

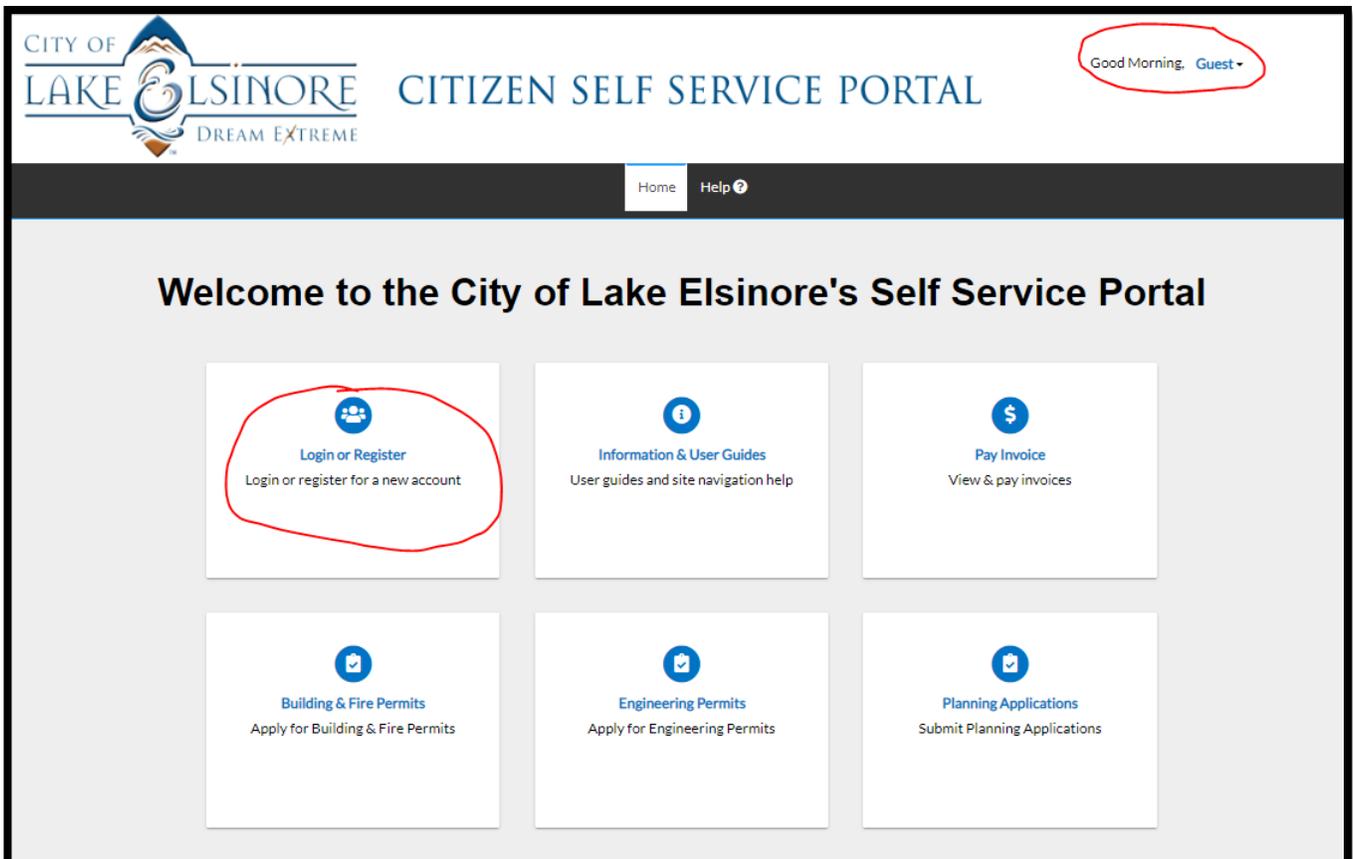
CITY OF LAKE ELSINORE ONLINE CITIZEN SELF-SERVICE PORTAL USER GUIDE REGISTERING AND LOGGING-IN

