

Applicant's Guide to account creation and login for Permitting & Licensing

This article provides a comprehensive guide on account creation and management for the Permitting & Licensing application. It details the process of creating an account from the Public Portal or a Welcome Email, accessing the account, and gives an overview of the account features. The article also addresses how to create an account for applicants without an email address. It emphasizes that an applicant login is necessary for submitting applications for permits, licenses, and other projects, and for accessing public records. Furthermore, it clarifies that a single account can be used across different communities using the same application.

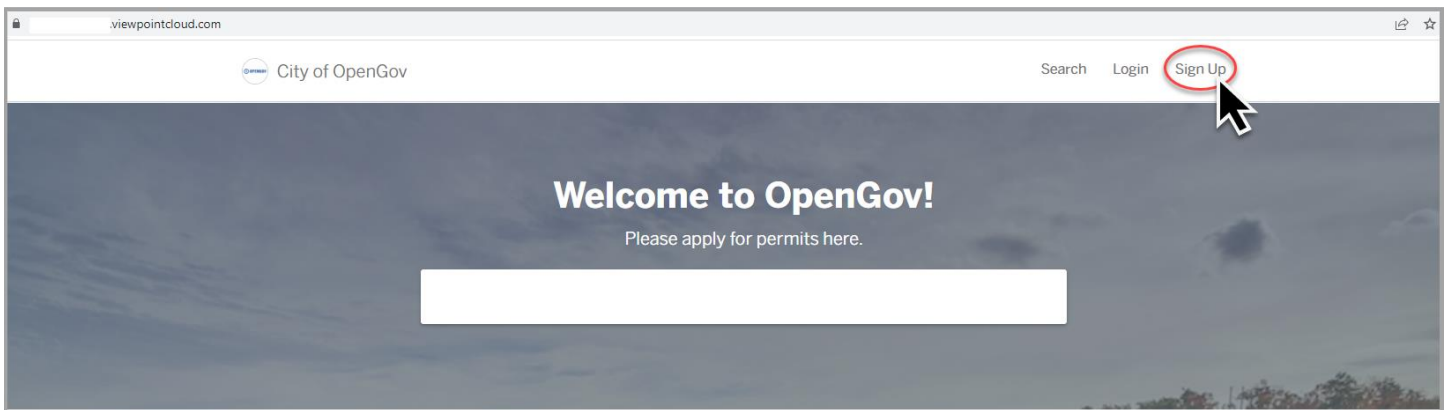
Notes

Creating an applicant log-in will be necessary to submit applications for permits, licenses, and other projects. An applicant log-in is also necessary to access a public record to which the user has been granted guest access. If you have an OpenGov Permitting & Licensing account in one community, you do not need to have a new account for each subsequent community that uses OpenGov Permitting & Licensing. Your current Permitting & Licensing account can be used in any community that uses OpenGov Permitting & Licensing software.

