

STREAM Login and Registration Process

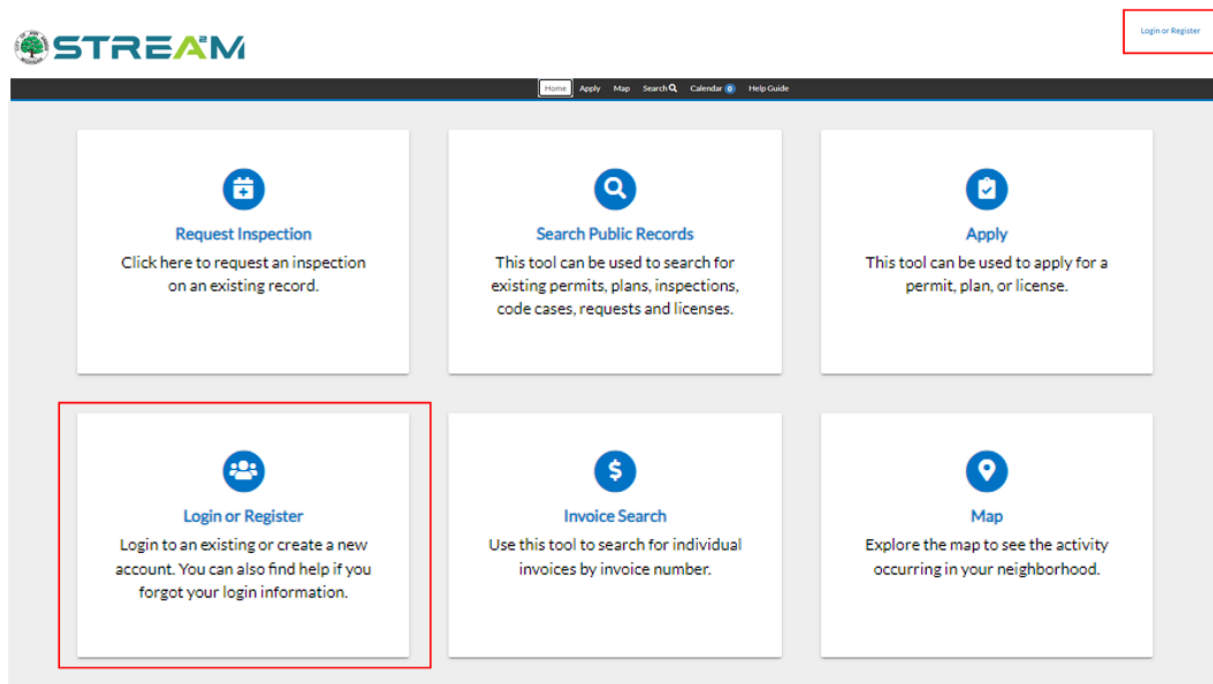
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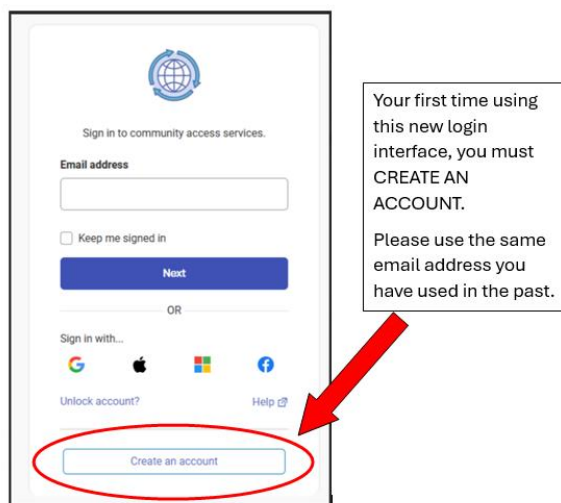
Introduction and accessing login/registration

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.



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:

Sign in to community access services.

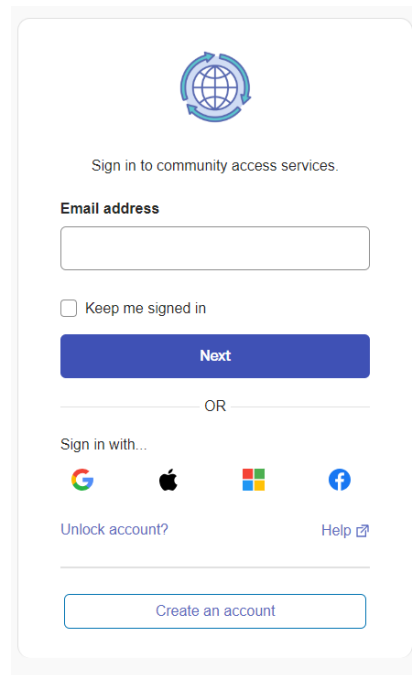



Email address

☐ Keep me signed in

Next

OR

Sign in with...

