THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF BUILDING
AND ZONING SERVICES

# USER MANUAL FOR ONLINE REGISTRATION

## Creating an Account, Adding a License

## CONTENTS


**Creating an account for the Citizen Access portal** ..... 2

**Associating a City of Columbus issued license to your account** ..... 7

**Managing your Citizen Access Account (updating, removing information)** ..... 12

Edit your contact information ..... 13

Edit your login information ..... 15

Remove a contractor's license from your account ..... 17

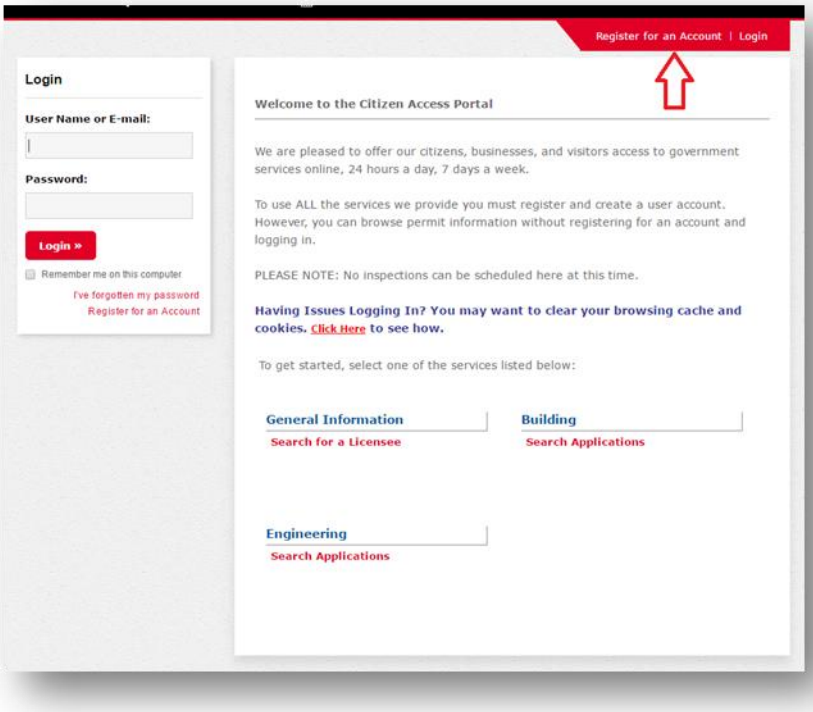
## CREATING AN ACCOUNT FOR THE CITIZEN ACCESS PORTAL

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.

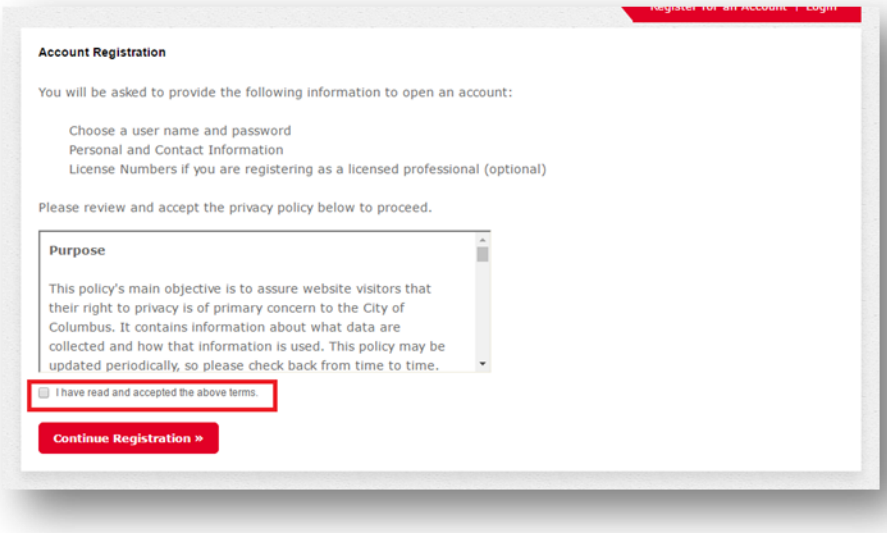
Begin by navigating to the Citizen Access portal. You can get there by going to bzs.columbus.gov, then clicking “Online Services”. Then click on “Online Permits”. The link for the Citizen Access is at the bottom of that section.

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

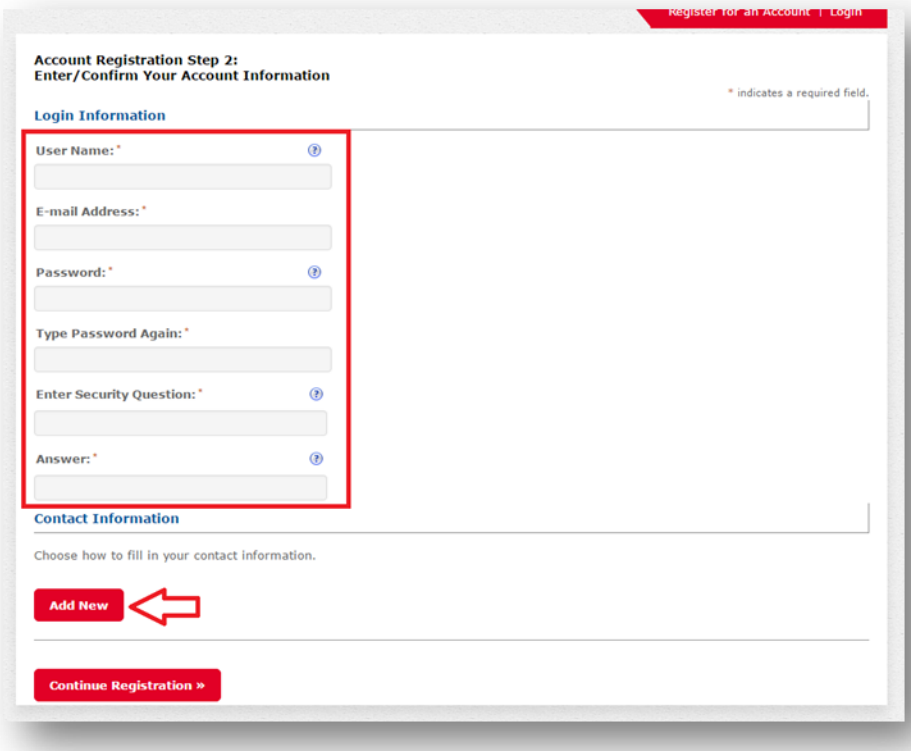
Once you are on the Citizen Access landing page, click the link in the upper right part of the screen called “Register for an Account”.



