

Visit the Citizen Access website to begin the permit application process: <https://services.billingsmt.gov/citizenaccess>

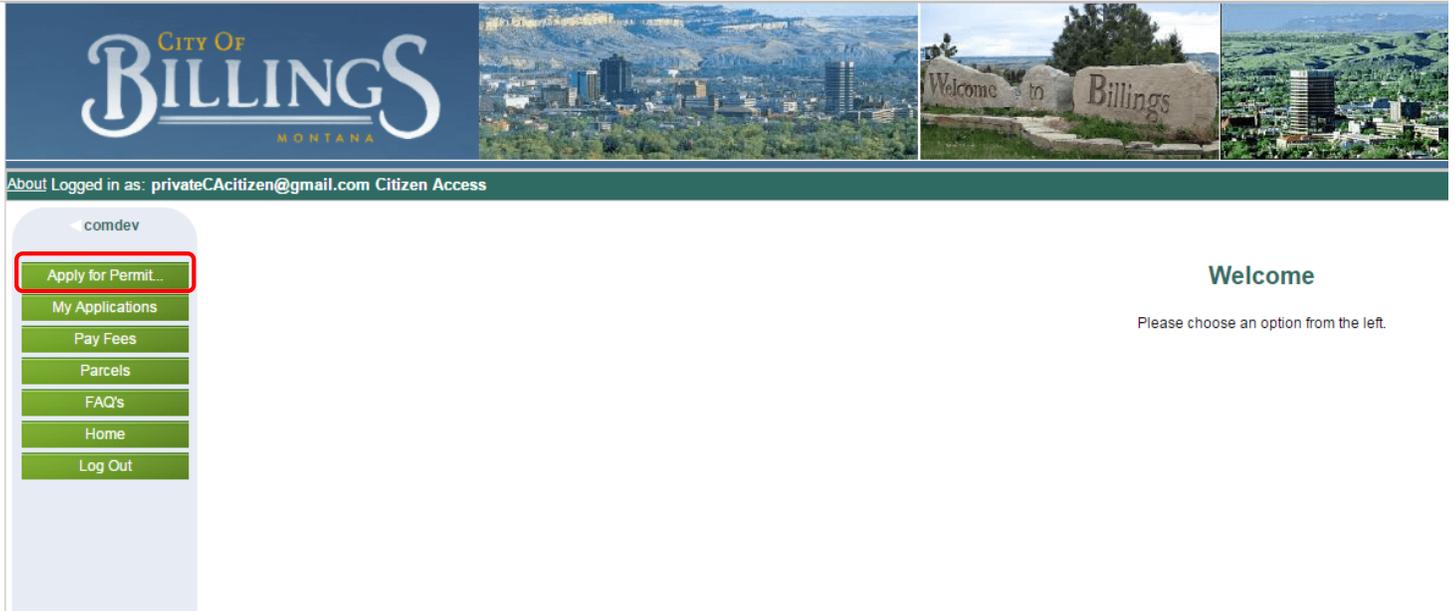
At the login screen, enter your credentials in the boxes provided and click the 'Log In' button:

The screenshot shows the login interface for the City of Billings Citizen Access website. At the top left is the City of Billings logo. Below it is a vertical menu with buttons for 'Public Access', 'Log In', 'New User', and 'Forgot Password'. The main content area is titled 'Citizen Access' and contains a welcome message: '\*\*\*\*\* New look for the City of Billings Citizen Access Website! \*\*\*\*\*'. It lists 'PUBLIC ACCESS AVAILABLE OPTIONS' including Building Permits, Planning Permits, Licenses, and Parcels. Below that are 'REGISTERED/LOGGED IN USER OPTIONS' such as Utility Billing, Solid Waste Payments, and Planning Permits. A maintenance notice states: '\*\*BE ADVISED DURING THE HOURS OF 10 PM TO MIDNIGHT THE SYSTEM WILL NOT ACCEPT PAYMENTS DUE TO DAILY MAINTENANCE\*\*'. A login form contains fields for 'Email Address' (with the example 'privateCAcitizen@gmail.com') and 'Password', along with 'Log In' and 'New User' buttons. A link for browser compatibility is also present. The footer includes an SSL Secure Connection icon, contact information for the City of Billings (2251 Belknap Ave., Billings, MT 59101, 406) 657-8315), and icons for home, plumbing, and a hard hat.

