

311 Business Portal Instruction Guide



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Part I: How to register for a new City of Sacramento 311 account

Step 1: Visit the 311 Portal

Visit <https://311.cityofsacramento.org/s/register-and-login>

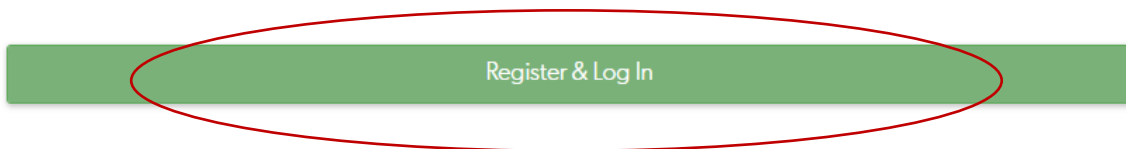
Step 2: Click on the “Register & Log In” button

Click on the “Register an account” tile

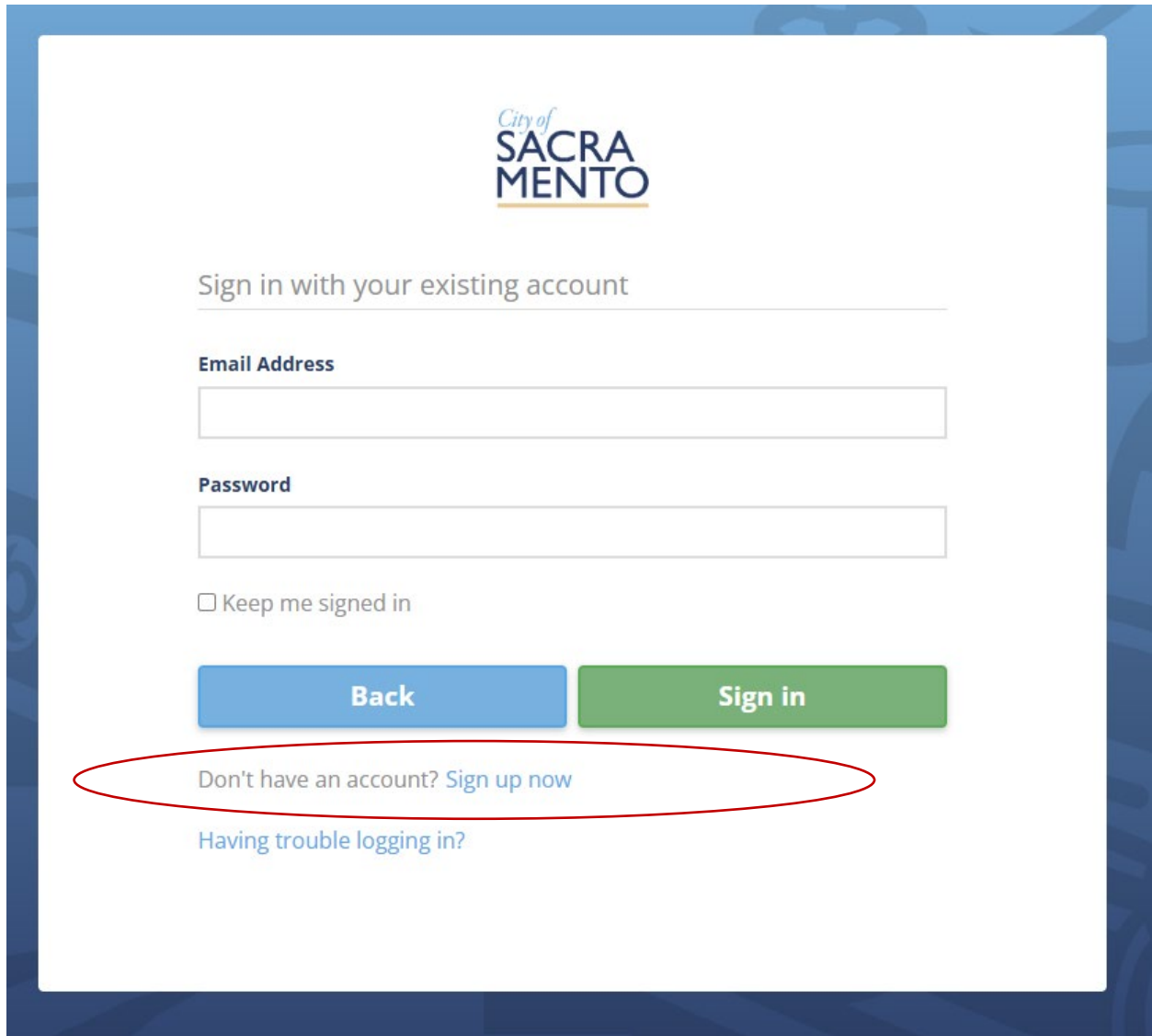


Register & Log In

To continue, please register and log in with your City of Sacramento account. An account will allow you to track your requests, save your contact information, and follow others' requests for updates.

