



How to Update Account Information for the Online Permit Center Portal

The City of Bend's Online Permit Center Portal allows customers to create an account and submit applications. It's important to keep contact information up-to-date to ensure you receive updates and correspondence regarding your projects. This document will cover:

- [Creating a Portal Account](#)
- [Updating Portal Account Contact Information](#)
- [Updating Portal Account Password](#)

If you hold a business registration or business specialty license, such as a Short Term Rental, Room Tax Certificate of Authority, or Franchisee, you will also need to submit updated contact information to City staff for those issuances using a Change of Information form.

- [Updating Business Registration and Specialty License Information](#)

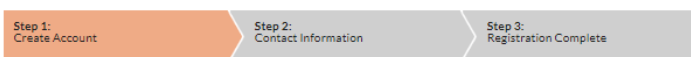
Creating a Portal Account

1. When you initially create your Portal account, you'll be asked to fill out your current contact information. Here are a couple best practices to keep in mind:
 - a. Be sure to use a valid, working email address.
 - i. If you already have an email on file with the City for any relevant licenses or applications, use that same email address here so the system can sync your records.
 - b. We recommend choosing Email as your Preferred Contact Method.
 - c. Mailing Address:
 - i. Add any Suite, Apt, Floor number, etc to the Street Address field. PO Boxes belong here too.
 - ii. Add any C/O or Attn: information to the Address Extra Line 2 field.

Online Permit Center Portal

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Welcome to the Online Permit Center Portal Registration

— 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)

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

Be sure to use a valid, working email address.

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.

[Cancel](#) [Next Step: Contact Information](#)



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New Contact Information

Required information is indicated with an asterisk (*).

Full Name: *

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.

- Email
- Fax
- Mail
- Phone

Address

Search for address

Begin typing a street address above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list. If you cannot find your address, you can enter it manually in the fields below.

Mailing Address

Same as Location Address: ☐

Street Address: *

Address Extra Line 1:

Address Extra Line 2:

City/State/Zip: * OREGON

Click this checkbox to have the location address automatically fill the mailing address fields below.

If you need to add a Suite, Apt, Floor number, etc, add it to the Street Address field. PO Boxes belong here too.

If you need to add a C/O or Attn:, add it to the Address Extra Line 1 field.

Contact Numbers

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

Primary

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

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



Refresh

[Previous Step: Contact Information](#)

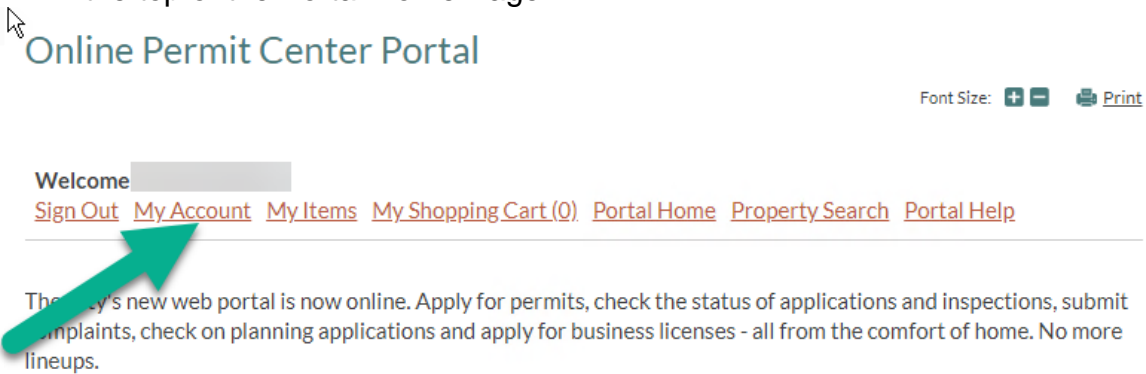
[Next Step: Complete Registration](#)

