Welcome to Citizen Access Registration, Log In, Link Account and Log Out Tutorial

Effective 2/24/2014

Citizen Access – Register, Log In and Log Out

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New User registration

- Click on the New User (white) button
- The New User Registration screen displays

Contractor Registration – Create your account

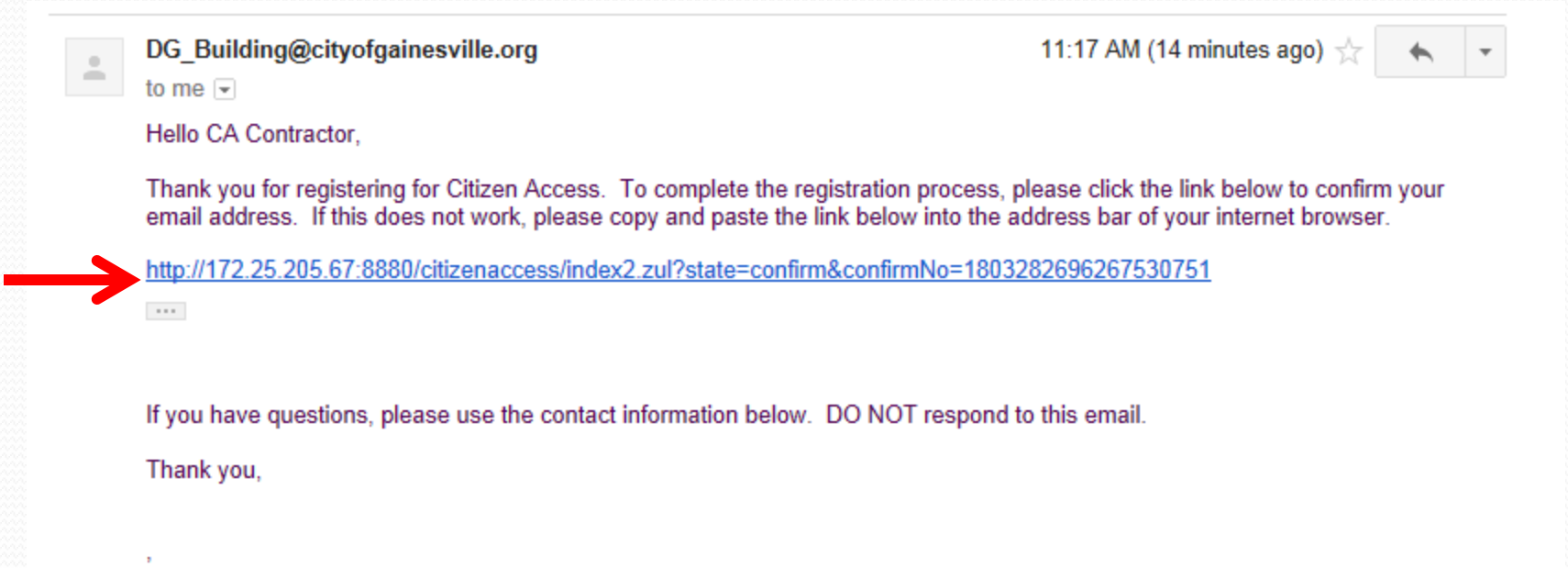
- A Contractor must have a **valid email address** to use Citizen Access
- Enter the information in the New User Registration fields
- Make a note of your Citizen Access password
- Click on the Submit button

Contractor Registration – Registration email

- The Registration E-mail Sent box displays
- Click on the OK link
- Go to your email account

Contractor Registration – Validate your new user account

- Open your email account and look in your inbox for the email sent from **DG_Building,** subject **CA New User**
- Open the email and click on the http: link
- The Citizen Access Log In screen displays



DG_Building@cityofgainesville.org 11:17 AM (14 minutes ago)

to me

Hello CA Contractor,

Thank you for registering for Citizen Access. To complete the registration process, please click the link below to confirm your email address. If this does not work, please copy and paste the link below into the address bar of your internet browser.

http://172.25.205.67:8880/citizenaccess/index2.zul?state=confirm&confirmNo=1803282696267530751

If you have questions, please use the contact information below. DO NOT respond to this email.