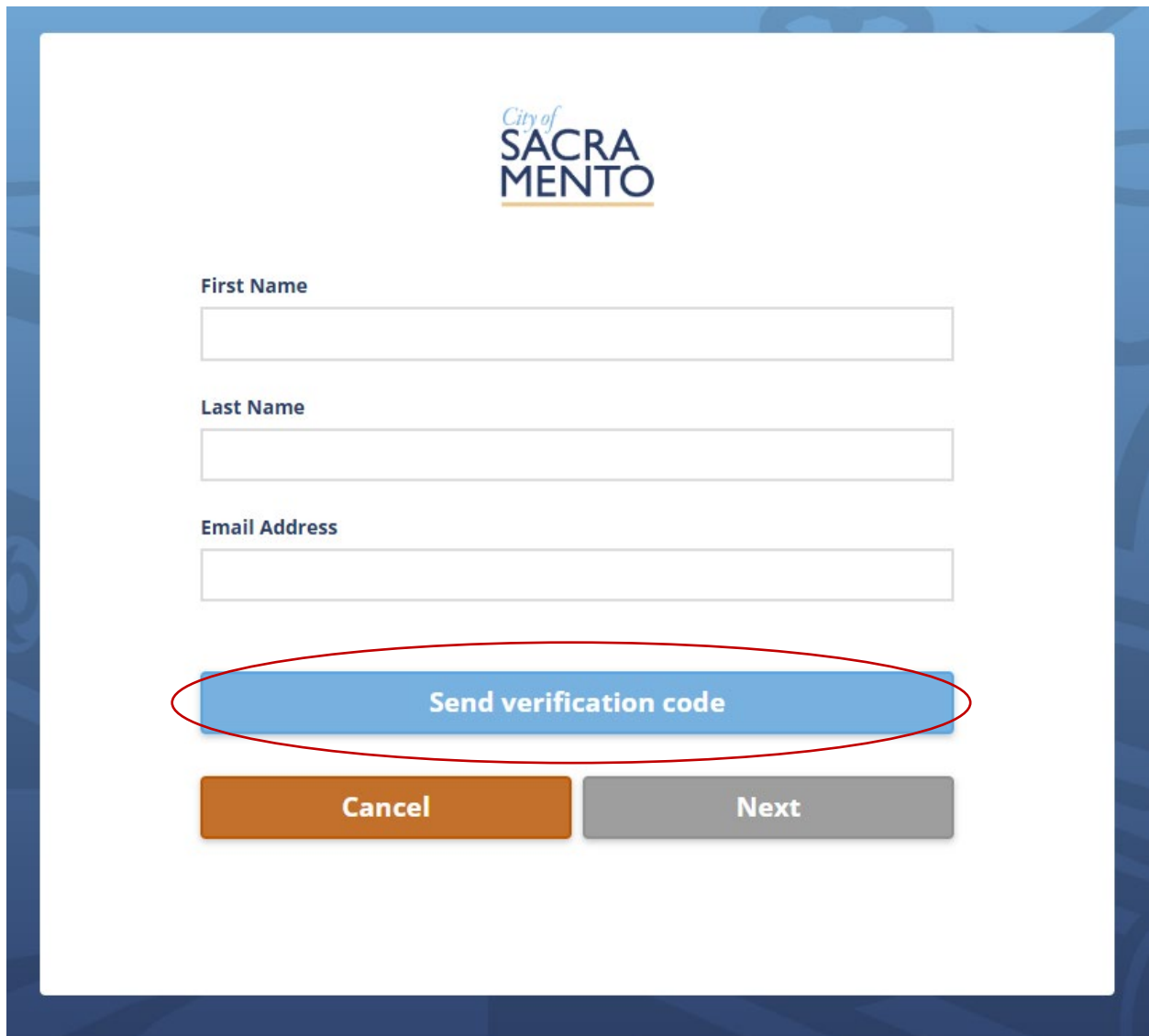


Step 3: Click on the “Sign up now” link



The image shows a login page for the City of Sacramento. At the top center is the logo for the City of Sacramento, with "City of" in a smaller font above "SACRAMENTO". Below the logo is a horizontal line with the text "Sign in with your existing account" centered above it. Underneath this line are two input fields: "Email Address" and "Password". Below the "Password" field is a checkbox labeled "Keep me signed in". At the bottom of the form area are two buttons: a blue "Back" button and a green "Sign in" button. Below the buttons, the text "Don't have an account? Sign up now" is circled in red. Below that is the text "Having trouble logging in?".

Step 4: Complete the “First Name,” “Last Name,” and “Email Address” fields and click the “Send verification code” button



The image shows a registration form for the City of Sacramento. At the top center is the City of Sacramento logo, which includes the text "City of SACRAMENTO" with "SACRAMENTO" in a larger, bold font. Below the logo are three input fields: "First Name", "Last Name", and "Email Address". Each field is a simple rectangular box. Below these fields is a blue button with the text "Send verification code" in white. This button is circled in red. At the bottom of the form are two more buttons: an orange button labeled "Cancel" and a grey button labeled "Next". The entire form is set against a white background with a blue border.

Step 5: Retrieve the verification code from the email address provided, enter the verification code, and click the “Verify code” button



First Name

Last Name

Email Address

Verification code has been sent to your inbox. Please copy it to the input box below.

Verification code

[Send new code](#)

Verify code

Cancel **Next**

Step 6: Once the email address is verified, click the “Next” button



