

STREAM Login and Registration FAQ's and Troubleshooting

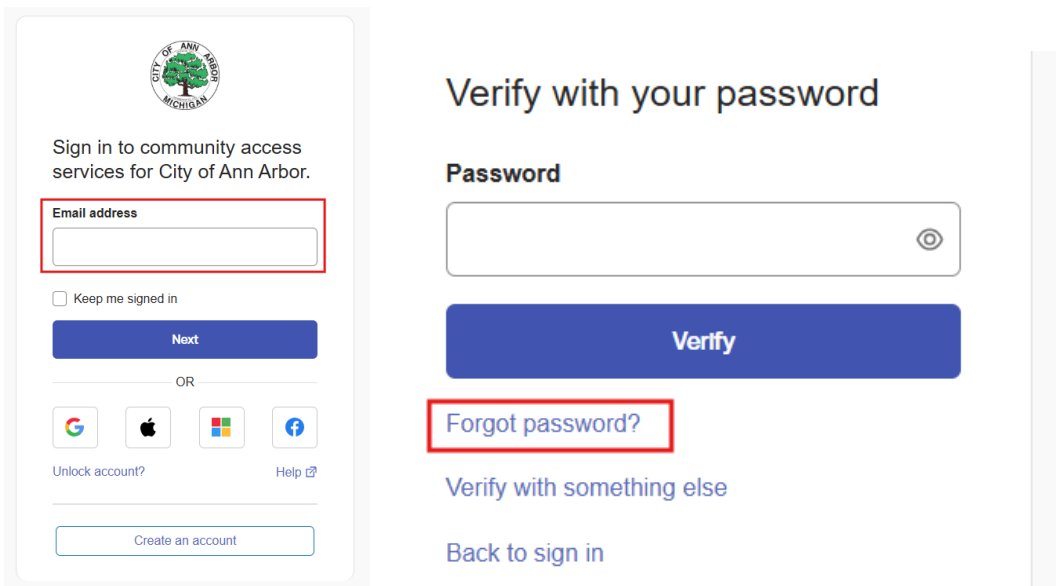
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Login and Registration Troubleshooting

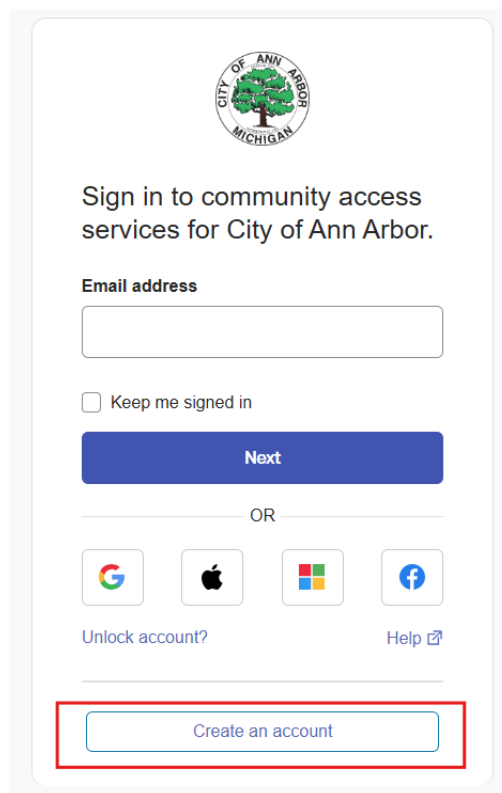
I am not receiving the email with the verification code to finish registering.

1. Please check your spam folder to see if the email accidentally went there instead of your inbox. It is possible your organization might have spam filters that are blocking our emails, please connect with your IT department to ensure our email addresses are not blocked by your organization.
 - a. All login related emails come from noreply@identity.tylerportico.com
 - b. All application related communications come from stream@a2gov.org
 - c. All payment confirmation receipts come from mygovpay@persolvent.com
2. Are you sure you do not already have an account? Try typing your email into the login box and click on “Forgot Password” to see if you get a password reset email instead.



I am not receiving the email to reset my password.

1. Please check your spam folder to see if the email accidentally went there instead of your inbox. It is possible your organization might have spam filters that are blocking our emails, please connect with your IT department to ensure our email addresses are not blocked by your organization.
 - a. All login related emails come from noreply@identity.tylerportico.com
 - b. All application related communications come from stream@a2gov.org
 - c. All payment confirmation receipts come from mygovpay@persolvent.com
2. If you are trying to reset your password, you will only receive this code if you are already registered. Please return to the main sign in screen and click on “Create an account” at the bottom of the page.







Sign in to community access services for City of Ann Arbor.

