

# Civic Access (CA)

## *Registering a New Account*



**City of  
Helena**

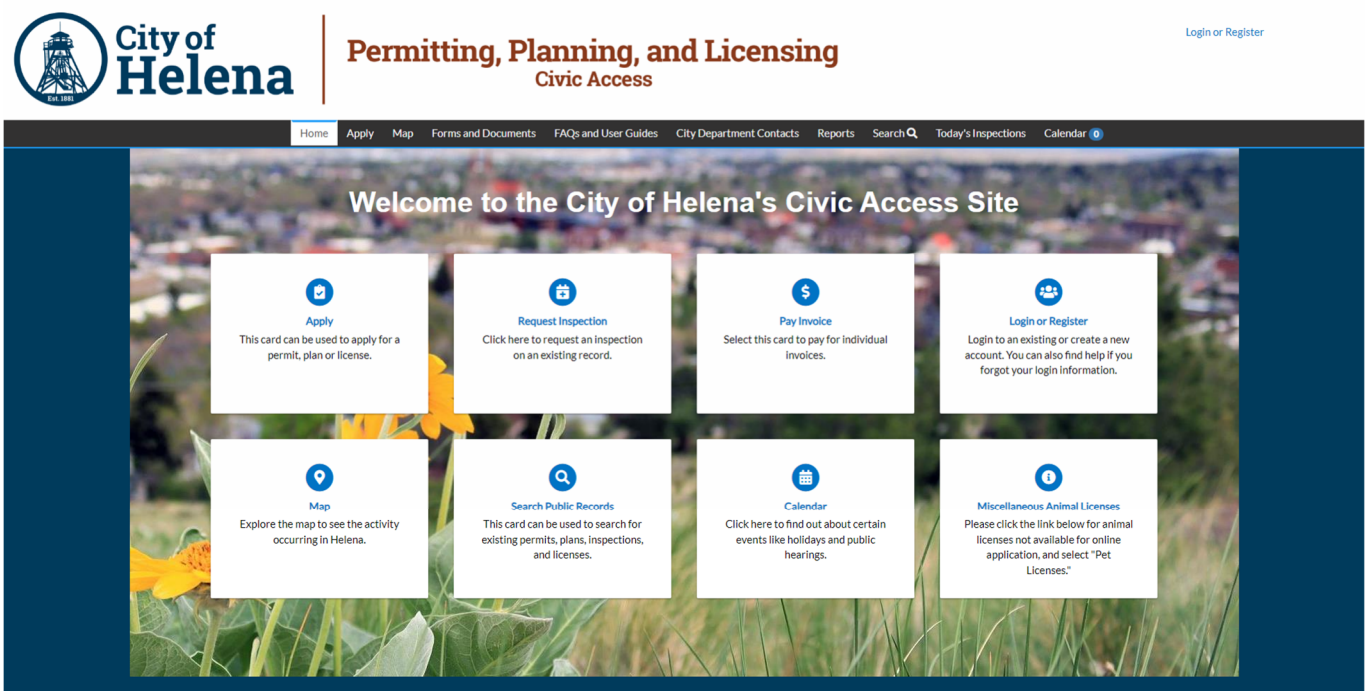
<b>Civic Access Overview .....</b>	<b>1</b>
<b>Home Page, Main Menu Bar.....</b>	<b>1</b>
<b>Register.....</b>	<b>2</b>
<i>Create an Account.....</i>	<i>3</i>
<i>Confirm Account.....</i>	<i>3</i>
<i>Complete Registration.....</i>	<i>4</i>
Personal Info .....	5
Address .....	6
<b>Log in .....</b>	<b>7</b>
Email Option .....	8
Password Option.....	9
<i>Forgotten Password .....</i>	<i>10</i>
<i>Unlock Account .....</i>	<i>13</i>

# Civic Access Overview

These series of guides describe how public users and registered users access the City of Helena’s Civic Access online portal. Civic Access is a public-facing application that allows our customers to interact with land management, permitting, planning, and licensing processes administered by the City of Helena. Users can search and apply for permits, plans, and licenses; search for parcels, projects, construction projects; renew licenses, and schedule inspections.

