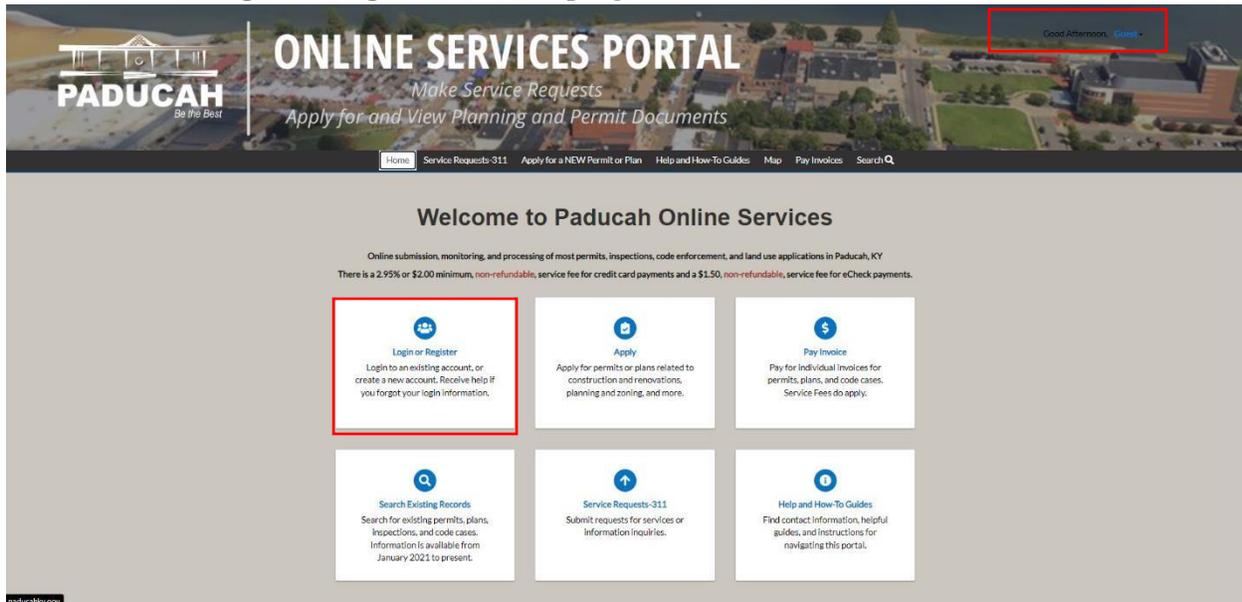


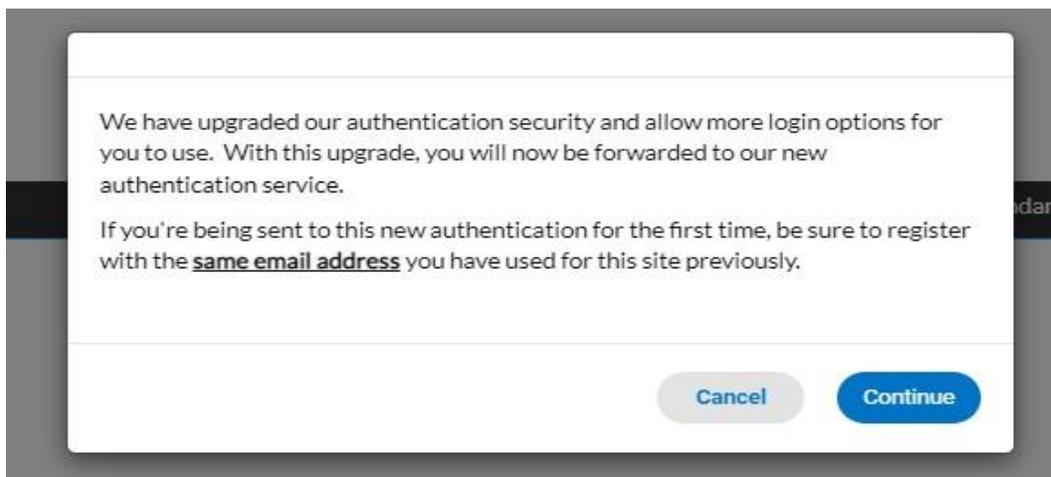


Register (Create an Account) on Paducah Online Services

1. Navigate to Paducah Online Services at <https://onlineportal.paducahky.gov>. For assistance, email the [Customer Experience Department \(customerexp@paducahky.gov\)](mailto:customerexp@paducahky.gov) or call 270-444-8800.
2. Select “Login or Register” at the top right corner or in the tile.



