



DEPARTMENT OF BUILDING
AND ZONING SERVICES

USER MANUAL FOR ONLINE REGISTRATION

Creating an Account, Adding a License

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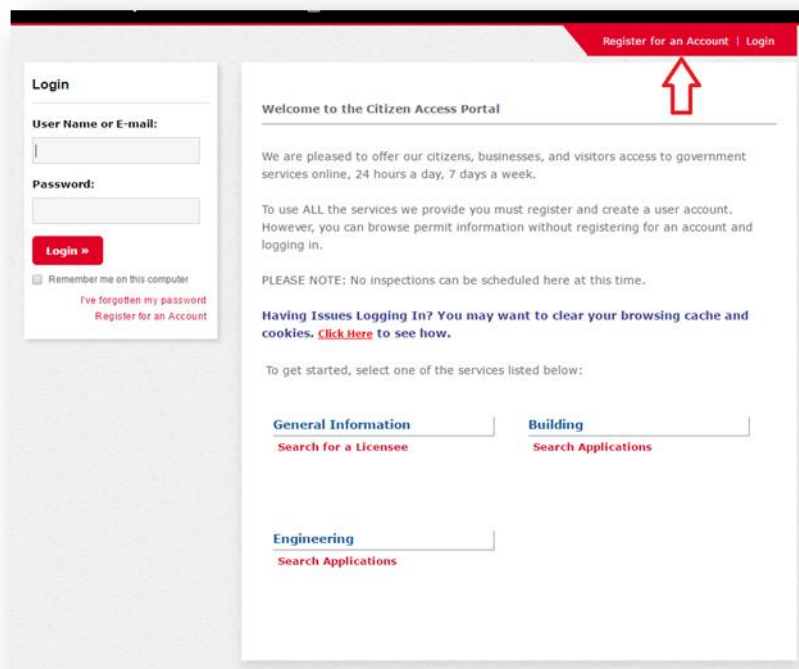
CREATING AN ACCOUNT FOR THE CITIZEN ACCESS PORTAL

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 <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".

Account Registration

You will be asked to provide the following information to open an account:

- Choose a user name and password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the privacy policy below to proceed.

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.

**Account Registration Step 2:
Enter/Confirm Your Account Information**

* indicates a required field.

Login Information

User Name: *
E-mail Address: *
Password: *
Type Password Again: *
Enter Security Question: *
Answer: *

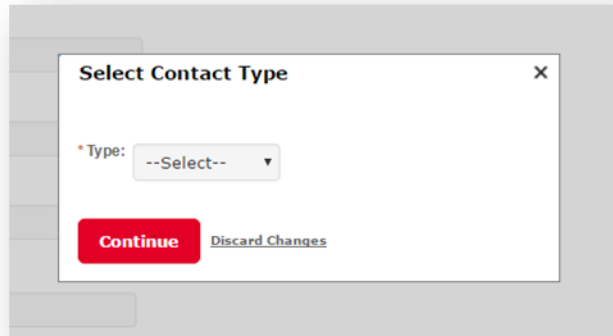
Contact Information

Choose how to fill in your contact information.