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

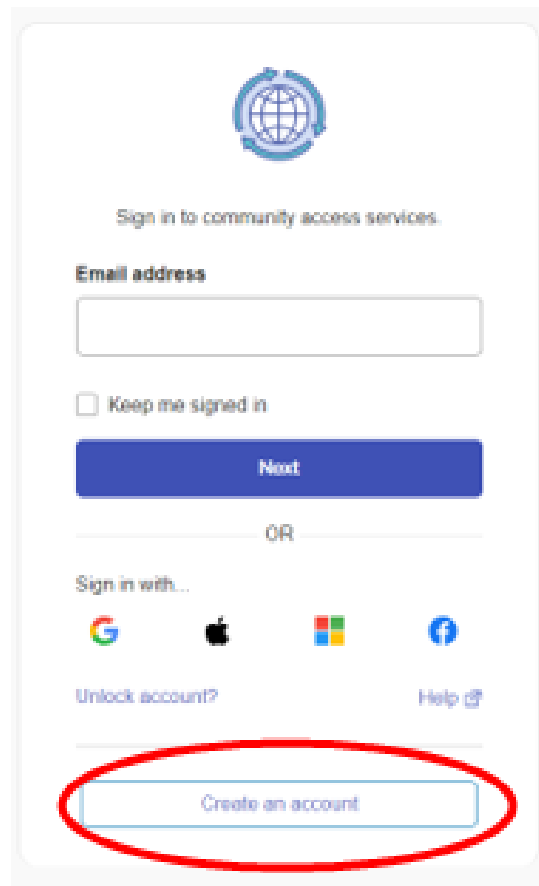
Create an account

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

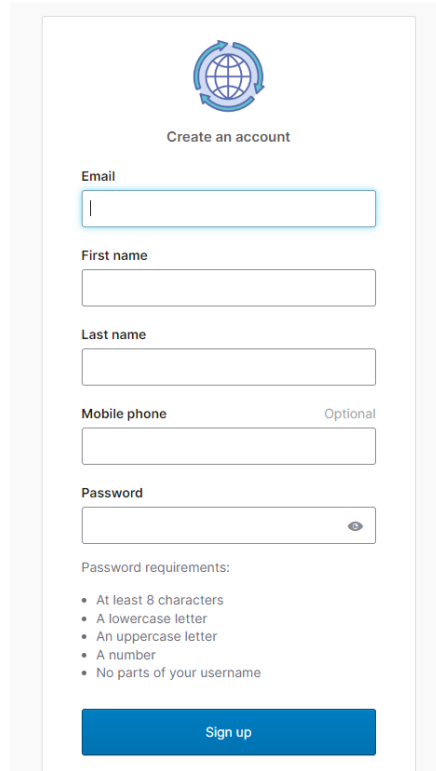
Sign in with...

[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 list of password requirements is provided: at least 8 characters, a lowercase letter, an uppercase letter, a number, and no parts of the username. A blue 'Sign up' button is at the bottom.

Create an account

Email

First name

Last name

Mobile phone Optional

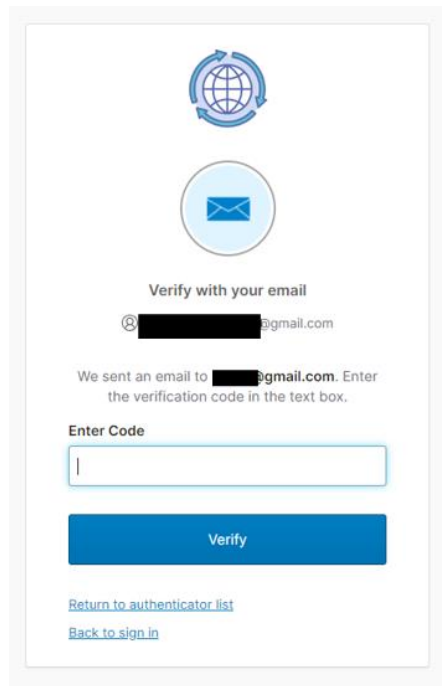
Password

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 '® [redacted]@gmail.com' and a message: 'We sent an email to [redacted]@gmail.com. Enter the verification code in the text box.' Below this is an 'Enter Code' input field and a blue 'Verify' button. At the bottom, there are two links: 'Return to authenticator list' and 'Back to sign in'.

Verify with your email

® [redacted]@gmail.com

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

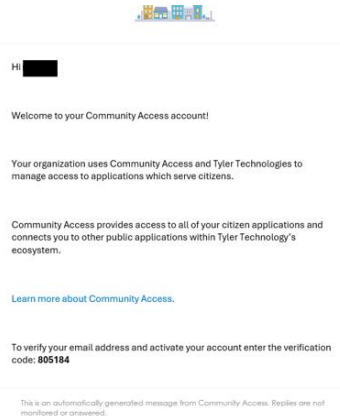
Enter Code

Verify

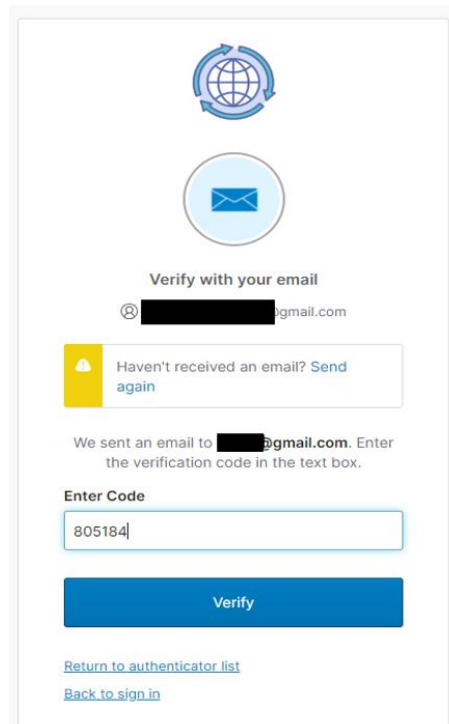
[Return to authenticator list](#)

[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 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](#)


Home Apply Map Report Record Search Calendar Help Guide

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](#)

Home Apply Map Report Record Search Calendar Help Guide

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](#)

Home Apply Map Report Record Search Calendar Help Guide

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**

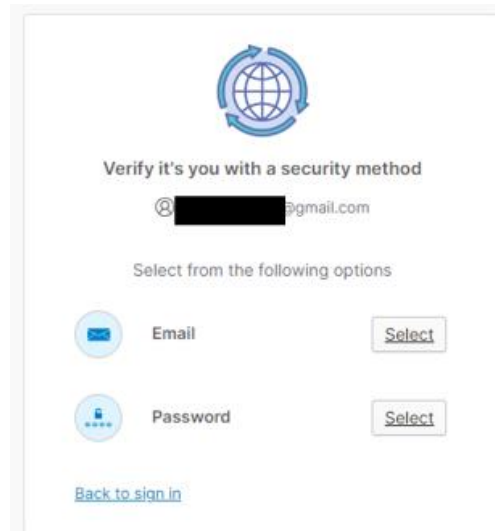
Logging into Your Account

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.

