

# STREAM Registration Process

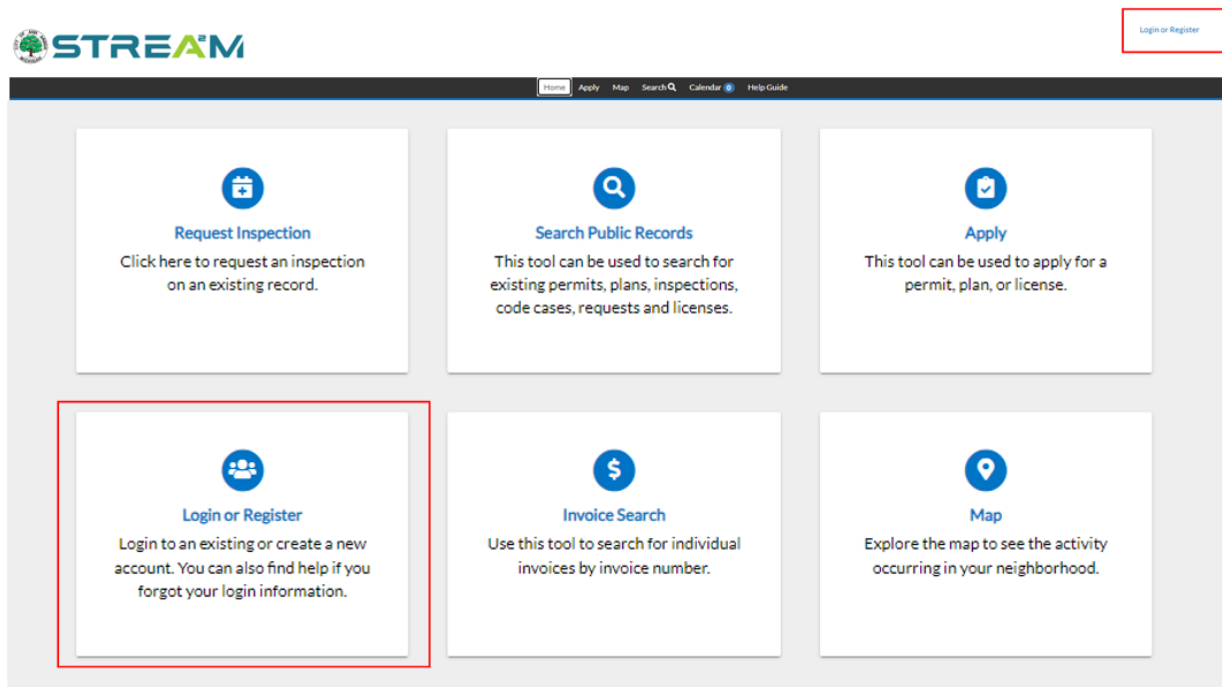
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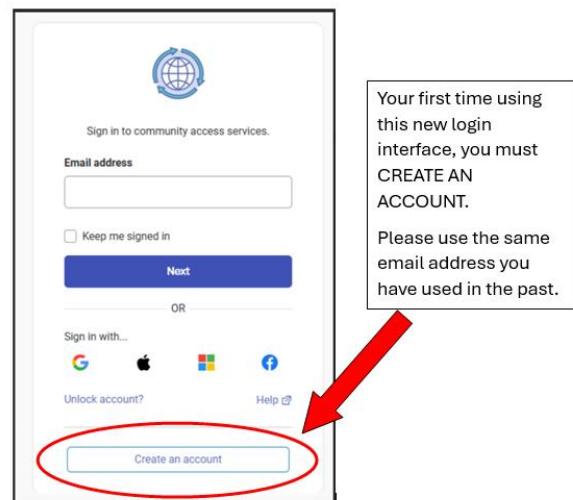
# Accessing login/registration

**Note:** The STREAM login interface is called **Community Access** powered by **Tyler Portico**. As you proceed through the registration and login process you will be navigated through their pages before returning to STREAM. All login pages and emails will be branded with their titles rather than STREAM.

