

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

Access Code?

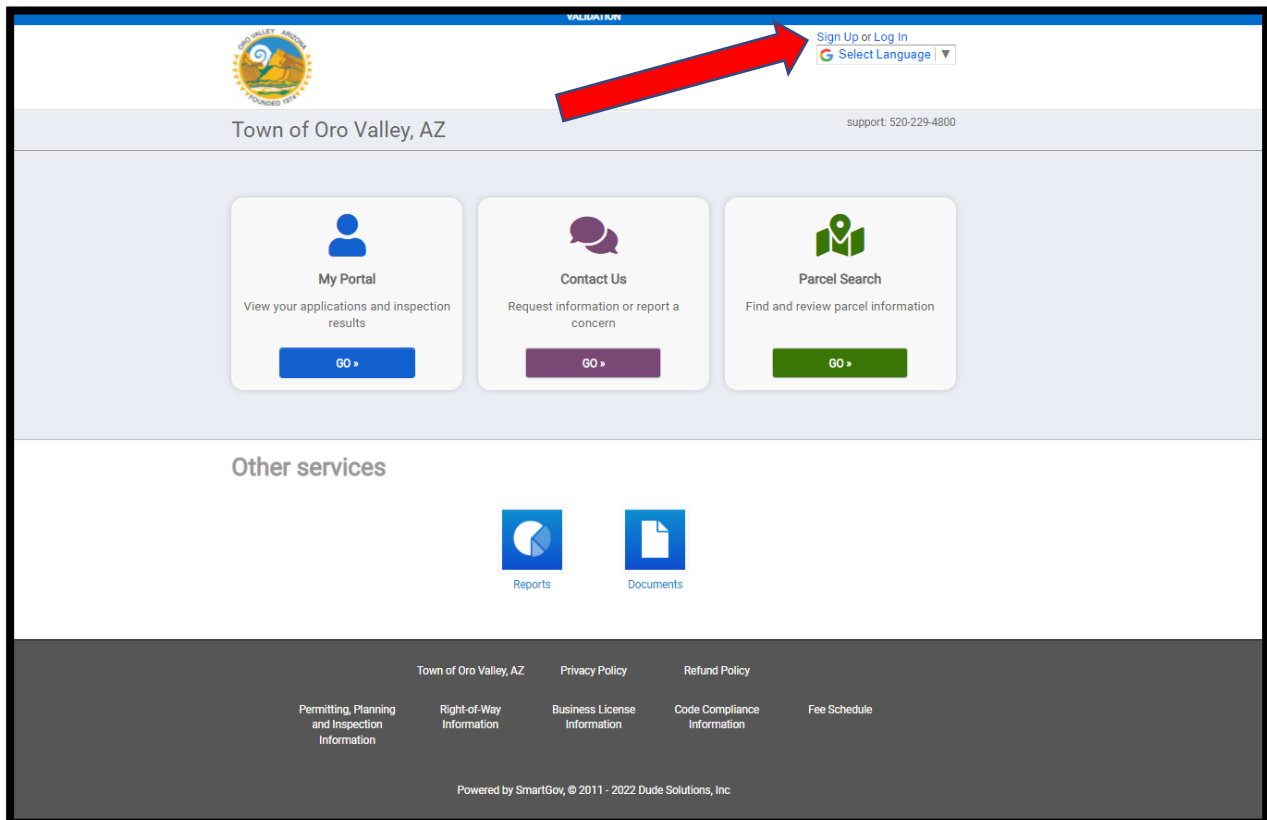
Your organization will be required to create an online portal account prior to submitting new applications, making payments, scheduling inspections, etc.

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

For customers with existing accounts, it is **highly recommended** that you **do not register** 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.

The screenshot shows a web form titled "VALIDATION" with a logo at the top. Below the logo are three steps: "1 Account", "2 Contact", and "3 Review". The "1 Account" step is active. The form is titled "Create a Portal Account" and includes a "Sign In" link for existing users. The "Email Address" field contains "C.Jones@youremail.com" and is marked as "Valid Email Address". The "Password" field contains "*****" and is marked as "Minimum 8 characters". The "Confirm Password" field is empty and marked as "Re-enter password". Below these fields is an "Access Code" section with a "Code:" label and an empty input field. A note states: "The access code will help associate your new account with any permits you may already have applied for. Don't have one? Skip this step." At the bottom right of the form is a blue "NEXT" button with a right-pointing arrow. A red arrow points to the "NEXT" button, and a blue arrow points to the "Access Code" section.

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.

1 Account 2 Contact 3 Review

Your Contact Information

First Name: *

Last Name: *

Display Name: *

Address: *

City: *

State: *

Zip Code: * e.g. 12345 or 12345-6789

Phone #: * e.g. (555) 555-5555

Phone Type: *

Complete the information

Tip:
If you are applying as a staff member of a company, it is recommended that you input your company name in the "Display Name" field.