Thank you,

Contractor Registration –

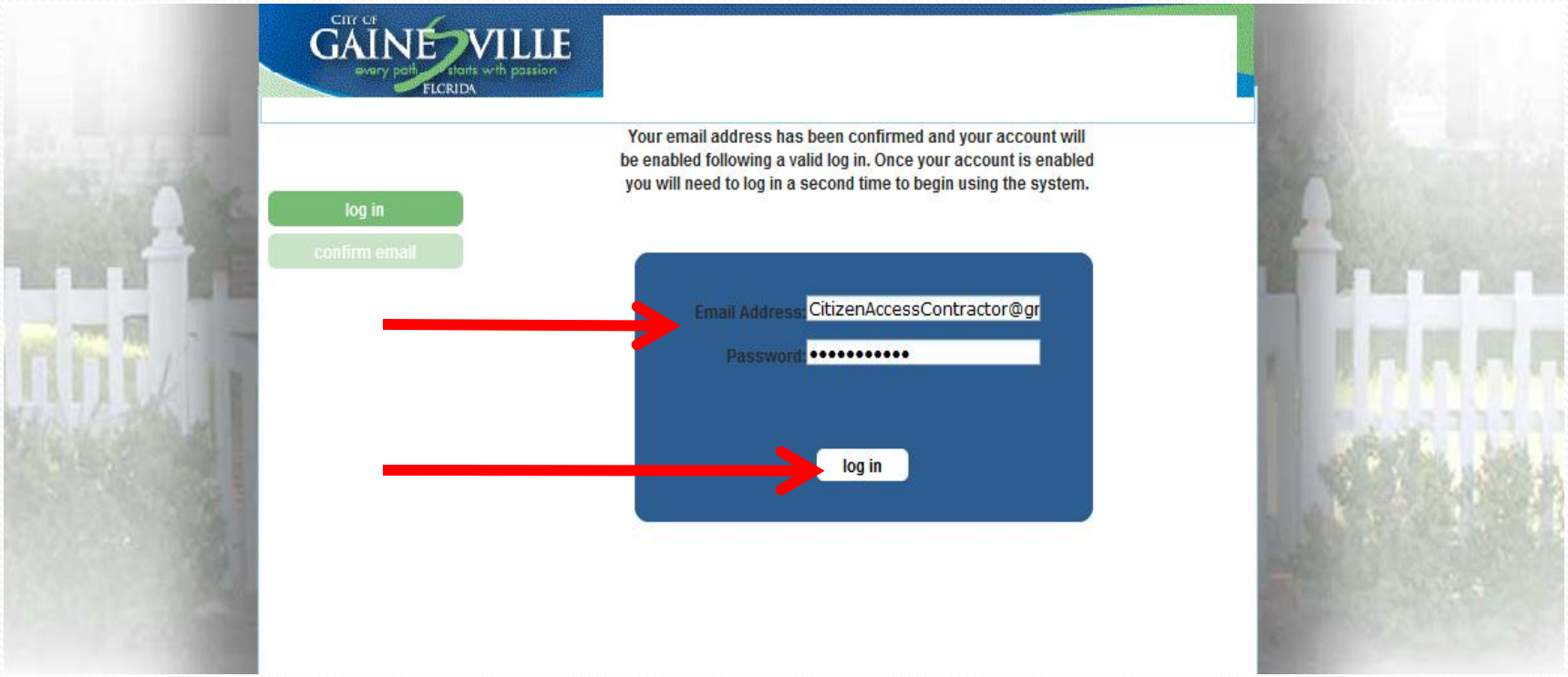
Citizen Access confirms your email

- A confirmation statement displays on the Log In screen that your account is enabled
- You are now confirmed

