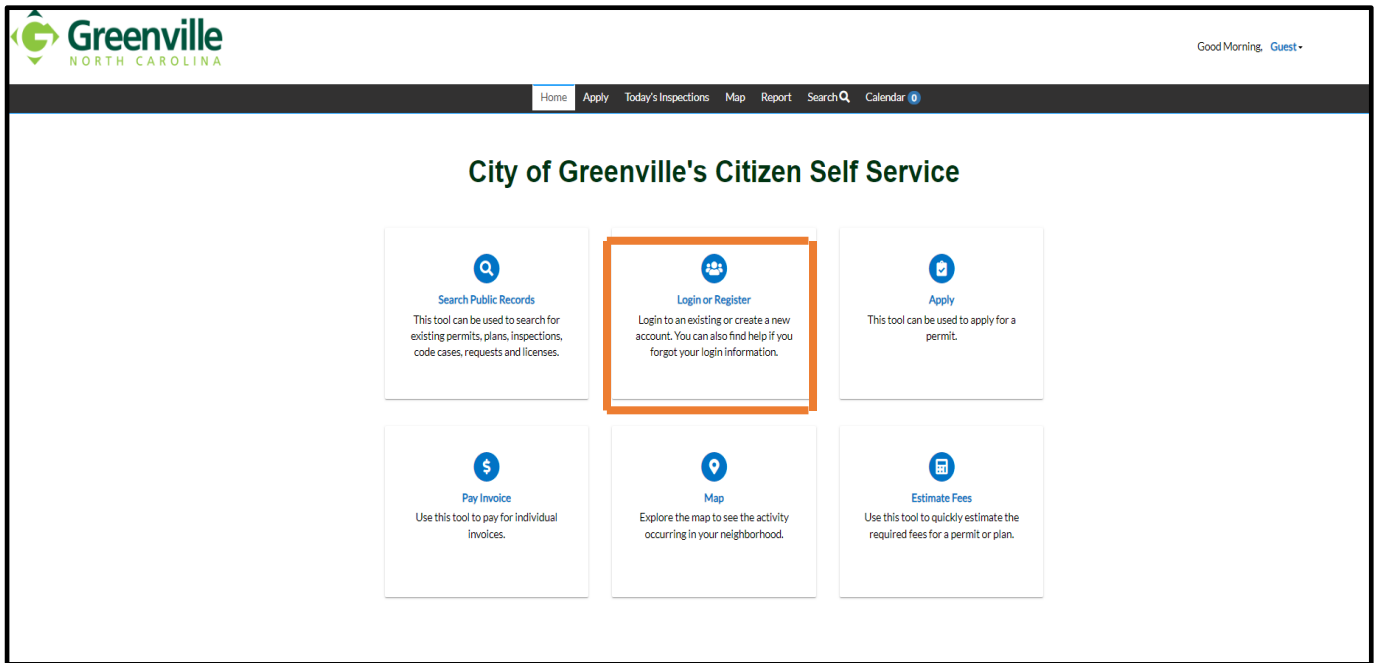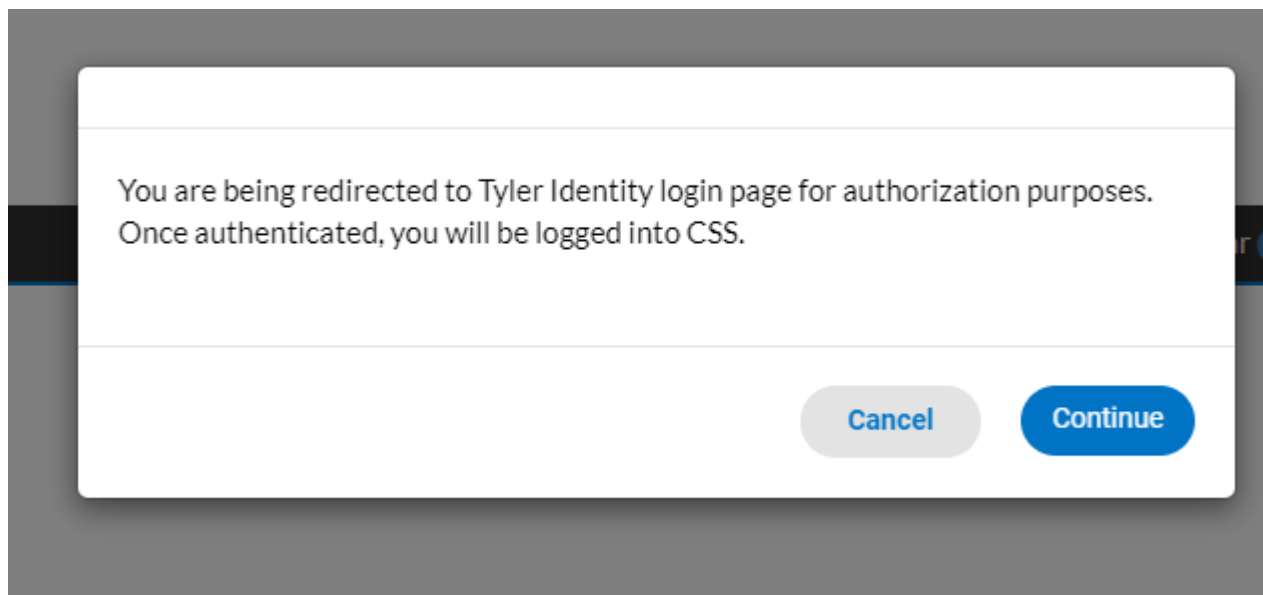# Current Account Re-Registration
(Existing Users)

1. Go to your City of Greenville's Citizen Self Service portal via Greenvillenc.gov
2. Click Login or Register.

3. Click on Continue.

4. Enter your email address for your account.
5. Click on Create Account. (Please note: if you sign in with google you will be able to skip some of the steps below)

Sign in to community access services.

Email address

xxxxxxx@gmail.com

☐ Keep me signed in

Next

OR

Sign in with...

Unlock account?　　　　　Help ⧉

Create an account

6. Create an account.

    a. Type **Email Address**
    b. Type **First Name**
    c. Type **Last Name**
    d. Enter **phone number** (optional)
    e. Create password
    f. Click **Sign Up**

7. Open the email and use the code given to enter code on this page
8. Click on verify

9. You can set up your security method here and then click on Continue. If you decide to skip this step…click on Continue.

Set up security methods

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

Set up optional

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
Used for access

Set up →

Okta Verify
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity
Used for access

Set up →

Phone
Verify with a code sent to your phone
Used for access

Set up →

Continue

Back to sign in

10. Click on continue.

11. Fill out the requested information. Then hit next.

12. Finish filling out requested information. Click Submit.

13. You will now be placed into your account