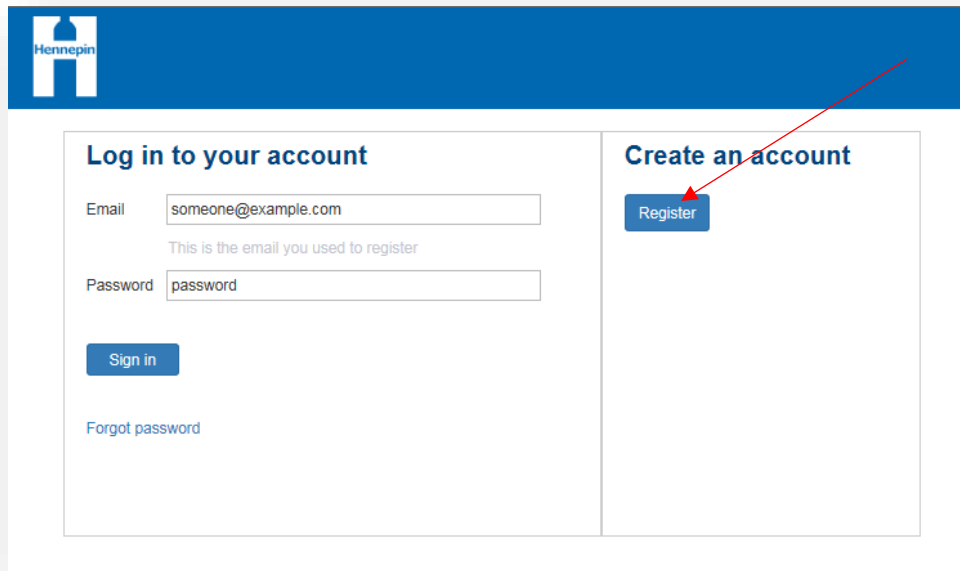


Create/Register an Account with Hennepin County

1. Go to <https://register.hennepin.us> and select the "Register" button



The screenshot shows the Hennepin County registration page. At the top left is the Hennepin logo. The page is divided into two main sections: "Log in to your account" and "Create an account".

Log in to your account

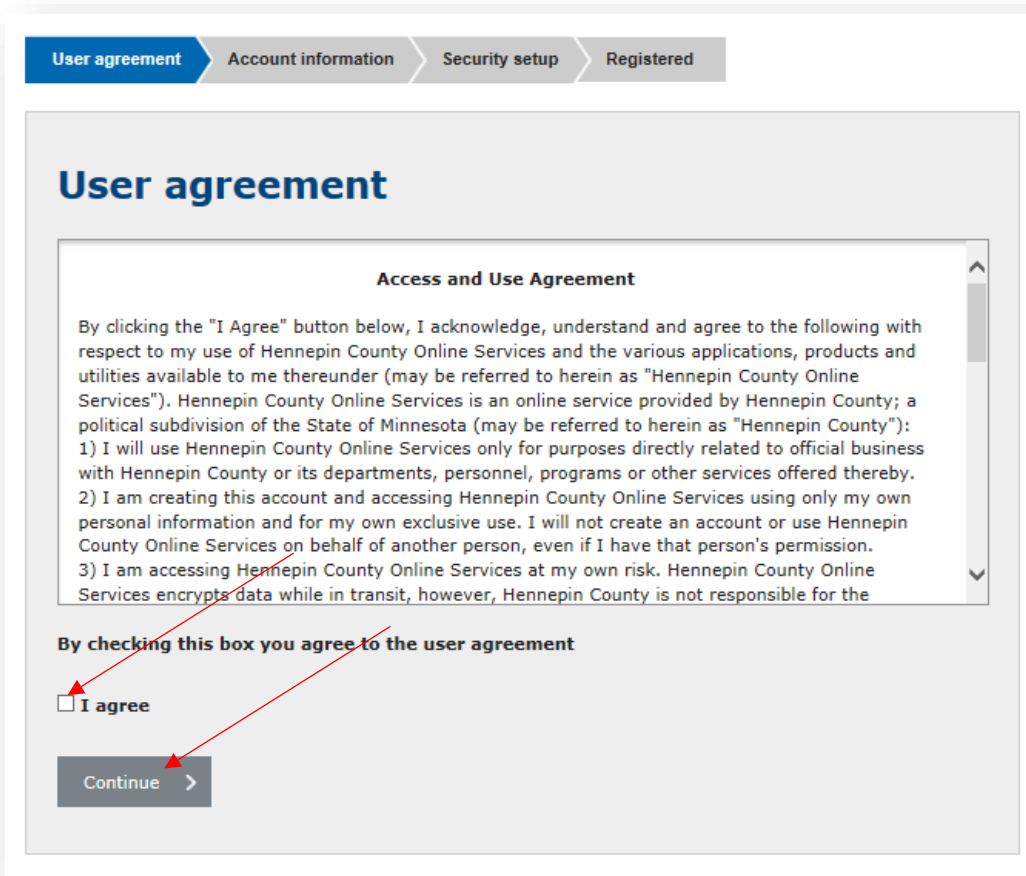
Email:
This is the email you used to register