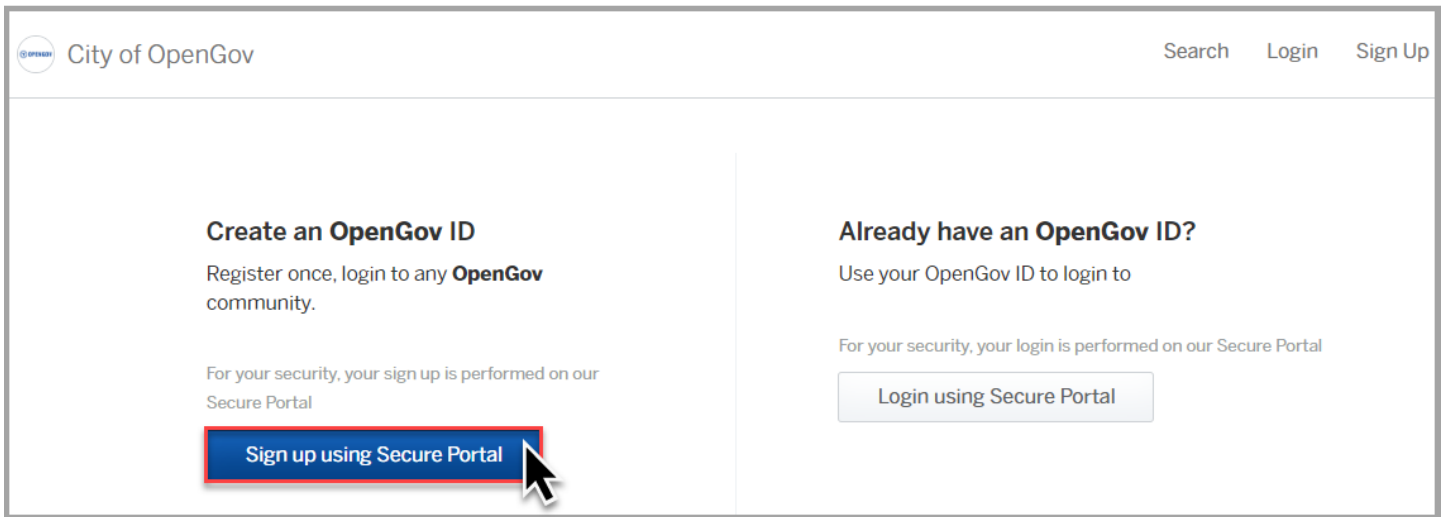
Account Management

Create an account from the PUBLIC PORTAL

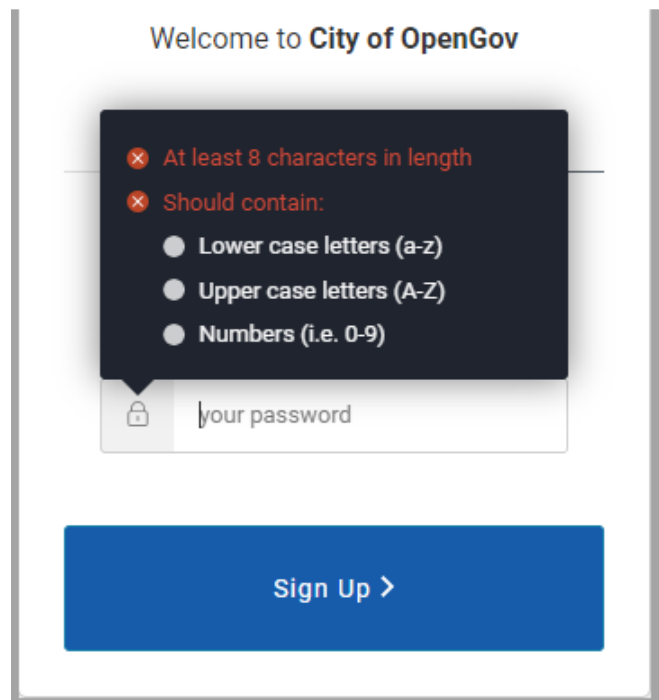
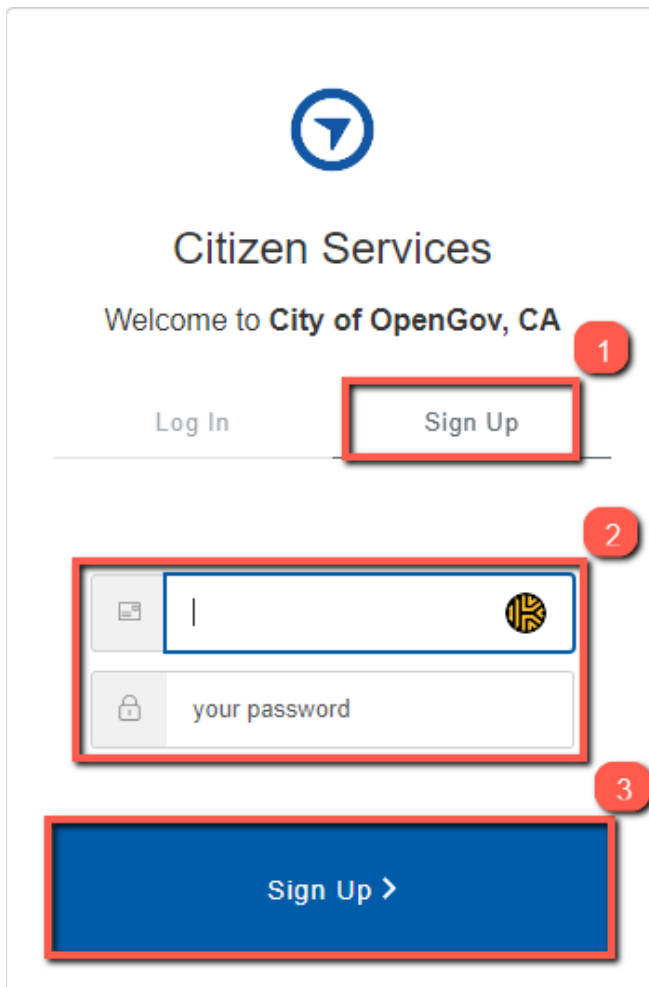
1. Navigate to the link for your municipality's public portal for Permitting & Licensing. (This will end in .portal.opengov.com).
2. Click "Sign Up".