The image shows a registration form for the City of Sacramento. At the top center is the logo for the City of Sacramento, with "City of" in a smaller font above "SACRAMENTO" in a larger, bold font. Below the logo are three input fields: "First Name", "Last Name", and "Email Address". Each field contains a blacked-out placeholder. Below the "Email Address" field, a green message states "E-mail address verified. You can now continue." At the bottom of the form are two buttons: an orange "Cancel" button on the left and a green "Next" button on the right. The "Next" button is circled in red.

Step 7: Create a new password, confirm the new password, and click the “Create” button

The password must meet the following specifications:

1. Must be 8-16 characters
2. Must contain at least one lowercase character
3. Must contain at least one uppercase character
4. Must contain at least one digit (0-9)
5. Must contain at least one of the following symbols: @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .



The screenshot shows a web form for creating a new password. At the top center is the City of Sacramento logo. Below it are two input fields: "New Password" and "Confirm New Password", each containing a series of dots to mask the text. At the bottom of the form are three buttons: "Cancel" (orange), "Prev" (blue), and "Create" (green). The "Create" button is circled in red.

Part II: How to add a business to your existing City of Sacramento 311 profile

Step 1: Visit the 311 Portal

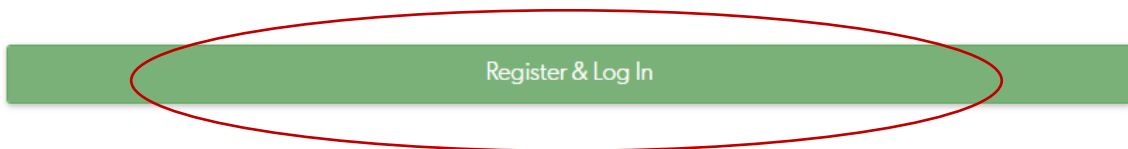
Visit <https://311.cityofsacramento.org/s/register-and-login>

Step 2: Click on the “Register & Log In” button



Register & Log In

To continue, please register and log in with your City of Sacramento account. An account will allow you to track your requests, save your contact information, and follow others' requests for updates.



