

# STREAM Login Process

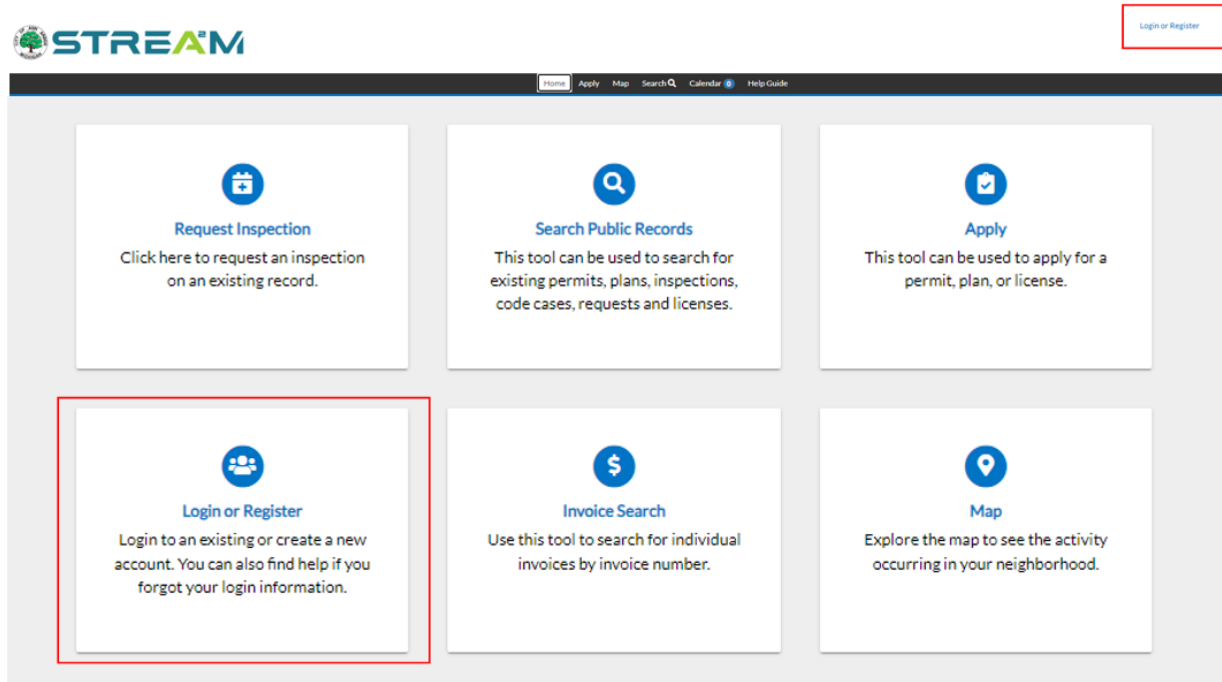
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# Accessing login/registration

**Note:** If you have not yet registered, please see our help guide for Registering

1. Access the STREAM website by going to [stream.a2gov.org](http://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.



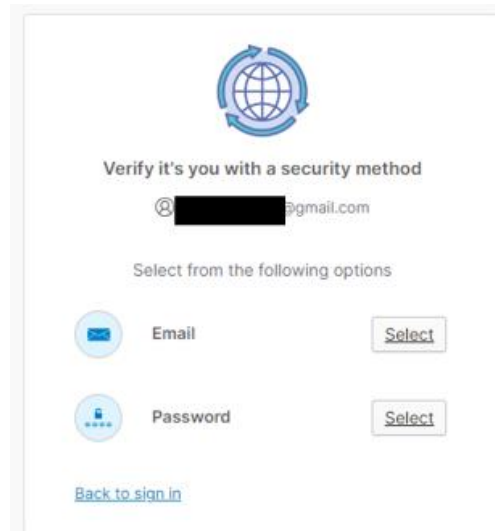
# Logging into Your Account

## Logging in with Email Address

1. Enter your email in the Email Address field
2. If you would like the website to remember you next time you log in, check the box under the Email Address field for “Keep me signed in”
3. Click “Next”

4. This will bring you to a second page asking how you would like to verify your account – via password or code sent to your email address.