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

1 Account 2 Contact 3 Review

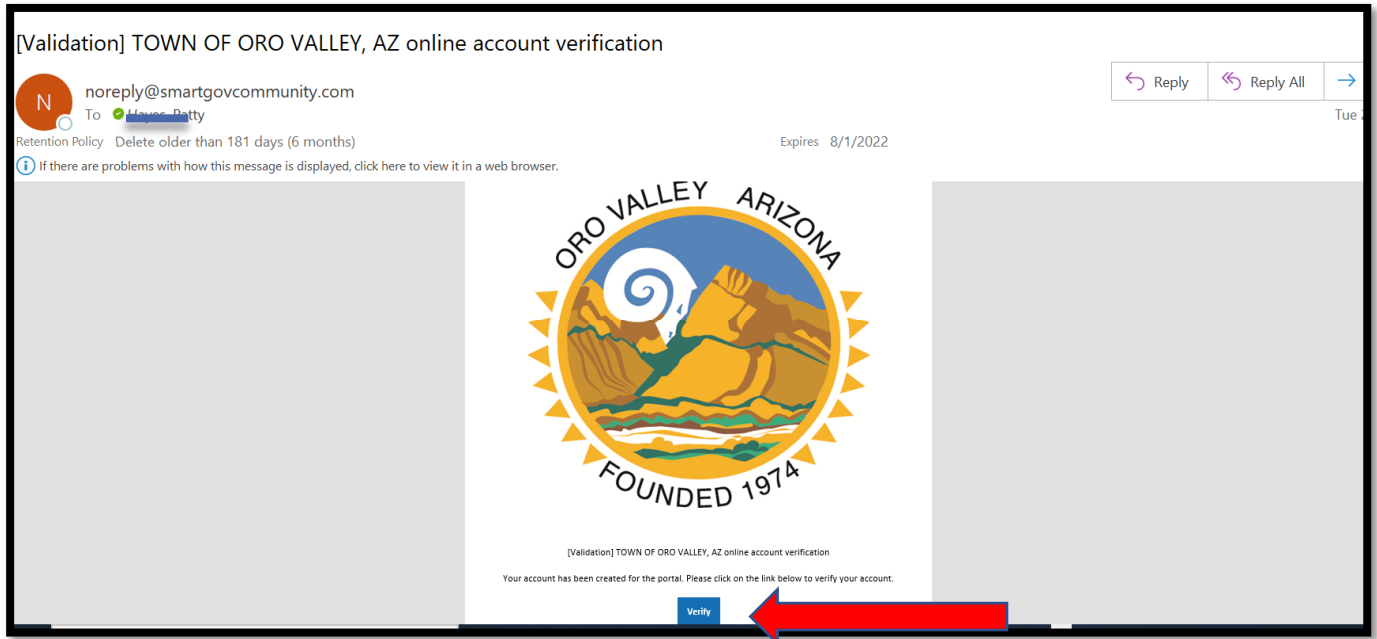
Review the information below

Account [edit](#)
phayes@orovalleyaz.gov

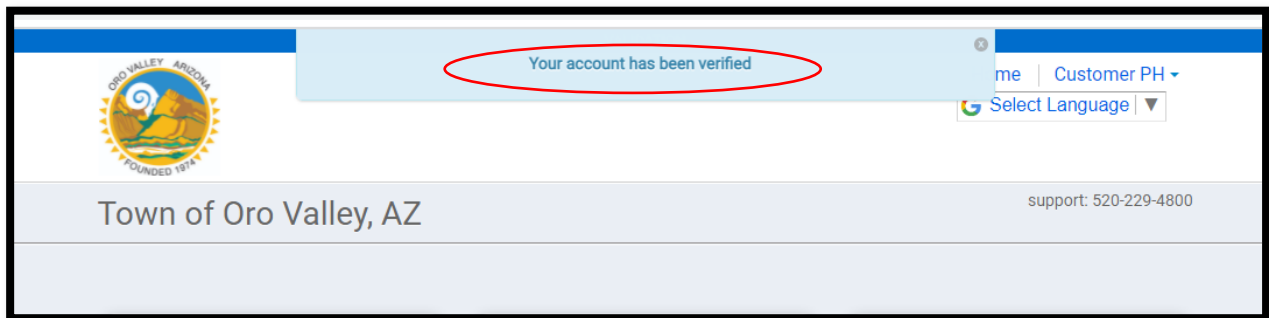
Contact [edit](#)
phayes@es
DISPLAY NAME: Customer PH
11000 N La Canada Dr
Oro Valley, AZ 85737
520-555-1919 HOME

I agree to the Terms And Conditions

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.