STREAM Login and Registration Process

Contents

Introduction and accessing login/registration

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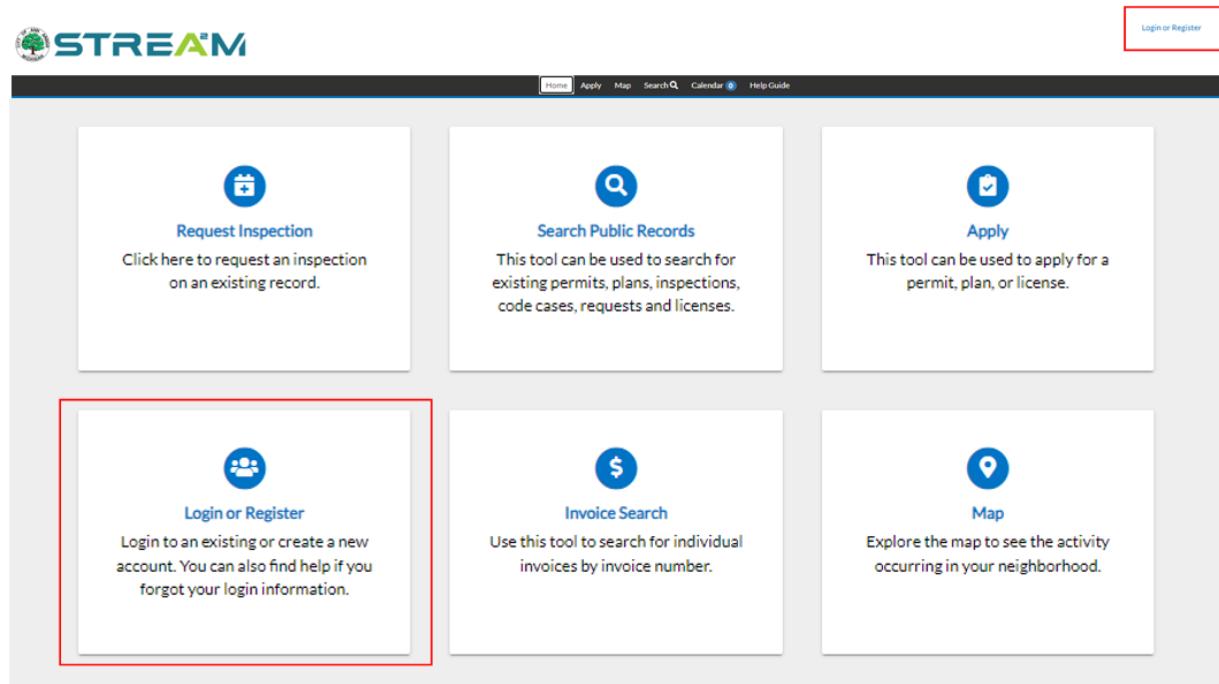
3. If this is your first time logging into STREAM since the new Community Access login process was launched in September 2024, you will receive a pop-up message instructing you to use the "create an account" option when you reach the next page, and to use the same email address you've used for City of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

Your first time using this new login interface, you must CREATE AN ACCOUNT.

Please use the same email address you have used in the past.
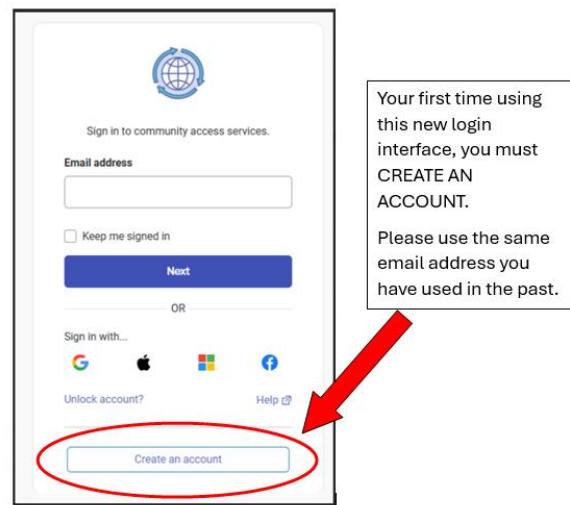
4. Click Continue to dismiss the pop up and proceed to the login page.

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:


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"
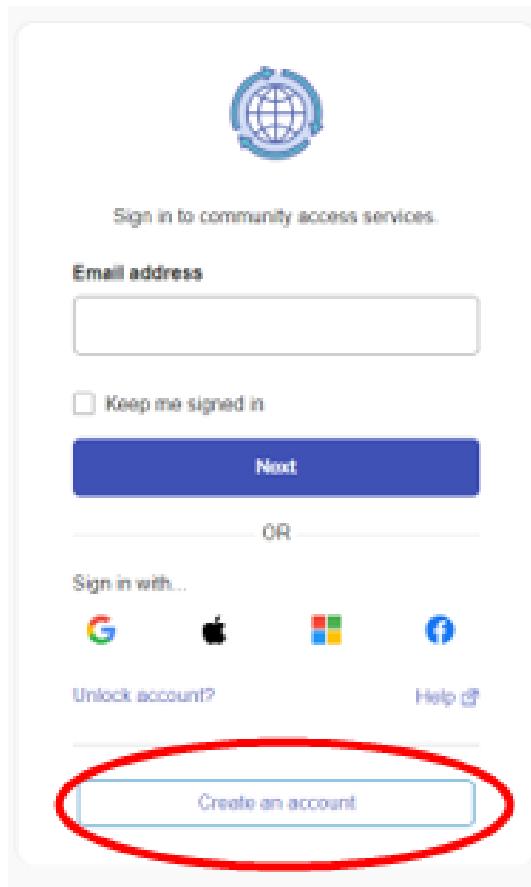
2. You will be brought to the following account creation page. Please fill out all fields.
   a. For the Email Address, please ensure you are using the same email address that you've used in the past to access STREAM or conduct City of Ann Arbor business. This will ensure that your new STREAM login will be linked to your existing account and data.
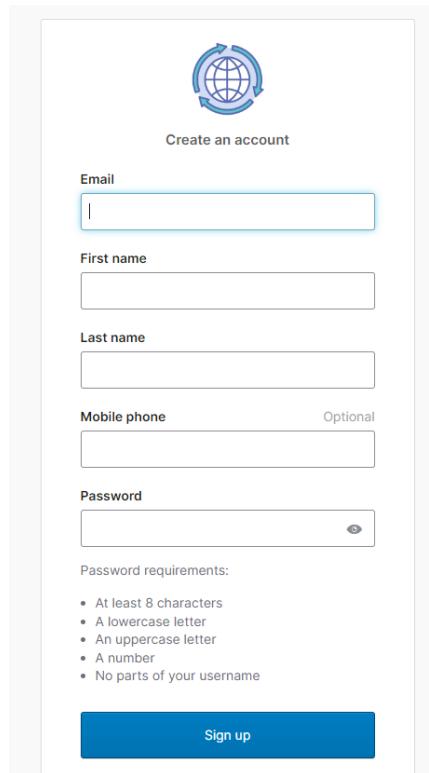
3. Once you fill out all fields, the next screen will inform you that an email has been sent to you with a verification code:
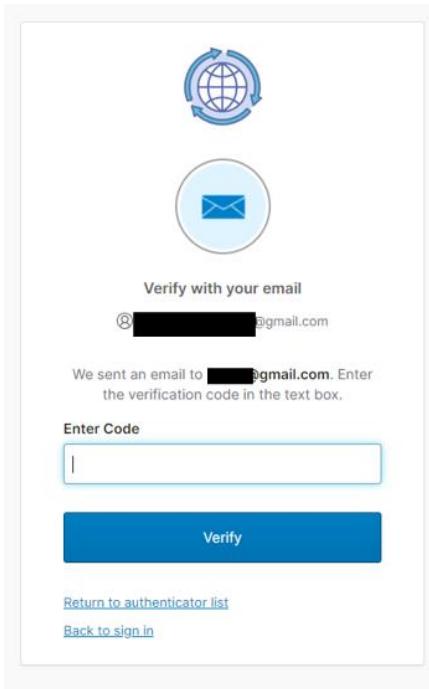
4. Proceed to your email and watch for an email that look like the image below. This email will come from noreply@identity.tylerportico.com so if you do not receive it within a few minutes please check your spam folder for that email address.
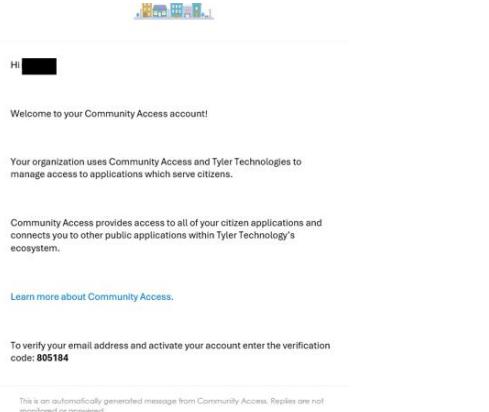
5. Once you have received the email, return to the login screen and enter the verification code.
    a. Note: If you wait too long to submit the code, your session will expire and you will need to request a new code.
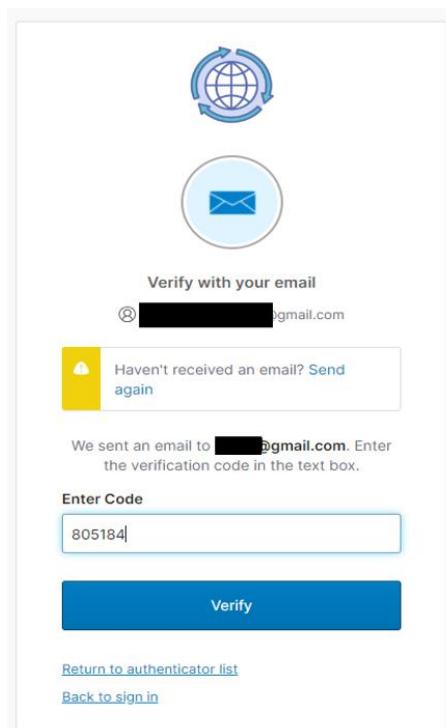
6. Once you click Verify, you will be redirected to the STREAM site to complete setting up your account. If at any time you wish to cancel your registration you may do so at the top right corner of the page.

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.