After successfully logging in, click on the 'Permit-Project-License' button to proceed:

The screenshot shows the application menu after a successful login. The top header features the City of Billings logo and a cityscape image. Below the header, a green bar displays the text 'About Logged in as: privateCAcitizen@gmail.com Citizen Access'. The main content area is titled 'application menu' and contains a vertical list of buttons: 'Utility Pay', 'Permit-Project-License', 'User Profile', 'Home', and 'Log Out'.

Now you're presented with more options on the left-hand border. Choose "Apply for a Permit..." to proceed:



**CITY OF BILLINGS MONTANA**

About Logged in as: privateCAcitizen@gmail.com Citizen Access

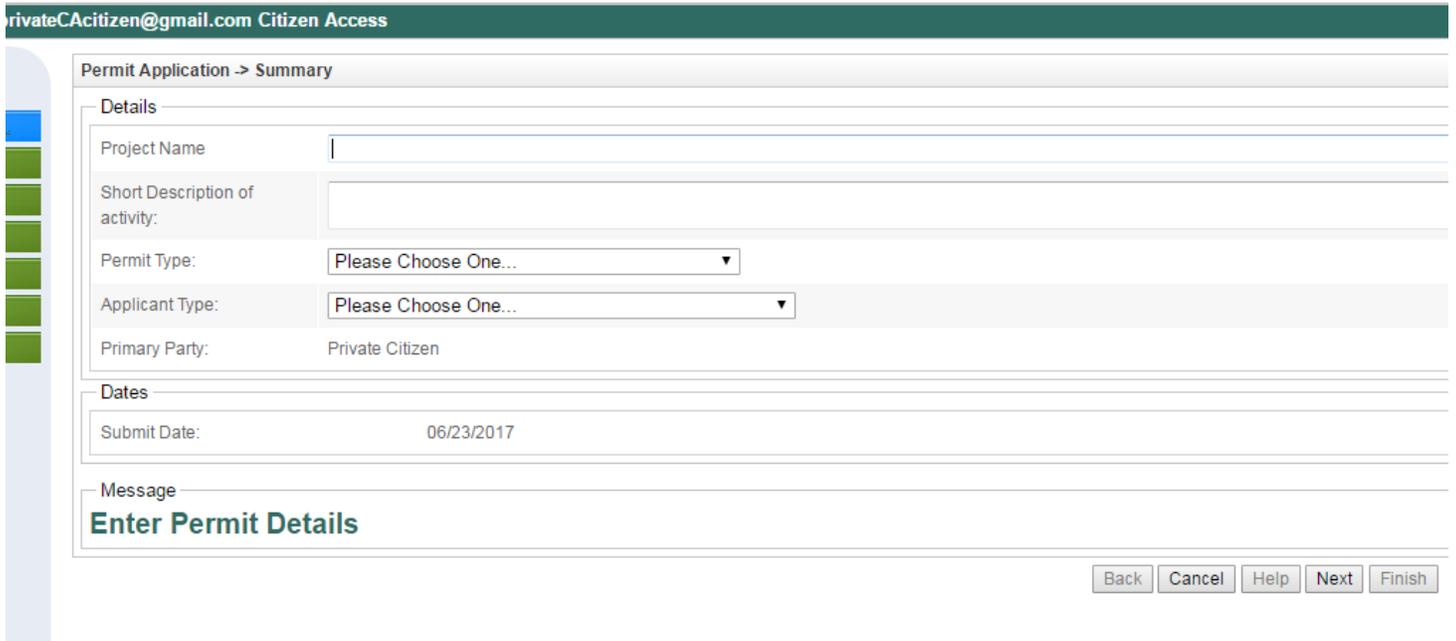
comdev

- Apply for Permit...**
- My Applications
- Pay Fees
- Parcels
- FAQ's
- Home
- Log Out

**Welcome**

Please choose an option from the left.

