

## Registration/Logging In

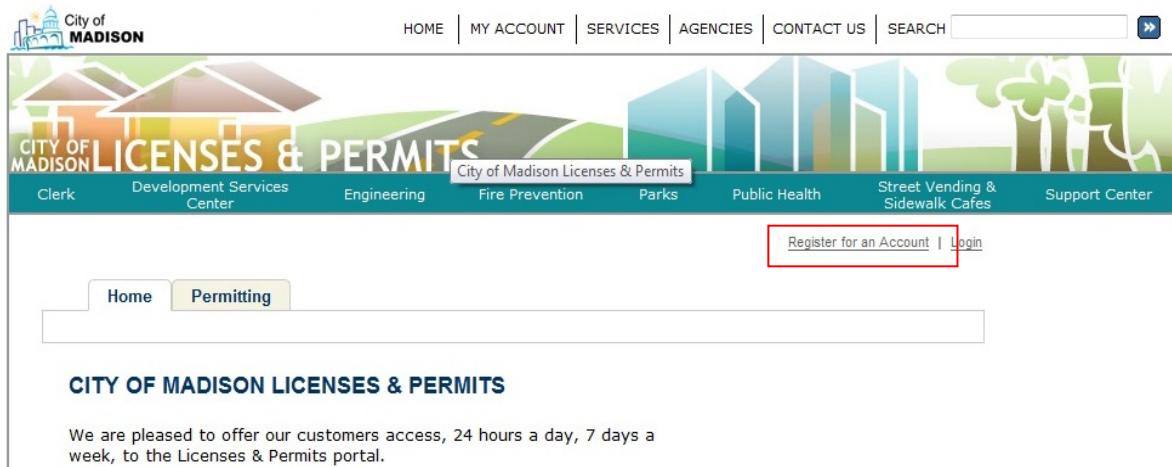
### Register for an Account

**NOTE:** If you have already registered you can skip this section.

**NOTE:** The account you create will be active for 400 days from the date of the last login.

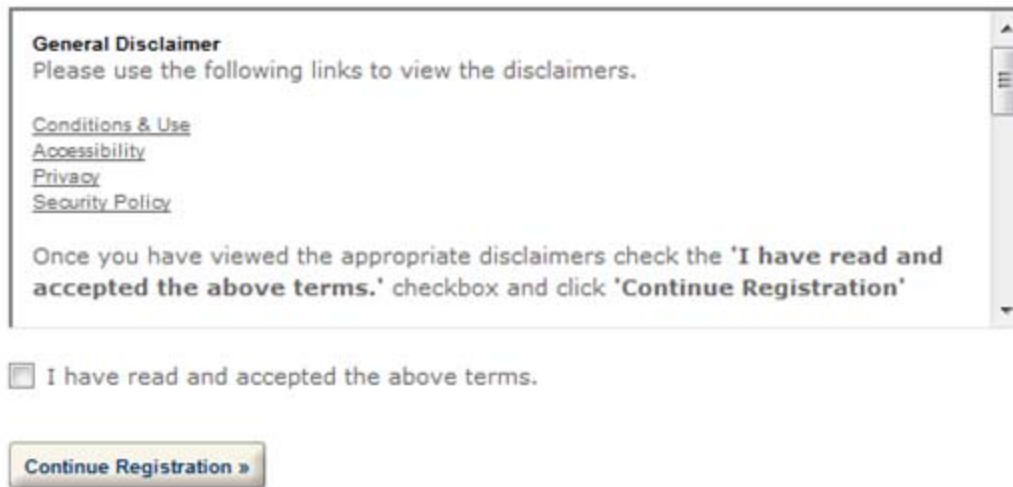
### Registration

To register for an account with the City of Madison Licenses and Permits, click on “Register for an Account”.



## Disclaimer

Read the disclaimer, and if you agree, check the box below the disclaimer and click “Continue Registration”.



**General Disclaimer**  
Please use the following links to view the disclaimers.

[Conditions & Use](#)  
[Accessibility](#)  
[Privacy](#)  
[Security Policy](#)

Once you have viewed the appropriate disclaimers check the 'I have read and accepted the above terms.' checkbox and click 'Continue Registration'

I have read and accepted the above terms.

