

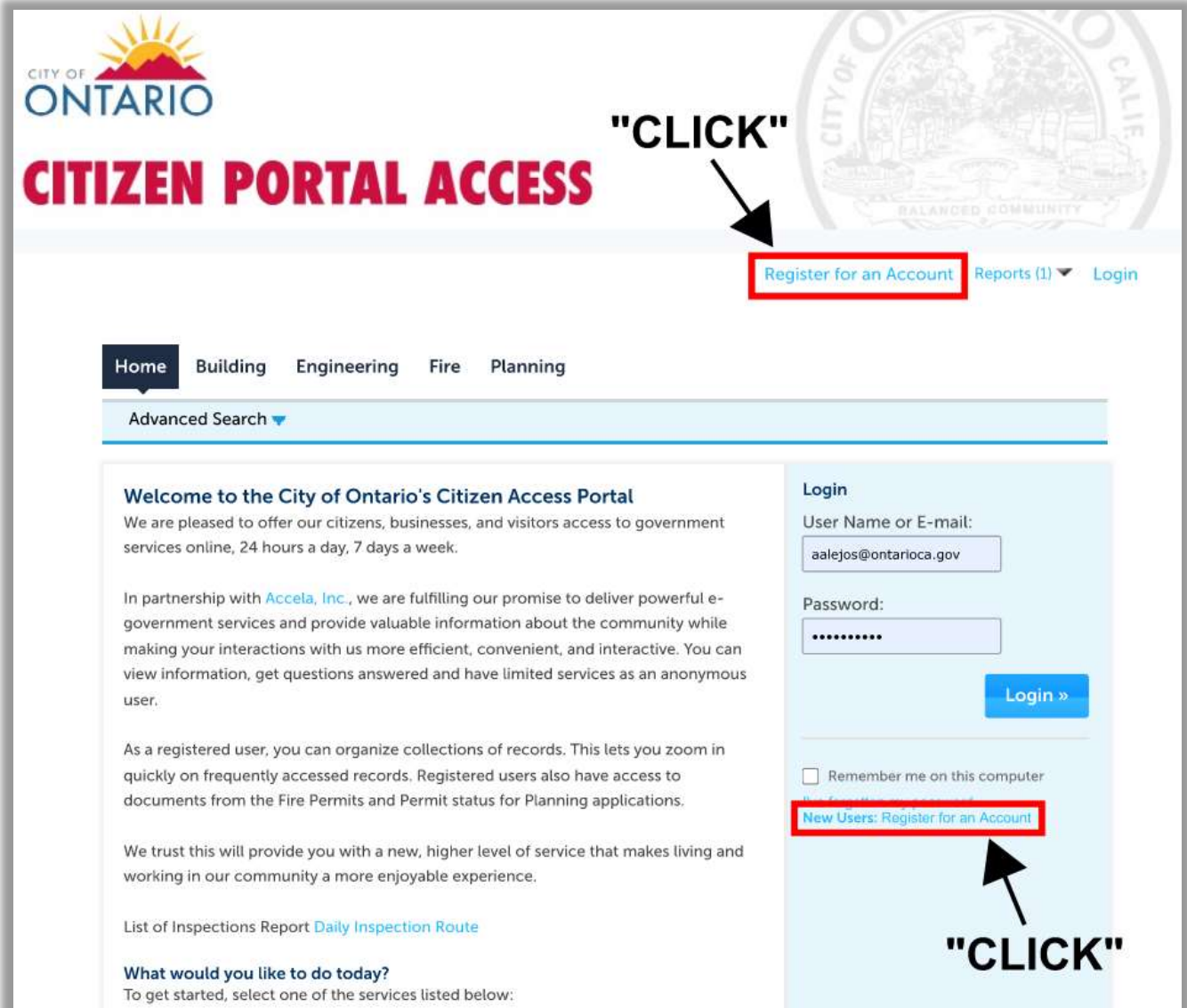
The City of Ontario Engineering Department accepts electronic applications via the City's **Citizen Portal Access** at (<https://automation.ontarioca.gov/OnlinePermits/Default.aspx>). Please note that an account is necessary to create an applicant/record.

