



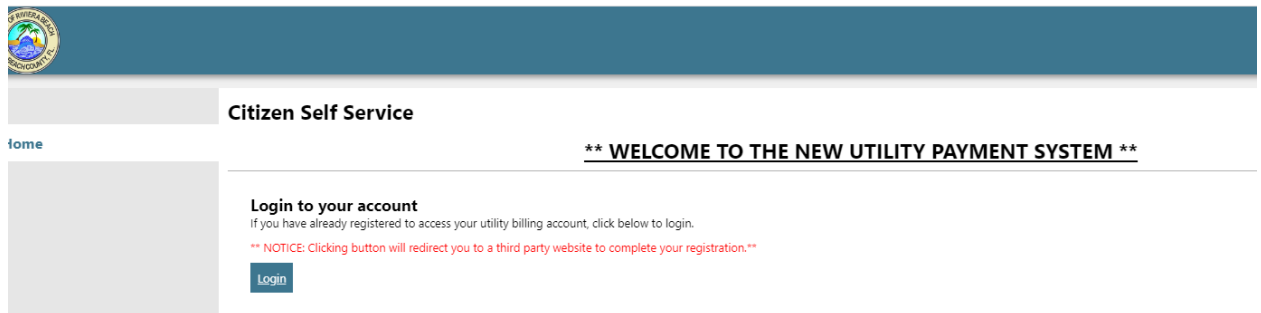
# City of Riviera Beach

## Instructions to re-register your City of Riviera Beach utility account.

The City of Riviera Beach has recently converted to using Okta for its authentication for Citizen Self-Service (CSS). CSS uses the TylerID-Community (TID-C) for authentication. As such, all CSS users will have to re-register their accounts due to this upgrade. Utility customers should use the same email that they are currently using to access their online City of Riviera Beach utility account.

If you receive an email from [noreply@tylerportico.com](mailto:noreply@tylerportico.com) prompting you for a password reset, please follow these steps.

1. Proceed to your City of Riviera Beach utility account at <https://rivierabeachflcitizens.munisselfservice.com/default.aspx>
2. Click on Login.





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







Sign in to community access services for  
City of Riviera Beach.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

Remember me

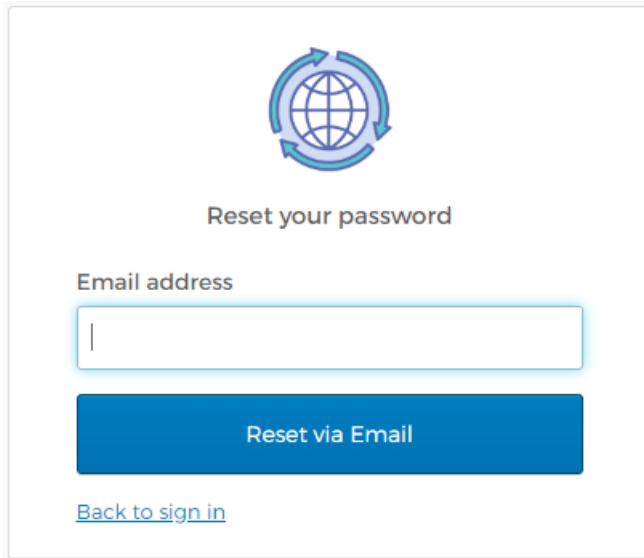
Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

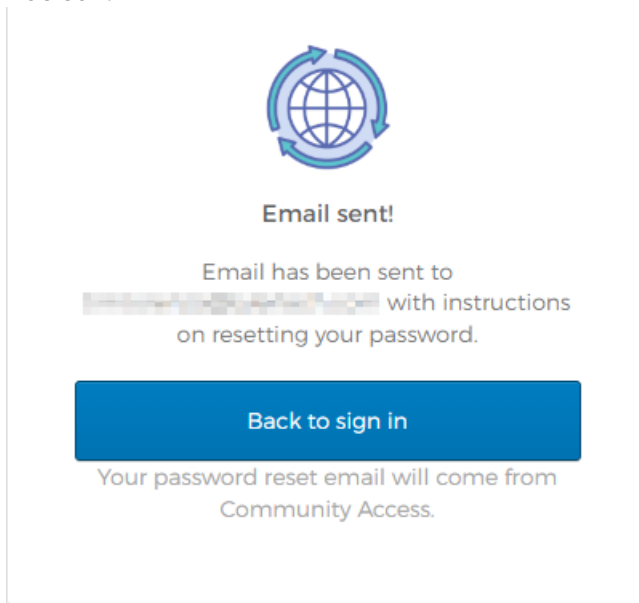
4. Enter your email that you previously registered with





The image shows a web form for resetting a password. At the top center is a circular icon with a globe and two 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 with 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 blue hyperlink 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 the text "Email has been sent to" followed by a redacted email address and the text "with instructions on resetting your password.". Below this is a blue button with the text "Back to sign in". At the bottom of the screen is the text "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](#)


8. 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

 Home


 Personal information

 Privacy settings

 Communities

Welcome, **Tim Lippman**


Manage your information, privacy, and security to make Community Access work better for you.