Contractor Registration –

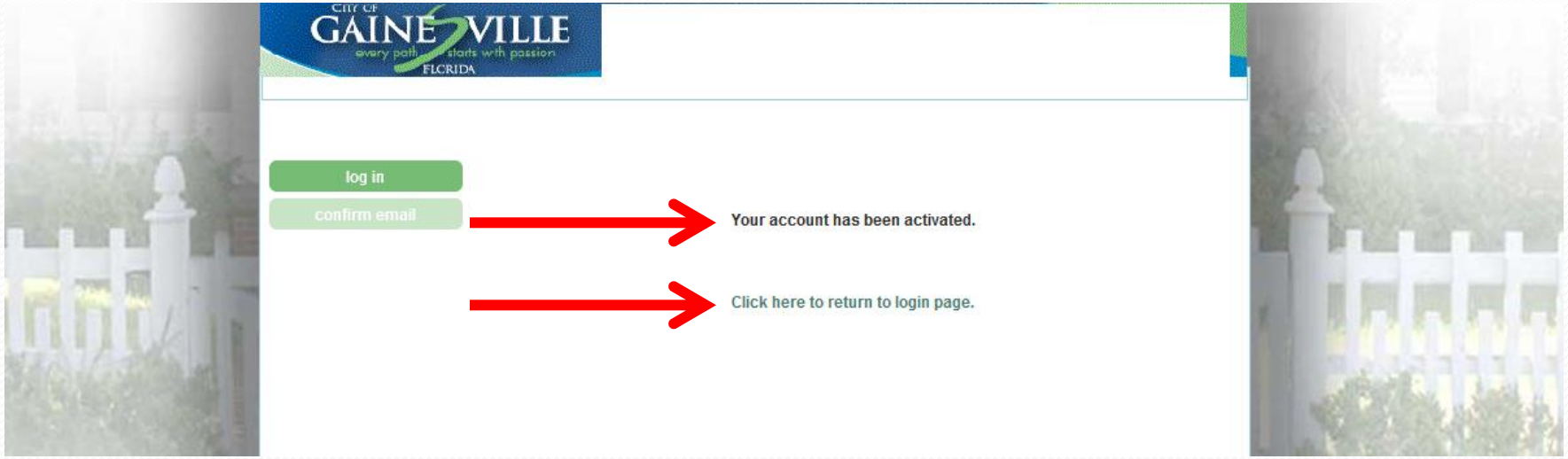
Log in to activate your account

- Log in using your email address and the Citizen Access password you created
- Click on the Log In button



Contractor Registration – Account activation

- The system confirms your account has been activated
- Click on the Click here to return to login page link



Contractor Registration – Registration complete

- The system returns to the Log In screen
- <u>Your registration is complete</u> - you can now log in and use the system

Link your account

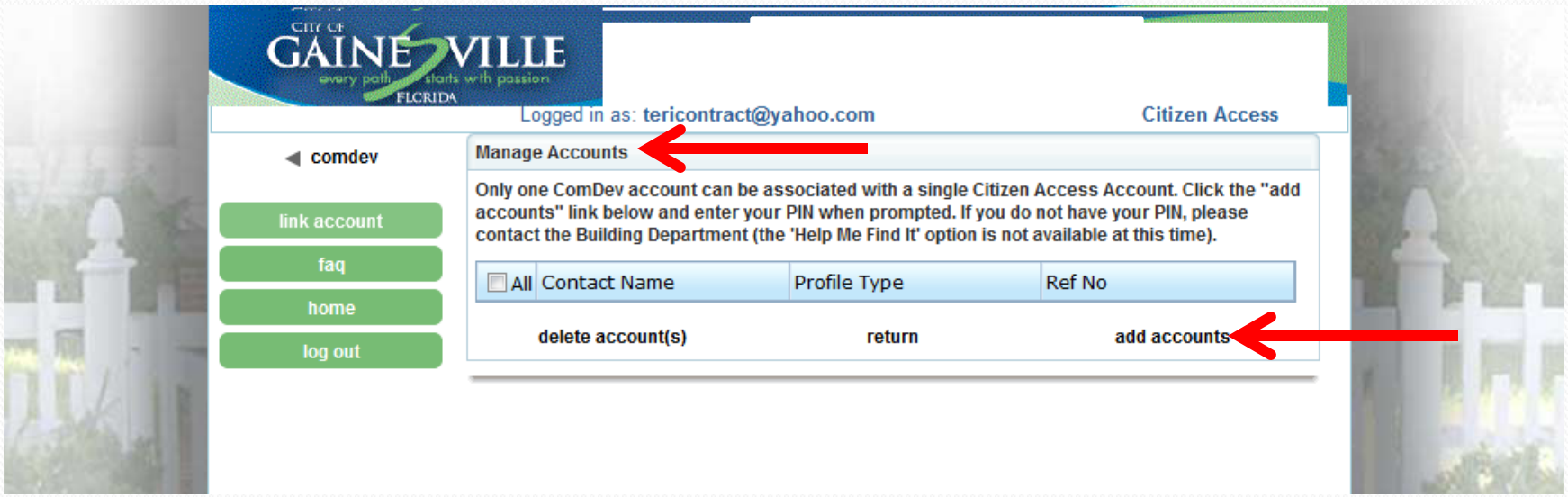
- In order to request an inspection you must link your account
- Log in to Citizen Access

