

ACA Citizen Portal - Guide for Public Use

<https://aca.ci.longmont.co.us/CitizenAccess/>



Welcome to the **Citizen Portal** page. This website allows users to submit various types of applications or code complaints. This website will also allow users to search existing permit information for any address within the city of Longmont. The current available applications are:

- Building
 - Combo Permit –Residential
 - Fence
- Enforcement
 - Create a Complaint
- Licenses
 - Contractor Application
 - Backyard Chicken Hens
 - Wood Burning
 - Sales and Use Tax

This guide demonstrates how to register for an account. After registering for an account a user will be able to submit applications and file complaints.

The Home Page

After loading the website, you will be directed to the **home page**. More features become visible once you log in.

Please register for an account to take advantage of an easier way to apply for various applications. If you work for a company as an assistant it would be best to create an account on behalf of the company.

Please take note of announcements and information about upcoming maintenance or down time in the center of the page.

Home Building Enforcement Licenses Planning Public Works

Advanced Search ▼

Welcome to the new Citizen Portal

Citizen Portal is compatible with IE 7 to IE 10, Firefox and Chrome. Try running IE 11 in compatibility mode if having issues.

Please sign into an account to create an application. If you don't have an account please Register for a new account.

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

In partnership with [Accela, Inc.](#), we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. 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 this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

To schedule an inspection please search for applications first. After finding the permit, "Inspections" can be found under the "Record Info" tab. Use the "Action" button to schedule a date.

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

General Information Lookup Property Information Search for a Licensee	Building Search Applications
Enforcement Create a Complaint Search Applications	Licenses Search Applications
Planning Search Applications	Public Works Search Applications

Login

User Name or E-mail:

Password:

[Login »](#)

Remember me on this computer

[I've forgotten my password](#)
[New User](#)

Check this area for current announcements

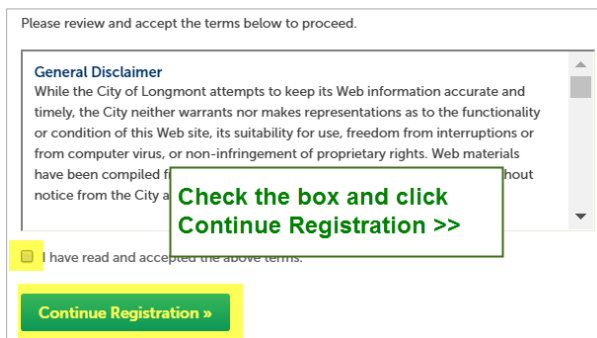
To register for an account

In order to submit an application or complaint online, you must register for an account.

1. Click either one of the links shown below to get started.



2. Click **Register Now** on the page that displays next.
3. A disclaimer about the website and user information will display. Check the box accepting the terms of the disclaimer, then click **Continue Registration**.



4. Complete the Account Registration form. For help with any of the fields, click the question mark at the right end of the field.

Account Registration Step 2: Enter/Confirm Your Account Information

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

5. Click the **Add New** button at the bottom of the form displayed above.
6. Complete the Contact Information form, then click **Continue**.

Contact Information

Name of Business:

* Address Line 1:

* City:

* State:

* Zip:

Home Phone: Work Phone: Mobile Phone:

Fax:

* E-mail:

Continue **Clear** Discard Changes

To log in

1. On the home page, enter the User Name and Password that you created when you registered for your account, then click **Login**.

Login

User Name or E-mail:

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