Citizen Portal Registration and Login

How to Register for the Citizen Portal

- Go to https://co-spokane-wa.smartgovcommunity.com/Public/Home
- Bookmark this page or create a shortcut on your desktop to make it easy to come back to later.
- In the top right corner of the page, click Sign Up. This will open the three-step account registration wizard.

Create Your Account

- Enter your Email Address.
  *Note: This email address must be valid. Once registration is completed, a verification email will be sent to the address provided.
- Enter a Password of at least 8 characters and then enter the same password in the Confirm Password field.
- Enter an Access Code, if applicable, to associate the new portal account with any permits you have already applied for.
  *Note: If you do not have an access code call us at (509) 477-7127 or e-mail us at bphelp@spokanecounty.org and ask our Services Coordinators to provide you with your access code.

First time user and already have your permit? If this is your first permit with us check your permit package for sign-in instructions that include your access code. If you have multiple permits with us, please contact us for the correct access code.
Enter Contact Information

- Enter any applicable contact information, such as **Business / Full Name**, **Address**, and **Phone #**.

*Notes:*

1. Required fields are indicated with a red asterisk (*).
2. If a Business – please enter business name and address.

- Once all necessary fields have been completed, click **Next**.
Review Your Information

- Verify that all information you have provided is correct.

- If changes need to be made, click **Edit** next to that section of the account application. This will bring you back to the step that you want to edit and will walk you through the rest of the wizard again.

- Click **Terms and Conditions** to view the terms of use provided by your jurisdiction in a new tab.

- Once you have reviewed the terms and conditions, check the box at the bottom of the page to agree to these terms.

- Click **Create my Account** once all information has been reviewed and changes have been made.

  *Note: This will trigger the verification email to be sent to the email address you have provided. If you don't receive an email shortly after creating your account, please check your spam or junk folders. You must verify your registration before logging into the portal.*
How to Log In to the Citizen Portal

- Go to https://co-spokane-wa.smartgovcommunity.com/Public/Home
- Bookmark this page or create a shortcut on your desktop to make it easy to come back to this page later.
- In the top right corner of the page, click Log In.
  *Note: If you have not yet registered for an account, you will need to register before continuing.
- Enter your email address and password into the available fields and click Log In.
How to Reset your Password

- Go to https://co-spokane-wa.smartgovcommunity.com/Public/Home
- In the top right corner of the page, click Log In.
- Click on the Forgot your password? link.
- Enter your email address and click Submit. A window will display informing you that an email has been sent with instructions to reset your password.
- From the email, click the Reset Password button.
- In the window that displays, enter and re-enter your new password.
- Click Change Password.