

# ACA Citizen Portal – Contractor Renewal

<https://aca.ci.longmont.co.us/CitizenAccess/>



Welcome to the **Citizen Portal** page. This website allows users to submit various types of applications or code complaints. This website will also allow users to search existing permit or license information for any address within the city of Longmont.

This guide demonstrates how to renew a contractor license. This can only be done after an ACA account is linked with a license. If your account is not linked please call Building Inspection to link the accounts.

## The Home Page

After loading the website, you will be directed to the **home page**. More features become visible once you log in.

Please register for an account to take advantage of an easier way to search for various records.

If you work for a company as an assistant it would be best to create an account on behalf of the company. With this account you can add records to your collection to organize records that might be viewed more frequently.

**For contractor renewals please call the building department to have your license linked to your online account before you start the renewal application.**

The screenshot shows the home page of the ACA Citizen Portal. At the top, there is a navigation menu with tabs for Home, Building, Enforcement, Licenses, Planning, and Public Works. Below the menu is an 'Advanced Search' dropdown. The main content area features a welcome message, browser compatibility information, and a sign-in prompt. A 'Login' sidebar is on the right, containing fields for 'User Name or E-mail' and 'Password', a 'Remember me' checkbox, and links for 'Forgot my password' and 'New User'. A green arrow points to the 'New User' link with the annotation 'Check this area for current announcements'. At the bottom, there are four columns of service links: General Information, Building, Enforcement, and Planning, each with a 'Search Applications' link.

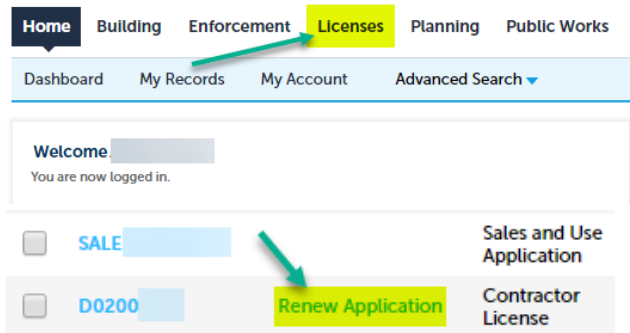
**Sample showing the Home page before logging in.**

**Check this area for current announcements**

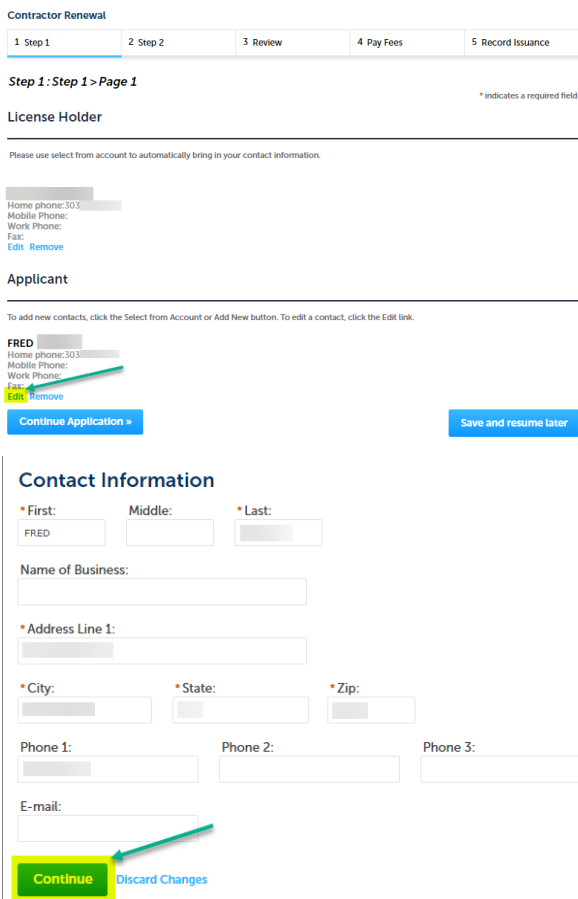
## Contractor Application

After signing into your account navigate to the “Licenses” page. Locate your license number and click on the renew link that is shown. Follow the instructions listed below to start the process of renewing your license.

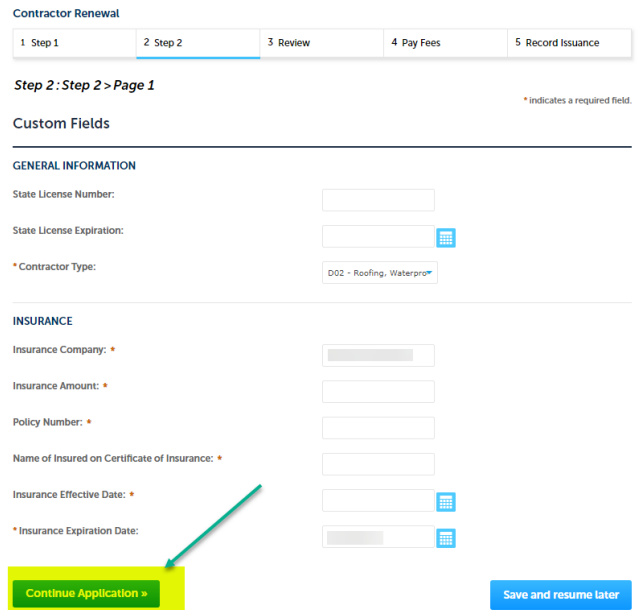
1. Click on the “Licenses” tab.



2. The application will populate the License Holder and the Applicant information. Please click on edit underneath the Applicant area to verify the information is correct. Make sure to add a current email address.



3. On the next page there will be information needed to verify your license. Failure to include information may result in a denied renewal. Please include all fields accurately. Click “Continue Application” to proceed.



4. On the next page attachments are required. Proof of insurance is required for all applications. If your insurance company only allows proof of insurance to be sent to the license holder, then please continue with the application and call Building Inspection (303-651-8332) afterwards to tell the review team to be aware of the incoming mail.

If you have your proof of insurance, then upload the document on this page.

Click the “Add” button.

### Attachment

#### PROOF OF INSURANCE IS REQUIRED

Please upload any documents to verify the license renewal.

For example:

Proof Of Insurance  
Examination Documents  
Sales Tax License  
Previous Experience Documents

The maximum file size allowed is 500 MB.  
html;htm;mht;mhtml;exe are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				



Click the "Add" button again.

Navigate to your document and click open to upload it. Press continue to proceed.

Next choose the type of document and describe the document. Click "Save" and the document will be uploaded. Press continue to proceed to the next page.

5. On the next page review your application and click "Continue Application" to submit.