For questions regarding the account registration process, please email the Engineering Department at ENGCounter@ontarioca.gov.

ACCOUNT REGISTRATION

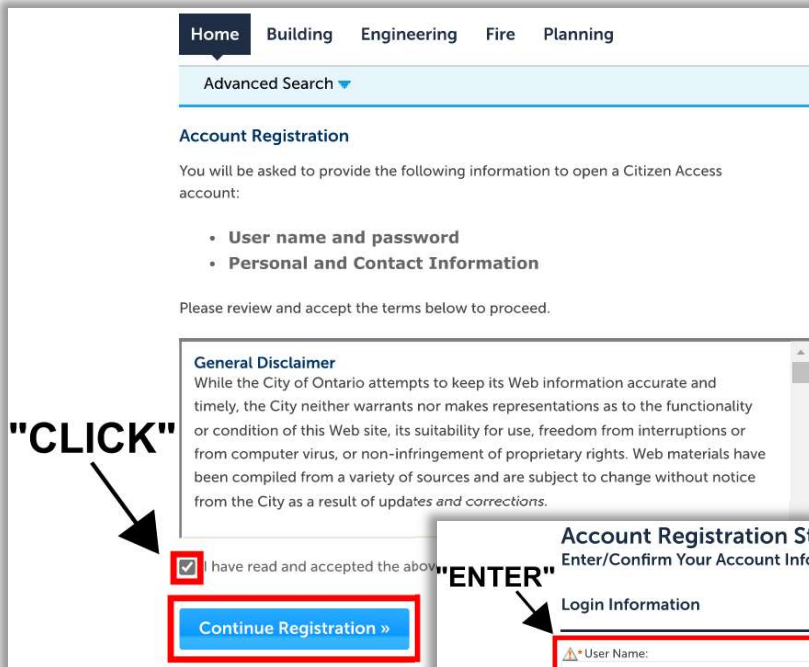
1. Register for an Account

- Access the City's Citizen Portal, click on the link provided or visit the Engineering Department's Main Page <https://www.ontarioca.gov/Engineering>.
- Select "Register for an Account".



The screenshot shows the City of Ontario Citizen Portal Access page. The page features the City of Ontario logo and the text "CITIZEN PORTAL ACCESS". A red box highlights the "Register for an Account" link in the top right corner, with an arrow pointing to it and the text "CLICK". Below the navigation bar, there is a "Login" section with a "User Name or E-mail" field containing "aalejos@ontarioca.gov" and a "Password" field with masked characters. A "Login >>" button is present. A red box highlights the "New Users: Register for an Account" link at the bottom of the login section, with an arrow pointing to it and the text "CLICK".

- Continue with Account Registration and enter login information.



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Account Registration

You will be asked to provide the following information to open a Citizen Access account:

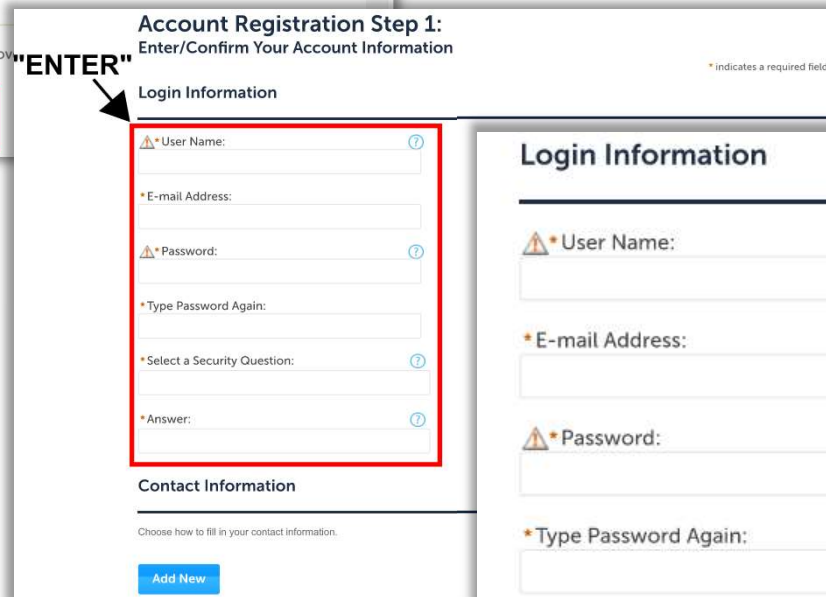
- User name and password
- Personal and Contact Information

Please review and accept the terms below to proceed.