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

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.
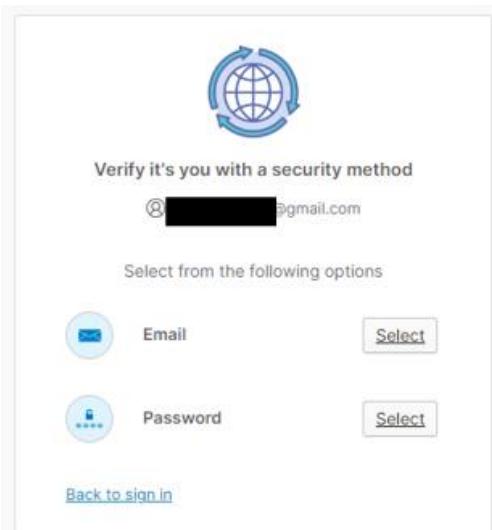
6. **VERIFY WITH EMAIL:**

   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).
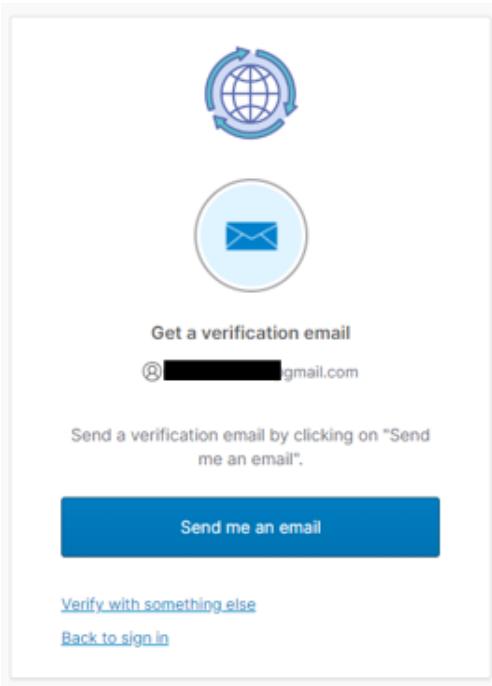
b. Once you click "Send me an email," an email will be sent to the email address listed containing a confirmation code. The login screen will proceed to the next page on which you can enter the code.

c. Note that the email comes from "Community Access Identity," email address noreply@identity.tylerportico.com and looks like this:
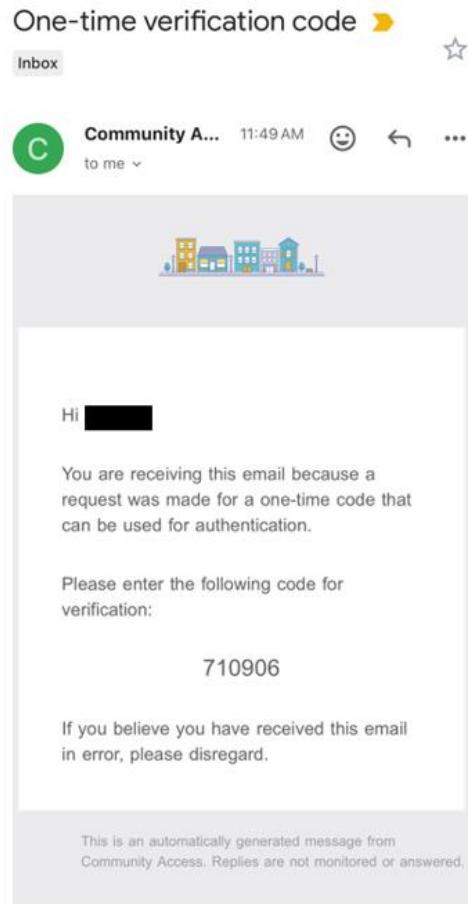
d. Return to your browser window and enter the code into the Code field to verify your login:

e. Note: If you wait too long to submit the code, your session will expire and you will need to request a new code.
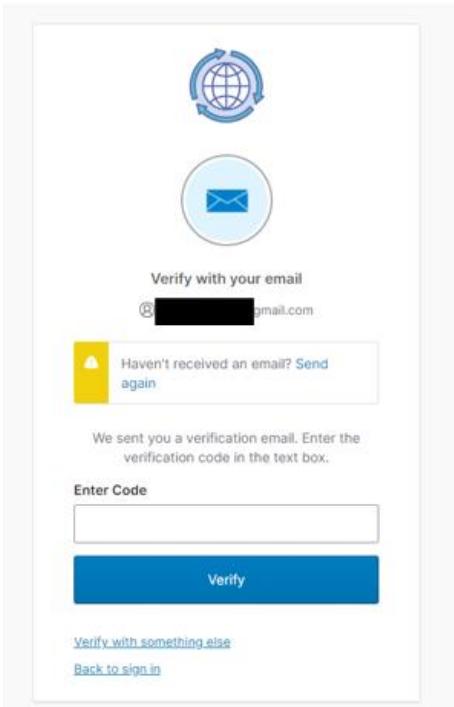
7. **VERIFY WITH PASSWORD:**

