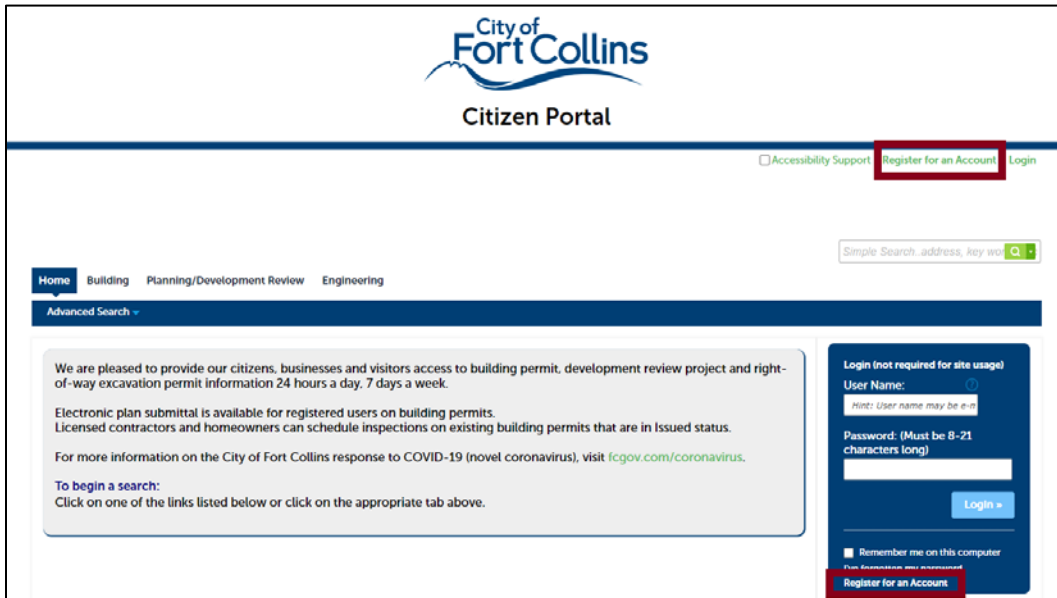


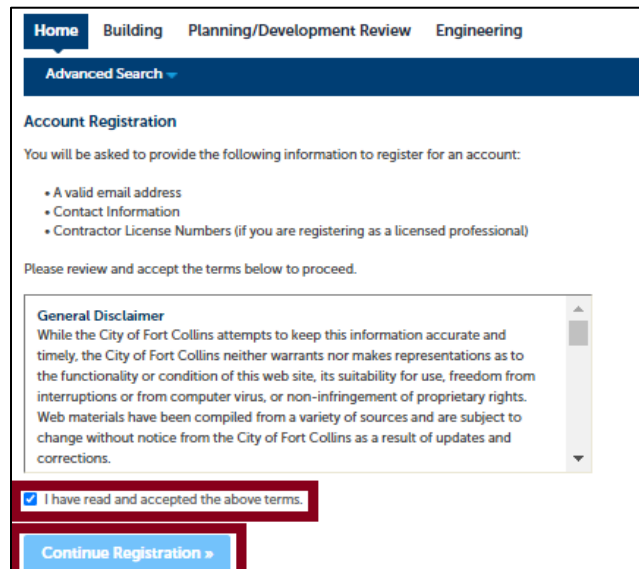


# Creating a City of Fort Collins Citizen Portal Account

1. Navigate to [fcgov.com/CitizenAccess](http://fcgov.com/CitizenAccess).
2. Click either of the **Register for an Account** links shown below



3. Read through the disclaimer, check off the box that indicates you have read and understood the site terms and then click **Continue Registration**.





4. Enter your information
  - a. Username: Must be between 4-50 characters. May contain letters, numbers and the following special characters: @ \_ - . )
  - b. Email Address
  - c. Password: Must be between 8-21 characters.
  - d. Type Password Again
  - e. Enter Security Question: This question is prompted and must be answered correctly to reset passwords
  - f. Answer: The answer to your security question.

A screenshot of a web form titled "Login Information" in a dark blue header. The form contains six input fields, each with a red asterisk and a blue question mark icon to its right. The fields are: "User Name:", "E-mail Address:", "Password:", "Type Password Again:", "Enter Security Question:", and "Answer:". Each field is currently empty.

5. Once the basic account information is added, scroll down to Contact Information, and click **Add Info**.

A screenshot of a web form titled "Contact Information" in a dark blue header. Below the header, the text "Choose how to fill in your contact information." is displayed. At the bottom of the form, there is a blue button with the text "Add Info" in white, which is highlighted with a red rectangular border.



