

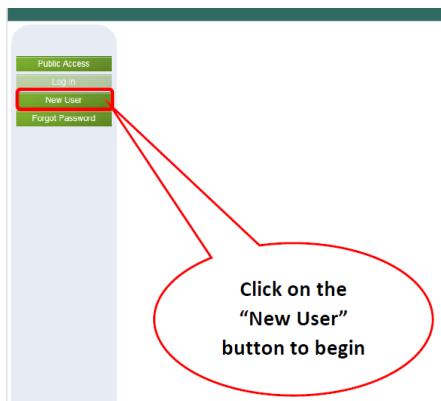
**E-MAIL REGISTRATION AND ACCOUNT ACTIVATION**

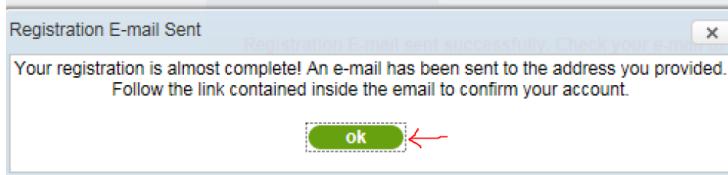
 SUPPORT: [PLNONLINE@BILLINGSMT.GOV](mailto:PLNONLINE@BILLINGSMT.GOV) PHONE: 406-657-8247

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

<https://services.billingsmt.gov/citizenaccess>

- Click on the “New User” button to begin.
- Complete the registration form and click submit to register your email address.
- An e-mail will be sent to your email account.
- Fill out the New User Registration information. Click Submit when finished. A registration E-mail will be sent.

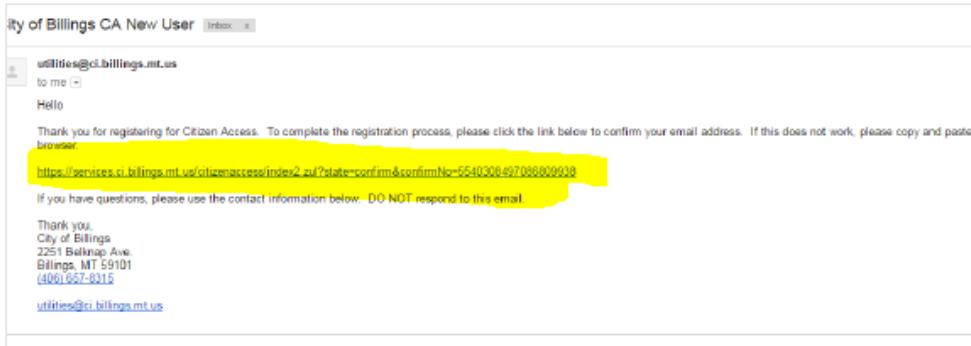




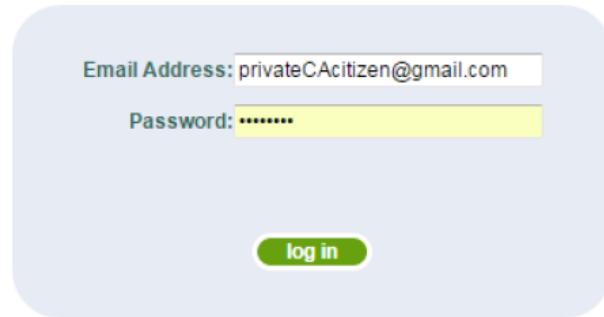
- Click OK. You will be instructed to check your e-mail to complete the registration process:

**New User Registration**


- Click on the link in the e-mail to confirm the registration. Clicking on the link will bring you to the next screen. **Notice the message reads, "Your e-mail address has been confirmed and your account will be enabled following a valid log-in". Once your account is enabled, you will need to login in a second time to begin using the system.**



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.



Email Address: privateCAcitizen@gmail.com

Password: ..... .....

