City of Highland Park

tyler technologies

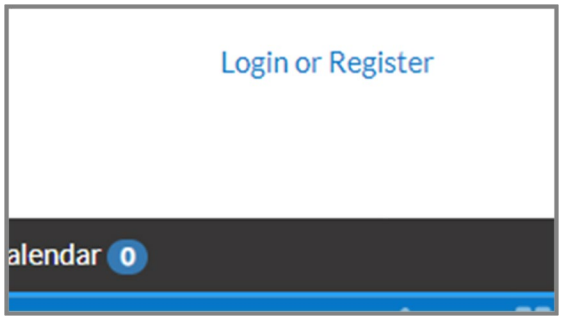
City of Highland Park Online Customer Portal

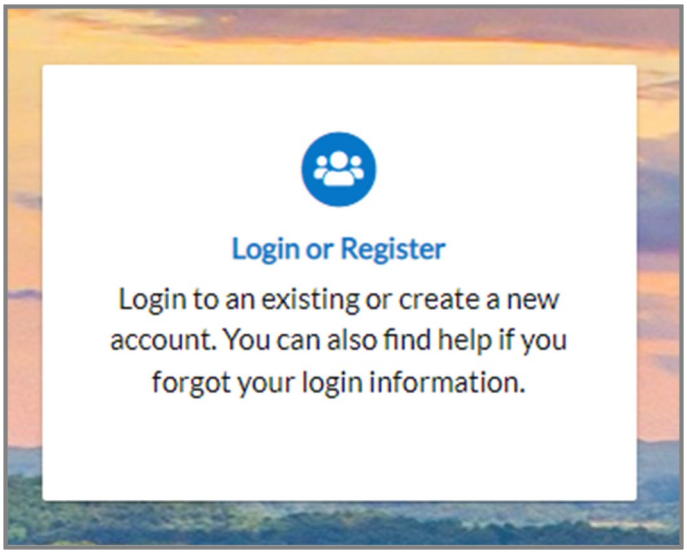
- How to Register Your Account
- How to Pay an Invoice
- How to view your license information

Register

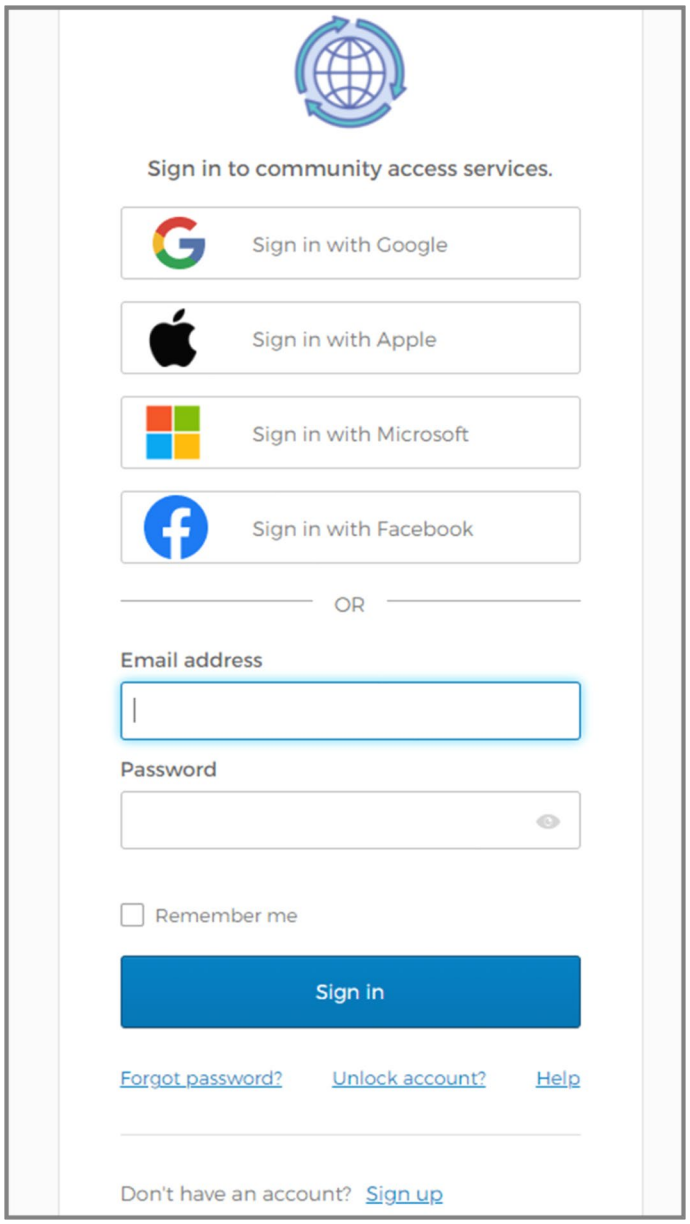
If you have not registered for Civic Access, please follow these steps:

1. Navigate to the municipality's Civic Access site: https://selfservice.cityhpil.com/EnerGov_Prod/SelfService#/home
2. Click **Login or Register** in the top right corner of the page.
3. Or click the **Login or Register** card on the page.





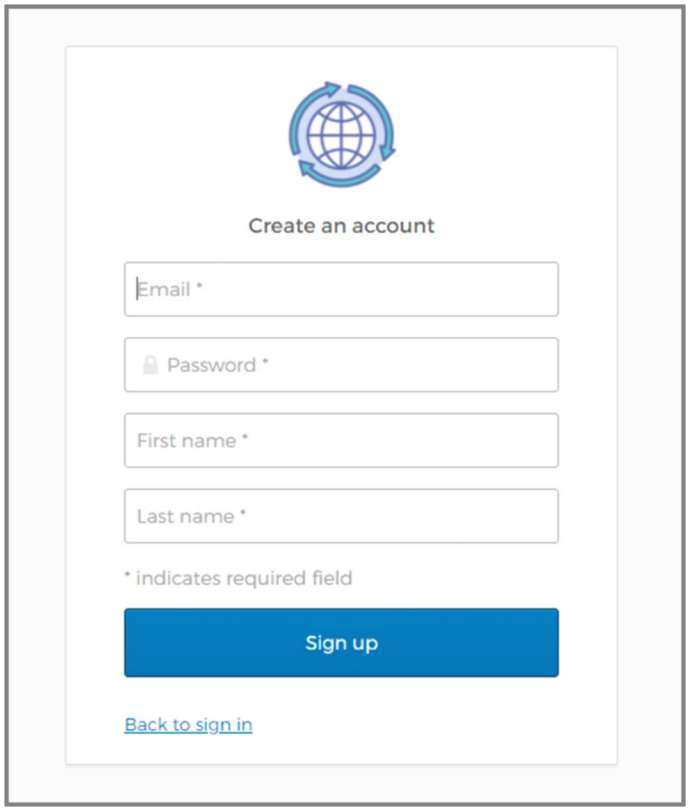
4. Click a sign-in option:
    a. **Sign in with Google**
    b. **Sign in with Apple**
    c. **Sign in with Microsoft**
    d. **Sign in with Facebook.**
5. Or if previously registered, type an **Email address** and **Password**.
    a. Click **Sign in.**
6. If not registered, click **Sign up**.



Create an Account

The application displays the **Create an account page**.

