

Citizen Self Service

How to Enroll

1. Go to the following web address:

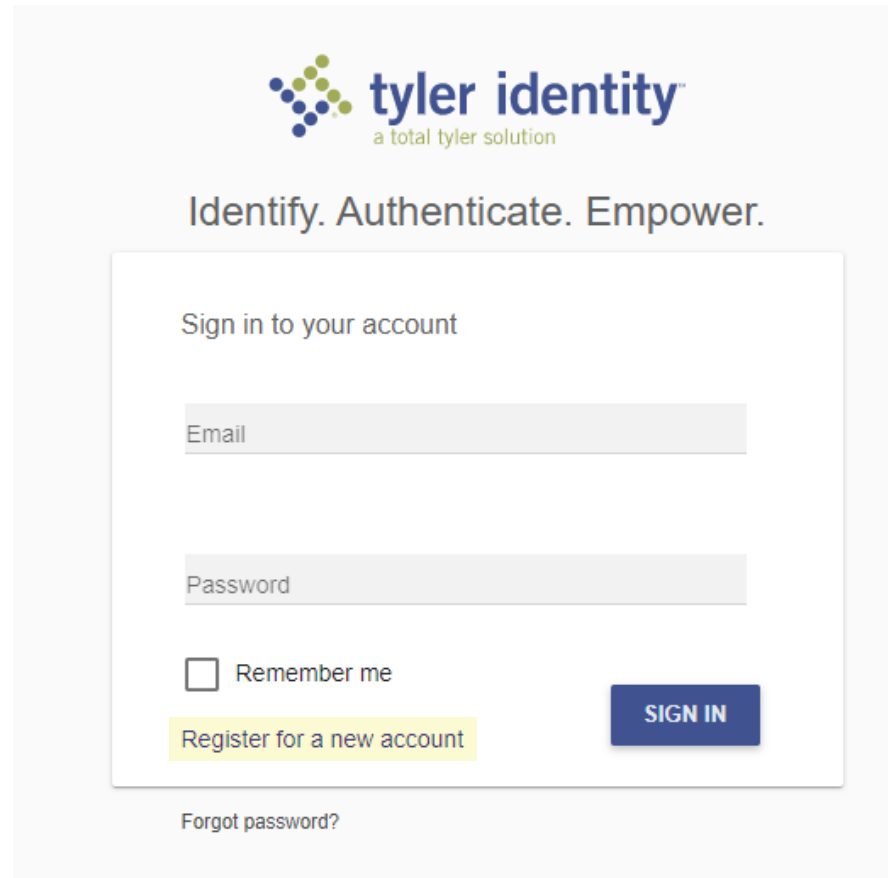
<https://selfservice.fredericksburgva.gov/mss>



2. Click on Citizen Self Service.

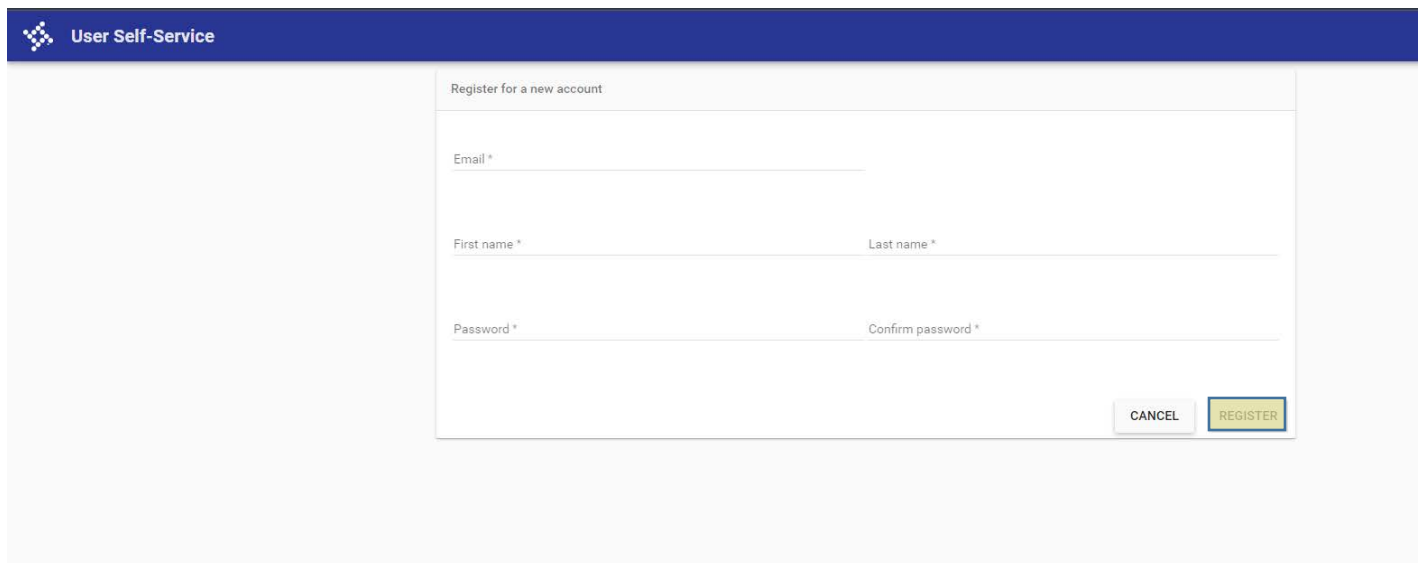


3. Click “Register for a new account”.



The image shows the Tyler Identity login and registration interface. At the top is the Tyler Identity logo with the tagline "a total tyler solution". Below the logo is the slogan "Identify. Authenticate. Empower." The main content area is titled "Sign in to your account" and contains two input fields for "Email" and "Password". There is a "Remember me" checkbox and a "SIGN IN" button. A yellow highlight is placed over the "Register for a new account" link. Below the registration link is a "Forgot password?" link.