Step 3: Complete the “Email Address” and “Password” fields based on your existing resident City of Sacramento 311 account and click the “Sign in” button

City of
**SACRA
MENTO**

Sign in with your existing account

Email Address

[Redacted Email Address]

Password

.....

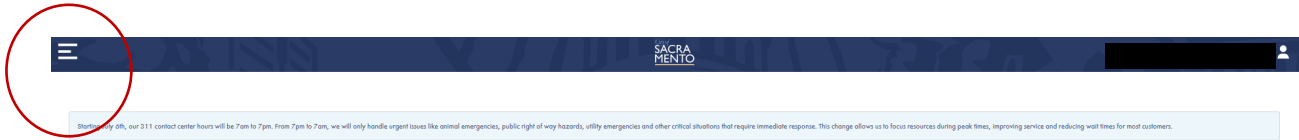
Keep me signed in


[Back](#) [Sign in](#)


Don't have an account? [Sign up now](#)

[Having trouble logging in?](#)

Step 4: Once logged in, click on the three-line icon in the top left corner



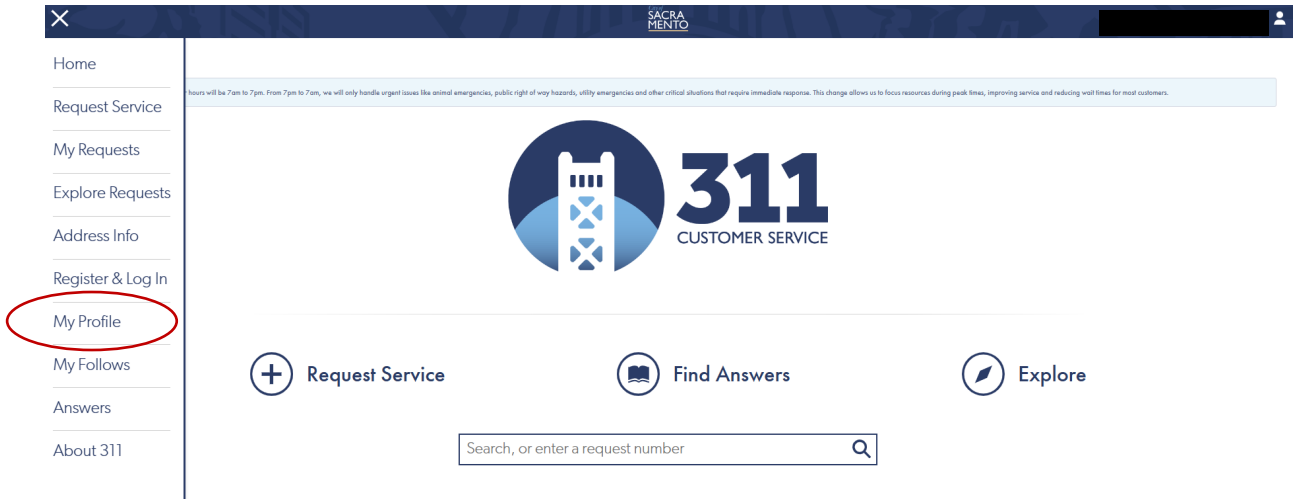
 Request Service

 Find Answers

 Explore

Search, or enter a request number 

Step 5: Select the “My Profile” option



Step 6: Scroll down and click the “Add Business” button



[Redacted]

My Role:

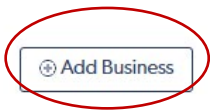
Billing Address:

Business Phone:

[Redacted]

Email:

Show All



More:



Step 7: Complete as many of the fields as practicable before clicking on the “Review & Submit” button

Please note, the registration consists of six pages. While the City would prefer that businesses complete as many fields as practicable, most fields are optional and the City understands that the form is long and completing all of the fields may not be possible.



Add a Business

Contact Methods (1/6)

Adding a business will allow you to submit requests and questions on its behalf

* Business Name

Doing Business As (alternate name)

Your Role

* Business Street Address

Suite

Address is business headquarters

Is this a home-based business?

Yes

No

* Business Phone

Phone Extension

*** Business Email**

Preferred Contact Methods:

How would you prefer we contact the business regarding opportunities or to ask questions?

(The business contact information above will be used for this purpose only and will not be shared externally.)