[Continue Registration »](#)

## Enter Account Information

On the next screen enter the pertinent information to setup an account and click “Continue Registration”.

**NOTE:** Fields marked with a red asterisk (\*) are required fields and must have values.

**NOTE:** Please be as complete as possible in filling out fields.

**NOTE:** It is important to supply a valid email address. Successful completion of this process will end with a validation email sent to this address. This email allows the activation of the account.

After entry of fields on the account screen, the success screen should be displayed. An email will be sent to the email address entered during the registration process.

## Activate

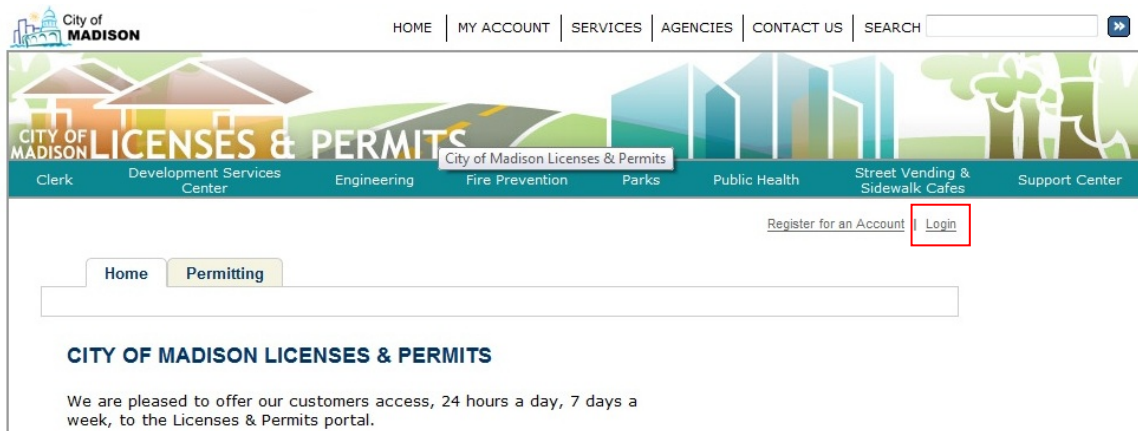
You will receive an email after entering your account information, with a link at the bottom for account activation. Click the link to activate your account.

**NOTE:** Check your emails SPAM/JUNK folder if you don't find the email in your Inbox.

### Logging In

To login, click on Login in the upper right hand corner, then enter the User Name and Password that you selected when registering.

**NOTE:** The User Name or E-Mail box will accept either the user name you created when registering or the email address you used when registering.



#### ACCOUNT VERIFICATION

Welcome. If you are an existing user, please enter your user name and password in the LOGIN box. To add a license to your account, please click on the Account Management link after login and follow the prompts.

If you've forgotten your password, please click on the "I've forgotten my password" link, enter your email address and a new password will be sent to you. Please be sure to change your password once you have logged in with the password we have provided for you.