General Disclaimer
While the City of Ontario attempts to keep its Web information accurate and timely, the City neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City as a result of updates and corrections.

I have read and accepted the above terms and conditions.

Continue Registration »



Account Registration Step 1: Enter/Confirm Your Account Information

* indicates a required field.

Login Information

* User Name: ⓘ

* E-mail Address:

* Password: ⓘ

* Type Password Again:

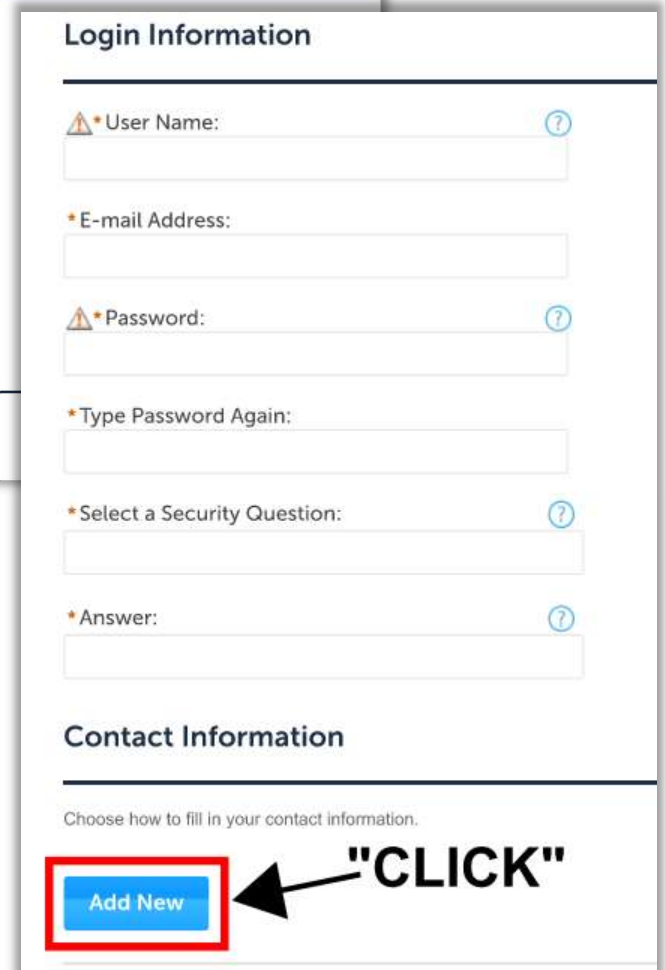
* Select a Security Question: ⓘ

* Answer: ⓘ

Contact Information

Choose how to fill in your contact information.

Add New



Login Information

* User Name: ⓘ

* E-mail Address:

* Password: ⓘ

* Type Password Again:

* Select a Security Question: ⓘ

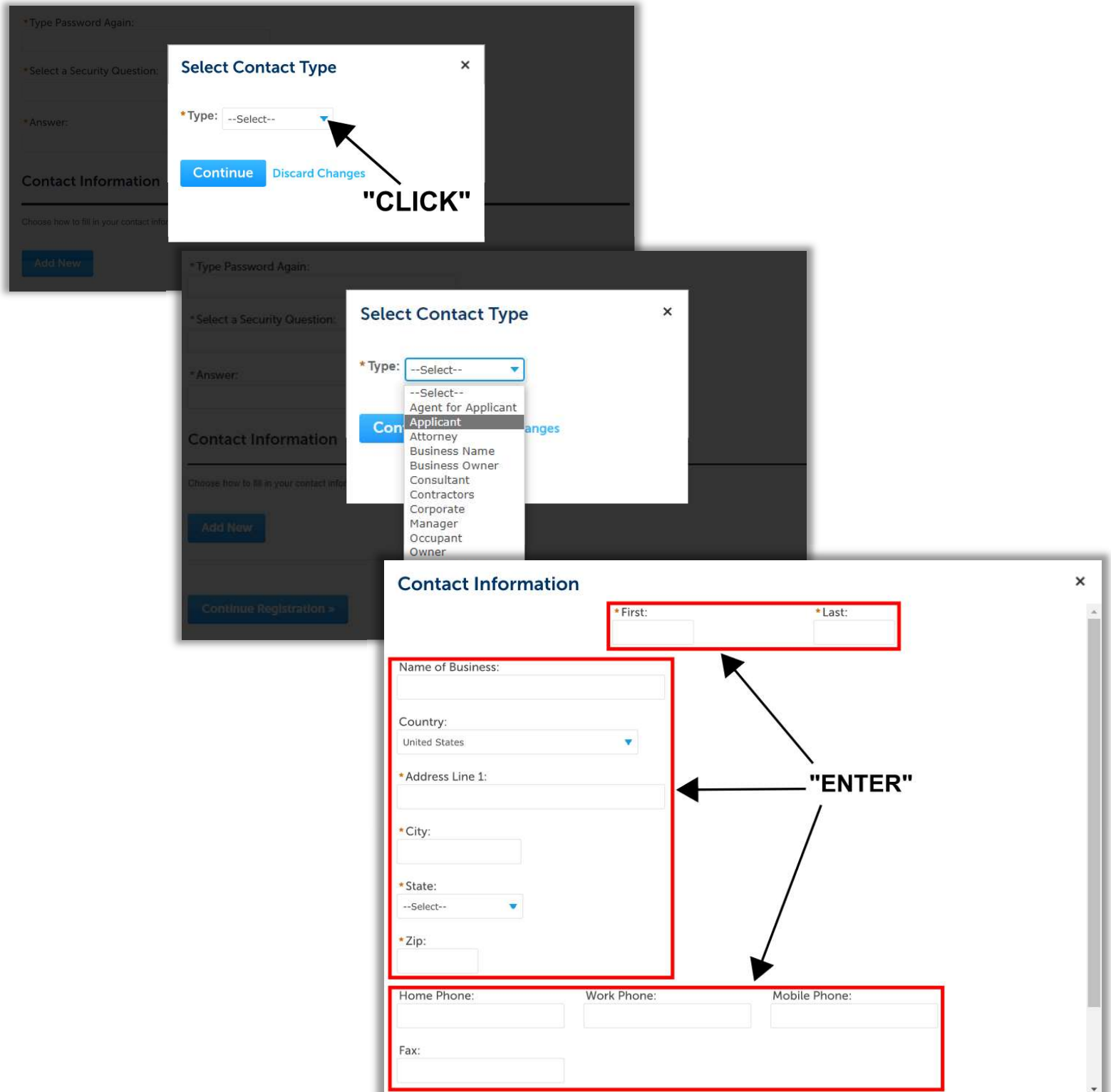
* Answer: ⓘ

Contact Information

Choose how to fill in your contact information.

Add New

- Enter contact information. (NOTE: For future convenience, please fill out all fields possible, as all applications have an auto-fill feature.)




The image displays a sequence of three overlapping screenshots from a web application, illustrating the account registration process. The top screenshot shows a 'Select Contact Type' modal window with a dropdown menu set to '--Select--'. An arrow points to the dropdown with the text '"CLICK"'. The middle screenshot shows the same modal window with the dropdown menu open, displaying a list of contact types including 'Agent for Applicant', 'Applicant', 'Attorney', 'Business Name', 'Business Owner', 'Consultant', 'Contractors', 'Corporate Manager', 'Occupant', and 'Owner'. The bottom screenshot shows the 'Contact Information' form with several fields highlighted by red boxes. Arrows point from the text '"ENTER"' to these fields, indicating where to input information. The highlighted fields include: First and Last name, Name of Business, Country (set to United States), Address Line 1, City, State (dropdown), Zip, Home Phone, Work Phone, Mobile Phone, and Fax.

