

DEPARTMENT OF BUILDING AND ZONING SERVICES

USER MANUAL FOR ONLINE REGISTRATION

Creating an Account, Adding a License

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CREATING AN ACCOUNT FOR THE CITIZEN ACCESS PORTAL

This section describes how to sign up for a Citizen Access account (or public-user account). Some functionality on the Citizen Access portal does not require you to sign in. These are basic services, such as browsing for permit information. However, in order to take advantage of all the online offerings (purchase permits, purchase additional inspection trips) you **MUST** sign up for a Citizen Access account.

Begin by navigating to the Citizen Access portal. You can get there by going to bzs.columbus.gov, then clicking "Online Services". Then click on "Online Permits". The link for the Citizen Access is at the bottom of that section.

Or you can click the link <u>https://ca.columbus.gov/ca</u> which will take you there directly.

Once you are on the Citizen Access landing page, click the link in the upper right part of the screen called "Register for an Account".

Login		1
User Name or E-mail:	Welcome to the Citizen Access Pe	ortal
Password:	We are pleased to offer our citizens services online, 24 hours a day, 7 da	, businesses, and visitors access to government tys a week.
Password:	To use All the constant we nearlide	you must register and create a user account.
Login »		ormation without registering for an account and
Remember me on this computer	PLEASE NOTE: No inspections can b	e scheduled here at this time.
Eve forgotten my password		
Register for an Account	Having Issues Logging In? You r cookies. <u>Click Here</u> to see how.	nay want to clear your browsing cache and
	To get started, select one of the se	rvices listed below:
	General Information	Building
	Search for a Licensee	Search Applications
	the standard	1
	Engineering Search Applications	
	Search Applications	



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After reading the Privacy Policy, click the box indicating that you've read and understand the policy, then press "Continue Registration".

u will be asked to provide the following information to open an account	t:
Choose a user name and password	
Personal and Contact Information	
License Numbers if you are registering as a licensed professional (op	otional)
Purpose	
This policy's main objective is to assure website visitors that	
their right to privacy is of primary concern to the City of	
Columbus. It contains information about what data are	
collected and how that information is used. This policy may be	
updated periodically, so please check back from time to time.	
I have read and accepted the above terms.	
Continue Registration »	

Complete the required fields. Click the "Add New" button under the contact information section.

ogin Information		indicates a required field.
lser Name: "	۲	
-mail Address:*		
assword: "	•	
ype Password Again: *		
nter Security Question:*	•	
nswer:*	•	
ontact Information		
hoose how to fill in your contact in	formation.	
Add New		



Select the contact type from the drop down box. Then press "Continue".

Select Contact Type	×
*Type:Select V	
Continue Discard Changes	

Complete the contact the information. When finished, press the "Continue" button.

Contact Inform	nation		
First: *	Middle:	Last:*	
Name of Busines	s:		
Address Line 1:*			
City: *		State:* Z	Zip: *
Work Phone: *		Home Phone	e:
Mobile Phone:		Fax:	
E-mail: *			
Continue	Clear Discard Cl	hanges	

The registration page should now display the newly added contact. Press the "Continue Registration" button to proceed.



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Login Information	
User Name: •	(?)
TestAccount	
E-mail Address:	
testaccount@columbus.gov	
Password:	(3)
•••••	
Type Password Again: *	
•••••	
Enter Security Question: "	(?)
Account Type	
Answer: "	(?)
test account	
Contact Information	
Choose how to fill in your contact i Contact added successfully. John Doe testaccount@columbus.gov Home phone:	nformation.



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Congratulations! You have succ	essfully created an account with the City of Columbus.
Simply log into your account, and o	with the City of Columbus, you can associate any of your valid city licenses to your account. click the "Account Management" link in the upper right corner. From there, click the "Add a age. You can then search for and associate your active city license. Please you encounter any difficulties.
Account Information	
User Name:	TestAccount
E-mail:	testaccount@columbus.gov
Password:	*****
Security Question:	Account Type
Contact Information	
John Doe	Business Phone:
757 Carolyn Ave	Work Phone: 614-645-7433
testaccount@columbus.gov	Mobile Phone:
	Fax:

Congratulations! You have successfully registered for a Citizen Access account.

In order to make certain purchases, like electrical, plumbing and mechanical permits, you may need to associate a valid City of Columbus contractor's license. Proceed to the next section for step by step instructions for attaching a license to your account.