**log in**

- Enter your e-mail address and password used for registration. **(This is the 1<sup>st</sup> log-in)**. Once you've successfully logged in the first time, you'll receive a confirmation message that your account is activated.

Your account has been activated.

[Click here to return to login page.](#)

- Click on the link provided to return to the log-in page and log-in for the 2<sup>nd</sup> time to open this screen.
- This is the login screen presented after clicking on the link in the previous screen shot.



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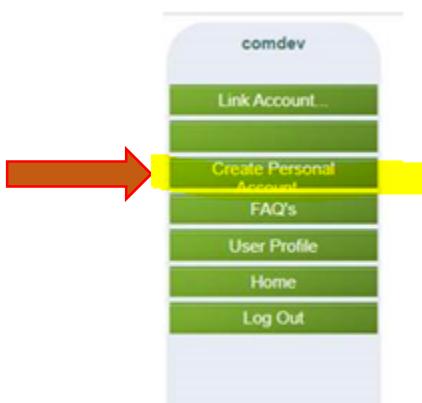
Link Account...

Create Personal Account

FAQs

Welcome

Please select an option from the menu on the left.



➤ **CREATE A PERSONAL ACCOUNT:**  
 ○ CLICK "CREATE PERSONAL ACCOUNT"

New User Registration

Personal Contact Information

First Name: \* Private

Middle Name:

Last Name: \* Citizen Suffix:

Physical Address: \* 123 Main St (Use Your Business Mailing Address)

Address Line 2:

City: \* Billings

State: \* Montana Zip Code: \* 59101

Same Mailing Address: \* 123 Main St

Address Line 2:

City: \* Billings

State: \* Montana Zip Code: \* 59101

Home Phone: \* (406) 555-5555

Work Phone: (406) 555-5555 Ext:

Mobile Phone: (406) 555-5555

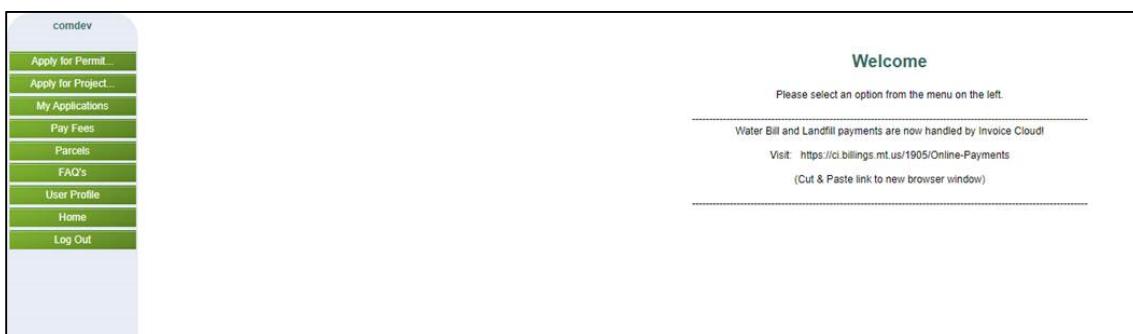
Fax: (406) 555-5555

**Finish**

All phone numbers AND fax must be filled using the (xxx) xxx-xxxx format. If you do not have a fax enter (406)-555-5555.

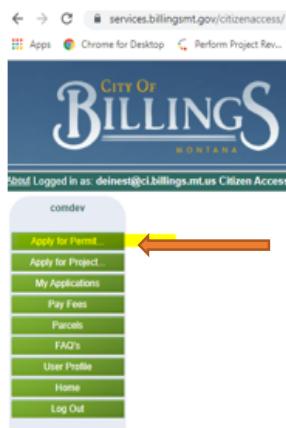


➤ **CLICK "FINISH" TO COMPLETE LINKING YOUR ACCOUNT. EITHER SUCESSFULLY LINKING AN ACCOUNT OR CREATING A PERSONAL ACCOUNT WILL GET THE USER TO THIS SCREEN. THE ACCOUNT IS READY TO TAKE APPLICATIONS. Any permits that you apply for and generate with your account will be available under the "My Applications" button in the future.**