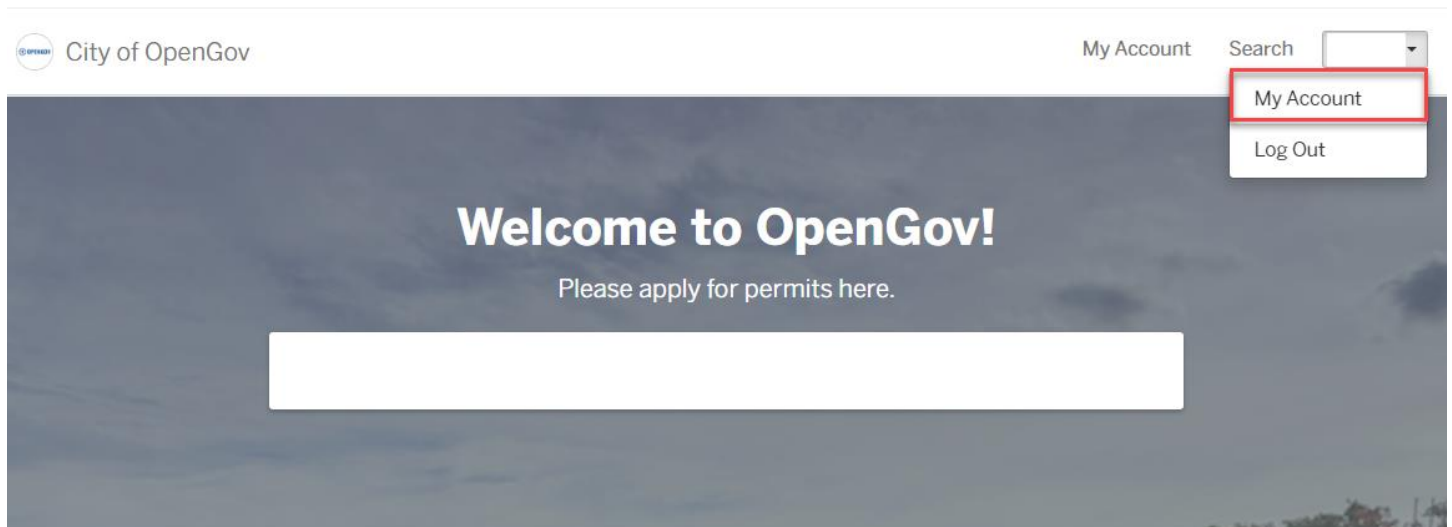
3. Click "Sign up using Secure Portal" to begin the sign-up process.



4. When creating a new ID, click over to the "Sign Up" tab. Enter an email and acceptable password. Then click the blue "Sign Up" button.