- Activate Account via email link.

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 Your account has been created successfully but is NOT active yet. You will receive additional instructions by e-mail.

Your account has been successfully created but is NOT active.
Once your account is verified, you will be able to log into Citizen Access.

Account Information

User Name: X X X X X X X X
 E-mail: X X X X X X X X
 Password: X X X X X X X X
 Security Question: X X X X X X X X

Contact Information

X X X X X X X X Home Phone: X X X X X X X X
 X X X X X X X X Work Phone: X X X X X X X X
 X X X X X X X X Mobile Phone: X X X X X X X X
 Fax: X X X X X X X X

City of Ontario's Citizen Access Portal Registration Confirmation

 donotreply@ontarioca.gov
 To 

Retention Policy 60 Day Delete (60 days) Expires 3/5/2023 Wed 1/4/2023 8:40 AM

Dear Applicant,

Congratulations and Welcome to the City of Ontario's Citizen Access Portal!

Account Detail Information -
 User Name: applicant
 Account Name: Applicant
 Business: City of Ontario
 Address: 303 E B St, Ontario, Ca 91764

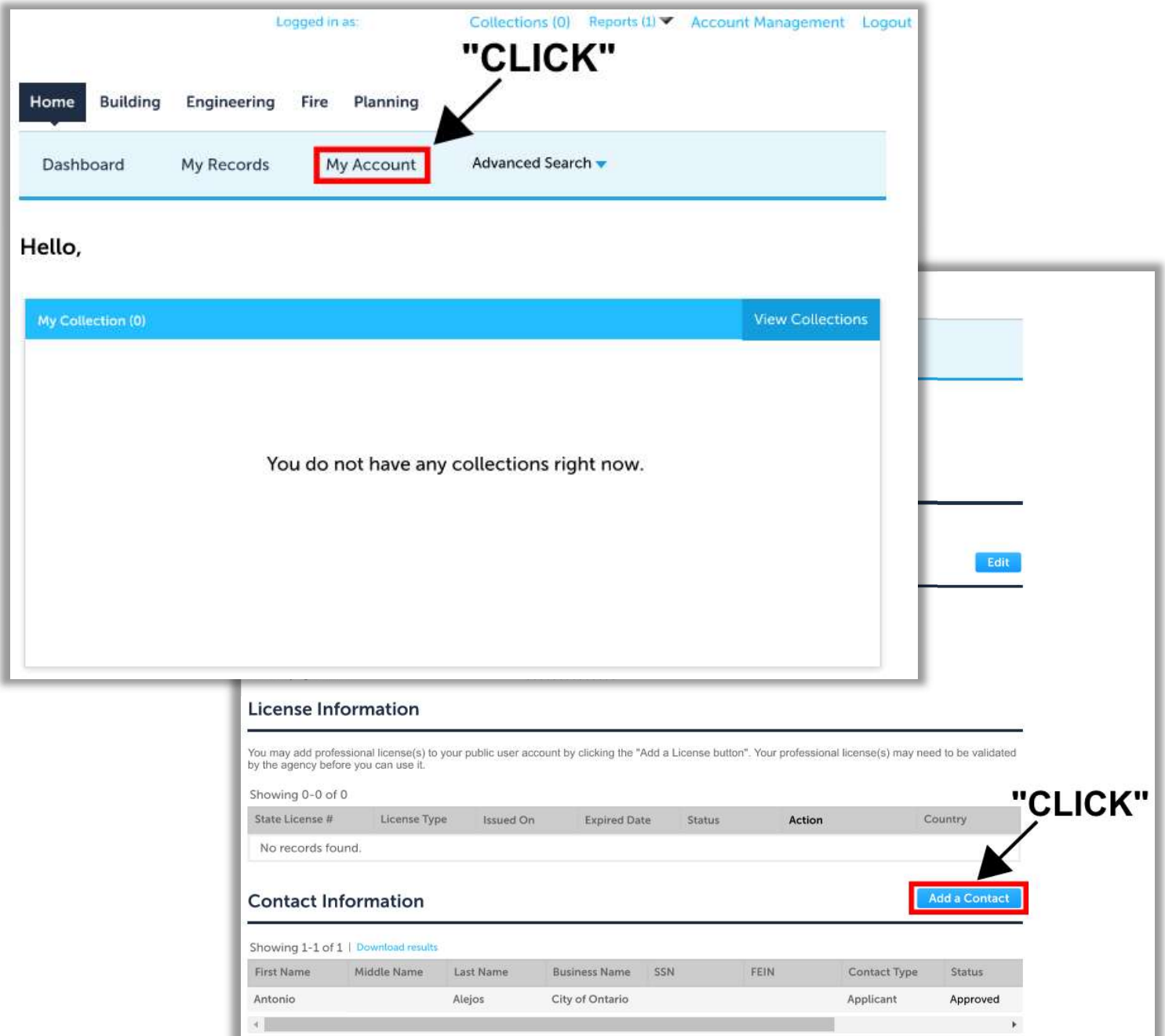
Click [here](#) to begin accessing your account.