Enter a descriptive project name and description, then move on to selecting a permit type:



privateCAcitizen@gmail.com Citizen Access

Permit Application -> Summary

Details

Project Name:

Short Description of activity:

Permit Type:

Applicant Type:

Primary Party: Private Citizen

Dates

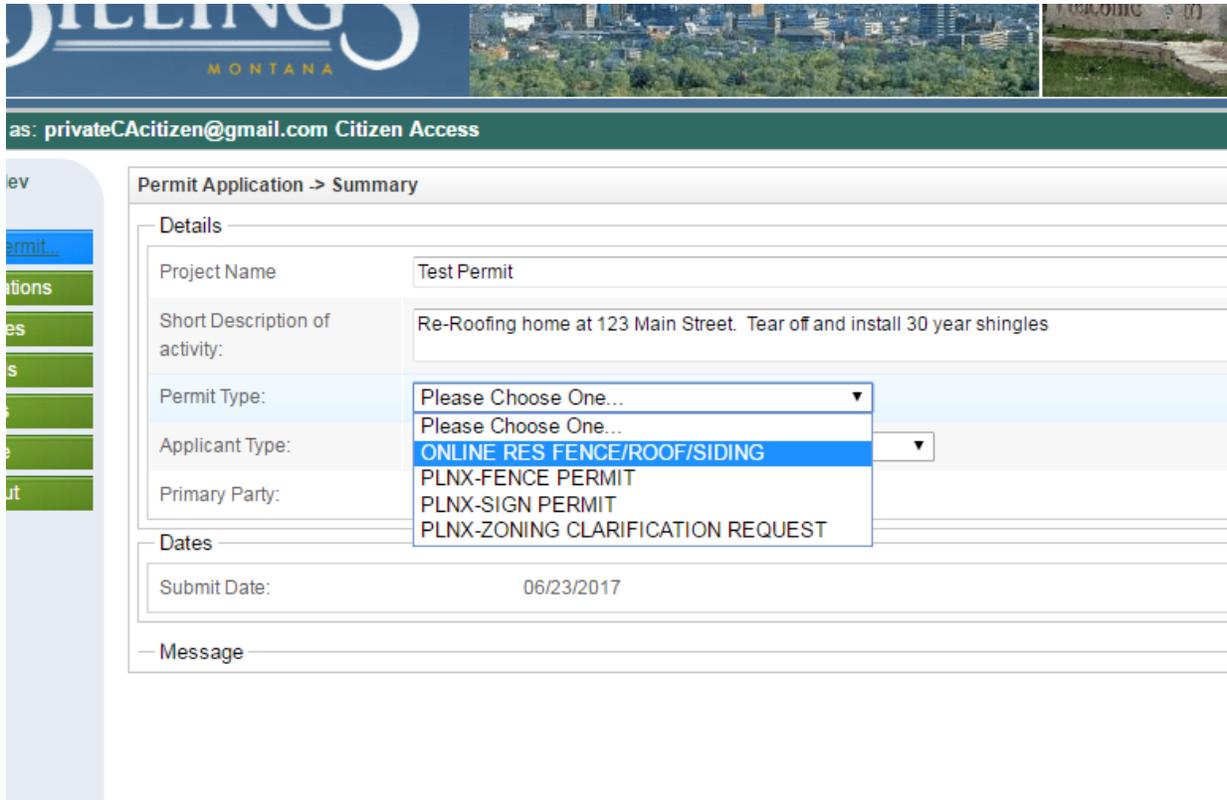
Submit Date: 06/23/2017

Message

**Enter Permit Details**

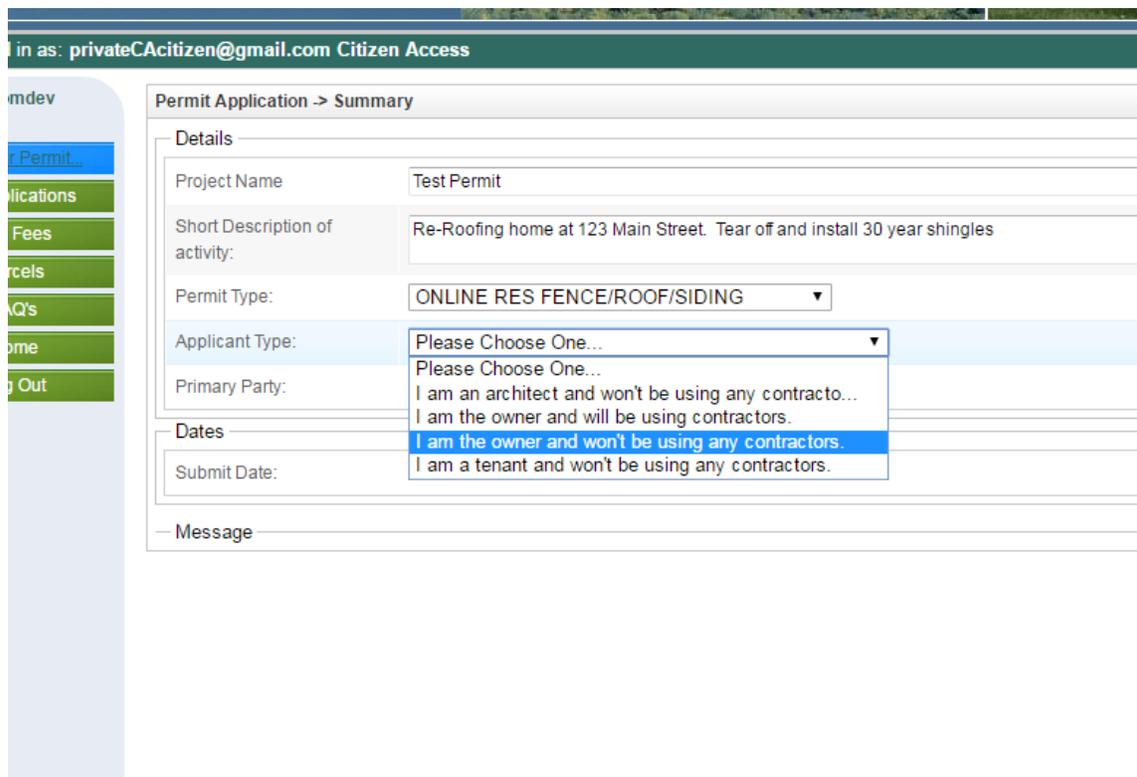
Back Cancel Help Next Finish

You may choose from the permit types listed in the drop-down menu shown below (more types are being added in the future):



The screenshot shows a web interface for a permit application. At the top, there is a header with the logo for 'BILLING MONTANA' and a navigation bar with the text 'as: privateCAcitizen@gmail.com Citizen Access'. Below this is a sidebar with a vertical menu containing items like 'Permit...', 'Applications', 'Fees', 'Permits', 'Inquiries', 'Home', and 'Log Out'. The main content area is titled 'Permit Application -> Summary' and contains a 'Details' section. The 'Details' section includes fields for 'Project Name' (Test Permit), 'Short Description of activity' (Re-Roofing home at 123 Main Street. Tear off and install 30 year shingles), 'Permit Type' (a dropdown menu with 'ONLINE RES FENCE/ROOF/SIDING' selected), 'Applicant Type' (a dropdown menu), and 'Primary Party' (a dropdown menu). Below the 'Details' section is a 'Dates' section with a 'Submit Date' field set to '06/23/2017'. At the bottom of the form is a 'Message' field.

This example is for the Online Residential Fence/Roof/Siding Permit. Next you'll choose the applicant type. For this example, we'll use "I am the owner and won't be using any contractors":



This screenshot shows the same permit application form as above, but with the 'Applicant Type' dropdown menu open. The 'Permit Type' dropdown is now closed and shows 'ONLINE RES FENCE/ROOF/SIDING'. The 'Applicant Type' dropdown menu lists four options: 'Please Choose One...', 'I am an architect and won't be using any contracto...', 'I am the owner and will be using contractors.', and 'I am the owner and won't be using any contractors.' The last option is highlighted in blue. The 'Primary Party' dropdown menu is also open, showing 'Please Choose One...'. The 'Submit Date' field remains '06/23/2017'.

