

Managing Your Citizen Portal Account

Solution

Once your account has been set up and you are logged into the Citizen Portal, you can manage your account information in the My Account page. You have access to edit your contact information, view your payment history, manage your email notifications, and enter your access code.

To navigate to the My Account page, click the Business or Full Name in the top right corner of the Citizen Portal and select **My Account**.

Managing Email Addresses

Click **Edit** in the Email section to manage your email addresses.

Add Another Email

1. Click **Add another email**.
2. Enter the new email address in the **New email** field.
3. Enter your current password in the **Password** field.
4. Click **Save** to finalize the changes.
 - *Note:* Adding a new email triggers the verification email to be sent to the email address you have provided. If you do not receive an email shortly after clicking **Save**, please check your spam/junk folder. Once you receive the verification email, click **Verify** to associate this email address to your account.

Set a Primary Email

While you can associate multiple email addresses with an account, only the primary email address receives email notifications.

To set an email address as the primary email, follow these steps:

1. In the Manage Email Addresses section, select **Primary Email** for the email address you want to set as the primary email.
2. Enter your current password in the **Password** field.
3. Click **Save** to finalize the change.

Remove an Email

Click **Remove** next to an email address to remove it from your account.

Note: You are not able to remove the email address listed as the Primary Email. A confirmation will display notifying you that the email has been deleted.

Managing Email Notifications

When your account is created, you are subscribed to all email notifications by default. However, you can unsubscribe from any notifications that you do not need to receive.

Note: Email notifications defined in this section are sent to your primary email address.

1. Click **Manage Email Notifications**.
2. Deselect the **Receive Email Notifications** checkbox to disable all email notifications for your Citizen Portal account.
3. Click **Select All** to activate all email notifications of a category, or click **Clear All** to deactivate all email notifications for the category. You can do this for both the Permitting and Licenses categories.
 - *Note:* Your account may not display some sections depending on the configuration set up by the jurisdiction.
4. To unsubscribe from individual notifications, unselect the checkbox for each email notification you do not need to receive.
5. Click **Save** to finalize all changes.

Listed below are some suggestions for notifications that you might want to stay subscribed to:

- Notify when a permit/license is submitted
- Notify when a permit/license is issued
- Notify when a permit/license is cancelled
- Notify when a permit/license is closed
- Notify when a permit/license is approved
- Notify when a permit submittal version is created with a deficiency report
- Notify when a permit/license inspection is scheduled

- Notify when a permit/license inspection is completed

Managing Your Password

To change your password, follow these steps:

1. Click **Edit** in the Password section.
2. Enter your old password in the **Current Password** field.
3. Enter your new password in the **New Password** and **Re-Type New Password** fields.
4. Click **Save**.

Managing Your Contact Information

1. Click **Edit** in the Contact section.
2. Update any contact information as necessary.
3. Click **Save**.

Viewing Your Payment History

Click **Payment History** to see all payments associated with your account.

Note: This page displays all payments made using the Citizen Portal as well as any payments made in the jurisdiction office.

Click the payment's receipt number to view the receipt associated with that payment.

Entering Your Access Code

1. Click **Access Code**.
2. Enter the **Access Code** to associate your account with any applications you have already applied for or need access to.
 - Note: If you do not have an access code, contact the jurisdiction for more information.
3. Click **Submit**.