1. Type:
    a. **Email**
    b. **Password**
    c. **First name**
    d. **Last name**
2. Click **Sign up**.

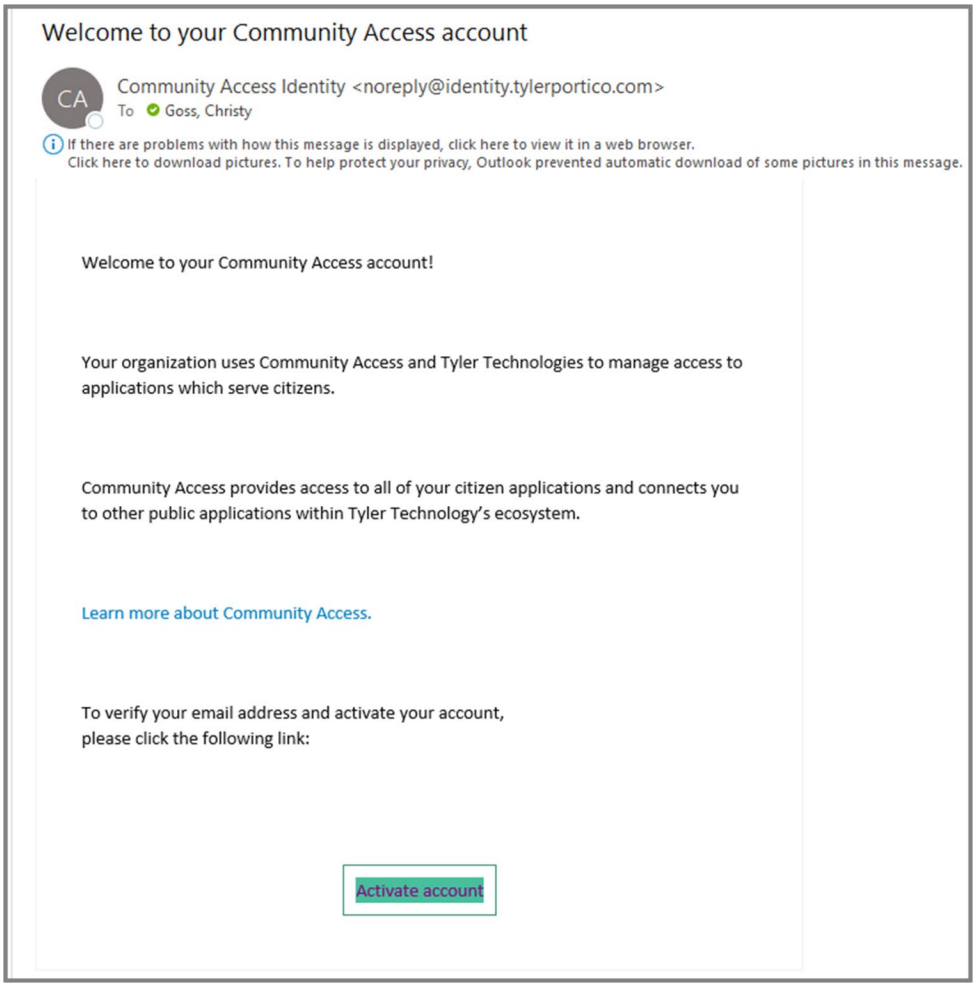


NOTE Required the fields are noted with an asterisk.

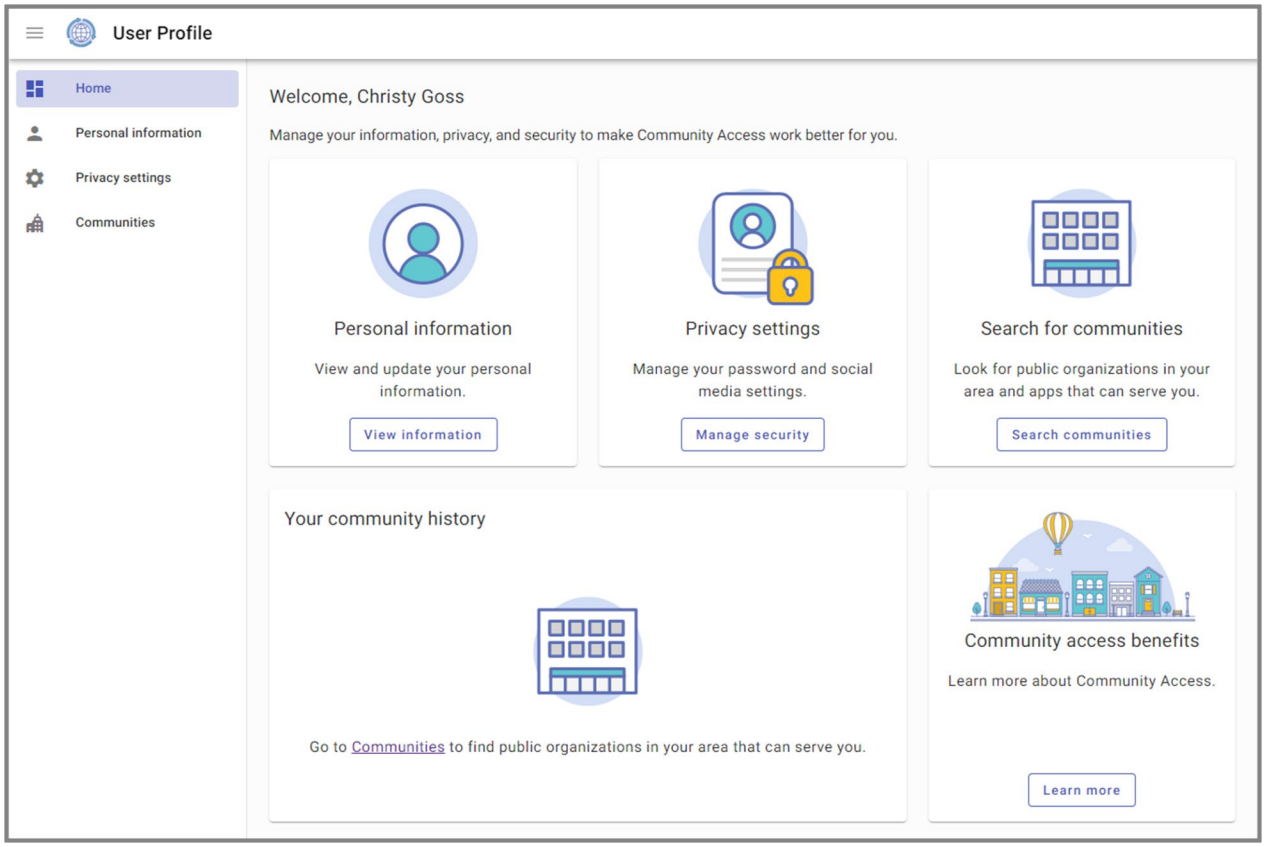
Activate the Account

The user receives an email.

1. Click **Activate account**.



The application displays the User Profile page.

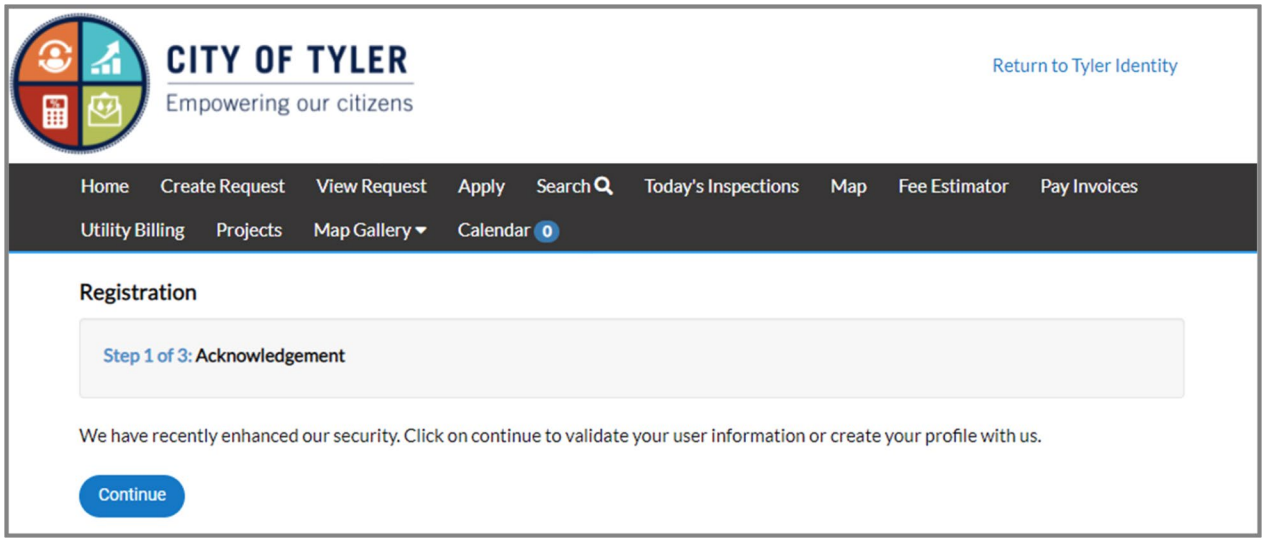


2. Navigate back to the municipality's Civic Access site: https://selfservice.cityhpil.com/EnerGov_Prod/SelfService#/home