Powered by CityView

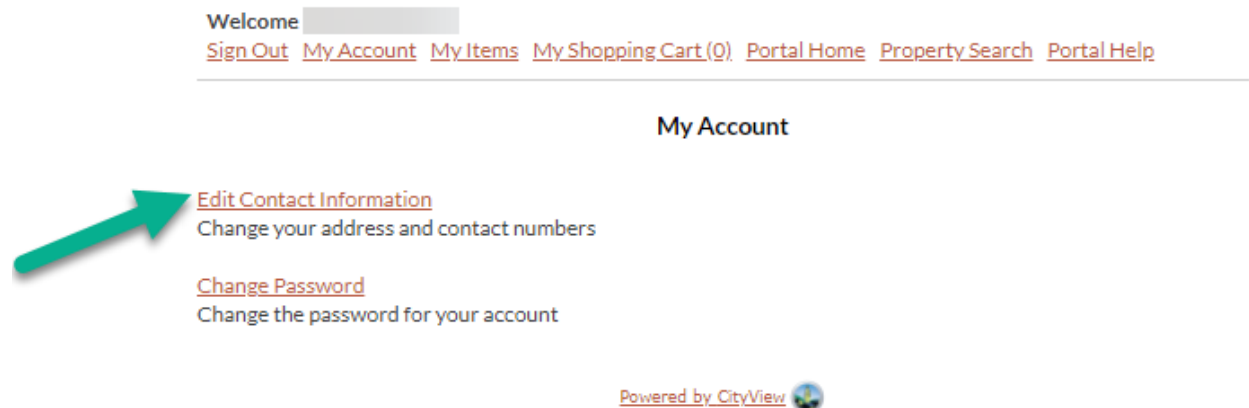


Updating Your Portal Account Contact Information

1. Log in to your Portal account and select the My Account link from the menu at the top of the Portal Home Page.



2. Select the Edit Contact Information link from the menu.



2. Edit your Name, Contact Method, Address, Mailing Address, or Contact Number fields, then click Save to apply the changes. Here are a couple best practices to keep in mind:
 - a. We recommend choosing Email as your Preferred Contact Method.
 - i. Email allows for communication updates to be automated. This ensures that you get notified of any changes to your applications as soon as possible.
 - b. Mailing Address:
 - i. Add any Suite, Apt, Floor number, etc to the Street Address field. PO Boxes belong here too.
 - ii. Add any C/O or Attn: information to the Address Extra Line 2 field.



Online Permit Center Portal

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Welcome Marian Dodson

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My Account

Full Name: *

Preferred Contact Method: * Email

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.

Email
Fax
Mail
Phone

Address

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

Begin typing a street address above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list. If you cannot find your address, you can enter it manually in the fields below.

Mailing Address

Same as Location Address: ☐

Click this checkbox to have the location address automatically fill the mailing address fields below.

Street Address: * 710 NW WALL ST

If you need to add a Suite, Apt, Floor number, etc, add it to the Street Address field. PO Boxes belong here too.

Address Extra Line 1:

Address Extra Line 2:

City/State/Zip * Bend OREGON 97703

If you need to add a C/O or Attn:, add it to the Address Extra Line 1 field.

