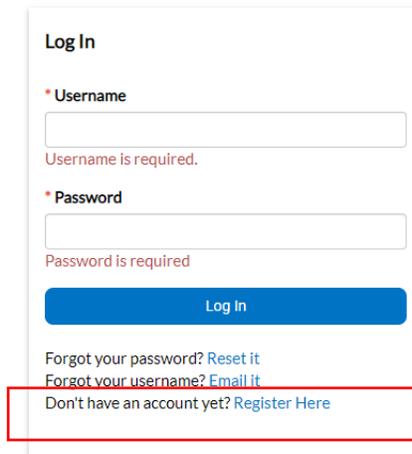


We Have Upgraded Our Customer Portal as of September 23rd

Charleston County is excited to announce a new [Customer Self Service \(CSS\) portal](#). This website will replace the County's Customer Access Portal (CAP) and provides our customers with an all-new HTML platform experience that can be used on your desktop and mobile devices. Please note the following:

- The new CSS application works using all web browser but optimally with Chrome.

You can continue to use your active CAP account credentials. HOWEVER, when you initially log into CSS, you will still need to "register" within CSS. However, you can use the same email address as you used in CAP.



The image shows a 'Log In' form with the following elements:

- Log In** (Section Header)
- * Username** (Label) with an empty text input field below it. Below the field is the error message: *Username is required.*
- * Password** (Label) with an empty password input field below it. Below the field is the error message: *Password is required*
- Log In** (Blue button)
- Forgot your password? [Reset it](#)
- Forgot your username? [Email it](#)
- Don't have an account yet? [Register Here](#) (This line is highlighted with a red box)