

CITY OF LAKE ELSINORE ONLINE CITIZEN SELF-SERVICE PORTAL USER GUIDE

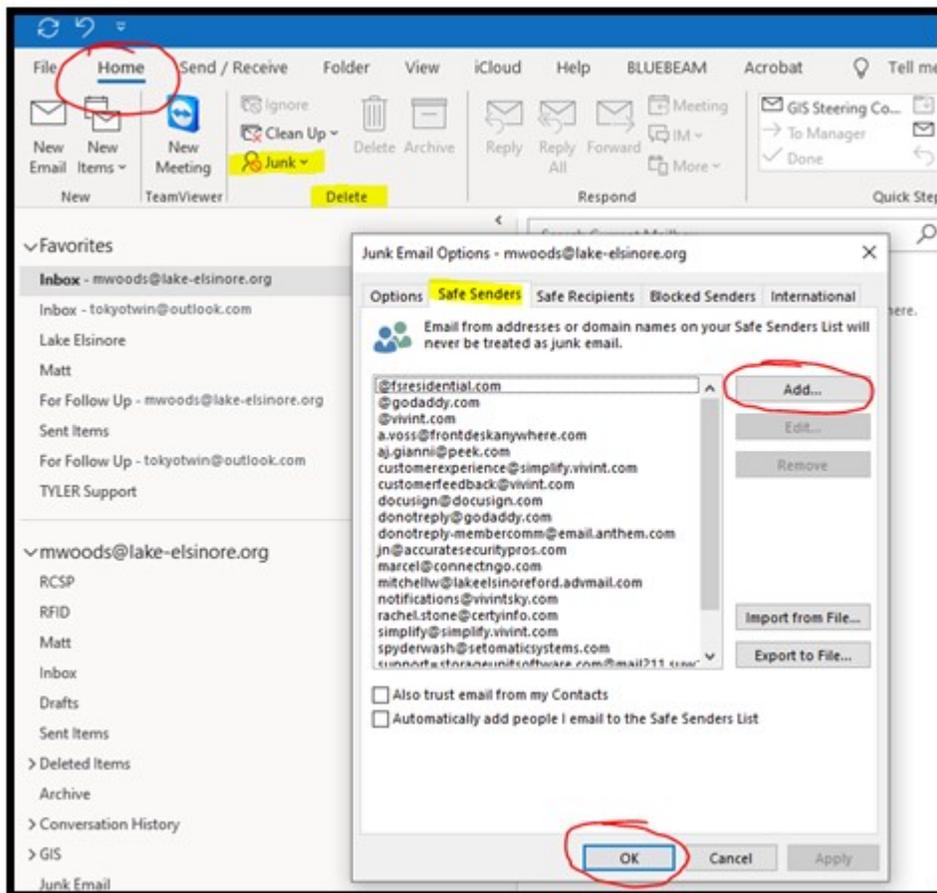
EMAIL PROBLEMS

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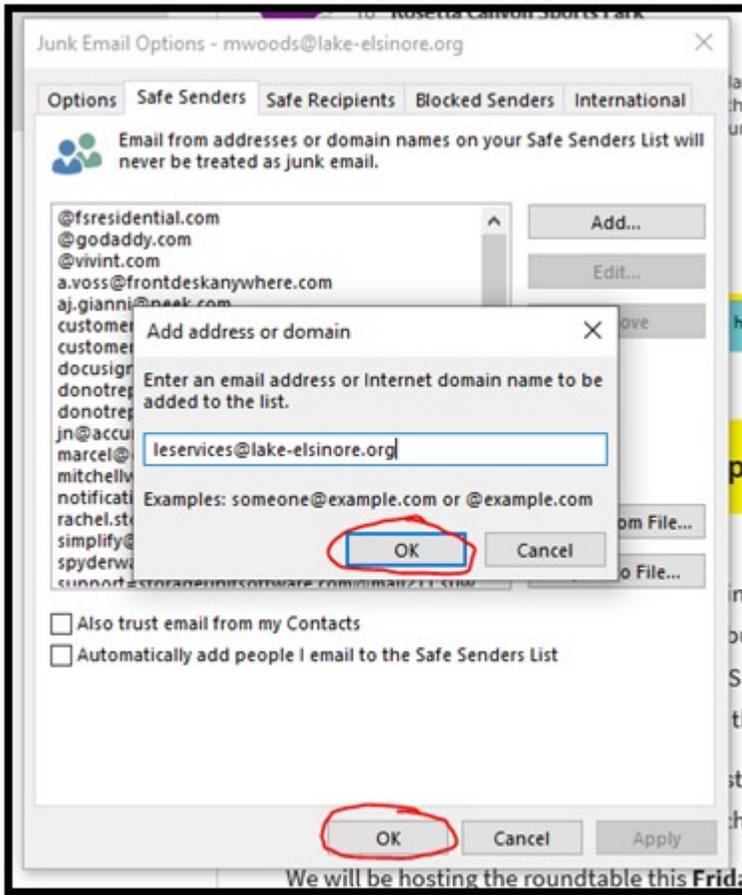
A number of users have reported that confirmation emails are not arriving in either their Inbox, Spam or Junk folders once they have completed the step of validating their email address during the registration process. If this occurs to you, then please try these steps to ensure the notification email address will be included in your trusted sender list.

These steps apply to Microsoft Outlook but are very similar for all email programs.

From the Home tab, select the Junk option from the Delete pane. Choose the “Junk Email Options” item and click on the Add button from the “Safe Senders” tab.



Enter leservices@lake-elsinore.org and then click on OK and then OK again.



Close and then restart Outlook: your emails may show up automatically. If they don't, then try registering for the Portal again and see if your email comes through.

TIP* once you have completed the registration process, you should bookmark the CSS Portal website address (https://m.lake-elsinore.org/EnerGov_Prod/SelfService#/home) to make finding it easy for future use.

You should also write down your username and password. If you forget either of these, you will have to reset them from the CSS Portal. **CITY STAFF DO NOT HAVE THE ABILITY TO RESET PASSWORDS OR USERNAMES.**

You can call City CSS Portal support staff with any questions you have concerning the registration or use of the CSS Portal site. That number is (951) 674-3124 x 321