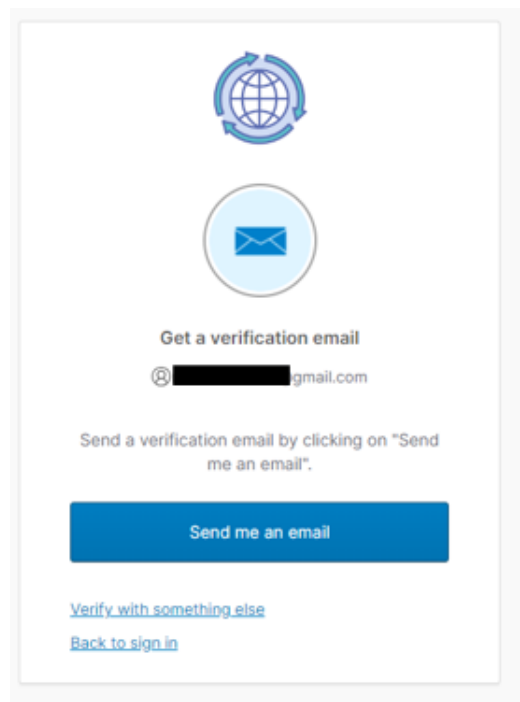
5. Choose your preferred method, Email or Password.



The screenshot shows a verification screen with a globe icon at the top. Below it, the text reads "Verify it's you with a security method". Underneath, there is a placeholder email address "@gmail.com". The instruction "Select from the following options" is followed by two choices: "Email" with an envelope icon and a "Select" button, and "Password" with a key icon and a "Select" button. At the bottom left, there is a link that says "Back to sign in".

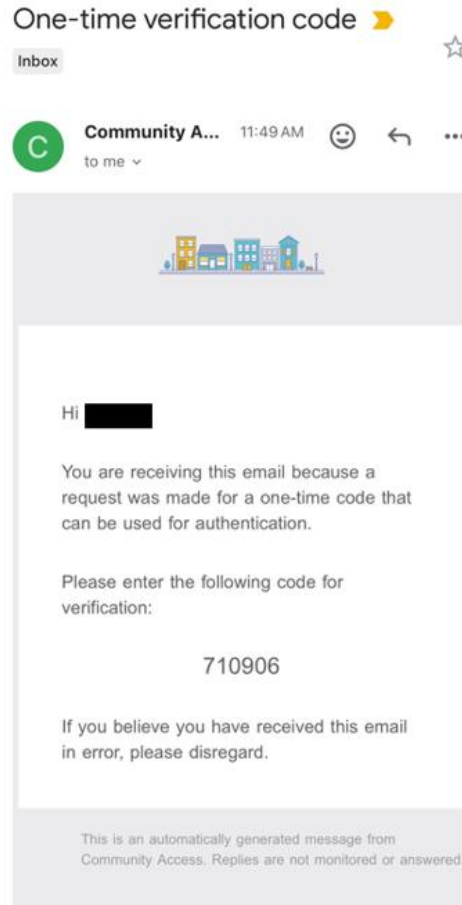
### 6. **VERIFY WITH EMAIL:**

- a. If you select Email, you will be brought to a confirmation page confirming that you want an email, otherwise you can return to verify with something else (which brings you back to the prior screen so you can choose Password instead) or return to the sign in screen (where you can choose to log in using another method entirely).

