

PORTLAND FIRE & RESCUE
Inspection Testing & Maintenance group
ITM – PROCEDURES # 4



Subject: CONTRACTOR REGISTRATION ON THE CITIZEN PORTAL

I. INTENT:

- A. To provide Contractors, Contractor Representatives and System Owners who self-report instructions on how to register with CivicGov at the ***Citizen Portal***

II. DEFINITIONS:

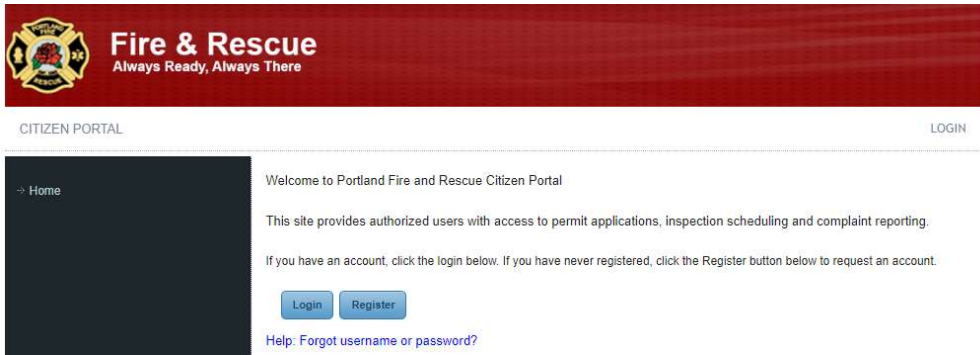
- A. **Contractor:** An individual that either (A) holds a Certificate of Fitness through the Portland Fire Marshal's Office or (B), for Fire Alarms, is a state licensed electrician qualified to work on fire alarms. The certificate of Fitness or proper state license allows them to perform Inspections, Testing and Maintenance (ITM) on Fire Protection Systems.

Exceptions:

- **Non-Monitored 110v Bell and Pull Station "Local Alarm":** This type of system is defined as – *A non-monitored fire alarm system that consist exclusively of pull stations and bells.* These systems do NOT include a Fire Alarm Control Panel (FACP) of any type and therefore do not transmit an electronic signal to a Central Station or monitoring agency or any other monitoring equipment. Any competent person knowledgeable in how to complete the testing and following the instructions provided on [PF&R form 300.91U](#) may do the testing and submit the ITM reports. The designated person completing the testing will need to be registered as a contractor with Portland Fire & Rescue through the Citizens Portal.
- B. **Contractor's Company Administrator:** An individual who acts on behalf of one or more contractors to submit ITM reports. Administrator's must use the credentials **of the contractor whose reports they are submitting**. They do not get their own credentials.
- C. **Pre-registered:** A contractor or self-reporting system owner, such as but not limited to "Local Alarm" system owners, who have been pre-registered in the CivicGov program for access to the Citizen Portal. Pre-registered contractors and system owners will have received an e-mail with a temporary password.

III. STEPS TO REGISTER

- A. **Follow link to Citizen Portal.** [Citizen Portal \(civicgov2a.com\)](http://civicgov2a.com) or type <https://www.civicgov2a.com/portland/portal/>



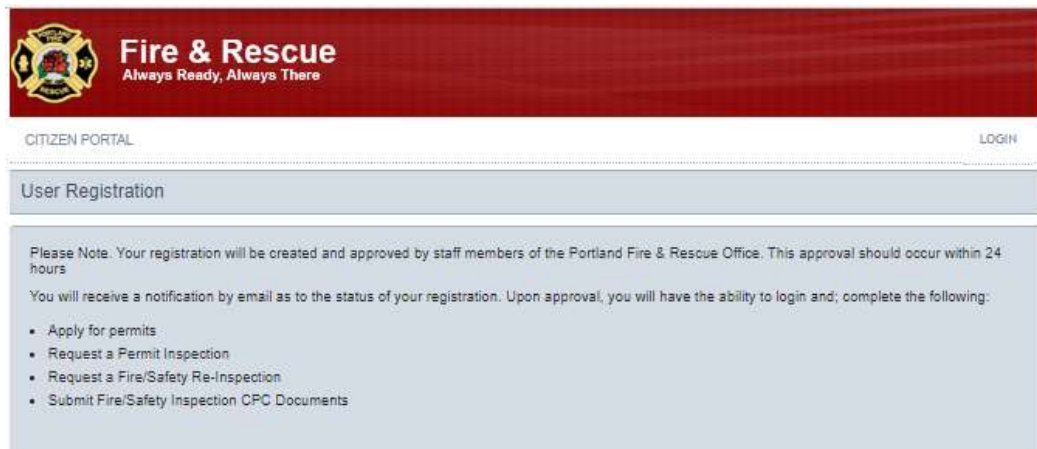
NOTE: Many Contractors and some self-reporting system owners have been pre-registered. If you were pre-registered, you should have received an e-mail with a temporary password. For those contractors and self-reporters:

- Select **Login**
- Enter your **e-mail** as your username - and -
- Enter the temporary password provided to you in the e-mail.
 - You will be prompted to create a new password.
- For all others that need to register, continue to step 1, below.

