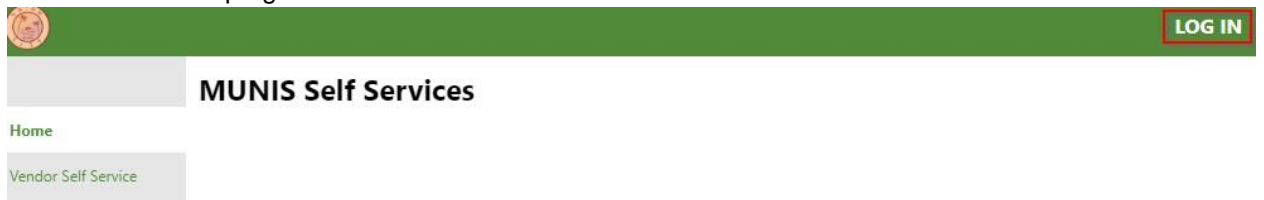


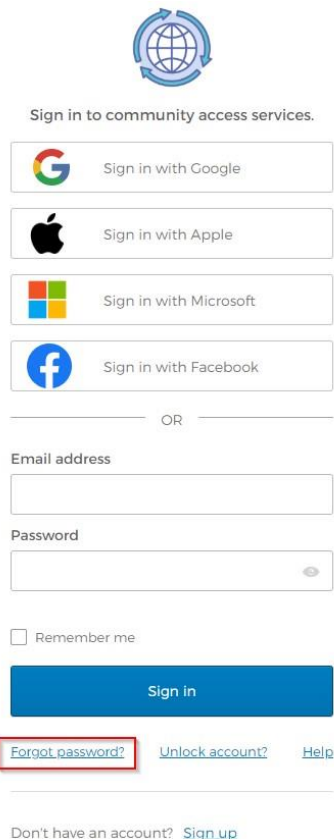
Tyler Identity Community – Password Reset

Sussex County, DE has recently converted to using Okta for its authentication for {Citizen/Vendor SelfService}. If you receive an email from noreply@tylerportico.com prompting you for a password reset, please follow these steps.

1. Proceed to your Self-Service page <https://munis.sussexcountyde.gov/css> 2. Select **LOG IN** in the top right corner

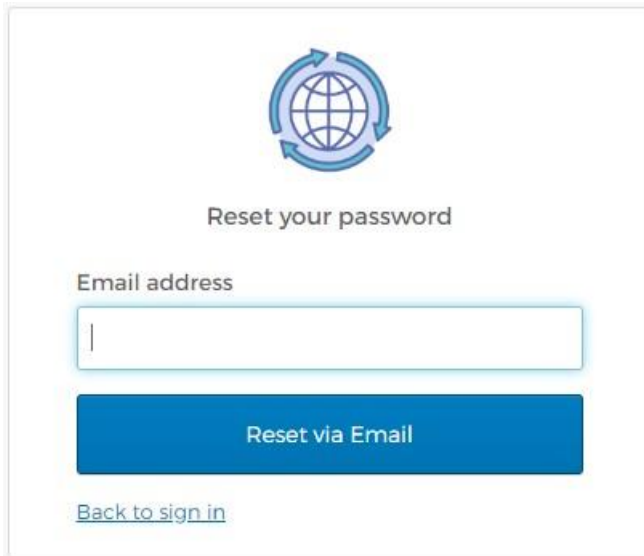


3. You will be redirected to Tyler Identity Community login page



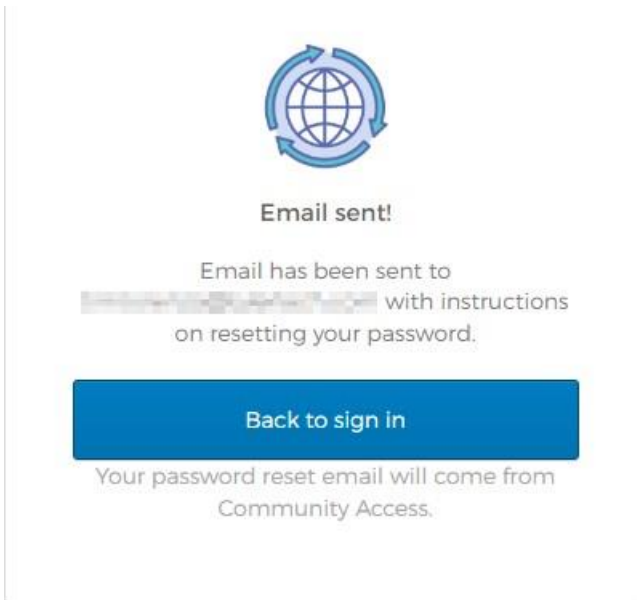
4. Enter your email that you previously registered with