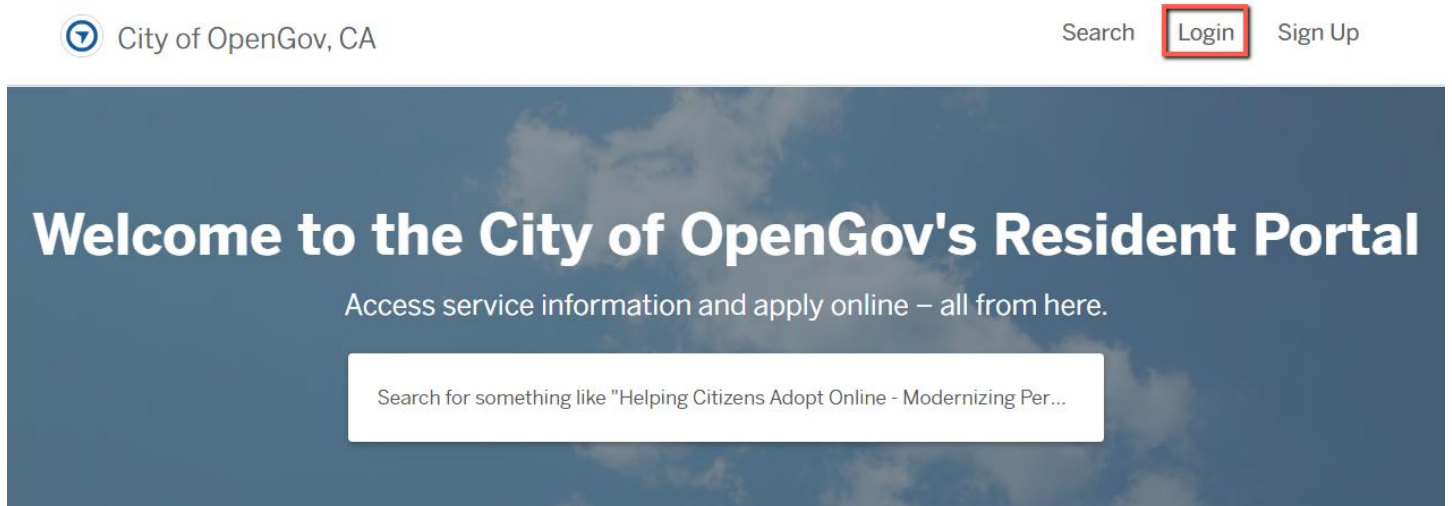


5. You will be navigated to the live public portal, where you can access your newly created account:



Access My Account from the PUBLIC PORTAL

1. An applicant must log in to the Public Portal before accessing My Account. Navigate to your community's public portal and select "Login" in the upper right to log in using the applicant's email and password.



Login with your OpenGov ID

Use your **OpenGov ID** to login to City of OpenGov, CA

For your security, your sign up is performed on our Secure Portal

[Login using Secure Portal](#)

New user?

Create an **OpenGov ID** to login to any OpenGov community

For your security, your sign up is performed on our Secure Portal


[Sign up using Secure Portal](#)



Citizen Services

Welcome to **City of OpenGov, CA**

[Log In](#) [Sign Up](#)