Link your account – Instructions on how to get your PIN

- In order to link your account you must have a PIN
- Read the Welcome Message instructions about how to obtain your PIN
- Click on Link Account from the menu on the left

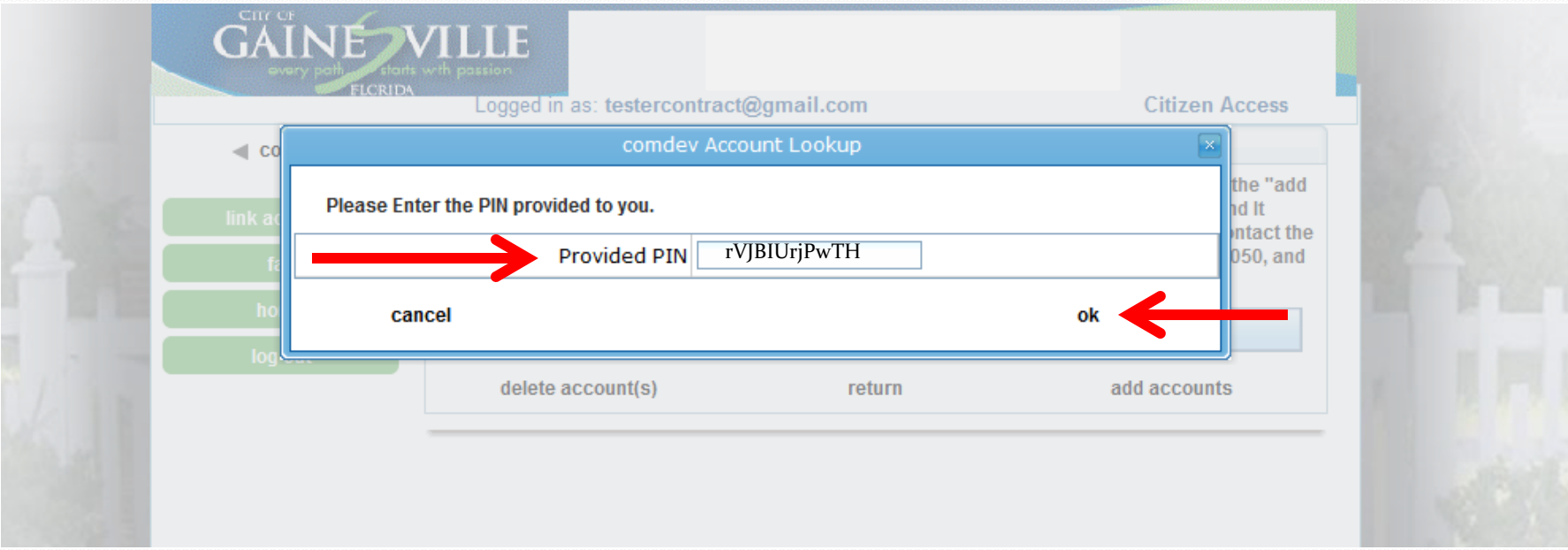
Link your account – Add accounts

- Read the Manage Accounts instructions about how to obtain your PIN
- Click on the add accounts link



