

# ACA Citizen Portal – Paying Fees

<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.

This guide demonstrates how to pay fees that are due on permits or licenses a user has applied for. **The only accepted method online is by credit card.**

## 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.

The screenshot shows the Citizen Portal Home Page. At the top, there is a navigation menu with tabs for Home, Building, Enforcement, Licenses, Planning, and Public Works. Below the menu is an 'Advanced Search' dropdown. The main content area features a 'Welcome to the new Citizen Portal' message, a compatibility notice for IE 7-11, and a sign-in prompt. A 'Login' sidebar on the right contains input fields for 'User Name or E-mail' and 'Password', a 'Login' button, and a 'Remember me' checkbox. A green arrow points to the 'Remember me' checkbox area, which is annotated with the text 'Check this area for current announcements'. At the bottom, there is a section titled 'What would you like to do today?' with a grid of service categories: General Information, Building, Enforcement, Licenses, Planning, and Public Works, each with a 'Search Applications' link.

**Sample showing the Home page before logging in.**

**Check this area for current announcements**

## Paying Fees Method 1

In order to pay fees due please follow the instructions below. **Please note that only 1 payment from a credit card is allowed every 3 minutes.**

1. Type in the permit/license number in the search bar on the top right corner of the page. Press enter or click the magnifying glass to search.

Accessibility Support [Register for an Account](#) [Reports \(1\)](#) [Login](#)

Search...

Planning Public Works

Enter the Permit number here.

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If you don't have an account

visitors access to government

omise to deliver powerful ion about the community while enient, and interactive. To use ate a user account. You can view services as an anonymous user.

Login

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)

[New Users: Register for an Account](#)

2. Next, click on the payments tab underneath the record status. **Please note that payments can only be made on items that have been processed by our team.**

Home **Building** Enforcement Licenses Planning

Search Applications

Record B2018 :  
Electric Service - Residential  
Record Status: Issued

Record Info Payments

Work Location

3. Click on Fees.

Home Building Enforcement **Licenses**

Create an Application Search Applications

Record :  
RV Permit  
Record Status: Issued  
Expiration Date: 01/29/2018

Record Info Payments

Fees

Work Location

4. Locate the fees you want to pay. Click on the pay fees link next to the fee you want to pay. If you do not see the "Pay Fees" link then call Building Inspection to be linked to this record.

Record Info Payments

Fees

Click on "Pay Fees"

Outstanding:

Date	Invoice Number	Amount
04/25/2018	106656	\$40.00

Total outstanding fees: \$80.00

Pay Fees

- On this next page you will see the total of the fees you are paying for. Click on “Continue Application” to pay for the fees listed above. To select a different fee to pay, choose “Continue Shopping”. To defer your payment for a later time click “Defer Payment”. **Your application will not be complete until payment is received.**

Home Building Enforcement **Licenses** Planning Public Works

Create an Application Search Applications

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Application Fees**

Fees	Qty.	Amount
Class D, M, P	1	\$75.00

**TOTAL FEES**  
Note: This does not include additional inspection fees which may be assessed later.

\$75.00

Continue Application » Continue Shopping » Defer Payment »

- Click “Submit Payment” to continue to the 3<sup>rd</sup> party page where your credit card information will be taken.

Home Building Enforcement **Licenses**

Create an Application Search Applications

## Payment Options


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**Amount to be charged: \$75.00**

Pay with Credit Card

Submit Payment »

- The next page will allow you to input your credit card information. Please fill out all of the fields and click “Pay with your credit card” at the bottom of the page to submit your payment.

 **CITY OF LONGMONT** *Colorado*

City of Longmont, Colorado

### Review Your Order

Total Amount: USD 75.00

[Return to City of Longmont, Colorado](#)

### Choose Payment Option

masterpass  VISA  DISCOVER  American Express  Apple Pay

### Pay With Your Credit Card

Cardholder Name

Credit Card Number

VISA  DISCOVER  American Express  Apple Pay

Expiry Date (MMYY)

Address

City

State/Province

ZIP/Postal Code

Country

Email

A confirmation email will be sent to this address.

Pay With Your Credit Card

Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server.

We respect your privacy. We will pass your name, address or e-mail address on only to the merchant.

Secure Payment provided by [First Data Corp.](#)

- After the payment is received a receipt will be emailed to you. Your account should be updated with the most current information. **If your payment doesn't go through please check your billing address is correct.**

## Paying Fees Method 2

This section will demonstrate how to pay for fees from the records list. **Please note that only 1 payment from a credit card is allowed every 3 minutes.**

1. Click on the department that your fees are located. For this example we are paying for a contractor license fee under the “Licenses” tab.

The screenshot shows the user interface with navigation tabs: Home, Building, Enforcement, Licenses (highlighted), Planning, and Public Works. Below these are sub-tabs: Dashboard, My Records, My Account, and Advanced Search. The main content area includes a welcome message for Adrian Lewis, a section for 'What would you like to do today?' with service suggestions, and a grid of service categories: General Information, Enforcement, Planning, Building, Licenses, and Public Works. A green arrow points to the Licenses tab.

2. Next you will see a list of records that you have applied for through the online portal. Click the “Pay Fees Due” link to pay for that record.

If you want more details on that record click the record number to view more details. From there refer to Method 1 of this guide.

If you want to pay for a record and do not see it on this list then call Building Inspection.

The screenshot shows the 'Records' section of the portal. It includes a 'Show on Map' button and a table of records. A green arrow points to the 'Pay Fees Due' link in the 'Action' column of the record with ID 'APP'.