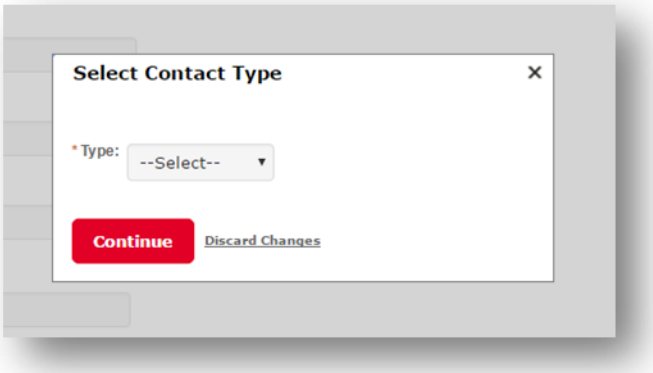
After reading the Privacy Policy, click the box indicating that you've read and understand the policy, then press "Continue Registration".



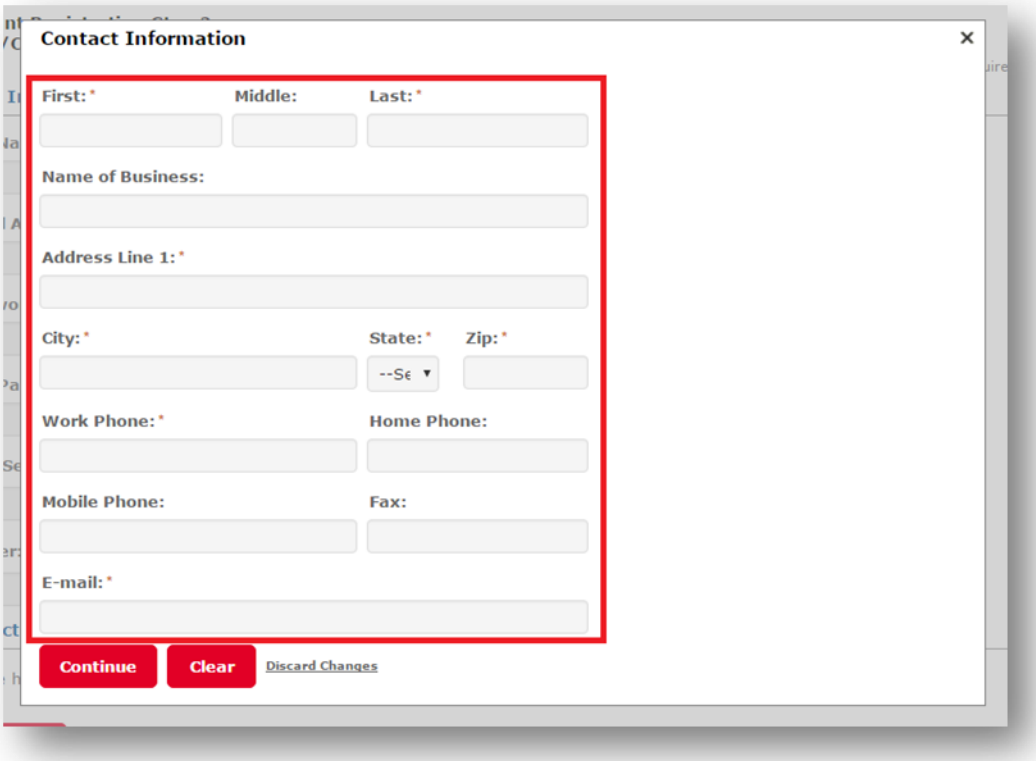

Complete the required fields. Click the "Add New" button under the contact information section.



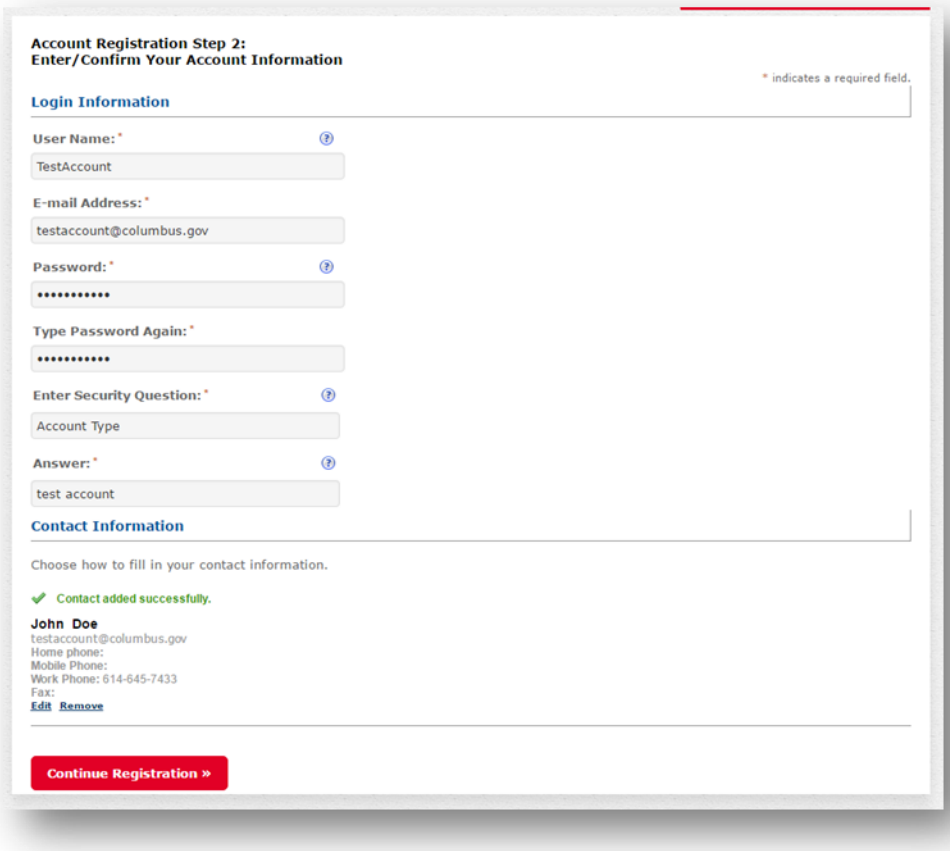
Select the contact type from the drop down box. Then press “Continue”.