## Home Page, Main Menu Bar

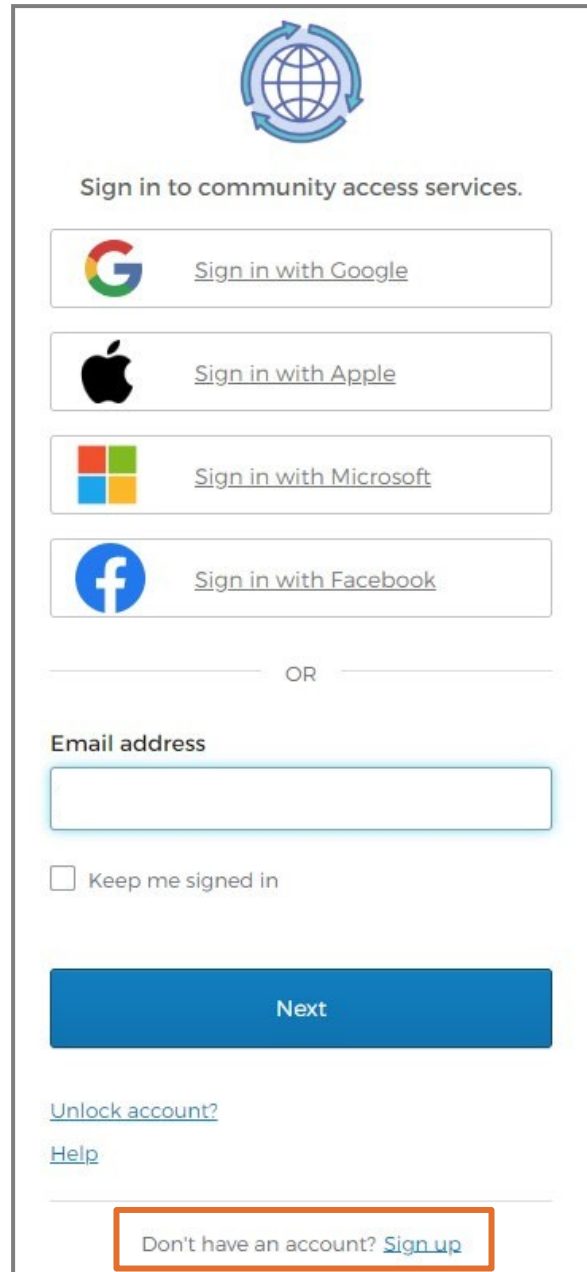
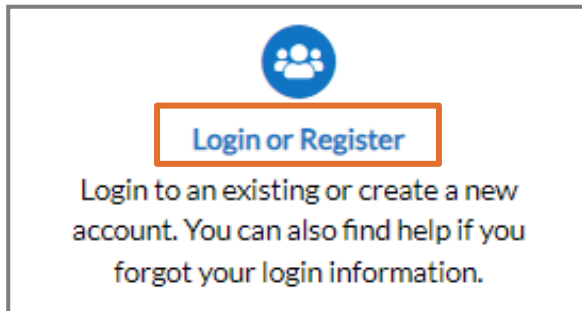
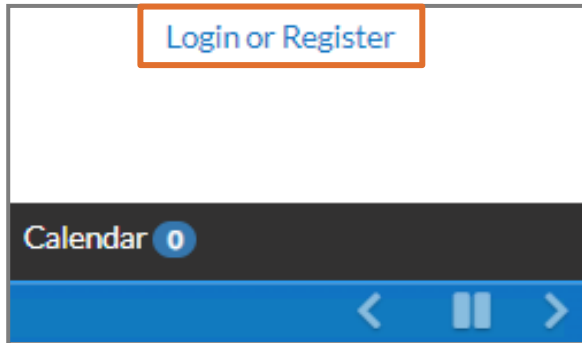
Our public can view the Home, Apply, Map, Report, Pay Invoices, Search, Calendar, and other options from the menu bar.