**Personal information**

View and update your personal information.


[View information](#)



**Privacy settings**

Manage your password and social media settings.

[Manage security](#)



**Search for communities**

Look for public organizations in your area and apps that can serve you.

[Search communities](#)

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tylertech.com

- From the **Search Communities** page start typing Riviera Beach City to find Riviera Beach City self-service pages

The screenshot shows a user profile page with a navigation menu on the left. The main content area is titled "Find your community" and contains a search bar with the text "union city". Below the search bar is a table of results:

Community Name	Service Type	Action
City of Union City	City of Union City	[Link]
Union City (Old)	Union City	[Link]
Union City HI	Citizen Self Service	[Link]
Union City HI	Vendor Self Service	[Link]
Union City HI	Vendor Self Service	[Link]
Union City, HI	Civic Access – Permitting and Licensing	[Link]
Union City, HI	Civic Access – Permitting and Licensing	[Link]
Union City, HI	Citizen Self Service	[Link]

At the bottom right of the table, there is a pagination control: "Rows per page: 10 1-8 of 8 < >".

- You will then be redirected to City of Riviera Beach Self-service page.

- Click on Login

The screenshot shows the "Citizen Self Service" page. At the top, there is a header with the text "\*\* WELCOME TO THE NEW UTILITY PAYMENT SYSTEM \*\*". Below the header, there is a "Login to your account" section with the following text:

**Login to your account**  
 If you have already registered to access your utility billing account, click below to login.  
 \*\* NOTICE: Clicking button will redirect you to a third party website to complete your registration.\*\*

Below the text is a blue "Login" button.

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

**To enable MFA**

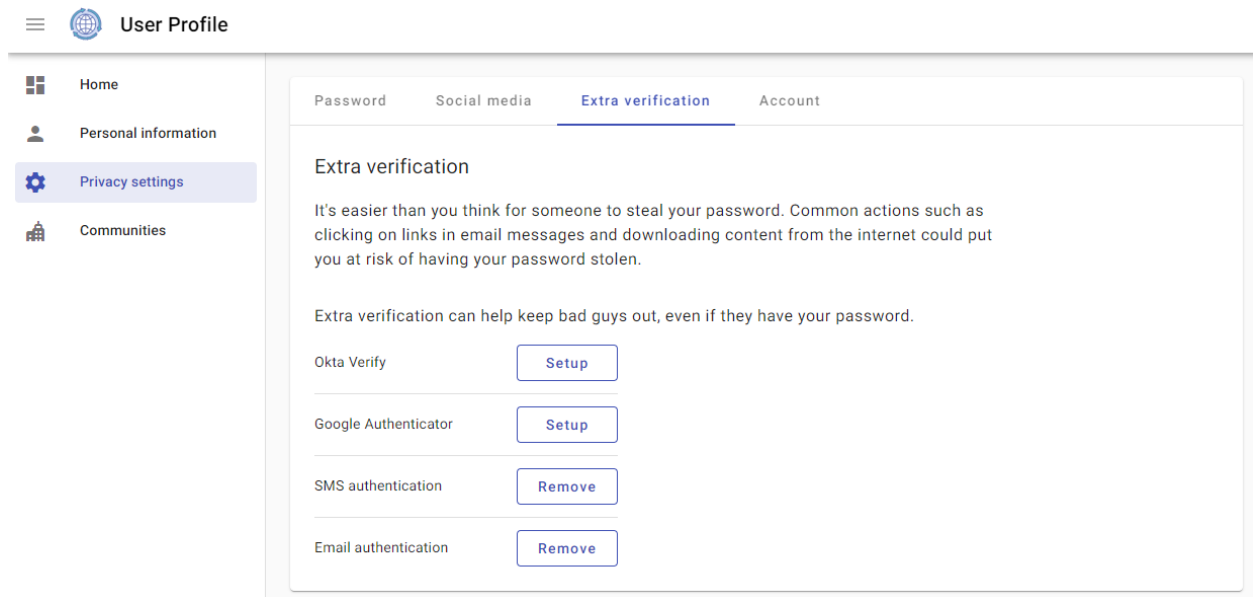
- From the User Profile's home page in Tyler Identity Community, select **privacy settings** -> then select **extra verification**.

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.



The screenshot shows a user profile page with a navigation menu on the left and a main content area. The navigation menu includes: Home, Personal information, Privacy settings (highlighted), and Communities. The main content area has tabs for Password, Social media, Extra verification (selected), and Account. The Extra verification section contains the following text and options:

**Extra verification**

It's easier than you think for someone to steal your password. Common actions such as clicking on links in email messages and downloading content from the internet could put you at risk of having your password stolen.

Extra verification can help keep bad guys out, even if they have your password.

Okta Verify	Setup
Google Authenticator	Setup
SMS authentication	Remove
Email authentication	Remove

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