ASSOCIATING A CITY OF COLUMBUS ISSUED LICENSE TO YOUR ACCOUNT

This section describes how to link a contractor license to your Citizen Access account. In order to associate a license, you or your firm must possess a valid contractor's license issued by the City of Columbus. Additionally, the license must be in an active status.

Begin by logging into the Citizen Access Portal by entering user credentials into the login boxes on the left side of the home page.

Login	Welcome to the Citizen Access Porta	4
User Name or E-mail: Required only to purchase on-line permits.		businesses, and visitors access to government services
Password:	get questions answered and have limited	nust register and create a user account. You can view information, services as an anonymous user. We trust that this will provide lat makes living and working in our community a more enjoyable
	PLEASE NOTE: No inspection can be sche	duled here at this time. Thank you.
Remember me on this computer	Having Issues Logging In? You may to see how.	want to clear your browsing cache and cookies. <u>Click Here</u>
Eve forgotten my password Register for an Account	What would you like to do to	dav2
	To get started, select one of the	services listed below:
	General Information	Building
	Search for a Licensee	Search Applications
	Engineering	
	Search Applications	

Once logged in, click the "Account Management" link in the upper right portion of the page.



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Velcome John Doe You are now logged in.	ប
This includes all commercial, multi-	ng permits are now available for purchase online. family, and residential permits - in addition to review and permits of minor, limited scope.
n order to accommodate the addit s changing slightly.	tional permits, the process for purchasing a permit
	user manual, which will show the new process.
Click <u>HERE</u> to preview the new of To get started, select one of the se General Information	
To get started, select one of the se	rvices listed below:
To get started, select one of the se	rvices listed below: Building Create an Application
To get started, select one of the se General Information Search for a Licensee	rvices listed below: Building Create an Application

Once on the account management page, you'll note that any associated licenses will appear in the table called "License Information". To add a new license, click the button called "Add a License".



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Your current a	account informa	ation is shown	below. Click an	Edit button to	update infor	mation within a s	section.		
Account Ty	pe								
Citizen Account									
Login Infor	mation or Ch	ange Passw	ord					Edit	
User Name:		TestAccount							
E-mail:			testaccour	nt@columbus	gov				
Password:									
Security Ques	stion:		Account Ty	pe					1
							Add	a License	1
You may add need to be va Showing 0-0 of <u>State License P</u>	professional lic lidated by the 0 E License Type	agency before	ur public user ac you can use it. ired.Date Status			a License button.			may
need to be va Showing 0-0 of	professional lic lidated by the . 0 <u>License Type</u> id.	agency before	you can use it.			a License button.			may
You may add need to be va Showing 0-0 of <u>State License a</u> No records foun Contact Inf o	professional lic lidated by the . 0 <u>License Type</u> id.	agency before	you can use it.			a License button.			may
You may add need to be va Showing 0-0 of <u>State License a</u> No records foun Contact Inf o	professional lic lidated by the s 0 <u>License Type</u> d. ormation	agency before	you can use it.	Action County		Contact Type			may
You may add need to be va Showing 0-0 of <u>State License 8</u> No records foun Contact Info Showing 1-1 of	professional lid lidated by the . 0 E License Type d. ormation 1 Download res	agency before	you can use it.	Action County	¥		Your professio	nal license(s)	may 1 3
You may add need to be va Showing 0-0 of <u>State License a</u> No records foun Contact Info Showing 1-1 of <u>First Name</u>	professional lid lidated by the . 0 E License Type d. ormation 1 Download res	agency before haved.On Exp ults Last Name	you can use it.	Action County	¥	Contact Type	Your professio	nal license(s) Action	1
You may add need to be va Showing 0-0 of <u>State License i</u> No records foun Contact Infr Showing 1-1 of <u>First Name</u> John	professional lid lidated by the . 0 2 License Type d. ormation 1 Dewnload res Middle Name	agency before Insued On Exp Uts Last Name Doe	you can use it.	Action County	¥	Contact Type	Your professio	nal license(s) Action	1
You may add need to be va Showing 0-0 of <u>State License 1</u> No records foun Contact Infr Showing 1-1 of <u>First Name</u> John (professional lid lidated by the . 0 2 License Type d. ormation 1 Dewnload res Middle Name	agency before Insued On Exp Uts Last Name Doe	you can use it.	Action County	¥	Contact Type	Your professio	nal license(s) Action	1
You may add need to be va Showing 0-0 of <u>State License i</u> No records foun Contact Infr Showing 1-1 of <u>First Name</u> John	professional lid lidated by the . 0 2 License Type d. ormation 1 Dewnload res Middle Name	agency before Insued On Exp Uts Last Name Doe	you can use it.	Action County	¥	Contact Type	Your professio	nal license(s) Action	1
You may add need to be va Showing 0-0 of <u>State License 1</u> No records foun Contact Infr Showing 1-1 of <u>First Name</u> John (professional lid lidated by the . 0 2 License Type d. ormation 1 Dewnload res Middle Name	lassed On Exc ults Last Name Doe	you can use it.	Action County	¥	Contect Type Individual	Your professio	nal license(s) Action	1