Sincerely,  **"CLICK"**

The City of Ontario

2. Add Multiple Contacts to Account

- To streamline the process of submitting “Encroachment Permit Applications”, please ensure all relevant contacts have been added to the newly registered account. Having multiple contacts added to your account will allow each person to update the encroachment permit records in the future.
- Log into account and navigate to “My Account” on the “Home” page. On the “My Account” page the registered user contact information will be listed under contact information. To add additional contacts, click “Add a Contact”.



The screenshot shows the user interface for account management. At the top, there are navigation links: Home, Building, Engineering, Fire, and Planning. Below these are sub-links: Dashboard, My Records, My Account (highlighted with a red box and an arrow pointing to it with the text "CLICK"), and Advanced Search. The main content area shows a message: "Hello, My Collection (0) View Collections. You do not have any collections right now." Below this is a section for "License Information" with a table showing no records found. At the bottom, there is a section for "Contact Information" with a table showing one contact: Antonio Alejos, City of Ontario, Applicant, Approved. A red box highlights the "Add a Contact" button, with an arrow pointing to it and the text "CLICK".

Logged in as: Collections (0) Reports (1) Account Management Logout

Home Building Engineering Fire Planning

Dashboard My Records **My Account** Advanced Search

Hello,

My Collection (0) View Collections

You do not have any collections right now.

Edit

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.

Showing 0-0 of 0

State License #	License Type	Issued On	Expired Date	Status	Action	Country
No records found.						

