



Sub-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. For new construction the builder will need to provide you the building permit number. The BR# connects all permits together.
6. When applying for a **NEW CONSTRUCTION** permit you are going to select **existing** project in the type of permit then enter the **BR#** (i.e. BR20-xxxxxxx) when prompted. If you have not been given a BR# then you are not allowed to apply at that time.
7. For projects that are related to existing residences, then you will select **NEW PROJECT and follow the prompts.**
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@middletoncity.com she can help you over the phone or if needed come to your location.

Thank you