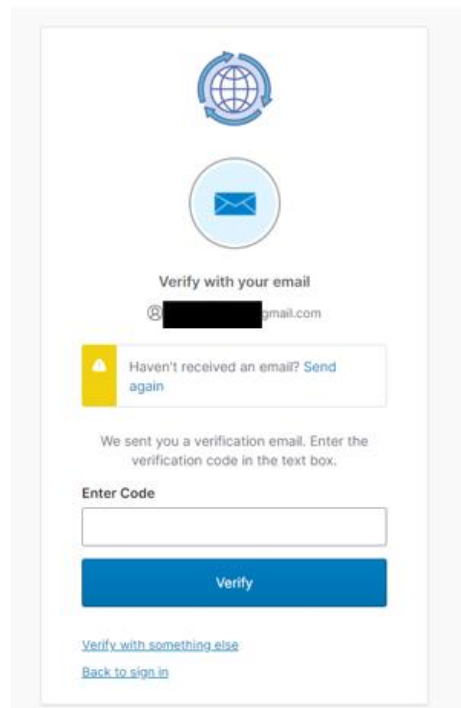


The screenshot shows a confirmation screen with a globe icon at the top. Below it is a large envelope icon. The text reads "Get a verification email". Underneath, there is a placeholder email address "@gmail.com". The instruction "Send a verification email by clicking on 'Send me an email'." is followed by a large blue button labeled "Send me an email". At the bottom, there are two links: "Verify with something else" and "Back to sign in".

- b. Once you click “Send me an email,” an email will be sent to the email address listed containing a confirmation code. The login screen will proceed to the next page on which you can enter the code.
- c. Note that the email comes from “Community Access Identity,” email address noreply@identity.tylerportico.com and looks like this:



- d. Return to your browser window and enter the code into the Code field to verify your login:
- e. Note: If you wait too long to submit the code, your session will expire and you will need to request a new code.



## 7. VERIFY WITH PASSWORD:

- a. If you select verify with password, you will be brought to the password screen where you can enter the password you set upon creating your account.
- b. If you have forgotten your password, choose “Forgot password?” underneath the Verify button to launch the password reset process.
- c. If you prefer to get a code sent to your email, choose “Verify with something else” to verify with a code sent to your email instead.

Verify with your password

@gmail.com

Password

Verify

[Forgot password?](#)

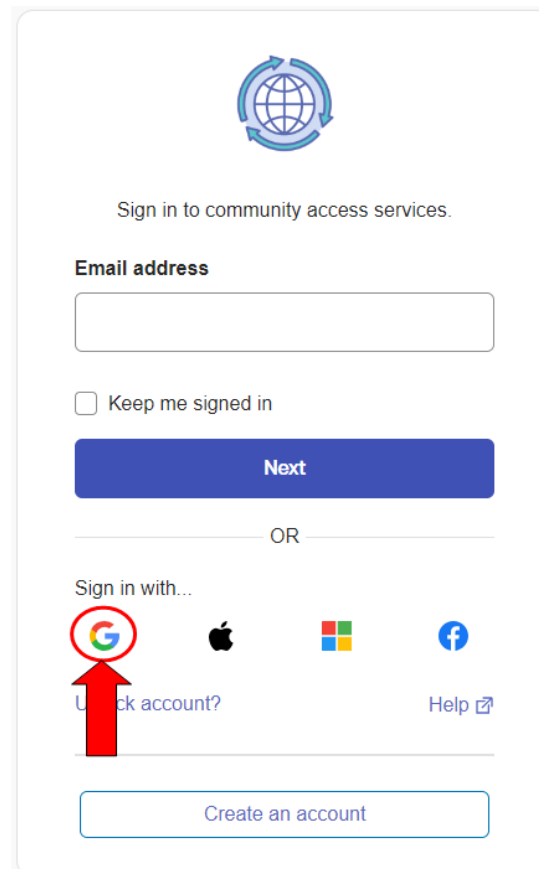
[Verify with something else](#)

[Back to sign in](#)

If you prefer to log in another way entirely, choose “Back to sign in” to return to the main login page and see all of your options