# Register

To register for Civic Access:


1. Navigate to our **Civic Access site**.
2. Click **Login or Register** in the top right corner of the Home page.
3. Or click the **Login or Register card** on the Home page.
4. Click a sign-in option:
  - a. **Sign in with Google.**
  - b. **Sign in with Apple.**
  - c. **Sign in with Microsoft.**
  - d. **Sign in with Facebook.**
5. If you are not registered, click **Sign up**.



## Create an Account

The browser displays the **Sign up** page.

1. Type:
  - a. An **Email** address
  - b. **First name**
  - c. **Last name**
  - d. **Mobile phone** number
  - e. **Password**
2. Click **Sign Up**.



Sign up

Email

First name

Last name

Mobile phone  Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

**Sign Up**

[Already have an account?](#)

## Confirm Account

You will receive a confirmation email.

1. Open the **email**.
2. Click **Confirm**.

You are receiving this automated e-mail based on a user registration request that we received for the Civic Access tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)


## Complete Registration

The browser displays the Civic Access Registration steps.

1. Type a **Username**, **Password**, and **Confirm Password**. The username may default to the email used to register; if not, type the email address as the username.
2. Complete the CAPTCHA.
3. Click **Next**.

### Registration

Step 2 of 4: Login information

I'm not a robot  reCAPTCHA  
Privacy - Terms

\* Username

\* Password

\* Confirm Password

Email  @gmail.com

[Next](#)

---

**NOTE** Required fields are noted with a red asterisk.

---

## Personal Info

1. Type the **required information** on the Personal Info step.
2. Select a **Contact Preference** in the dropdown.
3. Click **Next**.

Registration

Step 3 of 4: Personal Info

\*REQUIRED

\* First Name   
First Name is required.

Middle Name

\* Last Name   
Last Name is required.

Company

\* Contact Preference --Select Contact Preference--

\* Email Address @gmail.com

Additional Contact Information

\* Business Phone

\* Home Phone

\* Mobile Phone

Back Next

**NOTE** Required fields are noted with a red asterisk.

## Address

1. Type **Address** information.
2. Click **Submit**.

The browser will display our Civic Access Home page.

Registration

Step 4 of 4: Address

\* Address \*REQUIRED

Street address, P.O. box. (required)