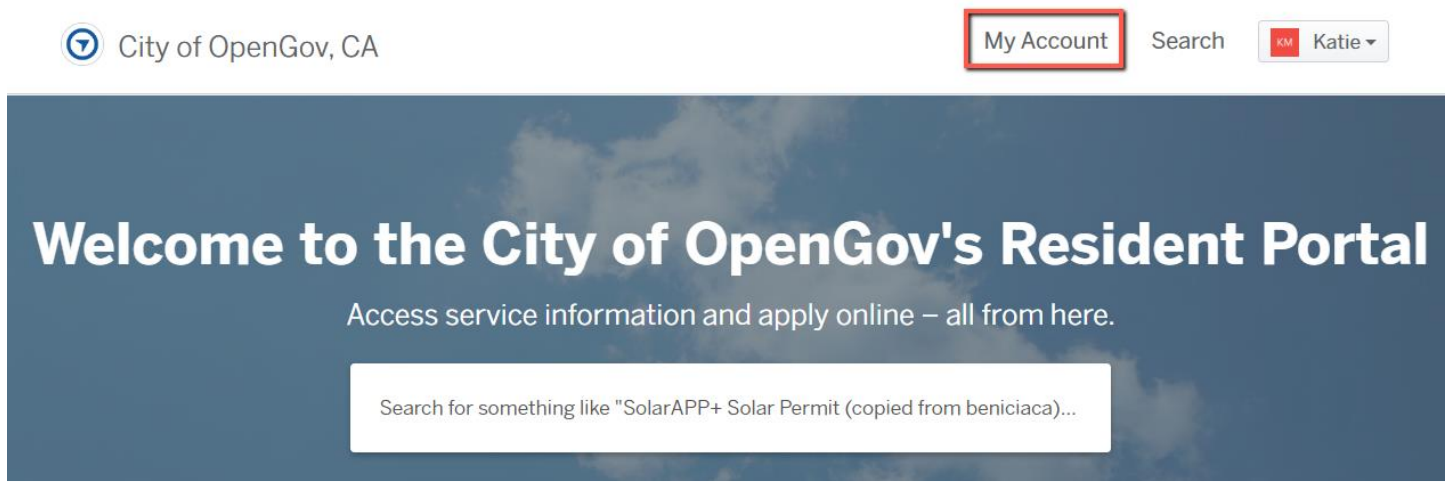
your password

[Don't remember your password?](#)

[Log In >](#)

2. **NOTE:** If you **forgot your password**, click the text "Don't remember your password?" to have an email sent to reset the password.

3. When an applicant is logged in, they will see their name at the top right of the Public Portal. Next to their name is a link to My Account where the applicant can view information about their applications and drafts.



Access My Account from an EMAIL

1. OpenGov will send an applicant an email for actions taken on their applications including:
 - When changes/edits are being requested from the government
 - When a comment has been made on an application/record
 - When a payment is due
 - When a payment is made
 - When an inspection can be scheduled
 - When an inspection has occurred
2. Each email has a link to direct the applicant to log into My Account to view further details as pictured below:



OpenGov

Your application has been submitted successfully. Click below to view your applications

[View Details](#)



Powered by the OpenGov platform

Overview of My Account

Your "My Account" page in the public portal is where you'll find your OpenGov Permitting & Licensing Applicant profile as well as information such as your required actions (tasks), messages, past and present Applications, and Documents previously issued to you.

Within My Account, an applicant can view:


Dashboard	Current updates
Messages	View messages from the government.
Profile	View/edit user profile details.
"Your Records" Section	Explore details for applications, projects, permits & docs, payments, and inspections.

Once you have entered the "My Account" screen, you will see a high-level overview of all your information. The screenshot below shows an example of your Dashboard screen, which will show your Actions Required as well as some of your recent activity.

City of OpenGov My Account Search JB Bobby ▾


← Back Home

- Dashboard
- Messages
- Profile
- Your Records
 - Applications
 - Projects
 - Permits & Docs
 - Payments
 - Inspections





Bobby Citizen

Action Required



	Pay balance due for Zoning Fees Zoning Permit -	Mar 30, 2022
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Permits & Documents

	Permit	Issued	Expires
	Permit Mechanical Permit - 320 Congress Street, Boston MA 02210	Jun 30, 2022	--
	Permit Mechanical Permit - 320 Congress Street, Boston MA 02210	Jul 29, 2021	Jul 29, 2023

[View All](#)

Applications

	Zoning Permit 578538 320 Congress Street, Boston, MA 02210	Mar 30, 2022
	Mechanical Permit 25225 320 Congress Street, Boston, MA 02210	Jul 29, 2021

[View All](#)

If you click on any of the options on the left side of the screen, you will see all your past work pertaining to the field you choose.

"Applications" All of your pre-existing Records as well as unsubmitted drafts (see screenshot below for example).

"Payments" History of Payments made as well as Payments currently due.

"Inspections" Records' Active and past Inspections, etc.

Back Home

Dashboard

Messages

Profile

Your Records

Applications

Projects

Permits & Docs

Payments

Inspections

Your Applications

ID	Type	Location	Date Created	Status
-	Plumbing Permit			Draft
578538	Zoning Permit	320 Congress Street Boston, MA 02210	Mar 30, 2022	Active
25225	Mechanical Permit	320 Congress Street Boston, MA 02210	Jul 29, 2021	Active