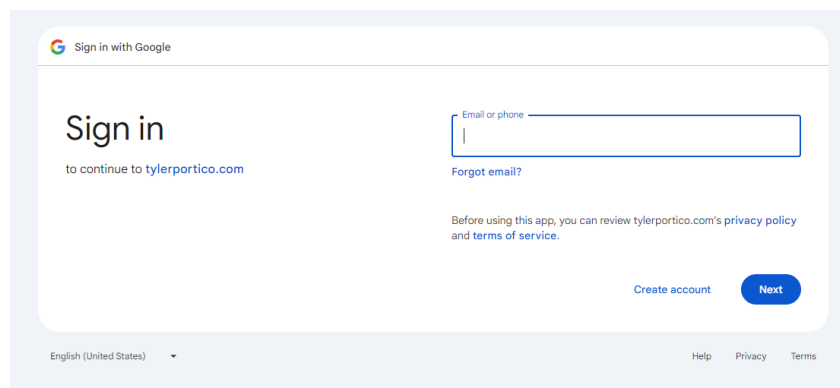
## Logging in with Google

1. Once you have created an account using a google email account, you can use google to log in for future site visits. To do so, select “Sign in with Google” from the main log in page.



The screenshot shows a login interface for 'community access services'. It features a globe icon at the top, followed by the text 'Sign in to community access services.' Below this is a text input field labeled 'Email address'. Underneath the field is a checkbox labeled 'Keep me signed in'. A blue 'Next' button is positioned below the checkbox. A horizontal line with the word 'OR' in the center separates this section from the 'Sign in with...' section. This section displays four social media icons: Google, Apple, Microsoft, and Facebook. The Google icon is circled in red, and a red arrow points to it. Below the icons are links for 'Unlock account?' and 'Help'. At the bottom of the form is a button labeled 'Create an account'.

2. This will bring you to a google sign in screen. Note that our login process is powered by tylerportico so you will see that title throughout this process.

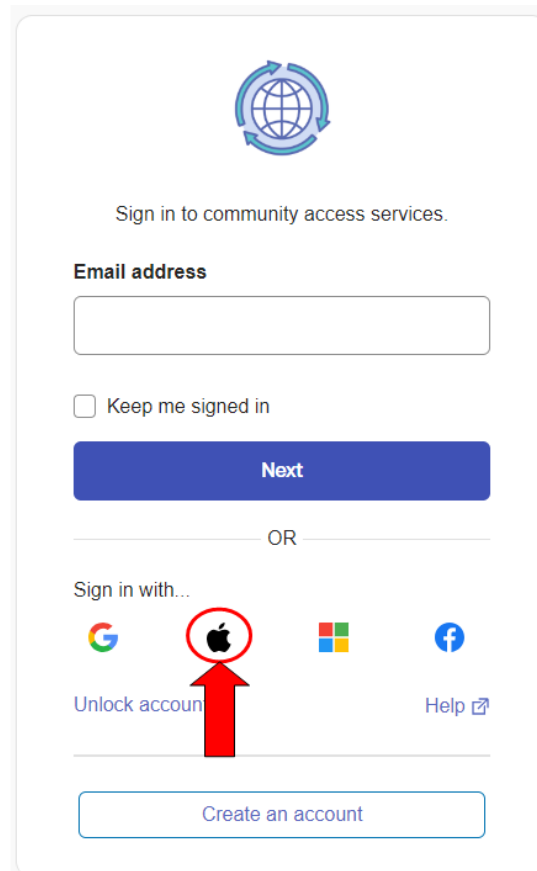


The screenshot shows the Google sign-in interface. At the top left, it says 'Sign in with Google'. The main heading is 'Sign in' with the subtext 'to continue to tylerportico.com'. On the right side, there is a text input field labeled 'Email or phone'. Below this field is a link for 'Forgot email?'. At the bottom right, there are two buttons: 'Create account' and 'Next'. At the bottom left, there is a language selector showing 'English (United States)'. At the bottom right, there are links for 'Help', 'Privacy', and 'Terms'.