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

Back Submit

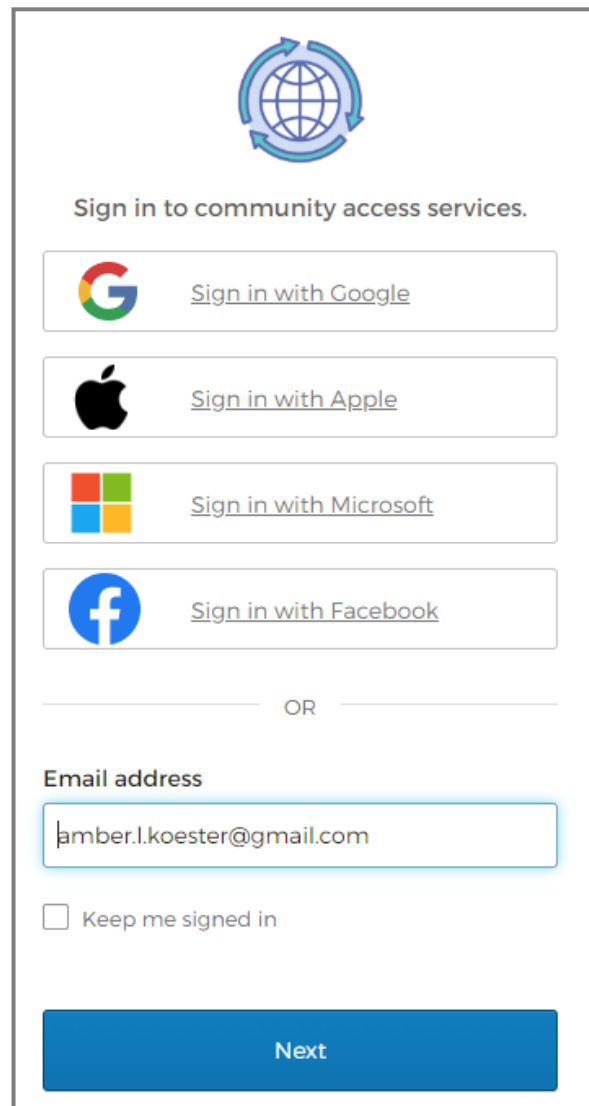
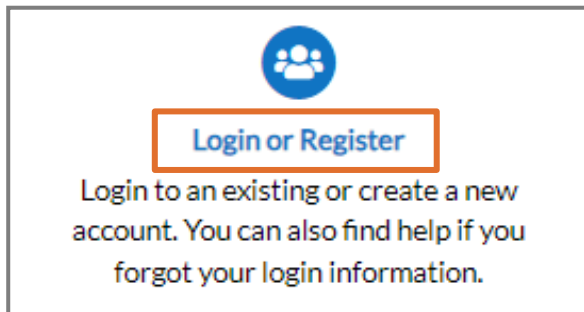
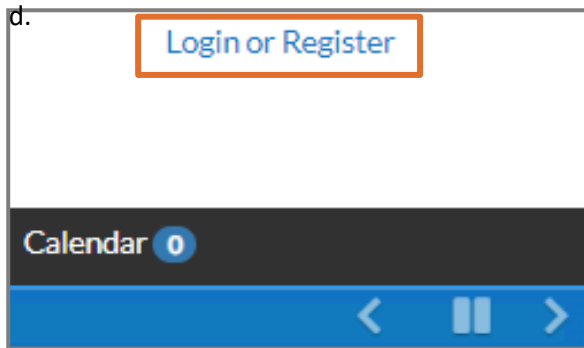
**NOTE** Required fields are noted with a red asterisk.



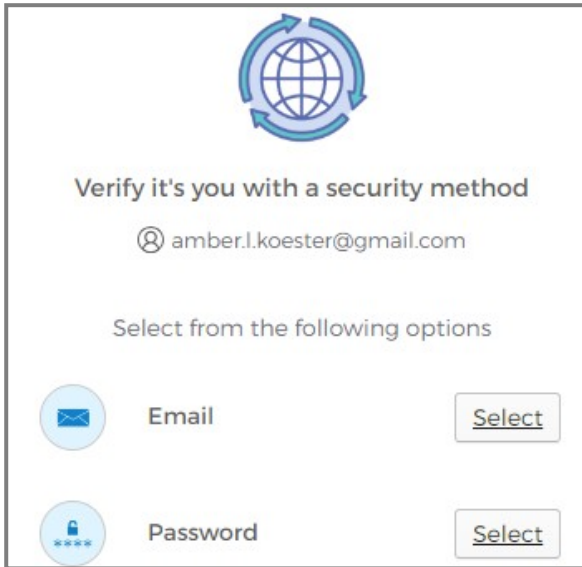
# Log in

To log in to the City of Helena’s Civic Access, if already registered:

1. Navigate to the our **Civic Access Home page**.
2. Click **Login or Register** in the top right corner of the page.
3. Or click the **Login or Register card** on the page.
4. Click a **sign-in option** and follow the steps:
  - a. Sign in with Google.
  - b. Sign in with Apple.
  - c. Sign in with Microsoft.
  - d. Sign in with Facebook.
5. Or if previously registered:
  - a. Type an **Email address**.
  - b. Click **Next**.



c. Click **Select** next to the Email or Password option.