OVERVIEW

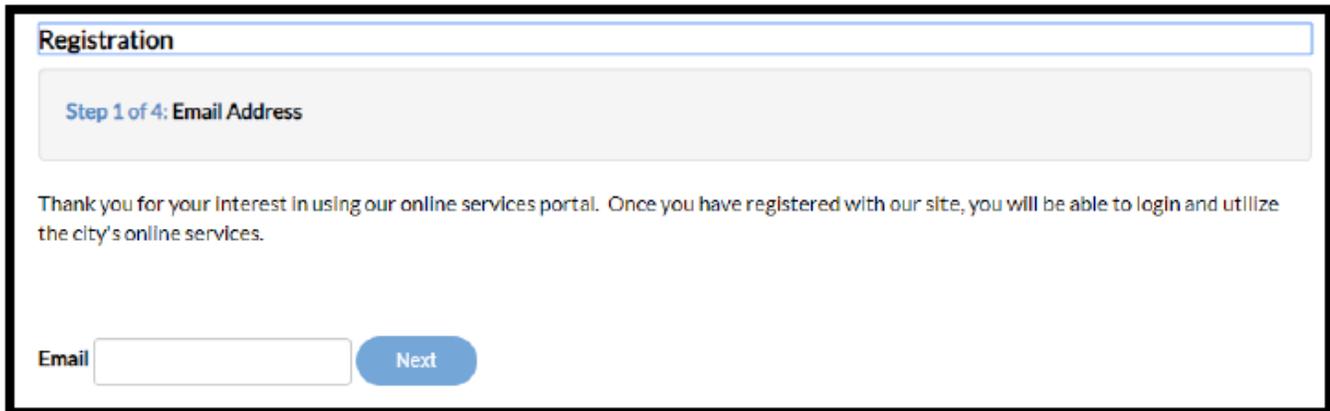
This guide will walk you through the simple steps necessary to register for the City’s new online Citizens Self Service Portal (CSS Portal). All new users must first register for an account with this service before they can utilize the CSS Portal. Once registered, you’ll be able to submit Building, Engineering or Planning applications, pay fees for any applications, monitor the progress of your existing applications and request inspections directly from the CSS Portal.

REGISTERING FOR A NEW ACCOUNT

There are two places you can go on the CSS Portal to register for a new account: the “Login or Register” button in the middle of the webpage or from the “Good Morning” dropdown from the upper-right corner of the webpage.