Password:

[Forgot password](#)

Create an account

2. Read through the User Agreement and check the box to acknowledge that you understand and agree, then select the "Continue" button



The screenshot shows the "User agreement" page. At the top is a progress bar with four steps: "User agreement" (highlighted), "Account information", "Security setup", and "Registered".

User agreement

Access and Use Agreement

By clicking the "I Agree" button below, I acknowledge, understand and agree to the following with respect to my use of Hennepin County Online Services and the various applications, products and utilities available to me thereunder (may be referred to herein as "Hennepin County Online Services"). Hennepin County Online Services is an online service provided by Hennepin County; a political subdivision of the State of Minnesota (may be referred to herein as "Hennepin County"):

- 1) I will use Hennepin County Online Services only for purposes directly related to official business with Hennepin County or its departments, personnel, programs or other services offered thereby.
- 2) I am creating this account and accessing Hennepin County Online Services using only my own personal information and for my own exclusive use. I will not create an account or use Hennepin County Online Services on behalf of another person, even if I have that person's permission.
- 3) I am accessing Hennepin County Online Services at my own risk. Hennepin County Online Services encrypts data while in transit, however, Hennepin County is not responsible for the

By checking this box you agree to the user agreement

I agree

3. Enter the appropriate account information and select the "Continue" button

User agreement **Account information** Security setup Registered

Account information

Enter your personal information by completing all required fields marked *

Email* Use this email to log in after you register. County government emails that cannot be used to register include hennepin.us and hclib.org. [Expand](#)

Re-enter email*

Your full name

Prefix	First name*	Middle name	Last name*	Suffix
<input type="text" value="Mr., Ms."/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Jr., Sr."/>

Phone number Phone type

[Previous](#)

a. When the information is filled out correctly a green circle with a check mark will display