Record Number	Action	Record Type	Description	Project Name	Date
LCRV	Pay Fees Due	RV Permit			01/29/2018
18TMP	Resume Application	RV Permit			01/02/2018
17TMP-C	Resume Application	Sales and Use Application			12/18/2017
17TMP-	Resume Application	Sales and Use Application			12/11/2017
APP	Pay Fees Due	Contractor Application			11/28/2017
SALE		Sales and Use Application			11/15/2017

3. On this next page you will see the total of the fees you are paying for. Click on “Continue Application” to pay for the fees listed above. To select a different fee to pay, choose “Continue Shopping”. To defer your payment for a later time click “Defer Payment”. **Your application will not be complete until payment is received.**

The screenshot shows the 'Application Fees' page. It includes a table of fees and a 'TOTAL FEES' section. A green arrow points to the 'Continue Application' button.

Fees	Qty.	Amount
Class D, M, P	1	\$75.00

**TOTAL FEES**  
Note: This does not include additional inspection fees which may be assessed later.

\$75.00

Buttons: Continue Application » (highlighted), Continue Shopping », Defer Payment »

4. Click “Submit Payment” to continue to the 3<sup>rd</sup> party page where your credit card information will be taken.

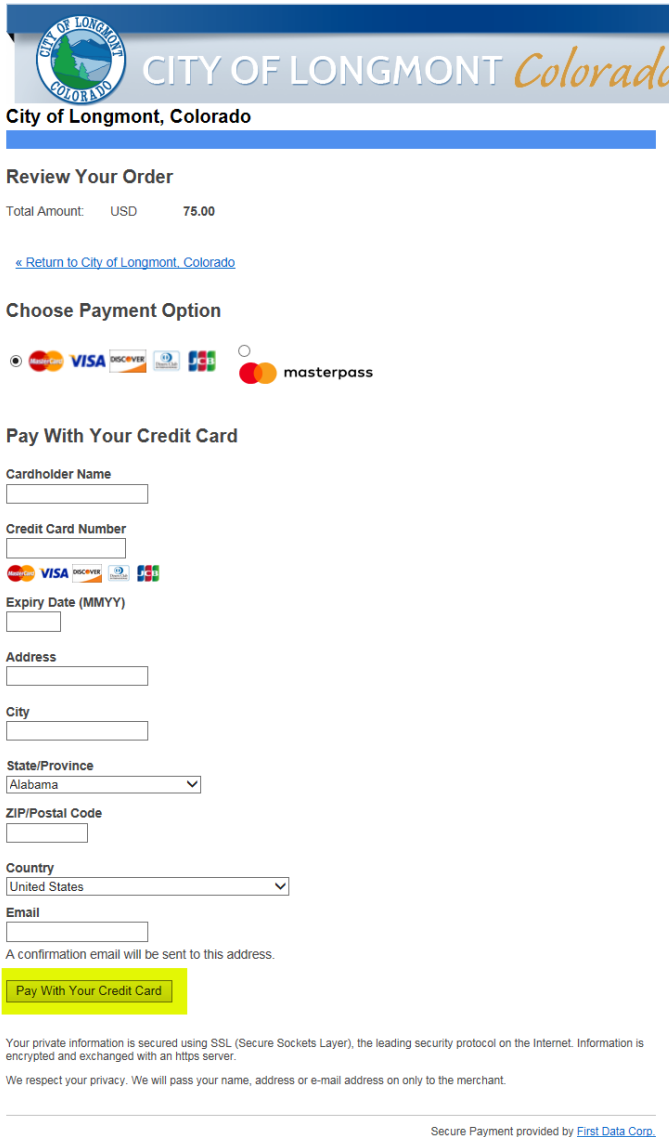
The screenshot shows the 'Payment Options' page. It includes a 'Amount to be charged: \$75.00' and a 'Pay with Credit Card' option. A green arrow points to the 'Submit Payment' button.

Amount to be charged: \$75.00

Pay with Credit Card

Submit Payment » (highlighted)

5. The next page will allow you to input your credit card information. Please fill out all of the fields and click “Pay with your credit card” at the bottom of the page to submit your payment.



The screenshot shows the City of Longmont payment interface. At the top, there is a blue header with the City of Longmont logo and the text "CITY OF LONGMONT Colorado". Below the header, the text "City of Longmont, Colorado" is displayed. The main content area is titled "Review Your Order" and shows a total amount of USD 75.00. A link to "Return to City of Longmont, Colorado" is provided. The "Choose Payment Option" section features logos for American Express, VISA, DISCOVER, and masterpass. The "Pay With Your Credit Card" section contains several form fields: Cardholder Name, Credit Card Number, Expiry Date (MMYY), Address, City, State/Province (Alabama), ZIP/Postal Code, and Country (United States). An email field is also present, with a note that a confirmation email will be sent to this address. A yellow button labeled "Pay With Your Credit Card" is located below the form fields. At the bottom, there is a security notice stating that the information is secured using SSL and that the merchant respects privacy.





**City of Longmont, Colorado**

**Review Your Order**

Total Amount: USD 75.00

[« Return to City of Longmont, Colorado](#)




**Choose Payment Option**

**Pay With Your Credit Card**

Cardholder Name

Credit Card Number

Expiry Date (MMYY)

Address

City

State/Province  
Alabama

ZIP/Postal Code

Country  
United States

Email

A confirmation email will be sent to this address.

Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server.

We respect your privacy. We will pass your name, address or e-mail address on only to the merchant.

Secure Payment provided by [First Data Corp.](#)

6. After the payment is received a receipt will be emailed to you. Your account should be updated with the most current information. **If your payment doesn't go through please check your billing address is correct.**