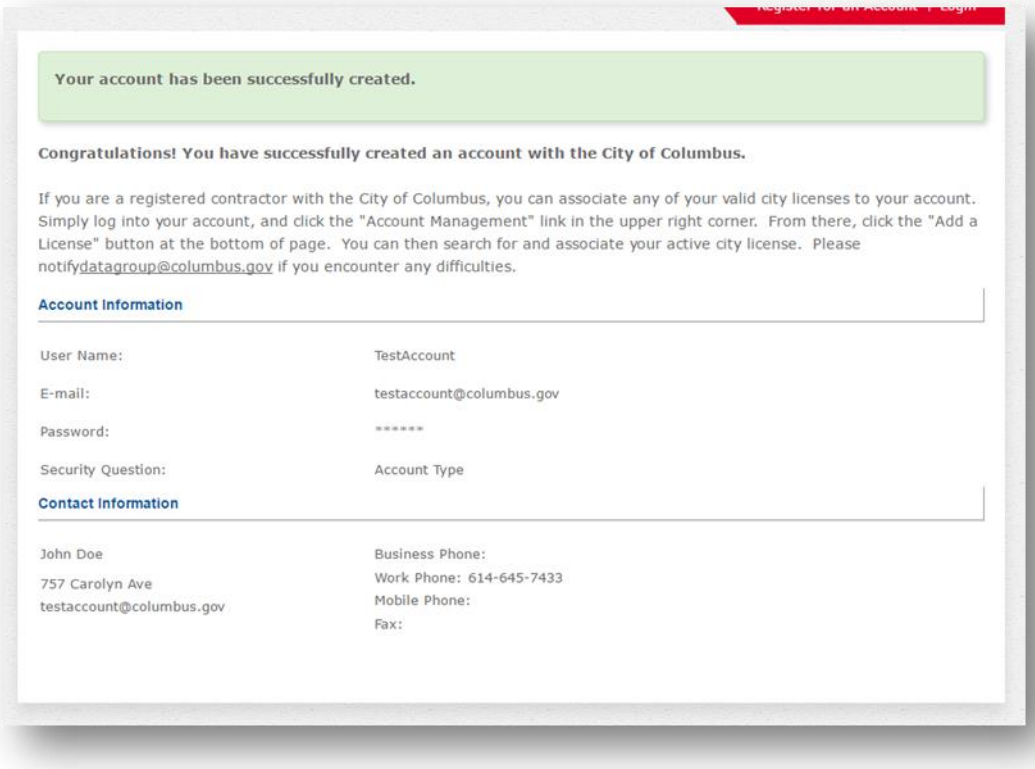



Complete the contact the information. When finished, press the “Continue” button.




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


Account Registration Step 2:
Enter/Confirm Your Account Information
* indicates a required field.
Login Information
User Name: *
TestAccount
E-mail Address: *
testaccount@columbus.gov
Password: *
Type Password Again: *
Enter Security Question: *
Account Type
Answer: *
test account
Contact Information
Choose how to fill in your contact information.
Contact added successfully.
John Doe
testaccount@columbus.gov
Home phone:
Mobile Phone:
Work Phone: 614-645-7433
Fax:
Edit Remove
Continue Registration »



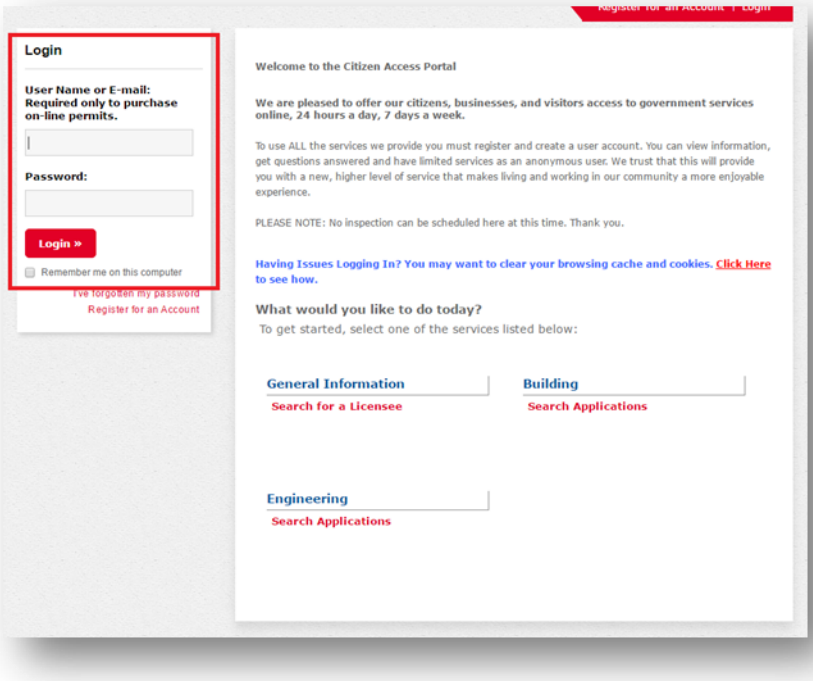

**Congratulations! You have successfully registered for a Citizen Access account.**

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.

