

Start by going to <https://cityofflorencesc.munisselfservice.com/ess>

Click sign up

Sign in to community access services for
City of Florence.



[Sign in with Google](#)



[Sign in with Apple](#)



[Sign in with Microsoft](#)



[Sign in with Facebook](#)

OR

Email address

! This field cannot be left blank

Keep me signed in

Next

[Unlock account?](#)

[Help](#)

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

Sign up

Email

First name

Last name

Mobile phone

Optional

Password

Password requirements:

- 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

Sign Up

Complete all required fields and click sign up. After completing sign up the following will appear.



Verification email sent

To finish signing in, check your email.

[Back to sign in](#)



Hi Heather,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code: **544538**



This is an automatically generated message from Community Access. Replies are not monitored or answered.



[back icon] Reply



Verify with your email

 hhill@cityofflorence.com



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

We sent an email to **hhill@cityofflorence.com**. Enter the verification code in the text box.

Enter Code

Verify

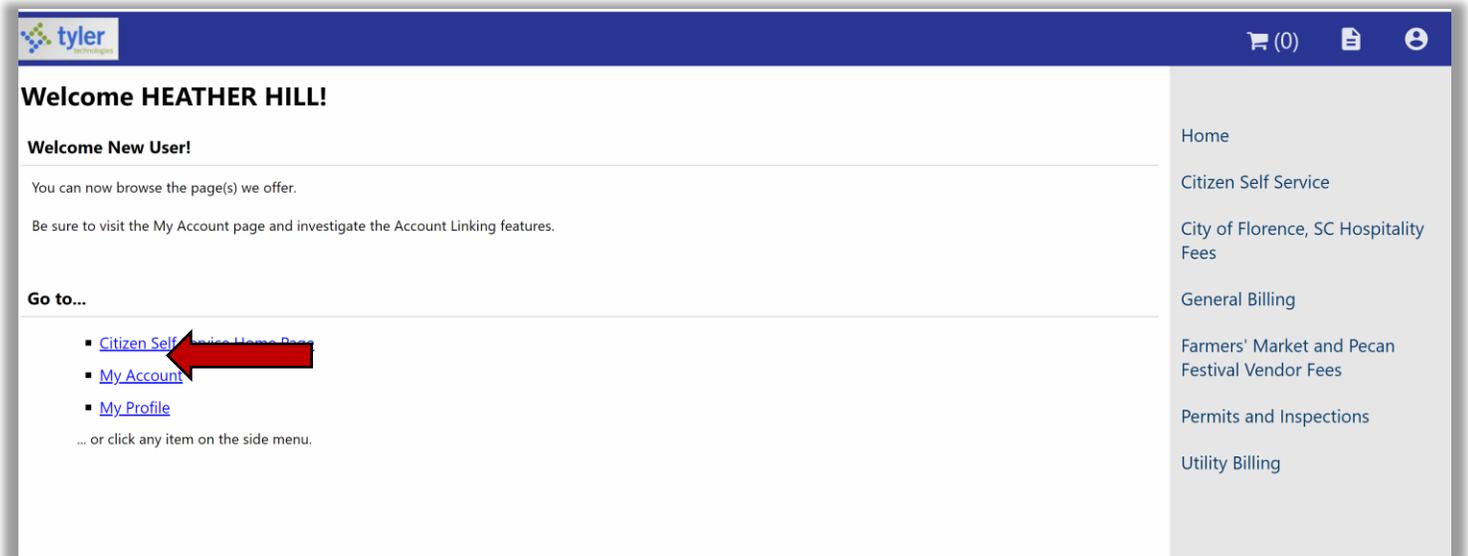
[Return to authenticator list](#)

[Back to sign in](#)

Once your account has been verified go back to <https://cityofflorence.sc.munisselfservice.com/css> to sign into your account.

The next step is to link your account. This will tie the account *you* created to the existing account the City has for you.

Click on 'My Account'



Welcome HEATHER HILL!

Welcome New User!

You can now browse the page(s) we offer.

Be sure to visit the My Account page and investigate the Account Linking features.