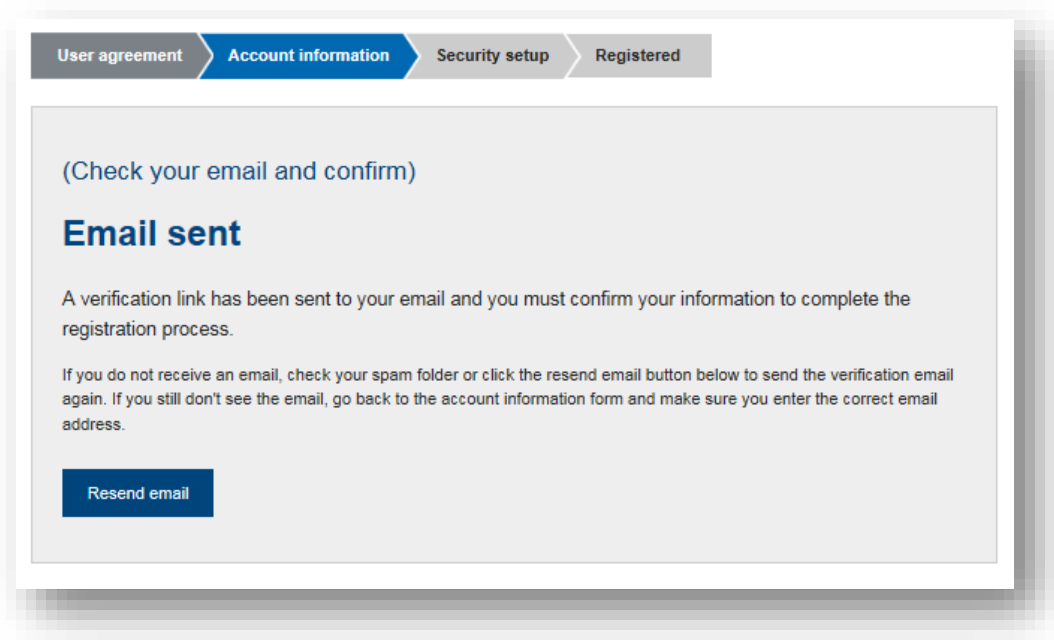
Your full name

Prefix	First name*	Middle name	Last name*	Suffix
<input type="text" value="Mr., Ms."/>	<input type="text" value="John"/>	<input type="text"/>	<input type="text" value="Smith"/>	<input type="text" value="Jr., Sr."/>

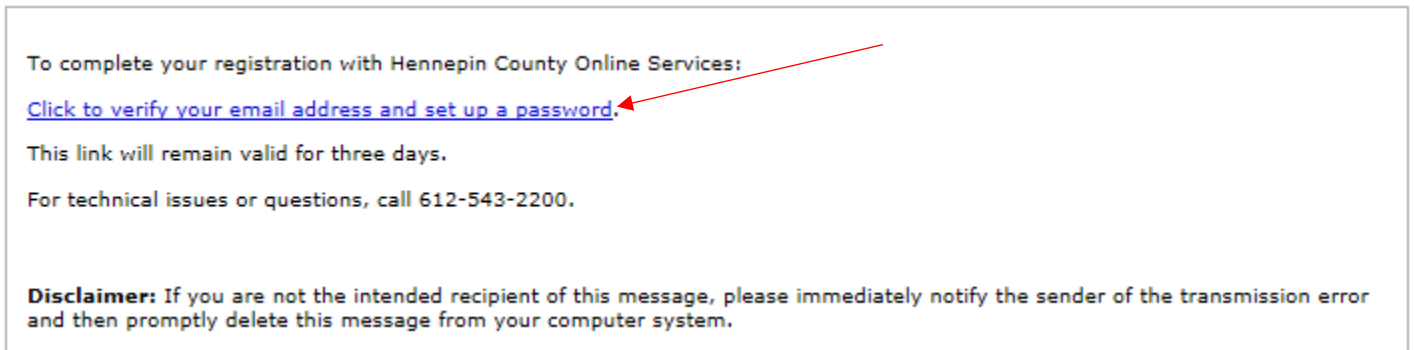
Phone number Phone type

[Previous](#)

- b. If it is invalid a red circle with an X will display
4. The next screen will confirm that an email has been sent to you for verification



5. Go to your email and check that Hennepin County has sent an email with the message and link as displayed below
- a. It may take a few minutes to receive it as certain networks are slower than others



- b. Select the link in your email that says “Click to verify your email address and set up a password”

6. Enter all of the security setup information and select the “Continue” button at the bottom of the page

The screenshot shows a registration progress bar at the top with four steps: "User agreement", "Account information", "Security setup" (highlighted in blue), and "Registered". Below the progress bar is a message box that says "Email confirmed" and "Continue the registration process by completing the security setup." The main section is titled "Security setup" and contains instructions: "To complete your registration, create a password and create three security questions. Required fields are marked with an *".

Password

Must be at least 8 characters and include 3 of the following: uppercase letter, lowercase letter, number, special character.

Create password*

Re-enter password

Security questions

Choose three security questions you'll need to change your password in the future.

Question*

Answer*

- a. When the information is filled out correctly a green circle with a check mark will display (similar to the image in Step 3)
 - b. If it is invalid a red circle with an X will display
7. A message will display that says “Registration successful”

The screenshot shows the same progress bar at the top, but now "Registered" is highlighted in blue. The main message says "Registration successful" in blue text. Below the message is a blue button labeled "Log in".

8. Do not select the log in button on the page, go to Step 1 to log in with your new account