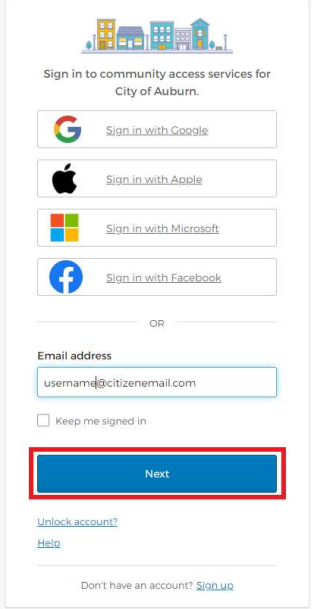


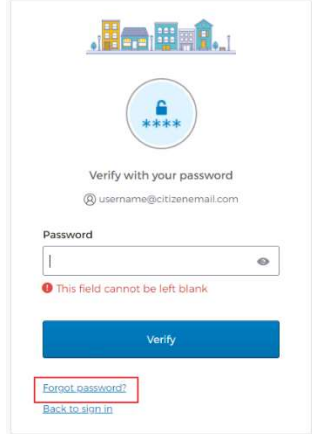
1: Access Citizen Self Service at <https://selfservice.auburnalabama.org/css/> and log in using the link in the top right corner.

For Vendor Self Service, use <https://selfservice.auburnalabama.org/vss/>.

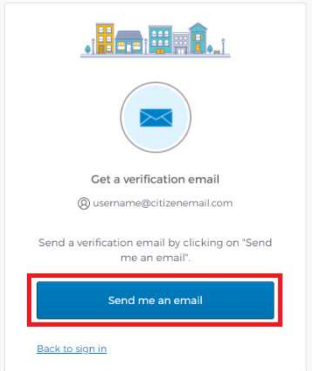
Input your email address in the email address field, and click “Next.”



2: On the next screen, click the option for “Forgot password?”



3: On the following screen, click the button labeled “Send me an email.”



4: On the next screen, input the verification code from the email\* you received in the Enter Code box, and click “Verify.”

\*If you did not receive an email with a code, check your spam folder.

Verify with your email  
mbridgmon@auburnalabama.org

Haven't received an email? Send again

We sent an email to m\*\*\*n@auburnalabama.org. Enter the verification code in the text box.

Enter Code

Verify

[Back to sign in](#)

5: On the following screen, create a password for your account following the listed requirements, and click “Reset your password.” You will then be directed to your account.

Reset your password  
mbridgmon@auburnalabama.org

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

New password

Re-enter password

Sign me out of all other devices.

Reset your password

[Back to sign in](#)