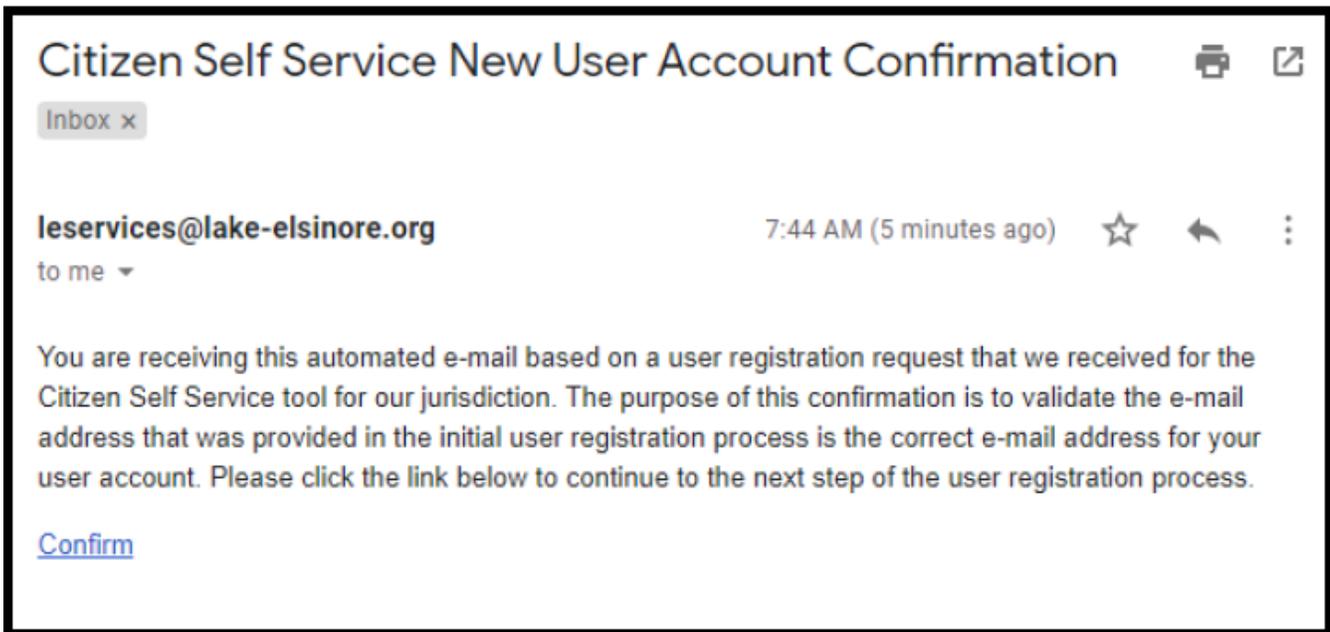


Both options invoke the same process, so you are free to choose whichever you prefer. The first step is to enter the email address you will use for the portal.



The screenshot shows a web form titled "Registration" with a sub-header "Step 1 of 4: Email Address". Below the sub-header is a thank-you message: "Thank you for your interest in using our online services portal. Once you have registered with our site, you will be able to login and utilize the city's online services." At the bottom, there is an "Email" label next to a text input field, and a blue "Next" button to its right.

Once you enter an email address in a valid format, you will receive notification to check your email for a confirmation email that will be sent to you. **NOTE*** the confirmation email will come from "leservices" (leservices@lake-elsinore.org) and may end up in your spam or junk folder. If the message is in one of these folders, **YOU MUST MOVE IT TO YOUR INBOX** before you can confirm your email address.



Click on the "Confirm" hyperlink at the bottom of the message and it will bring you back to the CSS Portal at Step 2 of 4:

Registration

Step 2 of 4: Login Information

***REQUIRED**

I'm not a robot 

*** Username**

*** Password**

*** Confirm Password**

Email

Next

Choose a username and password and then confirm the password. **HINT*** you do not need to use your email address for your username, but your username must be unique to the CSS Portal, so if you choose a username that is already in use, you will be required to choose another.

Once you have entered your username and password, you need to check the reCAPTCHA box before you click the next button.

