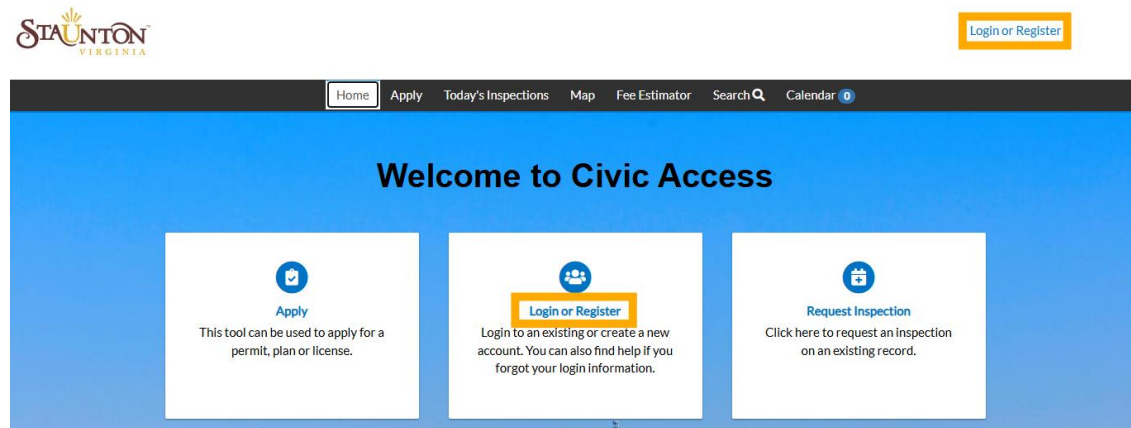


Register Your Account on the Staunton Civic Access Portal

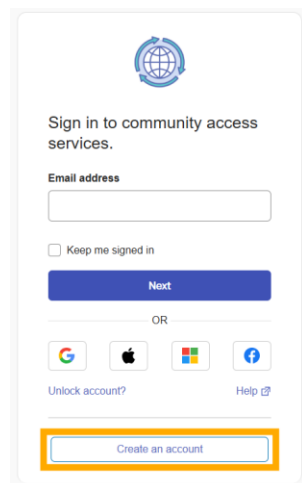
Staunton Community Development Department | City Hall, 3rd Floor | 540.332.3862

Please note: If you already have an online account with Staunton's Citizen Self Service site (Used for paying Utility Bills or Personal Property Tax) you may use that same account with the Civic Access Portal. If you do not have an account, uses these instructions to set up a new online account.

Step 1: Navigate to Staunton's Civic Access Site and click on "Login or Register"



Step 2: Click "Create an account"



Step 3: Fill out the “Create an account” form and click “Sign up” to create an account. The information you enter will be used on all of the applications that you submit.



Create an account

Fields are required unless marked optional.

Email

First name

Last name

Mobile phone Optional

Password requirements:

- × At least 8 characters
- × A lowercase letter
- × An uppercase letter
- × A number
- ✓ No parts of your username

Password

Sign up

Already have an account? [Sign In](#)

Step 4: Check your email. You will receive an email from Community Access Identity <noreply@identity.tylerportico.com> with a verification code needed to complete your account registration.



16

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

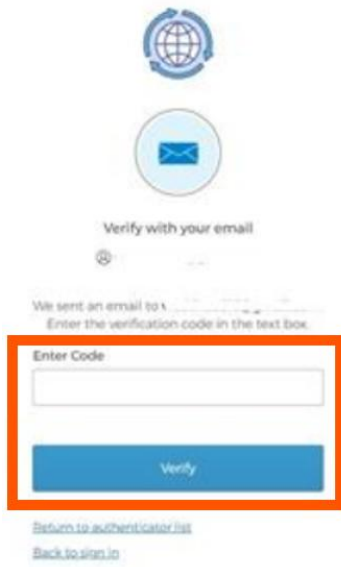
Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code:

196303

Step 5: Enter the verification code and click “Verify”



The screenshot shows an email verification interface. At the top, there are two circular icons: one with a globe and another with an envelope. Below them is the text "Verify with your email". A message states: "We sent an email to [redacted] Enter the verification code in the text box." Below this is a form with a label "Enter Code:" and a text input field. A blue "Verify" button is positioned below the input field. The entire form area is highlighted with a red rectangular border. At the bottom, there are two links: "Return to authentication list" and "Back to sign in".