Verify it's you with a security method

amber.l.koester@gmail.com

Select from the following options

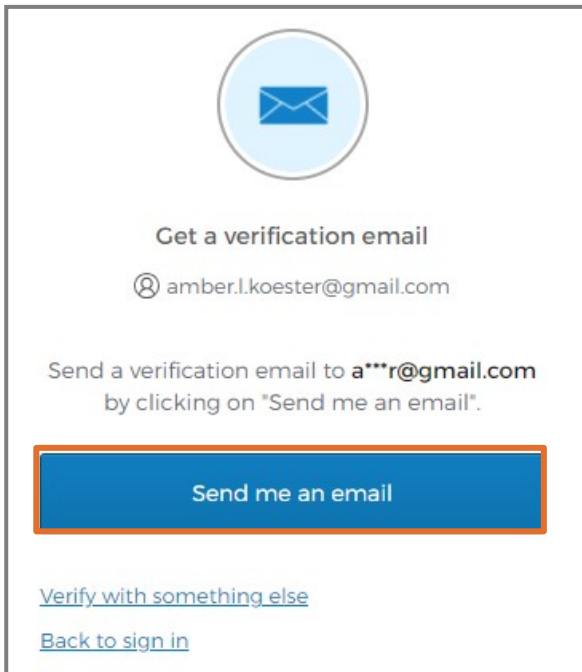
Email

Password

### Email Option

1. Click **Send me an email**.
2. Type the **code** from the email.
3. Click **Verify**.

The browser will display our Civic Access Home page.



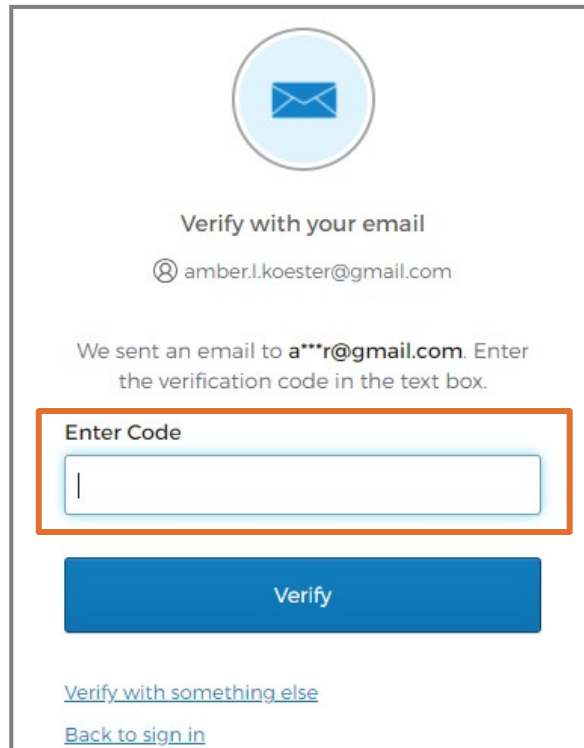
Get a verification email

amber.l.koester@gmail.com

Send a verification email to a\*\*\*r@gmail.com by clicking on "Send me an email".

[Verify with something else](#)

[Back to sign in](#)



Verify with your email

amber.l.koester@gmail.com

We sent an email to a\*\*\*r@gmail.com. Enter the verification code in the text box.

