

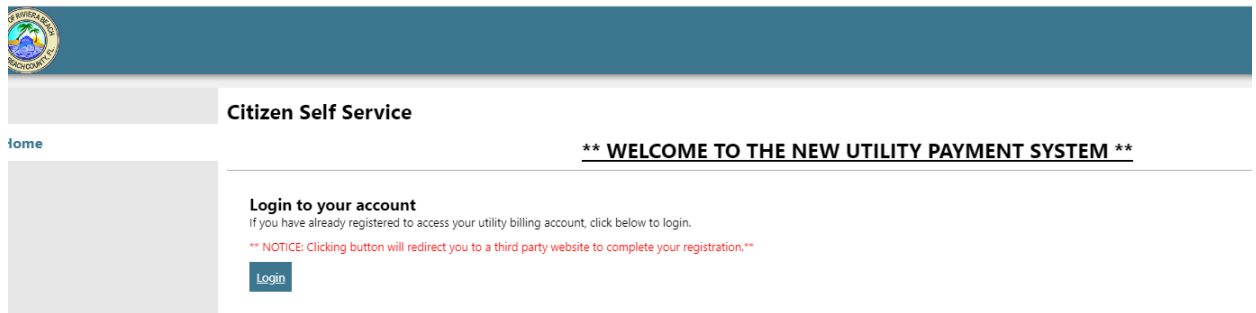


City of Riviera Beach

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.

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](#)

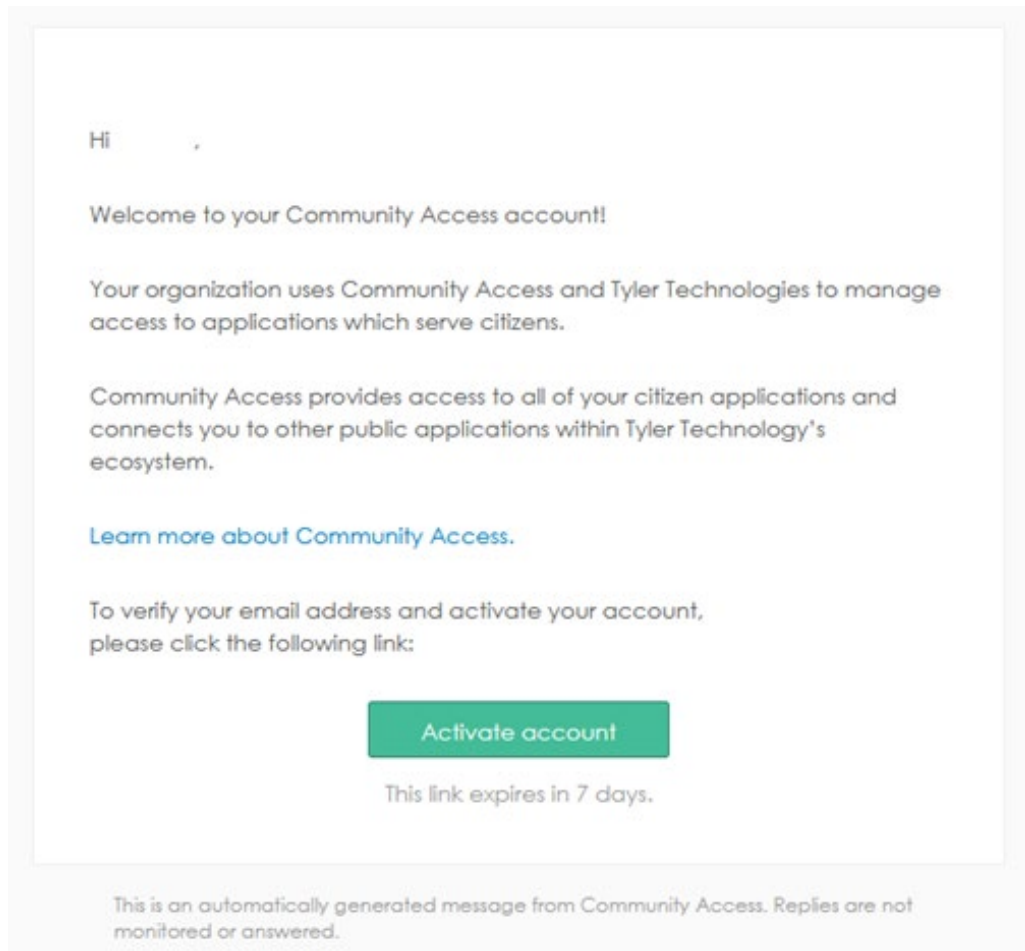
[Forgot password?](#) [Unlock account?](#) [Help](#)