Select the applicable license type from the drop down box. Then, enter your license number in "City License Number" box. Click the "Find License" button.

Ipdating Your Accou Idding a License:	IE.					
nd enter a license	onal license you may gai number to look up your li t display contact the City	cense. Your	license must b	e valid and active		
					* indicates a re	quired field.
icense Information						
icense Type: *	City License Number:					
Select						
Find License						
Find License						



If your license is found, it will appear in the "License Information" table. Click the link called "Connect" located in the in Action column.

If your license did not appear, attempt another search by clicking the "Search Again" button.

License Infor	mation		 indicates a required field.
Showing 1-1 of 1			
License Number	Туре	Name	Action
99999	Heating HVAC	USER DUMMY	Connect
Search Agai	n »		企

Your newly added license will now appear in the "License Information" table.

99999 professional license(s) added successfully to This license has been approved.				cessfully	y to your p	ublic us	er accoun	t.						
Manage Yo			tion is a	shown b	below. Cl	ick an	Edit butt	on to u	pdate in	forma	ition within a s	ection.		
Account Ty														
icensed Profes	ssional Ac	count												
ogin Info	rmatio	n or Cha	ange P	asswo	rd								Edit	
Jser Name:					Tes	tAccou	nt							
-mail:					test	taccou	nt@colum	nbus.go	v					
assword:					***	***								
Security Que	stion:				Acc	ount T	ype							
icense Inf	ormati	on										Add	a License	
ou may add eed to be va	alidated	by the a	gency	to your before y	r public u you can u	iser ac ise it.	count by	clickin	g the Ad	ld a Li	cense button.	Your professio	onal license(s) m	ay
State License		License T		Issued	<u>On</u>	Expire	d Date	Status		Act	ion	Country		
99999		Heating	HVAC	05/01/2	2012	04/30	/2020	Appro	ved	Ac	tions 🔻			
ontact Inf	ormati	on						-						
howing 1-1 of	f 1 Dow	nload resu	ilts											
First Name	Middle	Name	Last Na	ime	Busines	s Name	<u>S SN</u>		FEIN		Contact Type	Status	Action	E
			Doe								Individual	Approved	Actions 🗸	3



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Congratulations! You have successfully associated a license your Citizen Access account. You may now beging using the Citizen Access portal for activities that require a valid contractor's license.



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MANAGING YOUR CITIZEN ACCESS ACCOUNT (UPDATING, REMOVING INFORMATION)

This section describes how to keep your Citizen Access account current. Through account management you can update your contact information, add and remove licenses, and update your login information among other things.

Begin by logging into the Citizen Access Portal by entering your user credentials into the login boxes on the left side of the home page.

ogin	Welcome to the Citizen Access Portal	
Jser Name or E-mail: Required only to purchase on-line permits.		businesses, and visitors access to government services
Password:	get questions answered and have limited	ust register and create a user account. You can view information, services as an anonymous user. We trust that this will provide at makes living and working in our community a more enjoyable
Login »	PLEASE NOTE: No inspection can be sche	duled here at this time. Thank you.
Remember me on this computer	Having Issues Logging In? You may to see how.	want to clear your browsing cache and cookies. <u>Click Here</u>
Eve forgotten my password Register for an Account	What would you like to do too	2442
register for an Account	To get started, select one of the	
	General Information	Building
	Search for a Licensee	Search Applications
	Engineering	
	Search Applications	

Once logged in, click the "Account Management" link in the upper right portion of the page.