*** Phone Call**

Yes

No

*** SMS (Text Message)**

Yes

No

*** Email**

Yes

No

*** Mail**

Yes

No

Web & Social Media:

* Does the business have a website?

Yes

No

* Website URL

Facebook URL

Instagram URL

LinkedIn URL

Twitter URL

Additional Contacts:

Page 1/6

Back

Next

Add a Business

Product and Services (2/6)

Business Description

0/500 characters

Type something...

Products and Services (optional):

[What's this?](#)

Business Relationships (optional):

[What's this?](#)

Please list the names of businesses or governmental organizations this business has worked with.

Page 2/6

Back

Next

Add a Business

Business Capabilities (3/6)

Primary NAICS Category

Select an option ▼

Additional NAICS Categories

- | | |
|--|---|
| <input type="checkbox"/> Accommodation and Food Services | <input type="checkbox"/> Administrative and Support and Waste Management and Remediation Services |
| <input type="checkbox"/> Agriculture, Forestry, Fishing and Hunting | <input type="checkbox"/> Arts, Entertainment, and Recreation |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Educational Services |
| <input type="checkbox"/> Finance and Insurance | <input type="checkbox"/> Growing sugar beets—are classified in Industry 11199, All Other Crop Farming |
| <input type="checkbox"/> Growing wheat—are classified in Industry 11114, Wheat Farming | <input type="checkbox"/> Health Care and Social Assistance |
| <input type="checkbox"/> Information | <input type="checkbox"/> Management of Companies and Enterprises |
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Mining |
| <input type="checkbox"/> Other Services (except Public Administration) | <input type="checkbox"/> Professional, Scientific, and Technical Services |
| <input type="checkbox"/> Public Administration | <input type="checkbox"/> Real Estate Rental and Leasing |
| <input type="checkbox"/> Retail Trade | <input type="checkbox"/> Transportation and Warehousing |
| <input type="checkbox"/> Utilities | <input type="checkbox"/> Wholesale Trade |

Type of Business

Select an option ▼

Year Business Established

Number of Employees

Select an option ▼

Annual Revenue

Select an option ▼

Does your business have the electronic capability to receive and process invoices?

Yes No

Does your business have an environmental sustainability program?

Yes No

If yes, please describe

0/500 characters

Type something...

Other Government Experience

0/500 characters

Type something...

Have you ever served on active duty in the U.S. Armed Forces?

Yes No

City Divisions:

Which of the following City divisions would you be interested in working with?

- City Clerk
- 311 Call Center
- Animal Care Services
- Billing /Customer Service
- Building (Permits, Inspections, Plan Review)
- City Attorney
- City Auditor
- City Treasurer
- Code Compliance
- Community Centers
- Community Engagement
- Convention & Cultural Services
- Diversity & Equity
- Emergency Management
- Engineering Services
- Facilities / Retail Management
- Finance/Revenue/Procurement
- Fire
- Fleet Services
- Homeless Coordination
- Human Resources
- Information Technology/Geographic Information Services (GIS)
- Innovation & Economic Development
- Maintenance Services
- Media & Communications

- Office of Cannabis Management
 - Office of Public Safety Accountability
 - Parking Services
 - Parks
 - Planning
 - Police
 - Recreation
 - Recycling & Solid Waste
 - Sacramento Marina
 - Sacramento Valley Station
 - Transportation
 - Urban Forestry
 - Utilities
 - Water Conservation
 - Youth Division
-

Workforce Development & Training:

If this business provides workforce development and training, please indicate which services are provided

- Agriculture
 - Animation
 - Construction
 - Culinary Arts
 - Cybersecurity
 - Data Analytics
 - Entrepreneurship
 - HVAC
 - Information Technology
 - Life Sciences
 - Manufacturing
 - Transportation
-

Back

Next

Add a Business

Diversity (4/6)

The City of Sacramento is committed to providing business opportunities and resources that are equitable and inclusive. The diversity questions below are intended to help the City of Sacramento staff be proactive and equitable in our outreach and assistance. Additionally, providing this information will help us to better understand who are our businesses and how we can better serve you when we see applicable programs and resources that may benefit your business needs.