Enter Code

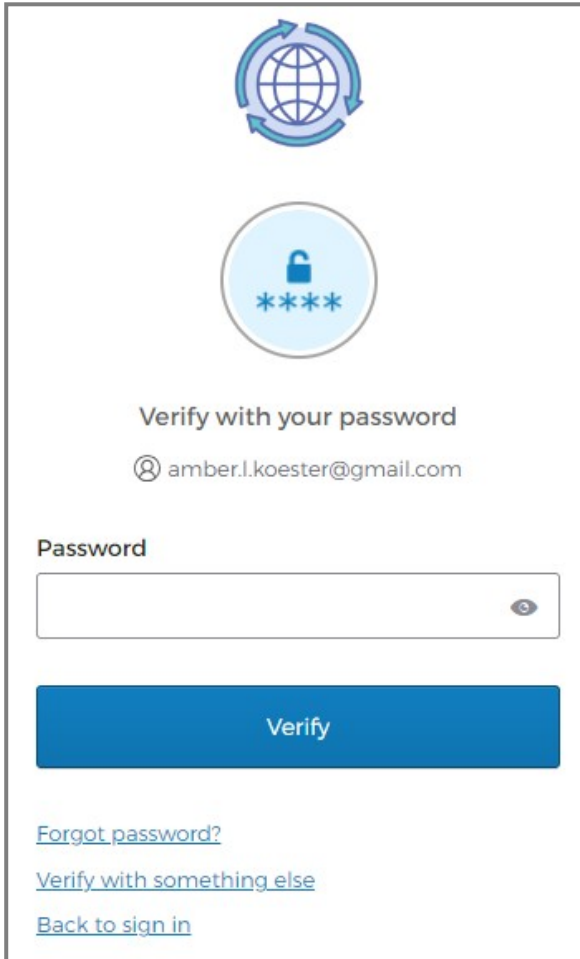
[Verify with something else](#)


[Back to sign in](#)


## Password Option

1. Type the **Password**.
2. Click **Verify**.


The browser will display our Civic Access Home page.








Verify with your password

 amber.l.koester@gmail.com

Password



**Verify**

[Forgot password?](#)


[Verify with something else](#)

[Back to sign in](#)


## Forgotten Password


To reset a forgotten password:


1. Type the **Email address** used during registration.
2. Click **Next**.
3. Click **Select** next to **Password**.




Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)


 [Sign in with Facebook](#)

OR

Email address

Keep me signed in


**Next**




Verify it's you with a security method

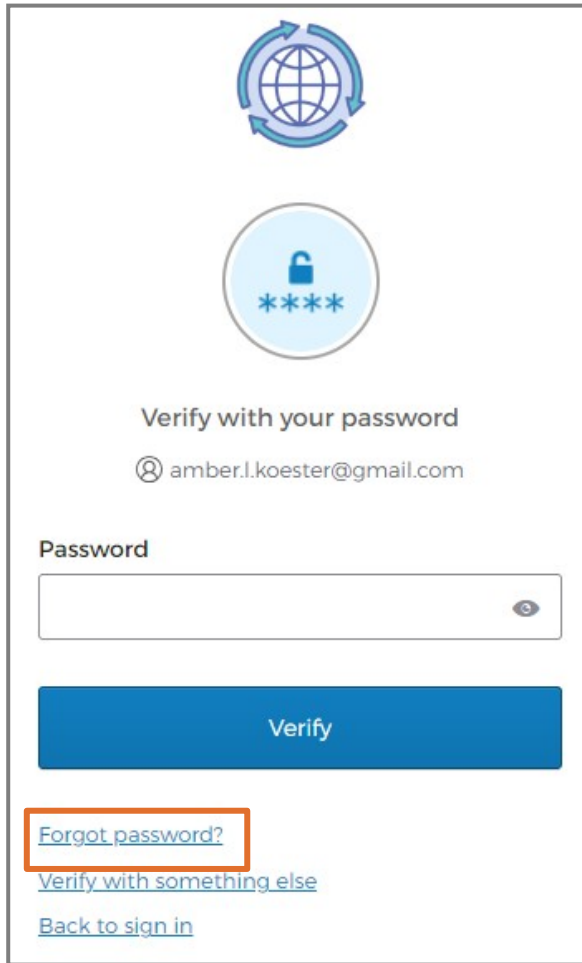
@ amber.l.koester@gmail.com

Select from the following options

 **Email** [Select](#)

 **Password** [Select](#)

4. Click **Forgot password**.
5. Click **Send me an email**.



The screenshot shows a verification screen with a globe icon and a lock icon with asterisks. The text reads "Verify with your password" and "amber.l.koester@gmail.com". There is a "Password" input field with a toggle icon, a blue "Verify" button, and three links at the bottom: "Forgot password?", "Verify with something else", and "Back to sign in". The "Forgot password?" link is highlighted with an orange box.