6. A pop-up window displays. Select what type of account you would like your information listed as: Organization or Individual. Once selected, click **Continue**.
  - a. Note: This selection will have no impact on the functionality of the account

A screenshot of a "Select Contact Type" pop-up window. The window has a title bar with "Select Contact Type" and a close button (X). Below the title bar, there is a label "\* Type:" followed by a dropdown menu showing "--Select--". At the bottom of the window, there are two buttons: a blue "Continue" button and a green "Discard Changes" button. The "Continue" button is highlighted with a red rectangular border.

7. Fill in all required information and click **Continue**.

A screenshot of a "Contact Information" form. The form has a title bar with "Contact Information" and a close button (X). The form contains several input fields and dropdown menus. The fields are: "\* First:", "Middle:", "\* Last:", "Name of Business:", "\* Address Line 1:", "\* City:", "\* State:" (dropdown menu showing "--Select--"), "\* Zip:", "Home Phone:", "Work Phone:", "Mobile Phone:", "E-mail:", "Fax:", and "Country:" (dropdown menu showing "United States"). At the bottom of the form, there are three buttons: a blue "Continue" button, a blue "Clear" button, and a green "Discard Changes" button.



8. The system will look for a match on contact information. If none is found, the contact information will be added to the system as provided. Click **Continue**.

The information you entered is not found. Click Continue to create a new account. Click Cancel to change the information.

**Continue** **Cancel**

9. Contact information shows below the previously entered account information. Click **Continue Registration**

### Contact Information

Choose how to fill in your contact information.

✔ **Contact added successfully.**

**Joseph Smith**

Home phone:  
Mobile Phone:  
Work Phone:  
Fax:  
**Edit Remove**

**Continue Registration »**

10. A message is displayed confirming the account was successfully created. An email confirming that the account has been activated is sent to the email address provided during the registration process.

[Home](#) [Building](#) [Planning/Development Review](#) [Engineering](#)

[Advanced Search](#)

✔ Your account is successfully registered.

**Your account has been successfully created.**  
An e-mail has been sent to you confirming this account creation.  
If you are registering as a licensed contractor or a homeowner, you may link your contractor license to this account.  
If you are a homeowner and wish to link your home address to this account, please place your request via email at [BuildingServices@fcgov.com](mailto:BuildingServices@fcgov.com)



11. To log in, click the **Login** link at the top of the page.



12. Enter the previously set username and password. Then click **Login**.

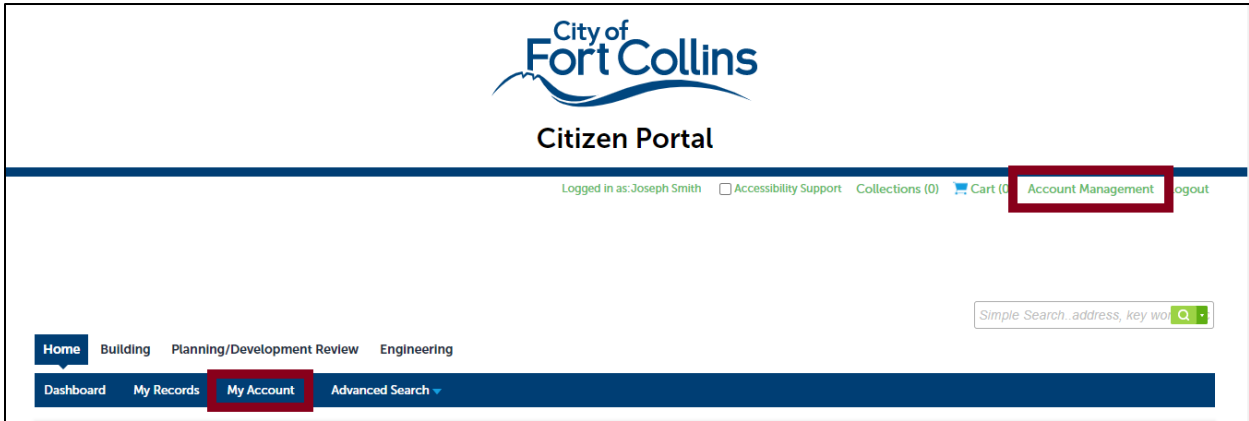
A screenshot of the login form on the Citizen Portal. The form has a dark blue background and contains the following elements:

- Title: "Login (not required for site usage)"
- Label: "User Name:" with a help icon (question mark in a circle)
- Input field: Contains the text "dexoj39159"
- Label: "Password: (Must be 8-21 characters long)"
- Input field: Contains a series of dots representing a masked password
- Button: "Login »" in a light blue box
- Form controls: A checkbox labeled "Remember me on this computer", a link "I've forgotten my password", and a link "Register for an Account".