4. Complete ALL fields and click “Register”. Noted below is the requirements for your password.



The image shows the "User Self-Service" registration form. The form is titled "Register for a new account" and contains four required fields: "Email *", "First name *", "Last name *", "Password *", and "Confirm password *". The "Password *" and "Confirm password *" fields are adjacent. At the bottom right of the form are "CANCEL" and "REGISTER" buttons.

Password *

Please enter your password

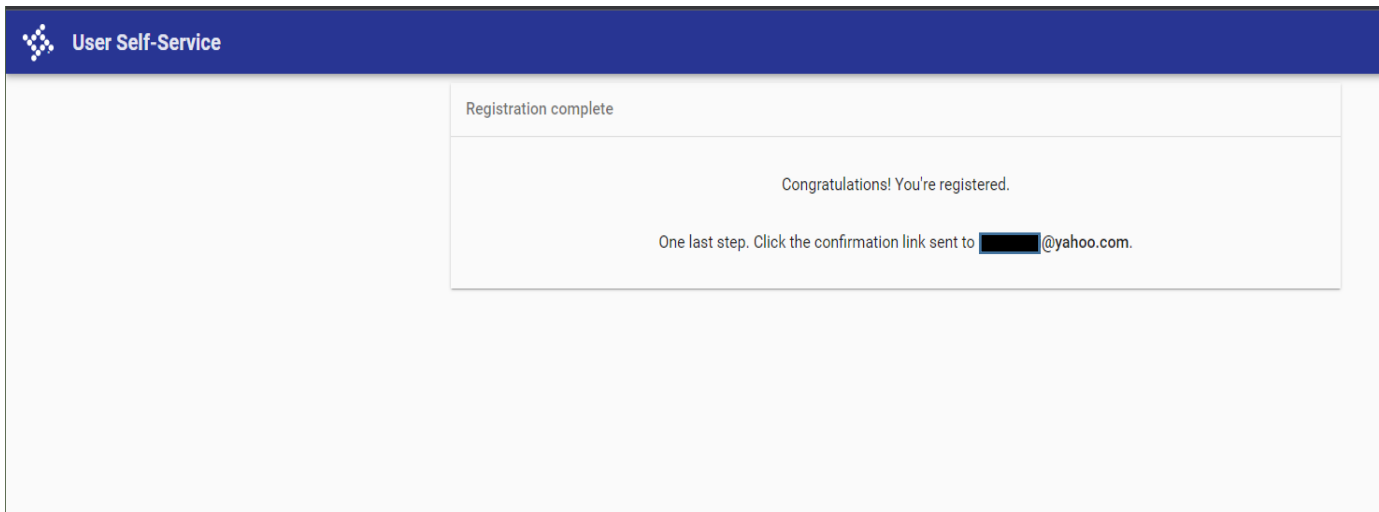
Password must be between 8 and 30 characters in length

Password must contain a lowercase character

Password must contain a number

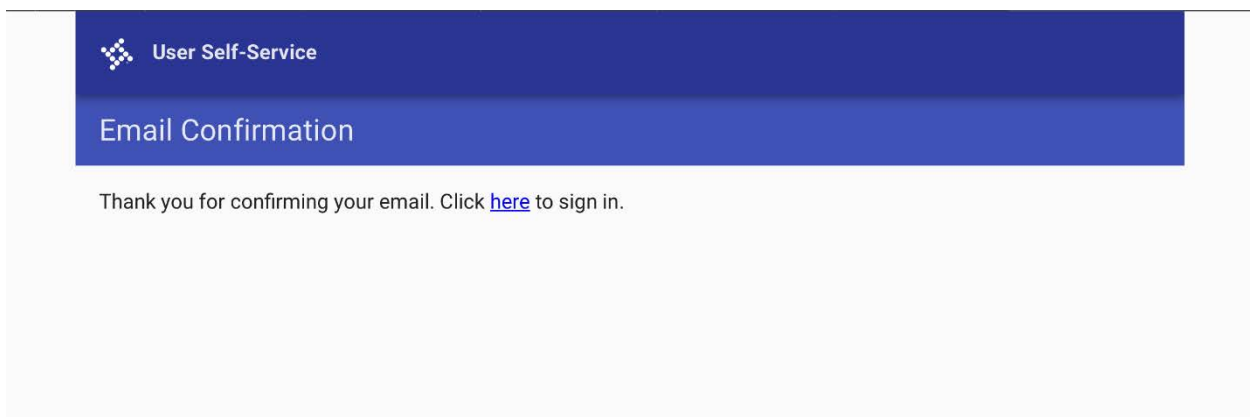
Password must contain a special character

5. Once you click “Register” you will be redirected to the following page.



The screenshot shows a web interface with a dark blue header bar on the left containing a logo and the text 'User Self-Service'. The main content area is white and contains a registration completion message. The message is enclosed in a light gray box with a thin border. At the top of this box, it says 'Registration complete'. Below that, it says 'Congratulations! You're registered.' and 'One last step. Click the confirmation link sent to [redacted]@yahoo.com.' The redacted part is a black rectangle.

6. Check the registered email. You will receive an email from noreply@fredericksburgva.gov with the subject [Tyler Identity] Account Created. Click on the link that is in the body of the email. This will send you back to the following Citizen Self Service screen.



7. Congratulations! You have successfully created your new Citizen Self Service Account.