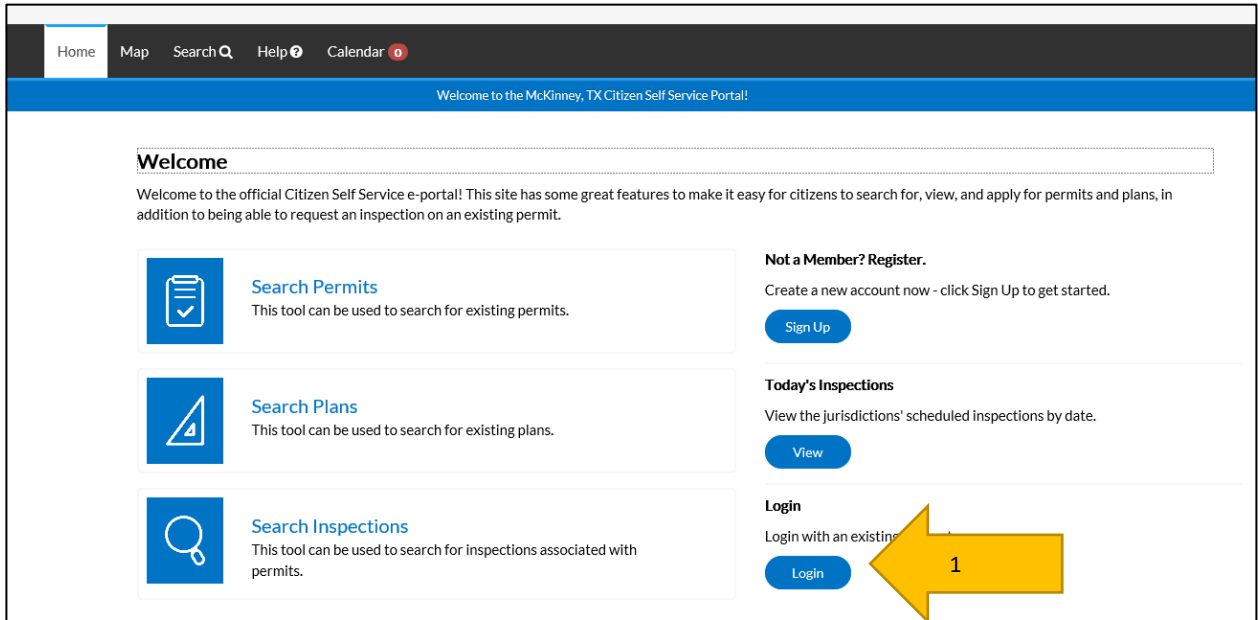


# Public Works – Resetting CSS Account Passwords

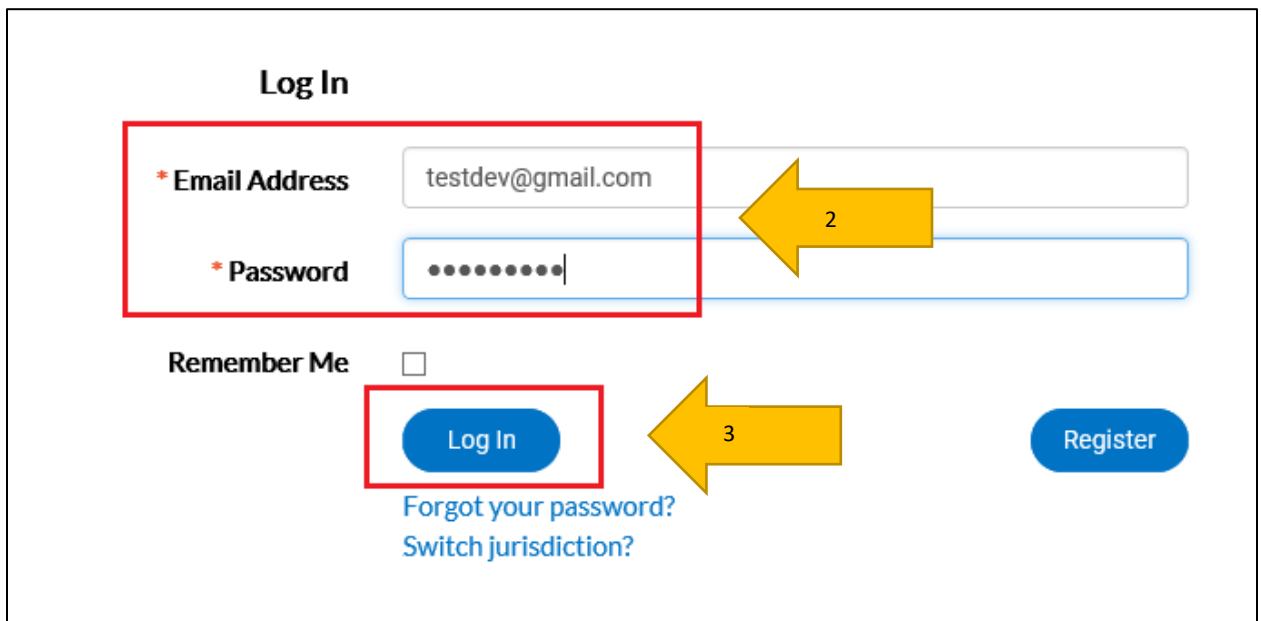
## How Users Can Reset Passwords in the Citizen Self Service portal