Email address

Keep me signed in

Next

OR

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

Create an account

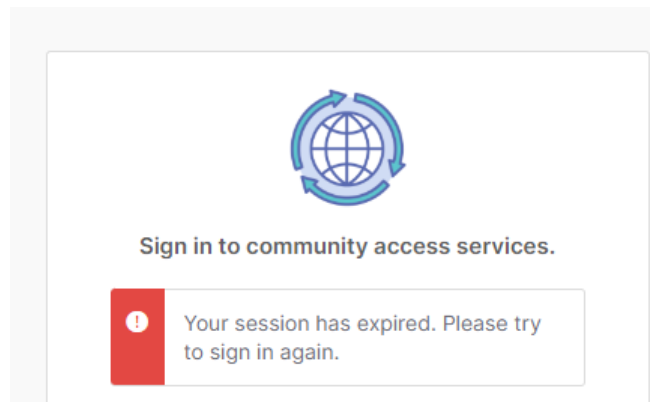
I am trying to Register or Reset my Password but once I receive the email the link isn't working or says "invalid token"

If you generated *multiple* emails for registration or a new password, each new email that gets generated will nullify the prior email. Please be sure you are clicking on the *most recent* email received. If you attempt to use the verification code or link from an email that has since been superceded by a newer email, the link won't work.

This can sometimes get confusing if you are using an email account that nests your emails together into one thread - if you are still having trouble, please delete the entire thread from your inbox and then generate a single new email.

I got a “Your session has expired” error message when trying to log in or register

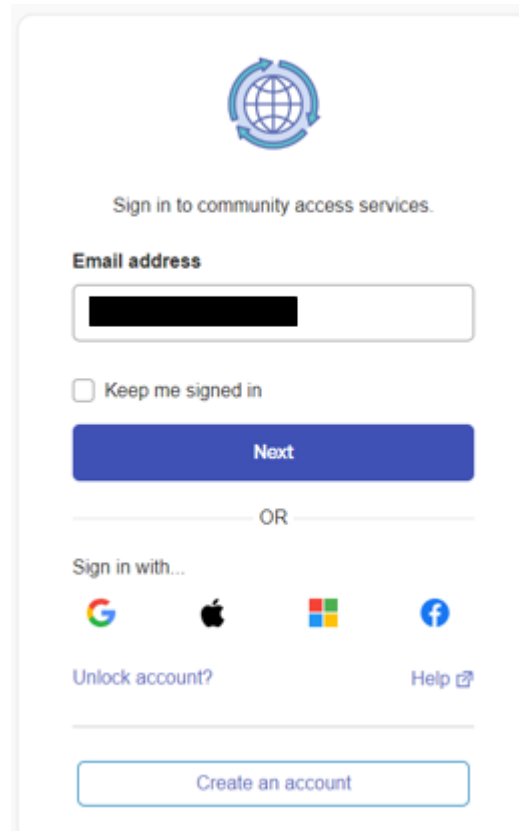
1. This error message will happen if you were on a page that required action (such as clicking next or entering a verification code) and you left it sitting on that page without proceeding for too long.
2. Simply restart where you left off. Note that if you received a verification code in your email from the first login attempt, you will need to discard that code and request a new one.



My Account is locked

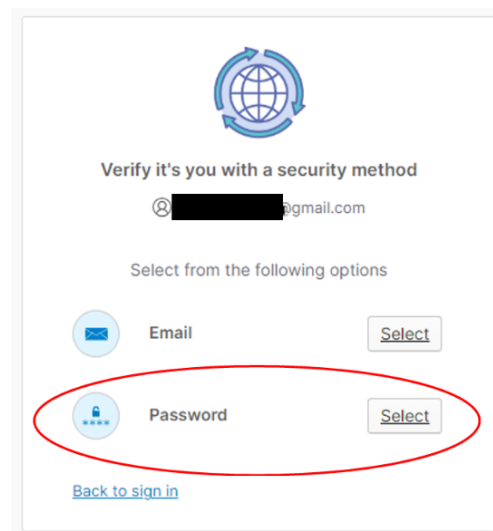
This can happen if you have attempted to log in multiple times with the incorrect password. Please follow these steps to reset your password and unlock your account.