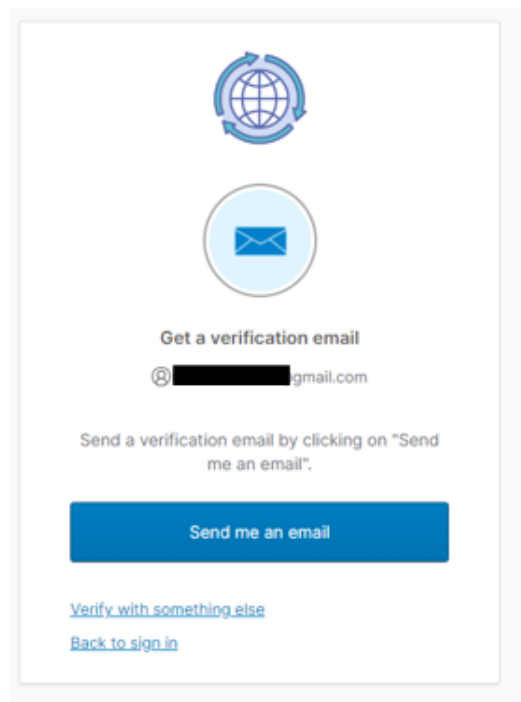
5. Choose your preferred method, Email or Password.



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". An email address field is partially visible, showing "@gmail.com". Below the field, it says "Select from the following options". There are two options: "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".

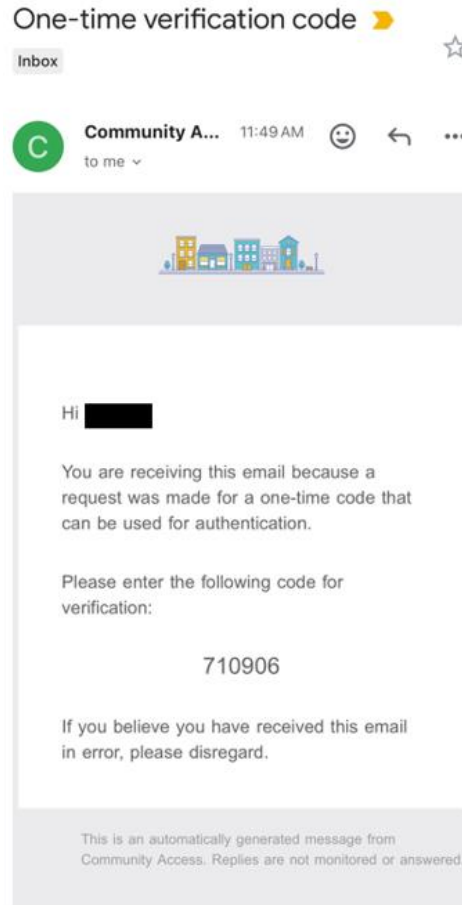
6. **VERIFY WITH EMAIL:**

- 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).

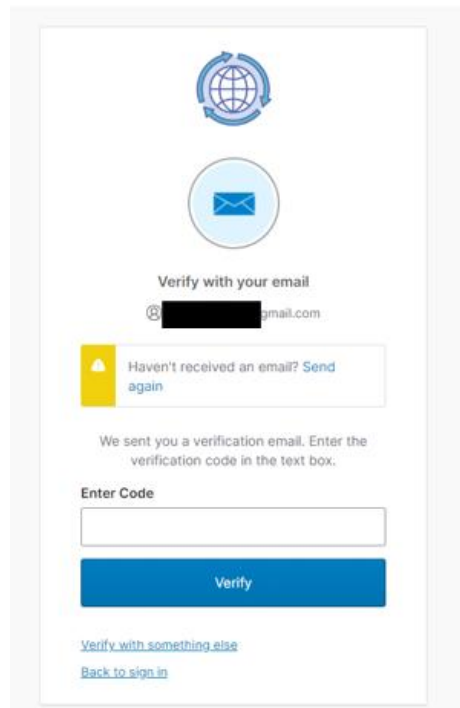


The screenshot shows a confirmation screen with a globe icon at the top. Below it is an envelope icon. The text reads "Get a verification email". An email address field is partially visible, showing "@gmail.com". Below the field, it says "Send a verification email by clicking on 'Send me an email'". There is a large blue button that says "Send me an email". At the bottom left, 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?](#)

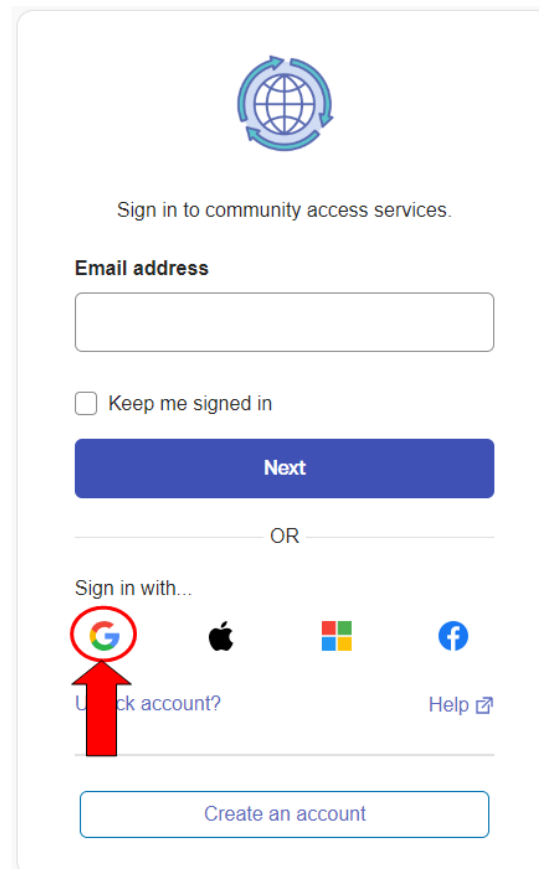
[Verify with something else](#)