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Welcome John Doe	4 6
You are now logged in.	L
All mechanical, electric and plumb	ing permits are now available for purchase online.
	i-family, and residential permits - in addition to
•	s review and permits of minor, limited scope.
In order to accommodate the add s changing slightly.	itional permits, the process for purchasing a permit
	user manual, which will show the new process.
o get started, select one of the s	ervices listed below:
	Enversion of the second s
To get started, select one of the s	ervices listed below: Building
To get started, select one of the s	ervices listed below: Building Create an Application
To get started, select one of the s General Information Search for a Licensee	ervices listed below: Building Create an Application
To get started, select one of the s General Information Search for a Licensee Engineering	ervices listed below: Building Create an Application
To get started, select one of the s General Information Search for a Licensee	ervices listed below: Building Create an Application
To get started, select one of the s General Information Search for a Licensee Engineering	ervices listed below: Building Create an Application

EDIT YOUR CONTACT INFORMATION

Locate the table called "Contact Information". In the Action column, click the drop down button called "Actions". Select the "View" option.



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Manage Yo Your current			shown be	elow. Click an I	Edit butto	on to upo	date info	rmation within a s	ection.					
Account Ty	/pe													
Licensed Profe	ssional Acco	ount												
Login Info	rmation	or Change F	Passwor	rd						Edit				
User Name:				TestAccour	TestAccount									
E-mail:				testaccour	it@colum	ibus.gov								
Password:			*****											
Security Que	estion:			Account Ty	pe									
License Inf	formatio	n							Add	a License				
State License	# <u>L</u>	icense Type	Issued O	n Expired	d Date	<u>Status</u>		Action	Country					
99999	н	eating HVAC	<u>Issued 0</u> 05/01/2			<u>Status</u> Approv	ed	Action	Country					
99999 Contact Inf	н formatio	eating HVAC					ed		Country					
99999	н formatio	eating HVAC n oad results	05/01/2		/2020	Approv	ed EIN		<u>Country</u>	Action 1				
99999 Contact Inf Showing 1-1 o	H formatio	eating HVAC n oad results	05/01/2	012 04/30/	/2020	Approv		Actions ¥		Action f Actions J				
99999 Contact Inf Showing 1-1 of <u>First Name</u>	H formatio	eating HVAC n oad results lame Last No	05/01/2	012 04/30/	/2020	Approv		Actions	Status					
99999 Contact Inf Showing 1-1 o First Name John	formatio f 1 Downla Middle N	eating HVAC n oad results lame Last Nr Doe	05/01/2	012 04/30/	/2020	Approv		Actions	Status					
99999 Contact Ini Showing 1-1 o First Name John Trust Acco	formatio f 1 Downla Middle N	eating HVAC n oad results lame Last Nr Doe	05/01/2	012 04/30/	/2020	Approv		Actions	Status					
99999 Contact Inf Showing 1-1 of <u>First Name</u>	H formatio f 1 Downle Middle N unt Infor	eating HVAC n oad results lame Last Nr Doe	05/01/2	Business Name	/2020	Approv.		Actions	Status					

On the contact details page, update the information you wish to modify. Then press the "Save" button.



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Contact Inform	te your contact inf		
First:*	Middle:	Last:*	
John		Doe	
Name of Busine	ss:		
Address Line 1:			
757 Carolyn Ave			
City: •		State:	Zip:
Columbus		он 🔻	43224-
Work Phone:*		Home Pho	one:
614-645-7433			
Mobile Phone:		Fax:	
E-mail: *			
testaccount@colu	umbus.gov		
		<u>ut</u>	

Congratulations! Your contact information is now updated. This change will be reflected on the next permit you purchase through the Citizen Access portal. However, the change will not be reflected on any previously submitted or issued permits.

EDIT YOUR LOGIN INFORMATION

Click the "Edit" button next to the line that reads "Login Information or Change Password".