Registration

Step 2 of 4: Login Information

***REQUIRED**

I'm not a robot 

*** Username**

*** Password**

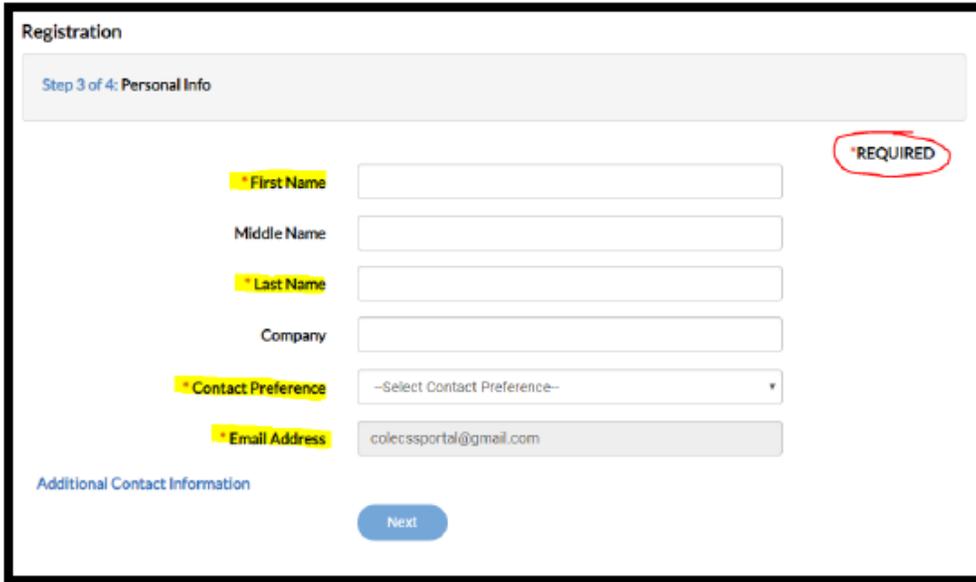
Strong

*** Confirm Password**

Email

Next

Once completed, you will be taken to step 3, where you'll enter your personal information. **NOTE*** fields preceded with a red asterisk (*) are required fields and must be completed.



Registration

Step 3 of 4: Personal Info

* First Name

Middle Name

* Last Name

Company

* Contact Preference

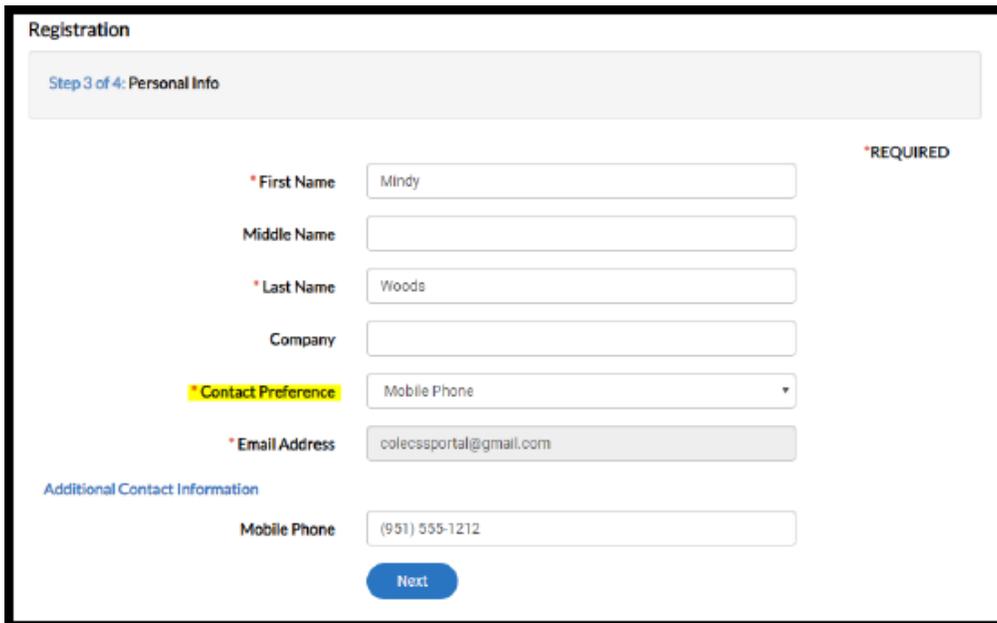
* Email Address

Additional Contact Information

Next

*REQUIRED

Keep in mind that this information is collected solely for the purpose of communicating with you concerning any of your online applications. The City of Lake Elsinore will never share this information with any other agencies or third parties.



