Account Validation Issues on CSS

(Citizen Self Service)

GODADDY BASED ACCOUNT ISSUES

1. If your company utilizes GoDaddy, and you have not received the confirmation email to validate your account through the City of Nampa Citizen Self Service System, there a few steps you will need to follow to receive the email.

   a. Please follow the link below on your GoDaddy Product Page, note you will need to be the one who manages the page to make these changes:
      i. You will need to add the City of Nampa Domain (@cityofnampa.us) to your Safe Sender list or also known as whitelisting, by following the steps on this link.
   b. As a part of GoDaddy, you will also need to add the email of EnerGovCSS@cityofnampa.com to your Safe Sender list in Outlook/Office 365. This process will need to be completed all Outlook accounts that need access to our online system.
      i. Outlook Desktop Version
      ii. Outlook Office 365 Online Version

2. Once you have completed the above steps, you can go back go online to our Citizen Self Service Page and reenter your email address for the system to send you a confirmation email.

OUTLOOK BASED ACCOUNT ISSUES

1. If your company utilizes Outlook/Office365, and you have not received the confirmation email to validate your account through the City of Nampa Citizen Self Service System, there a few steps you will need to follow to receive the email.

   a. Please follow the link below on your Outlook/Office 365 email account:
      i. Please add the email of svc.CSSSMTP@tylerhost.net to your Safe Sender list in Outlook/Office 365. **This process will need to be completed all Outlook accounts that need access to our online system.**
         1. Outlook Desktop Version
         2. Outlook Office 365 Online Version

2. Once you have completed the above steps, you can go back go online to our Citizen Self Service Page and reenter your email address for the system to send you a confirmation email.