USING YOUR CITIZEN ACCESS ACCOUNT TO APPLY  
[HTTPS://SERVICES.BILLINGSMT.GOV/CITIZENACCESS/](https://services.billingsmt.gov/citizenaccess/)

➤ CLICK “APPLY FOR A PERMIT”



➤ START ENTERING PERMIT DETAILS. CHOOSE FROM THE PERMIT TYPES LISTED IN THE DROP DOWN MENU. COMPLETE THE FIELDS. WHEN FINISHED, CLICK “NEXT”

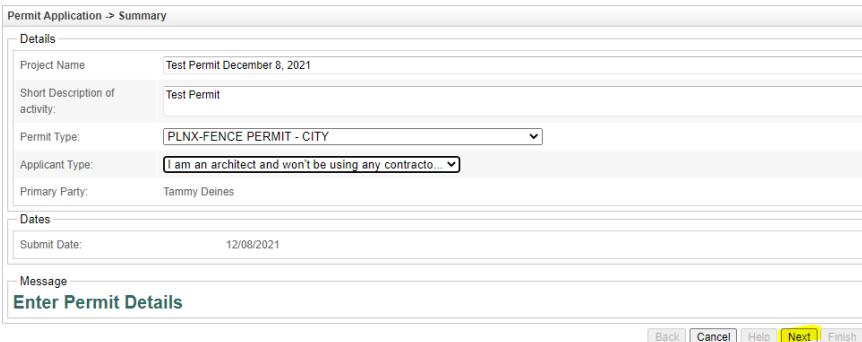
**1. Project Name**-Enter the permit address and business name if it applies.

**2. Short Description of Activity:** Enter the property address or legal description, business name, and activity, i.e. sign permit, fence, etc.

**3. Permit Type:** Use the drop down and choose the permit type

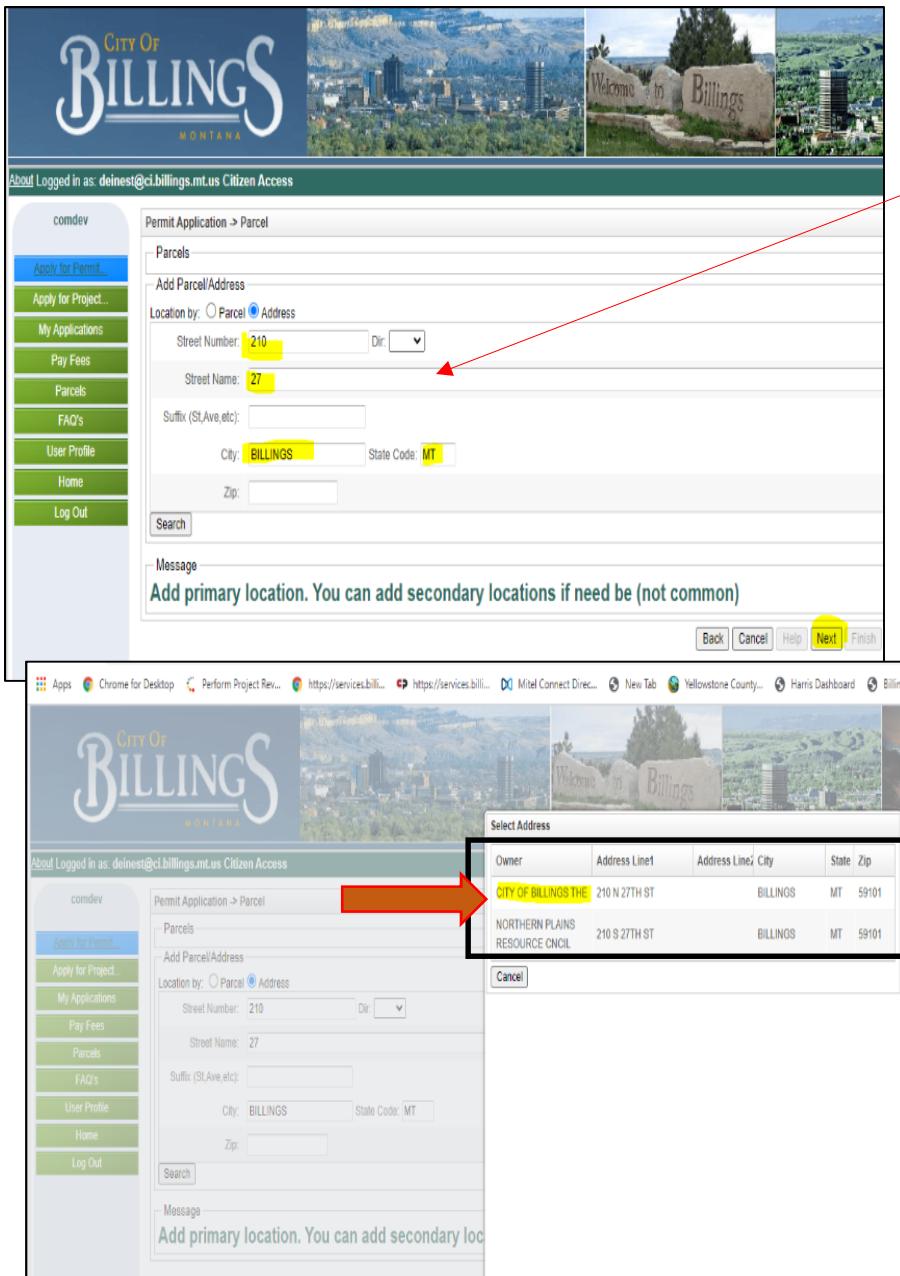
**4. Applicant Type:** Use the drop down and choose the applicant type. **For example, “I am the owner and won’t be using any contractors”**