From the login screen, fill in your email address and click Next



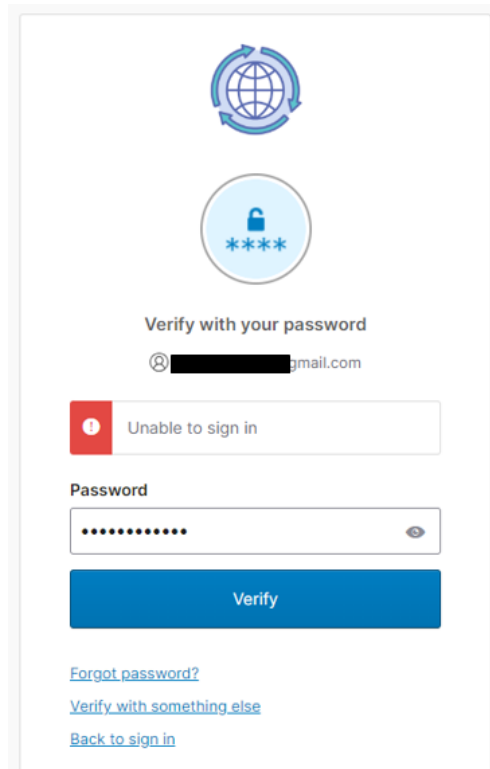
The screenshot shows a login interface with a globe icon at the top. Below the icon, the text reads "Sign in to community access services." There is a text input field labeled "Email address" containing a redacted email address. Below the input field is a checkbox labeled "Keep me signed in" which is unchecked. A blue button labeled "Next" is positioned below the checkbox. Below the "Next" button is the text "OR". Underneath, there is a section titled "Sign in with..." with four icons: Google, Apple, Microsoft, and Facebook. Below these icons are two links: "Unlock account?" and "Help" with an external link icon. At the bottom of the screen is a button labeled "Create an account".

On the next screen, select to log in with Password

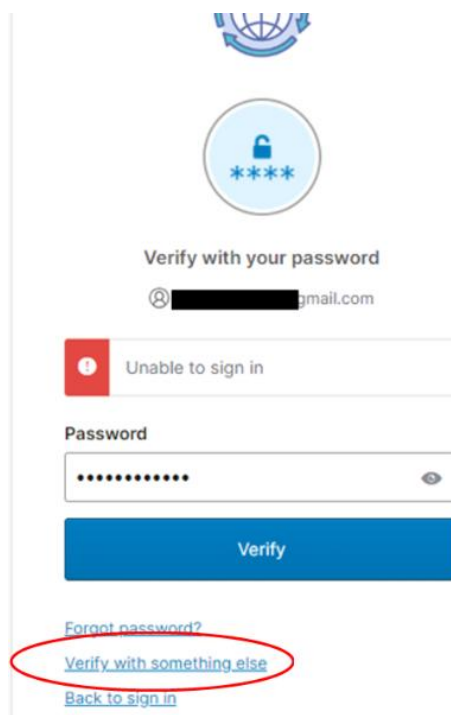


The screenshot shows a security method selection screen with a globe icon at the top. Below the icon, the text reads "Verify it's you with a security method". Below this text is the email address "ⓧ [redacted]@gmail.com". Below the email address is the text "Select from the following options". There are two options: "Email" with an envelope icon and a "Select" button, and "Password" with a lock icon and a "Select" button. The "Password" option and its "Select" button are circled in red. At the bottom of the screen is a link labeled "Back to sign in".

If you enter an incorrect password, you will see a message that says Unable to Sign In:



At this point, you can use the link to “Verify with something else” if you cannot remember your password and would prefer to login with another tool such as facebook, google, or Microsoft. If you continue to enter incorrect passwords, your account may become locked and you will continue to receive the “unable to sign in” message regardless of the password you enter.



If you suspect your account is locked, return to the main login screen and click on the “Unlock Account” link at the bottom of the page

Sign in to community access services.

Email address

Keep me signed in

Next

OR

Sign in with...

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

Create an account

At the next page, enter your email address and select the Email button

Verify it's you with a security method

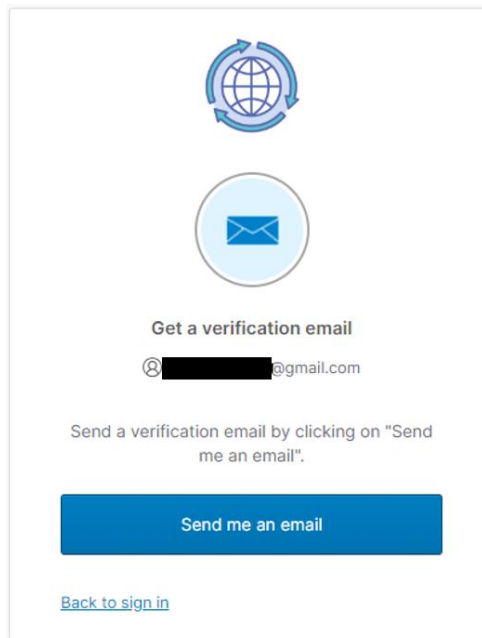
Select from the following options

Email address

Email

[Back to sign in](#)

