The following are instructions for using the Customer Portal for the first time.
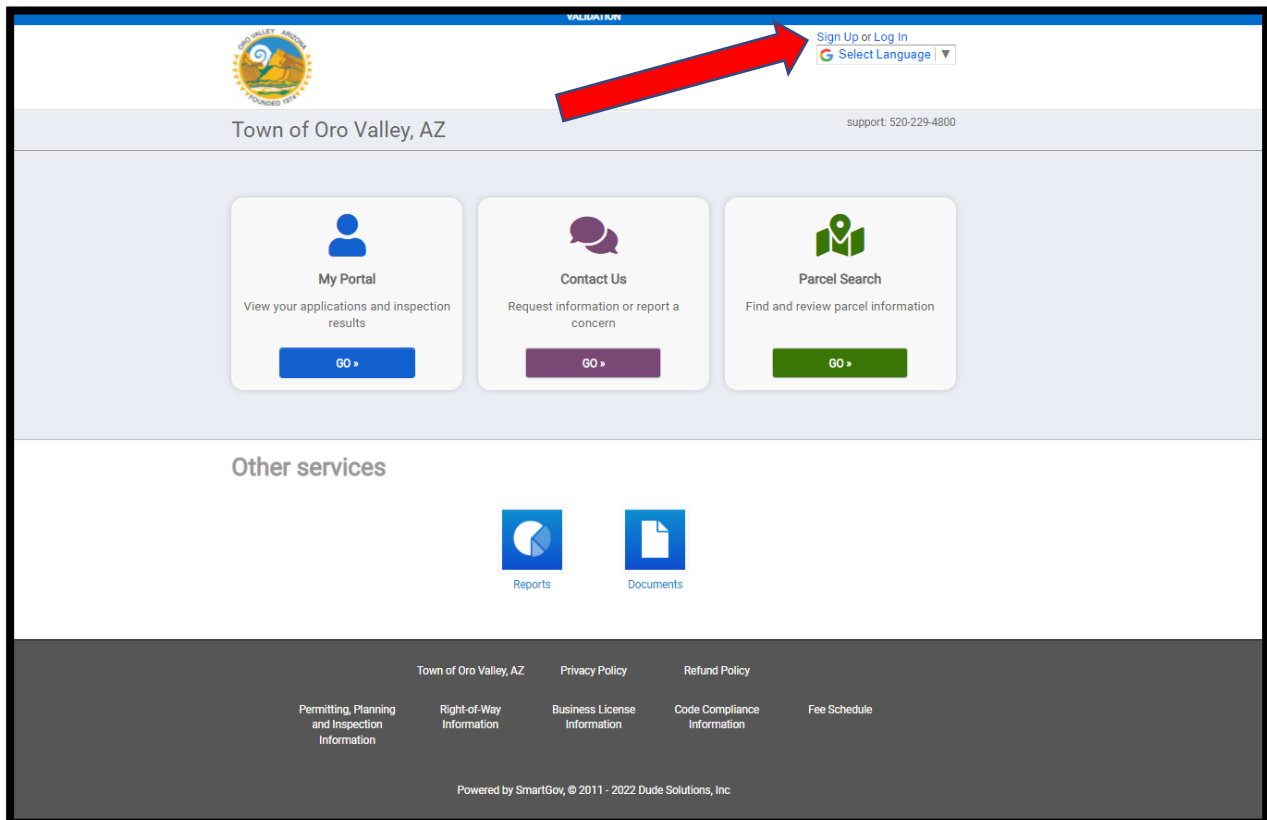
Access Code?

Your organization will be required to create an online portal account prior to submitting <u>new</u> applications, making payments, scheduling inspections, etc.

New customers, without existing permits or applications, may proceed to the customer portal and create your new account.

For customers with <u>existing accounts</u>, it is **highly recommended** that you **<u>do not register</u>** for a new online portal account until an ACCESS CODE has been provided to you. Please call the Town at 520-229-4800 and ask us to locate your ACCESS CODE.

The access code will link your account to your existing application(s) and active permit(s). It is recommended that your organization have one shared online portal account so that all your active applications/permits are linked together and readily accessible under one account.

Select Sign Up near the top right corner of the screen

Add and Confirm a Password for your new My Portal account. Then select the NEXT button.

An Access Code is not required for everyone.

However, if you and/or other staff members of your company will submit plans frequently or call for inspections on multiple permits, you will want to know the access code. This will allow your staff to manage all permits your company has in process in the Town.

Call us at 520-229-4800 after you submit this first

Complete the following information and select the Next button. Please use a valid phone number that is available during business hours.