Registration

Step 3 of 4: Personal Info

* First Name

Middle Name

* Last Name

Company

* Contact Preference

* Email Address

Additional Contact Information

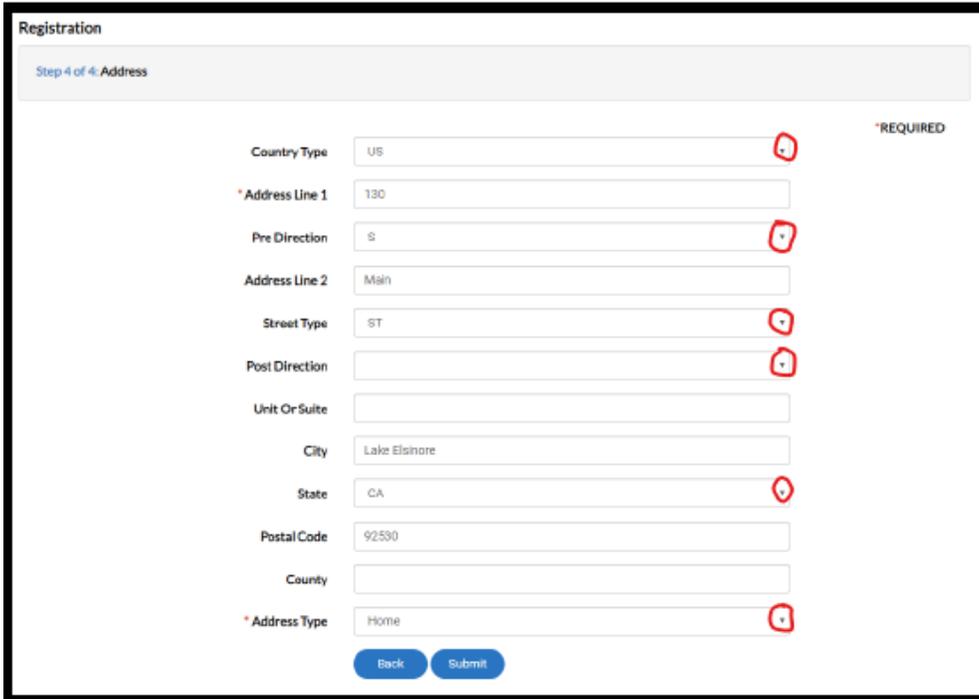
Mobile Phone

Next

*REQUIRED

If you choose a phone number for your contact preference, a new field will appear to collect that information.

The address fields in the registration screen are split into unique entities in order to match the CSS Portal application software. For this reason, it is **VERY IMPORTANT** that you enter your address in the correct locations. In the example, below, the street number is entered in Address Line 1. **NOTE*** Make sure you don't enter any spaces before or after your entries.



Registration
Step 4 of 4: Address

*REQUIRED

Country Type: US

*Address Line 1: 130

Pre Direction: S

Address Line 2: Main

Street Type: ST

Post Direction:

Unit Or Suite:

City: Lake Elsinore

State: CA

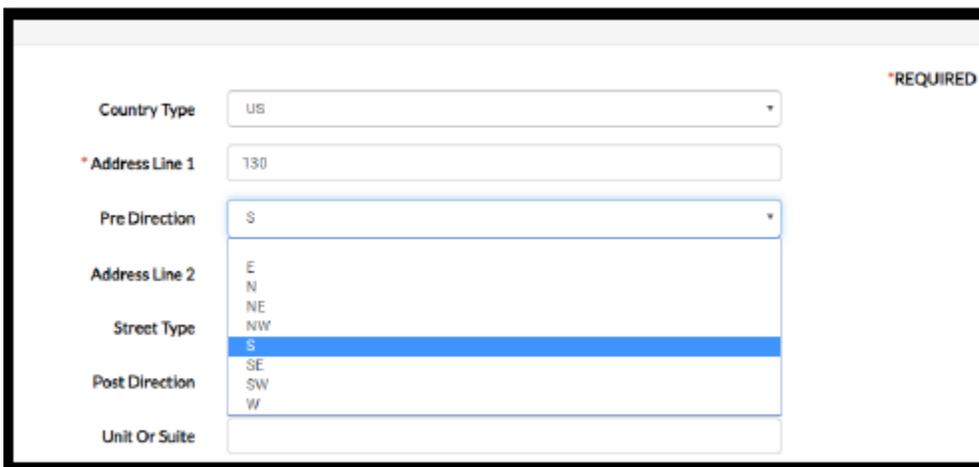
Postal Code: 92530

County:

*Address Type: Home

Back Submit

If the address fields contain a dropdown arrow on the right side, there are values that you must choose from for those selections. In the example, below, you would choose "S" for south, you would not spell it out.