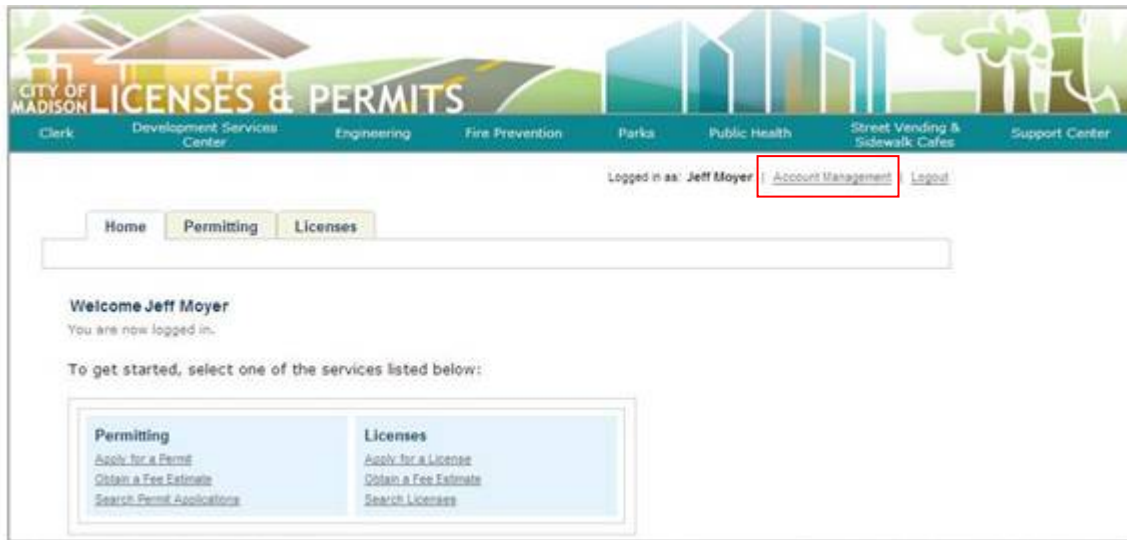
#### New Users

If you do not have an account, but would like to apply for a permit, you will need to register for an account. Please click on the "Register Now" button below to register. Once you have an account, you will have the added benefits of seeing a history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

A screenshot of the login form. It has a title 'Login' and two input fields: 'User Name or E-mail:' and 'Password:'. Both fields are highlighted with red boxes. Below the fields is a 'Login »' button. At the bottom, there is a checkbox for 'Remember me on this computer' and two links: 'I've forgotten my password' and 'New Users: Register for an Account'.

***Associate a License***

Associating a license is part of managing your account with the City of Madison, click on **Account Management**.



**Manage Your Account**

Under License Information is a list of licenses that are currently associated with this account. To remove a license that is currently associated click **Remove my License**.

To add a new license click **Add a License** at the bottom of the screen.

**Manage Your Account**  
Your current account information is shown below. Click an Edit button to update information within a section.

**Account Type**  
Licensed Professional Account

**Login Information** Edit

User Name: jmoyer  
e-Mail: jmoyer@cityofmadison.com  
Password: \*\*\*\*\*  
Security Question: Name of Pet, What is the name of your first pet?

**Contact Information** Edit

Jeff Moyer Home Phone: 608-555-5555  
Personal Work Phone: 608-444-4444  
209 Main St Mobile Phone: 608-333-3333  
jmoyer@cityofmadison.com Fax: 608-222-2222  
Preferred Method of Contact: E-mail

**License Information**

You may add professional license(s) to your public user account by clicking the Add a License button. Your professional license(s) may need to be validated by the agency before you can use it.

<b>TOM LICHTFELD</b> COUNTRY PLUMBER P. O. BOX 539 PORTAGE WI 53901 Home Phone: 6087422648 Mobile Phone: Fax:	<b>WI CST</b> WI -13801 Issued: Expires: Insured Max: Status: Approved Contractor's License #: Contractor's Business Name:	<span>Remove my license</span>
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Add a License  
Add a License

## *Search the License*

To locate the license to associate to the Registered User the License Type and License Number are needed. If unsure of this information call the City of Madison Engineering Department.

Once the information has been entered select **Find License**

Home Permitting Licenses

**Updating Your Account:  
Adding a License:**

By adding a professional license you may gain access to additional features in the City of Madison Citizen Access Portal.

Select a license type and enter a license number to look up your license. Your license must be valid and active to add it to your citizen account. If your license does not display contact the City.

In certain circumstances, such as license-right by proxy through an employer even after identifying your license(s) a City employee must perform additional validation. In these cases, **your access to certain features of the Citizen Portal may be limited pending approval.**

**If your License does not display:**

- One of your License Dates has expired
- Your License is not in our database

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For certain types of licenses you will need a State Issued License Number for others use your City Issued License Number

City Issued

- Electrician Master
- Electrician Maintenance
- Electrician Specialist

State Issued

- Plumber

\* indicates a required field.

**License Information**

\*License Type: --select--  
\*License Number:

**Find License**

**Select the License**

Click the License Number to associate or click on Search Again if it is the incorrect license.

**\*Note** – the city of Madison will review and approve the association before it is approved. This process will take up to 24 hours. For that time period the license will not be available. An email will be sent when approved or rejected.