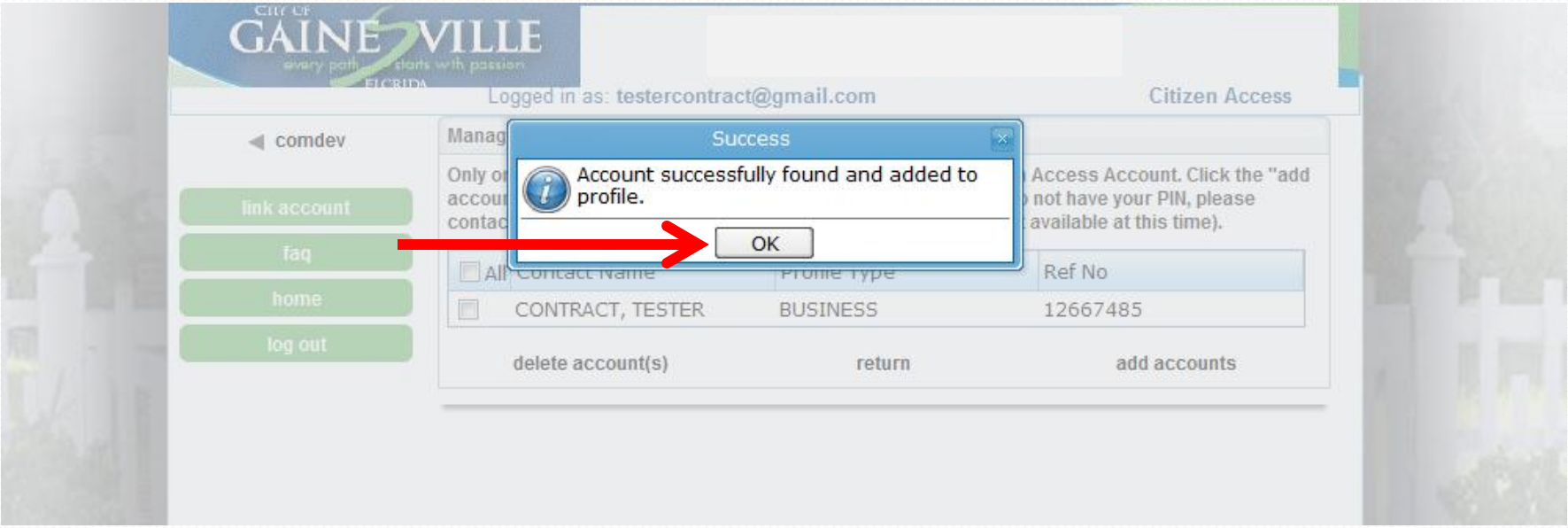
Link your account – Enter your PIN

- Enter your PIN in the field provided (the characters must match upper and lower case exactly - - use cut and paste to copy the PIN from the email into the field)
- Click on the ok link



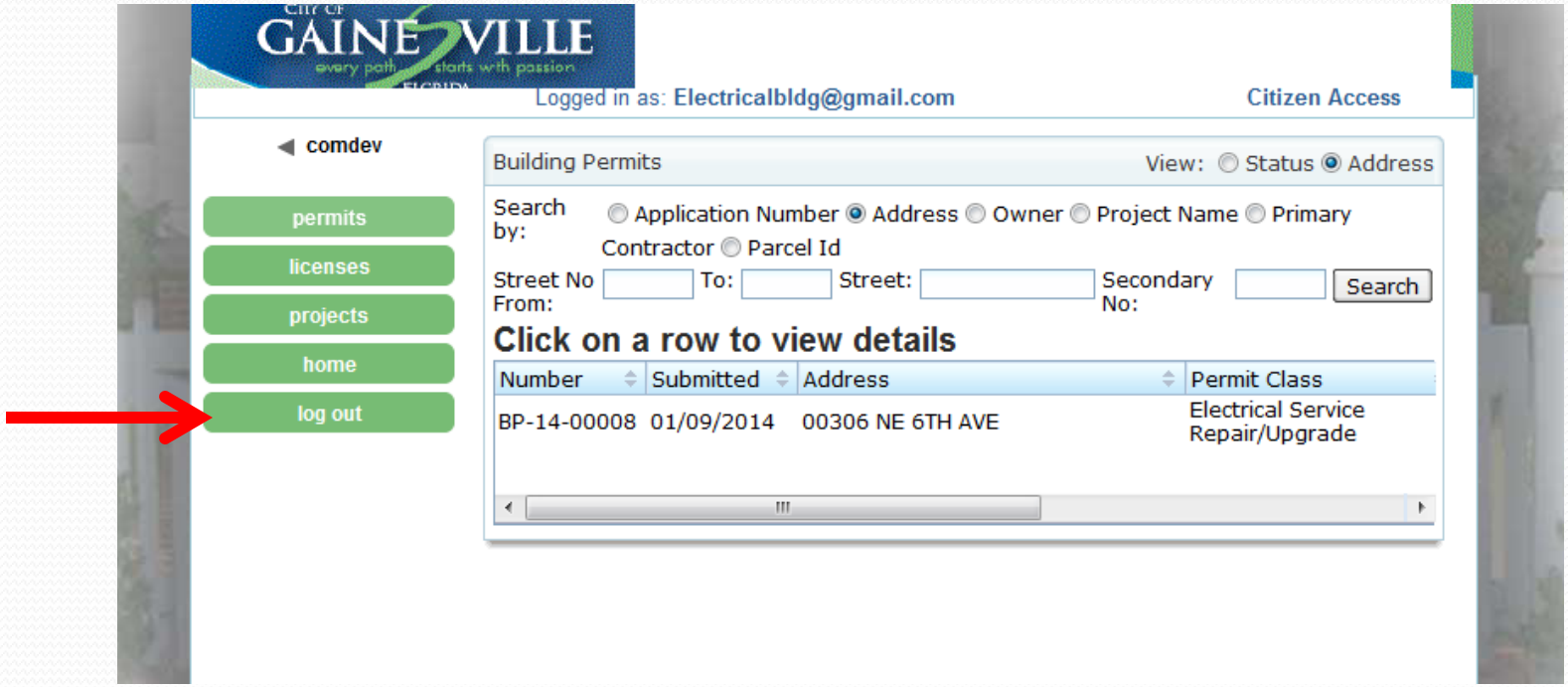
Link your account – Account added to profile