Contact Numbers

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

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

Cancel

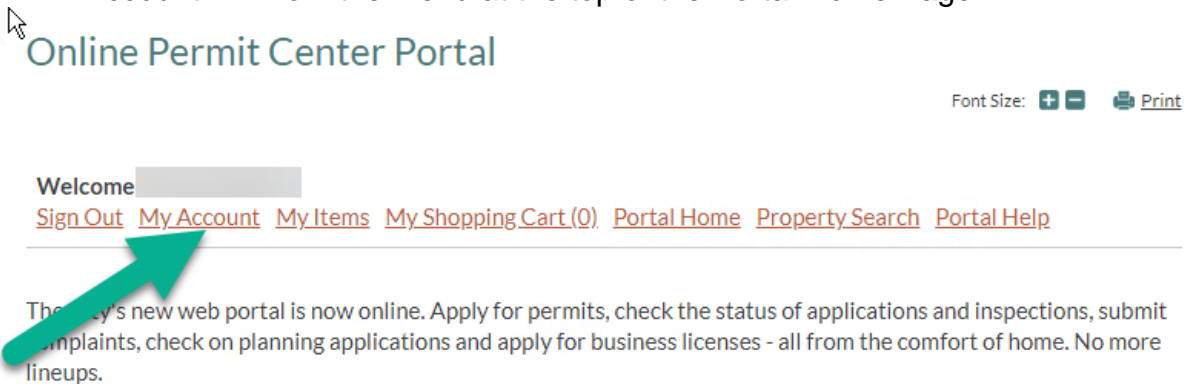
Save

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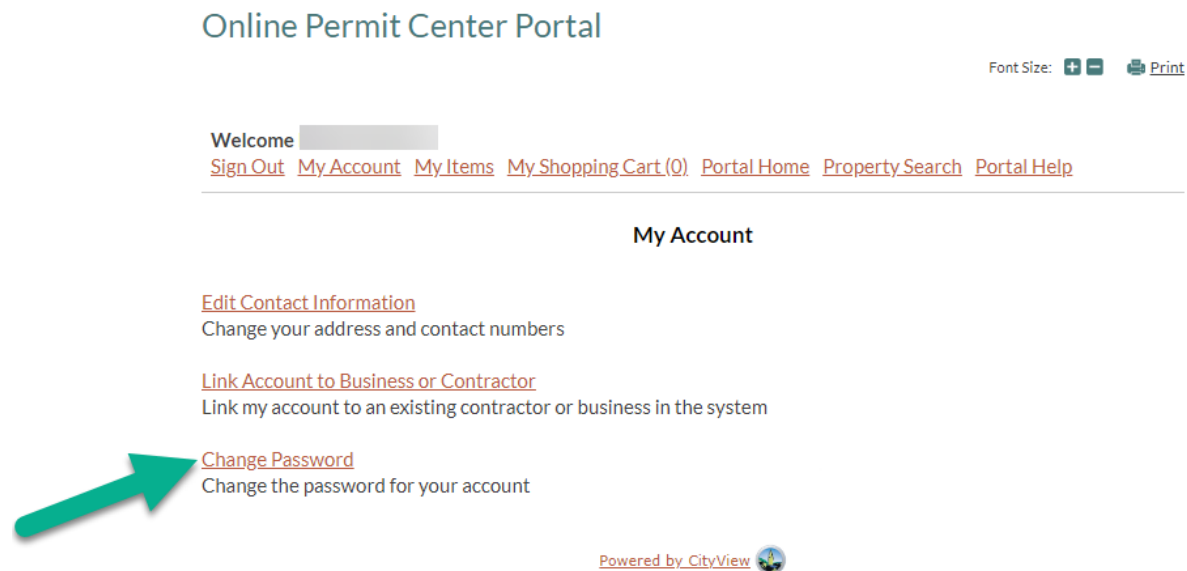


Updating Your Portal Account Password

1. Log in to your Portal account using your current password, and select the My Account link from the menu at the top of the Portal Home Page.



2. Select the Change Password link from the menu.



3. Enter your old password once more, then create and confirm a new password. Click Submit to apply the changes.



Online Permit Center Portal

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Change Password

Old Password*

New Password (min. 8 characters)*

Confirm Password*

[Cancel](#)

[Submit](#)



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Updating your Business Registration or Specialty License Information

If you hold an active business registration or business specialty license, such as a Short Term Rental, Room Tax Certificate of Authority, or Franchisee, you will also need to submit updated contact information to City staff for those issuances.

Preparation: To save time on steps 4-5, fill out the necessary paperwork first. Navigate to the Submittals Item webpage at bendoregon.gov/informationchange and select the appropriate Change of Information form. Be sure to download a copy of the form before completing the fillable fields.

1. Log in to your Portal account and select the My Items link from the menu at the top of the Portal Home Page.

Online Permit Center Portal

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Welcome

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The City's new web portal is now online. Apply for permits, check the status of applications and inspections, submit complaints, check on planning applications and apply for business licenses - all from the comfort of home. No more lineups.

The CityView Portal is the first step in the City's plan to improve its service offerings for citizens. Watch for more updates coming soon.

2. Expand the My Business Registration and Specialty License Applications menu, and then choose the appropriate record that you wish to update. Click on the hyperlink of the application number.



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My Items

This page lists all the applications and other items in which you are a contact.

[Expand All / Collapse All](#)

▸ My Business License Applications

▸ My Code Enforcement Complaints

▸ My Contractor License Applications

▸ My Permit Applications

▸ My Special Event or Fire

▸ My Engineering Permit Applications

▸ My Planning Applications

▸ My Upcoming Inspections

▼ My Business License Applications				
				Show Active ▼
Reference Number	Name	Address	Status	Date Created
LCSL202000139	Franchisee Test		Active	04/28/2020
LCSL202000138	Short Term Rental		Active	04/28/2020
LCSL202000137	Room Tax Registrant Test		New	04/28/2020
LCBR202000136	Business Registration Test		Active	04/28/2020

3. Scroll to the bottom of the License Application Status page and click on Submittals.



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License Application Status

You will only be able to view fees if you are a contact on the Licensing application.
[Expand All / Collapse All](#)
 Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand.