The image shows a web form for resetting a password. At the top center is a circular icon with a globe and three arrows forming a loop. Below the icon is the text "Reset your password". Underneath is a label "Email address" followed by a text input field containing a vertical cursor. Below the input field is a blue button with the text "Reset via Email". At the bottom left of the form is a link that says "Back to sign in".

5. If your email is found in Tyler Identity Community, you will receive a notification telling you an email was sent



The image shows a confirmation screen after a password reset email has been sent. At the top center is the same circular globe icon. Below it is the text "Email sent!". Underneath is a message: "Email has been sent to [redacted] with instructions on resetting your password." Below this message is a blue button with the text "Back to sign in". At the bottom of the screen is a note: "Your password reset email will come from Community Access."

6. You will receive an email from "**Community Access Identity** <noreply@identity.tylerportico.com>" Open the **Email** -> select **Reset Password**



Account password reset



Community Access Identity <noreply@identity.tylerportico.com>

To [Redacted]

Hi [Redacted],

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, [Redacted]:

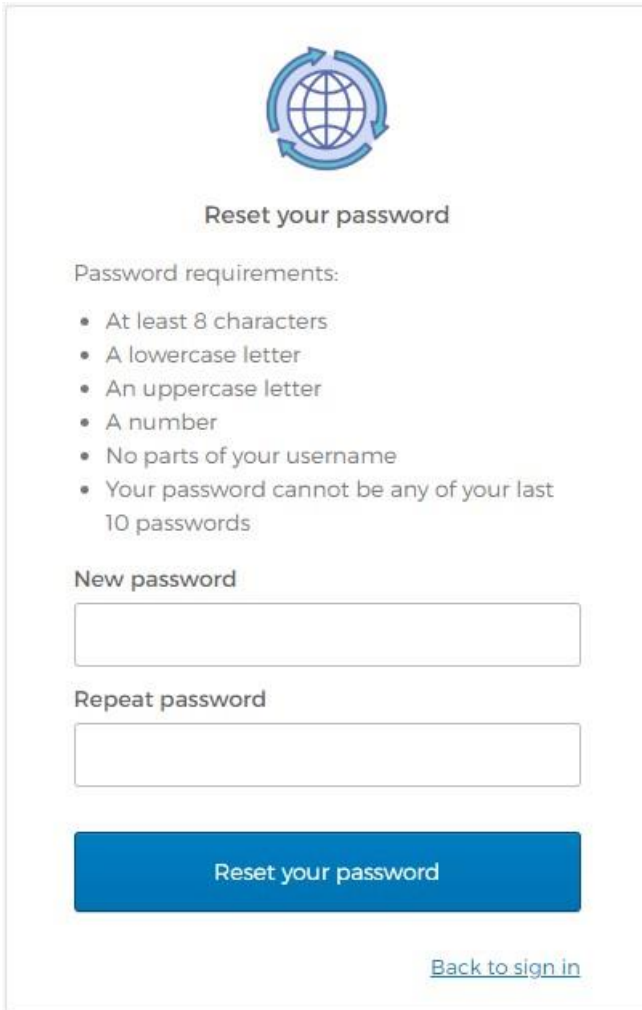
[Reset password](#)


This link expires in 1 hour.

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

7. You will be redirected to <https://identity.tylerportico.com/signin/password-reset> **Create a password** that meets the parameters listed
You will need to enter the password in twice and then select **Reset your password**







Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords


New password








Repeat password

[Reset your password](#)

[Back to sign in](#)





- Once your password is reset you will be redirected to your Tyler Community User Profile To get back your Self-Service either go back to your community's self-service page or you can search for your communities Self-Service Page under **Search for Communities**