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

4. Click the Sign-up button, and enter your email that you previously registered with



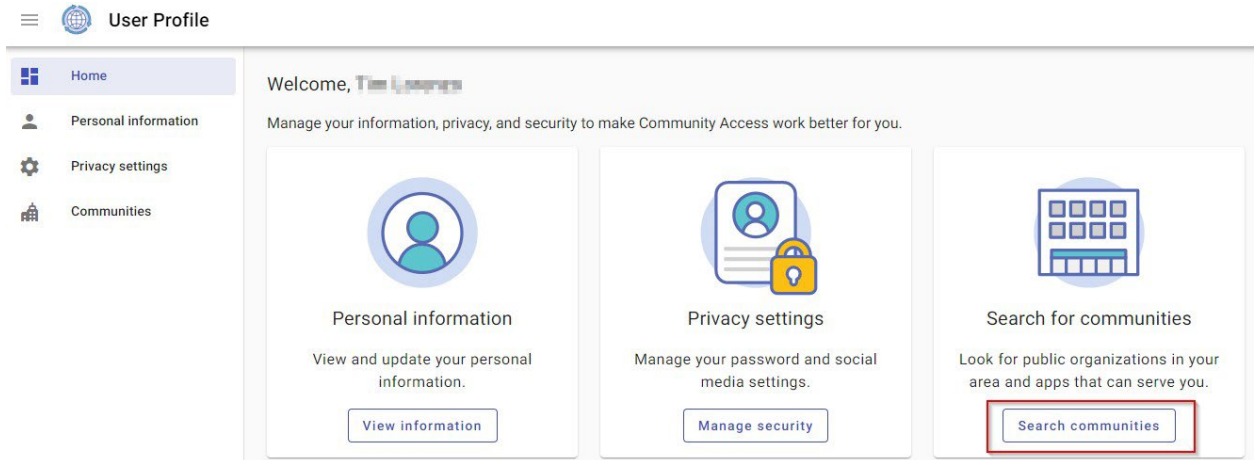
5. You will receive an email from “**Community Access Identity** <noreply@identity.tylerportico.com>” Open the **Email** -> **Click activate account**



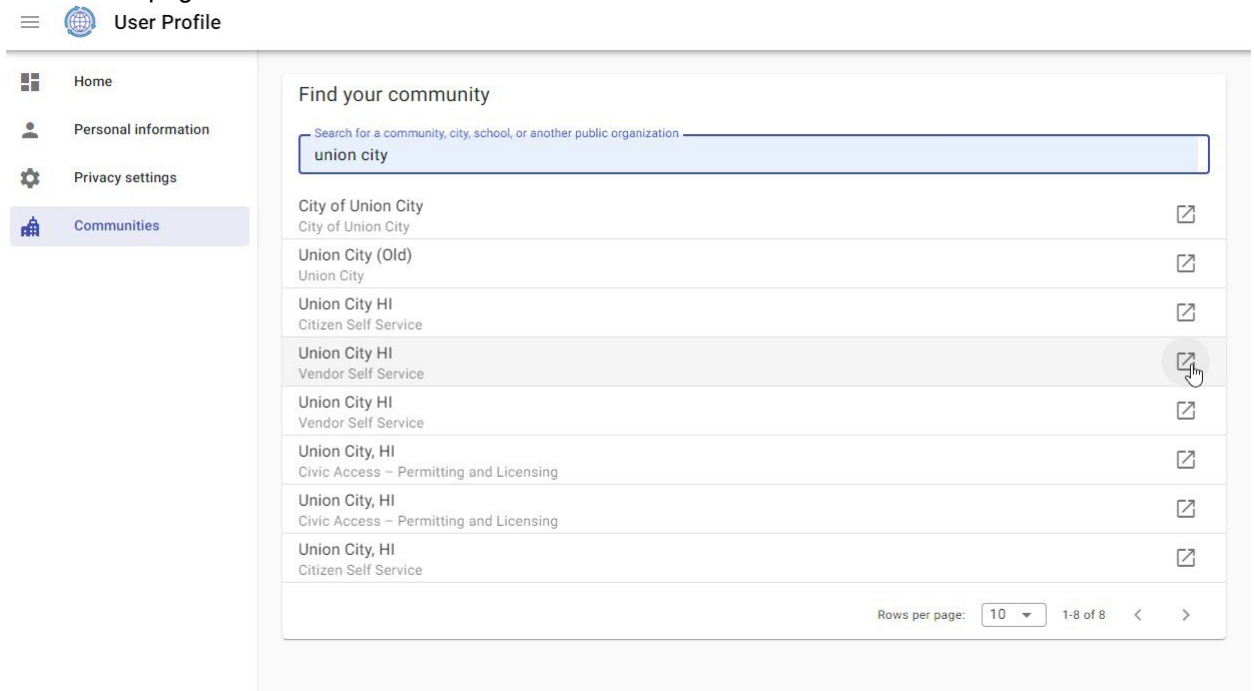
6. Once you click activate you will be redirected to your Tyler Community User Profile.