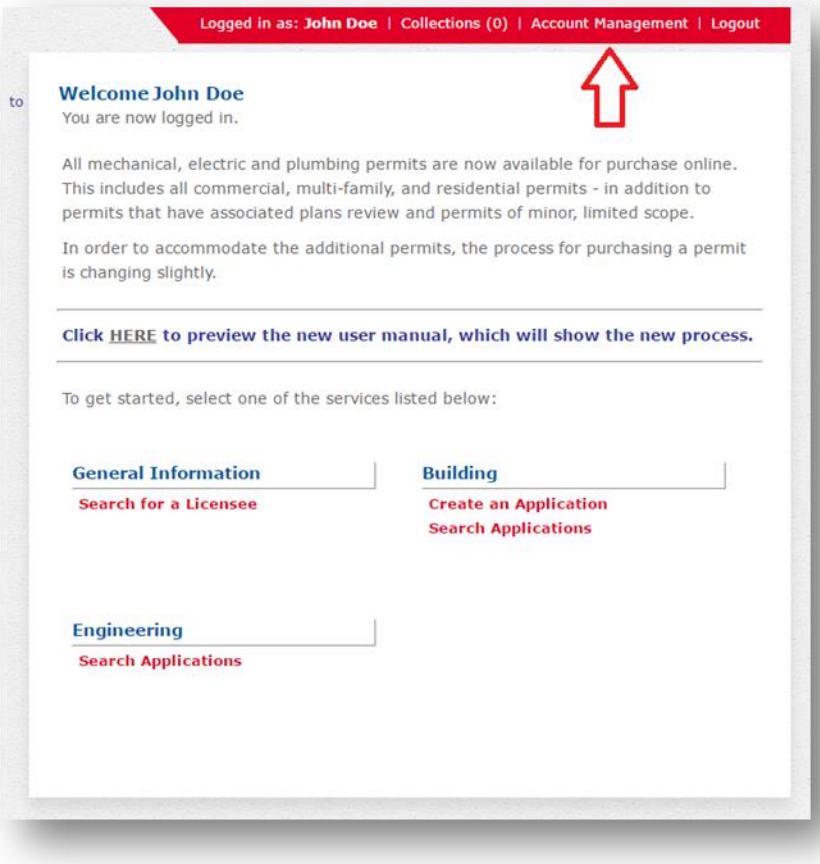
## ASSOCIATING A CITY OF COLUMBUS ISSUED LICENSE TO YOUR ACCOUNT

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.

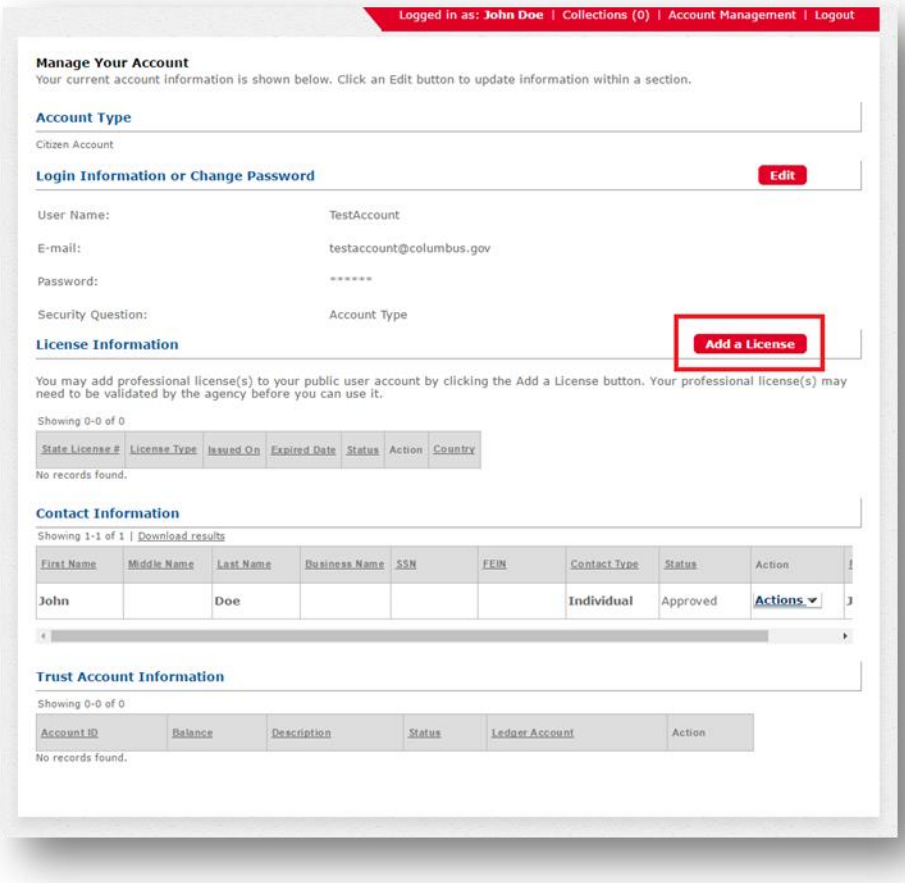
Begin by logging into the Citizen Access Portal by entering user credentials into the login boxes on the left side of the home page.



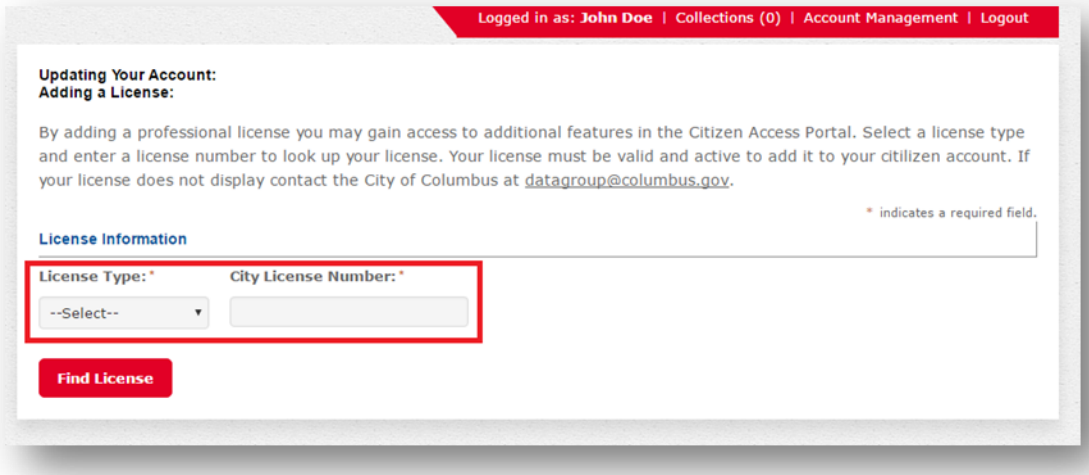

Once logged in, click the "Account Management" link in the upper right portion of the page.




