

ACA Citizen Portal - Guide for Public Use

<https://aca.longmontcolorado.gov/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.

The screenshot shows the home page of the ACA Citizen Portal. At the top, there is a navigation menu with links for Home, Building, Enforcement, Licenses, Planning, and Public Works. Below the menu is an "Advanced Search" dropdown. The main content area includes a welcome message, browser compatibility information (Citizen Portal is compatible with IE 7 to IE 10, Firefox and Chrome. Try running IE 11 in compatibility mode if having issues.), a sign-in prompt, and a paragraph about e-government services. A "Login" section on the right contains input fields for "User Name or E-mail:" and "Password:", a "Remember me on this computer" checkbox, and a "Login »" button. Below the login section, there are links for "I've forgotten my password" and "New User". A green arrow points to the "New User" link, with a text box next to it that says "Check this area for current announcements". At the bottom, there is a section titled "What would you like to do today?" with a list of services: General Information (Lookup Property Information, Search for a Licensee), Enforcement (Create a Complaint, Search Applications), Planning (Search Applications), Building (Search Applications), Licenses (Search Applications), and Public Works (Search Applications).

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**.

The screenshot shows a disclaimer page with the following text: 'Please review and accept the terms below to proceed.' Below this is a 'General Disclaimer' section. At the bottom, there is a checkbox labeled 'I have read and accepted the above terms.' and a green button labeled 'Continue Registration >>'. A green box with the text 'Check the box and click Continue Registration >>' is overlaid on the page, pointing to the checkbox and the button.

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

The screenshot shows the 'Account Registration Step 2: Enter/Confirm Your Account Information' form. The 'Login Information' section is visible, with fields for User Name (bjohnson), E-mail Address (bjohnson@gmail.com), Password, Type Password Again, Enter Security Question (What was your first pet's name?), and Answer (Inky). The 'Contact Information' section is also visible, with an 'Add New' button.

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

The screenshot shows the 'Contact Information' form. Fields include Name of Business (Johnson Construction), Address Line 1 (3010 Railroad Way), City (Longmont), State (CO), Zip (80501-), Home Phone (303-303-3003), Work Phone (303-303-3003), Mobile Phone (303-303-3003), Fax (303-303-3333), and E-mail (bjohnson@gmail.com). Buttons for 'Continue', 'Clear', and 'Discard Changes' are at the bottom.

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:

Password:

Login »

Remember me on this computer

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