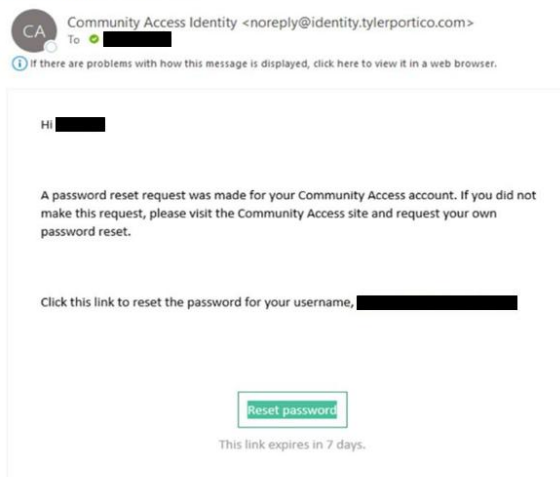
At the next page, confirm that your email address is spelled correctly and click the button to "Send me an email"



The interface features a globe icon with circular arrows at the top, followed by an envelope icon in a circle. Below these is the heading "Get a verification email" and the email address "[redacted]@gmail.com". A text instruction reads: "Send a verification email by clicking on 'Send me an email'". A prominent blue button labeled "Send me an email" is centered below. At the bottom left, there is a blue link labeled "Back to sign in".

You will receive an email with instructions to reset password and unlock your account

Account password reset



The email header shows a "CA" profile icon, the sender "Community Access Identity <noreply@identity.tylerportico.com>", and the recipient "To: [redacted]". A small info icon and text state: "If there are problems with how this message is displayed, click here to view it in a web browser." The main body starts with "Hi [redacted]". The text continues: "A password reset request was made for your Community Access account. If you did not make this request, please visit the Community Access site and request your own password reset." Below this is a line: "Click this link to reset the password for your username, [redacted]". A green button labeled "Reset password" is centered. At the bottom, it says "This link expires in 7 days."

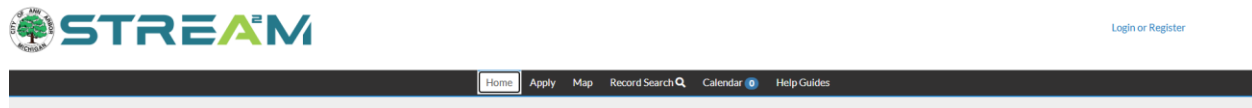
This is an automatically generated message from Community Access. Replies are not monitored or answered.

STREAM Display/Case Visibility Troubleshooting

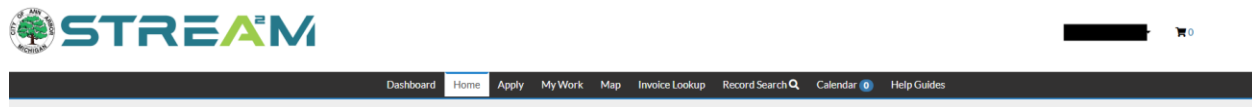
I cannot see My Work, My Dashboard, or the Invoice Search

1. All three of these pages require that you are signed in first.
2. If you are not currently logged in, you will see “Login or Register” at the top right corner of the screen rather than your name. This indicates that you need to log in.

Not Logged In:



Logged In:



I am not seeing my application/s when I go to My Work or My Dashboard

1. Please make note of what account you are currently logged into (specifically, what email address you used to log in) and then contact the department for your application type (using the Department Contacts List) to confirm that you are a contact on the missing application/s.
 - a. Sometimes applicants will manually add names to applications without searching for the existing contact record, so even if your name is on the application we might need to affiliate it with your primary account.

I'm at the STREAM home page but the page beneath the header is White/Not Rendering

This is typically a sign that your URL has extra data at the end of the URL that is out of date. Please remove any bookmarks you have to the STREAM site and make sure you are only typing in stream.a2gov.org with no additional content at the end – the website will append extra characters for you as you navigate the site.

I'm trying to view the Map but it is not loading/white screen

The map screen in stream is a plug-in of our ESRI GIS map, which blocks users out of country or using a VPN – if either of these apply to you that is likely the problem.

The next possible issue is a browser setting that is blocking our map – the best way to troubleshoot is to use a different browser or a phone to see if the map works on those screens – this tells us that it is specific to the browser they were originally using. Common solutions are making stream.a2gov.org a trusted site, allowing pop-ups and redirects from stream, and turning on “allow cross-site tracking.”