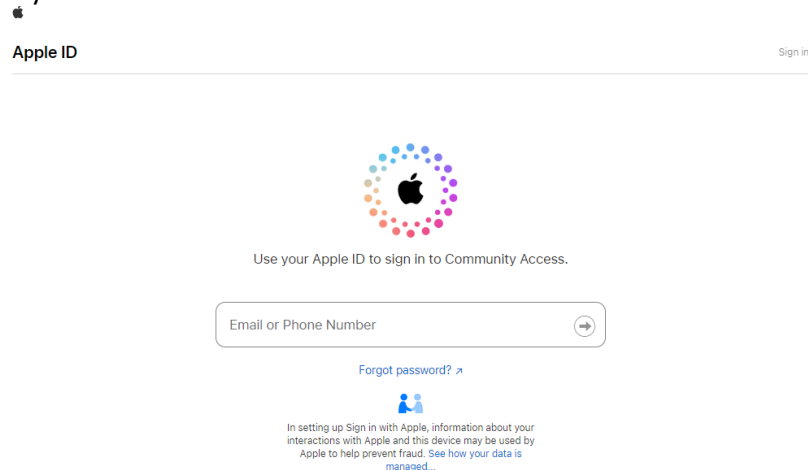
3. Proceed to sign in using your google credentials. Once complete, you will be redirected back to STREAM.

## Logging in with Apple

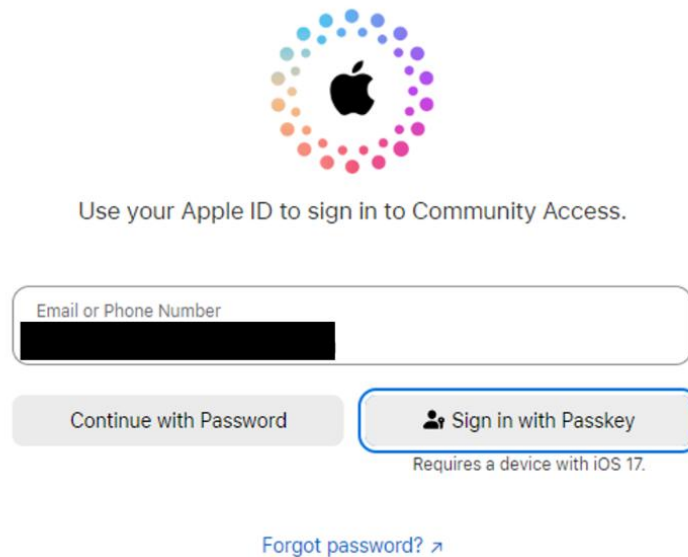
1. Once you have created an account using an email account that is also affiliated with an Apple account, you can use your apple account to log in for future site visits. To do so, select “Sign in with Apple” from the main log in page.



2. This will bring you to an Apple sign in screen. Note that the STREAM website is also known as “Community Access”



3. Enter your email address or phone number and use the enter key or right arrow to proceed.
4. Two new icons will now appear below the email/phone field: Continue with Password or Sign in with Passkey



