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Citizen Portal Registration and Login

Certain features of the Citizen Portal require logging into an account to access them, such as submitting a permit application or paying fees online. If you do not have an account, you must go through the registration process first.

How to Register for the Citizen Portal

- Go to the Citizen Portal link associated with your jurisdiction. Bookmark this page or create a shortcut on your desktop to make it easy to come back to later.
- In the top right corner of the page, click **Sign Up**. This will open the three step account registration wizard.

Account

- Enter your **Email Address**. **Note: This email address must be valid. Once registration is completed, a verification email will be sent to the address provided.*
- Enter a **Password** of at least 8 characters and then enter the same password in the **Confirm Password** field.
- Enter an **Access Code**, if applicable, to associate the new portal account with any permits you have already applied for. **Note: If you do not have an access code, skip this step or contact your jurisdiction for more information.*
- Click **Next**.

The screenshot shows the 'Account Sign Up' step of a three-step registration wizard. At the top, there are three numbered steps: '1 Account' (active), '2 Contact', and '3 Review'. The main form area is titled 'Account Sign Up' and contains the following fields and instructions:

- Email Address:** A text input field containing 'dudesolutions@dude.com' with a 'Valid Email Address' validation message to its right.
- Password:** A text input field with masked characters (dots) and a 'Minimum 8 characters' validation message to its right.
- Confirm Password:** A text input field with masked characters and a 'Re-enter password' validation message to its right.
- Access Code:** A section with a blue information icon and the text 'How to join an existing account'. Below it, a note says 'If you have an access code, enter it here (optional)'. There is a text input field for the code, followed by the text: 'The access code will help associate your new account with any permits you may already have applied for. Don't have one? Skip this step.'

At the bottom of the form, there are two buttons: a 'CANCEL' button and a blue 'NEXT →' button.

Contact

- Enter any applicable contact information, such as **Business / Full Name, Address, and Phone #**. **Note: Required fields are indicated with an asterisk (*).*
- Once all necessary fields have been completed, click **Next**.

1 Account
2 Contact
3 Review

Contact Information

First Name:

Last Name:

Business / Full Name*:

Address:

City:

State:

Zip Code: e.g. 12345 or 12345-6789

Phone #: e.g. 555-555-5555

Phone Type:

Review

- Verify that all information you have provided is correct.
- If changes need to be made, click **Edit** next to that section of the account application. This will bring you back to the step that you want to edit and will walk you through the rest of the wizard again.
- Click **Terms and Conditions** to view the terms of use provided by your jurisdiction in a new tab.
- Once you have reviewed the terms and conditions, check the box at the bottom of the page to agree to these terms.
- Click **Create my Account** once all information has been reviewed and changes have been made. **Note: This will trigger the verification email to be sent to the email address you have provided. If you do not receive an email shortly after creating your account, please check your spam or junk folders. You must verify your registration before logging into the portal.*

1 Account
2 Contact
3 Review

Review the information below

Account [edit](#)
dudesolutions@dude.com

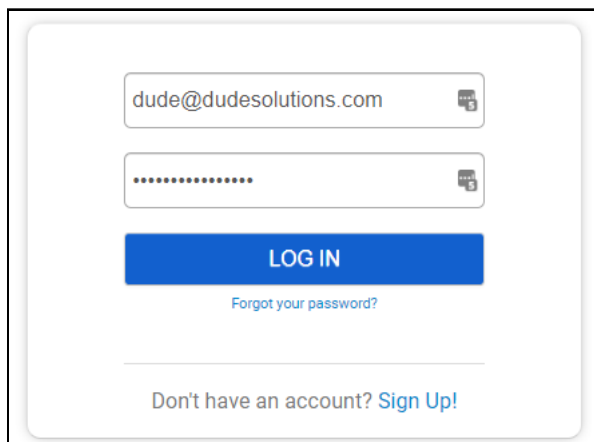
Contact [edit](#)
Dude Solutions
11000 Regency Parkway
Cary, NC 27518
P: 555-555-1234

I agree to the [Terms And Conditions](#)

✓ CREATE MY ACCOUNT

How to Log In to the Citizen Portal

- Go to the Citizen Portal link associated with your jurisdiction. Bookmark this page or create a shortcut on your desktop to make it easy to come back to this page later.
- In the top right corner of the page, click **Log In**. **Note: If you have not yet registered for an account, you will need to [register](#) before continuing.*
- Enter your email address and password into the available fields and click **Log In**.



dude@dudesolutions.com

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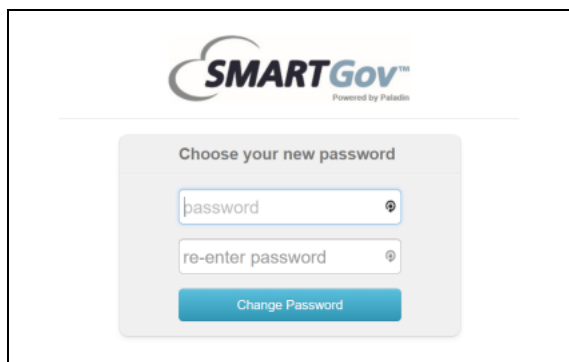
LOG IN

[Forgot your password?](#)

Don't have an account? [Sign Up!](#)

How to Reset your Password

- In the top right corner of the page, click **Log In**.
- Click the **Forgot your password?** link.
- Enter your email address and click **Submit**. A window will display informing you that an email has been sent with instructions to reset your password.
- From the email, click the **Reset Password** button.
- In the window that displays, enter and re-enter your new password.
- Click **Change Password**.



SMARTGov
Powered by Paladin

Choose your new password

password

re-enter password

Change Password

Did you find this helpful?

[Yes](#) [No](#)

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