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".

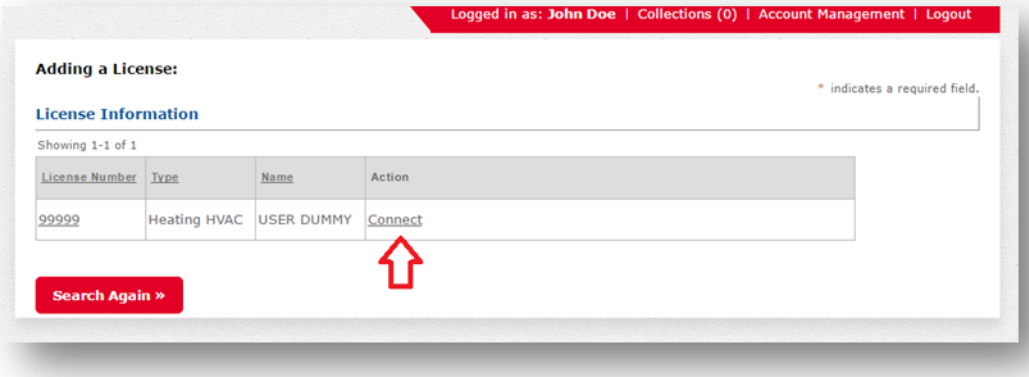



Select the applicable license type from the drop down box. Then, enter your license number in "City License Number" box. Click the "Find License" button.

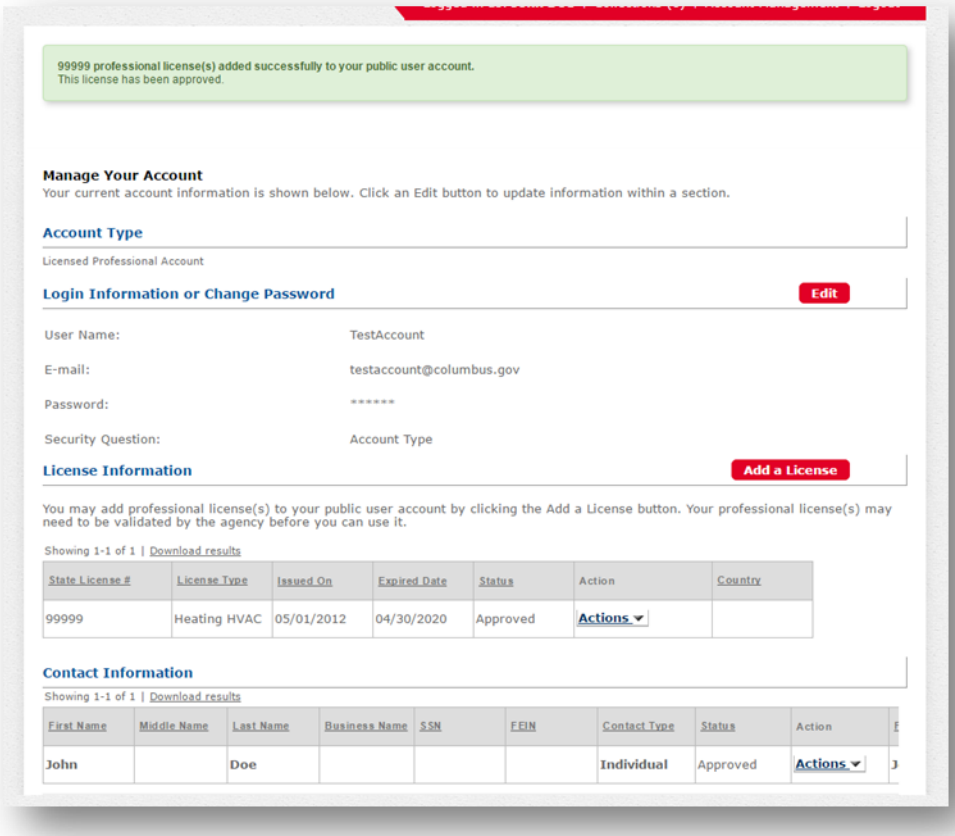


If your license is found, it will appear in the “License Information” table. Click the link called “Connect” located in the in Action column.

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




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

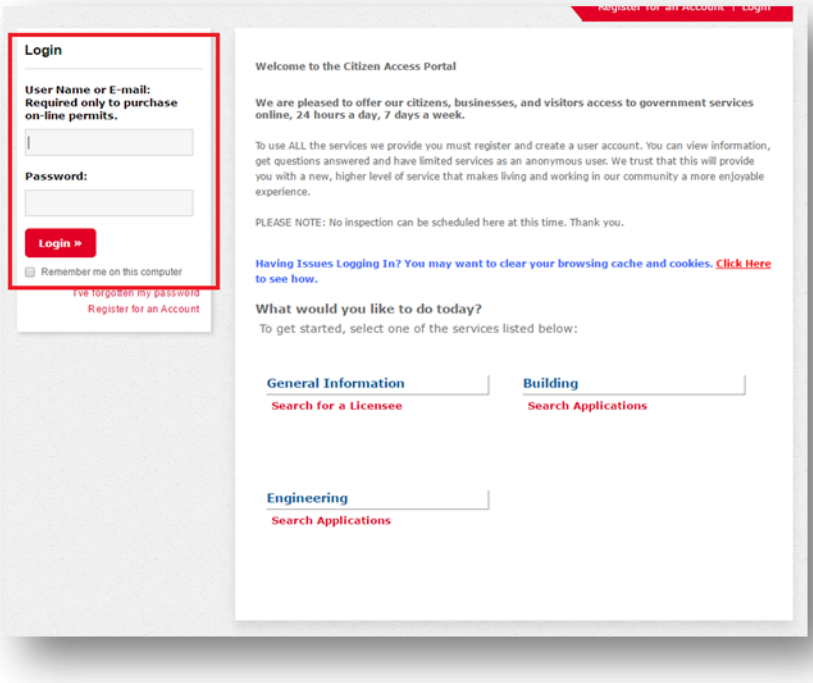


**Congratulations! You have successfully associated a license your Citizen Access account. You may now beging using the Citizen Access portal for activities that require a valid contractor's license.**