Add New ←

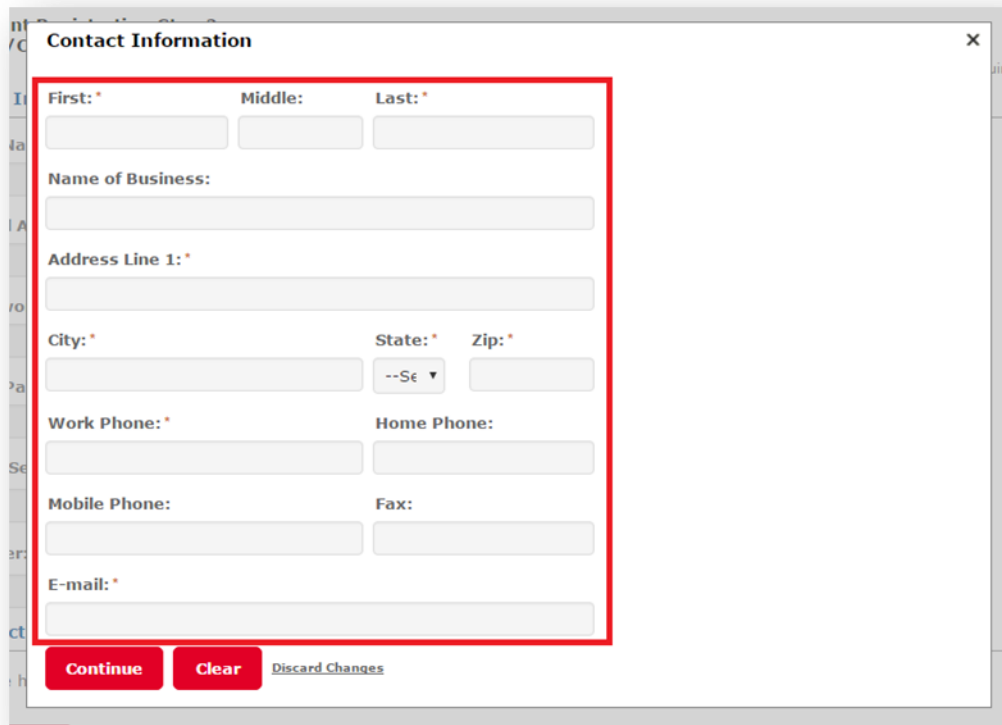
Continue Registration »

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



A dialog box titled "Select Contact Type" with a close button (X) in the top right corner. It contains a label "* Type:" followed by a dropdown menu showing "--Select--". At the bottom, there are two buttons: a red "Continue" button and a blue "Discard Changes" button.

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



A "Contact Information" form with a close button (X) in the top right corner. The form fields are: First:*, Middle:, Last:*, Name of Business:, Address Line 1:*, City:*, State:*, Zip:*, Work Phone:*, Home Phone:, Mobile Phone:, Fax:, and E-mail:*. A red rectangular box highlights the First, Middle, Last, Name of Business, Address Line 1, City, State, Zip, Work Phone, Home Phone, Mobile Phone, Fax, and E-mail fields. At the bottom, there are three buttons: a red "Continue" button, a red "Clear" button, and a blue "Discard Changes" 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

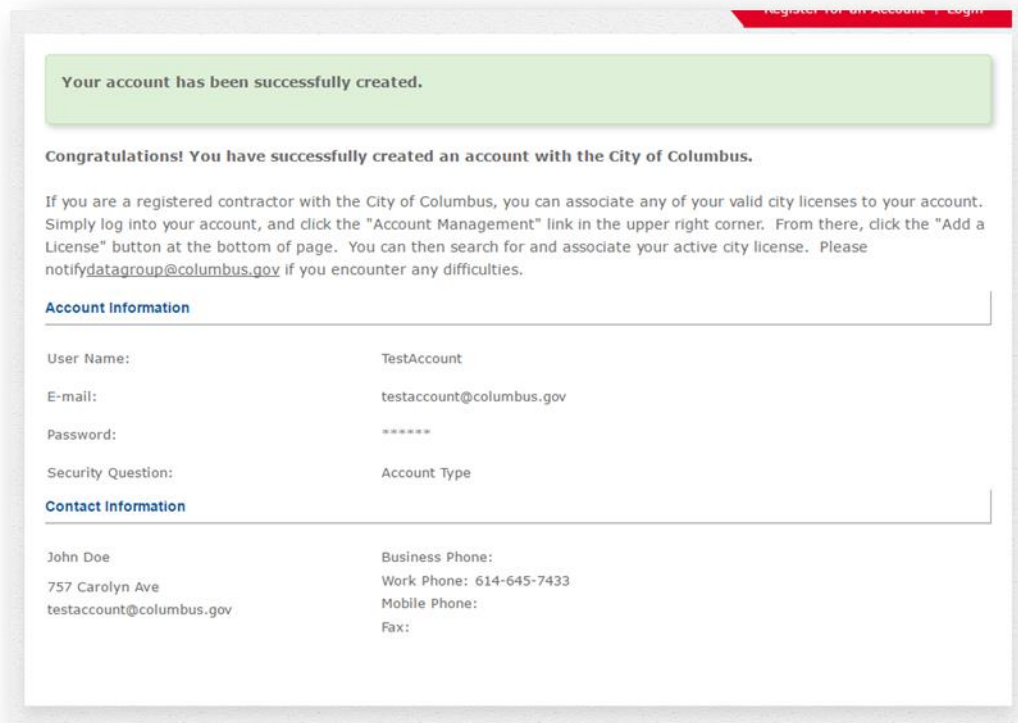
Contact Information

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.