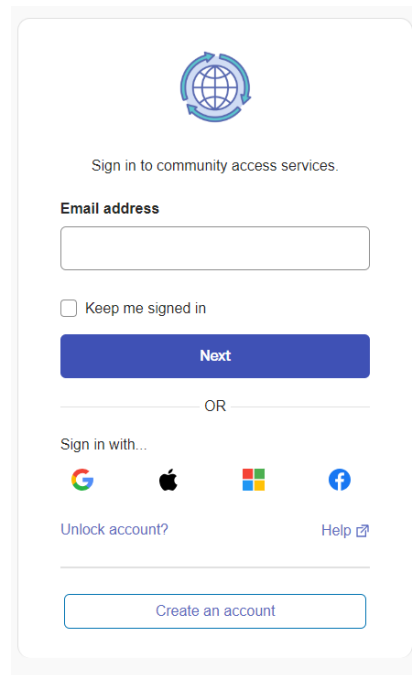
1. Access the STREAM website by going to [stream.a2gov.org](https://stream.a2gov.org)
2. Launch the login/registration process either by clicking on “Login or Register” in the top right corner of the page, or by selecting the **Login or Register** tile located on the home page.



3. If this is your first time logging into STREAM since the new Community Access login process was launched in September 2024, you will receive a pop-up message instructing you to use the “create an account” option when you reach the next page, and to use the same email address you’ve used for City of Ann Arbor applications in the past. If you have already logged in since the upgrade, this pop-up should not appear for you anymore.



4. Click Continue to dismiss the pop up and proceed to the login page.
5. You will now be brought to the **Community Access** sign-in page, hosted by **Tyler Portico**. Note that you will see the terms Community Access and Tyler Portico throughout this process:

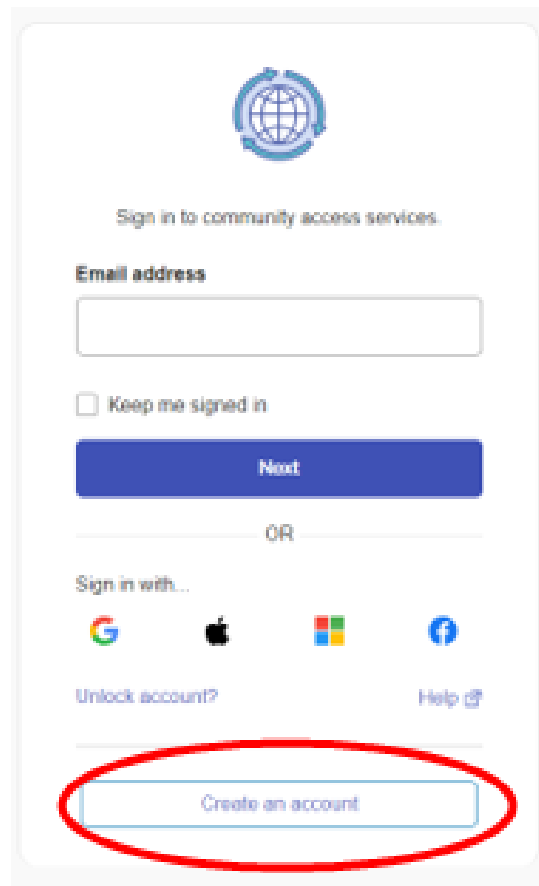
The image shows a sign-in page for 'Community Access' services. At the top is a logo featuring a globe with circular arrows. Below the logo, the text 'Sign in to community access services.' is displayed. There is a text input field labeled 'Email address'. Below this field is a checkbox labeled 'Keep me signed in'. A blue button labeled 'Next' is positioned below the checkbox. A horizontal line with the word 'OR' in the center separates the email login section from the social media login section. The social media section is titled 'Sign in with...' and includes icons for Google, Apple, Microsoft, and Facebook. Below these icons are links for 'Unlock account?' and 'Help' with an external link icon. At the bottom of the page is a button labeled 'Create an account'.