[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

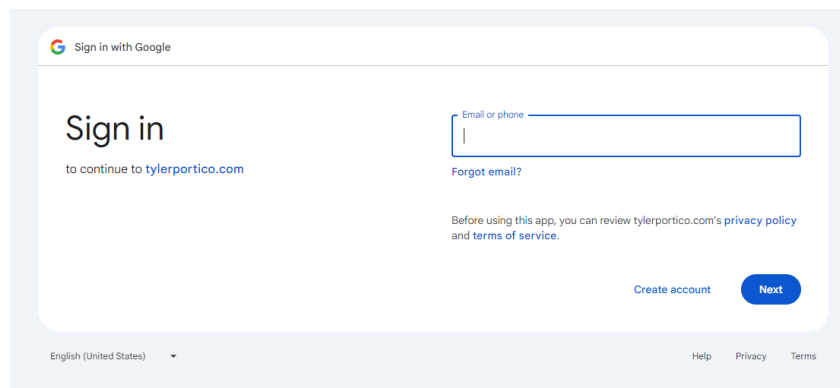
Logging in with Google

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'. A checkbox labeled 'Keep me signed in' is present, followed by a blue 'Next' button. Below the button is a horizontal line with 'OR' in the center. Underneath, the text 'Sign in with...' is followed by four 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 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.

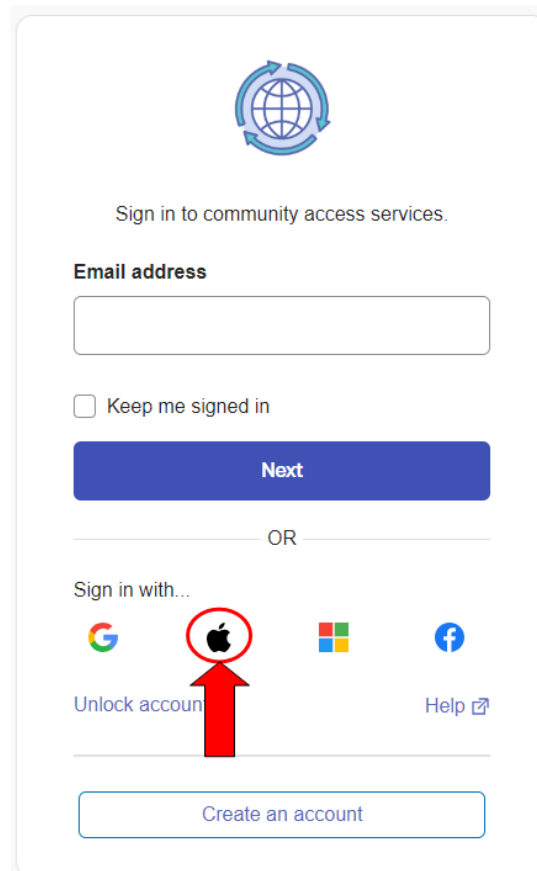


The screenshot shows the Google sign-in interface. At the top, it says 'Sign in with Google'. Below this is the heading 'Sign in' followed by 'to continue to tylerportico.com'. There is a text input field for 'Email or phone' and a link for 'Forgot email?'. Below the input field, there is a note: 'Before using this app, you can review tylerportico.com's privacy policy and terms of service.' At the bottom right, there are two buttons: 'Create account' and 'Next'. At the bottom left, there is a language selector set to 'English (United States)'. At the bottom right, there are links for 'Help', 'Privacy', and 'Terms'.

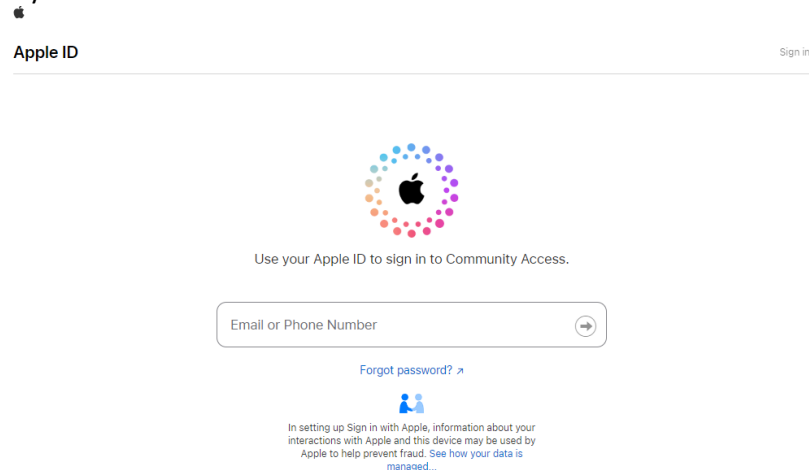
3. Proceed to sign in using your google credentials. Once complete, you will be redirected back to STREAM.

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



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.

