

# 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 steps are labeled '1 Account', '2 Contact', and '3 Review'. The 'Account Sign Up' form includes the following fields and instructions:

- Email Address:** A text input field containing 'dudesolutions@dude.com' with a 'Valid Email Address' validation message.
- Password:** A password input field with a red asterisk and a 'Minimum 8 characters' validation message.
- Confirm Password:** A password input field with a 'Re-enter password' validation message.
- Access Code:** A section with a blue information icon and the text 'How to join an existing account'. Below it, a note says 'If you have an access code, enter it here (optional)'. There is an empty 'Code:' input field. A note below the field 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 of the form are two buttons: a white 'CANCEL' button and a blue 'NEXT →' button.

## 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**.

## Your Contact Information

First Name:\* Dude

Last Name:\* Citizen

Display Name:\* Citizen, Dude

Address:\* 11000 Regency Parkway

City:\* Cary

State:\* NC

Zip Code:\* 27518 e.g. 12345 or 12345-6789

Phone #:\* (555) 555-1234 e.g. (555) 555-5555

Phone Type:\* CELL

← PREVIOUS

NEXT →

## 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.*

1 Account      2 Contact      3 Review

**Review the information below**

**Account** [edit](#)  
dudesolutions@dude.com

**Contact** [edit](#)  
Dude Solutions  
11000 Regency Parkway  
Cary, NC 27518  
P: 555-555-1234

I agree to the [Terms And Conditions](#)

[✓ CREATE MY ACCOUNT](#)

## 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**.

dude@dudesolutions.com

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[LOG IN](#)

[Forgot your password?](#)

Don't have an account? [Sign Up!](#)

## 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**.

Choose your new password

password 

re-enter password 

[Change Password](#)