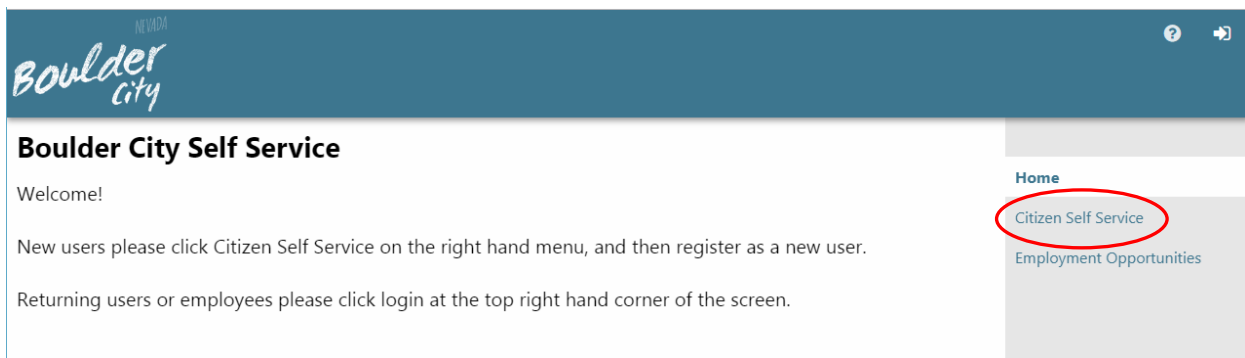


Welcome to Citizen Self Service

Please follow these steps to register as a new user and link your account to the online building permit and inspection system.

Step 1: Register as a New User

- A) Navigate to <https://bouldercity.munisselfservice.com>
NOTE: You may want to bookmark this web page for future use.
- B) Click on the “Citizen Self Service” link
- C) You will be directed to the login screen; click “Register”



The screenshot shows the login screen. It has a title 'Login' and two input fields: 'Username' and 'Password'. Below the 'Username' field is a link 'Forgot your username?'. Below the 'Password' field is a link 'Forgot your password?'. At the bottom left, there is a red letter 'C' next to a link 'Register' which is circled in red. At the bottom right, there is a dark gray button labeled 'Log in'.

Step 1: Register as a New User...continued...

- D) Complete all of the required fields in the form
- E) Click "Save"
- F) You are now registered and have created your user ID. Below is an example of the new user welcome screen.

Self-Registration

*User ID
(between 1 and 20 characters)

*Re-type user ID


*Password
(between 6 and 15 characters)

*Re-type password

*Password hint

*Email address

Enter these validation numbers into the box below them



E

F

Welcome TEST10!

Welcome New User!

You can now browse the page(s) we offer.

Be sure to visit the My Account page and investigate the Account Linking features.

Go to...

- [Citizen Self Service Home Page](#)
- [My Account](#)
- [My Profile](#)

... or click any item on the side menu.

Side Menu:

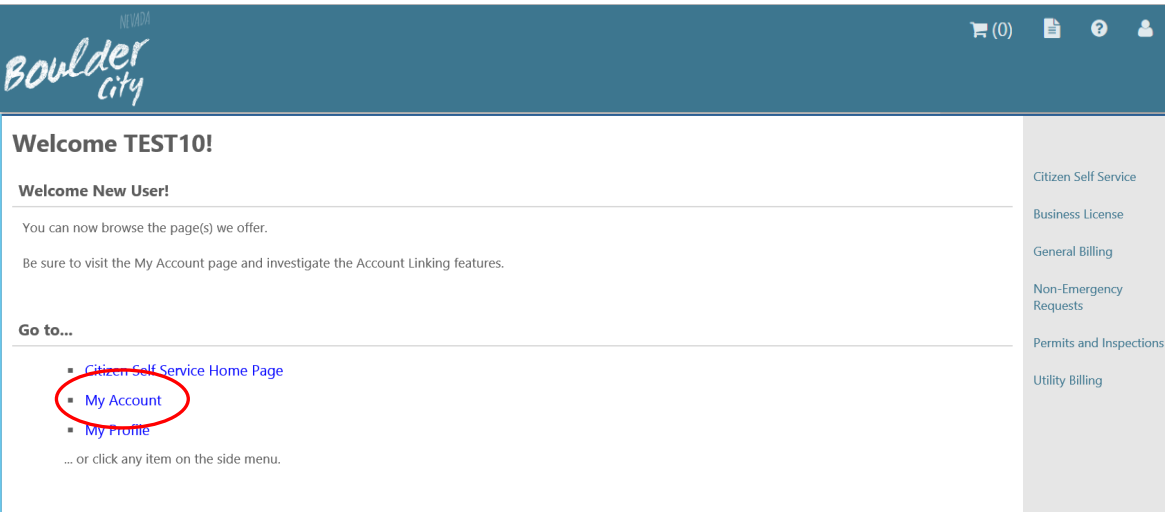
- Citizen Self Service
- Business License
- General Billing
- Non-Emergency Requests
- Permits and Inspections
- Utility Billing