After the project name, description, permit type and applicant type have been entered, you can click on the “Next” button:

Permit Application -> Summary

Details

Project Name: Test Permit

Short Description of activity: Re-Roofing home at 123 Main Street. Tear off and install 30 year shingles

Permit Type: ONLINE RES FENCE/ROOF/SIDING

Applicant Type: I am the owner and won't be using any contractors.

Primary Party: Private Citizen

Dates

Submit Date: 06/23/2017

Message

Back Cancel Help **Next** Finish

This is the screen where the permit will be tied to an actual piece of property. When entering information on this screen to search for properties, remember that “more is less”. We used the City Hall building and 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:

Permit Application -> Parcel

Parcels

Add Parcel/Address

Location by:  Parcel  Address

Street Number: 210 Dir: ▼

Street Name: 27

Suffix (St,Ave,etc):

City: BILLINGS State Code: MT

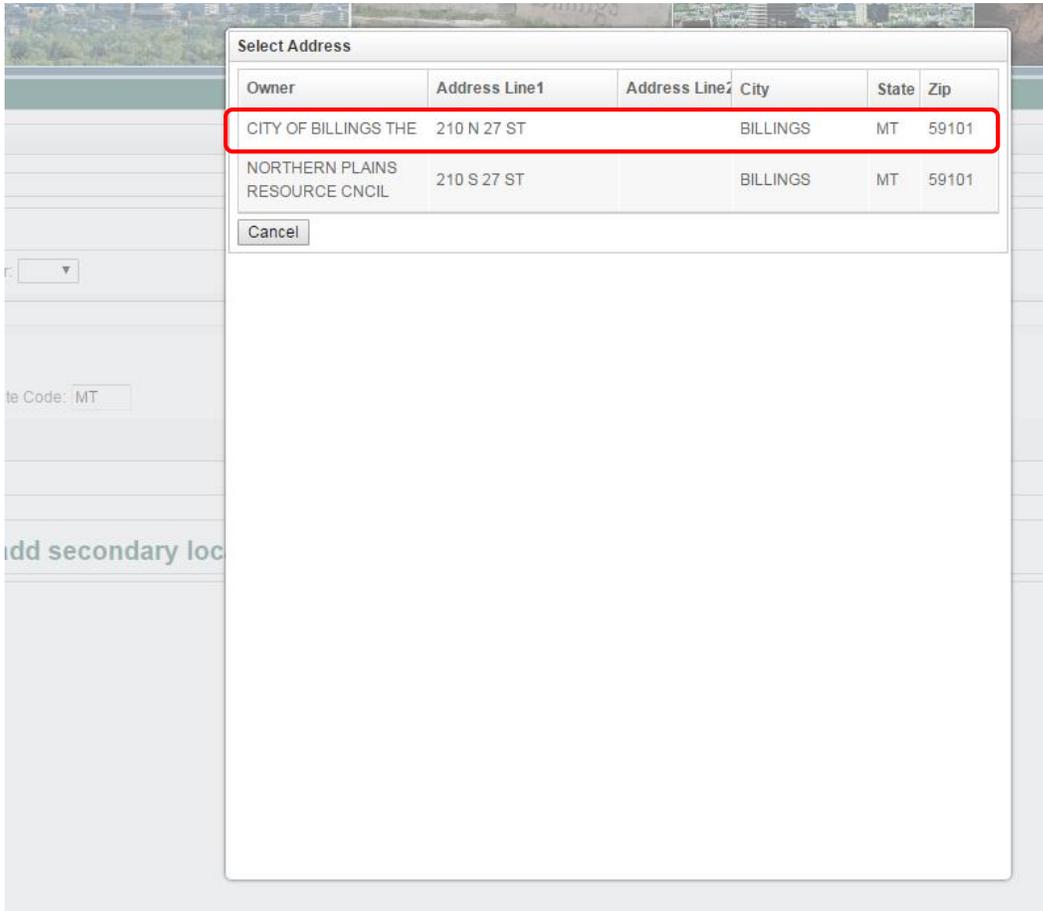
Zip:

**Search**

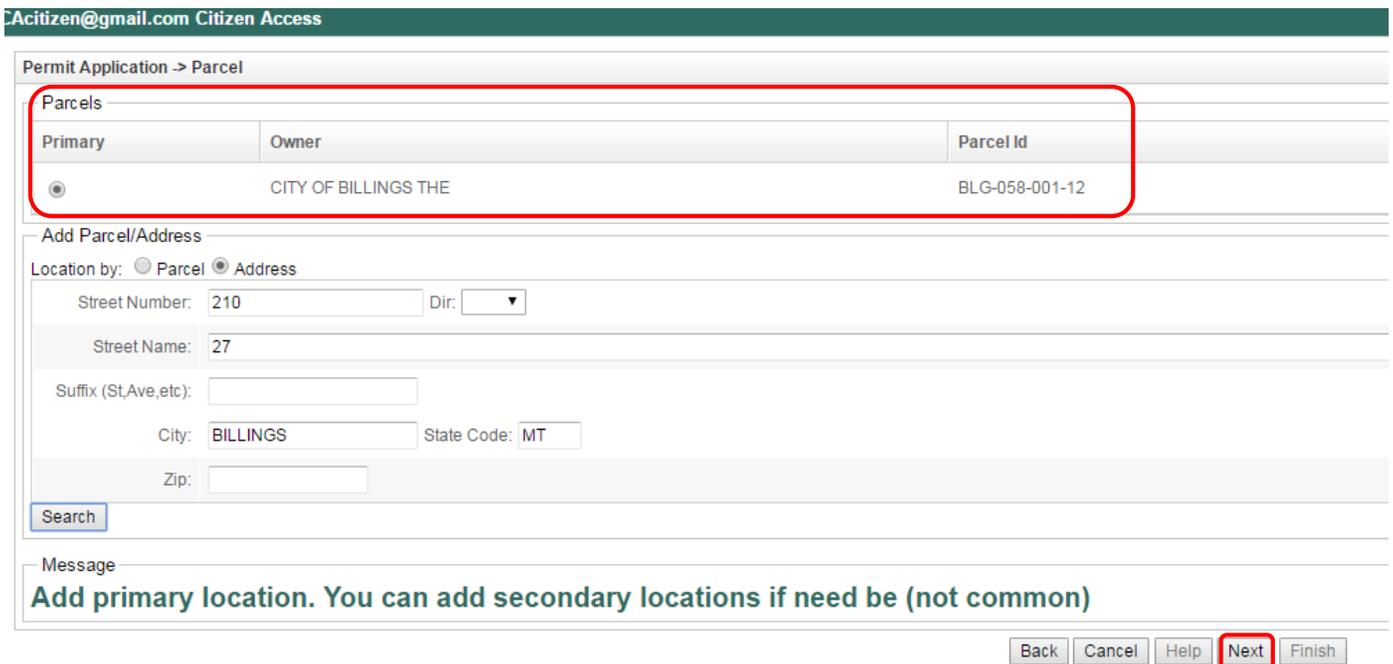
Message

**Add primary location. You can add secondary locations if**

The search results are displayed below. We'll click on the first result returned to pick the City Hall building:



Clicking on the search result listed in the previous screen will insert that information into the permit application. With the property selected, we can click on the "Next" button to proceed:



Enter the Valuation of the job and click on the “Next” button:

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Permit Application -> Specifics

Attributes

Prompt	Value
VALUATION	11750

Message

**Enter values for all fields**

Back Cancel Help **Next** Finish

On the next four screens, we can just click on the “Next” button to proceed:

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Permit Application -> Requirements

Requirements

Prompt	Value
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Message

**Enter values for all fields**

Back Cancel Help **Next** Finish

Click on the “Next” button to proceed as no documents are required for this application:

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Permit Application -> Documents

Message

**No Documents required at this time. Click Next to Continue**

Back Cancel Help **Next** Finish

Click on the “Next” button to proceed – No Blanket Permits are needed here:

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Permit Application -> Blanket Permit

Blanket Permits

Add Blanket Permit

Blanket Permit Number:

Search

Back Cancel Help **Next** Finish

Click on the "Next" button to proceed as no acknowledgements are required:

Permit Application -> Acknowledgements

Acknowledgements

Acknowledgement Accept

Message

**Please check the Acknowledgments**

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

At this point, we are ready to click the "Finish" button and submit the permit. This type of permit is available immediately and we can then click on the "Pay Fees" button on the left-hand border to pay fees and complete this process. After fees are paid, we can click on "My Applications", then "Permits" to view the permit and print a copy.