Register for an Account | Login

Login

User Name or E-mail:
Required only to purchase on-line permits.

Password:

Login >

Remember me on this computer

[I've forgotten my password](#)
[Register for an Account](#)

Welcome to the Citizen Access Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust that this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

PLEASE NOTE: No inspection can be scheduled here at this time. Thank you.

[Having Issues Logging In? You may want to clear your browsing cache and cookies. Click Here to see how.](#)

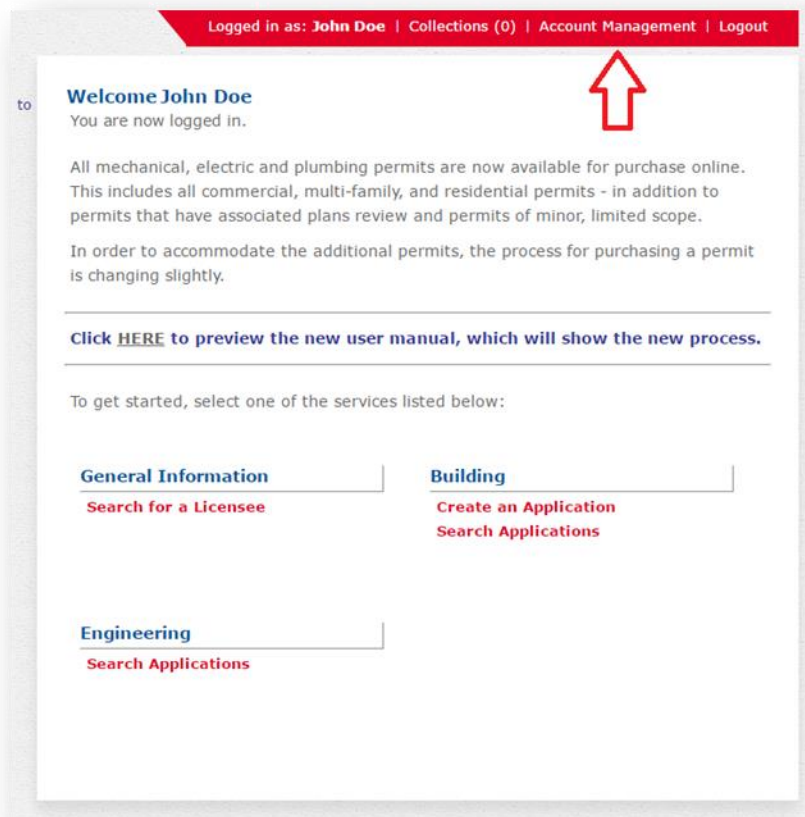
What would you like to do today?
To get started, select one of the services listed below:

General Information Search for a Licensee

Building Search Applications

Engineering Search Applications

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".

Logged in as: **John Doe** | Collections (0) | Account Management | Logout

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Citizen Account **Edit**

Login Information or Change Password

User Name: TestAccount
E-mail: testaccount@columbus.gov
Password: *****
Security Question: Account Type **Add a License**

License Information

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 0-0 of 0

State License #	License Type	Issued On	Expired Date	Status	Action	Country
No records found.						

Contact Information

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status	Action
John		Doe				Individual	Approved	Actions ▼

Trust Account Information

Showing 0-0 of 0

Account ID	Balance	Description	Status	Ledger Account	Action
No records found.					

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.

Logged in as: **John Doe** | Collections (0) | Account Management | Logout

Updating Your Account:

Adding a License:

By adding a professional license you may gain access to additional features in the Citizen Access Portal. Select a license type and enter a license number to look up your license. Your license must be valid and active to add it to your citizen account. If your license does not display contact the City of Columbus at datagroup@columbus.gov. * indicates a required field.

License Information

License Type: * City License Number: *

--Select--

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.

Logged in as: **John Doe** | Collections (0) | Account Management | Logout

Adding a License: * indicates a required field.