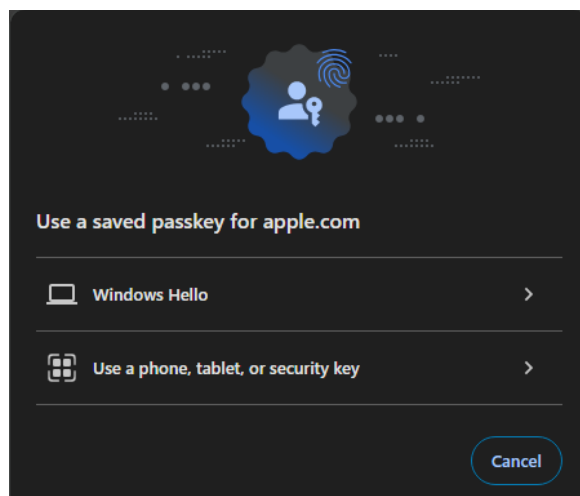
The image shows the Apple ID sign-in interface. At the top is the Apple logo surrounded by a ring of colorful dots. Below it, the text reads "Use your Apple ID to sign in to Community Access." There is a text input field labeled "Email or Phone Number" with a black redaction bar. Below the field are two buttons: "Continue with Password" and "Sign in with Passkey". The "Sign in with Passkey" button is highlighted with a blue border and includes the text "Requires a device with iOS 17." Below the buttons is a link that says "Forgot password? ➤".

5. **CONTINUE WITH PASSWORD**

1. This will bring you to a password field where you can enter your Apple password. Once you are logged in you will be redirected to STREAM.

6. **SIGN IN WITH PASSEY**

2. You will be prompted to choose whether you are using a passcode from Windows or a phone/tablet key.

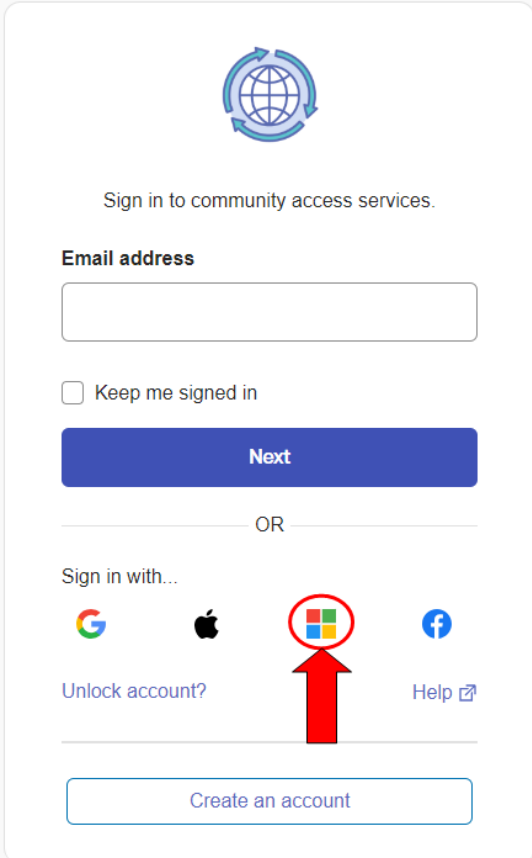


3. If you choose a phone/tablet passkey, the screen will turn into a QR code. Once you open the camera on your phone and scan that QR code, your phone will use Face ID to sign you in.
4. Once you are signed in, you will be redirected to STREAM.



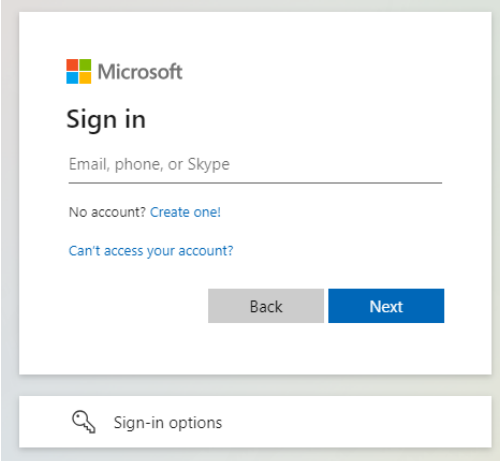
## Logging in with Microsoft

1. Once you have created an account using an email account that is also affiliated with a Microsoft account, you can use your Microsoft account to log in for future site visits. To do so, select “Sign in with Microsoft” from the main log in page.