You will be asked to acknowledge the Terms and Conditions and then select Create My Account.

You will receive an email asking you to Verify your account. If you are not able to locate the email, check your spam folders in your email system.
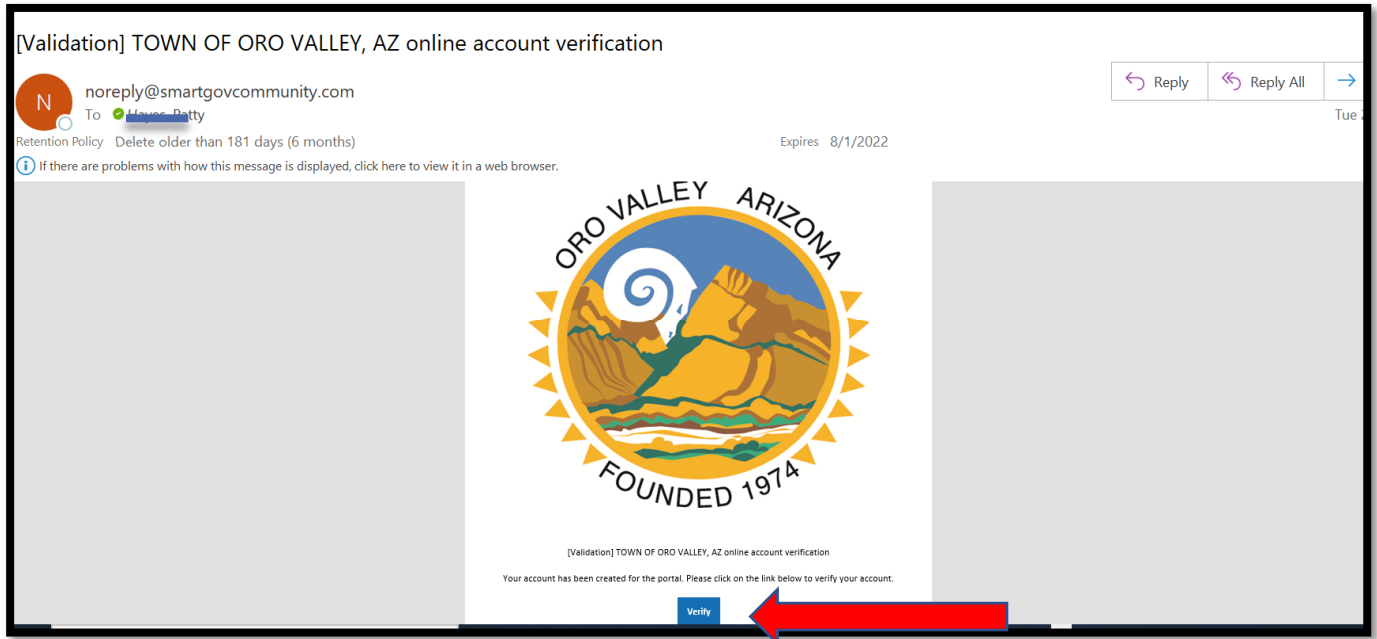
You will be led to your new My Portal account which will confirm the account if verified and ready to use.
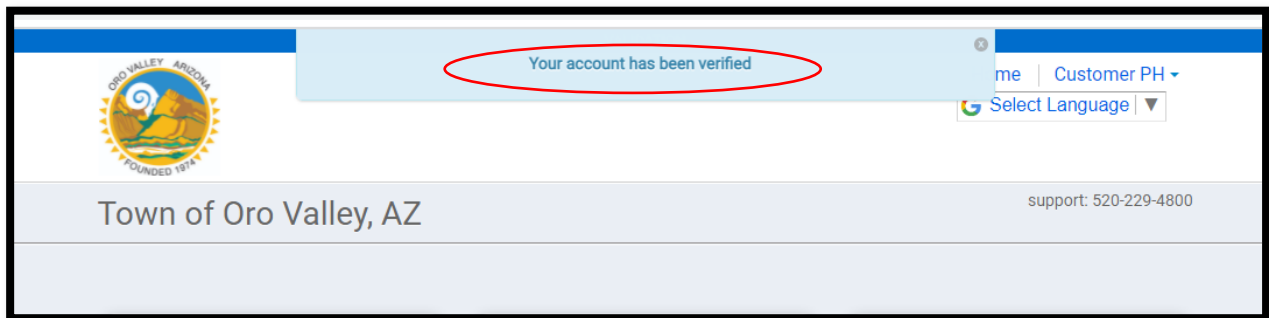
Now you are ready to submit a new project, pay online, request and track inspections. For further instructions visit www.orovalleyaz.gov.