*REQUIRED

Country Type: US

*Address Line 1: 130

Pre Direction: S

Address Line 2:

Street Type:

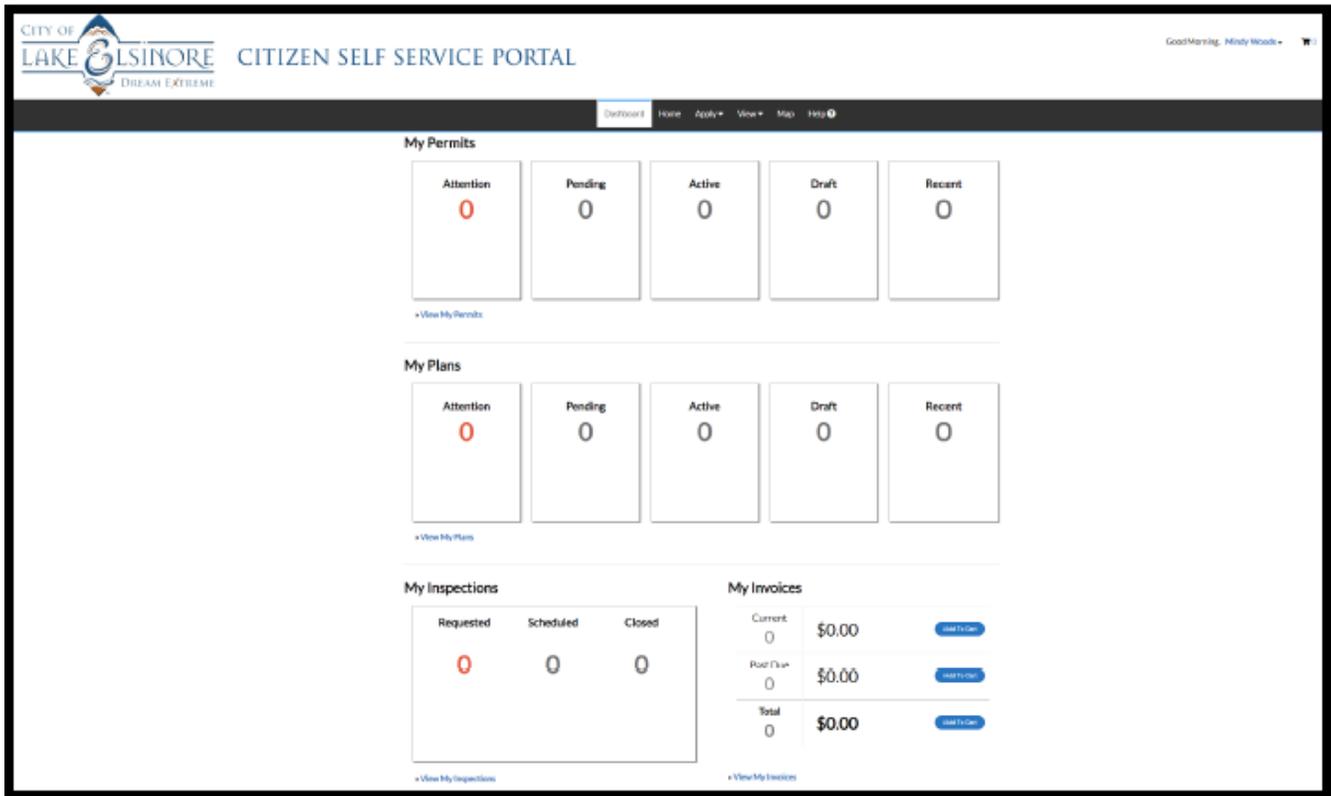
Post Direction:

Unit Or Suite:

Address Line 2 is where you enter the actual street name. The Street Type dropdown is opened and you can choose the appropriate street type from the list. If your street has a post direction (N, NW, SE) then you enter it in that field. Enter Unit or Suite numbers in this field, do not add them to the end of another address line. Enter your city, state and postal code info and select an address type.

TIP* The addresses you enter may be used to mail you permit or plan application information, so make sure you use the proper use of capitalization and spelling to ensure anything mailed arrives as expected.

Once you click the submit button, the CSS Portal will complete your registration and return you to the main CSS Portal screen with your new user login.



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 forgot either of these, you would 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