

Visit the Citizen Access website to begin the permit application process: <https://services.ci.billings.mt.us>

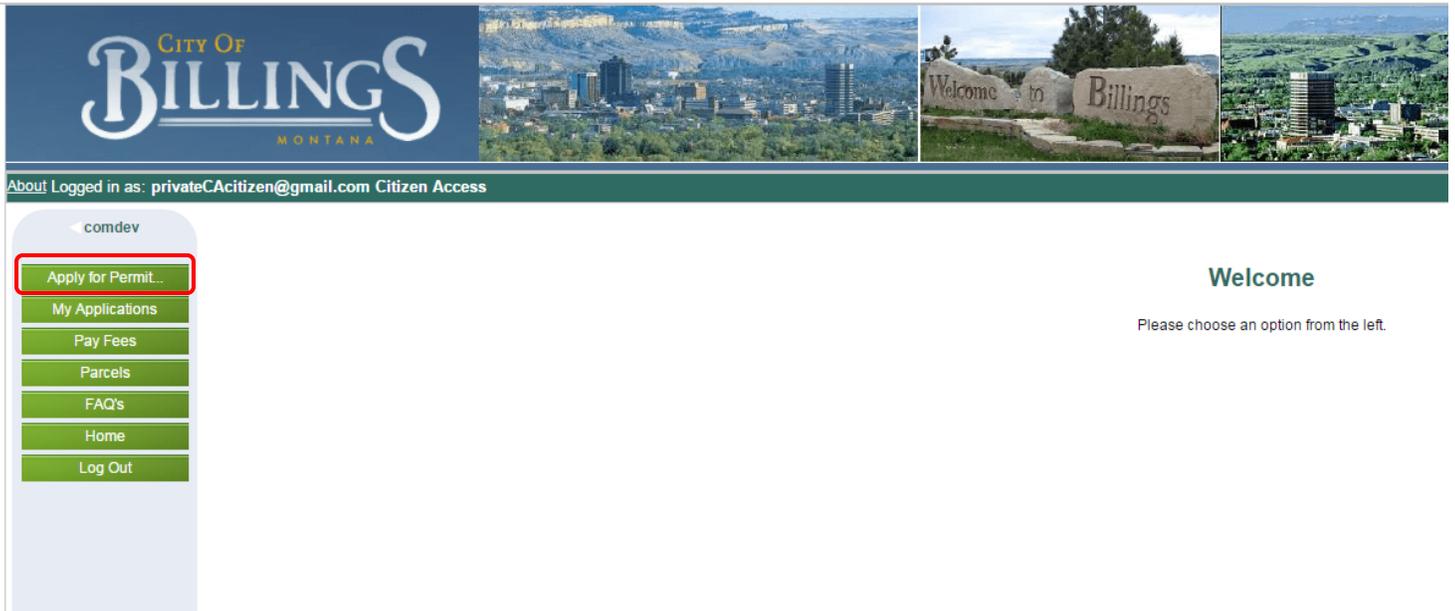
At the login screen, enter your credentials in the boxes provided and click the 'Log In' button:

The screenshot shows the 'Citizen Access' login page for the City of Billings, Montana. At the top, there is a navigation bar with the city logo and several landscape images. Below the navigation bar, on the left, 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. It also lists 'REGISTERED/LOGGED IN USER OPTIONS' including Utility Billing, Solid Waste Payments, and Planning Permits. A warning message states: '**BE ADVISED DURING THE HOURS OF 10 PM TO MIDNIGHT THE SYSTEM WILL NOT ACCEPT PAYMENTS DUE TO DAILY MAINTENANCE**'. Below this is a login form with fields for 'Email Address' (containing 'privateCAcitizen@gmail.com') and 'Password'. There are 'Log In' and 'New User' buttons. A link at the bottom of the form says 'Click here to view site's browser compatibility'. At the bottom of the page, there is a footer with an SSL Secure Connection icon, the City of Billings address (2251 Belknap Ave., Billings, MT 59101, (406) 657-8315), and three icons representing a house, a water tap, 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 of the page features the City of Billings logo and a cityscape image. Below the logo, 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 five green 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