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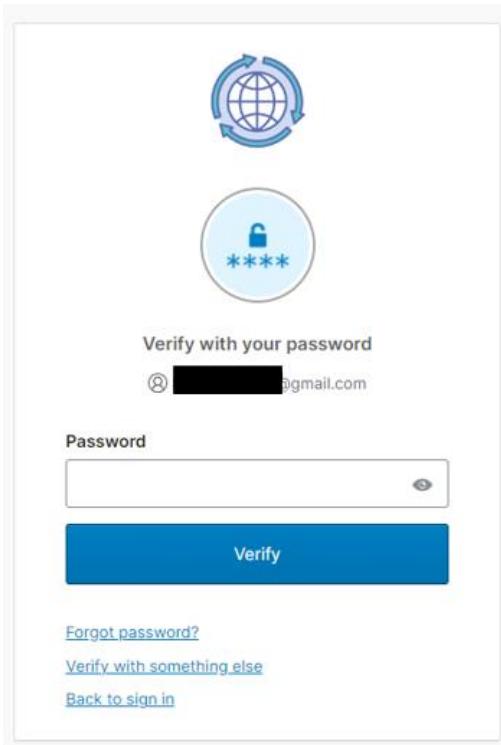
If you prefer to log in another way entirely, choose "Back to sign in" to return to the main login page and see all of your options

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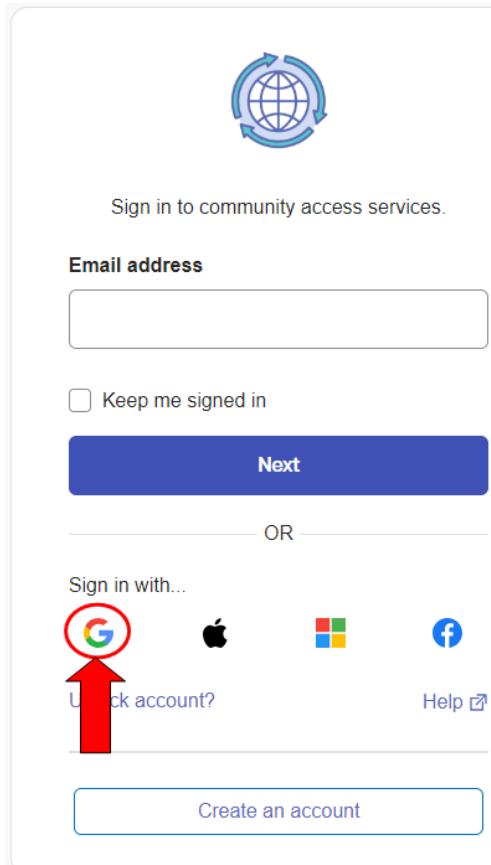
2. This will bring you to a google sign in screen. Note that our login process is powered by tylerportico so you will see that title throughout this process.
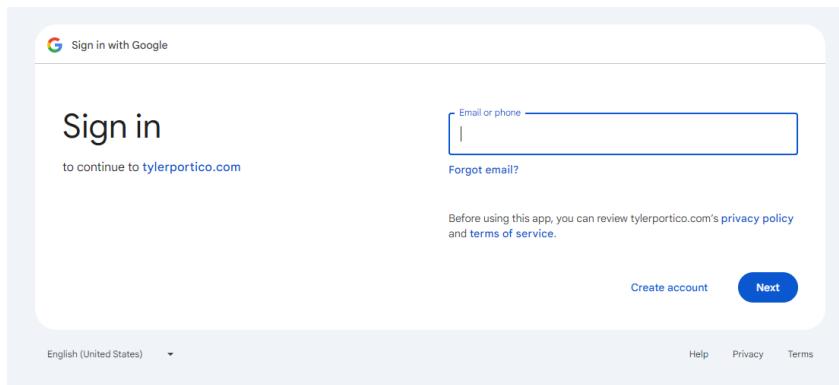

3. Proceed to sign in using your google credentials. Once complete, you will be redirected back to STREAM.

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.
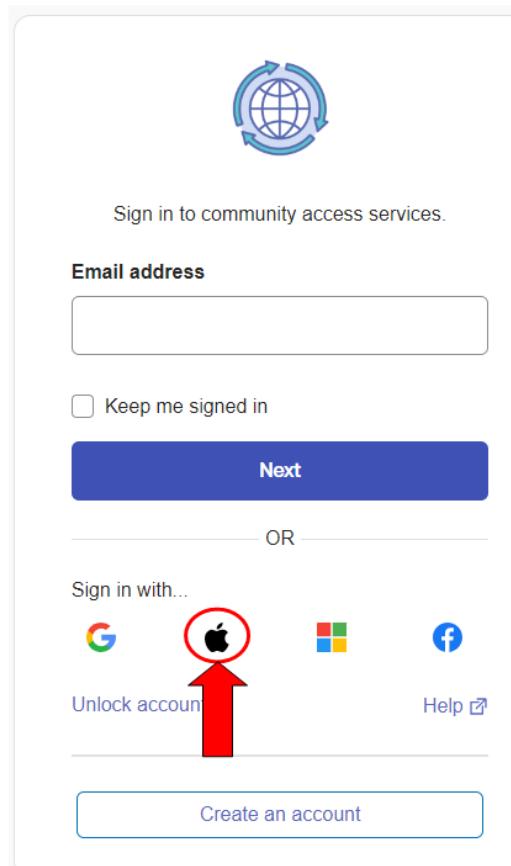
2. This will bring you to an Apple sign in screen. Note that the STREAM website is also known as "Community Access"
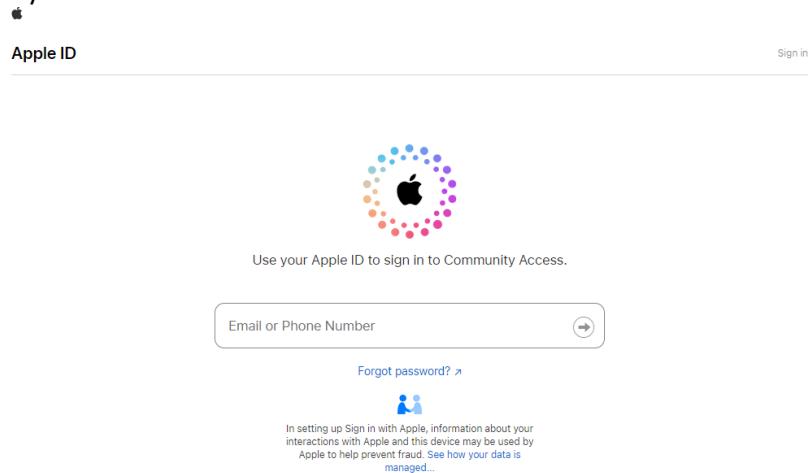
3. Enter your email address or phone number and use the enter key or right arrow to proceed.
4. Two new icons will now appear below the email/phone field: Continue with Password or Sign in with Passkey