WHEN FINISHED, CLICK “NEXT”



➤ **ADDRESS/PARCEL INFORMATION SCREEN**-this ties the permit to the property.

- Click a Radio Button to identify the parcel:
  - **Address:** enter property address number, street
  - **Parcel:** enter the property legal description. Search results are displayed below. We'll click on the first result returned to pick the City Hall building.



### ADDRESS SEARCH TIP

*"ENTERING LESS INFO  
BRINGS MORE SUCCESS"*

When entering information in the fields to search for properties, remember that **"less is more"**.

In this example we used the City Hall building, addressed as:  
**210 N 27<sup>th</sup> Street.**

The address can be found by entering the address number **210** and the street **27**. Notice there is no extra information entered before clicking on the search button.

**CLICK to choose one of the selections and insert the information into the permit application.**

**CLICK NEXT TO PROCEED.**

➤ **PERMIT ATTRIBUTES:** Enter the permit application specifics. ALL FIELDS MUST BE FILLED. USE NA FOR NO ENTRY. **CLICK NEXT TO PROCEED.**

Permit Application > Specifics

Attributes	
Prompt	Value
City Zoning	NO - Neighborhood Office-Residential
Clear Vision Area	Driveway and Alley
Controlled Intersection	No
Corner Lot	<input type="checkbox"/>
Fence Height (Feet)	6
Fence Materials	wood
Front Setback (Feet)	20
Replacement Fence	<input type="checkbox"/>
Message	
Enter values for all fields	

[Back](#) [Cancel](#) [Help](#) **[Next](#)** [Finish](#)

➤ **REQUIREMENTS/ACKNOWLEDGEMENTS:** This is an acknowledgement screen that you have all of the required items for this permit. **Check those that apply.** In the screen below, there are no requirements. **Click NEXT to transition to the next screen.**