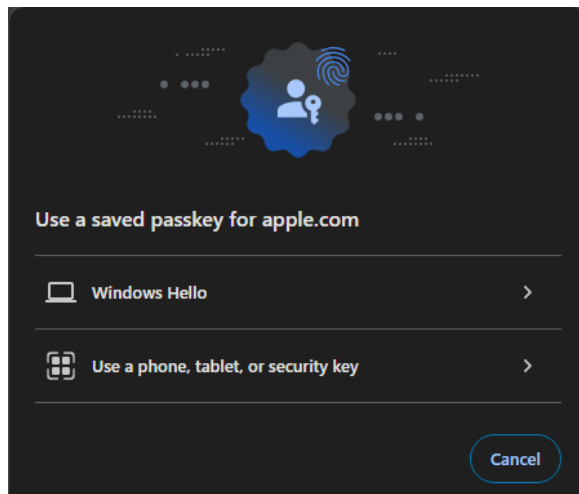
[Forgot password? ↗](#)

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 >

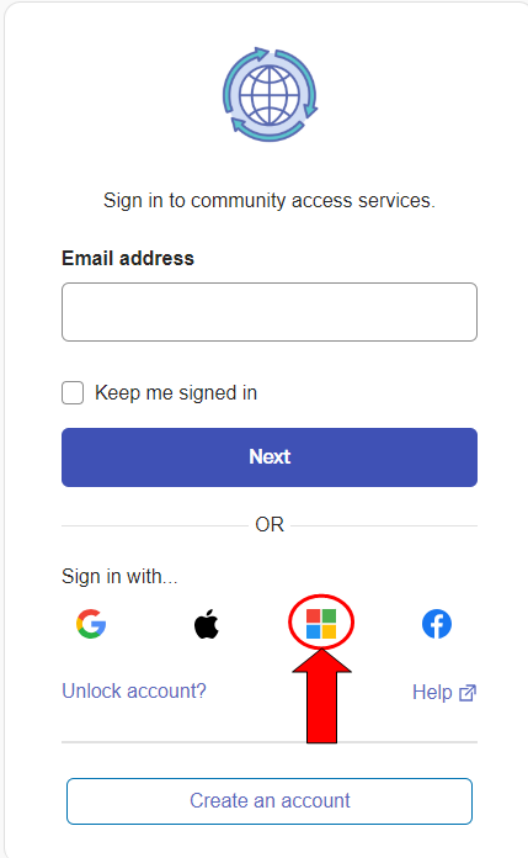
Use a phone, tablet, or security key >

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.

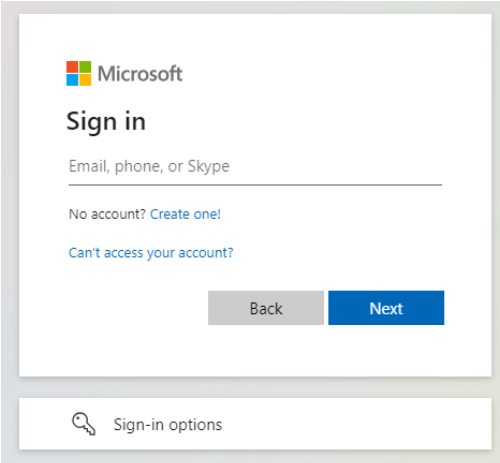
Logging in with Microsoft

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.



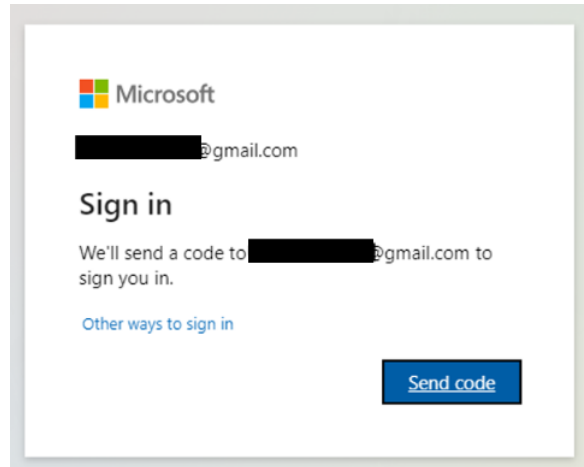
The image shows a login page for community access services. At the top is a globe icon with circular arrows. Below it, the text "Sign in to community access services." is displayed. There is a text input field for the "Email address". Below the field is a checkbox labeled "Keep me signed in". A blue "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 contains icons for Google, Apple, Microsoft (highlighted with a red circle and a red arrow), and Facebook. Below these icons are links for "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". There is a text input field for "Email, phone, or Skype". Below the 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 with a magnifying glass icon and the text "Sign-in options".

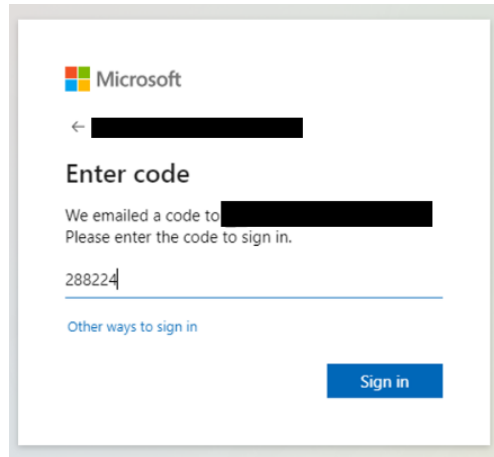
3. Once you enter your email, phone, or skype information and click Next, Microsoft will let you know where they will send the verification code for you to sign in. Click "Send Code" to confirm that you are ready for the code.