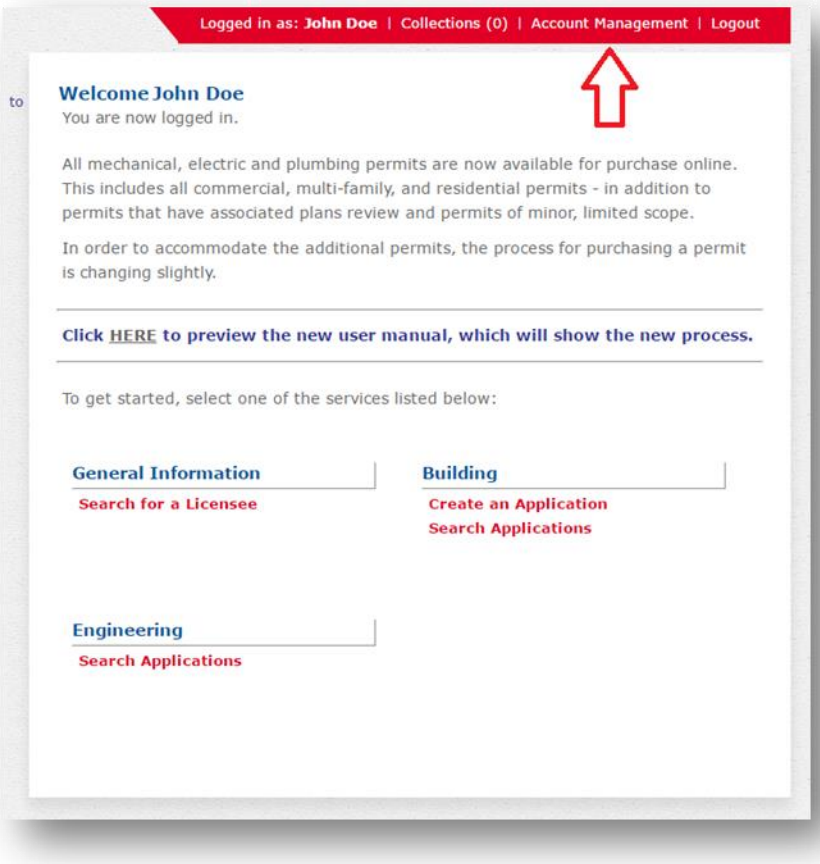
## MANAGING YOUR CITIZEN ACCESS ACCOUNT (UPDATING, REMOVING INFORMATION)

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.

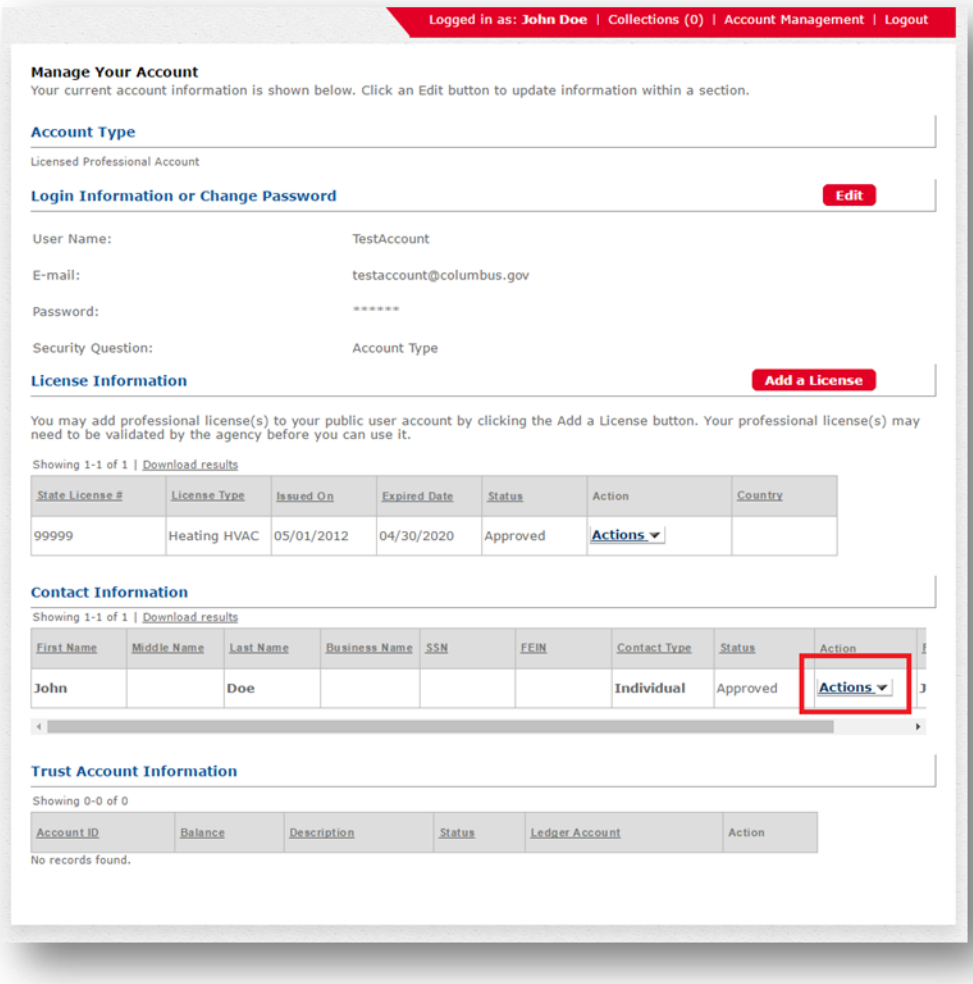



Once logged in, click the “Account Management” link in the upper right portion of the page.