Step 2: Link your Customer ID to Building Permits and Inspections

- A) Now that you have your user ID, you must link your Building Permits ID to your Customer Self Service User ID/Customer Account.
- B) Click "My Account"

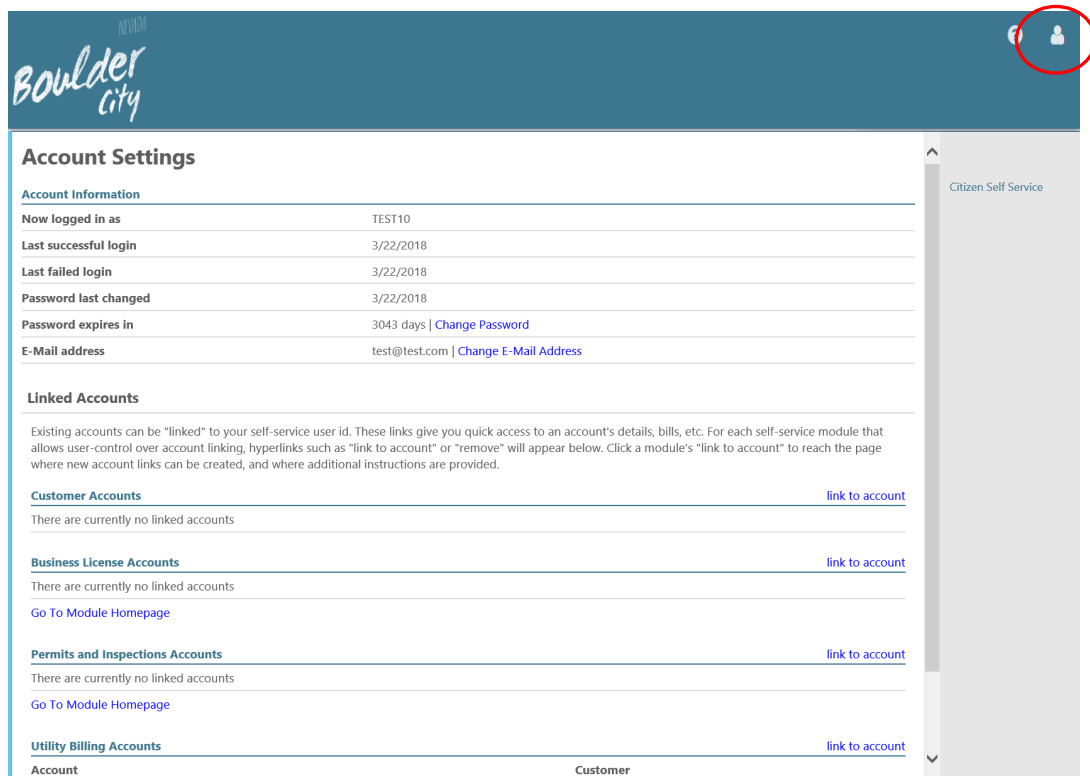
NOTE: At any time, you can return to the home screen or the "My Account" section by clicking on your user ID in the upper right-hand corner of the screen and selecting "My Account".

B



The screenshot shows the Boulder City Citizen Self Service homepage. The header includes the Boulder City logo and navigation icons. The main content area welcomes the user 'TEST10' and provides a 'Go to...' section with a list of links: 'Citizen Self Service Home Page', 'My Account' (circled in red), and 'My Profile'. A sidebar on the right contains links to various services: Citizen Self Service, Business License, General Billing, Non-Emergency Requests, Permits and Inspections, and Utility Billing.