Or  
**BILLINGS**  
 MONTANA



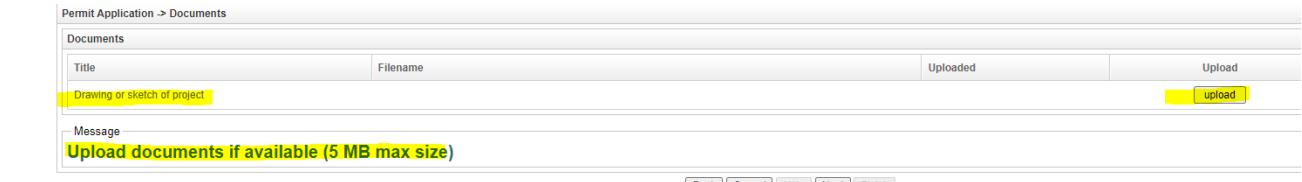
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Permit Application > Requirements

Requirements	
Prompt	Value
Message	
Enter values for all fields	

[Back](#) [Cancel](#) [Help](#) **[Next](#)** [Finish](#)

➤ **ATTACHMENTS. PERMIT APPLICATION DOCUMENTS:** Use the Project Attachments screen to upload the required documents.



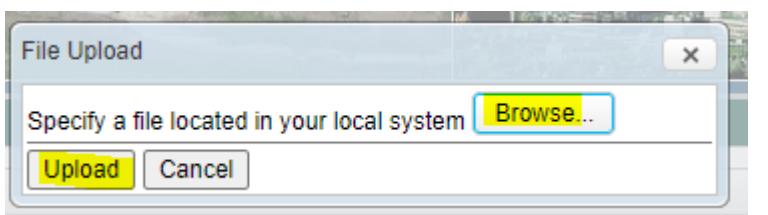
Permit Application -> Documents

Documents

Title	Filename	Uploaded	Upload
Drawing or sketch of project			<input type="button" value="upload"/>

Message  
**Upload documents if available (5 MB max size)**

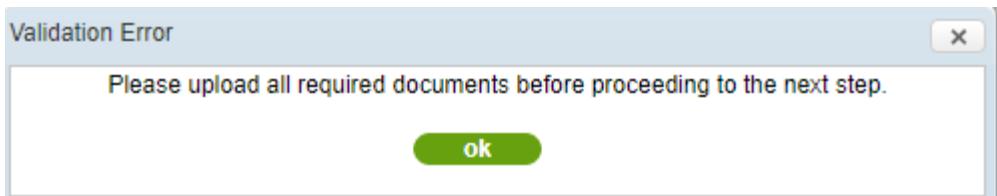
Back Cancel Help **Next** Finish



File Upload

Specify a file located in your local system

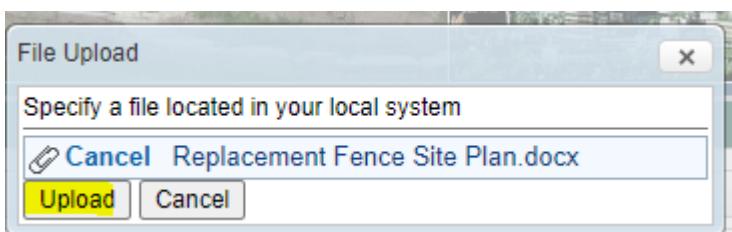
- **Documents are required. Applications without required attachments will be deemed INCOMPLETE**



Validation Error

Please upload all required documents before proceeding to the next step.

- **Note: In some cases, this screen is not available until after the permit has been created. To upload multiple permits, go to My applications/permits/ and choose the permit. Use the attachments tab and upload the documents.**



File Upload

Specify a file located in your local system

Replacement Fence Site Plan.docx



## CREATING AN ONLINE ACCOUNT AND APPLYING FOR A PERMIT



### ➤ BLANKET PERMITS: (Sub-permits)

There are no blanket permits for this application type. **Click Next.**

Permit Application -> Blanket Permit

Blanket Permits  
*If this is a sub-permit for an existing blanket permit, enter the blanket permit #. If not, click NEXT to skip.*

Add Blanket Permit

Blanket Permit Number:

### ➤ ACKNOWLEDGEMENTS: Read and Check the acknowledgements that apply for the permit type.

Permit Application -> Acknowledgements

Acknowledgements

Acknowledgement	<input type="button" value="Accept"/>
-----------------	---------------------------------------

Message

**Please check the Acknowledgments**

**CLICK NEXT TO PROCEED.**

### ➤ **CLICK FINISH TO SUBMIT YOUR APPLICATION FOR PROCESSING:** The permit will be assigned a permit number which will be used to refer to this permit. For example, PLNX-21-00001. Keep this number to refer to your permit in your account and when inquiring with staff.