1. Click **Register**. The registration page will open (shown below).

- Fill in the required fields then press **Submit** at the bottom of the page.

IMPORTANT: For those who have one or more Certificates of Fitness through PF&R, you must use the same e-mail address that is connected to your Certificate(s) of Fitness in order to connect those to your account.



Fields with * are required.

i. Please enter your full name (first last)

Full Name * User Type *

ii. Please enter your mailing address

Mailing Address *

Attention: Please identify the reason you are requiring access. If you are a contractor please also identify this in the reason for access field

City *

State *

Zip *

Phone *

Email *


iii. Please Enter and Confirm a Password

Password *

Confirm Password

Password Strength **Password Not Entered**

iv. Please enter the Verification Code

Verification Code *  [Get a new code](#)

v. Please select a security question and provide the security answer

Security Question*

Security Answer *

Please type what you see above into the box below it. We want to make sure that we are dealing with a person and not an automated submission system. Please NOTE that the code you see above is case-sensitive.

B. After you click Submit, you will need to go to your registered email and confirm your registration.



Fire & Rescue
Always Ready, Always There

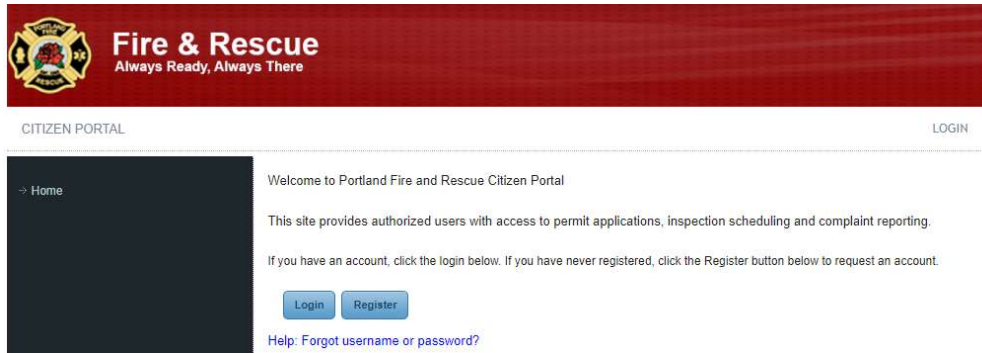
CITIZEN PORTAL LOGIN

civicgov
POWERED BY CIVICPLUS *Thank you !*

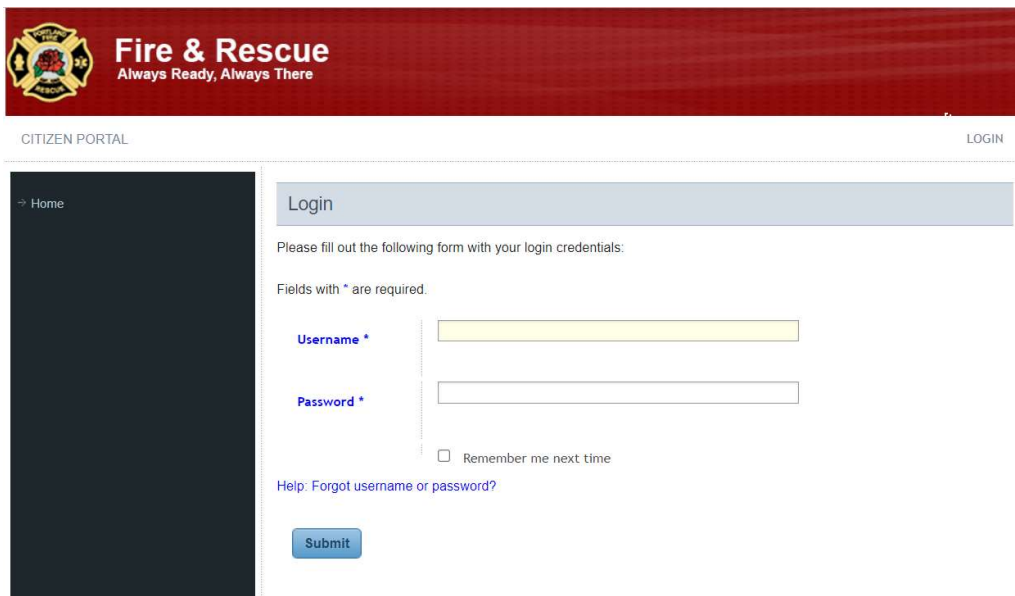
Thank you for your registration. You will be receiving an email with a link to confirm your registration.
Note: This link is only valid for 30 days. If you do not confirm the registration within this time, you will have to re-register.

- C. Go back to the Citizen Portal. [Citizen Portal \(civicgov2a.com\)](http://civicgov2a.com) or type <https://www.civicgov2a.com/portland/portal/>

1. Select Login



2. Enter your credentials and press submit.



3. Refer to ITM Procedures # 5 for submitting ITM reports. ITM procedure # 5 can be found at [ITM Procedure # 5 Contractors Submitting ITM Reports](#) or at PF&R's ITM web page <https://www.portland.gov/fire/pfr-fmo-itm>.