Log In Issues – Citizen Self Service
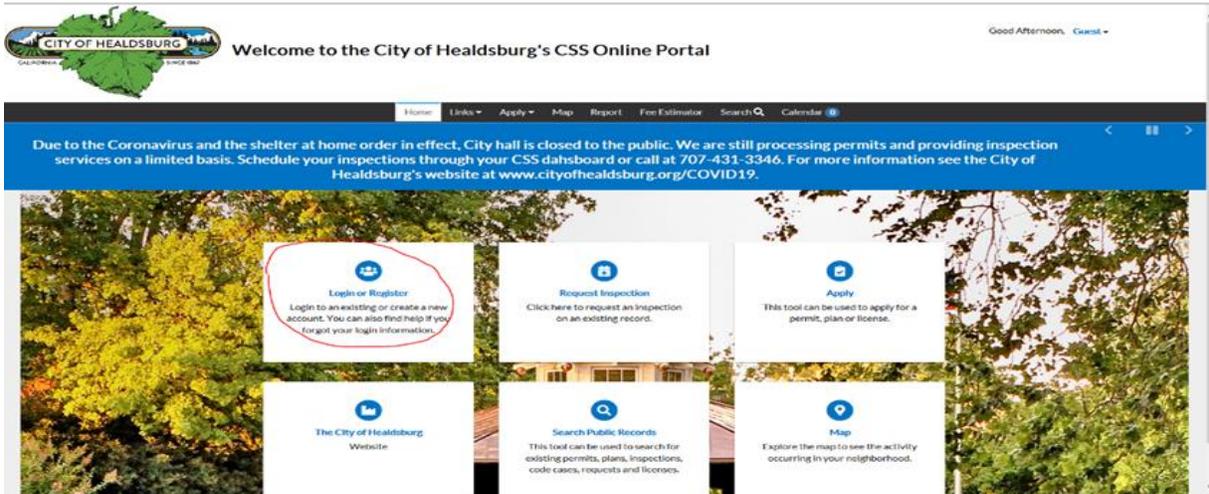
If you are experiencing issues with logging into your account

1. Access the CSS website by going to:

    https://healdsburgca-energovpub.tylerhost.net/Apps/SelfService#/home

2. Click the **Login or Register** tile located in the first position on the first rows of tiles.

3. If you attempt to log in and receive one of the following Warning Messages, here are the potential meanings behind these error messages:
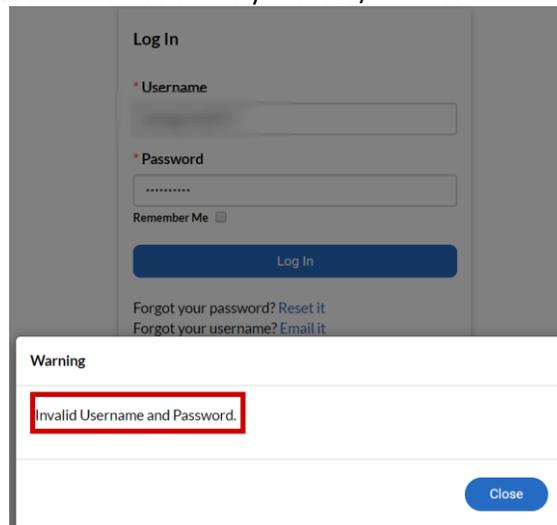
    a. **User Name Not Found** – If you receive this message when attempting to log into the online system, it means one of two things:

        i. The username entered was incorrect

        ii. The account was not entirely created/validated
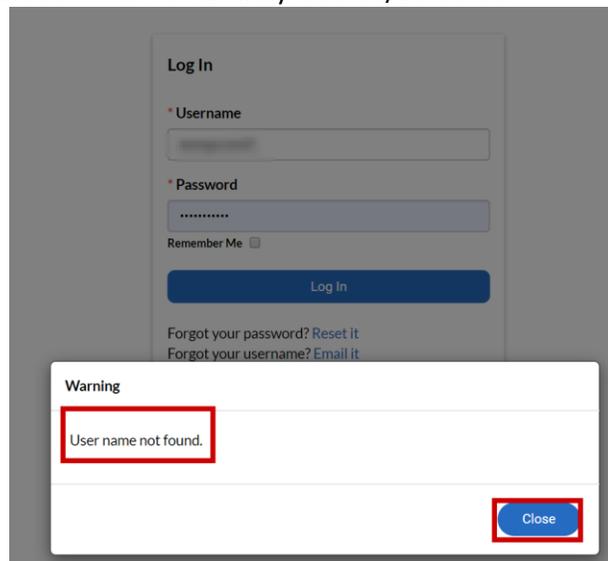
    b. **Invalid Username and Password** – If you receive this message when attempting to log into the online system, it means one of two things:

      i.   Password entered was incorrect

     ii.   The account was not entirely created/validated

4.   Click close on whichever warning you have received

5.   Click one of the following options based on the warning message received:

    a.   Click **Forgot your password? Reset it** – if you received the *User name not found* message

         i.   Enter your email address and click Submit

    b.   Click **Forgot your username? Email it** – if you received the *Invalid Username and Password* message

         i.   Enter your email address and click Submit

6.   If you do not receive an email to reset your password and an email with your username, this means:

    a.   You did not complete the process of setting up a new account

         i.   Click here to walk through the steps on how to set-up your CSS account

Note: If you have any questions, please feel free to email css@ci.healdsburg.ca.us