3. A popup will appear at the top of the screen. This pop up will be the start to the screen where the online user is redirected to another site to complete the registration process.
4. Click **Continue**.



5. Click a sign-in option: (if registered with new authentication security)
 - a **Sign in with Google.**
 - b **Sign in with Apple.**
 - c **Sign in with Microsoft.**
 - d **Sign in with Facebook.**

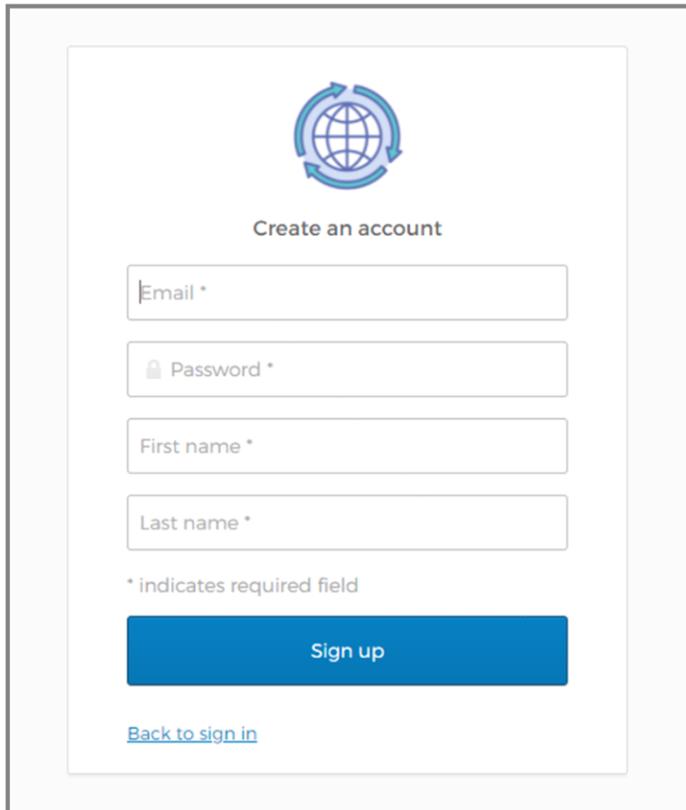
The screenshot shows the sign-in interface for Paducah, KY. At the top is the Paducah logo with the tagline "Be the Best". Below the logo is the text "Sign In to community access services for City of Paducah, KY." There are four social media sign-in buttons: "Sign in with Google", "Sign in with Apple", "Sign in with Microsoft", and "Sign in with Facebook". Below these is an "OR" separator. Underneath is an "Email address" label and a text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue "Next" button is positioned below the checkbox. At the bottom of the sign-in section are two links: "Unlock account?" and "Help". At the very bottom of the page is a button labeled "Create an account".

6. Or if previously registered, type an **Email address** and **Password**.
 - a. Click **Sign On**.
7. If not registered, click **Create an Account** at the bottom of the screen.
 - b. You will be directed to **Create an account**.

