



# Citizen Portal First-Time Registration

Instructions for registration



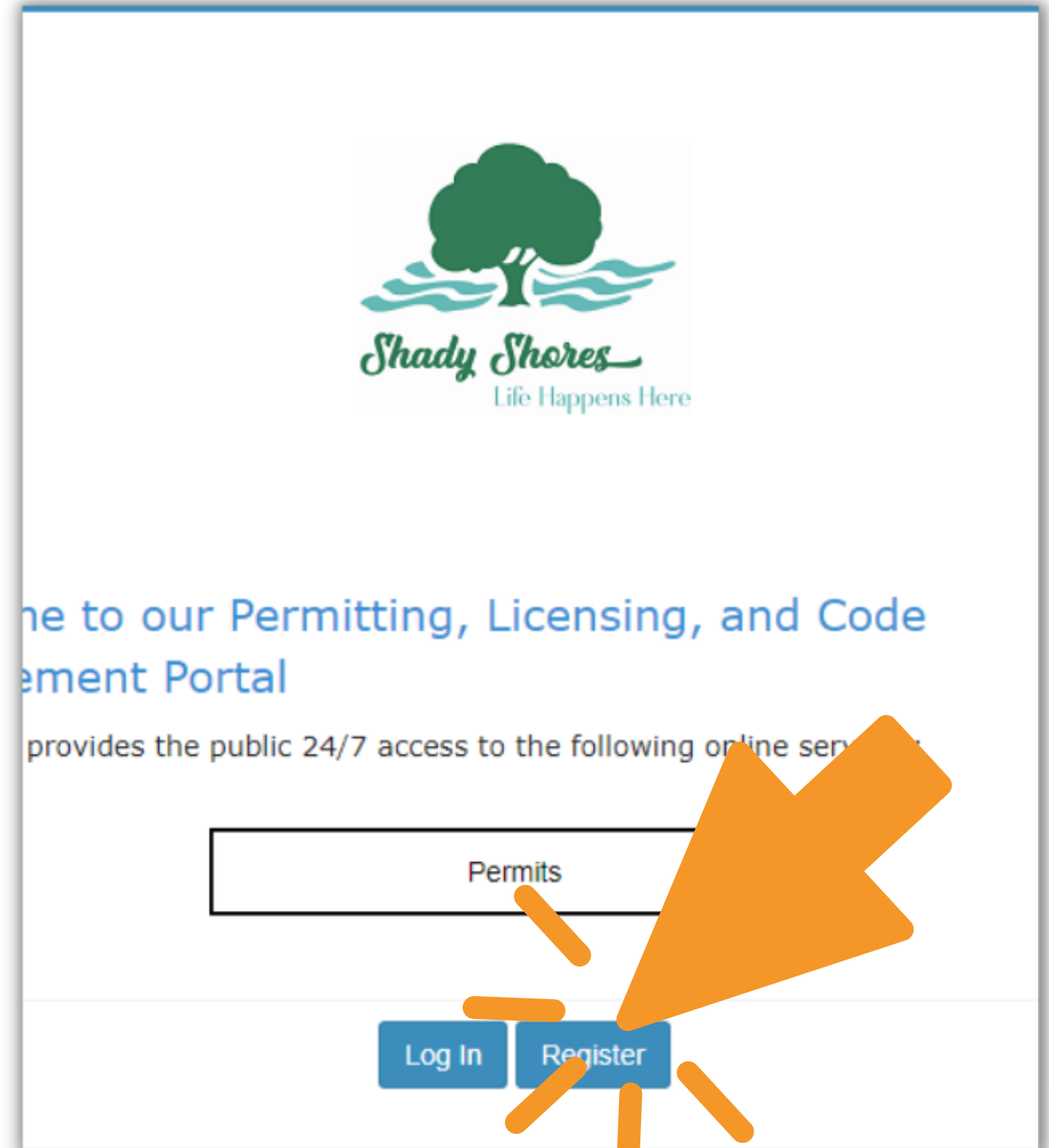
**civicgov**<sup>®</sup>

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# Click Register


Navigate to the Citizen Portal  
Log in Page

When Portal opens: click  
"register"



# Enter requested information

User Registration



Please complete the below form and click "Register". The approval process takes up to one business day. Upon approval, you will receive an email notification with login instructions. Your email address will act as your userid and will be used for future notifications.

**Create Account and Password**

EMAIL \*

PASSWORD \*

CONFIRM PASSWORD

PASSWORD STRENGTH None

**Enter Contact Information**

USER TYPE \*  
Public

FULL NAME \*  
Enter first and last name (e.g. John Smith)

ADDRESS 1 \*  
Enter address (e.g. 123 Main St)

ADDRESS 2

CITY \*

STATE \*  
Alabama

ZIP \*

PHONE \*

**Enter Intended Use of System**

INTENDED USE OF SYSTEM \*  
Please briefly describe your intended use of the software.

VERIFICATION CODE \*  
Get a new code  
Enter verification code.

