

# Cityworks Public Access: Account Creation and Troubleshooting Guide



## Step 1: Visit the Cityworks Public Access Portal

- Open a web browser (Microsoft Edge, Google Chrome) and go to the Cityworks Public Access website.

## Step 2: Look for the “SIGN UP“ Button

- Once on the homepage or landing page, locate the “SIGN UP” button. This can be found above the “Username” and “Password” fields.

## Step 3: Provide Required Information

- **Enter your personal details** in the required fields:
  - **Email Address**
  - **Username**
  - **Password**
  - **Contact Information**

## Step 4: Account Verification

- After submitting your registration details, the system will send a verification email to the email address provided
- Go to your email's inbox and look for an email from Cityworks (be sure to check Spam folder)

## Step 6: Log In to Your New Account

- Use the **Username (email address)** and **Password** you created during registration to log into your account.

**For additional information on how to create an application refer to the City of Grand Rapids website for the**

## Troubleshooting

- **Forgot Password:** If you forget your password, look for the "Forgot Password?" link on the login page and follow the instructions to reset it.
- **Account Approval:** If you receive a prompt stating an account for the email address is already in use, then your account is waiting for approval from systems administrator. Please use the contact information below if you need further assistance.

**Information Systems Analyst**  
Phone: 218-256-5912

**Engineering Department**  
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