Acknowledgment

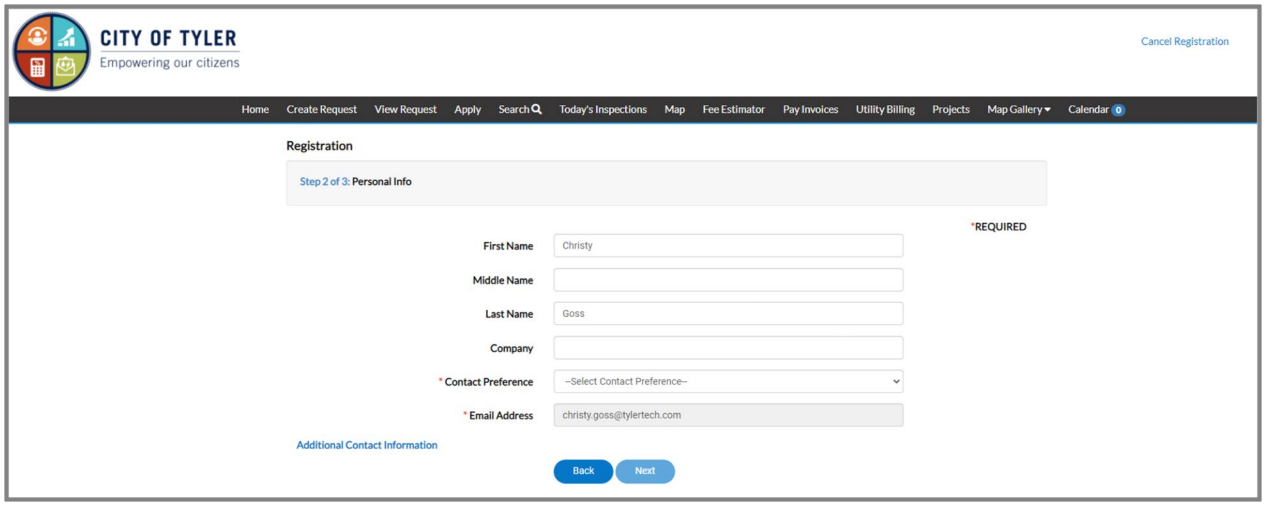
The user must accept the acknowledgment and update their contact and address information before viewing their licenses or making a payment.

1. Type the **email address** and **password** used during registration.
2. Click **Continue**.



Personal Info

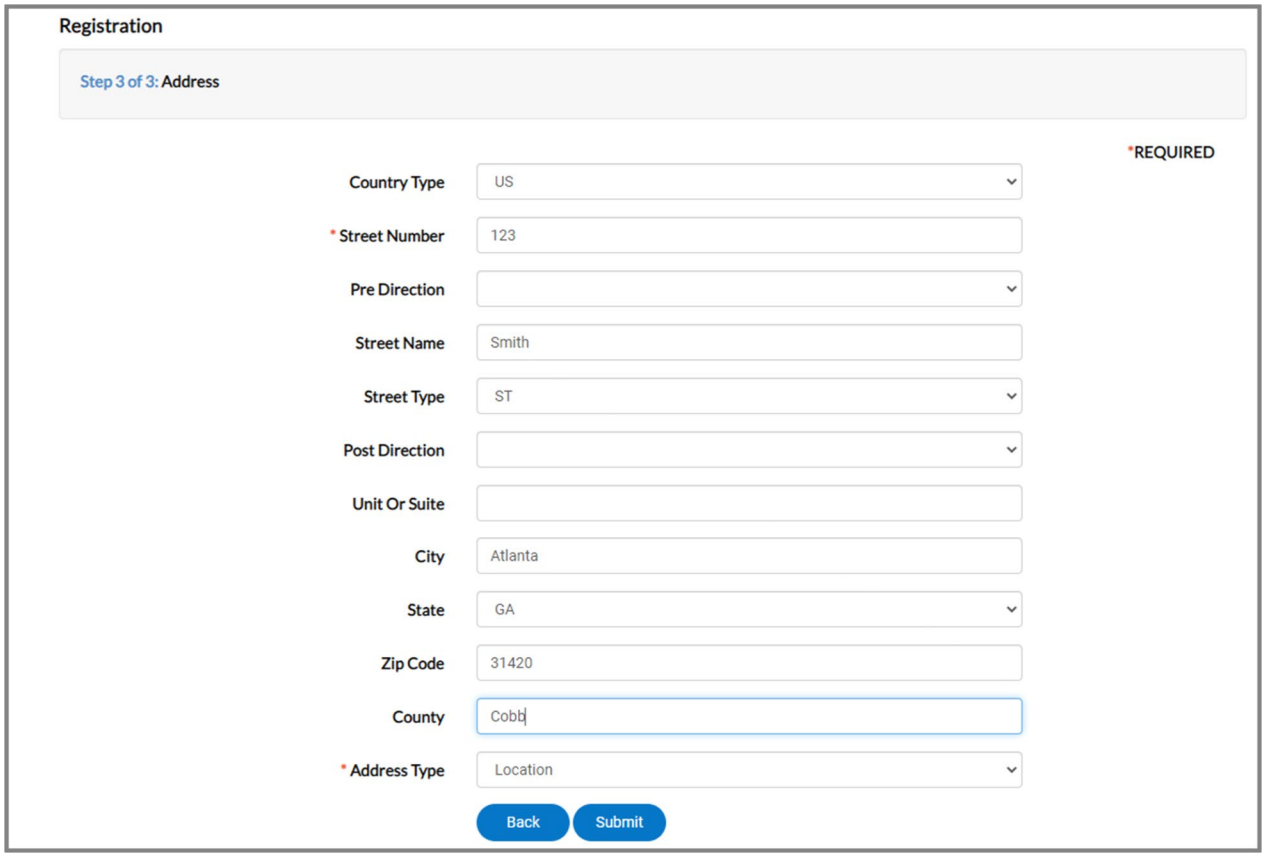
1. Select a **Contact Preference** from the dropdown.
2. Click **Next.**



NOTE Required the fields are noted with an asterisk.

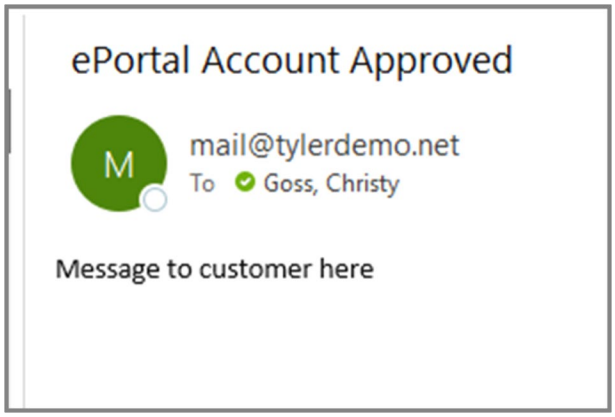
Address

1. Type **Address** information.
2. Click **Submit**.



NOTE Required the fields are noted with an asterisk.

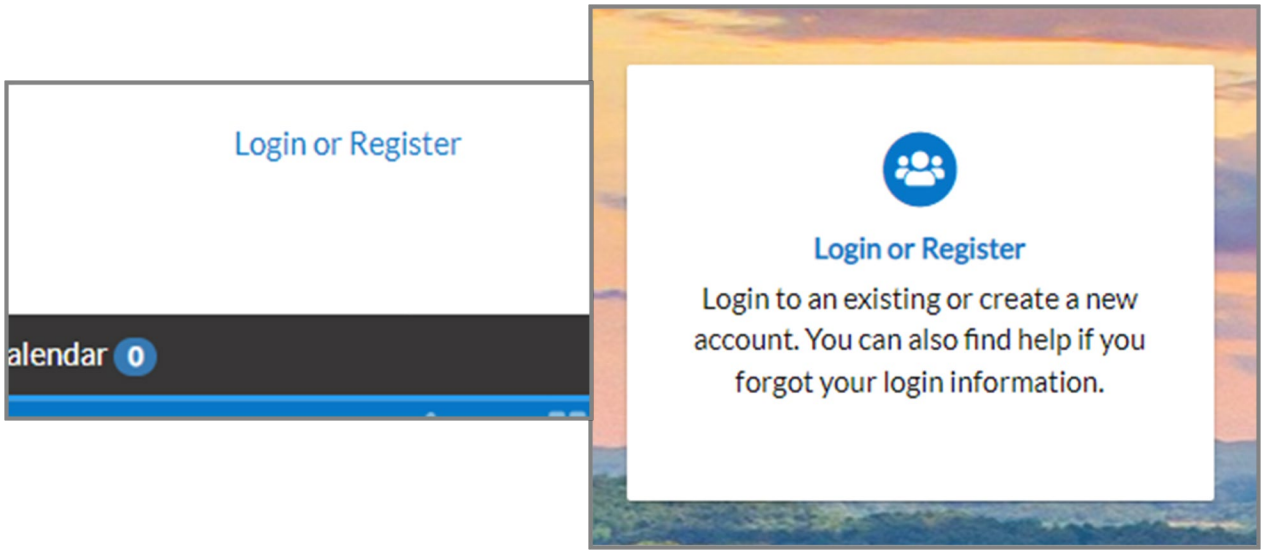
The user receives an email to confirm the ePortal Account Approval.



