

Citizen portal registration and login

Certain features of the Citizen Portal require logging into an account to access them, such as submitting a permit application or paying fees online. If you do not have an account, you must go through the registration process first.

How to register for the citizen portal

1. Go to the Citizen Portal link associated with your jurisdiction. Bookmark this page or create a shortcut on your desktop to make it easy to come back to later.
2. In the top right corner of the page, click **Sign Up**. This will open the three step account registration wizard.

Account

- a. Enter your **Email Address**. **Note: This email address must be valid. It will be stored as your contact email address in SmartGov. Once registration is completed, a verification email will be sent to the address provided.*
- b. Enter a **Password** of at least 8 characters and then enter the same password in the **Confirm Password** field.
- c. Enter an **Access Code**, if applicable, to associate the new portal account with any permits you have already applied for. **Note: If you do not have an access code, skip this step or contact your jurisdiction for more information.*
- d. Click **Next**.

The screenshot shows the 'Account Sign Up' step of a three-step registration wizard. The progress bar at the top indicates '1 Account' is active, '2 Contact' is next, and '3 Review' is final. The form includes fields for 'Email Address' (dudesolutions@dude.com), 'Password' (masked with asterisks), and 'Confirm Password' (masked with asterisks). There are validation icons for 'Valid Email Address', 'Minimum 8 characters', and 'Re-enter password'. Below these is an 'Access Code' section with a link 'How to join an existing account' and a text input field for the code. A note states: 'The access code will help associate your new account with any permits you may already have applied for. Don't have one? Skip this step.' At the bottom are 'CANCEL' and 'NEXT →' buttons.

Contact

- e. Enter all required contact information, such as **First Name, Last Name, Address, and Phone #**. **Note: Required fields are indicated with an asterisk (*).*
- f. Once all necessary fields have been completed, click **Next**.

The screenshot shows the 'Your Contact Information' step of the registration wizard. The progress bar at the top indicates '1 Account' is complete, '2 Contact' is active, and '3 Review' is final. The form contains several required fields marked with an asterisk: 'First Name' (Dude), 'Last Name' (Citizen), 'Display Name' (Citizen, Dude), 'Address' (11000 Regency Parkway), 'City' (Cary), 'State' (NC), 'Zip Code' (27518), 'Phone #' ((555) 555-1234), and 'Phone Type' (CELL). There are also optional fields for 'Address', 'City', 'State', 'Zip Code', and 'Phone #'. A note for the Zip Code field says 'e.g. 12345 or 12345-6789' and for the Phone # field 'e.g. (555) 555-5555'. At the bottom are '← PREVIOUS' and 'NEXT →' buttons.

Review

- g. Verify that all information you have provided is correct.
- h. If changes need to be made, click **Edit** next to that section of the account application. This will bring you back to the step that you want to edit and will walk you through the rest of the wizard again.
- i. Click **Terms and Conditions** to view the terms of use provided by your jurisdiction in a new tab.
- j. Once you have reviewed the terms and conditions, check the box at the bottom of the page to agree to these terms.
- k. Click **Create my Account** once all information has been reviewed and changes have been made. **Note: This will trigger the verification email to be sent to the email address you have provided. If you do not receive an email shortly after creating your account, please check your spam or junk folders. You must verify your registration before logging into the portal.*

How to log in to the citizen portal

1. Go to the Citizen Portal link associated with your jurisdiction. Bookmark this page or create a shortcut on your desktop to make it easy to come back to this page later.
2. In the top right corner of the page, click **Log In**. **Note: If you have not yet registered for an account, you will need to [register](#) before continuing.*
3. Enter your email address and password into the available fields and click **Log In**.

How to reset your password

1. In the top right corner of the page, click **Log In**.
2. Click the **Forgot your password?** link.
3. Enter your email address and click **Submit**. A window will display informing you that an email has been sent with instructions to reset your password.
4. From the email, click the **Reset Password** button.
5. In the window that displays, enter and re-enter your new password.
6. Click **Change Password**.

Did you find this helpful?

Yes
 No