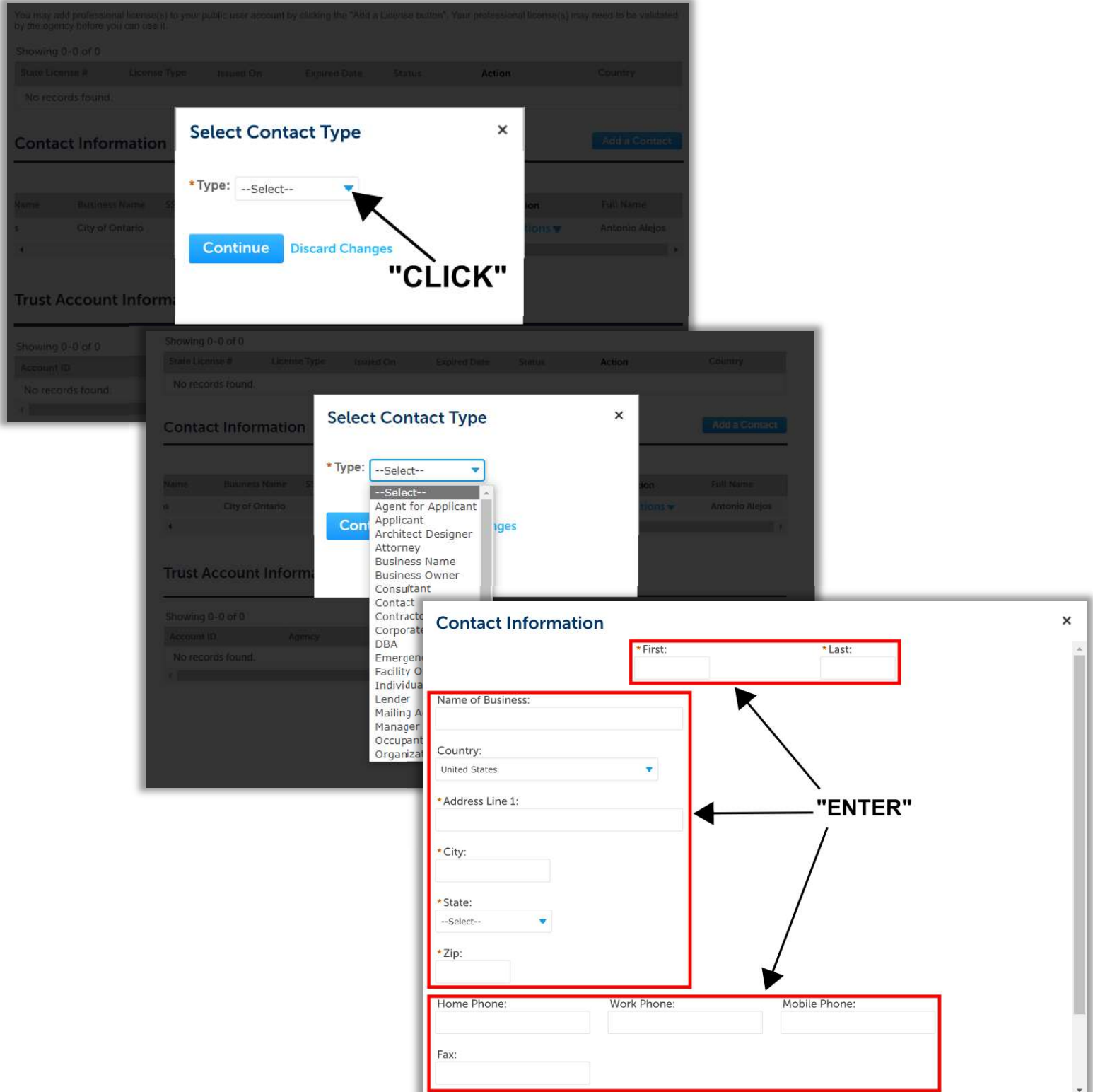
Contact Information

Showing 1-1 of 1 | [Download results](#)

First Name	Middle Name	Last Name	Business Name	SSN	FEIN	Contact Type	Status
Antonio		Alejos	City of Ontario			Applicant	Approved

Add a Contact

- Select “Contact Type” and enter contact information. (NOTE: For future convenience, please fill out all fields possible, as all applications have an auto-fill feature.)



The image illustrates the account registration process through three overlapping screenshots of a web application interface.

Top Screenshot: Shows a "Select Contact Type" modal window. A dropdown menu is open, and an arrow labeled "CLICK" points to the dropdown arrow. The modal includes a "Continue" button and a "Discard Changes" button.

Middle Screenshot: Shows the "Select Contact Type" modal with the dropdown menu expanded, listing various contact types such as "Agent for Applicant", "Applicant", "Architect Designer", "Attorney", "Business Name", "Business Owner", "Consultant", "Contact", "Contractor", "Corporate", "DBA", "Emergency", "Facility", "Individual", "Lender", "Mailing Address", "Manager", "Occupant", and "Organization".

Bottom Screenshot: Shows the "Contact Information" form. Red boxes highlight the "First" and "Last" name fields, the main address form (including "Name of Business", "Country", "Address Line 1", "City", "State", and "Zip"), and the phone/fax fields ("Home Phone", "Work Phone", "Mobile Phone", and "Fax"). An arrow labeled "ENTER" points to these highlighted sections.

3. Reset Password for an Account

- Please contact ENGCounter@ontarioca.gov, if your account is locked and you need to reset your password.