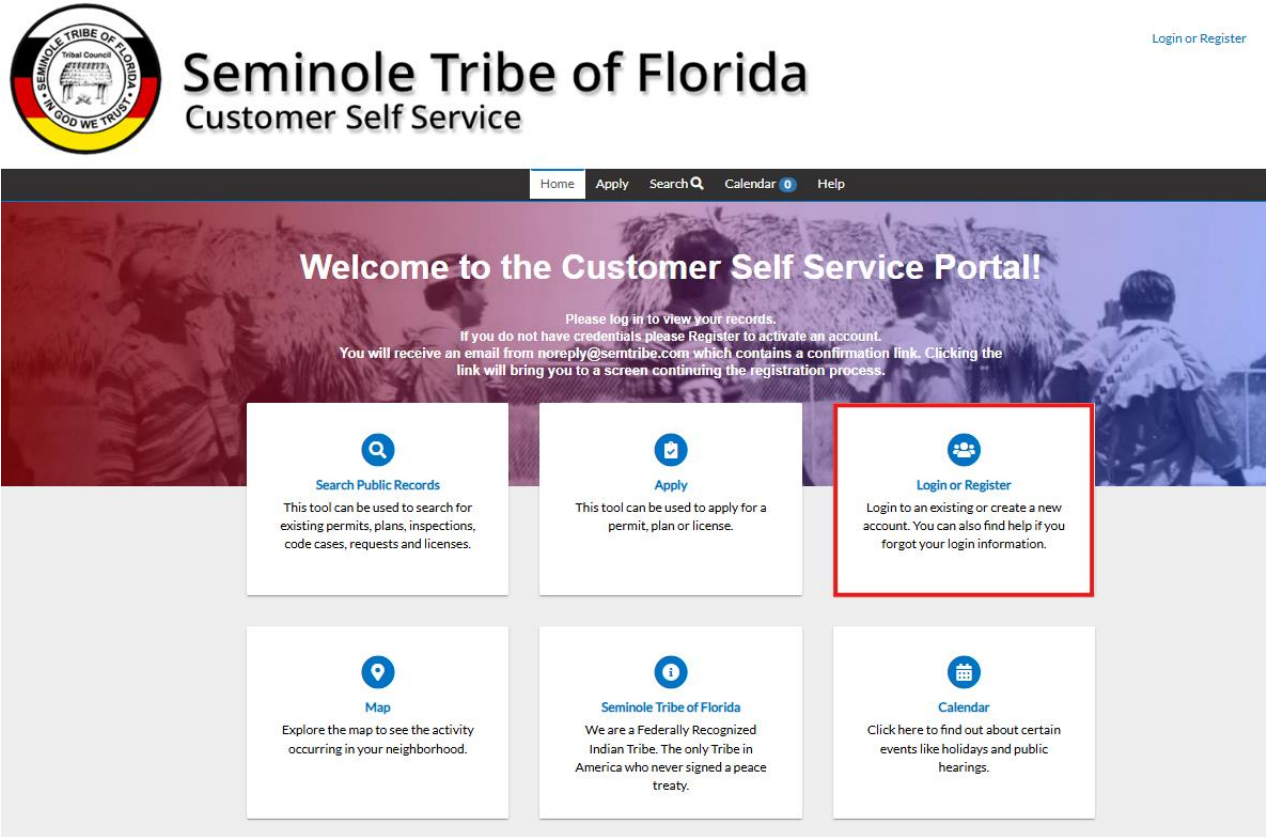


Register for the Customer Service Portal

1. Go to: <https://Imp.semtribe.com/Energov Prod/SelfService>
2. Click [Login or Register](#).



3. Next click [Create an Account](#).

The screenshot shows a login form titled "Sign in to community access services." It includes an "Email address" input field, a "Keep me signed in" checkbox, and a "Next" button. Below these is a section for social login with "OR" and icons for Google, Apple, Microsoft, and Facebook. There are links for "Unlock account?" and "Help". At the bottom, there is a "Create an account" button, which is highlighted with a red border.

4. Fill out the form and click [Sign Up](#).



Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

- ✓ At least 8 characters
- ✓ A lowercase letter
- ✓ An uppercase letter
- ✓ A number
- ✓ No parts of your username

Password

Sign up

5. Please check your e-mail. Enter the code sent to your email and click [Verify](#).



@hotmail.com

Verify with your email

 Haven't received an email?
[Send again](#)

We sent an email to **a***y@hotmail.com**. Enter the verification code in the text box.

Enter Code

Verify

[Return to authenticator list](#)

[Back to sign in](#)

6. If you choose, set up a second authentication, and then click [Continue](#). If you do not wish to set up a second authentication, just click [Continue](#).



 aaron_security@hotmail.com

Set up security methods

Security methods help protect your Tyler Portico Citizen account by ensuring only you have access.

Optional

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
[Set up →](#)

 **Okta Verify**
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity
[Set up →](#)

Phone
Verify with a code sent to your phone
[Set up →](#)

[Continue](#)

[Back to sign in](#)

7. Click [Continue](#)



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Customer Self Service

[Home](#) [Apply](#) [Search](#) [Calendar](#) [Help](#)

Registration

[Step 1 of 3: Acknowledgement](#)

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

[Continue](#)

8. Verify your information is correct and select your contact preference. Edit your information if needed. Click [Next](#).



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Registration

[Step 2 of 3: Personal Info](#)

First Name

Middle Name

Last Name

Company

* Contact Preference

Email

* Email Address

aaron_security@hotmail.com

*REQUIRED

[Additional Contact Information](#)

[Back](#)

[Next](#)

9. Last, enter your address including city, state, and zip code. Then click [Submit](#).



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[Cancel](#)

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Registration

Step 3 of 3: Address

* Address

Street address, P.O. box. (required)

*REQUIRED

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

[Back](#)

[Submit](#)

10. You have now successfully registered for your customer service portal and will see your new dashboard.



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Customer Self Service

[Home](#) [Dashboard](#) [Apply](#) [My Work](#) [Search](#) [Calendar](#) [Help](#)

My Permits

Attention

0

Pending

0

Active

0

Recent

0

Draft

0

[View My Permits](#)

My Plans

Attention

0

Pending

0

Active

0

Recent

0

Draft

0

[View My Plans](#)