Use your Apple ID to sign in to Community Access.

Email or Phone Number

Continue with Password   👤 Sign in with Passkey
Requires a device with iOS 17.
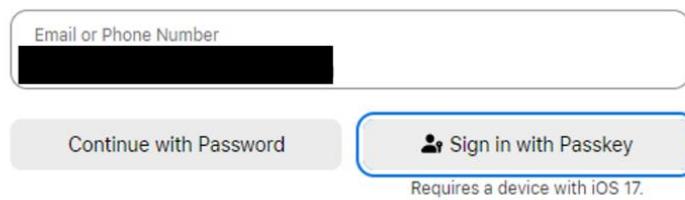
Forgot password? ↗

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

Use a saved passkey for apple.com

🖥 Windows Hello   >

🔳 Use a phone, tablet, or security key   >

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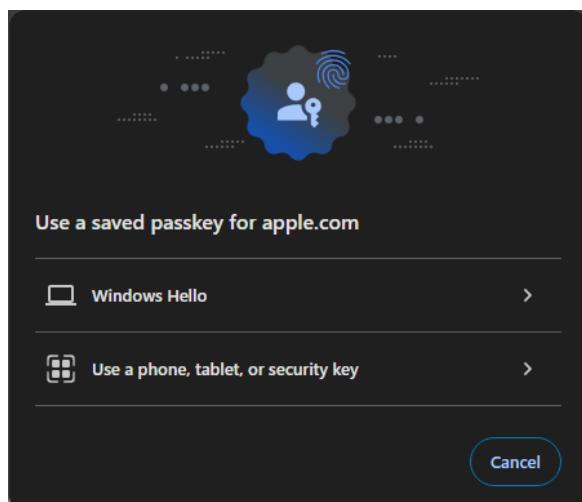
3. If you choose a phone/tablet passkey, the screen will turn into a QR code. Once you open the camera on your phone and scan that QR code, your phone will use Face ID to sign you in.
4. Once you are signed in, you will be redirected to STREAM.

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.
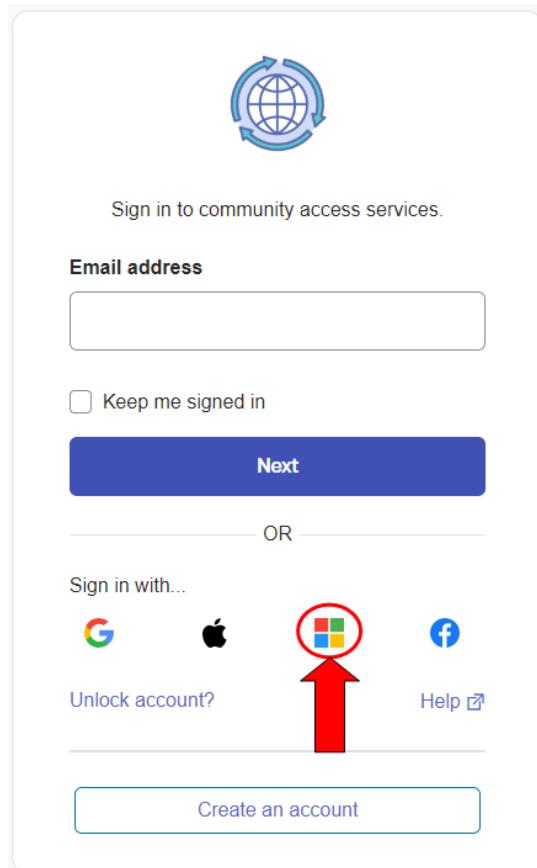