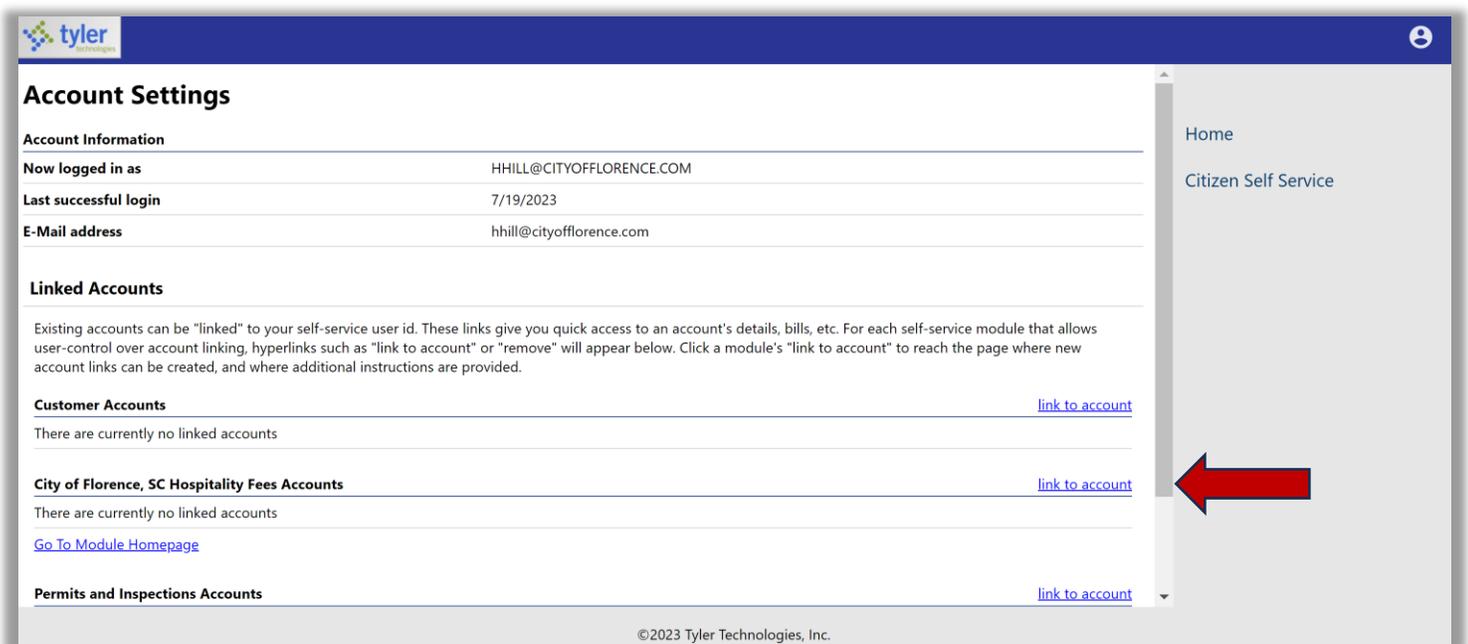
Go to...

- [Citizen Self Service Home Page](#)
- [My Account](#)
- [My Profile](#)

... or click any item on the side menu.

Side Menu:

- Home
- Citizen Self Service
- City of Florence, SC Hospitality Fees
- General Billing
- Farmers' Market and Pecan Festival Vendor Fees
- Permits and Inspections
- Utility Billing



Account Settings

Account Information

Now logged in as	HHILL@CITYOFFLORENCE.COM
Last successful login	7/19/2023
E-Mail address	hhill@cityofflorence.com

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)

There are currently no linked accounts

City of Florence, SC Hospitality Fees Accounts [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

Permits and Inspections Accounts [link to account](#)

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Enter all required information in the boxes below.

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City of Florence, SC Hospitality Fees

Account Link Setup

You will need the information provided to you by the City of Florence.

What is the account ID of this business? *

What is the company's employee ID number or the owner's social security number? *

What is the owner's CID? *

What is the operator's CID? *

Submit **Cancel**

* indicates required field

- Home
- Citizen Self Service
- City of Florence, SC Hospitality Fees**
- Accounts
- Contact Us
- General Billing
- Farmers' Market and Pecan Festival Vendor Fees
- Permits and Inspections
- Utility Billing

Once you have entered the required information click submit your account will be linked.

