



CSS PORTAL SET UP

How to Register on the Customer Self Service Portal!

1. On the CSS Welcome Page, click "Sign Up."
2. Enter your email address & click "Next."
3. You will receive a confirmation email. Open the email and click "Confirm."

**IF YOU DO NOT RECEIVE AN EMAIL AFTER 30 MINUTES, CHECK YOUR SPAM FOLDER AND/OR ADD ITSUPPORT@COPPELLTX.GOV TO YOUR SAFE SENDER LIST. YOU WILL NEED TO ENTER YOUR EMAIL REQUEST AGAIN.*

4. Return to the CSS website and click "Register."
5. Complete Contact Information and choose a password.
6. Click "Submit."

ALL NEW CSS ACCOUNTS HAVE TO BE APPROVED BY CITY STAFF. IF YOUR ACCOUNT IS NOT ACTIVE WITHIN 30 MINUTES DURING REGULAR BUSINESS HOURS, PLEASE CALL COMMUNITY DEVELOPMENT AT 972.304.3500. ACCOUNTS CREATED ON A WEEKEND WILL BE APPROVED THE FOLLOWING BUSINESS DAY.



HAVE QUESTIONS? EMAIL, INSPECT@COPPELLTX.GOV



<https://energovcss.coppelltx.gov/EnerGovProd/SelfService#/home>