REGISTER

## Frequently Asked Questions about this page:

**The Portal uses EMAIL ADDRESSES to search your account. If you have previously submitted permits online and are making a payment- you will need to use the original email submitted with your application.**

**Passwords: Passwords are NOT stored. Staff will not be able to view your chosen password.**

**User Type: Public is the ONLY option**

**Intended Use of the System: Enter Resident or Contractor - or explain why you are registering to use the system**

# Click Register

# Confirm your Email

**Users will receive an email to confirm their registration from [donotreply@civicplus.com](mailto:donotreply@civicplus.com).**

**Once Users confirm registration, a confirmation banner will display on your screen**

**Still, waiting to receive your confirmation request?**

**Troubleshooting:**

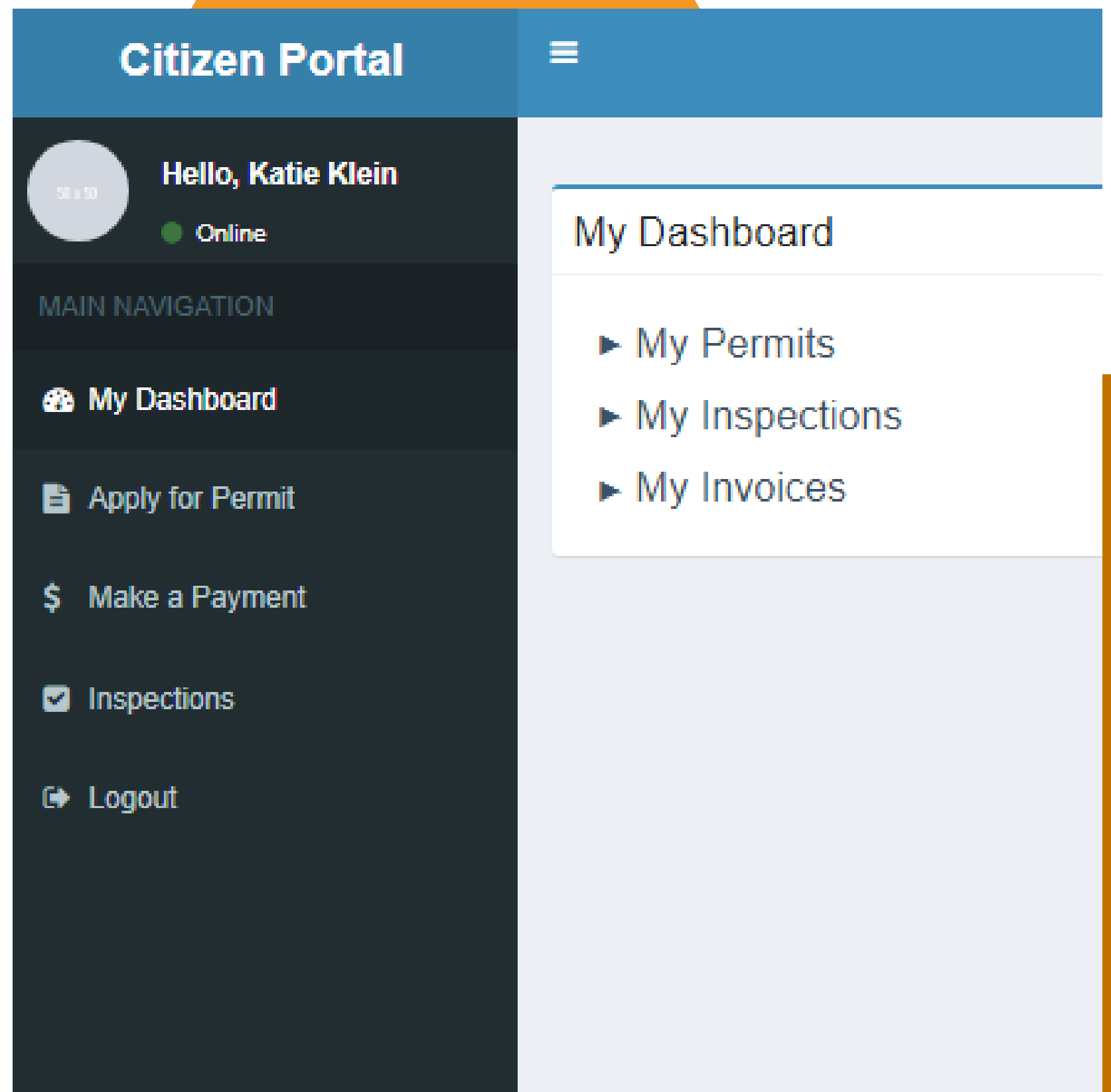
- \* Check your spam or junk folders**
- \* add [donotreply@civicplus.com](mailto:donotreply@civicplus.com) to your "safe senders" list**



# Account Registration requires department approval.

**A confirmation email will be sent from the community relations department confirming your account.**

**Once approved, your login will take you to your dashboard**



# Your Dashboard

The screenshot shows a web interface for a 'Citizen Portal'. At the top left, the text 'Citizen Portal' is displayed in white on a blue background. Below this, a dark grey sidebar contains a user profile section with a circular avatar, the text 'Hello, Katie Klein', and a green dot indicating 'Online' status. Underneath is the 'MAIN NAVIGATION' section with several menu items: 'My Dashboard' (highlighted with a blue bar), 'Apply for Permit', 'Make a Payment', 'Inspections', and 'Logout'. The main content area on the right has a light blue header with a hamburger menu icon. Below the header, the text 'My Dashboard' is followed by a list of three items: 'My Permits', 'My Inspections', and 'My Invoices', each preceded by a right-pointing triangle icon. Two orange arrows originate from the bottom right of the image and point to the 'Apply for Permit' and 'Make a Payment' items in the sidebar.

**Review current permits/applications**  
**View scheduled inspections**  
**View Invoices**

**Apply for a NEW Permit or Make a Payment**