Step 6: Complete the Registration Process. Click “Continue”

Registration

Step 1 of 3: Acknowledgement

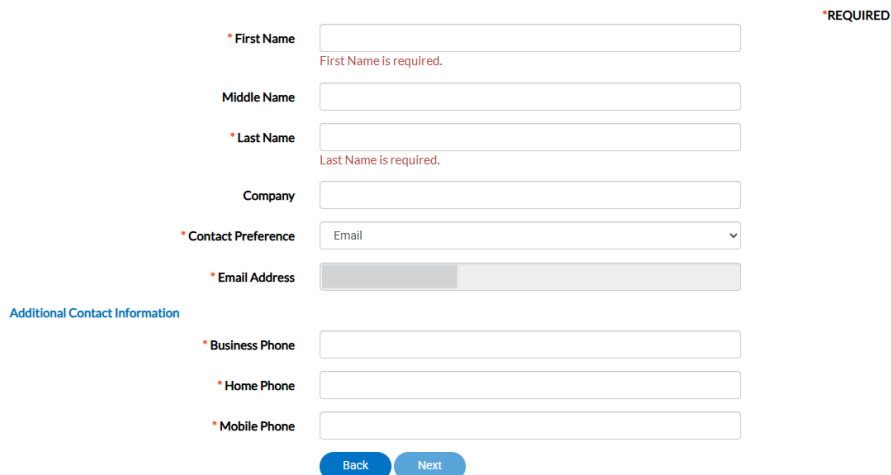
We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

[Continue](#)

Step 7: Fill out the Personal Info form and click on “Next”

Registration

Step 2 of 3: Personal Info



The screenshot displays a "Personal Info" registration form. It includes the following fields and labels:

- * First Name**: Text input field with a red error message "First Name is required." below it.
- Middle Name**: Text input field.
- * Last Name**: Text input field with a red error message "Last Name is required." below it.
- Company**: Text input field.
- * Contact Preference**: Dropdown menu with "Email" selected.
- * Email Address**: Text input field.

Below these fields is a section titled "Additional Contact Information" with the following fields:

- * Business Phone**: Text input field.
- * Home Phone**: Text input field.
- * Mobile Phone**: Text input field.

At the bottom right, there are two blue buttons: "Back" and "Next". A red asterisk and the word "REQUIRED" are positioned to the right of the "First Name" field.

Step 8: Fill out Address information and click “Submit” to complete your registration.

Registration

Step 3 of 3: Address

*** Address** *REQUIRED

Street address, P.O. box. (required)

Apartment, suite, unit, floor, (optional)

City

State

Postal Code

[Back](#) [Submit](#)

Step 9: You will be directed to your dashboard. You are now ready to start submitting permit or plan applications.

My Permits

Attention	Pending	Active	Recent	Draft
0	0	0	0	0

[View My Permits](#)

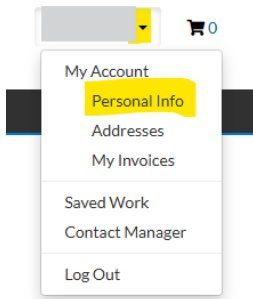
My Plans

Attention	Pending	Active	Recent	Draft
0	0	0	0	0

[View My Plans](#)

Step 10: If you are a licensed contractor in the State of Virginia, you must enter your certificate information in your profile.

Step 11: To enter your certificate information, click on your name in the top right corner of the screen and choose “Personal Info”



Step 12: Click on “My Certificates”

My Account

PERSONAL INFO ADDRESSES MY INVOICES MY CERTIFICATES

Step 13: Click on “Add Certificate”

My Account

PERSONAL INFO ADDRESSES MY INVOICES MY CERTIFICATES

Certificates

Add Certificate

Sort Number

Number	Type	Issue Date	Expire Date	Classifications
--------	------	------------	-------------	-----------------

Step 14: Choose “State Certification” from the dropdown list and enter your State Certification Number.

Then click “Verify”

Add Certificate

Type

State Certification

Certificate Number

0000000000

Cancel

Verify

Step 15: Wait for the system to bring back the details of your certification. Then click “Save”

Add Certificate

Type

State Certification

Certificate Number

Company Name

Issued Date

10/09/1998

Expiration Date

10/31/2026

Cancel

Clear

Save

Step 16: You will now see your state certification listed in your profile under the Certificates section.

My Account

[PERSONAL INFO](#)
[ADDRESSES](#)
[MY INVOICES](#)
[MY CERTIFICATES](#)

Certificates

Add Certificate

Sort Number ▼

Number	Type	Issue Date	Expire Date	Classifications
12312	Responsible Land Disturber	03/19/2026		
	State Certification	10/09/1998	10/31/2026	

Results per page 10 ▼ 1 - 2 of 2 << < 1 > >>