City of Box Elder

Civic Access Guide – Creating Your Account

The City's online customer portal, Civic Access, will allow you to submit applications for various city services as well as receive approval without having to visit city facilities. In this guide, you will learn how to create your account so you may submit your applications for permits, plans, or licenses.

Contractors – Please see our guide on contractor registration after creating your account if you intend to submit permits on behalf of your customers

1. Navigate to the Civic Access home page (URL below) and click the Login or Register link in the top right of the screen
https://cityofboxeldersd-energovweb.tylerhost.net/apps/selfservice#/home
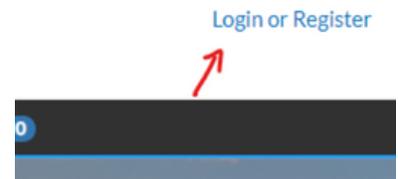
2. OPTIONAL – If you wish to link your City of Box Elder account with one of your existing online providers, select that option at the top and follow the prompts
    a. To use our system to maintain access to your account, please continue with this guide
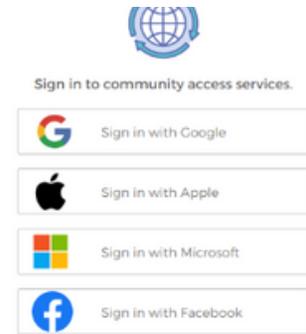
3. Click the Sign-Up Link located at the bottom

4. In the Create an Account window, provide your email address, password, first, and last name

5. If the password you provided does not meet the minimum requirements, a dialog will display below the password field

For further assistance with online services, please contact staff directly by calling 605-923-1408

6. When all required fields are filled in and specifications met, click the Sign-Up button.

7. The following screen will be displayed informing you to visit your email and confirm to complete your sign-in process

8. In the email received, click the button Activate Account
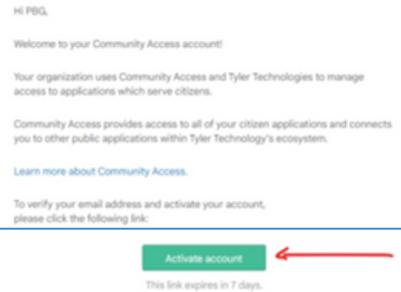
9. Your browser should redirect you back to the city's login page. Provide your email address and password in the appropriate fields.
 OPTIONAL – Clicking the "Remember Me" box will cache the email address for the next time you visit!

10. Click Sign In

11. Note: After logging in, if a User Profile screen in the Tyler Portico site is displayed, close this screen, and navigate to the City's Civic Access home page using the URL below and login again.
https://cityofboxeldersd-energovweb.tylerhost.net/apps/selfservice#/home
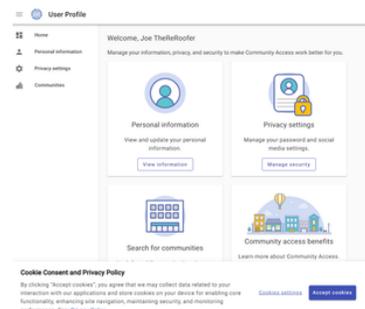
12. Upon initial login, you will be required to complete a registration process. Click the check box to acknowledge that you have read the disclaimer and click the Continue button
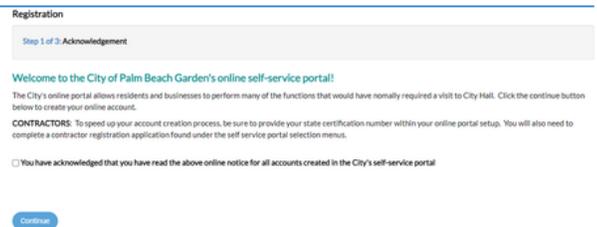
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13. Complete step 2 of the registration process.
Provide all information that is required or additional info you wish city staff to be aware of.
Your email address cannot be changed
Even though all 3 phone number fields will appear to be required, after filling in one, the other requirements will disappear

14. Click Next

15. Complete step 3 of the registration process.
Provide all information that is required, or additional info you wish city staff to be aware of.
If you are a business, provide your business address

16. Click Submit

Congratulations!

You now have an active account with the City of Box Elder Civic Access
We look forward to working with you!