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Apply for Permit..

Apply for Project..

My Applications

Pay Fees

Parcels

FAQ's

User Profile

Home

Log Out

Permit Application -> Finish

Permit: **PLNX-FENCE PERMIT - CITY**

Primary on Permit

Name: Tammy Deines

Address: 2825 3rd Ave N

Inspections associated with this permit  
No inspections associated with this permit

Reviews associated with this permit

Review: Department

Planning: CITY COUNTY PLANNING

Message

**Click Finish to Submit your Application for Processing**



## CREATING AN ONLINE ACCOUNT AND APPLYING FOR A PERMIT



➤ **REVIEW YOUR APPLICATION.** Use the tabs to review the application information.

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- [Apply for Permit...](#)
- [Apply for Project...](#)
- [My Applications](#)
- [Pay Fees](#)
- [Parcels](#)
- [FAQ's](#)
- [User Profile](#)
- [Home](#)
- [Log Out](#)

Summary	Parties	Attributes	Fees	Reviews	Attachments	Printables
<b>Details</b>						
Application #:	<b>PLNX-21-05203</b>					
Classification:	PLNX-FENCE PERMIT - CITY					
Address1:	2825 3RD AVE N					
Address2:						
Parcel ID:	BLG-045-013-24-8					
Project Name:	Test Permit December 8, 2021					
Work Description:	Test Permit					
Water Meter No:						
Status:	Plan Check					
<b>Dates</b>						
Submit Date:	12/08/2021					
Issue Date:	none					
Expiration Date:	12/03/2022					
Final Inspection Date:	none					
Certificate of Completion Date:	none					
Certificate of Occupancy Date:	none					

➤ **PAY FEES:** Applications will be deemed incomplete unless the application fee is paid. Online applications are paid with a credit card.

- **Option #1 PAY FOR 1 OR MULTIPLE PERMITS:** ON THE LEFT HAND BORDER, **CLICK "PAY FEES"**. CLICK ON THE CHECKBOXES NEXT TO THE OUTSTANDING FEES YOU WISH TO PAY. **CLICK THE PAY BILL BUTTON** TO PROCEED TO PAYMENT.

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- [Apply for Project...](#)
- [My Applications](#)
- Pay Fees**
- [Parcels](#)
- [FAQ's](#)
- [User Profile](#)
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- [Log Out](#)

