

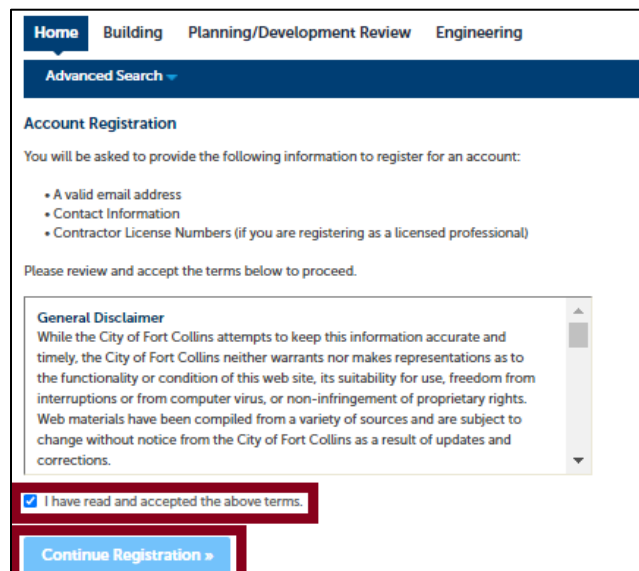


Creating a City of Fort Collins Citizen Portal Account

1. Navigate to 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:", "* Zip:", "Home Phone:", "Work Phone:", "Mobile Phone:", "E-mail:", "Fax:", and "Country:". The "Country:" dropdown menu is currently set to "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.

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[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



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**.

Do you own properties in the City of Fort Collins?

Property owners can request that their ownership record be linked to their Citizen Portal account. This immediately ties and displays all permits taken out during their term of ownership to their account for easy viewing and searching.

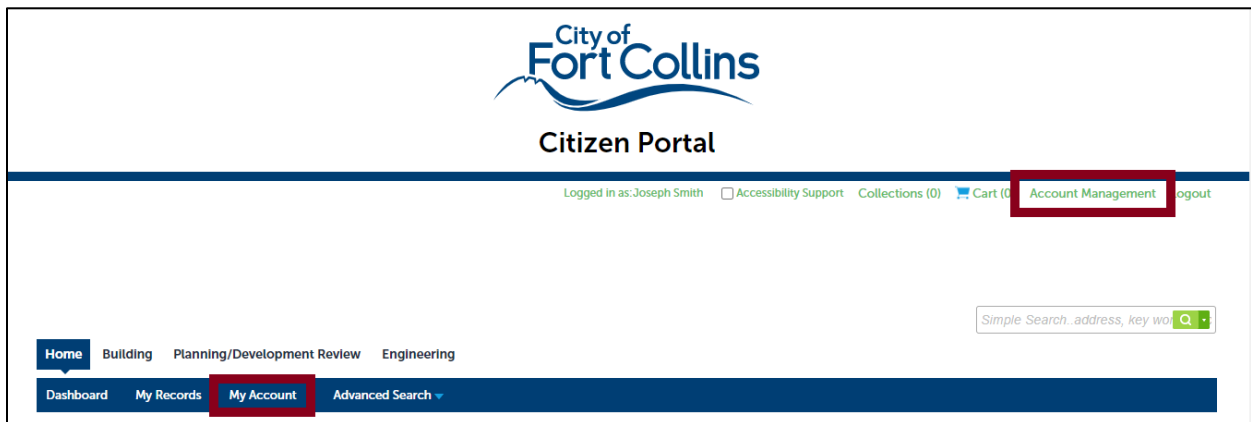
Permits under past ownership are tied to past owners.

To request this functionality, please contact buildingservices@fcgov.com. Explain that you are requesting your owner record be linked to your Citizen Portal account and then share the name(s) under which you own property, as listed on the Larimer County Assessor's site.

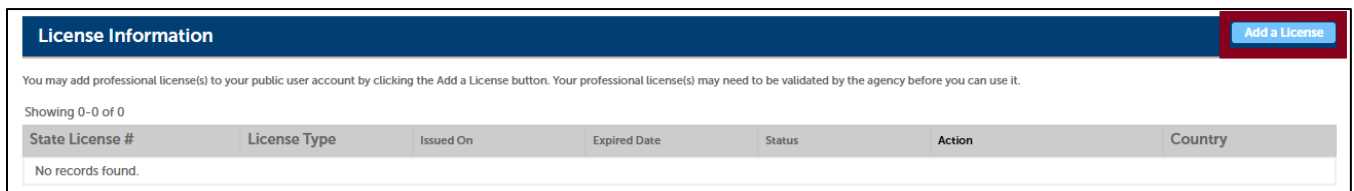


Are you a Contractor licensed with the City of Fort Collins? Continue below to link your license to your Citizen Portal account.

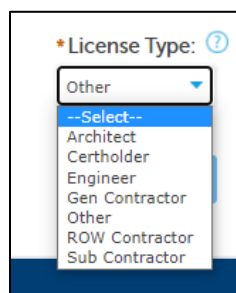
1. Once logged in to your new account, click **My Account** or **Account Management**.



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:
- Your license is no longer active.
 - One of your license's expiration dates may have passed.
 - License Expiration Date
 - Worker's Comp Expiration Date
 - Insurance Expiration Date
 - You may have mistyped your license number.
 - You may have selected an incorrect license type.
 - Unsure about your license type? See Table 1 at the bottom of this document.



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

License Information * INDICATES A REQUIRED FIELD.

Showing 1-1 of 1

| License Number | Type | Name | Business Name | Action |
|----------------|----------------|-----------------|---------------|---|
| A-1A | Gen Contractor | ANNOUNCED TO BE | TBA | Connect |

[Search Again »](#)

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

Do you want to associate this license to your account?

OKCancel

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 | Actions ▼ |



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 |
|---------------------------------------|---|
| Architect | Architect |
| Certholder | Certholder |
| Engineer | Engineer |
| ROW Contractor | ROW Contractor |
| For any exempt license | Other |
| | Gen Contractor |
| 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) | |
| | Sub Contractor |
| Fire Alarm Systems | |
| Awnings | |
| Demolition | |
| Gas Piping | |
| Fireplace Appliances | |
| Wood Frame Construction | |
| Fire Sprinkler System | |
| Flammable Fuel Facilities | |
| HVAC | |
| Master Electrician | |



| | |
|---------------------------------------|--|
| Class MM (Misc. and Minor Structures) | |
| Master Plumber | |
| Roofing | |
| Roofing(+) Plus | |
| Refrigeration | |
| Solar Water and Photovoltaic | |
| Signs | |
| Sprinkler | |
| Wireless Telecommunication Systems | |

Still have questions about your license type? Please contact contractor_licensing@fcgov.com.