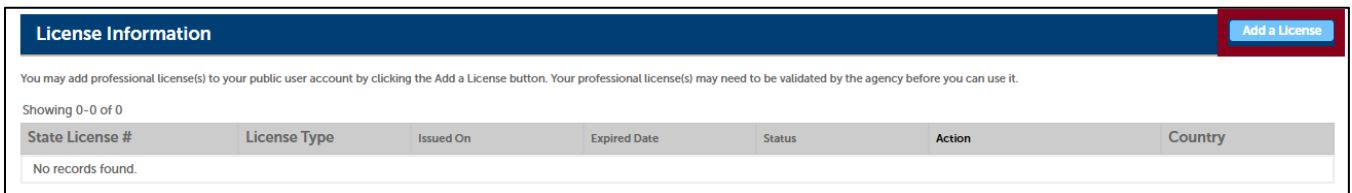
Are you a Contractor licensed with the City of Fort Collins? Continue below to link your license to your Citizen Portal account.



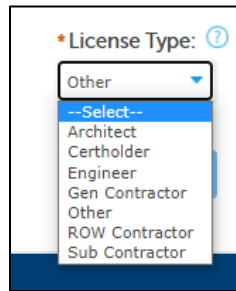
1. Once logged in to your new account, click **My Account** or **Account Management**.



2. Scroll down to the License Information section and click **Add a License**.



3. Begin by selecting the License Type.



4. Enter your license number *exactly* as it appears on your documentation from the City.



5. Click **Find License** to search.

### License Information

\* License Type: [?](#) \* License Number (As assigned by the City): [?](#)

Gen Contractor

**Find License**

### License Information

\* License Type: [?](#) \* License Number (As assigned by the City): [?](#)

Gen Contractor

**Find License**

6. If no results are returned, then the following issues may exist:
- a. Your license is no longer active.
  - b. One of your license's expiration dates may have passed.
    - i. License Expiration Date
    - ii. Worker's Comp Expiration Date
    - iii. Insurance Expiration Date
  - c. You may have mistyped your license number.
  - d. You may have selected an incorrect license type.
    - i. Unsure about your license type? See Table 1 at the bottom of this document.



7. When you license record is returned, click the **Connect** button under the Action column

\* INDICATES A REQUIRED FIELD.

### License Information

Showing 1-1 of 1

License Number	Type	Name	Business Name	Action
A-1A	Gen Contractor	ANNOUNCED TO BE	TBA	<a href="#">Connect</a>

[Search Again »](#)

8. A pop-up message will display. Click **OK** to continue.


Do you want to associate this license to your account?

[OK](#) [Cancel](#)

9. Once linked, you will be directed back to the Account Management Screen. A confirmation message will be displayed to confirm the linking to that license.

[Home](#) [Building](#) [Planning/Development Review](#) [Engineering](#)

[Dashboard](#) [My Records](#) [My Account](#) [Advanced Search ▼](#)

 **A-1A professional license(s) added successfully to your public user account.**  
This license has been approved.

10. Scrolling down to License Information displays the newly linked license and the Status column reflects the Approved status.

### License Information

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | [Download results](#)

State License #	License Type	Issued On	Expired Date	Status	Action
A-1A	Gen Contractor			Approved	<a href="#">Actions ▼</a>





- 11. At this time, an email is sent to the email address on record for that professional license, informing them that this license was linked to an account. This is to keep contractors and other professionals aware should someone else link to their license by mistake.
- 12. If you wish to link more licenses to your Citizen Portal account, repeat steps beginning at #5.

Table 1 – List of License Types in Citizen Portal

If You Have This Type of License	Select This License Type in the Citizen Portal Search
<b>Architect License Holder</b>	<b>Architect Certholder</b>
<b>Engineer</b>	<b>Engineer</b>
<b>ROW Contractor</b>	<b>ROW Contractor</b>
<b>Any exempt license</b>	<b>Other</b>
	<b>Gen Contractor</b>
Class A	
Class B	
Class C1	
Class C1(DR)	
Class C2	
Class D1	
Class D2	
Class E(R) - Residential	
Class E(C) - Commercial	
Class MM (Misc and Minor Structures)	
	<b>Sub Contractor</b>
Fire Alarm Systems	
Awnings	
Demolition	
Gas Piping	
Fireplace Appliances	
Wood Frame Construction	
Fire Sprinkler System	



Flammable Fuel Facilities	
HVAC(R) - Residential	
HVAC(C) - Commercial	
HVAC(RR) - Repair and Replace	
Master Electrician	
Class MM (Misc and Minor Structures)	
Master Plumber	
Roofing	
Roofing(+) Plus	
Refrigeration	
Solar Water and Photovoltaic	
Signs	
Sprinkler	
Wireless Telecommunication Systems	