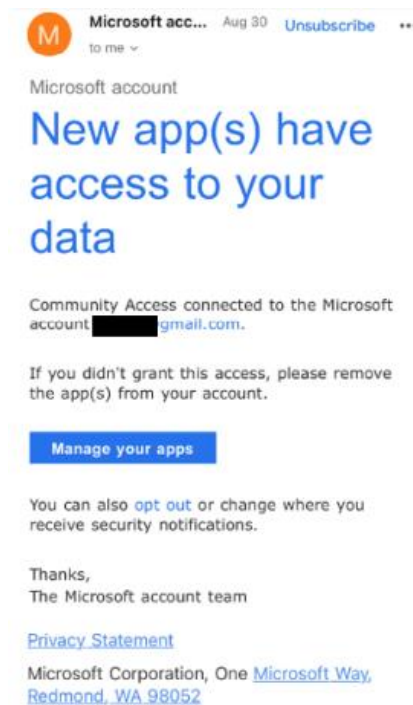
4. Once you click "Send code" you will receive an email with the code from Microsoft.



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

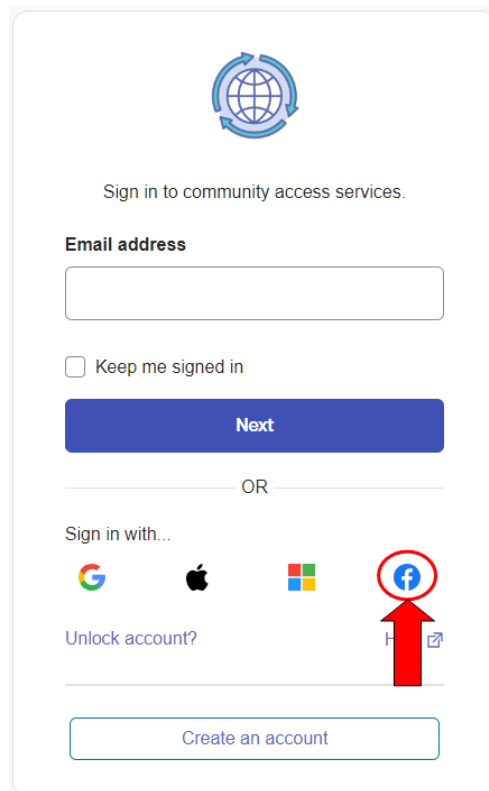


6. You will then be redirected back to STREAM
7. Microsoft will send you an email alerting you that a new app (Community Access) has been given access to your data. Note that Community Access is the name of the new login portal so this is a legitimate alert.



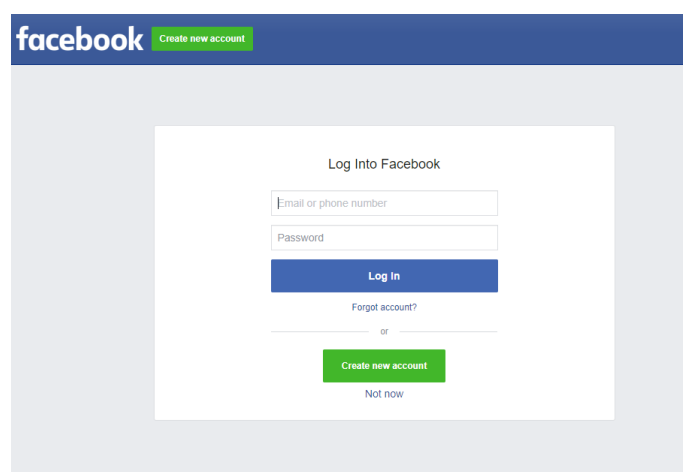
Logging in with Facebook

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 page. 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

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

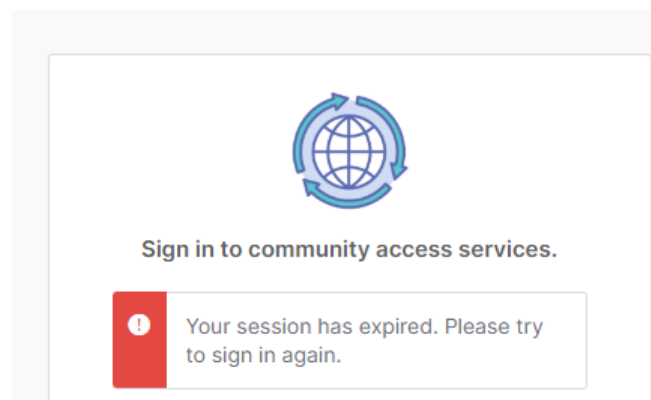
1. Please make note of what account you are currently logged into (specifically, what email address you used to log in) and then contact us to confirm that you are a contact on the missing application/s. Sometimes applicants will manually add names to applications without searching for the existing contact 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

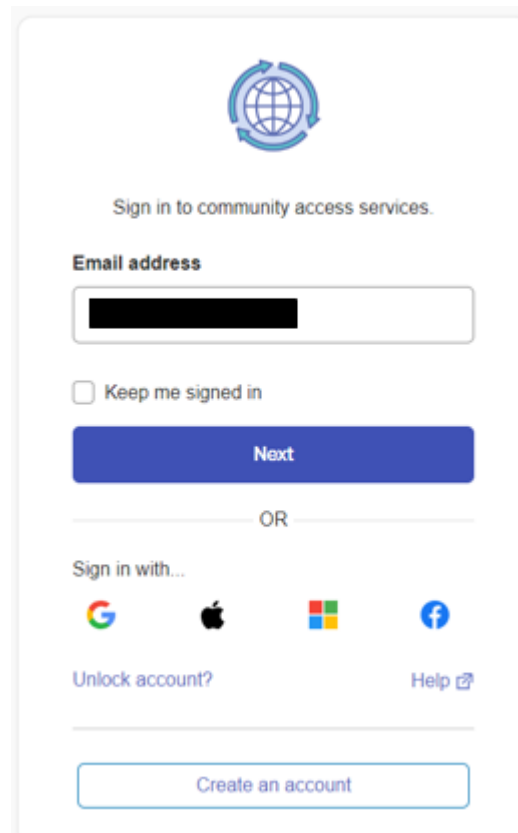
1. This error message will happen if you were on a page that required action (such as clicking next or entering a verification code) and you left it sitting on that page without proceeding for too long.
2. Simply restart where you left off. Note that if you received a verification code in your email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