While we recognize your participation is voluntary your participation will help the city advance diversity, equity, and inclusion goals and initiatives. This information will only be accessible to authorized city staff for outreach efforts, reporting, and auditing purposes.

I hereby consent to the collection and use of this information

Diverse Business:

Diverse Business Enterprise Certification is a designation that is awarded to businesses that are at least 51% owned by a 'disadvantaged' member of the population. Diverse Business Enterprise (DBE) is a term that refers to a wide array of business certifications available to businesses that are owned and operated by a "disadvantaged" member of the population, which can be women, minorities, veterans, businesses deemed disadvantaged due to their size or location.

- Disabled Business Enterprise (DVBE) ?
- LGBT Business Enterprise (LGBTBE) ?
- Minority Business Enterprise (MBE) ?
- Small Business Enterprise (8 (a)) ?
- Veteran Business Enterprise ?
- Women / Minority Business Enterprise (WMBE) ?

Please upload any Supplier Diversity Certificates

[Upload Files](#)
Or drop files

Gender and Sex:

Please choose any combination of the identities or descriptors below that describe the majority ownership:

- Man
- Woman
- Cisgender ?
- Transgender ?
- Genderqueer ?
- Non-binary ?
- Gender non-conforming ?
- Questioning ?
- Two-Spirit ?
- Intersex ?
- Prefer not to say
- Preferred response not listed

Sexual Orientation:

Sexual Orientation is defined as a person's sexual, emotional, physical, or psychological attraction to other people.
Please choose any identities or descriptors the majority ownership of this business identify with:

- Asexual ?
- Bisexual ?
- Gay ?
- Lesbian ?
- Heterosexual ?
- Pansexual ?
- Queer ?
- Questioning ?
- Prefer not to say
- Preferred response not listed

Ethnicity:

- Asian ?
- Black or African American (not of Hispanic origin) ?
- Filipino (not of Hispanic origin) ?
- Hispanic or Latino/Latinx ?
- Middle Eastern or North African ?
- Native American or Alaska Native (not of Hispanic origin) ?
- Native Hawaiian or other Pacific Islander ?
- White (not of Hispanic origin) ?
- Prefer not to say
- Prefer to self-describe

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[Back](#) [Next](#)



Add a Business

Certifications & Memberships (5/6)

Certifications:

Safety Certifications

0/500 characters

Other Certifications

0/500 characters

Memberships:

Business Organization Memberships

0/500 characters

PBIDs

- Del Paso Boulevard Partnership
- Downtown Sacramento Partnership
- Florin Road Partnership
- Greater Broadway Partnership
- Mack Road Partnership
- Midtown Business Association
- Franklin Boulevard Business Association
- Oak Park Business Association
- Power Inn Alliance
- The River District
- Stockton Boulevard Partnership

Chambers

- California Black Chamber of Commerce
- East Sacramento Chamber of Commerce
- Greater Sacramento Vietnamese Chamber
- Natomas Chamber of Commerce
- North Sacramento Chamber of Commerce
- Rainbow Chamber of Commerce
- Sacramento Asian Pacific Chamber of Commerce
- Sacramento Black Chamber of Commerce
- Sacramento Hispanic Chamber of Commerce
- Sacramento Metro Chamber of Commerce
- Sacramento Slavic Chamber of Commerce

Industry Associations

0/500 characters

Type something...

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Back Next

Step 8: Review the submitted information and click the “Submit” button

Edit Section

Page 6/6

Delete Business

Submit

Part III: How to submit a business resource request

Step 1: Visit the 311 Portal

Visit <https://311.cityofsacramento.org/s/register-and-login>

Step 2: Click on the “Register & Log In” button



Register & Log In

To continue, please register and log in with your City of Sacramento account. An account will allow you to track your requests, save your contact information, and follow others' requests for updates.



Step 3: Complete the “Email Address” and “Password” fields based on your existing resident City of Sacramento 311 account and click the “Sign in” button

City of
**SACRA
MENTO**

Sign in with your existing account

Email Address

██████████

Password

.....

