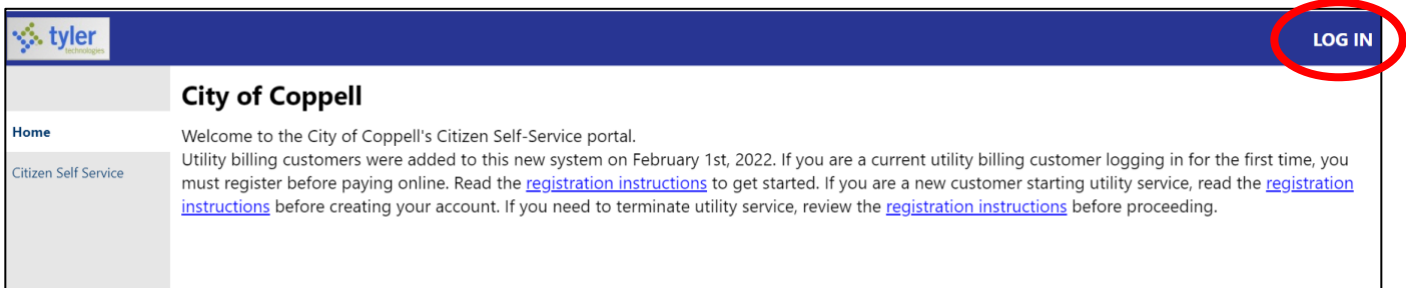




CITY OF COPPELL CITIZEN SELF-SERVICE (CSS) PORTAL TYLER IDENTITY PASSWORD RESET

1. Proceed to your Self-Service page at <https://munselfservice.coppelltx.gov/css/>
2. Select **LOG IN** in the top right corner.



3. You will be directed to the community access page. Enter the email address that you previously used to register and click **NEXT**.

Sign in to community access services for
City of Coppell [Test].

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

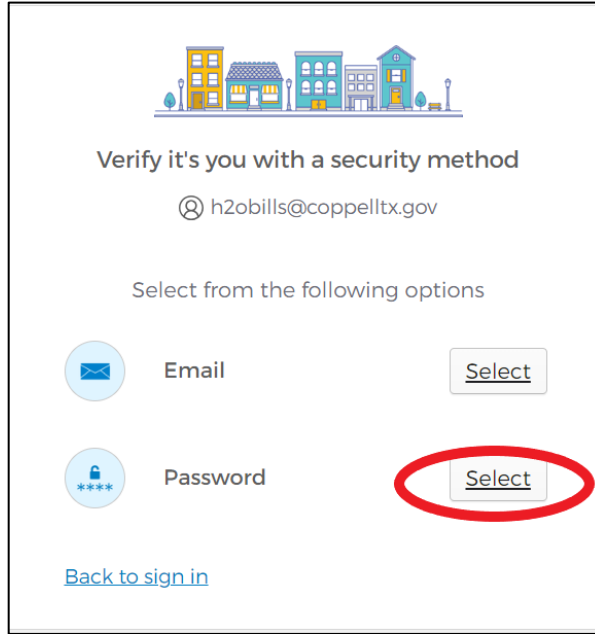
OR

Email address

Keep me signed in

[Next](#)

4. A security method page will pop up. Click **SELECT** next to *Password*.
Note: some users may not be directed to this page. If you do not see this page, skip to Step 5.