NOTE



The screenshot shows the Boulder City Account Settings page. The header includes the Boulder City logo and a user icon (circled in red). The main content area is titled 'Account Settings' and contains sections for 'Account Information', 'Linked Accounts', and 'Utility Billing Accounts'. The 'Account Information' section displays user details like 'Now logged in as TEST10' and 'Last successful login 3/22/2018'. The 'Linked Accounts' section lists 'Customer Accounts', 'Business License Accounts', and 'Permits and Inspections Accounts', each with a 'link to account' button. The 'Utility Billing Accounts' section also has a 'link to account' button. A sidebar on the right contains a link to 'Citizen Self Service'.

Step 2: Link your Customer ID to Building Permits and Inspections... continued...

- C) On the Account Settings page, navigate to the “Building Permits and Inspections Accounts” section and click “link to account”.
- D) Enter the required information and click “Submit”

NOTE: The ID of the customer (i.e., customer number) and exact customer name is provided to you by the Utilities Department and can be found on your utility bill. If you have trouble locating this information, please contact staff in either the Utilities Department or Community Development Department.

Utilities Department: 702-293-9244

Community Development Department: 702-293-9282

Boulder City

Account Settings

Account Information

Now logged in as	TEST10
Last successful login	8/28/2019
Last failed login	8/28/2019
Password last changed	8/28/2019
Password expires in	3043 days Change Password
E-Mail address	ONLINEPERMITS@BCNV.ORG Change E-Mail Address

Linked Accounts

Existing accounts can be “linked” to your Citizen Self Service User ID. These links give you quick access to an account’s details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as “link to account”, “details” or “remove” will appear below. Click a module’s “link to account” to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)

Name	Account
TEST ACCOUNT	110164

[details](#) | [remove](#)

Business License Accounts [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

Building Permits and Inspections Accounts [link to account](#)

110164

[Go To Module Homepage](#)

Boulder City

Building Permits and Inspections

Account Link Setup

Welcome to Citizen Self Service for Boulder City, NV! To get started, you must first link your account(s) to your User ID. Click on your username in the upper right hand corner, and then select My Account. If you have already completed your links, select Building Permits and Inspections from the right hand menu, or expand the menus under the various Accounts sections by clicking on the + sign.

What is the ID of this customer? *

What is the exact customer name? *

Submit **Cancel**

* indicates required field

Step 2: Link your Customer ID to Building Permits and Inspections... continued...

- E) Once you have linked the account, your customer ID will appear under the “Building Permits and Inspections Accounts” section.
- REPEAT this process to link your Customer Account, if not already completed.
- F) Click “Go to Module Homepage” to apply for a permit or search for open applications.

NOTE: On the Building Permits and Inspections screen under the “Resources” button, you will find helpful step-by-step guides which will walk you through the process of using your Citizen Self Service account to apply for certain permits online, as well as make payments and view inspection history on active applications.

The screenshot displays the Boulder City Citizen Self Service portal. The top navigation bar includes the Boulder City logo, a help icon, and a user profile icon. The main content area is divided into two sections: "Account Settings" and "Building Permits and Inspections".

Account Settings

Account Information

Now logged in as	TEST10
Last successful login	8/28/2019
Last failed login	8/28/2019
Password last changed	8/28/2019
Password expires in	3043 days Change Password
E-Mail address	ONLINEPERMITS@BCNV.ORG Change E-Mail Address

Linked Accounts

Existing accounts can be "linked" to your Citizen Self Service User ID. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account", "details" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)

Name	Account	
TEST ACCOUNT	110164	details remove

Business License Accounts [link to account](#)

There are currently no linked accounts

[Go To Module Homepage](#)

Building Permits and Inspections Accounts

110164

[Go To Module Homepage](#)

Building Permits and Inspections

Use this page apply for new Permits, or search for existing Permits and Inspections

New permit applications

[Click here to Apply Online](#)

Search for existing Permits and Inspections

HELPFUL HINT: Searching based on Application Reference (application number) is the easiest method. To search based on Location, provide both a Number AND a Street Name, exactly as it appears on your permit in the "ADDRESS" field.

Location

House number

Street name

Owner/Contractor Name

Application reference

Status

☐ Active Applications only

☐ Unperformed Inspections only

☐ Remember these values

[Search](#) [Reset](#)

NOTE

Red arrows point to the "Go To Module Homepage" link in the "Building Permits and Inspections Accounts" section (labeled E) and the "Go To Module Homepage" link in the "Building Permits and Inspections" section (labeled F). A red arrow also points to the "Resources" button in the top navigation bar.