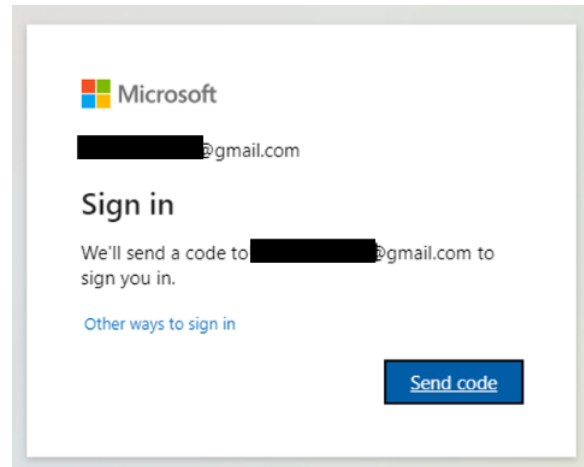
The image shows a login interface. At the top is a blue globe icon with circular arrows. Below it is the text "Sign in to community access services." followed by the label "Email address" and an empty text input field. Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. Underneath the button is the word "OR" flanked by horizontal lines. Below this is the text "Sign in with..." followed by four icons: Google, Apple, Microsoft (highlighted with a red circle and a red arrow pointing to it), and Facebook. Below the icons are the links "Unlock account?" and "Help" with an external link icon. At the bottom is a button labeled "Create an account".

2. This will bring you to the Microsoft login page. If you don't have a Microsoft account, you can create one at this time.



The image shows the Microsoft sign-in page. At the top is the Microsoft logo. Below it is the heading "Sign in". Underneath is a text input field labeled "Email, phone, or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the main section are two buttons: "Back" and "Next". Below this section is a box containing a magnifying glass icon and the text "Sign-in options".

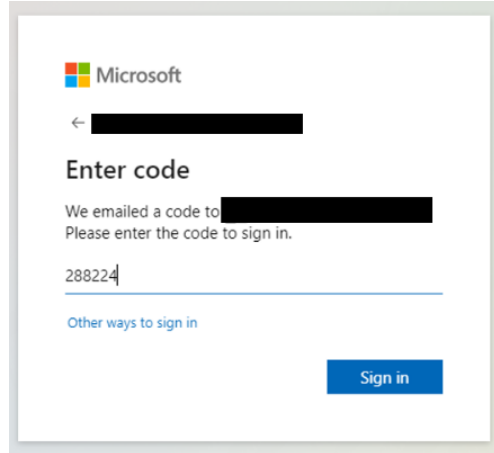
3. Once you enter your email, phone, or skype information and click Next, Microsoft will let you know where they will send the verification code for you to sign in. Click "Send Code" to confirm that you are ready for the code.



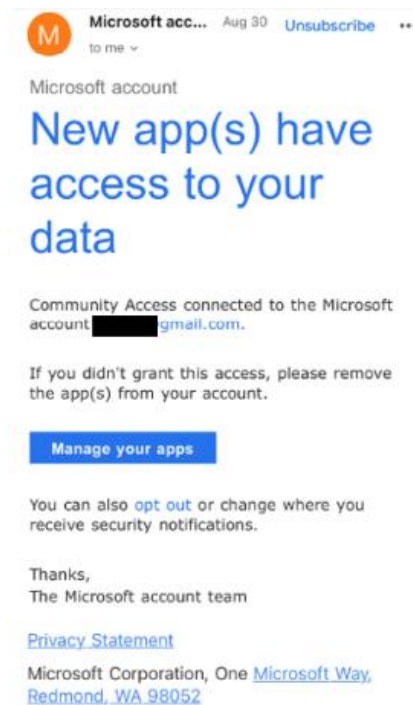
4. Once you click "Send code" you will receive an email with the code from Microsoft.