Verify with your password

amber.l.koester@gmail.com

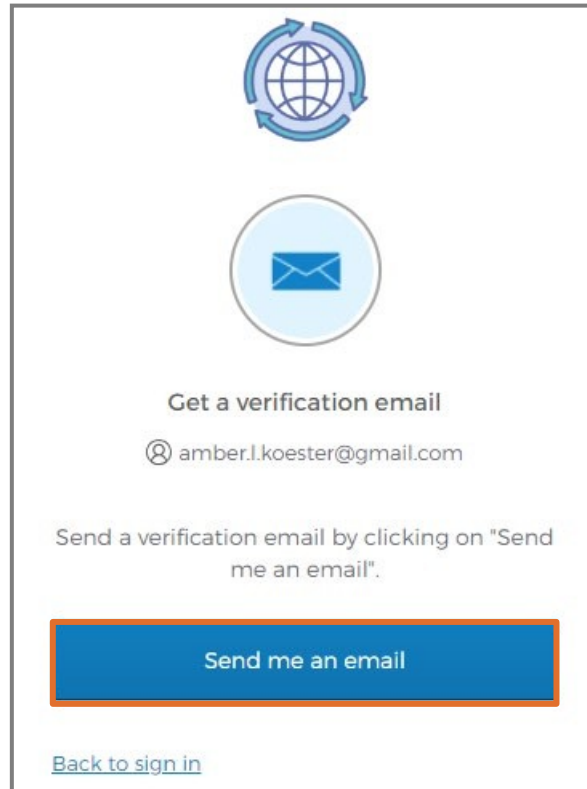
Password

Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)



The screenshot shows a screen for getting a verification email with a globe icon and an envelope icon. The text reads "Get a verification email" and "amber.l.koester@gmail.com". It includes the instruction "Send a verification email by clicking on 'Send me an email'." and a blue "Send me an email" button with an orange border. A "Back to sign in" link is at the bottom.

Get a verification email

amber.l.koester@gmail.com



Send a verification email by clicking on "Send me an email".

Send me an email

[Back to sign in](#)



6. Type the **code** from the email.
7. Click **Verify**.
8. Type the **New password**.
9. Re-enter the **password**.
10. Click **Reset your password**.

The browser will display our Civic Access Home page.

  
  
**Verify with your email**  
@ amber.l.koester@gmail.com  

We sent you a verification email. Enter the verification code in the text box.

**Enter Code**  
  
**Verify**  
[Back to sign in](#)

  
  
**Reset your password**  
@ amber.l.koester@gmail.com  


Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords


**New password**  
  
**Re-enter password**  
  
 Sign me out of all other devices.  
**Reset your password**  
[Back to sign in](#)


# Unlock Account


1. To unlock an account, click **Unlock account**.
2. Type the **Email address**.
3. Click **Select**.
4. Click **Send me an email**.




Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address


Keep me signed in

[Next](#)

[Unlock account?](#)


[Help](#)

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




Unlock account?


Email address

 Email [Select](#)

[Back to sign in](#)



Get a verification email

 amber.l.koester@gmail.com

Send a verification email by clicking on "Send me an email".



[Send me an email](#)

[Back to sign in](#)

5. Type the **code** from the email.

6. Click **Verify**.

The browser displays a success message and then our Civic Access Home page.



**Verify with your email**

@ amber.l.koester@gmail.com

We sent you a verification email. Enter the verification code in the text box.

**Enter Code**

**Verify**

[Back to sign in](#)