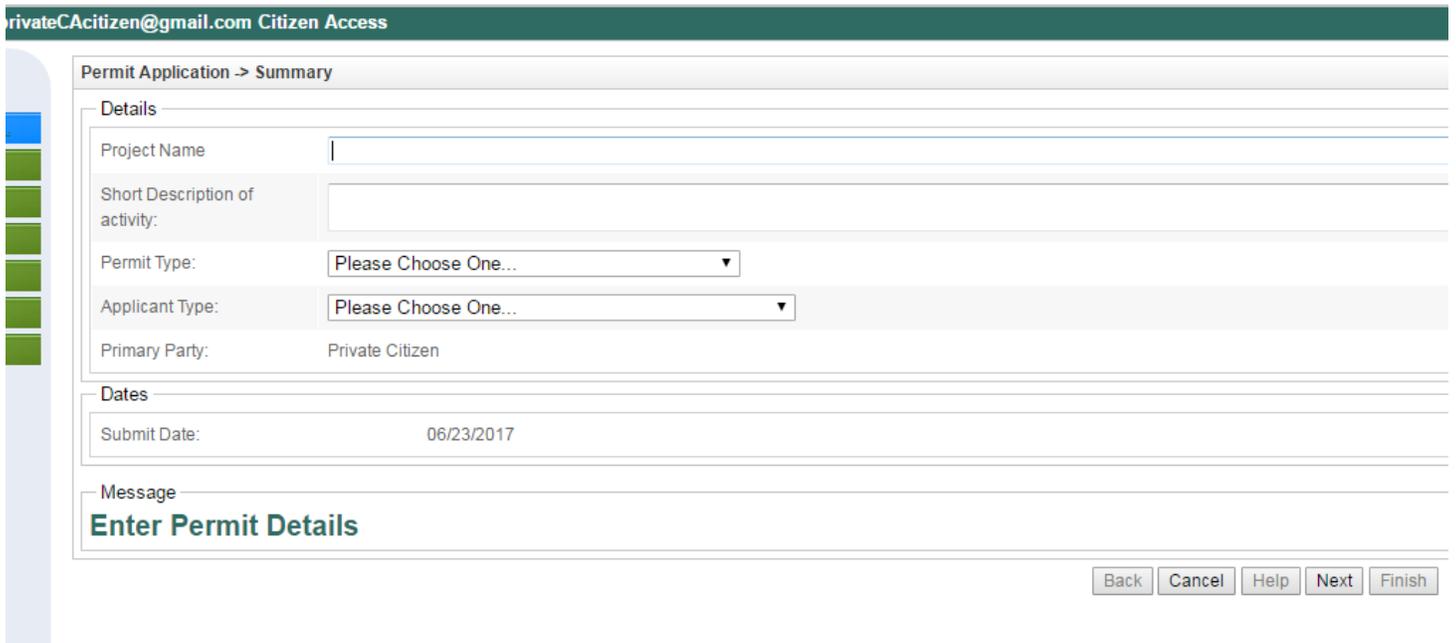
comdev

- 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

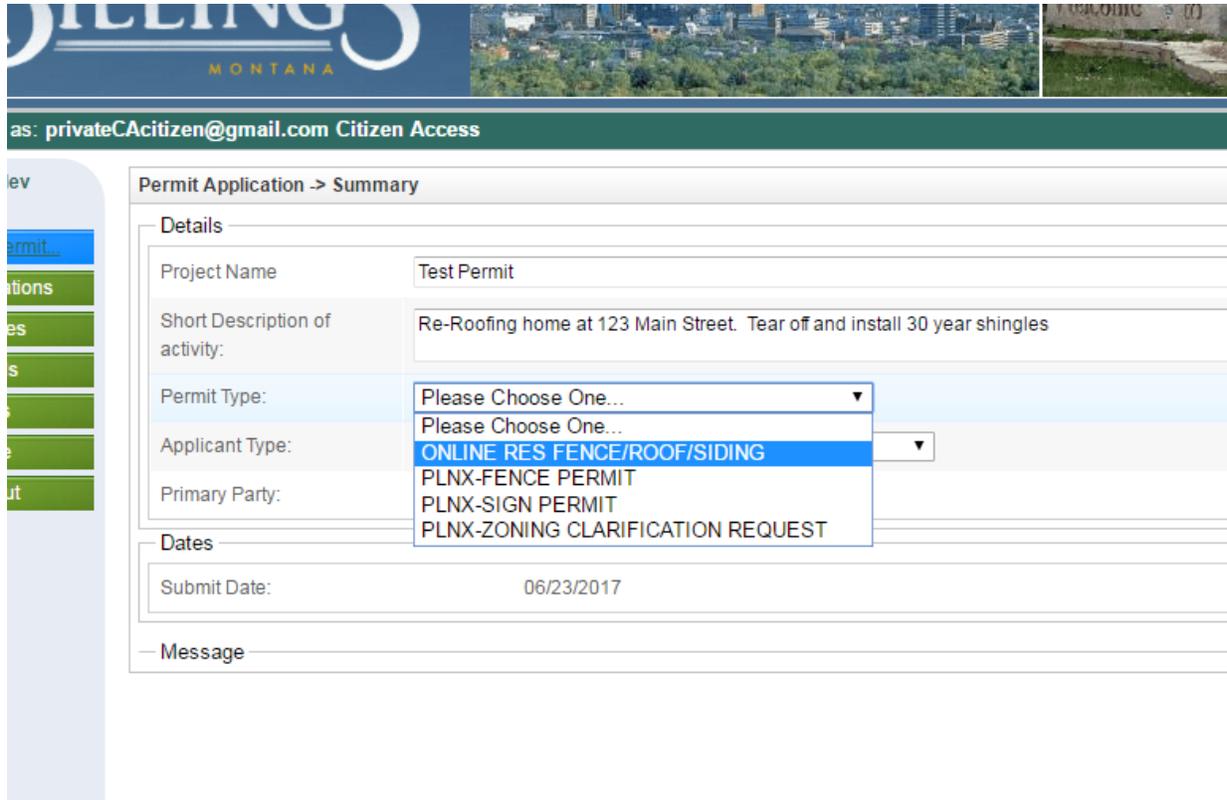
Submit Date: 06/23/2017

Message

Enter Permit Details

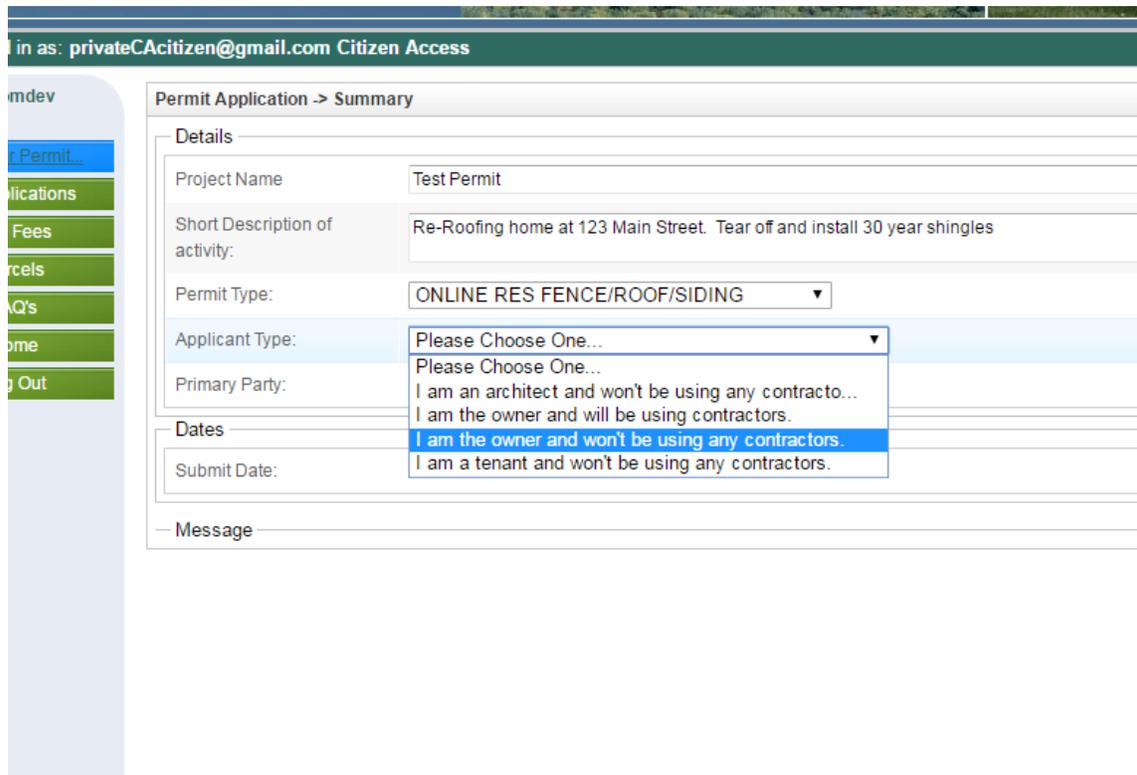
Back Cancel Help Next Finish

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 various menu items. 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":



The screenshot shows the same web interface as the previous one, 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 is open, showing 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. The 'Submit Date' field is now set to 'I am a tenant and won't be using any contractors.'.