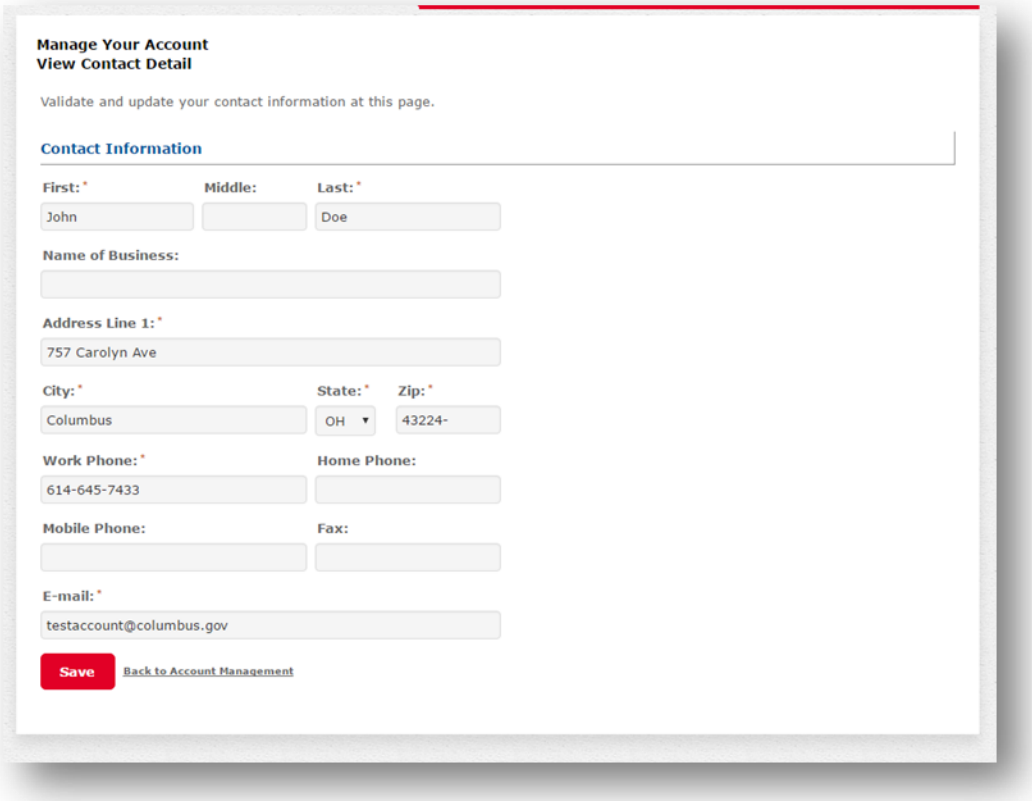



## EDIT YOUR CONTACT INFORMATION

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



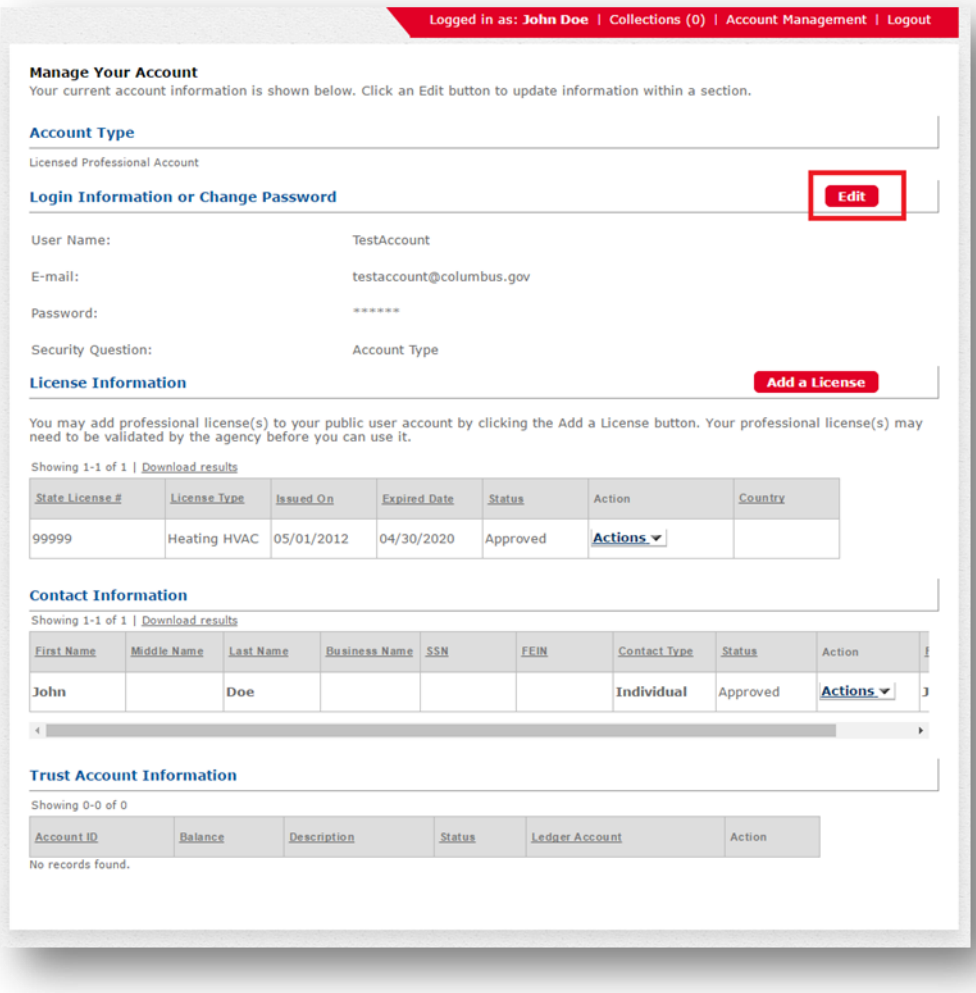

On the contact details page, update the information you wish to modify. Then press the “Save” button.