6. **If you have already used this Community Access login page before**, you can use any of the sign-in methods available to log in using the email address affiliated with your account.
  - a. For example, if you registered using a gmail account, you can log in by either entering your gmail account in the “Email Address” field followed by the password you set when registering, OR you can use “Sign in with Google.” If that gmail account is also affiliated with your Apple, Microsoft, or Facebook accounts, you can use any of those methods to log in as well.
  - b. For a step by step guide to the various log in options, scroll down to the Log In section of this guide.
7. **If you have NOT yet used this login process**, you must first scroll to the bottom of this page and select “Create an Account,” even if you previously had a STREAM login.

# Creating an Account

Note that even if you had a STREAM login previously, all new and existing customers must go through the “Create an Account” process the first time they use this new Community Access login process.

1. Scroll to the bottom of the login page and select “Create an account”



Sign in to community access services.





Email address

☐ Keep me signed in

Next

OR

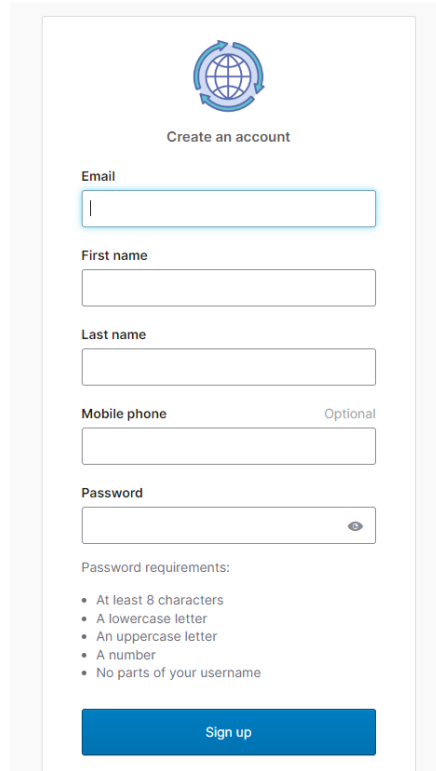
Sign in with...

[Unlock account?](#) [Help](#)

[Create an account](#)

2. You will be brought to the following account creation page. Please fill out all fields.
  - a. For the Email Address, please ensure you are using the same email address that you’ve used in the past to access STREAM or conduct City of Ann Arbor business. This will ensure that your new STREAM login will be linked to your existing account and data.



The 'Create an account' form features a blue circular logo with a globe and arrows at the top. Below the title, there are input fields for 'Email', 'First name', 'Last name', and 'Mobile phone' (marked as 'Optional'). A 'Password' field includes a toggle icon. A bulleted list of password requirements is provided, followed by a blue 'Sign up' button.

Create an account

Email

First name

Last name

Mobile phone Optional

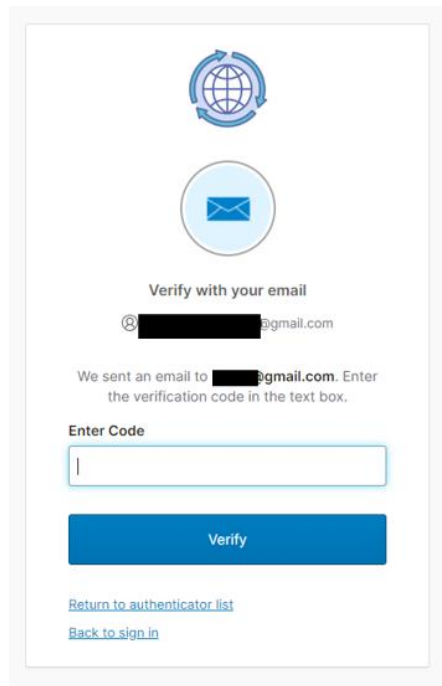
Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

Sign up

3. Once you fill out all fields, the next screen will inform you that an email has been sent to you with a verification code:



The 'Verify with your email' screen displays a blue envelope icon in a circle. It shows the email address used for registration, followed by a message stating that a verification email has been sent. A text box for 'Enter Code' and a blue 'Verify' button are present. At the bottom, there are links to 'Return to authenticator list' and 'Back to sign in'.