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	accoun	count It information is	shown t	below. Cli	ick an E	dit butto	n to uj	pdate info	rmati	on within a s	ection.				
Account Ty	уре														
Licensed Profe	ssional A	ccount										_			
Login Info	rmatio	on or Change	Passwo	ord									Edit		
User Name:				Test	TestAccount										
E-mail:				test	taccount	@colum	bus.go	v							
Password:				***	***										
Security Que	estion:			Acc	ount Typ	e									
License In	format	tion									A	dd a Lic	ense		
<u>State License</u> 99999	<u>* #</u>	License Type Heating HVAC	<u>Issued</u>		Expired 04/30/2		<u>Status</u> Appro		Actio	n ons.v	Count	x			
														_	
Contact In Showing 1-1 o <u>First Name</u>	of 1 <u>Dov</u>		lame	Business	Name 3	<u>SSN</u>	1	FEIN	2	Contact Type	Status	Ad	tion	Ŀ	
Showing 1-1 o	of 1 <u>Dov</u>	wnload results	lam e	Business	Name 3	SSN	l	FEIN		Contact Type ndividual	<u>Status</u> Approved		ction	ł J	
Showing 1-1 o <u>First Name</u> John	of 1 <u>Dov</u>	wnload results le Name Last N	l <u>am e</u>	Business	<u>Name</u>	<u>SSN</u>]	FEIN						E	
Showing 1-1 o <u>First Name</u> John	Middl	le Name Last M	l <u>ame</u>	Business	<u>Name</u>	SSN	L	FEIN						1 1	
Showing 1-1 c First Name John I Trust Acco	Middl	le Name Last M	lam e	Business	<u>i Name</u>	SSN	l	FEIN))	
Showing 1-1 o <u>First Name</u> John	Middl	le Name Last M		Business	Name 3	SSN]	FEIN Ledger Ac	I	ndividual)	

On the Login Information page, make any desired changes to your account login details. Then press the "Save" button.



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Login Information or Change	Password				×
User Name:*	(?)				
TestAccount					
E-mail Address:*					
testaccount@columbus.gov					
Old Password: *					
New Password:*					
Confirm Password:*					e
Enter Security Question: *	(?)				C
Account Type					- 1
Answer:*	(?)				
test account					_
Save Back to Account Managemen	t				
le Name Last Name Business Na	ame SSN	FEIN	Contact Type	Status	Act

Congratulations! You have successfully updated your login details.

REMOVE A CONTRACTOR'S LICENSE FROM YOUR ACCOUNT

To remove a license from our account, locate the license you wish to remove in table marked "License Information". Click the drop down button in the Action column called "Actions". Select "Remove".



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Manage You Your current a	Ir Account	ation is	shown l	pelow. Cl	ick an E	dit butto	on to u	update inf	orma	tion within a s	ection.			
Account Typ	pe													
Licensed Profess	sional Account													
Login Infor	mation or Cl	nange P	asswo	rd								Edit		
User Name:				Tes	TestAccount									
E-mail:					taccount	t@colum	bus.g	ov						
Password:					***									
Security Ques	tion:			Acc	ount Ty	ре								
License Info	ormation										Add	a License		
State License #	License	Туре	Issued	<u>On</u>	Expired	Date	Statu	8	Act	ion	Country			
99999 Contact Info	Heating	HVAC	<u>Issued</u>		Expired 04/30/2		<u>Statu</u> Appro	- I		ion	Country			
99999 Contact Info Showing 1-1 of 2	Heating prmation 1 <u>Download re</u>) HVAC	05/01/	2012	04/30/2	2020		oved		tions 🔻				
99999 Contact Info Showing 1-1 of 3 First Name	Heating	HVAC	05/01/		04/30/2			- I		<u>Contact Type</u>	Status	Action	-	
99999 Contact Info Showing 1-1 of : <u>First Name</u>	Heating prmation 1 <u>Download re</u>) HVAC	05/01/	2012	04/30/2	2020		oved		tions 🔻		Action	1	
99999 Contact Info Showing 1-1 of : First Name John	Heating ormation 1 Download re: Middle Name	a HVAC	05/01/	2012	04/30/2	2020		oved		<u>Contact Type</u>	Status		1	
99999 Contact Info Showing 1-1 of : First Name John I Trust Accou	Heating ormation 1 Download re: Middle Name	a HVAC	05/01/	2012	04/30/2	2020		oved	Ac	<u>Contact Type</u> Individual	Status		1	

A notification will appear asking you to confirm the action. Be careful because the action cannot be undone (although you could just re-add the license if you remove it in error). Click "Ok" to proceed with removing the license.

This operat	tion cannot be u	Indone			
		emove this licen	se?		
			ОК	Cancel	
			UK	Cancer	

Congratulations! The license should now be removed from the "License Information" table.