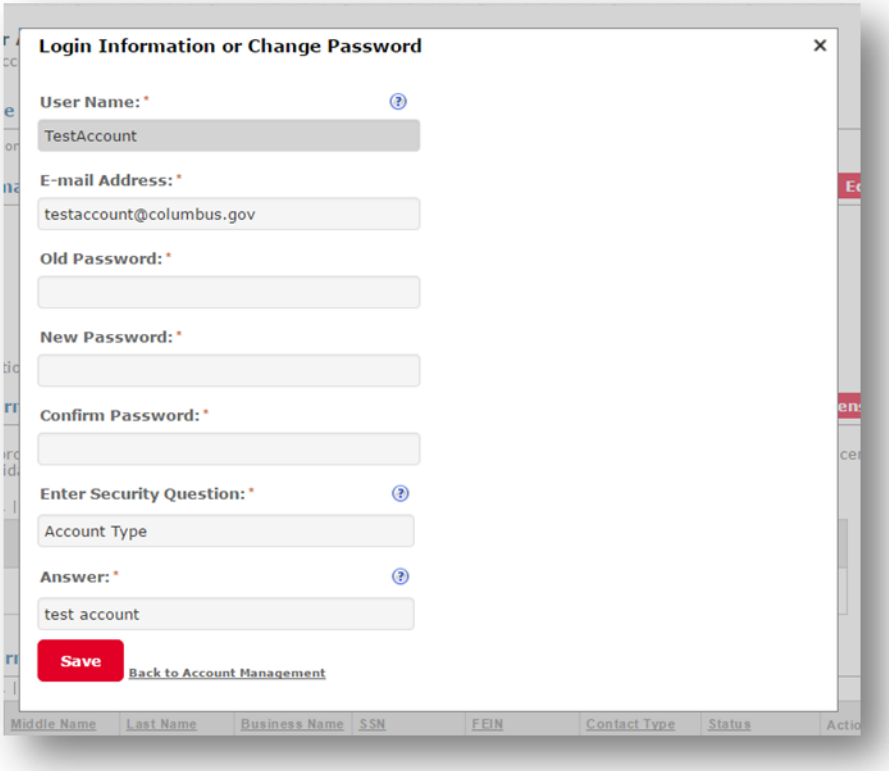

Congratulations! Your contact information is now updated. This change will be reflected on the next permit you purchase through the Citizen Access portal. However, the change will not be reflected on any previously submitted or issued permits.

## EDIT YOUR LOGIN INFORMATION

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



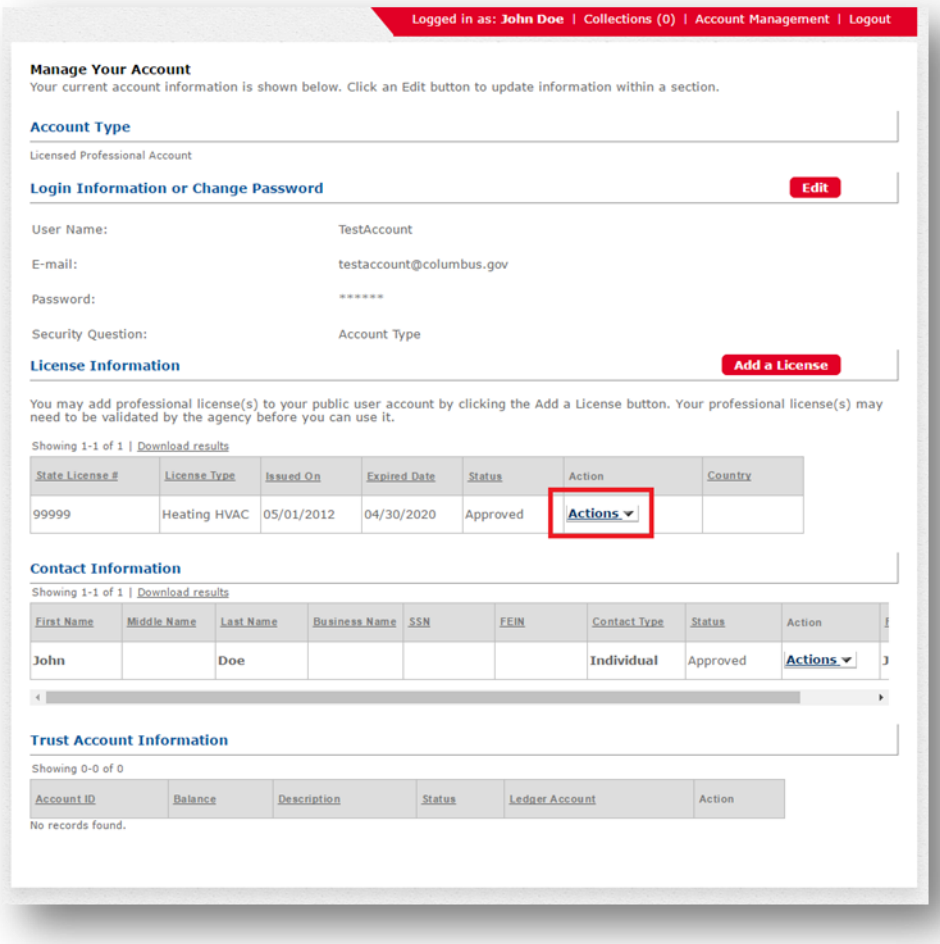

On the Login Information page, make any desired changes to your account login details. Then press the "Save" button.



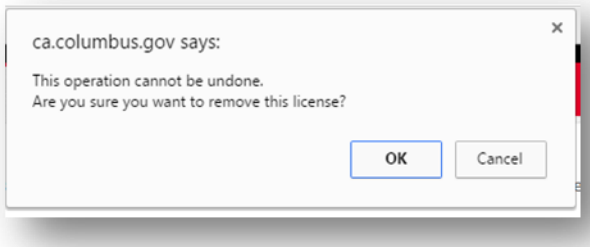

Congratulations! You have successfully updated your login details.

## 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".




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.




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