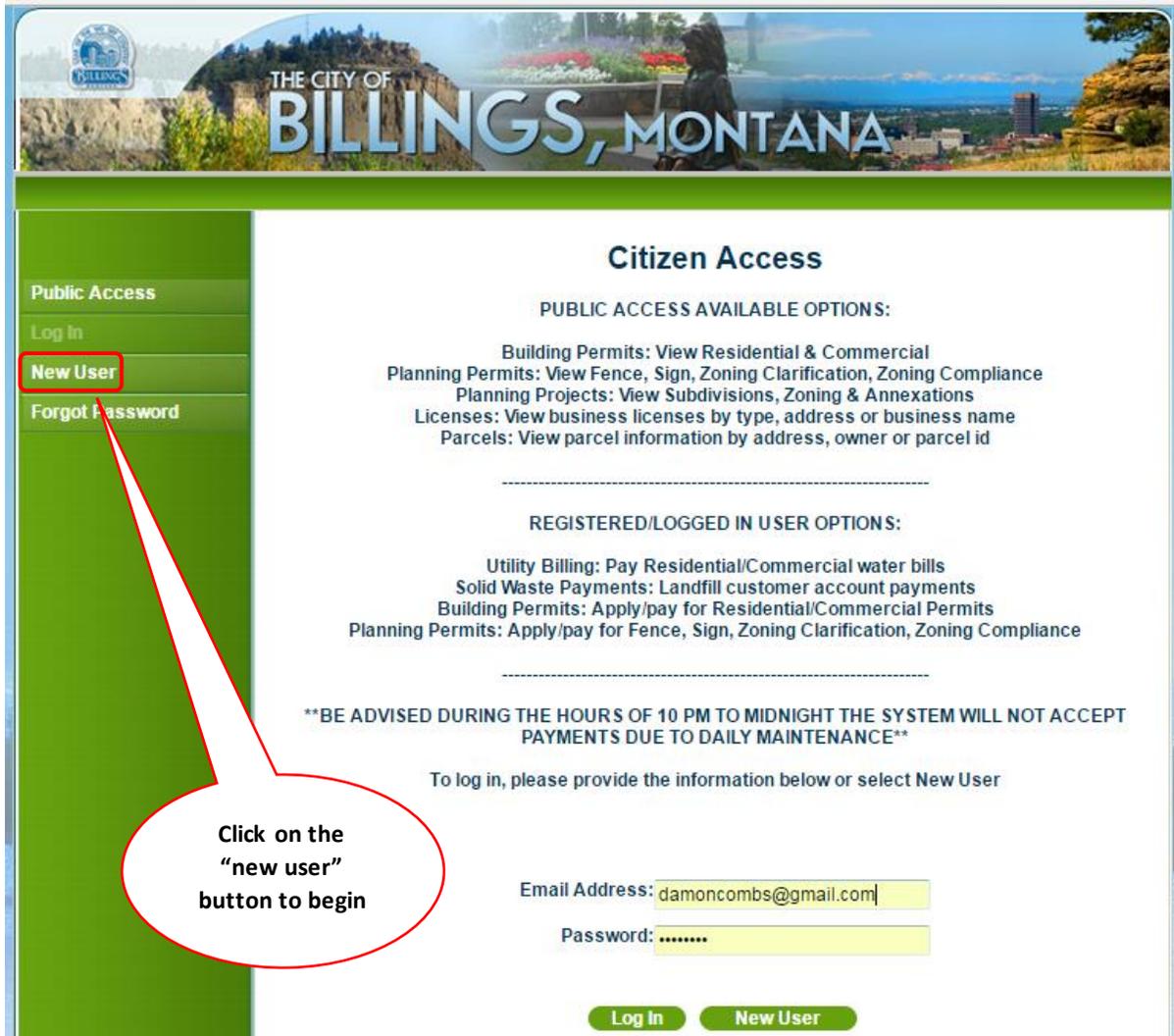


Visit the Citizen Access website to begin the account activation process:

<https://services.ci.billings.mt.us>



THE CITY OF BILLINGS, MONTANA

Citizen Access

PUBLIC ACCESS AVAILABLE OPTIONS:

- Building Permits: View Residential & Commercial
- Planning Permits: View Fence, Sign, Zoning Clarification, Zoning Compliance
- Planning Projects: View Subdivisions, Zoning & Annexations
- Licenses: View business licenses by type, address or business name
- Parcels: View parcel information by address, owner or parcel id

REGISTERED/LOGGED IN USER OPTIONS:

- Utility Billing: Pay Residential/Commercial water bills
- Solid Waste Payments: Landfill customer account payments
- Building Permits: Apply/pay for Residential/Commercial Permits
- Planning Permits: Apply/pay for Fence, Sign, Zoning Clarification, Zoning Compliance