My Account is locked

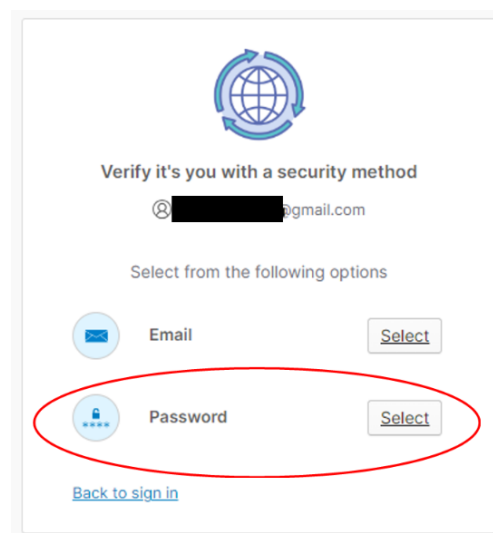
This can happen if you have attempted to log in multiple times with the incorrect password. Please follow these steps to reset your password and unlock your account.

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



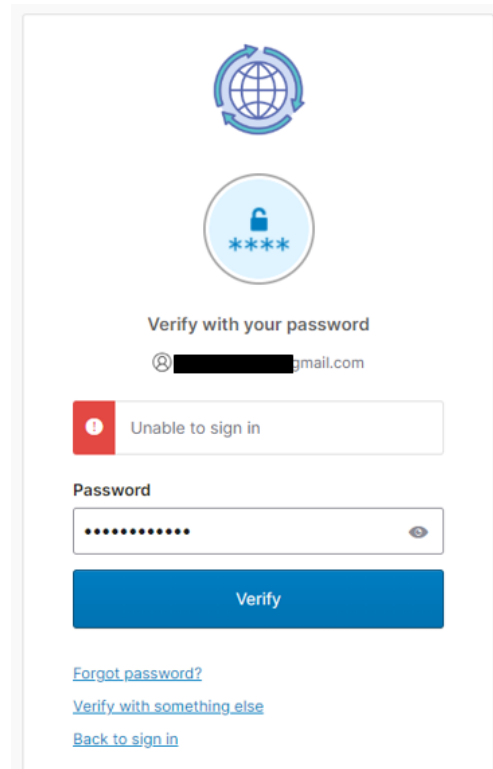
The login screen features a globe icon with circular arrows at the top. Below it, the text "Sign in to community access services." is displayed. A text input field labeled "Email address" contains a redacted email address. A checkbox labeled "Keep me signed in" is present. A blue "Next" button is located below the input field. A horizontal line with "OR" in the center separates the email login section from the social login section. The social login 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". At the bottom, there is a "Create an account" button.

On the next screen, select to log in with Password



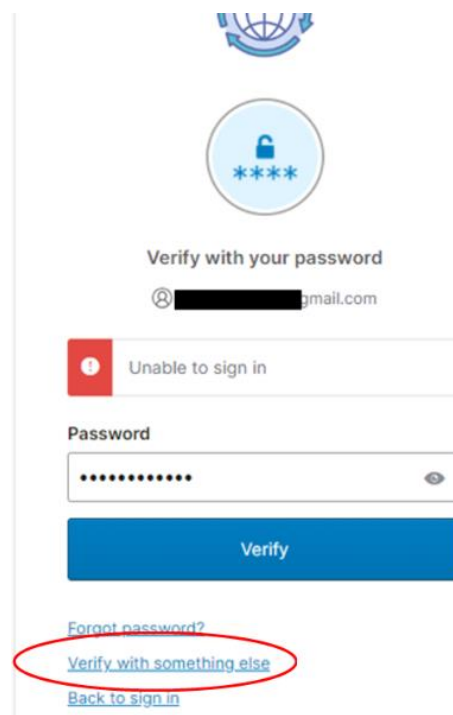
The security method selection screen features a globe icon with circular arrows at the top. Below it, the text "Verify it's you with a security method" is displayed, followed by a redacted email address. The text "Select from the following options" is shown. There are two options: "Email" with an envelope icon and a "Select" button, and "Password" with a lock icon and a "Select" button. The "Password" option is circled in red. A link "Back to sign in" is at the bottom.

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



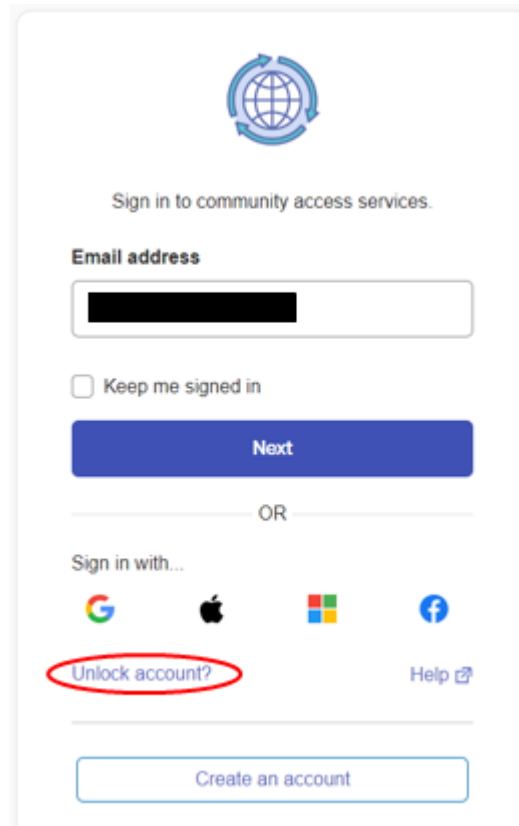
The screenshot shows a login interface with a globe icon at the top. Below it is a circular icon with a padlock and four asterisks. The text 'Verify with your password' is displayed, followed by a username field containing a masked email address. A red error message box states 'Unable to sign in'. Below this is a password field with masked characters and a 'Verify' button. At the bottom, there are three links: 'Forgot password?', 'Verify with something else', and 'Back 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.