2. This will bring you to the Microsoft login page. If you don't have a Microsoft account, you can create one at this time.
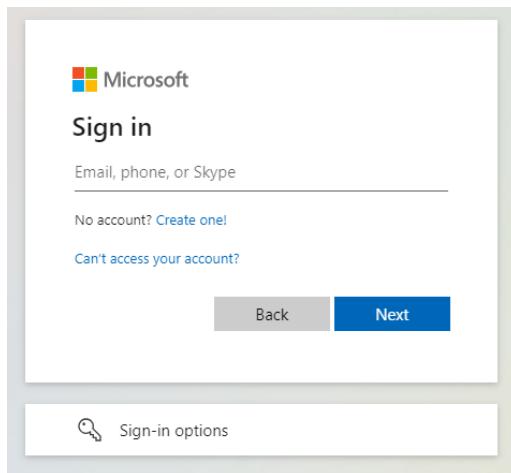
3. Once you enter your email, phone, or skype information and click Next, Microsoft will let you know where they will send the verification code for you to sign in. Click "Send Code" to confirm that you are ready for the code.
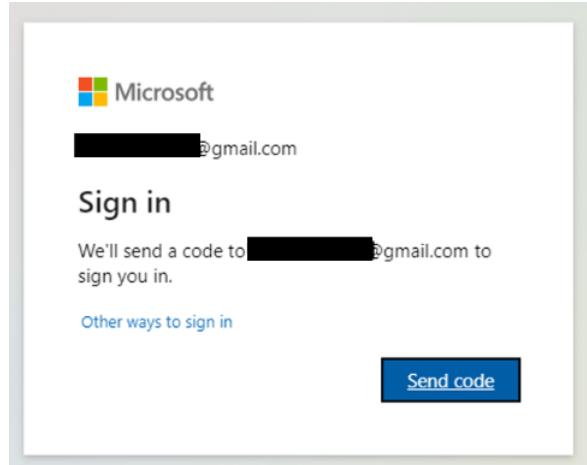

4. Once you click "Send code" you will receive an email with the code from Microsoft.

5. Enter the code in your browser window and click "Sign In"
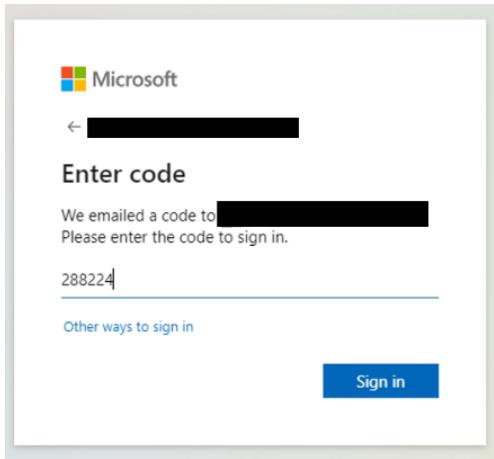
6. You will then be redirected back to STREAM
7. Microsoft will send you an email alerting you that a new app (Community Access) has been given access to your data. Note that Community Access is the name of the new login portal so this is a legitimate alert.
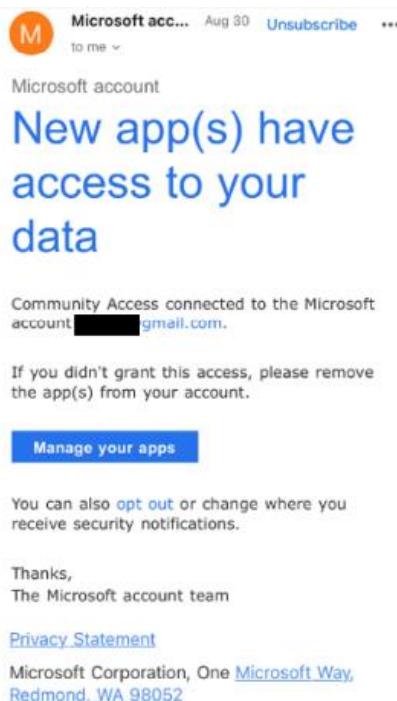
Logging in with Facebook

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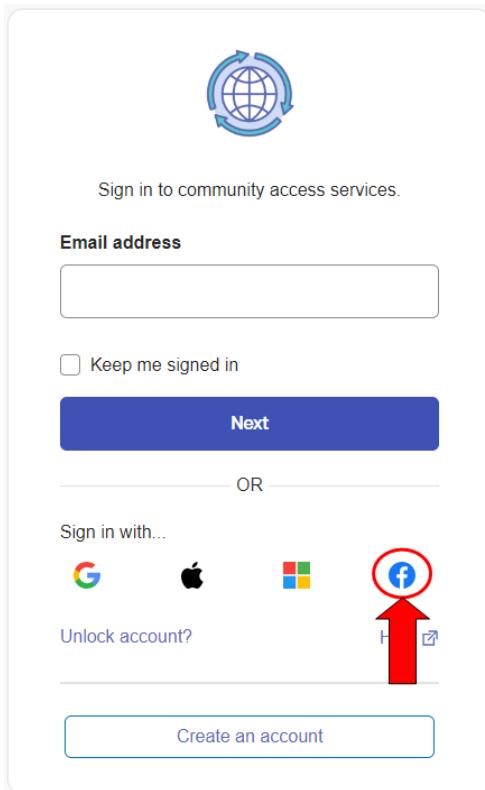
2. This will bring you to the main facebook login screen:
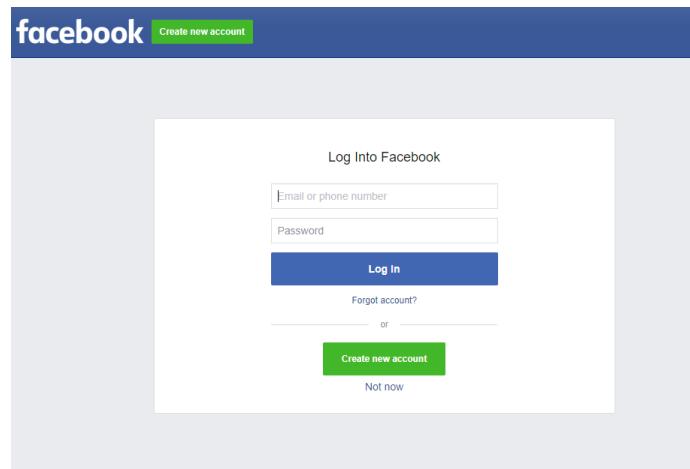
3. Proceed through the steps to log into your facebook account. You may be prompted to grant access to Tyler Portico or Community Access.
4. Once you have successfully logged in, you will be routed back to the STREAM homepage.