Verify with your email

@gmail.com

We sent an email to @gmail.com. Enter the verification code in the text box.

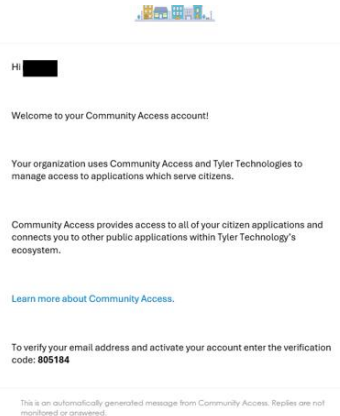
Enter Code

Verify

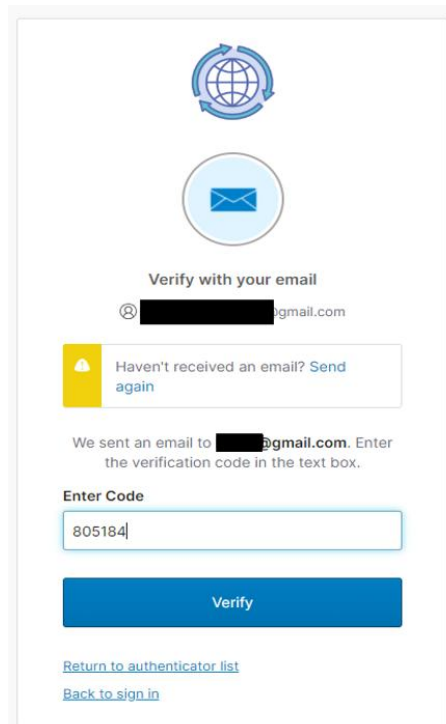
[Return to authenticator list](#)

[Back to sign in](#)

4. Proceed to your email and watch for an email that look like the image below. This email will come from [noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com) so if you do not receive it within a few minutes please check your spam folder for that email address.




5. Once you have received the email, return to the login screen and enter the verification code.
  - a. Note: If you wait too long to submit the code, your session will expire and you will need to request a new code.



6. Once you click Verify, you will be redirected to the STREAM site to complete setting up your account. If at any time you wish to cancel your registration you may do so at the top right corner of the page.

- a. As you fill out the contact information, all fields with a red asterisk are required. Note that while all phone fields are marked as required, you only need to fill out one; once you do, the asterisk will disappear from the other two.
- b. Please keep in mind that the contact info you enter into these fields will be the information associated with your contact record in our system and how we contact you for all communications.



[Cancel Registration](#)

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Registration

Step 1 of 3: Acknowledgement

Please fill out all registration fields with the contact information you would like associated with any applications you submit. For example, if you will be submitting applications as a business representative please use the business address rather than your personal address.

[Continue](#)



[Cancel Registration](#)

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Registration

Step 2 of 3: Personal Info

\*REQUIRED

First Name

Middle Name

Last Name

Company

\*Contact Preference

\*Email Address


Additional Contact Information

\*Business Phone

\*Home Phone

\*Mobile Phone

[Back](#)   [Next](#)



[Cancel Registration](#)

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Registration

Step 3 of 3: Address

\*REQUIRED

\*Address

City

State

Postal Code

[Back](#)   [Submit](#)

7. **You have Successfully registered for your STREAM account and will be redirected to your Dashboard**

# Troubleshooting Registration Issues

[Please see the help guide for Login and Registration Issues](#)