5. Enter the code in your browser window and click “Sign In”

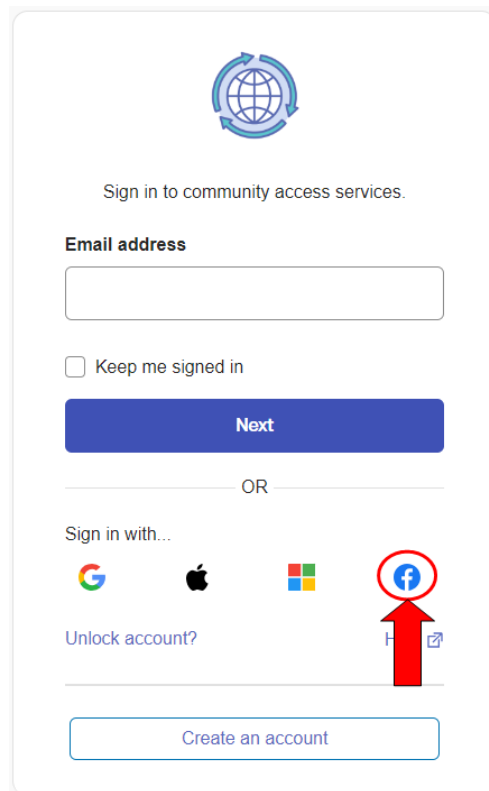


6. You will then be redirected back to STREAM
7. Microsoft will send you an email alerting you that a new app (Community Access) has been given access to your data. Note that Community Access is the name of the new login portal so this is a legitimate alert.



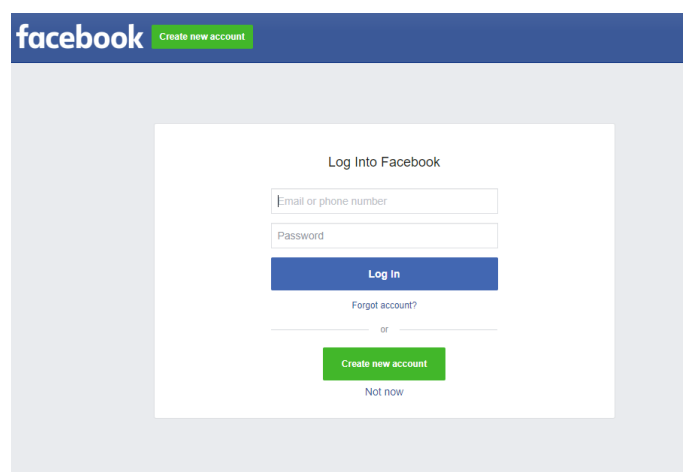
## Logging in with Facebook

1. Once you have created an account using an email account that is also affiliated with a Facebook account, you can use your Facebook account to log in for future site visits. To do so, select “Sign in with Facebook” from the main log in page.



The screenshot shows a login interface for 'community access services'. At the top is a globe icon with circular arrows. Below it, the text 'Sign in to community access services.' is displayed. There is a text input field labeled 'Email address'. Below the 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 this section from the next. Below the line, the text 'Sign in with...' is followed by four icons: Google, Apple, Microsoft, and Facebook. The Facebook icon is circled in red, and a red arrow points to it from below. Below the icons is a link that says 'Unlock account?'. At the bottom is a button labeled 'Create an account'.

2. This will bring you to the main facebook login screen:



The screenshot shows the Facebook login interface. At the top is the Facebook logo and a green button labeled 'Create new account'. Below this is a white box with the title 'Log Into Facebook'. Inside the box, there are two text input fields: 'Email or phone number' and 'Password'. Below the fields is a blue button labeled 'Log In'. Below the button is a link that says 'Forgot account?'. Below that is the word 'or'. At the bottom of the box are two buttons: a green one labeled 'Create new account' and a blue one labeled 'Not now'.

3. Proceed through the steps to log into your facebook account. You may be prompted to grant access to Tyler Portico or Community Access.
4. Once you have successfully logged in, you will be routed back to the STREAM homepage.

# Troubleshooting Log In Issues

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