Troubleshooting Log In Issues

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.

## 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 us to confirm that you are a contact on the missing application/s. 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 am not seeing an email to finish setting up my account/resetting 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

## 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.

Sign in to community access services.

Your session has expired. Please try to sign in again.
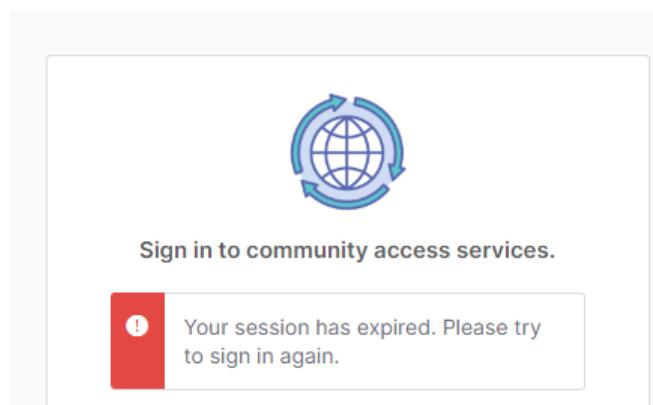
My Account is locked

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
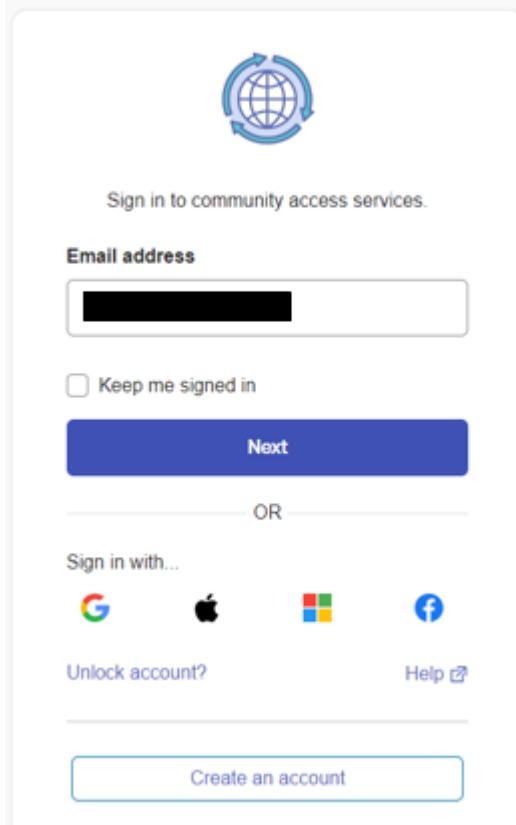
On the next screen, select to log in with Password
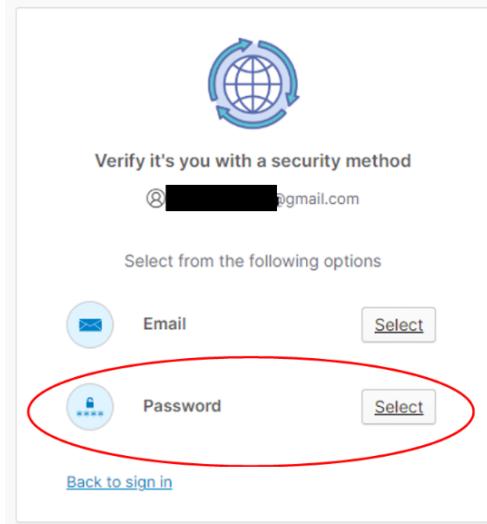
If you enter an incorrect password, you will see a message that says Unable to Sign In:
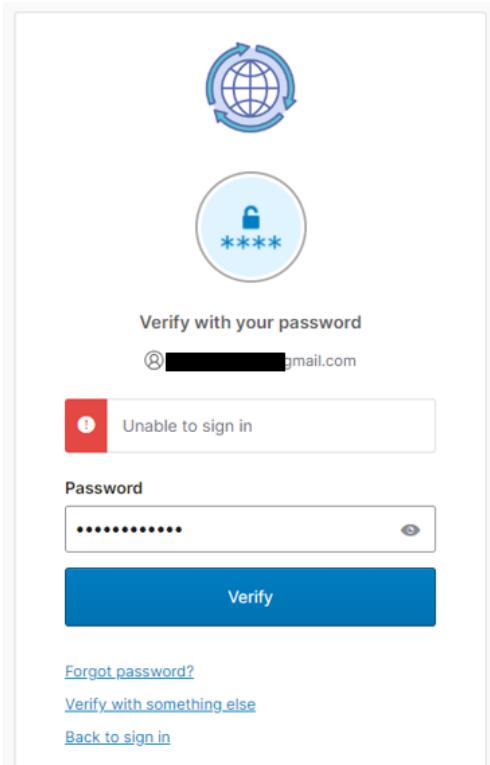