Permit Application -> Finish

Permit: **ONLINE RES FENCE/ROOF/SIDING**

Primary on Permit

Name Private Citizen

Address 123 Main Street

Inspections associated with this permit  
No inspections associated with this permit

Reviews associated with this permit  
No reviews associated with this permit

Message

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

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

Here is an example of an account with several permits that have been applied and paid for in the past (Available by clicking on Permit-Project-License and then the “My Applications” button:

comdev

Building Permits

Search by:  Application Number  Address  Owner  Project Name  Primary Contractor  Parcel Id

Street No From:  To:  Street:  Secondary No:

**Click on a row to view details**

Number	Submitted	Address	Permit Class	Owner	Contractor	Project Name	Parcel Id
PLNX-17-02368	06/12/2017	1465 MONAD RD	PLNX-SIGN PERMIT	Jim Nyman		Graybar	B17-001-002B1
PLNX-17-02291	06/07/2017	1524 MAIN ST	PLNX-SIGN PERMIT	Jim Nyman		Magic Diamond Heights	ARR-001-001A
PLNX-17-02289	06/07/2017	505 S 24 ST W	PLNX-SIGN PERMIT	Jim Nyman		Carpet One	VVA-004-001
PLNX-17-01909	05/19/2017	2719 MONTANA AVE	PLNX-SIGN PERMIT	Jim Nyman		Barbiere	BLG-109-001-12-F
PLNX-17-01864	05/17/2017	805 24 ST W	PLNX-SIGN PERMIT	Jim Nyman		24th St Station	A2S-000-021-LESS
PLNX-17-01514	05/02/2017	3724 1 AVE S	PLNX-SIGN PERMIT	Jim Nyman		Auto Glass Direct	HIG-026-013
PLNX-17-01334	04/20/2017	313 N 28 ST	PLNX-SIGN PERMIT	Jim Nyman		Seva Kitchen	FOA-056-019,20-W62.72
PLNX-17-01303	04/19/2017	2124 GOODMAN RD	PLNX-SIGN PERMIT	Jim Nyman		Mt Marine Kawasaki	RFD-002-001A
PLNX-17-01206	04/13/2017	603 24 ST W	PLNX-SIGN PERMIT	Jim Nyman		Enterprise Casino	GOR-013-001-10
PLNX-17-01025	04/05/2017	235 MOORE LN	PLNX-SIGN PERMIT	Jim Nyman		Fisher Const	FLA-000-021B1
PLNX-17-00000	03/28/2017	3429 TRANSTECH WAY	PLNX-SIGN PERMIT	Jim Nyman		Windmill	TRS-001-000000

Clicking on one of the individual permits will provide you with the following screen where this information is available for each permit (This is the Summary Tab):

The screenshot shows a web application interface. On the left is a vertical navigation menu with the following items: 'comdev', 'Permits' (highlighted in blue), 'Licenses', 'Projects', 'Home', and 'Log Out'. The main content area displays the 'Summary' tab for a permit application. The 'Summary' tab is highlighted with a red box. Below the tabs are two sections: 'Details' and 'Dates'. The 'Details' section contains the following information:

Application #:	PLNX-17-02368
Classification:	PLNX-SIGN PERMIT
Address1:	1465 MONAD RD
Address2:	
Parcel ID:	B17-001-002B1
Project Name:	Graybar
Work Description:	2 sets of letters
Water Meter No:	
Status:	Approved

The 'Dates' section contains the following information:

Submit Date:	06/12/2017
Issue Date:	none
Expiration Date:	10/10/2017
Final Inspection Date:	none
Certificate of Completion Date:	none
Certificate of Occupancy Date:	none

On the "Parties" Tab, we can click on the "Add Party" button and enter the home owner's name:

The screenshot shows the same web application interface as above, but with the 'Parties' tab highlighted with a red box. The 'Details' section contains the following information:

Application #:	PLNX-17-02368
Classification:	PLNX-SIGN PERMIT

**On the “Printables” Tab, you can click on the Permit Number (middle of screen – blue outline) and print a .pdf copy of the new permit:**

Summary Parties Attributes Fees Reviews Attachments **Printables**

You need Adobe Acrobat Reader in order to use this feature. [Download Reader](#)

**Print**

Date	Type	Number	Description	Sub Type
6/12/17	Permit	<a href="#">Print PLNX-17-02291</a>	Magic Diamond Heights	INITIAL

## Paying for permit fees:

There are two options/ways to pay fees online.

### 1. Use the 'Pay Fees' button on the left-hand border



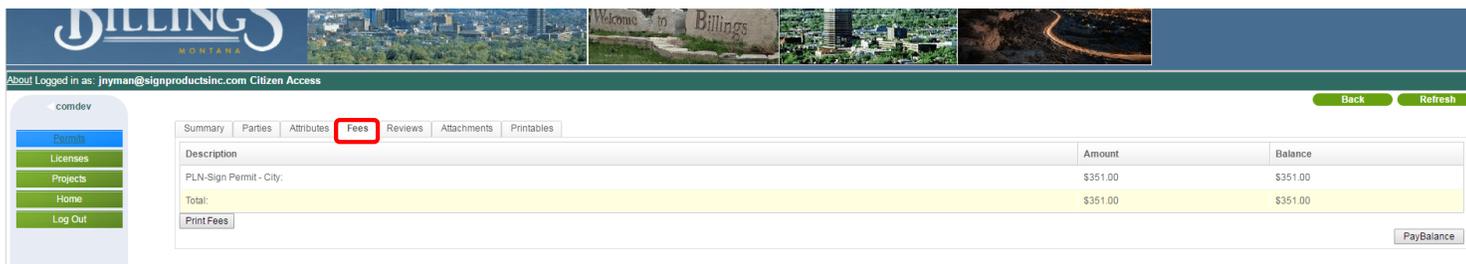
The screen shot below is what comes up after clicking on the 'Pay Fees' button in the previous screen shot:

The screenshot shows the 'Fees Due' page. The table below lists the items to be paid:

Type	Number	Description	Fee Description	Amount Due	Detail
<input type="checkbox"/> Permit	PLNX-17-02291	Magic Diamond Heights	PLN-Sign Permit - City	\$654.00	<a href="#">View</a>
<input type="checkbox"/> Permit	PLNX-17-02368	Graybar	PLN-Sign Permit - City	\$351.00	<a href="#">View</a>
<input type="checkbox"/>		Total due		\$0.00	<a href="#">Pay Bill</a>

Click on the checkboxes next to the outstanding fees that you wish to pay and then click on the "Pay Bill" button to proceed to payment.

The other option to pay fees is to click directly on the permit (you can list the permits by clicking on the 'My Applications' button on the previous screen). Notice there is a 'Fees' tab displayed



The screenshot shows the Billings Montana Citizen Access portal. The user is logged in as jnyman@signproductsinc.com. The 'Fees' tab is highlighted in the navigation menu. The main content area displays a table with the following data:

Description	Amount	Balance
PLN-Sign Permit - City	\$351.00	\$351.00
<b>Total:</b>	<b>\$351.00</b>	<b>\$351.00</b>

Buttons for 'Print Fees' and 'PayBalance' are visible at the bottom of the table.

Clicking on the 'Fees' tab, brings you to the screen below where you can pay the permit fees. Click on the "Pay Balance" button to pay for the permit fees listed on the Fees tab.

The advantage of the first option, (choosing 'Pay Fees' button from the left-hand border menu) is that you can pay for *multiple permits* at once.

Visiting the individual permits limits you to paying for only one permit at a time.