License Information

Showing 1-1 of 1

License Number	Type	Name	Action
99999	Heating HVAC	USER DUMMY	Connect

[Search Again >>](#)

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

99999 professional license(s) added successfully to your public user account.
This license has been approved.

Manage Your Account
Your current account information is shown below. Click an Edit button to update information within a section.

Account Type
Licensed Professional Account [Edit](#)

Login Information or Change Password [Edit](#)

User Name: TestAccount
E-mail: testaccount@columbus.gov
Password: *****
Security Question: Account Type

License Information [Add a License](#)

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | [Download results](#)

State License #	License Type	Issued On	Expired Date	Status	Action	Country
99999	Heating HVAC	05/01/2012	04/30/2020	Approved	Actions ▼	

Contact Information

Showing 1-1 of 1 | [Download results](#)

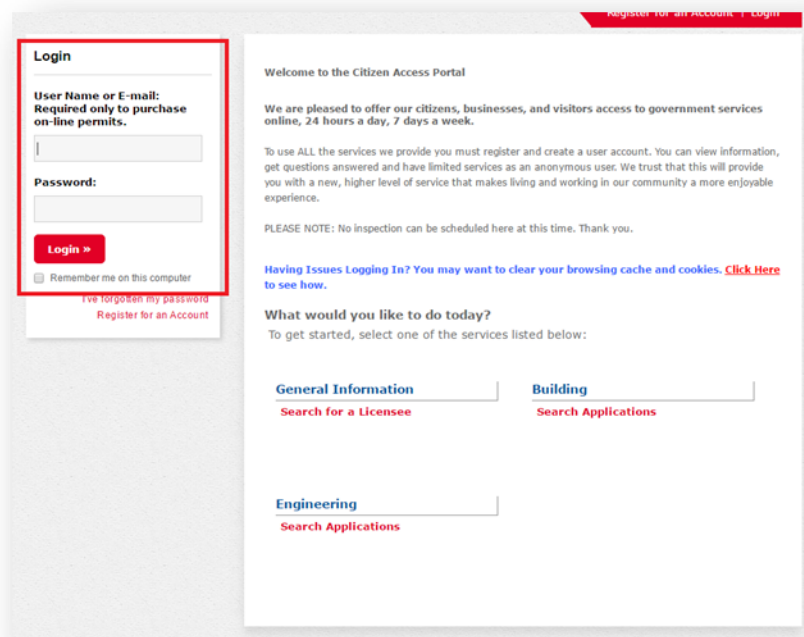
First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status	Action
John		Doe				Individual	Approved	Actions ▼

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

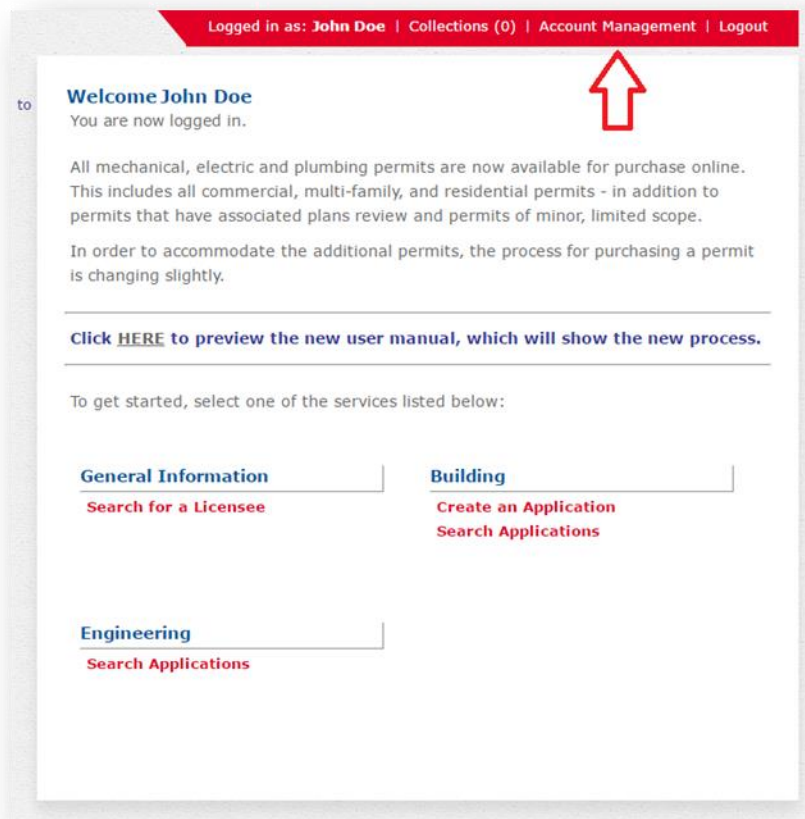
MANAGING YOUR CITIZEN ACCESS ACCOUNT (UPDATING, REMOVING INFORMATION)

