



Department of Public Services
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Montesano, WA 98563
360-249-4222
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SmartGov Public Portal Registration

Certain features of the Citizen Portal require logging into an account to access them, such as submitting permit applications, paying fees online, or checking an application status. **If you do not have an account, you must go through the registration process first.**

How to Register for the Citizen Portal

1. Go to the Citizen Portal link:

https://www.co.grays-harbor.wa.us/departments/public_services/building_division/permits.php

Bookmark this page or create a shortcut on your desktop to make it easy to come back to later.

2. In the top right corner of the page, click **Sign Up**. This will open the three-step Account Registration Wizard.

STEP 1: Account

- a. Enter your **Email Address**.
**Note: This email address must be valid. It will be stored as your contact email address in SmartGov. After registration is completed, a verification email will be sent to the address provided.*
- b. Enter a **Password** of at least 8 characters, and then enter the same password in the **Confirm Password** field.
- c. Enter an **Access Code**, if applicable, to associate the new portal account with any permits you have already applied for.
**Note: If you do not have an access code, skip this step or contact a Permit Coordinator at 360-249-4222 for more information.*
- d. Click **Next**.

1 Account 2 Contact 3 Review

Account Sign Up

Email Address: Valid Email Address

Password: Minimum 8 characters

Confirm Password: Re-enter password

Access Code [How to join an existing account](#)

If you have an access code, enter it here (optional)

Code:

The access code will help associate your new account with any permits you may already have applied for. Don't have one? Skip this step.

STEP 2: Contact

- Enter all required contact information, such as **First Name, Last Name, Address, and Phone #**.
**Note: Required fields are indicated with an asterisk (*).*
- After all necessary fields have been completed, click **Next**.

1 Account 2 Contact 3 Review

Your Contact Information

First Name:

Last Name:

Display Name:

Address:

City:

State:

Zip Code: e.g. 12345 or 12345-6789

Phone #: e.g. (555) 555-5555

Phone Type:

STEP 3: Review

- a. Verify that all information you have provided is correct.
- b. If changes need to be made, click **Edit** next to that section of the account application. This will bring you back to the step that you want to edit and will walk you through the rest of the wizard again.
- c. Click **Terms and Conditions** to view the terms of use provided by Grays Harbor County in a new tab.
- d. After you have reviewed the Terms and Conditions, **check** the box at the bottom of the page to Agree to these terms.
- e. Click **Create my Account** after all information has been reviewed and changes have been made.

**Note: This will trigger the verification email to be sent to the email address you have provided. If you do not receive an email shortly after creating your account, please check your spam or junk folders. You must verify your registration before logging into the portal.*

The screenshot shows a registration wizard with three steps: 1 Account, 2 Contact, and 3 Review. Step 3, Review, is currently active. The main content area is titled "Review the information below" and contains two sections: "Account" and "Contact".

Account [edit](#)
dudesolutions@dude.com

Contact [edit](#)
Dude Solutions
11000 Regency Parkway
Cary, NC 27518
P. 555-555-1234

I agree to the [Terms And Conditions](#)

[✓ CREATE MY ACCOUNT](#)