Keep me signed in

Back **Sign in**

Don't have an account? [Sign up now](#)

[Having trouble logging in?](#)

Step 4: Select the “Request Service” option

The screenshot shows the Sacramento 311 Customer Service portal. The header includes the Sacramento logo and the name 'Gregor Weaghoff'. A navigation menu on the left lists: Home, Request Service, My Requests, Explore Requests, Address Info, Register & Log In, My Profile, My Follows, Answers, and About 311. The main content area features the 311 logo and three primary buttons: 'Request Service' (circled in red), 'Find Answers', and 'Explore'. Below these buttons is a search bar with the placeholder text 'Search, or enter a request number'.

Step 5: Verify your contact information, select “Yes” to the question: “Is this request associated with your business?” Then click on the “Correct” button.

Selecting “Yes” associates the service request with your business, as opposed to your home residence. This is the most important action to ensure your request gets to the Business Solutions Center team instead of the general 311 team.



Verify Contact Information

Please verify that we'll be able to reach you if necessary before we create your request.

Contact Info:

Name

Address

Phone

Email

Is this request associated with your business? If so, select yes. If there is no business listed below, please add a business to your profile first by selecting “Add Business”

Yes

No



What's this?


Edit Info





Correct

Step 6: Select the “Business Resources” dropdown menu

Requesting Service



Search for a service or browse below 

- Animal Care 
- Building and Planning 
- Business Resources** 
- Code Enforcement 
- Drains 

Step 7: Select the appropriate sub-category based on your business need

Business Resources ^

Business Counseling
Receive free, customized consulting from industry experts. Whether you need help with writing a business plan, improving your marketing, or expanding your e-commerce presence, we'll match you with the right assistance for your goals.

Business Data
Access valuable market and industry data

City Navigation Assistance
Get help with City business processes

Other Business Support
Request other business assistance not listed above

Step 8: Depending on the sub-category selected, answer the required prompts and click on the green buttons

For this example, the “Business Counseling” option was selected

Click the “Request This Service” button



Business Counseling



Please select “Request this Service” below to choose from one of the available counseling centers shown here.

Sacramento Valley Small Business Development Center (SBDC)

- Get expert advise on business planning, marketing, and financial strategies.

California Capital Women's Business Center (WBC)

- Focused on supporting woman entrepreneurs with training, mentorship, and networking opportunities.

California Capital APEX Accelerator

- Helping businesses secure government contracts with services like certification assistance, bid matching, and procurement training.

California Capital Lending Center

- Offers small business loans from \$5,000 to \$150,000 and financial advisory services to help businesses grow.
- Small Business Loans Guarantee Program - Helps business secure loans by guaranteeing up to 80% of loan amounts (up to \$5 million) through partnering lenders.



Step 9: For location, click “Select Business” for whatever business that you want associated with the request for service.

Please note, most businesses will have only one entry, but users can add multiple entries if they own and operate multiple businesses.

CITY OF SACRAMENTO

Service Location

Business Counseling

SERVICE LOCATION DETAILS CONFIRM

To continue, select the business associated with this request.

My Role:

Billing Address:

Business Phone:

Email:

Select Business

Step 10: Follow the prompts to select your Counseling Center and describe the assistance requested.

If you are already registered, please choose the Center and list your counselors name.

Request Details

Business Counseling



* Are you already registered with one of the centers above California Capital or the Sacramento Valley Small Business Development Center?

* Provide your business counselor's name.

* Please choose from one of the available counseling centers below.

- Sacramento Valley Small Business Development Center (SBDC)
- California Capital Woman's Business Center (WBC)
- California Capital APEX Accelerator
- California Capital Lending Center

* Describe Assistance Needed

Add Photos and/or Files

Or drop files

Additional Notes

0/500 characters

Cancel Request

Next

Step 11: Review and Submit.

Verify the information entered is correct and click the "Submit" button

Request Confirmation

Business Counseling

SERVICE LOCATION DETAILS CONFIRM

Please verify that the information below is correct

Business Name
[Redacted]

Business Address
[Redacted]

Are you already registered with one of the centers above California Capital or the Sacramento Valley Small Business Development Center?
[Redacted]

Provide your business counselor's name.
[Redacted]

Business Development Services
[Redacted]

Describe Assistance Needed
[Redacted]

[◀ Edit Location](#)

[◀ Edit Request Details](#)

[✓ Submit](#)

[✕ Cancel Request](#)