

## Register as a First-Time User

### Audience

- General Public
- Contractors
- Businesses
- Interested Parties

### Purpose

- Create a new Online Permit Center Portal account

### Required

- Email address

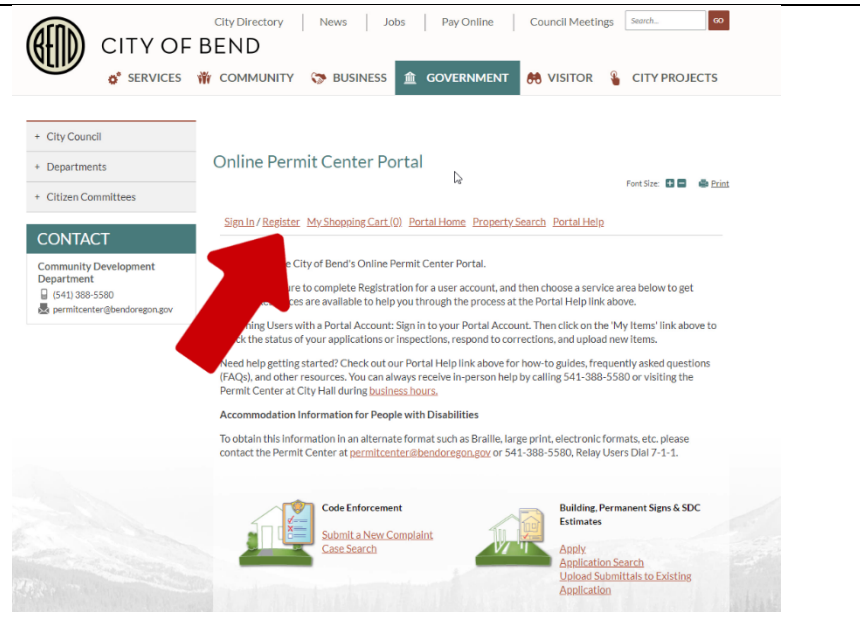
### Background

You will need an account to:

- Submit applications
- Request inspections
- Make payments on an application or permit

### Steps

From the Online Permit Center Portal home page, click Register.



Input your login information. If you already have an email on file with the City for any relevant licenses or applications, use that same email address here as the system will sync your records.

Input and confirm your password.

Click next step.

Please enter your email address and choose a password

NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request.

Email Address (this is your Login ID)\* bendcustomer@gmail.com  
It is important that you provide a valid, working email address that you have access to, as it must be verified before you can use your account.

Password (min. 8 characters)\* .....  
Confirm Password\* .....

Cancel Next Step: Enter Contact Information

Enter your name and choose a preferred contact method.

We recommend selecting email as it allows communication updates to be automated. This will make sure you get notified of any changes to your projects as soon as possible.

Sign In / Register My Shopping Cart (0) Portal Home Property Search Portal Help

Step 1: Create Account Step 2: Enter Contact Information Step 3: Registration Complete

New Contact Information

Required information is indicated with an asterisk (\*).

Full Name:\* Bend Customer

Preferred Contact Method:\* Email

Search for your address and select from the list. If your address does not appear, you can enter it manually in the fields below.

If your mailing address is the same as the address you just entered, click the Same as Location Address checkbox to automatically fill the Mailing Address.

Preferred Contact Method:\* Email

Address

Search for address 710 NW WALL ST, Bend, OR 97703

- 710 NW WALL ST, Bend, OR 97703
- 710 NW WALL ST, Unit:C PRJ, Bend, OR 97703
- 710 NW WALL ST, Unit:S EVN, Bend, OR 97703

Mailing Address

If the mailing address is different, you can enter it manually.  
[Include any suite numbers/PO Box in the Street Address field, and any C/O information in the lines below.]

Address

Search for address

Begin typing in the search bar above and we will search existing locations within the city. If a location appears, please select it from the list. If you cannot find the location you are looking for, you can enter it manually in the fields below.

Mailing Address

Same as Location Address:

Street Address:

Address Extra Line 1:

Next enter a primary contact phone number.

Mailing Address

Same as Location Address:

Street Address:

Address Extra Line 1:

Address Extra Line 2:

City/State/Zip\*

Contact Numbers

Contact Number(s)	Type*	Contact Number*	Ext.
	Primary	123456789	

(\*Please note: at least one contact number is required)

Complete the CAPTCHA and click submit.

Type the characters you see in the image below to continue.

PCP3J Refresh

PCP3J

You will receive a confirmation email within 30 minutes. Be sure to check your junk and spam folders if you do not see it in your inbox.

to me

Thank you for registering an account with the City of Bend's Online Permit Center Portal.

Please click on the link to complete the registration.

<https://cityview.ci.bend.or.us/Portal/Account/Confirmation?accountid=nvU%2F52elkyoWxEW%2B53ZH9tjHt3RuT7bE0>

This email was sent from Bend OR

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The confirmation email includes a link to activate your account.

Any synced items will show on the My Items list.

Allow 15 min after registration for records to sync.

The screenshot shows the City of Bend Online Permit Center Portal. At the top, there is a navigation bar with links for City Directory, News, Jobs, Pay Online, Council Meetings, and a search bar. Below this is a menu with categories: SERVICES, COMMUNITY, BUSINESS, GOVERNMENT, VISITOR, and CITY PROJECTS. A sidebar on the left contains links for City Council, Departments, and Citizen Committees, along with contact information for the Community Development Department. The main content area is titled "Online Permit Center Portal" and includes a "Welcome Bend Customer" message with links for Sign Out, My Account, My Items, My Shopping Cart (0), Portal Home, Property Search, and Portal Help. A prominent red arrow points to the "My Items" link. Below the navigation, a message states "Your account has been successfully activated" and provides instructions on how to proceed to the Portal Home.

The screenshot shows the "My Items" section of the City of Bend Online Permit Center Portal. It displays a table of applications and other items. The table has columns for Reference Number, Name, Address, Status, and Date Created. A red box highlights the first row of the table, which contains the following information:

Reference Number	Name	Address	Status	Date Created
LCBR202000314	Bend Business	726 NW WALL ST, Bend, OR 97703	Active	09/17/2020

**Course:** Portal Help – Register as a First-Time User

**Coverage:** This course and documentation is based on CityView, version 2020.4.4.

**Authors and Publisher**

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**Examples**

Content used in this documentation was captured from actual data. The data is available from various public records searches; however, the information contained herein should not be used for purposes other than training and should remain confidential.

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**Ordering / Contact Information**

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**Accommodation Information for People with Disabilities**



To obtain this information in an alternate format such as Braille, large print, electronic formats, etc. please contact the Permit Center at [permitcenter@bendoregon.gov](mailto:permitcenter@bendoregon.gov) or (541) 388-5580; Relay Users Dial 7-1-1.