

# Account Validation Issues on CSS (Citizen Self Service)

## 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 Waxahachie Citizen Self Service System, there a few steps you will need to follow to receive the email.

Please follow the steps below on your Outlook/Office 365 email account:

i. Please add the email of [svc.CSSSMTP@tylerhost.net](mailto: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.

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.