Log in

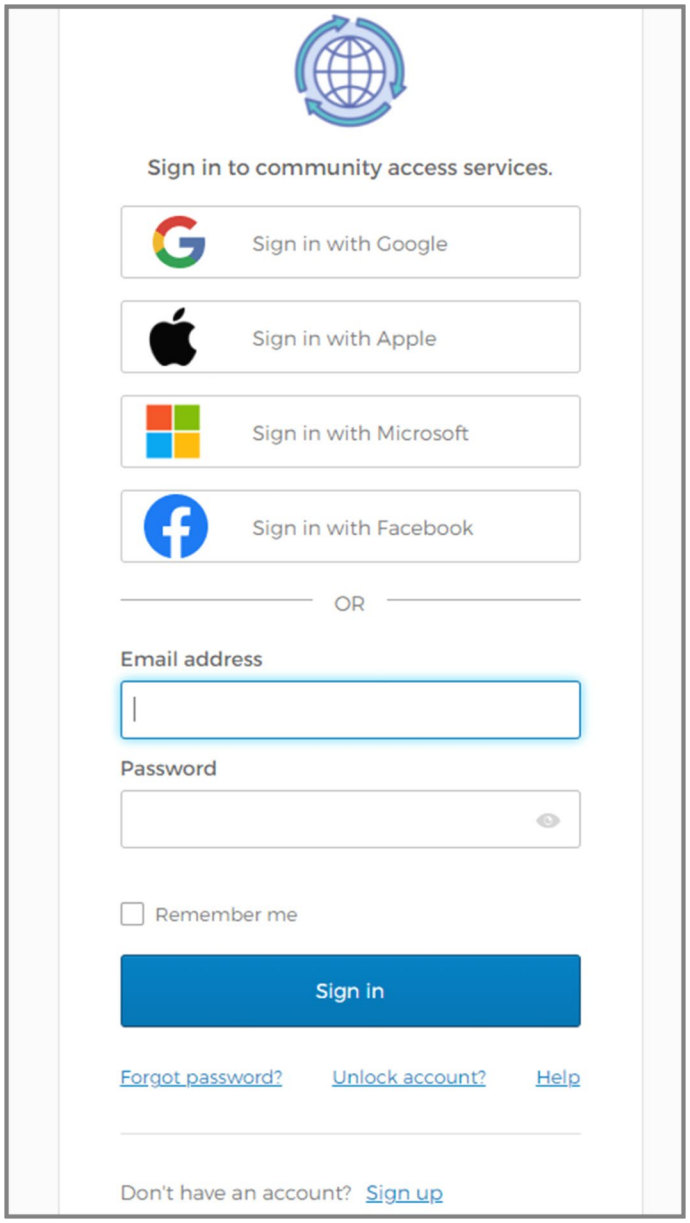
To log in to Civic Access:

1. Navigate to the municipality's Civic Access site: https://selfservice.cityhpil.com/EnerGov_Prod/SelfService#/home
2. Click **Login or Register** on the Home page.



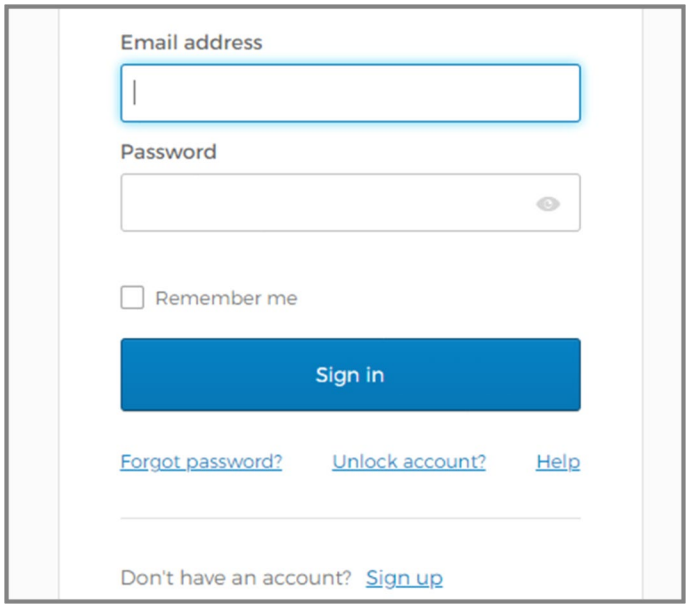
3. Click a sign-in option:
    a. **Sign in with Google**
    b. **Sign in with Apple**
    c. **Sign in with Microsoft**
    d. **Sign in with Facebook.**

