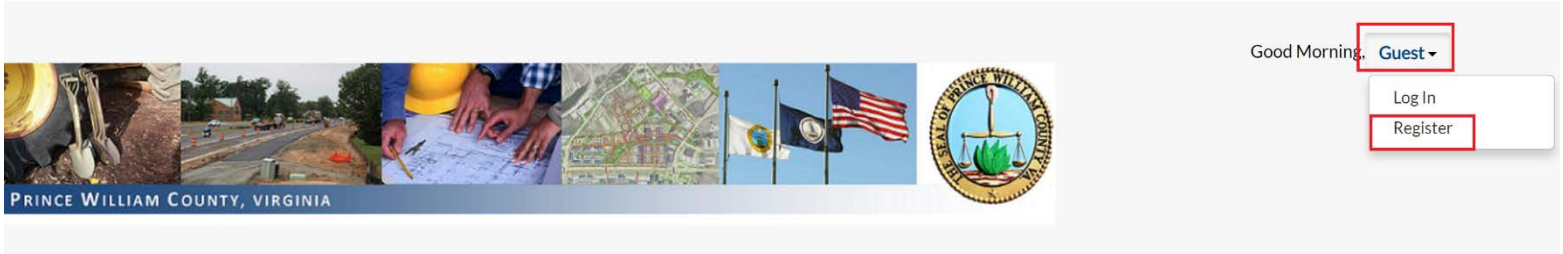


# REGISTERING FOR AN ACCOUNT IN EPORTAL/CSS

## How to Register

**Step 1:** Access the ePortal/Citizen Self-Service (CSS). <https://www.pwcgov.org/eportal>

**Step 2:** Click the Register option located at the top right corner of the banner within the Guest dropdown.



**Step 3:** On the Registration page, enter the email address you are registering with, then click on NEXT. The system sends a confirmation email.

### Registration

Step 1 of 4: Email Address

### Welcome to Prince William County, VA's ePortal!

Please enter a valid email address to start your registration process.

If the email already exists, the application will let you know. Then proceed to "Log In". From there you can either log in, choose to reset your password, or email your username.

Email

### Registration

Step 1 of 3: Email Address

Email

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

**PLEASE NOTE:** If the email is already in use, the application will let you know. In which case, please try logging in and select "Reset It" in the "Forgot Your Password?" area. If you have forgotten your User Name as well, please select "Email It" in the "Forgot Your Username?" area.

### Registration

Step 1 of 3: Email Address

Email

Next

This email address is in use.

### Log In

\* Username

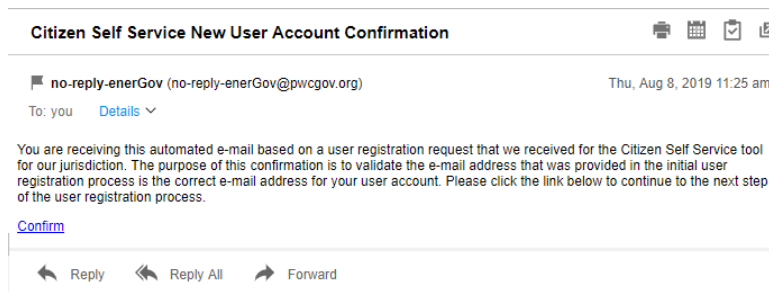
\* Password

Remember Me

Log In

Forgot your password? [Reset it](#)  
Forgot your username? [Email It](#)  
Don't have an account yet? [Register Here](#)

**Step 4:** Log into your email account and open the email you received from the County. Click **Confirm** in the email to return to the CSS registration site for you to continue with your registration.



### Registration

Step 2 of 3: Email Address

Email

Back

Register

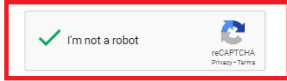
**Step 5:** Click on **Register**, and fill in the required Personal Info fields. Enter all information in **CAPS** (except your username can be anything you want, lowercase or uppercase). Your email is automatically filled in for you. Please take note of your **Username**. You'll be using that to log into the application. If you want to use your email as your username that's fine but please be aware that the user name cannot be changed. You **CAN** change your email. So if you decide to change your email in the future but used your email as your username, you are stuck with that email as your username.

Registration

Step 3 of 3: Contact Information

Personal Info

\*REQUIRED



* Username	JDoe
* First Name	JOHN
Middle Name	
* Last Name	DOE
Company	RAINBOW CONNECTION
Business Phone	555-555-5555
Home Phone	
Mobile Phone	
Fax	555-555-6666
Other Phone	
* Email Address	JohnDoe@aol.com
* Contact Preference	Email

**Step 6:** Select a **STRONG** password, and fill in your Address information. If you are using a P.O. Box, enter P.O. Box #### in the Street Number field. Make sure the Address Type says "Mailing" (change it if it doesn't) even if it is your Business address. Select **Submit** once you are done.

PASSWORD

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

\* Password

Strong

\* Confirm Password

Address

Country Type

\* Street Number

Pre Direction

Street Name

Street Type

Post Direction

Unit Or Suite

City

State

Postal Code

County

\* Address Type

**Step 7:** Within 24-48 hours, you will receive a confirmation emailing stating that your registration has been approved. You may browse through the application in the meantime, but will not be able to log in until you receive that confirmation.

Thank you for registering

Thank you for requesting a new user account - your account will be activated after it has been reviewed.