— ▾ License Application Summary —

[Edit License Details](#)

Application Number: LCBR202000136
 Business Name: Business Registration Test
 License Type: Business Registration
 Application Status: Active
 Description of Business: business
 Mailing Address: 710 NW WALL ST

— ▾ Issuances —

Type	Date Issued	Date Expires	Status	Number
Business Registration	04/28/2020	04/01/2021	Issued	0001202002584

— ▾ Submittals —

Name	Type	Status
1 Licensing Change of Information 04/28/2020	Licensing Change of Information	Pending

— ▾ Reviews —

— ▾ Upload Documents —

This application requires all documents to be attached to a submittal. [Click Here](#) to Upload Documents.

[Submittals](#) | [Portal Home](#)

In order to update business licenses for renewal you must be the Responsible Party / Business Owner.

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- On the Upload Submittals screen, click on the blue question mark next to the Change of Information submittal item. This will open a dialog box with more instructions. Click the link in the help text to navigate to the City's webpage to find the appropriate form you'll need to complete and upload.

If you already completed the necessary form in preparation before getting started, then skip to step 6.



Welcome [redacted]

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License Application Submittals

[LCBR202000136](#)
131 NW CONGRESS ST, Bend, OR 97703

Note: If your session is idle for more than 20 minutes, your session could time out and work will not be saved.

Once you have chosen the files you wish to upload, please click the "Next Step" button located at the bottom of the page, to complete your submission.

▼ Current Submittal

Submittal #1) Licensing Change of Information (04/28/2020) [Print Requirement Items](#)

Type	Status	Date Verified
▼ Change of Information	Pending	

Select a document for this requirement:

► Previous Submittals

► Upload Additional Documents

Select any documents you wish to provide:

Provide a short description of this set of documents:

[Review this application](#) | [Portal Home](#)

Change of Information

Additional Information

Visit the [program webpage](#) for more information about required details to include, then complete the appropriate Change of Information form.

- On the City's webpage, choose the appropriate Change of Information form and click the link to open it. Be sure to download a copy of the form before completing the fillable fields.

Change of Information Submittals

-  [Change of Information Form - Short Term Rental](#)
-  [Change of Information Form - Room Tax Certificate of Authority](#)
-  [Change of Information Form - Franchisees](#)
-  [Change of Information Form - Business Registration](#)

- Back on the Upload Submittals screen, click the Browse button next to the Change of Information submittal item and upload the completed form.



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License Application Submittals
 LCB202000136
 131 NW CONGRESS ST, Bend, OR 97703
[View Document](#)

Current Submittal
 Submittal #1) Licensing Change of Information (04/28/2020) [Print Requirement Items](#)

Type	Status	Date Verified
Change of Information	Pending	

Select a new document for this requirement: [Browse...](#)

Previous Submittals

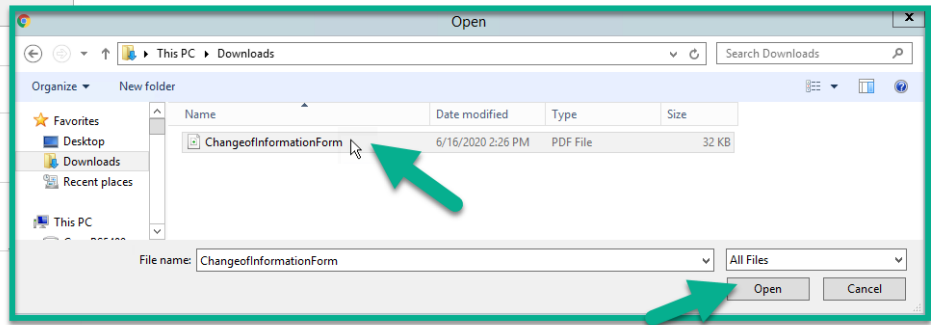
Upload Additional Documents
 Select any documents you wish to provide: [Browse...](#)

Provide a short description of this set of documents:

[Upload Documents](#)

[Review this application](#) | [Portal Home](#)

In order to update business licenses for renewal you must be the Responsible Party / Business Owner.



7. Click Upload Documents at the bottom of the screen to submit.

Current Submittal
 Submittal #1) Licensing Change of Information (04/28/2020) [Print Requirement Items](#)

Type	Status	Date Verified
Change of Information	Pending	

Select a new document for this requirement: [Browse...](#)
 ChangeofInformationForm.pdf [Remove](#)

Provide a short description of this set of documents:

Previous Submittals

Upload Additional Documents
 Select any documents you wish to provide: [Browse...](#)

Provide a short description of this set of documents:

[Upload Documents](#)

[Review this application](#) | [Portal Home](#)

In order to update business licenses for renewal you must be the Responsible Party / Business Owner.