3. Or type an **Email address** and **Password**.
    a. Click **Remember me**.
    b. Click **Sign in.**

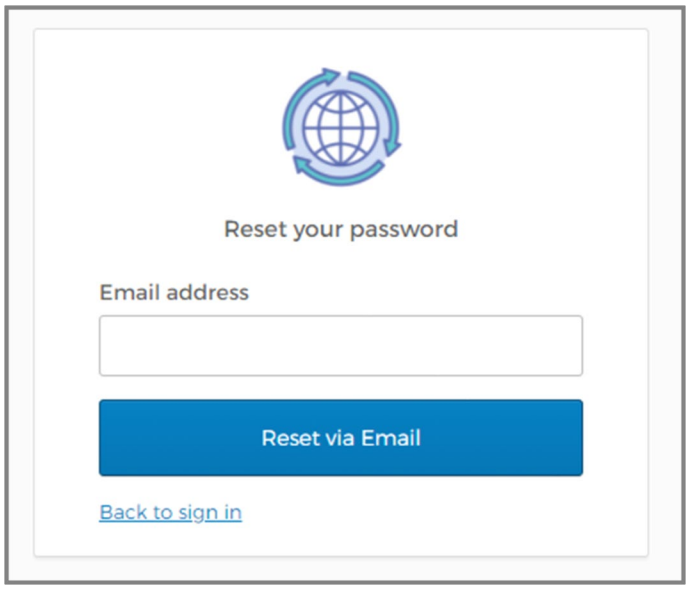


Forgotten Password

1. To reset a forgotten password, click **Forgot password**.

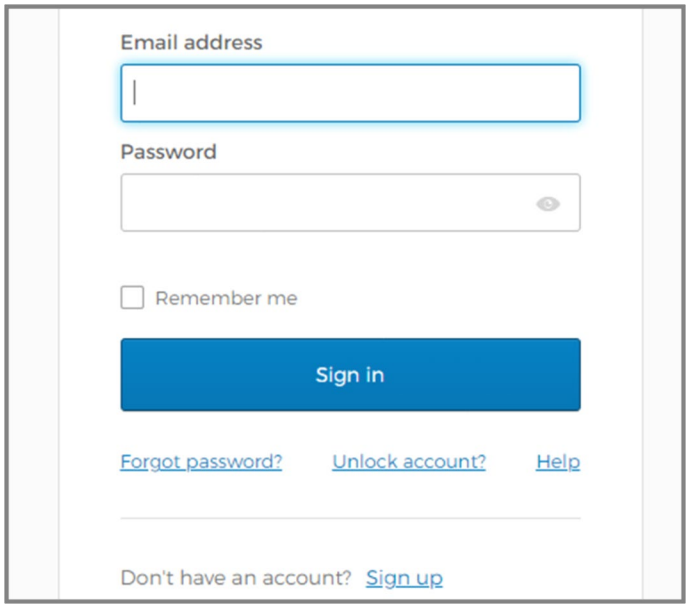


2. Type the **Email address**.
3. Click **Reset via Email**.

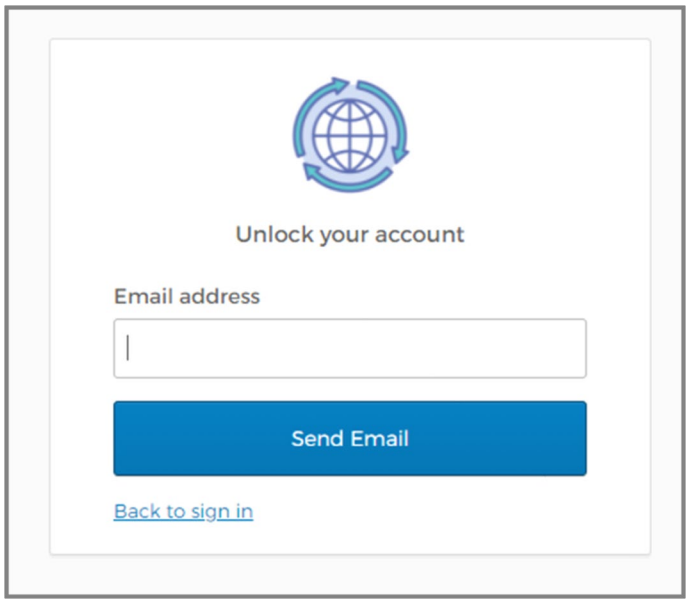


Unlock Account

1. To unlock an account, click **Unlock account**.



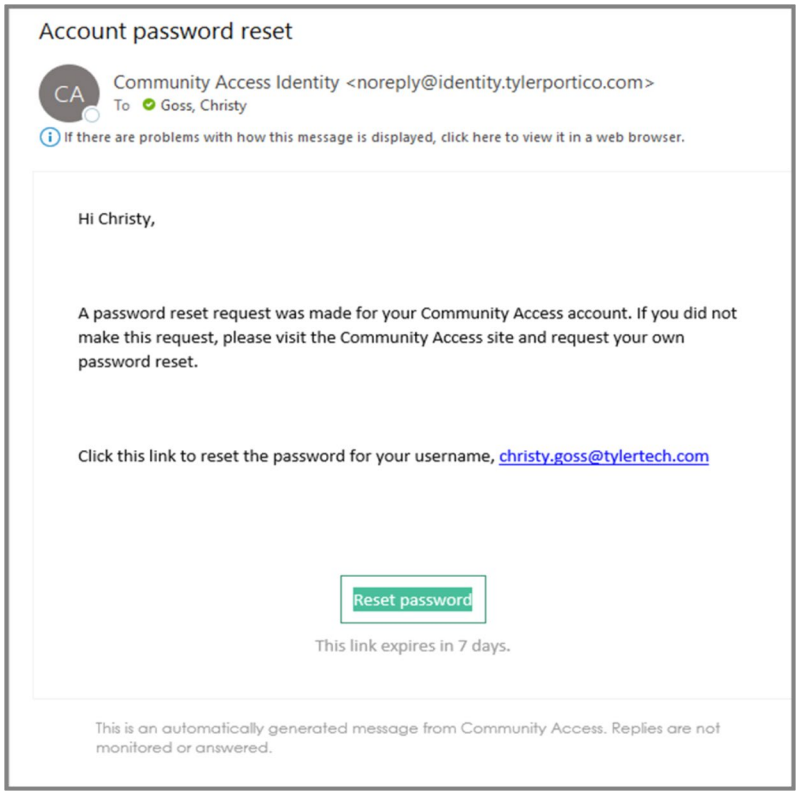
2. Type the **Email address**.
3. Click **Send Email**.



Email Instructions

The user receives an email.

a. Follow the instructions in the email to reset the password or unlock the account.



Account password reset

CA Community Access Identity <noreply@identity.tylerportico.com>
To Goss, Christy

If there are problems with how this message is displayed, click here to view it in a web browser.

Hi Christy,

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, christy.goss@tylertech.com

Reset password

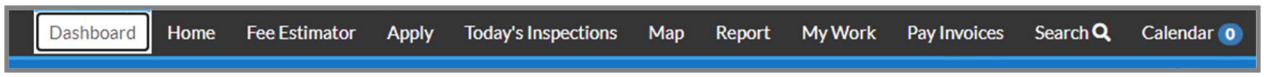
This link expires in 7 days.

This is an automatically generated message from Community Access. Replies are not monitored or answered.

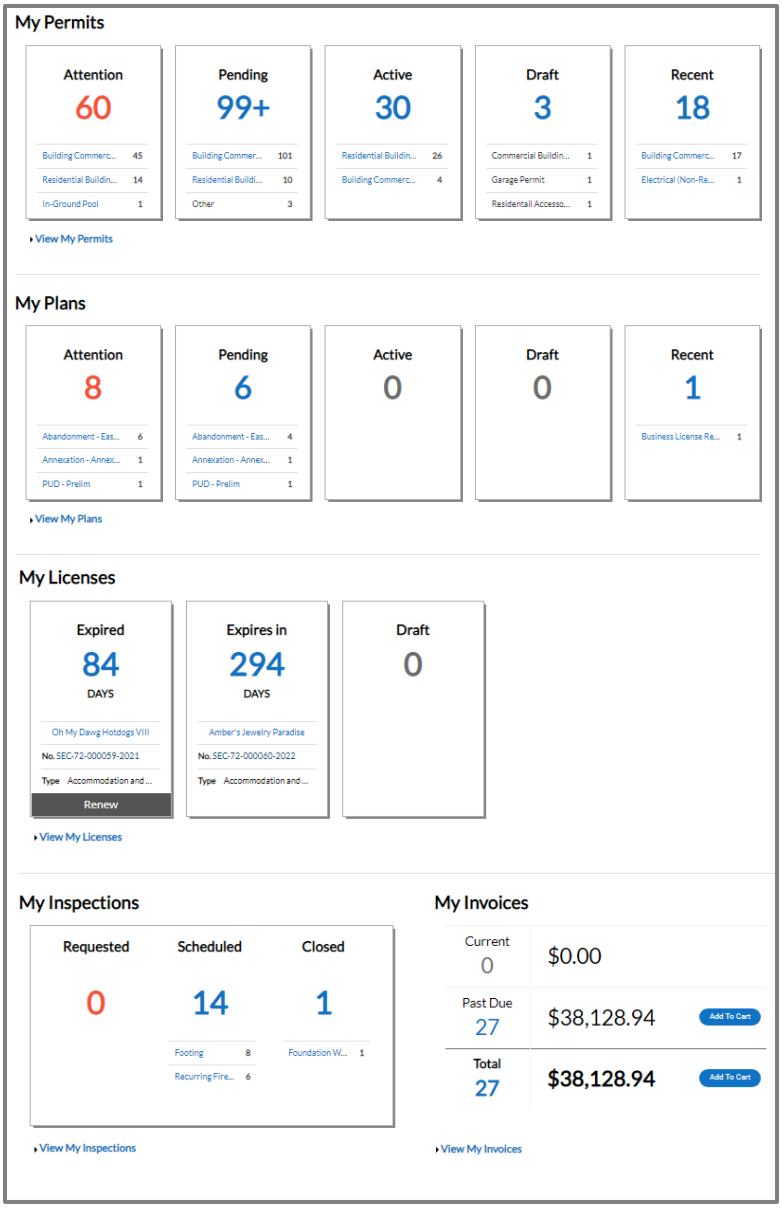
Dashboard

The Civic Access Dashboard provides the ability for users to see a visual representation of aggregated data. It displays data about permits, plans, inspections, licenses and invoices. Users can access saved drafts of submissions and add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the registered user.

1. To access the Dashboard, click **Dashboard** in the menu on the Home page.



The Dashboard displays.