8. Create an Account Type:

- a. **Email**
- b. **Password**
- c. **First name**
- d. **Last name**

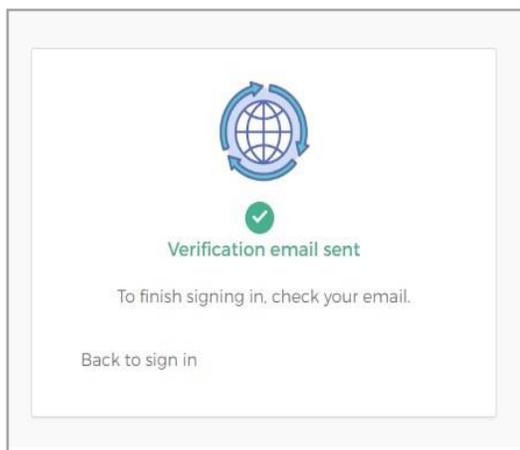
9. Click Sign up



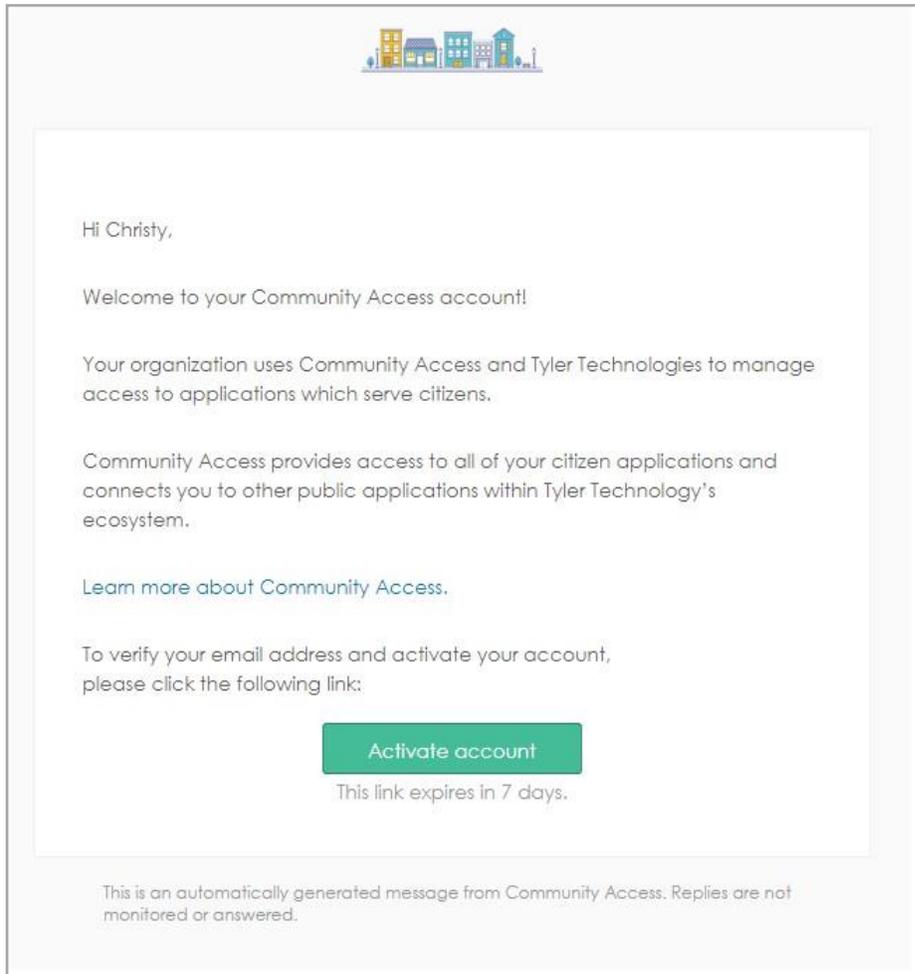
The screenshot shows a 'Create an account' form. At the top is a logo of a globe with two circular arrows around it. Below the logo is the text 'Create an account'. The form contains four input fields: 'Email *', 'Password *', 'First name *', and 'Last name *'. Below these fields is a note: '* indicates required field'. At the bottom of the form is a blue 'Sign up' button and a link labeled 'Back to sign in'.

10. Activate the Account

The online user receives an email to verify the account.



11. Log into the email account that was used and Click **Activate account** on the email.



12. Once this process has been Activated, the online user will have a TID-C account.

13. The online user will be redirected back to the CSS home page.

End of How-To Document