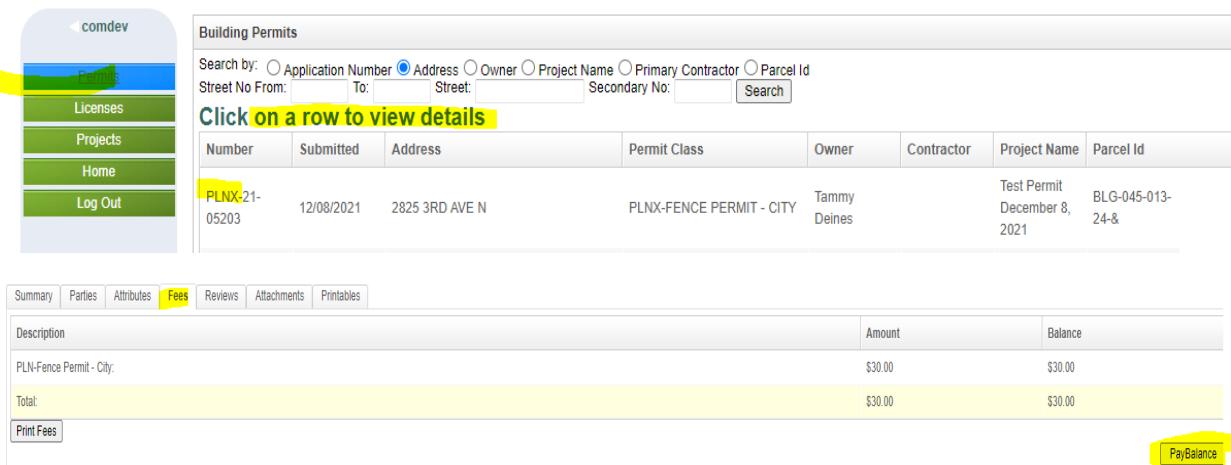
**Fees Due**

Check the items you would like to pay or select the Total Due to pay the entire bill

Type	Number	Description	Fee Description	Amount Due	Detail
<input type="checkbox"/> Permit	PLNX-21-05203	Test Permit December 8, 2021	PLN-Fence Permit - City	\$30.00	<input type="button" value="View"/>
<input type="checkbox"/>			Total due	\$0.00	<input type="button" value="Pay Bill"/>

[View Detail](#)

- **Option #2 PAY FOR ONE PERMIT AT A TIME: IN MY APPLICATIONS/PERMITS, CLICK DIRECTLY ON THE PERMIT. NOTICE THERE IS A FEES TAB DISPLAYED. CLICK ON PAY BALANCE. PAY THE APPLICATION FEE.**



Building Permits

Search by:  Application Number  Address  Owner  Project Name  Primary Contractor  Parcel Id  
 Street No From:  To:  Street:  Secondary No:  Search

**Click on a row to view details**

Number	Submitted	Address	Permit Class	Owner	Contractor	Project Name	Parcel Id
PLNX-21-05203	12/08/2021	2825 3RD AVE N	PLNX-FENCE PERMIT - CITY	Tammy Deines		Test Permit December 8, 2021	BLG-045-013-24-8

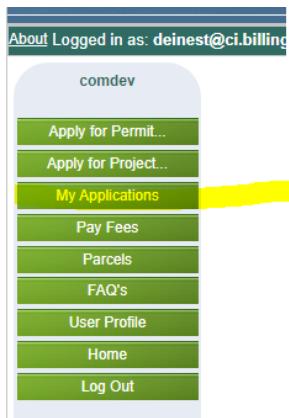
Summary | Parties | Attributes | **Fees** | Reviews | Attachments | Printables

Description	Amount	Balance
PLN-Fence Permit - City	\$30.00	\$30.00
Total:	\$30.00	\$30.00

**Print Fees** **PayBalance**

- **SIGN PERMITS:**

FACE CHANGES AND BUILDING REVIEW FEES ARE POSTED AS FLAT FEES  
 PLANNING REVIEW FEES ARE BASED ON SQUARE FOOTAGE OF THE SIGN AND THE # OF SIDES. FOR SIGN PERMITS, A FINAL FEE WILL BE POSTED AND DUE AFTER THE PERMIT IS APPROVED. *Following approval and payment of the final review fee, a copy of the permit will be available.*



About Logged in as: [deinest@ci.billingsmt.gov](mailto:deinest@ci.billingsmt.gov)

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- [Apply for Permit...](#)
- [Apply for Project...](#)
- [My Applications](#)**
- [Pay Fees](#)
- [Parcels](#)
- [FAQ's](#)
- [User Profile](#)
- [Home](#)
- [Log Out](#)

➤ **[VIEW AND PRINT MY PERMIT](#)** Click on “**My Applications**” and then “**Permits**” to view the permit and permit information.

PLANNING DIVISION APPLICATION DESK

PHONE: 406-657-8247

E-MAIL: [PLNONLINE@BILLINGSMT.GOV](mailto:PLNONLINE@BILLINGSMT.GOV)