- A Success message displays
- Your account has been successfully found and added to your profile
- Click on the OK button



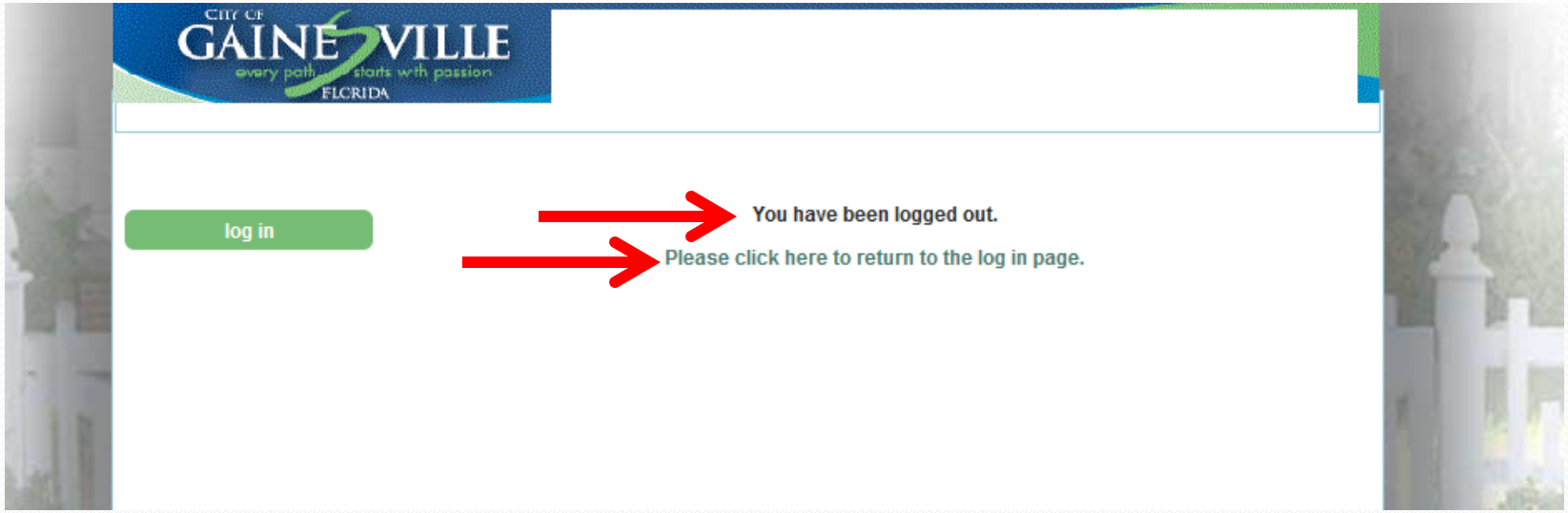
Log Out of Citizen Access

- To log out select log out from the menu on the left



Log Out of Citizen Access

- The screen returns to the log in screen and displays you have been logged out
- Click on the Please click here to return to the log in page OR
- Click on Log In from the menu on the left to log back in to Citizen Access



Returns to Log In screen

- You are ready to log back into Citizen Access