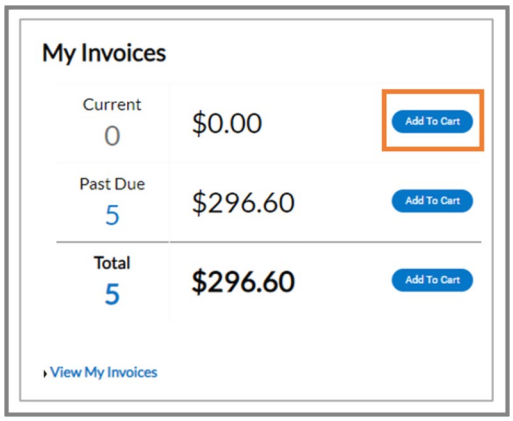
To use the Dashboard:

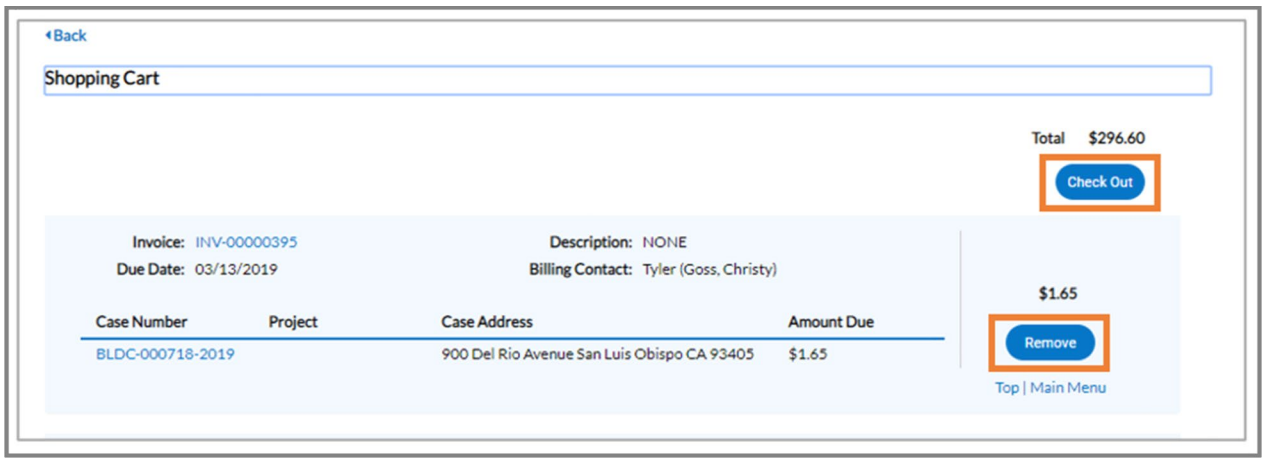
1. Click **Draft** in the **Licenses** section to view saved Licenses application drafts.
2. Click the appropriate **status card** in the **License** section to view a list of the corresponding Licenses. Beneath each status is a breakdown of the License Types. Click **View My Licenses** to view all Licenses.
3. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the **My Invoices** section to add the corresponding Invoices to the Shopping Cart. Click **View My Invoices** to view all Invoices.

Invoices

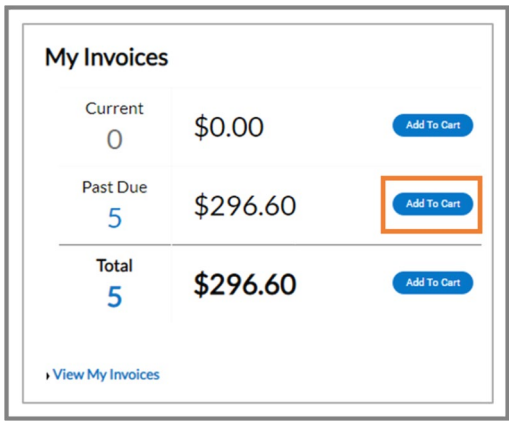
Civic Access users can access invoices that are paid, voided, or unpaid. Invoices are accessible from the **Dashboard** and the menu system and can be added to the electronic shopping cart. Civic Access's integrated electronic shopping cart allows individuals to view, add, pay, or remove invoices, and displays single or multiple licenses associated with each invoice.

1. **Current:** By clicking **Add To Cart**, the individual will be able to access the Shopping Cart page where all current invoices are listed. The individual may access the Invoice by clicking the Invoice Number. To remove an Invoice from the Shopping Cart, the individual may click **Remove** to the right of the invoice. To checkout, the individual may click the **Check Out** oval to the right of the page. This takes the individual to a payment page to complete the payment for the invoice(s).

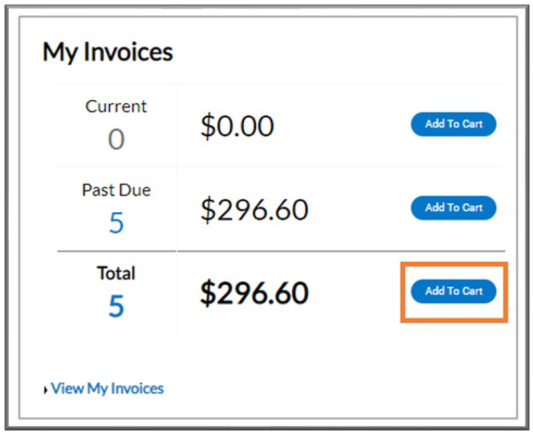




2. **Past Due:** By clicking **Add To Cart** oval to the right of Past Due invoices, the individual will be able to access the Shopping Cart page where all past due invoices are listed. The individual may access the Invoice by clicking the **Invoice Number**. To remove an Invoice from the Shopping Cart, the individual may click **Remove** to the right of the invoice. To checkout, click the **Check Out** oval to the right of the page. The payment page displays through which the individual can complete the payment for the invoice(s).



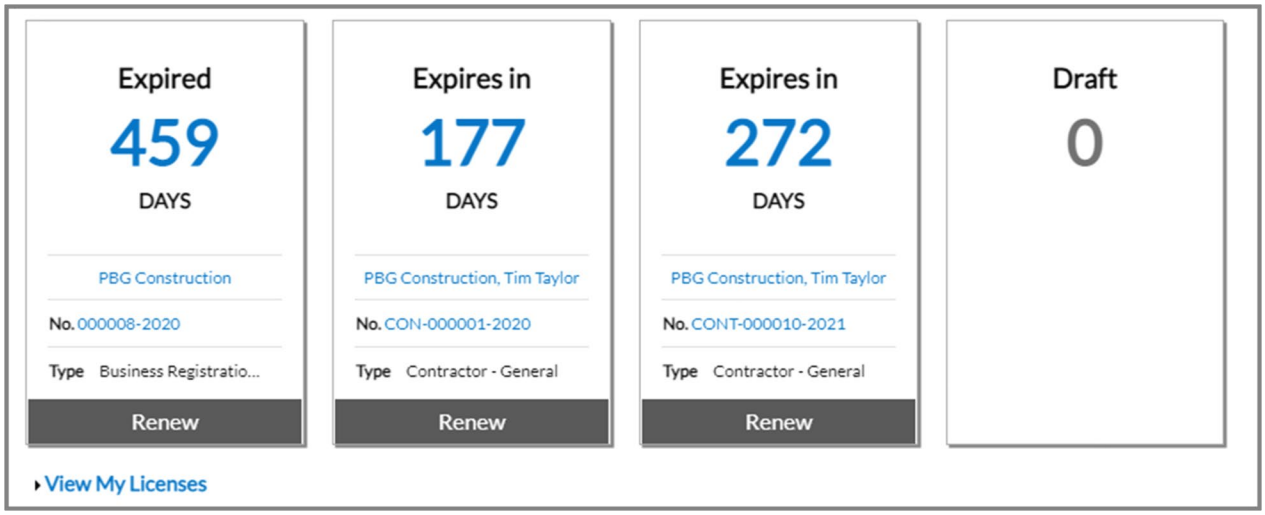
3. **Total:** By clicking **Add To Cart**, the individual will be able to access the Shopping Cart page where all invoices are listed. The individual may access the Invoice by clicking the **Invoice Number**. To remove an Invoice from the Shopping Cart, the individual may click **Remove** to the right of the invoice. To checkout, click the **Check Out** oval to the right of the page. This takes the individual to a payment page to complete the payment for the invoice(s).



My Licenses

Civic Access users can access Licenses. The Dashboard view of Licenses displays licenses that are close to expiration. These include licenses that are up for renewal. To view all Licenses, either click **View My Licenses** at the bottom of the **My Licenses** page. Users may also click the **Renew** button on the Dashboard view. Once on the My Licenses page, Civic Access users can access all their Licenses.