Verify it's you with a security method

h2obills@coppelltx.gov

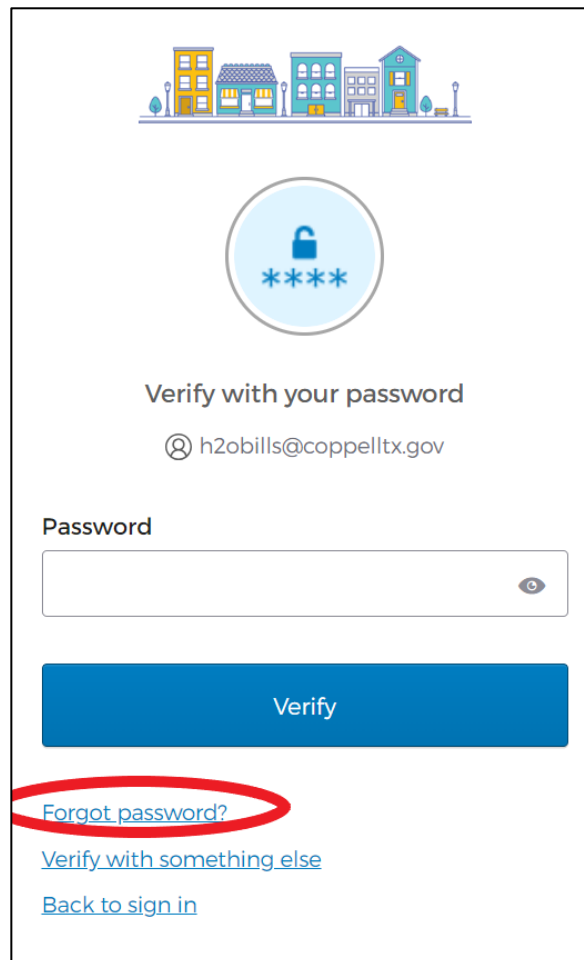
Select from the following options

Email

Password

[Back to sign in](#)

5. Click **FORGOT PASSWORD**.



Verify with your password

h2obills@coppelltx.gov

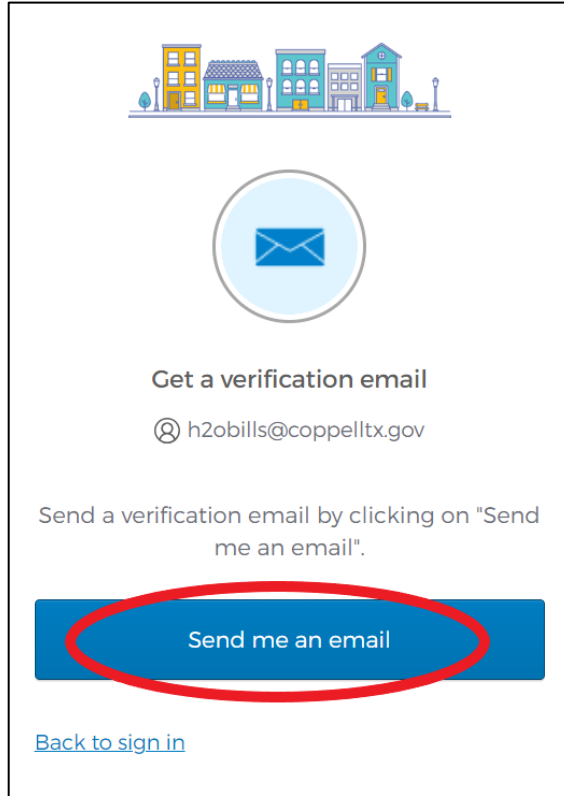
Password

[Forgot password?](#)

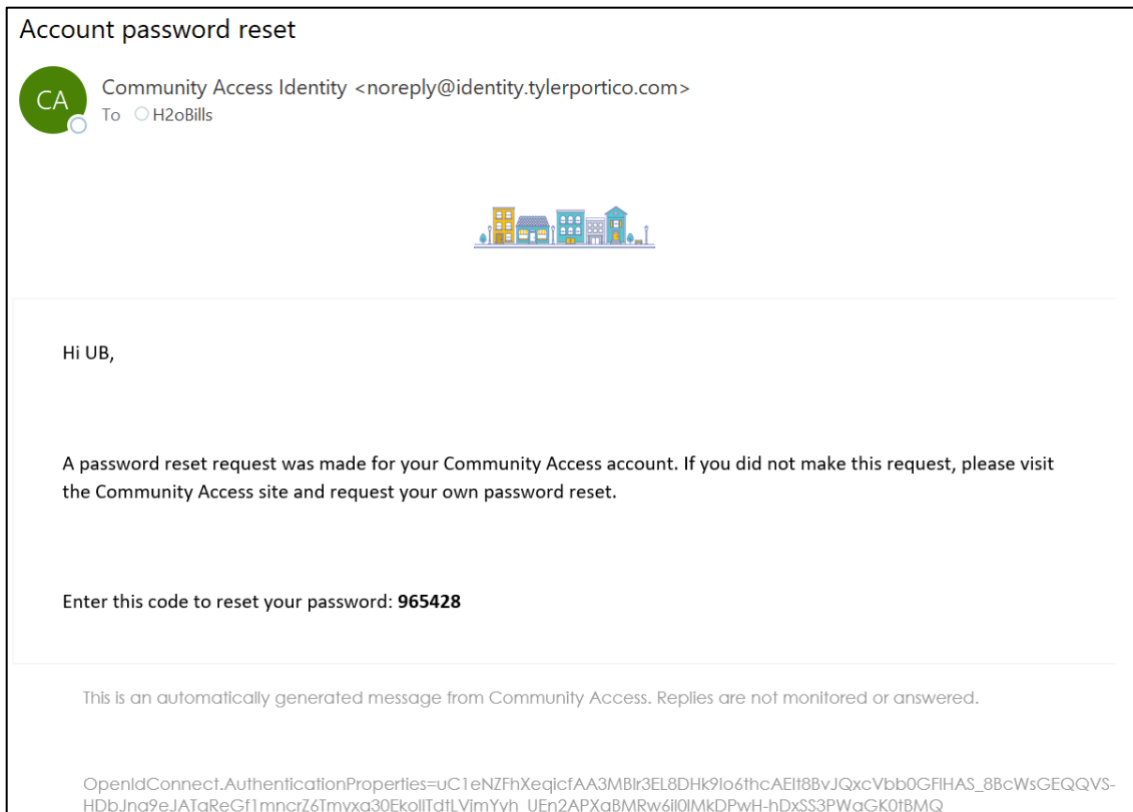
[Verify with something else](#)