At this point, you can use the link to "Verify with something else" if you cannot remember your password and would prefer to login with another tool such as facebook, google, or Microsoft. If you continue to enter incorrect passwords, your account may become locked and you will continue to receive the "unable to sign in" message regardless of the password you enter.
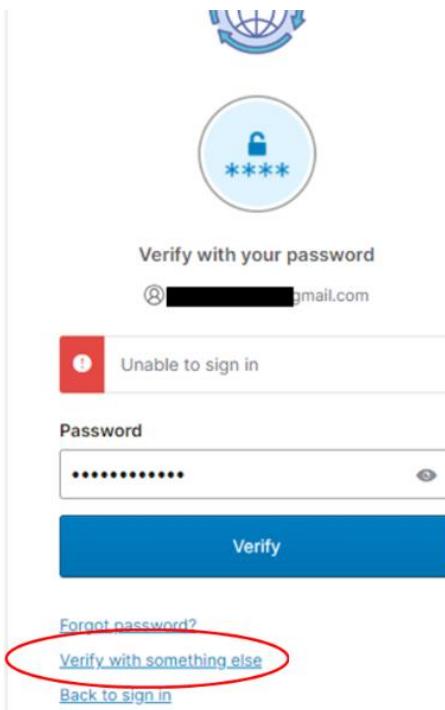
If you suspect your account is locked, return to the main login screen and click on the "Unlock Account" link at the bottom of the page
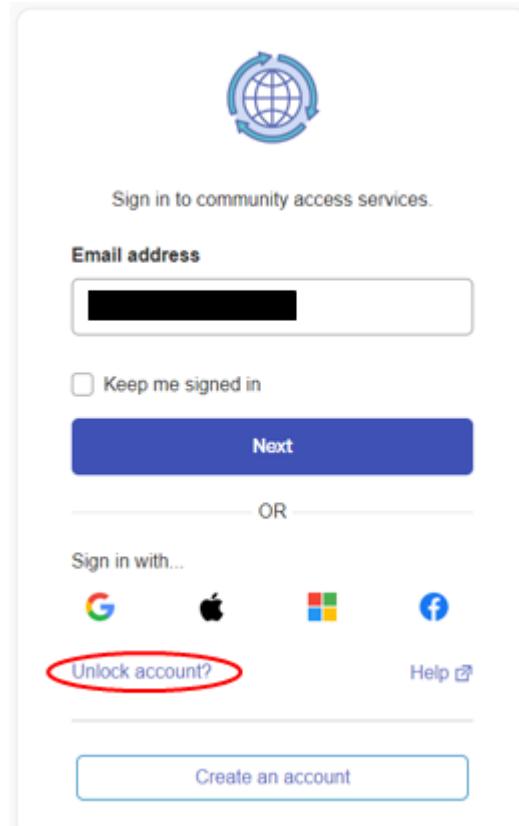
Sign in to community access services.

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
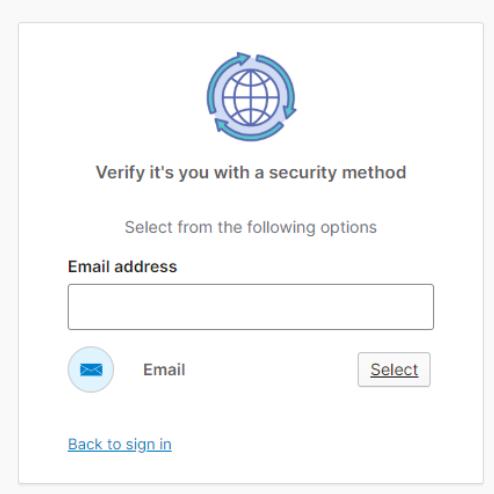
Verify it's you with a security method

Select from the following options

Email address

✉ Email   Select

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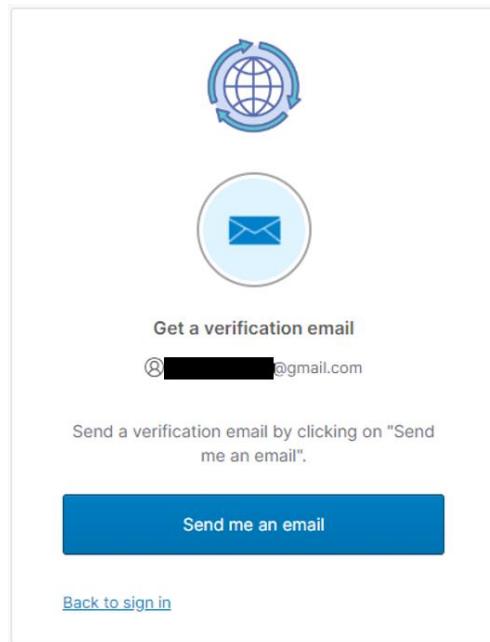
You will receive an email with instructions to reset password and unlock your account