an email icon and the address "cityofcharleston.sc.gov@gmail.com". A yellow box contains a "Send again" button. Below is a text box for the verification code, with "583782" entered. A blue "Verify" button is at the bottom.