****BE ADVISED DURING THE HOURS OF 10 PM TO MIDNIGHT THE SYSTEM WILL NOT ACCEPT PAYMENTS DUE TO DAILY MAINTENANCE****

To log in, please provide the information below or select New User

Email Address:

Password:

Public Access

- Log In
- New User**
- Forgot Password

Click on the "new user" button to begin

Fill out the New User Registration information:

THE CITY OF BILLINGS, MONTANA

New User Registration

Please complete the following information below

E-mail Address:

Re-enter New Email:

New Password:

Re-enter New Password:

First Name:

Last Name:

submit

Once the New User Registration information has been entered, click on the “submit” button:

THE CITY OF BILLINGS, MONTANA

New User Registration

Please complete the following information below

E-mail Address: signtest59102@gmail.com

Re-enter New Email: signtest59102@gmail.com

New Password:

Re-enter New Password:

First Name: Sign

Last Name: Test

submit

After clicking the submit button, you should see a confirmation that a Registration E-mail was sent:

The screenshot displays the 'New User Registration' page for the City of Billings, Montana. The page header features the city logo and a scenic background image. A left-hand navigation menu includes links for 'permit/license', 'log in', 'new user', and 'forgot password'. The main content area is titled 'New User Registration' and contains a form with the following fields: 'E-mail Address:', 'Re-enter New Email:', 'New Password:', 'Re-enter New Password:', 'First Name:', and 'Last Name:'. A red confirmation message is visible at the bottom of the form area, stating 'Registration E-mail sent successfully. Check your e-mail to confirm your registration.' A modal dialog box is open in the foreground, titled 'Registration E-mail Sent', with the text: 'Your registration is almost complete! An e-mail has been sent to the address you provided. Follow the link contained inside the email to confirm your account.' The dialog box has a close button (X) in the top right corner and an 'ok' button at the bottom center.

After clicking on the “ok” button of the confirmation message, you’ll be instructed to check your email to complete the registraion process:

THE CITY OF BILLINGS, MONTANA

New User Registration

Please complete the following information below

E-mail Address:

Re-enter New Email:

New Password:

Re-enter New Password:

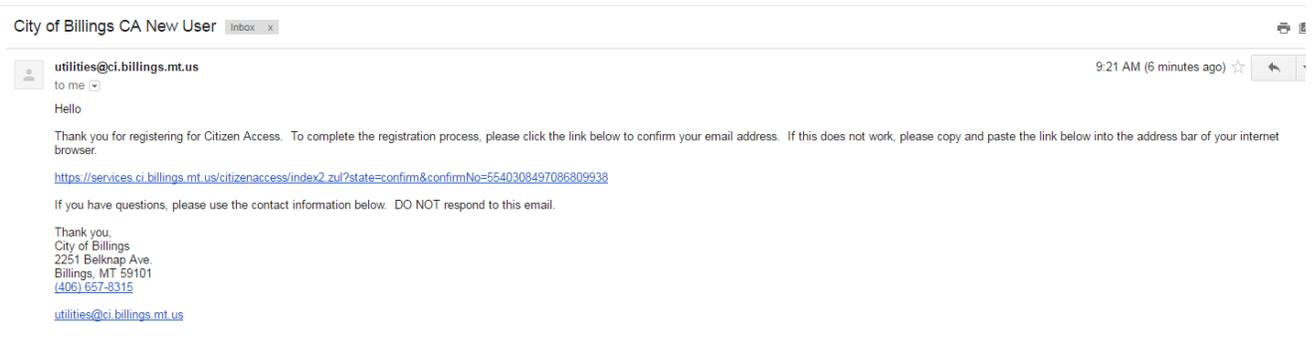
First Name:

Last Name:

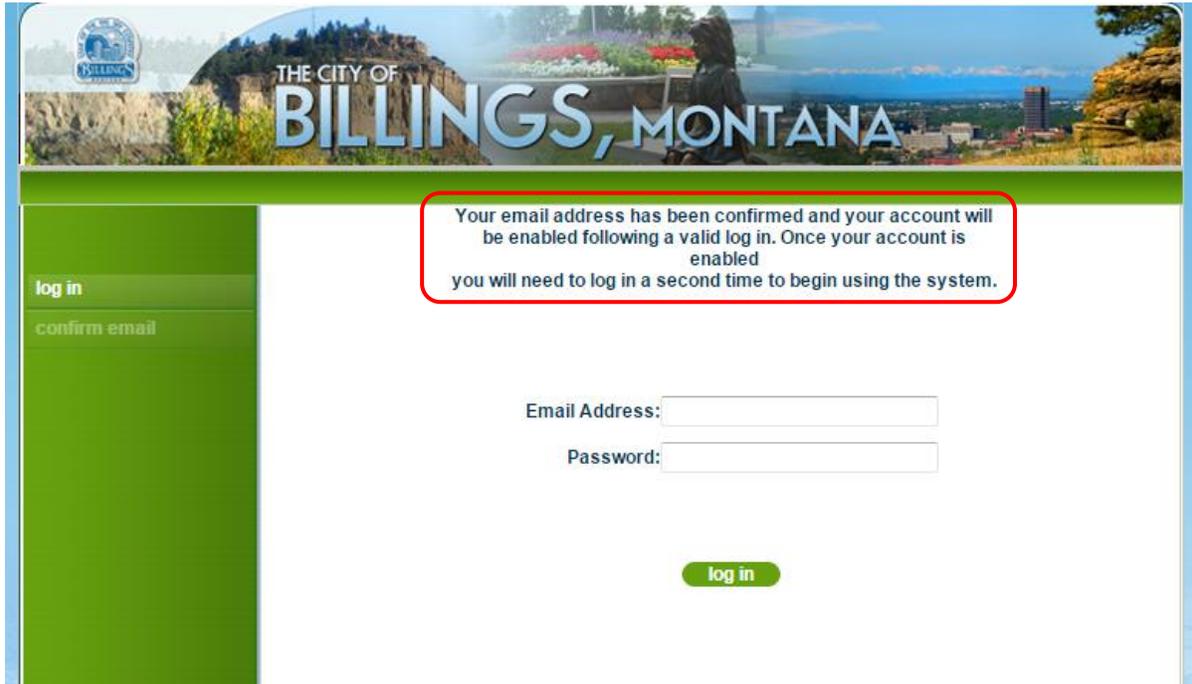
Registration E-mail sent successfully. Check your e-mail to complete registration.

submit

Below is an example of the registration email that will be sent to the email address used for registration. Click on the link in the email to confirm the registration.



Clicking on the link in the email registration confirmation message will bring you to the screen below. Notice that the message reads “Your email address has been confirmed and your account will be enabled following a valid log in. *Once your account is enabled you will need to log in a second time to begin using the system.*



THE CITY OF
BILLINGS, MONTANA

Your email address has been confirmed and your account will be enabled following a valid log in. Once your account is enabled you will need to log in a second time to begin using the system.

log in
confirm email

Email Address:

Password:

log in

Enter your email address and password used for registration (This is the first login)



THE CITY OF
BILLINGS, MONTANA

Your email address has been confirmed and your account will be enabled following a valid log in. Once your account is enabled you will need to log in a second time to begin using the system.

log in
confirm email

Email Address:

Password:

log in

Once you've successfully logged in the first time, you'll receive this confirmation message that your account was activated. Click on the link provided to return to the login page and log in for the second time.



Here is the login screen presented after clicking on the link in the previous screen shot:



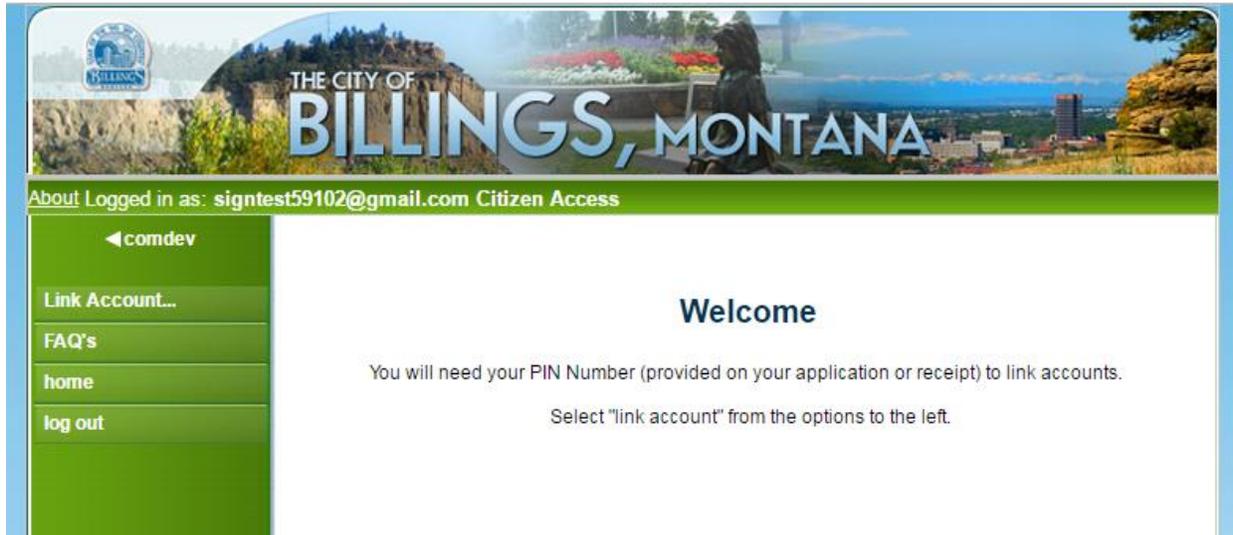
Enter your login information once again and you should be ready to use the system:

The screenshot shows the 'Citizen Access' login page for the City of Billings, Montana. At the top is a banner with the city logo and name. Below the banner is a green sidebar menu with options: 'permit/license', 'log in', 'new user', and 'forgot password'. The main content area is titled 'Citizen Access' and contains the following text: 'To enter Utility/Billpay please provide the information below or select New User' and a notice: '**BE ADVISED DURING THE HOURS OF 10 PM TO MIDNIGHT THE SYSTEM WILL NOT ACCEPT PAYMENTS DUE TO DAILY MAINTENANCE**'. There are two input fields: 'Email Address: signtest59102@gmail.com' and 'Password:'. Below the fields are two buttons: 'log in' and 'new user'. At the bottom, there is a link: 'Click here to view site's browser compatibility'. On the right side of the page, there is a small white box with the text 'Do you for this signtest5'.

After the second successful login you'll be presented with this screen. The "Utility Pay" button can be used to pay water bills. The "Permits" button is what we'll use to apply and pay for permits online.

The screenshot shows the 'Citizen Access' dashboard after a successful login. At the top is a banner with the city logo and name. Below the banner is a green bar with the text 'About Logged in as: signtest59102@gmail.com Citizen Access'. On the left is a green sidebar menu with options: 'application menu', 'Utility Pay', 'Permits', 'my user profile', 'home', and 'log out'. The main content area is titled 'Welcome to Permit/License Inquiry and Utility/Billpay' and contains the text: 'Please select an option from the menu on the left.'

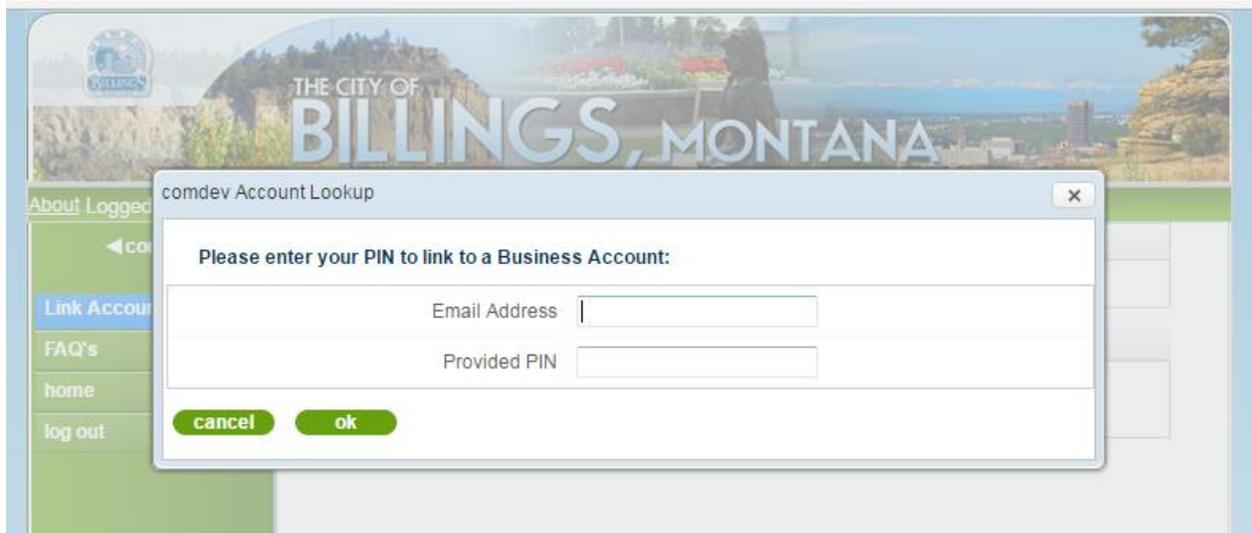
After clicking on the “Permits” button on the previous screen, you’ll need to click on the “Link Account..” button next.



After clicking on the “Link Account...” button, you’ll need to click on the “add accounts” button:



Clicking on the “add accounts” button will present the dialog box below. You **can ignore** the “Provided PIN” box and just put in the email address that is attached to your account. (Typically this will have been activated by the City IT Department prior to this process)



Upon entering a valid email to link accounts, you’ll be presented with a confirmation box:



Your account is now linked and you’re ready to apply for permits. If you wish to link your water service, follow the same procedure under the Utility Pay menu and link your account with your account number.