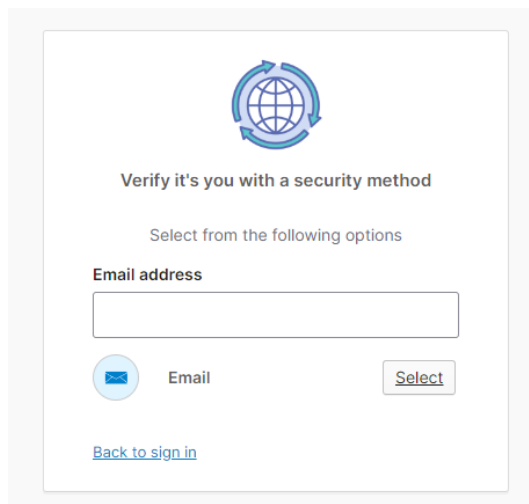
This screenshot is identical to the one above, showing the same login interface and error message. However, the link 'Verify with something else' at the bottom is circled in red, highlighting it as an alternative login option.

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



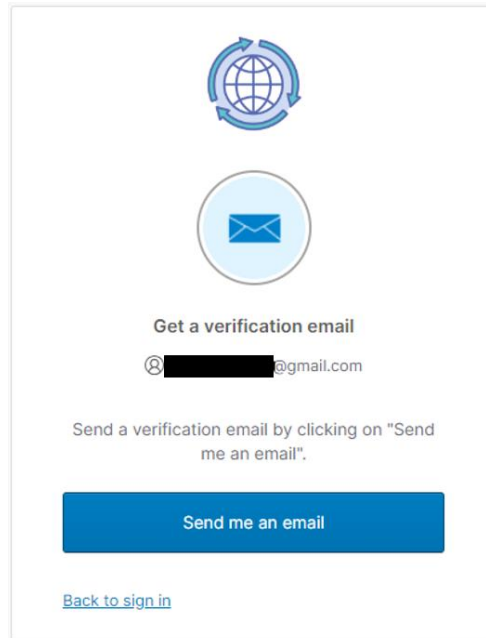
The screenshot shows a login interface with a globe icon at the top. Below it, the text "Sign in to community access services." is displayed. There is a text input field labeled "Email address" containing a redacted black box. Below the input field is a checkbox labeled "Keep me signed in". A blue button labeled "Next" is positioned below the checkbox. A horizontal line with the text "OR" in the center separates the "Next" button from the "Sign in with..." section. The "Sign in with..." section features four social media icons: Google, Apple, Microsoft, and Facebook. Below these icons, the text "Unlock account?" is circled in red. To the right of this text is a "Help" link with an external link icon. At the bottom of the page is a button labeled "Create an account".

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



The screenshot shows a verification interface with a globe icon at the top. Below it, the text "Verify it's you with a security method" is displayed. Below this text is the instruction "Select from the following options". There is a text input field labeled "Email address". Below the input field are two options: "Email" (with an envelope icon) and "Select" (a button). At the bottom of the page is a link labeled "Back to sign in".

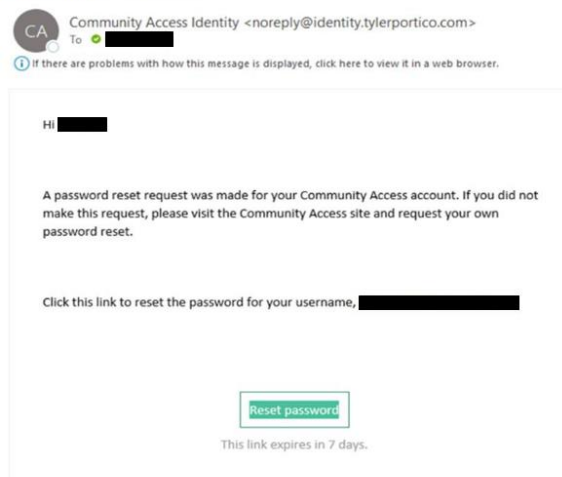
At the next page, confirm that your email address is spelled correctly and click the button to “Send me an email”



The screen displays a verification email interface. At the top, there is a blue circular icon with a globe and arrows. Below it is a blue circular icon with an envelope. The text "Get a verification email" is centered, followed by an email address where the local part is redacted with a black box. Below this, a message states: "Send a verification email by clicking on 'Send me an email'". A large blue button labeled "Send me an email" is centered. At the bottom left, there is a blue link that says "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" logo and the text "Community Access Identity <noreply@identity.tylerportico.com>". The "To:" field shows a redacted email address. A small blue icon with an "i" is followed by the text: "If there are problems with how this message is displayed, click here to view it in a web browser." The main body of the email starts with "Hi [redacted]". Below this, a paragraph states: "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." This is followed by the text: "Click this link to reset the password for your username, [redacted]". A green button labeled "Reset password" is centered. Below the button, it says "This link expires in 7 days."

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