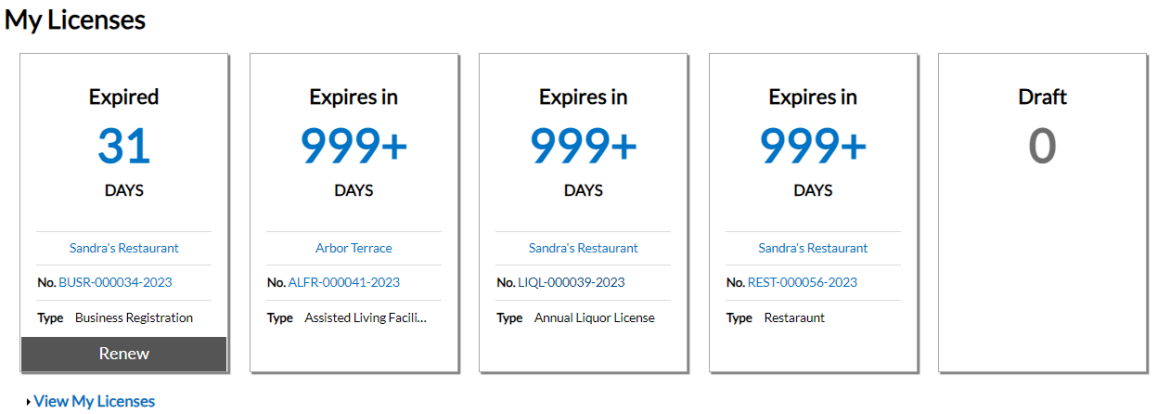
1. **License Number:** By clicking the **License Number**, license holders will be taken to a license details page where they may have access to information regarding location, fees, inspections, attachments, contacts, holds, and additional information.
2. **Renew:** Click the **Renew** button to be taken to the License Renewal page. If the Renew button is not present, the license may not be renewed at that time.
3. **Name:** Company name. This may be different from the DBA.
4. **DBA:** Doing Business As – This column lists the name that the Business License may be doing business as.
5. **Address:** The address of where the license is held.
6. **Status:** Status of the license. This may be different for each municipality. Some statuses may include Expired, Issued, In Review, Submitted.
7. **License Type:** The type of license that was applied for within the municipality.
8. **Applied Date:** When the license was applied for.



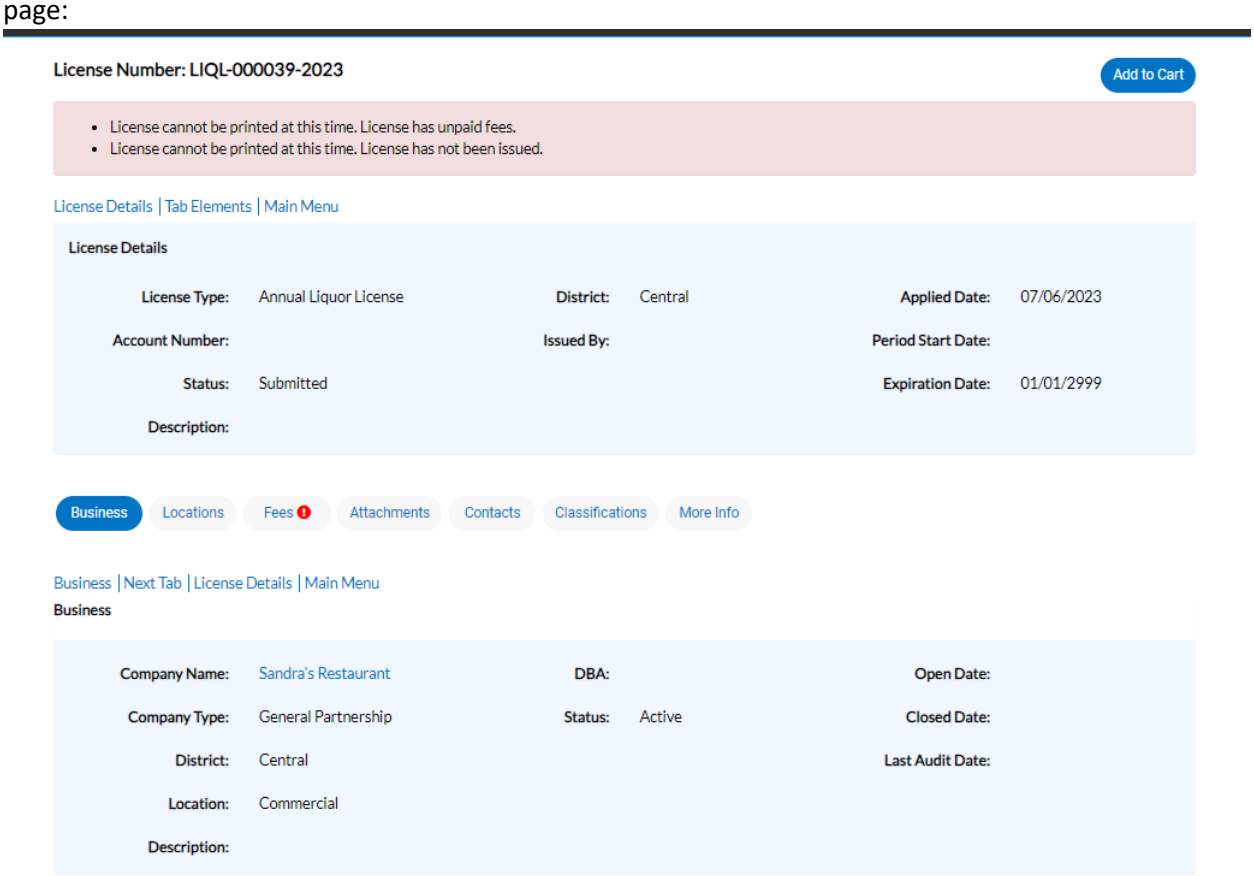
City of Highland Park

HOW TO ATTACH DOCUMENTS ONLINE

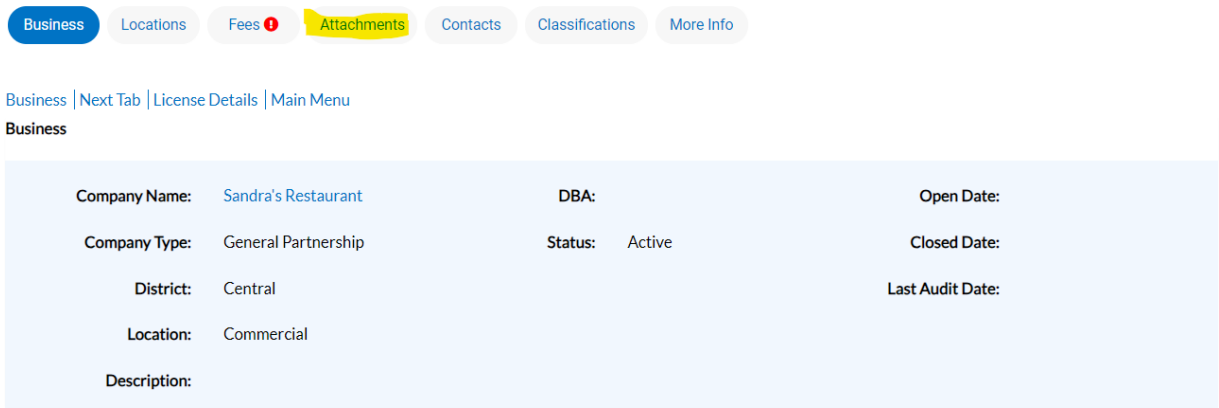
1. When you log in to your account and your dashboard appears, scroll to the bottom to My Licenses:



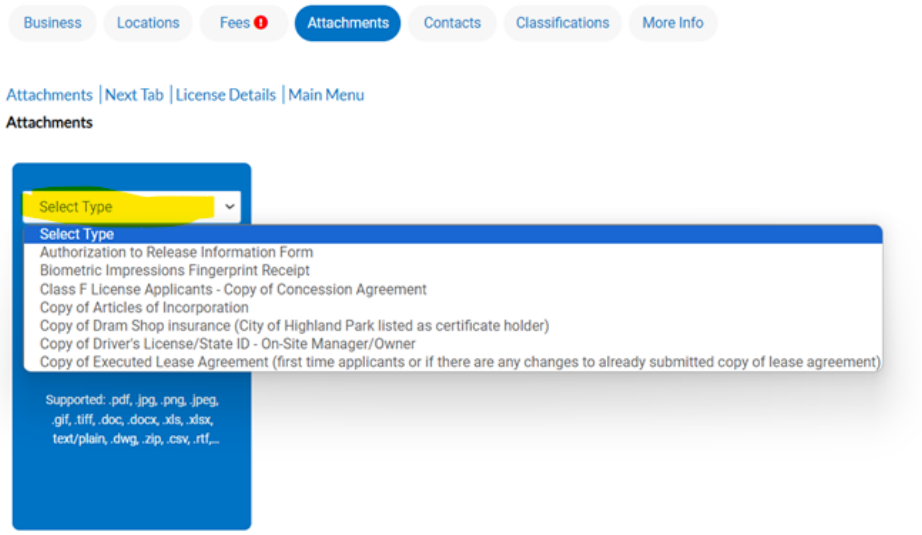
2. Click on the license that you need to add your attachments to and it will take you to the license page:



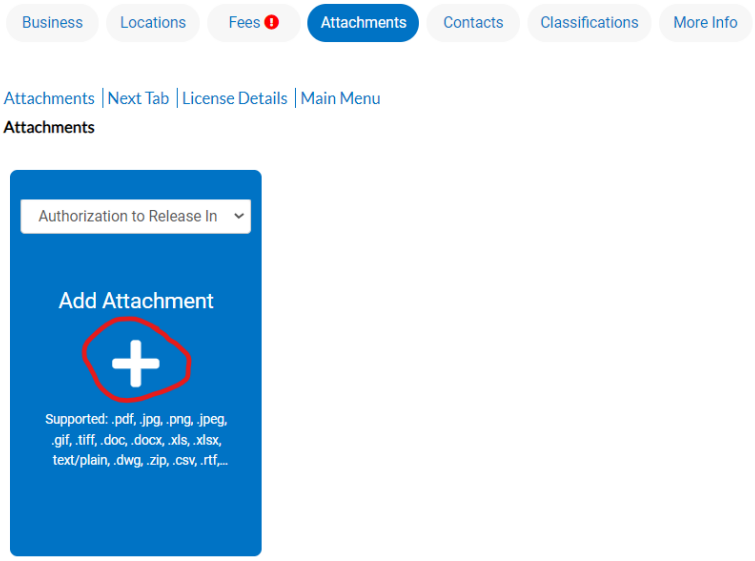
3. On this page, click on the button that says “Attachments”:



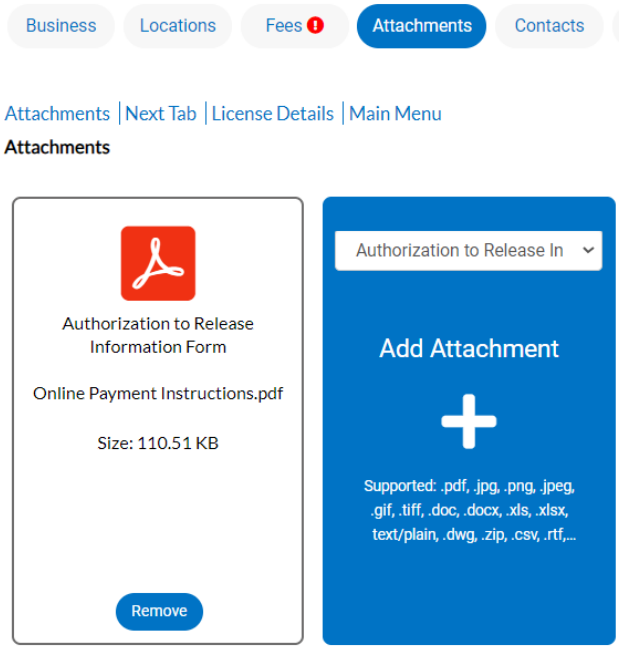
4. You will then choose the type of attachment you are uploading based on your license requirements:



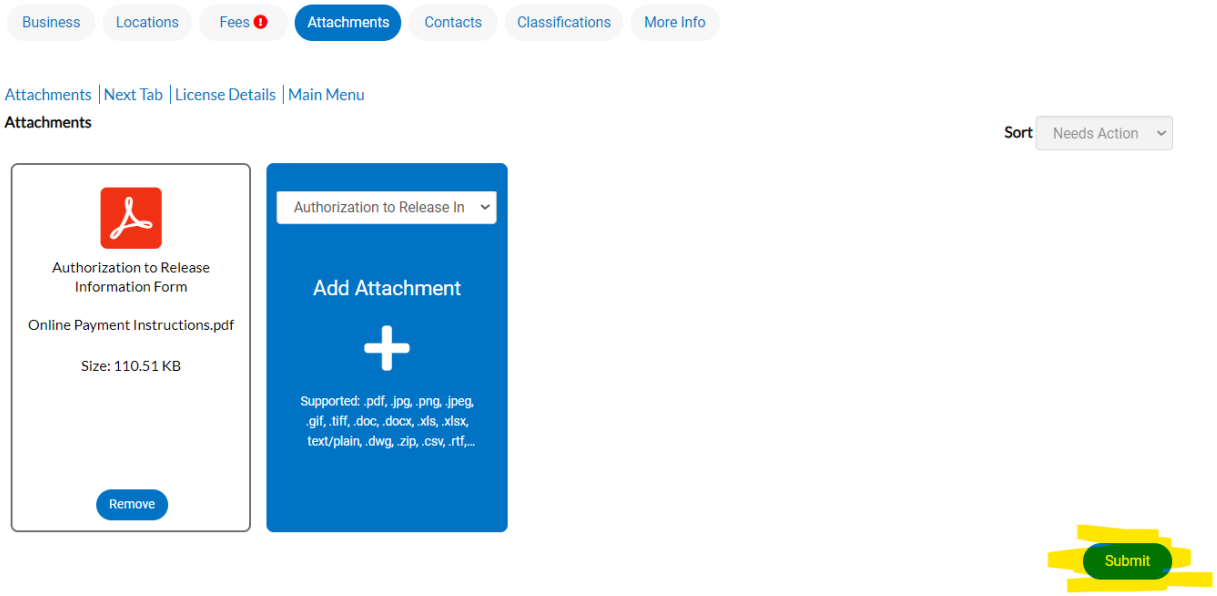
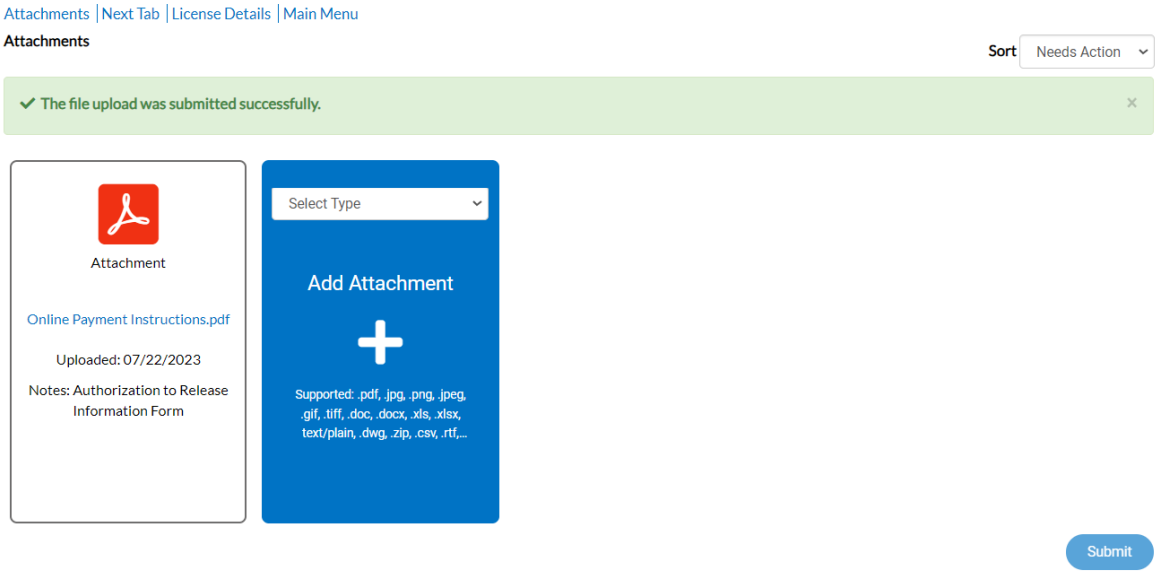
5. After you’ve selected the type of attachment you are uploading, click on the “+” sign in the box:



6. Locate the file on your computer you are uploading and add that attachment:



7. Then click the blue "Submit" button on the lower right hand side of your screen to submit your attachment:



8. You will now if your file has been uploaded successfully when you receive the green ribbon noting that the file upload was submitted successfully.