

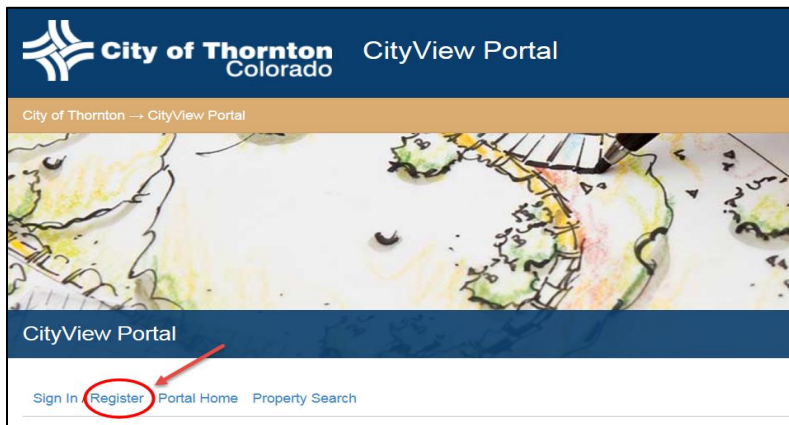


Registering for a CityView Portal Account – EXISTING CONTRACTOR

BEFORE YOU BEGIN ...

- Make sure you use the email address associated with your contractor’s license to register.
- If you do not have the email associated with your contractor’s license, you will need your Licensee Number (Contractor Number) that begins with LCC....
- There can only be one login for your business. If you have several employees who will need to access the portal on behalf of your business they will need to use the company login you create.
- If you are a contractor not previously licensed with the City of Thornton, **do not proceed**. Please follow the instructions for registering as a New Contractor. Those instructions are available under Portal Help.

1. Open a web browser and in the navigation bar enter: <https://cityviewportal.cityofthornton.net/>
2. Select **Register**



3. Step 1: Create Account

- A. Enter your Email Address**
 - i. Make sure to use the company email address associated with your contractor’s license.
- B. Create a Password**, then retype that password under **Confirm Password** (minimum 8 characters)
- C. Select Next Step: Contact Information**

The screenshot shows the registration form for the City of Thornton Portal. At the top, there are three steps: 'Step 1: Create Account' (highlighted in orange), 'Step 2: Contact Information', and 'Step 3: Registration Complete'. Below the steps is the heading 'Welcome to City of Thornton Portal Registration'. The main instruction is 'Please enter your email address and choose a password'. A note states: 'NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request.' The form has three input fields: 'Email Address (this is your Login ID)*' with the value 'test.contractor@gmail.com' and a red 'A' marker; 'Password (min. 8 characters)*' with a red 'B' marker; and 'Confirm Password*' with a red 'C' marker. At the bottom, there are two buttons: 'Cancel' and 'Next Step: Contact Information'.



IF THE EMAIL PROVIDED MATCHES THE EMAIL ON YOUR CONTRACTOR'S LICENSE FOLLOW THE INSTRUCTIONS BELOW. IF NOT SKIP TO PAGE 3.

4. **Step 2: Contact Information**

I. If the email provided matches the email associated with your contractor's license, you will see the following screen.

A. Click on the **Register as this Licensee** button.

DO NOT REGISTER AS A NEW CONTACT. DO NOT CLICK THIS BUTTON.

5. **Link your account to your Contractor License**

A. A screen will appear asking if you want to link your portal account to your contractor license. Click OK.

6. **Step 3: REGISTRATION IS COMPLETE!**

The following message will appear on the screen if the registration is successful.

You will now receive a confirmation email to the email address associated with your contractor's license. The email will contain a hyperlink to activate your account. Click on the hyperlink and enter your login email and password to activate your account. Make sure to check your spam or junk email folder if you do not receive the email.

****Please note that the email address used to register is also your login ID****



IF THE EMAIL PROVIDED DOES NOT MATCH THE EMAIL ON YOUR CONTRACTOR'S LICENSE

4. **Step 2:** Contact Information

II. If the email provided does not match the email associated with your contractor's license you will see the following screen.

- A. Select YES when the question "Are you trying to register as a contractor?" appears.
- B. Enter your **licensee #** (Contractor Number). This number starts with LCC...
- C. Select the **Search** button.
- D. Your business information should appear on the screen. Click on it to select it.
 - i. Note: If your business has not been licensed with the City of Thornton and is not in our system, you will need to follow the instructions to register as a New Contractor.

The screenshot shows a three-step process: Step 1: Create Account (green), Step 2: Contact Information (orange), and Step 3: Registration Complete (grey). The main heading is "Contact Information". A question "Are you trying to register as a contractor?" is followed by "Yes" and "No" buttons. A red circle 'A' is over the "Yes" button. Below is a text input field "Enter your license or issuance number:" with "LCC201700696" entered. A red callout bubble says "Type in your contractor number" pointing to the input field. A red circle 'B' is over the input field. To the right is a "Search" button. Below the search field is a list of results, with "Test Contractor" and "2456 Sunbury Ln" highlighted by a red box. A red circle 'C' is over the "Test Contractor" text. A red callout bubble says "Click in the box" pointing to the red box. Below the list are "Cancel" and "Register as New Contact" buttons. A red 'X' is over the "Register as New Contact" button. A red callout bubble says "DO NOT REGISTER AS A NEW CONTACT. IF YOU DON'T SEE YOUR CONTRACTOR INFORMATION ABOVE CHECK THE CONTRACTOR NUMBER BEFORE YOU PROCEED."

5. Link your account to your Contractor License

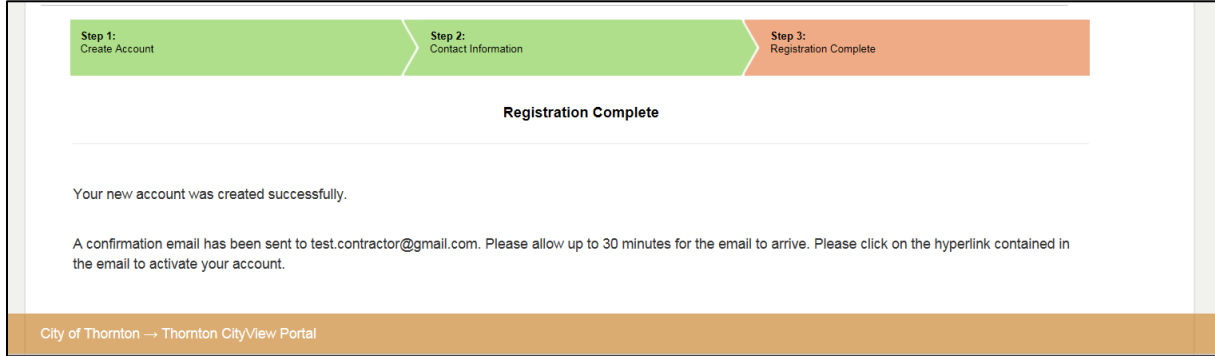
- D. A screen will appear asking if you want to link your portal account to your contractor license. Click OK.

The dialog box is titled "Contact Information" and "Create Account". It contains the text "Create a CityView Portal Account linked to Test Contractor ?". At the bottom are "OK" and "Cancel" buttons. A red circle 'A' is over the "OK" button.



6. **Step 3: REGISTRATION IS COMPLETE!**

The following message will appear on the screen if the registration is successful.



You will now receive a confirmation email to the email address associated with your contractor’s license. The email will contain a hyperlink to activate your account. Click on the hyperlink and enter your login email and password to activate your account. Make sure to check your spam or junk email folder if you do not receive the email.

****Please note that the email address used to register is also your login ID****