



[Linking Your CityView Portal Account to an Existing Contractor](#)

BEFORE YOU BEGIN ...

- Do not proceed until you have registered for a portal account.
 - You will need your Licensee (Contractor) Number that starts with LCC...
 - Only one portal account can link to a contractor. If there are several employees in your office please make sure that everyone is using the single company login. If a second login is created and you try to link your contractor account to that login the original link will be broken and you will not be able to view all your permit applications/history/documents.
1. Log in to your CityView Portal account. <https://cityviewportal.cityofthornton.net/>
 2. Navigate to the **My Account** page by clicking on the hyperlink below your name.
 - A. Select the **Link Account to Business or Contractor** link
 - B. Are you trying to link your account to a contractor? Select **YES**

The screenshot shows the CityView Portal interface. At the top, the City of Thornton Colorado logo and 'Thornton CityView Portal' are displayed. Below the header, the user is logged in as 'Test Contractor 2 LLC!'. The navigation menu includes 'Sign Out', 'My Account', 'My Items', 'Portal Home', and 'Property Search'. The 'My Account' section is active, showing options to 'Edit Contact Information', 'Link Account to Business or Contractor', and 'Change Password'. A red circle highlights the 'My Account' link in the navigation menu, and a red arrow points to the 'Link Account to Business or Contractor' option. A red circle with the letter 'A' is next to this option. Below this, a confirmation dialog box is shown with the title 'Link Account to a Contractor or Business'. It asks 'Are you trying to link your account to a contractor?' and has 'Yes' and 'No' buttons. A red circle with the letter 'B' is next to the 'Yes' button. A 'Cancel' button is also present at the bottom left of the dialog.



- C.** Type in your **Licensee (Contractor) Number** that starts with LCC
- D.** Click on **Search**
 - i. If the system recognizes the licensee number you entered you will be able to select it. If you do not see your contractor name, please enter the correct licensee number and search again.
- E.** Select your Contractor Name by clicking on the name.

- 3. A screen will appear for you to confirm that you want to link to the contractor you selected. Click on **OK** to proceed.
- 4. A confirmation will appear on the screen stating that an email will be sent to update your account.
- 5. An email will be sent to the email address associated with the contractor license to confirm the request. Click on the hyperlink on the email and login to your portal account to complete the process.
- 6. If the linking is successful, you will see the following message on the screen.

- 7. You can now view all permits associated with the contractor you linked to. Click on My Items to access your Permit Applications.