

Citizen Self-Service

User Guide

Navigate to the City of Merced Civic Access portal.

1. Click on the **Login or Register** tile from the home page and enter your account information to Log In.

CREATE A NEW ACCOUNT

Attention Contractors: *The email, username and password you create will be used to for all processes, such as new or renewing Contractors Business License, Applying for a building permit or encroachment permit, Paying your permit fees, Scheduling inspections and seeing all results.*

Navigate to the City of Merced Civic Access portal.

1. Click on the **Login or Register** tile from the Home page.

Welcome to Merced Civic Access



Search Public Records

This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.



Apply

This tool can be used to apply for a permit, plan or license.



Login or Register

Login to an existing or create a new account. You can also find help if you forgot your login information.

CITY OF MERCED BUILDING DEPARTMENT

1. Next to Don't Have an Account Yet? Click **Register Here**.

[Log In](#)

Forgot your password? [Reset it](#)

Forgot your username? [Email it](#)

Don't have an account yet? [Register Here](#)

2. Enter your Email Address and click **Next**.

3. An email will be sent to you to confirm the email address provided. If you are not receiving the confirmation email, please see the next section.

Registration

Step 1 of 4: Email Address

Email

[Next](#)

CITY OF MERCED BUILDING DEPARTMENT

3. Open the email and click **Confirm**. You will be directed back to your City of Merced Civic Access portal.

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

4. Select **Register** to continue the account registration process.

Registration

Step 2 of 3: Email Address

Email internet@cityofnorthlasvegas.com

[Back](#)

[Register](#)

5. Enter the personal information fields. The red asterisk (*) indicates the field is required.
6. Once complete, select **Submit**.
7. Your account has now been registered and you can proceed to login to City of Merced Civic Access portal.

Thank you for registering

Thank you for registering for an account. Your account is now active and ready to be used.

[Log In](#)

CONFIRMATION EMAIL NOT RECEIVED

If you are trying to create an account and have entered your email address to register, but have not received the confirmation email, please follow the steps below.

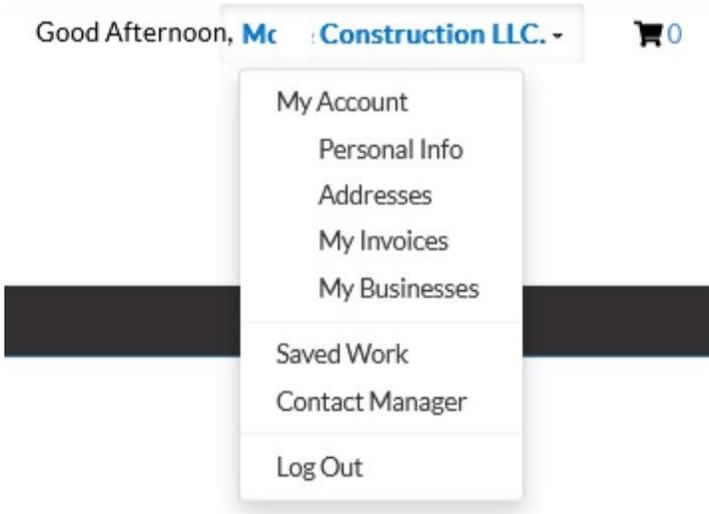
1. Verify the confirmation email is not in your spam/junk folder. The email will be sent from noreply@identity.tylerportico.com and the subject of the email is Citizen Self Service New User Account Confirmation.
2. Please add noreply@identity.tylerportico.com to your contacts and/or make sure it is whitelisted or marked as a safe sender, depending on your email provider. (If you or your company use Outlook/Office365, this [link](#) may be helpful).

After this has been completed, please navigate back to City of Merced Civic Access portal and try registering again.

UPDATE ACCOUNT INFORMATION

CITY OF MERCED BUILDING DEPARTMENT

Under My Account, personal information, addresses, contact favorites and drafts can be accessed and modified. In the top right corner, select your name and then select **My Account**.

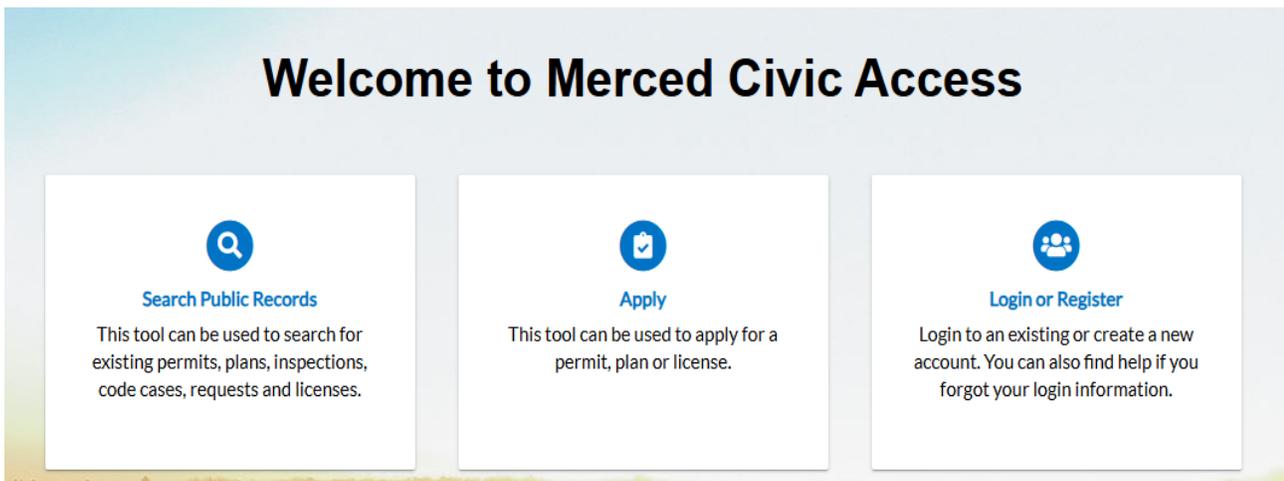


Update User Information and Addresses

1. Select **Personal Info** to modify your name, company, phone number, email and contact preference.
2. Select **Addresses** to associate additional addresses to your account.

MANAGE YOUR ONLINE ACCOUNT

2. Click on the **Login or Register** tile from the home page and enter your account information to Log In.



3. Enter your **Username** and **Password** in the corresponding fields.
If you need to reset your username and/or password, skip to **Forgot Password** step below
4. Select the **Remember Me** checkbox to have the system remember your login credentials on this computer. This is not recommended on a public/shared computer.
5. Click **Log In**.

FORGOT PASSWORD

Navigate to the City of Merced Civic Access portal.

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1. Click on the **Login or Register** tile from the home page.
2. Next to recover you forgotten password, click **Reset it**.



Forgot your password? [Reset it](#)
Forgot your username? [Email it](#)
Don't have an account yet? [Register Here](#)

3. Enter your Email Address and click Submit.

Forgot Password

* Email

Submit

4. An email should be sent to the email address you provided.
5. Open the email and click **Reset**.
6. You will be directed back to City of Merced Civic Access portal where a new password can be entered and confirmed.

FORGOT USERNAME

Navigate to the City of Merced Civic Access portal

1. Click on the **Login or Register** tile from the Home page.
2. Forgot your username? click **Email it**.



Forgot your password? [Reset it](#)
Forgot your username? [Email it](#)
Don't have an account yet? [Register Here](#)

Forgot Username

* Email

Email is required.

Submit

3. Enter your Email Address and click **Submit**.
4. An email will be sent to the email address you provided.
5. Open the email to view the username