



Contractor Directions for City of Middleton

On-line Permitting Account Set-up

To get started cut and paste the following link into your browser to access the portal.

<https://www2.citizenserve.com/Portal/?installationid=242>

1. Click on the [REGISTER NOW](#) link
2. Select “contractor”
3. Complete the registration.
 - i. **IMPORTANT:** Each registration is allowed ONE “username” and password to share with everyone in your organization. The username needs to be consistently used for all applications. **DO NOT** create multiple usernames for the same business, creating multiple usernames will result in delayed reviews and responses to applications.
4. Once you are registered you can now apply for permits on-line.
5. At time of application submittal, you will receive a building file number, it will look similar to the building permit number – this is NOT the building permit number. Once the permit is paid and issued you will receive the building permit number for example BR20-XXXXX.
6. NEW: Building contractors are responsible for submitting ALL building related inspections from foundation to completion excluding electrical, mechanical and plumbing.
7. All inspections are tied to the Building Permit number, ensure that your subcontractors have this permit number when submitting for trade permits.
8. If you need to cancel an inspection you will log in, pull up the permit, click on the inspection tab, and at the bottom should be a re-schedule or cancel option.
9. The on-line system will now notify you of changes permit status as well as inspection results via the email you register.

The city is committed to making this transition as easy as possible, for assistance please contact Melissa Sorlien at 208-585-3133, msorlien@middletoncityl.com she can help you over the phone or if needed come to your location.

Thank you