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.

Logged in as: **John Doe** | Collections (0) | Account Management | Logout

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Licensed Professional Account

Login Information or Change Password Edit

User Name: TestAccount
E-mail: testaccount@columbus.gov
Password: *****
Security Question: Account Type

License Information Add a License

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | [Download results](#)

State License #	License Type	Issued On	Expired Date	Status	Action	Country
99999	Heating HVAC	05/01/2012	04/30/2020	Approved	Actions ▼	

Contact Information

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status	Action
John		Doe				Individual	Approved	Actions ▼

Trust Account Information

Showing 0-0 of 0

Account ID	Balance	Description	Status	Ledger Account	Action
No records found.					

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

The screenshot shows a web form titled "Manage Your Account" with a sub-heading "View Contact Detail". Below the title is a message: "Validate and update your contact information at this page." The form is titled "Contact Information" and contains several input fields: "First:" (John), "Middle:" (empty), "Last:" (Doe), "Name of Business:" (empty), "Address Line 1:" (757 Carolyn Ave), "City:" (Columbus), "State:" (OH), "Zip:" (43224-), "Work Phone:" (614-645-7433), "Home Phone:" (empty), "Mobile Phone:" (empty), "Fax:" (empty), and "E-mail:" (testaccount@columbus.gov). At the bottom, there is a red "Save" button and a link "Back to Account Management".

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".

Logged in as: **John Doe** | Collections (0) | Account Management | Logout

Manage Your Account

Your current account information is shown below. Click an Edit button to update information within a section.

Account Type

Licensed Professional Account

Login Information or Change Password **Edit**

User Name: TestAccount
E-mail: testaccount@columbus.gov
Password: *****
Security Question: Account Type

License Information **Add a License**

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | [Download results](#)

State License #	License Type	Issued On	Expired Date	Status	Action	Country
99999	Heating HVAC	05/01/2012	04/30/2020	Approved	Actions ▼	

Contact Information

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status	Action
John		Doe				Individual	Approved	Actions ▼

Trust Account Information

Showing 0-0 of 0

Account ID	Balance	Description	Status	Ledger Account	Action
No records found.					

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

Login Information or Change Password

User Name: *

E-mail Address: *

Old Password: *

New Password: *

Confirm Password: *

Enter Security Question: *

Answer: *

Save [Back to Account Management](#)

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".

Logged in as: **John Doe** | Collections (0) | Account Management | Logout

Manage Your Account
Your current account information is shown below. Click an Edit button to update information within a section.

Account Type
Licensed Professional Account

Login Information or Change Password Edit

User Name: TestAccount
E-mail: testaccount@columbus.gov
Password: *****
Security Question: Account Type

License Information Add a License

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

Showing 1-1 of 1 | [Download results](#)

State License #	License Type	Issued On	Expired Date	Status	Action	Country
99999	Heating HVAC	05/01/2012	04/30/2020	Approved	Actions ▼	

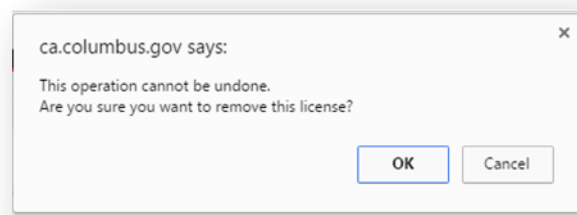
Contact Information
Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status	Action
John		Doe				Individual	Approved	Actions ▼

Trust Account Information
Showing 0-0 of 0

Account ID	Balance	Description	Status	Ledger Account	Action
No records found.					

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.