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:

The screenshot shows a 'Select Address' dialog box with a table of search results. The first row is highlighted with a red border. The table has columns for Owner, Address Line1, Address Line2, City, State, and Zip.

Owner	Address Line1	Address Line2	City	State	Zip
CITY OF BILLINGS THE	210 N 27 ST		BILLINGS	MT	59101
NORTHERN PLAINS RESOURCE CNCIL	210 S 27 ST		BILLINGS	MT	59101

Below the table is a 'Cancel' button.

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:

The screenshot shows a web form for a permit application. The browser address bar shows 'Citizen Access'. The page title is 'Permit Application -> Parcel'. The 'Parcels' section is highlighted with a red border and contains a table with the following data:

Primary	Owner	Parcel Id
<input checked="" type="radio"/>	CITY OF BILLINGS THE	BLG-058-001-12

Below the table is the 'Add Parcel/Address' section with the following fields:

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 need be (not common)

Buttons: Back Cancel Help **Next** Finish

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:

CAcitizen@gmail.com Citizen Access

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:

CAcitizen@gmail.com Citizen Access

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

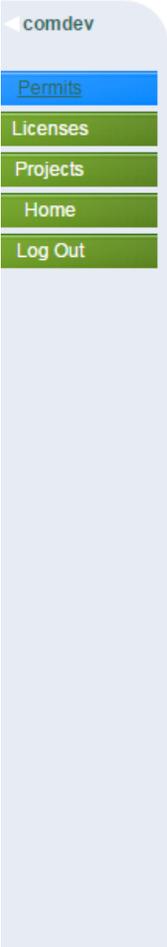
Reviews associated with this permit
No reviews associated with this permit

Message

Click Finish to Submit your Application for Processing

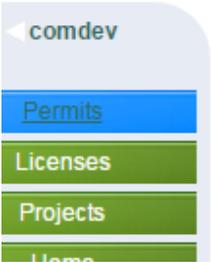
[Back](#) [Cancel](#) [Help](#) [Next](#) [Finish](#)

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):



Summary	Parties	Attributes	Fees	Reviews	Attachments	Printables
Details						
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					
Dates						
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:



Summary	Parties	Attributes	Fees	Reviews	Attachments	Printables
Details						
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	Print PLNX-17-02291	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



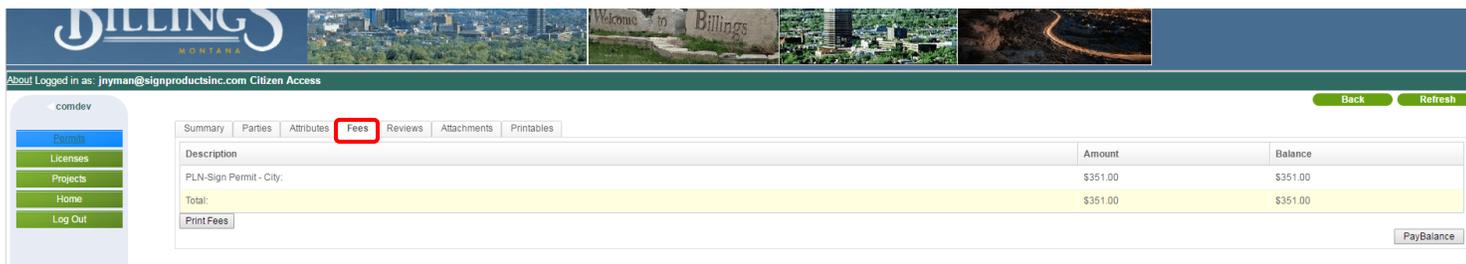
The screen shot below is what comes up after clicking on the 'Pay Fees' button in the previous screen shot:

The screenshot shows the 'Fees Due' page. The left navigation menu is visible, with 'Pay Fees' highlighted. The main content area displays the following table:

Fees Due					
Check the items you would like to pay or select the Total Due to pay the entire bill					
Type	Number	Description	Fee Description	Amount Due	Detail
<input type="checkbox"/>	Permit	PLNX-17-02291	Magic Diamond Heights	PLN-Sign Permit - City	\$654.00 View
<input type="checkbox"/>	Permit	PLNX-17-02368	Graybar	PLN-Sign Permit - City	\$351.00 View
<input type="checkbox"/>	Total due			\$0.00	Pay Bill

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
Total:	\$351.00	\$351.00

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.