CSS Portal - [https://egov.mckinneytexas.org/EnerGov\\_Prod/SelfService#/home](https://egov.mckinneytexas.org/EnerGov_Prod/SelfService#/home)

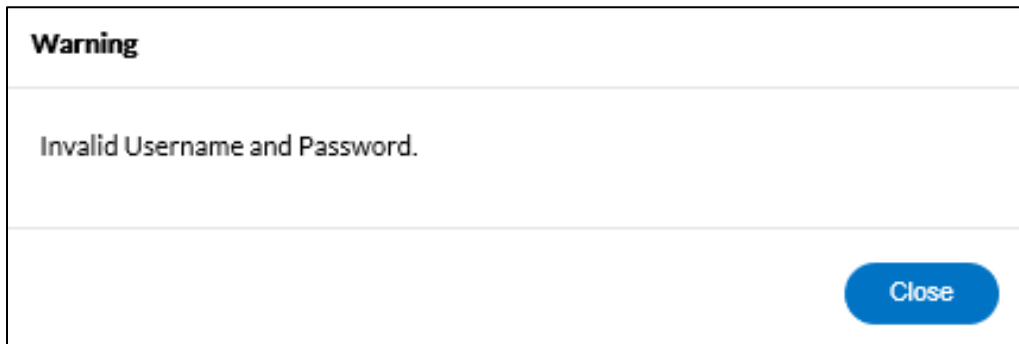
1. From the CSS welcome page, click “Login”



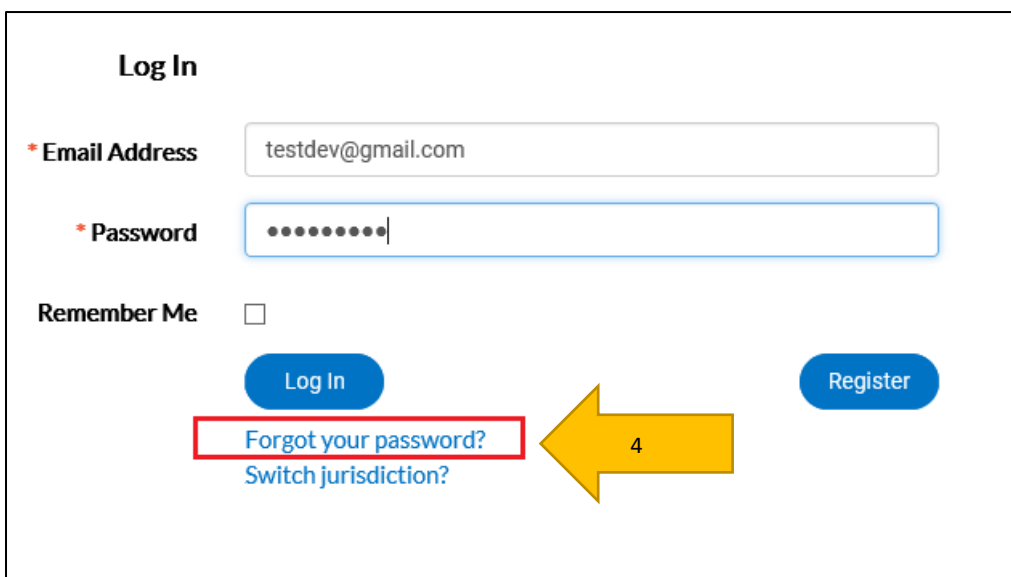
2. Enter your registered email address and password
3. Click “Log In” button



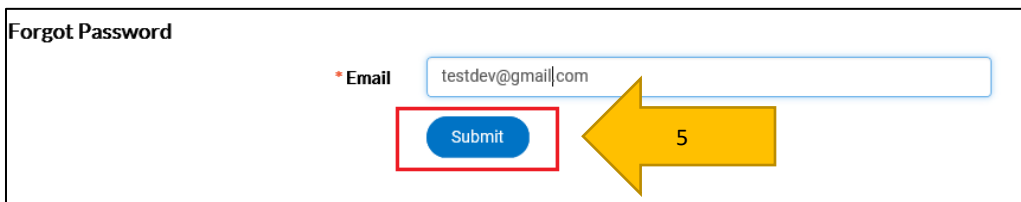
If you enter a wrong password, the following error message is displayed:



4. Returning to the Log In screen, click “**Forgot your Password?**” button

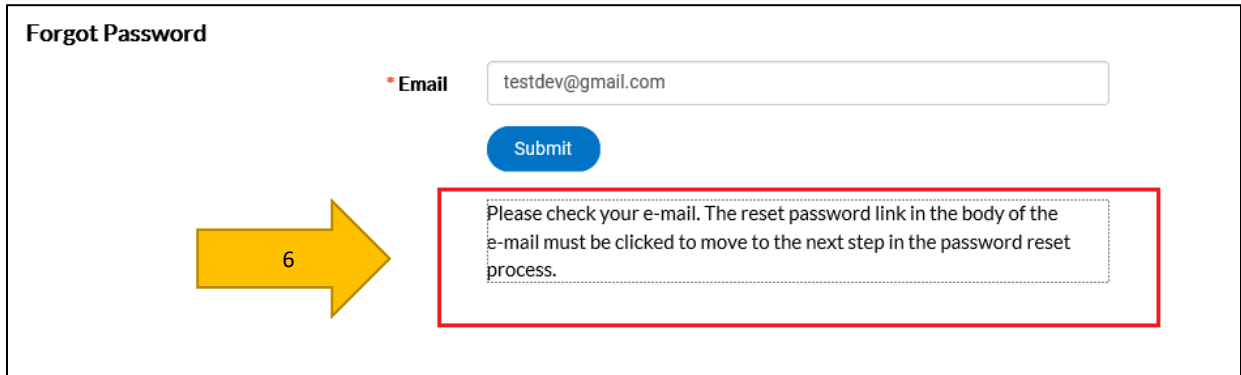


5. From the Forgot Password screen, click “**Submit**” button



**Important!** The message instructs users to **check registered email and and click the reset email link** to continue with password reset.

*Please note: **User passwords are self-managed.** IT/Staff does not have access to CSS passwords.*



Forgot Password

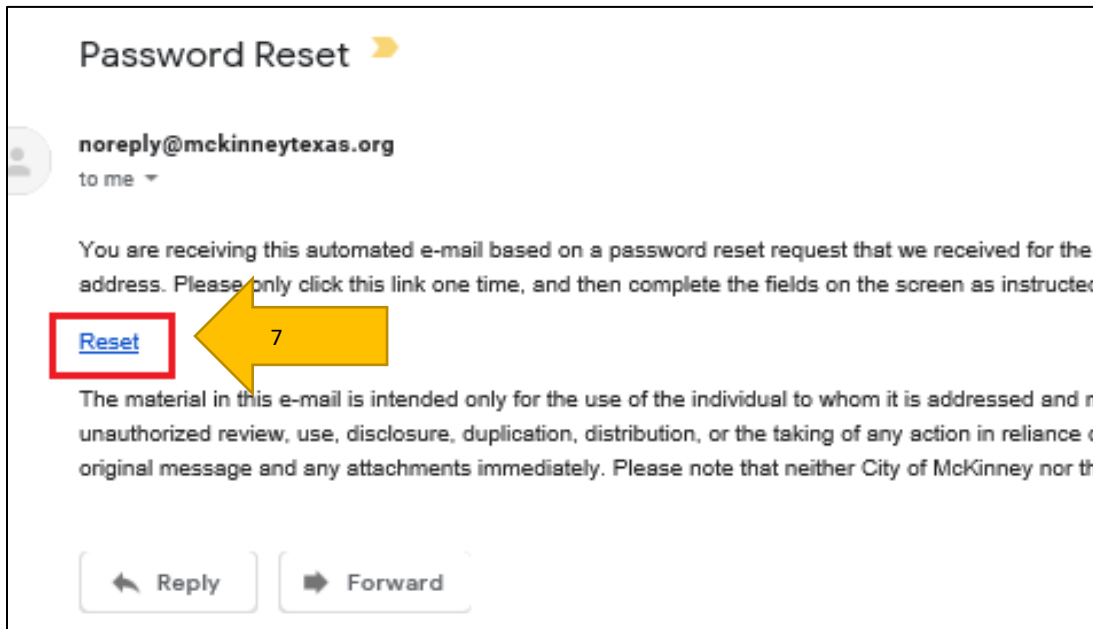
\* Email

Submit

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Please check your e-mail. The reset password link in the body of the e-mail must be clicked to move to the next step in the password reset process.

6. Go to your registered account's email Inbox to find an email with subject line **Password Reset.** (Check Junk folder and Spam filter if the email is not in the Inbox folder).
7. Click the **Reset** link in the body of the email:



- Once back in CSS, you are prompted to perform a password reset using the predefined password rules. Enter and confirm your new password.
- Click **“Reset”** button.

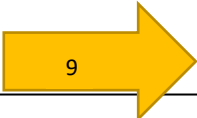
**Reset Password**

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

\* Email Address

\* Password

\* Confirm Password

9 

- Once the password is reset, click **“Click here to log in”**

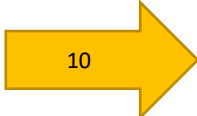
**Reset Password**

The password must be at least 8 characters long with at least one lower case letter, one upper case letter, and one number.

\* Email Address

\* Password

\* Confirm Password

10  Your password has been reset. [Click here to log in.](#)

You can now log into CSS using your new password.