[Back to sign in](#)



6. To get a verification email, click **SEND ME AN EMAIL**.




7. Go to your email inbox; you should have received an email from *Community Access Identity* at noreply@identity.tylerportico.com.




8. Type in the code that was emailed to you and click **VERIFY**.

Verify with your email

 h2obills@coppelltx.gov

 Haven't received an email? [Send again](#)

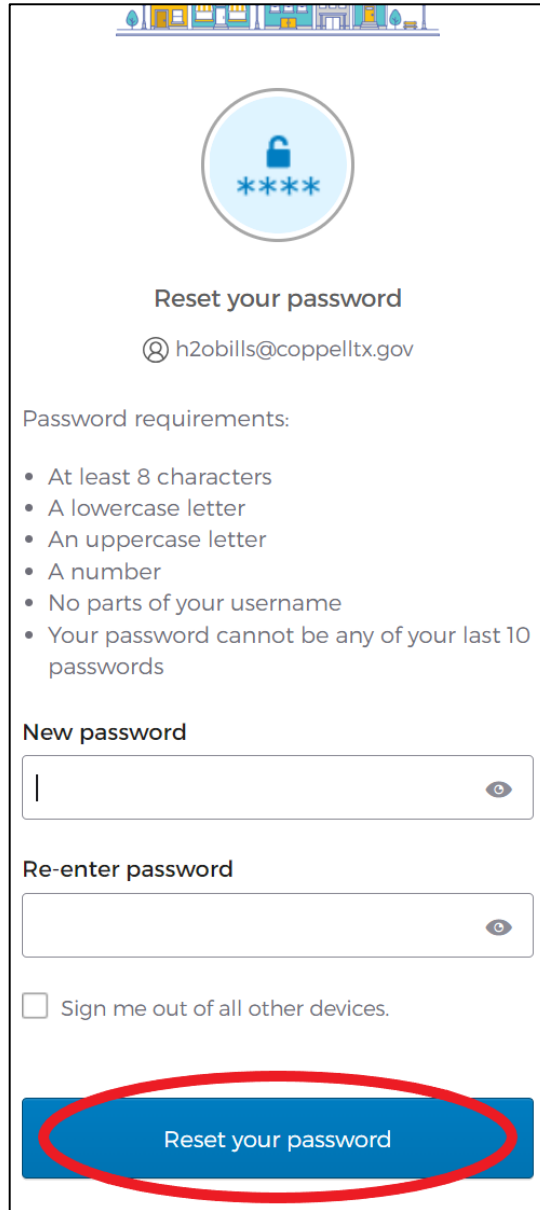
We sent you a verification email. Enter the verification code in the text box.

Enter Code

[Verify](#)

[Back to sign in](#)

9. You will be prompted to enter a new password. Once you have selected a new password, click **RESET YOUR PASSWORD**.



The screenshot shows a password reset interface. At the top, there is a decorative header with icons of buildings and trees. Below this is a circular icon containing a blue padlock and four asterisks. The main heading is "Reset your password", followed by the email address "h2obills@coppelltx.gov". A section titled "Password requirements:" lists the following criteria:

- 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

Below the requirements are two input fields: "New password" and "Re-enter password", each with a toggle icon for visibility. A checkbox labeled "Sign me out of all other devices." is positioned below the second field. At the bottom, a blue button with the text "Reset your password" is highlighted with a red oval.

10. You will be redirected to the Self-Service page.