- If you are a new Utility Billing account not previously registered, you will need to search for your communities Self-Service Page under Search for Communities



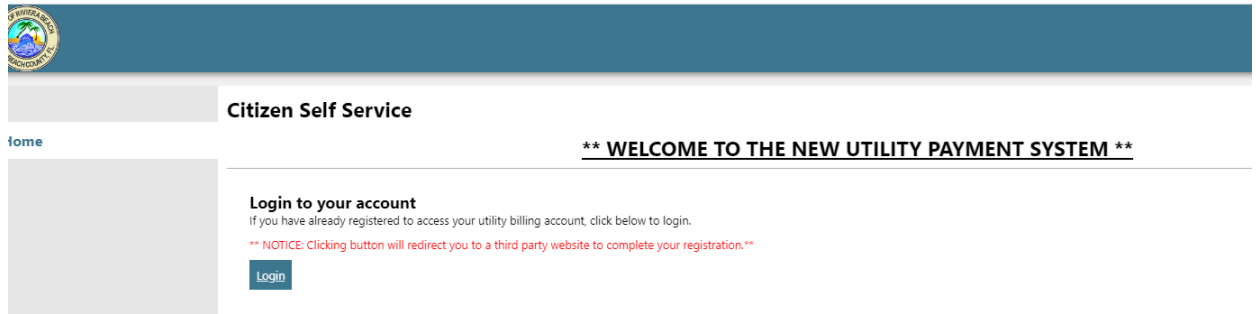
- From the **Search Communities** page start typing Riviera Beach City to find Riviera Beach City self-service pages



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



10. Click on Login



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

To enable MFA

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

There are four options available.

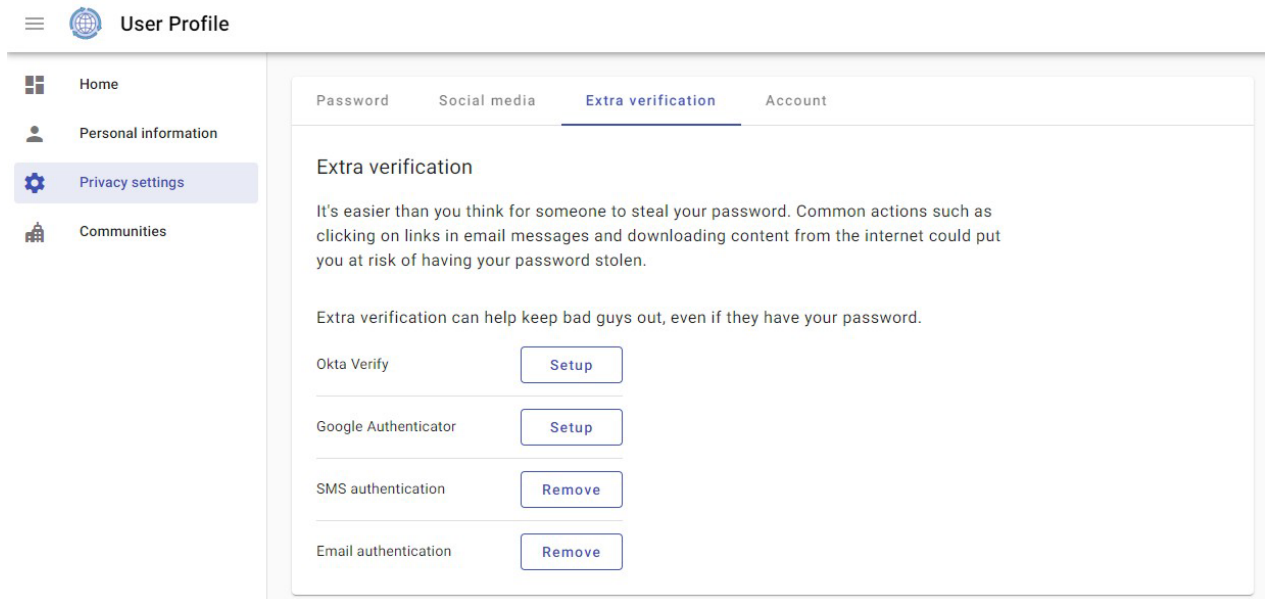
Okta Verify – You will need to download the Okta App on your mobile device

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.



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