☰  User Profile

<ul style="list-style-type: none">  Home  Personal information  Privacy settings  Communities 	<p>Welcome, Tim L. [redacted]</p> <p>Manage your information, privacy, and security to make Community Access work better for you.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Personal information</p> <p>View and update your personal information.</p> <p>View information</p> </div> <div style="text-align: center;">  <p>Privacy settings</p> <p>Manage your password and social media settings.</p> <p>Manage security</p> </div> <div style="text-align: center;">  <p>Search for communities</p> <p>Look for public organizations in your area and apps that can serve you.</p> <p>Search communities</p> </div> </div>
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- From the **Search Communities** page start typing Sussex County, DE to find Sussex County, DE self-service pages



-  Home
-  Personal information
-  Privacy settings
-  Communities

Find your community

Search for a community, city, school, or another public organization

Sussex County, DE

Sussex County, DE
Citizen Self Service



Sussex County, DE
Vendor Self Service



Rows per page: 10 1-2 of 2 < >

10. You will then be redirected to Sussex County, DE Self-service page

Accounts Payable.' The page ends with 'Thank you for your business! Hi Palm!' and a footer with '©2022 Tyler Technologies, Inc. [Help/Feedback](#)'." data-bbox="175 294 674 633"/>

11. Select **LOG IN** in the top right corner



12. It is highly recommended to implement multi-factor authentication (MFA) to add an added layer of security to your account.

To enable MFA

1. From the User Profile's home page in Tyler Identity Community, select **privacy settings** -> then select **extra verification**. There are four options available.

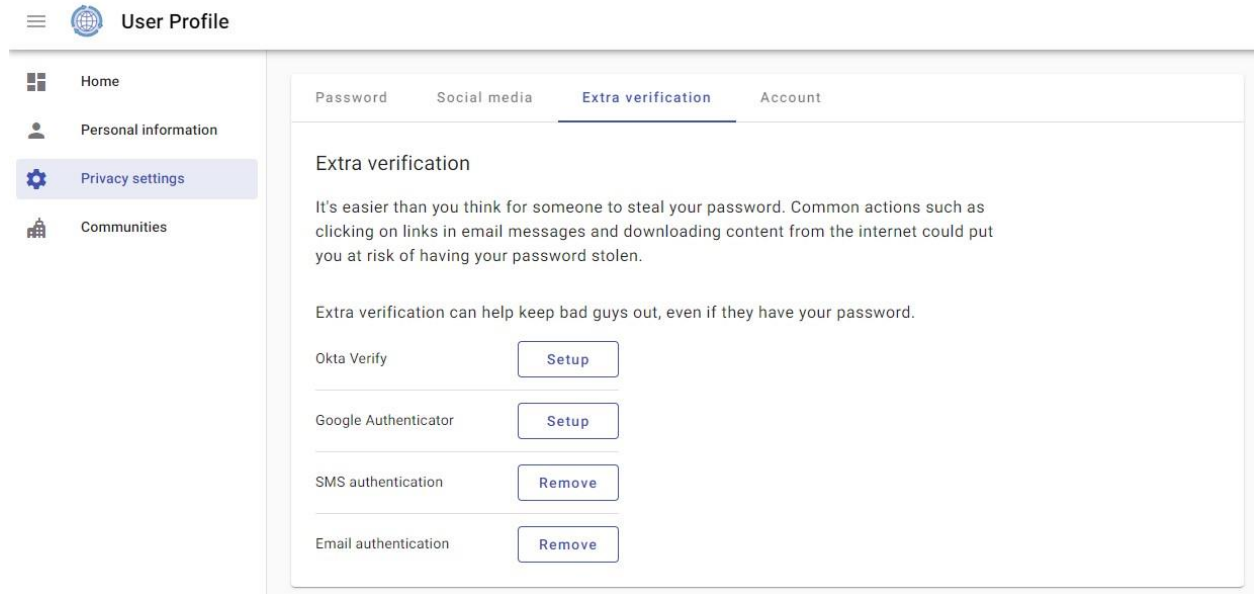


Okta Verify – You will need to download the Okta App on your mobile device
Google Authenticator – You will need to download the Google Authenticator app on your mobile device.

SMS Authentication – You will not need to download anything, you will just receive a text message, “Msg & data rates may apply”

Email Authentication- You will receive an email with a 6-digit code to your email on file.

This additional layer of security will be prompted after your initial credentials have been provided.



For additional assistance with Community Access, please visit the following Tyler Community URL:
<https://tylerportico.com/community-access-help.html>

