

*City of*  
**SACRAMENTO**

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Innovation & Economic Development

**Business 311 Portal  
Instruction Guide**

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

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## Step 1: Visit the Business 311 Business Portal

Visit <https://311.cityofsacramento.org/s/business-home> and click on the “Register an account” tile



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### Business Services

Welcome to the City of Sacramento's business portal! This portal allows businesses to better interact with City staff. Register to get access to funding, training, procurement opportunities, and more! The goal of this system is to improve our relationships with businesses, provide various ways to engage and get your questions answered.

Here's how to get started:

**1.**      **Register an account**

An account will let you track and manage your requests, and will ensure we have the right contact info.

[Register](#)

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

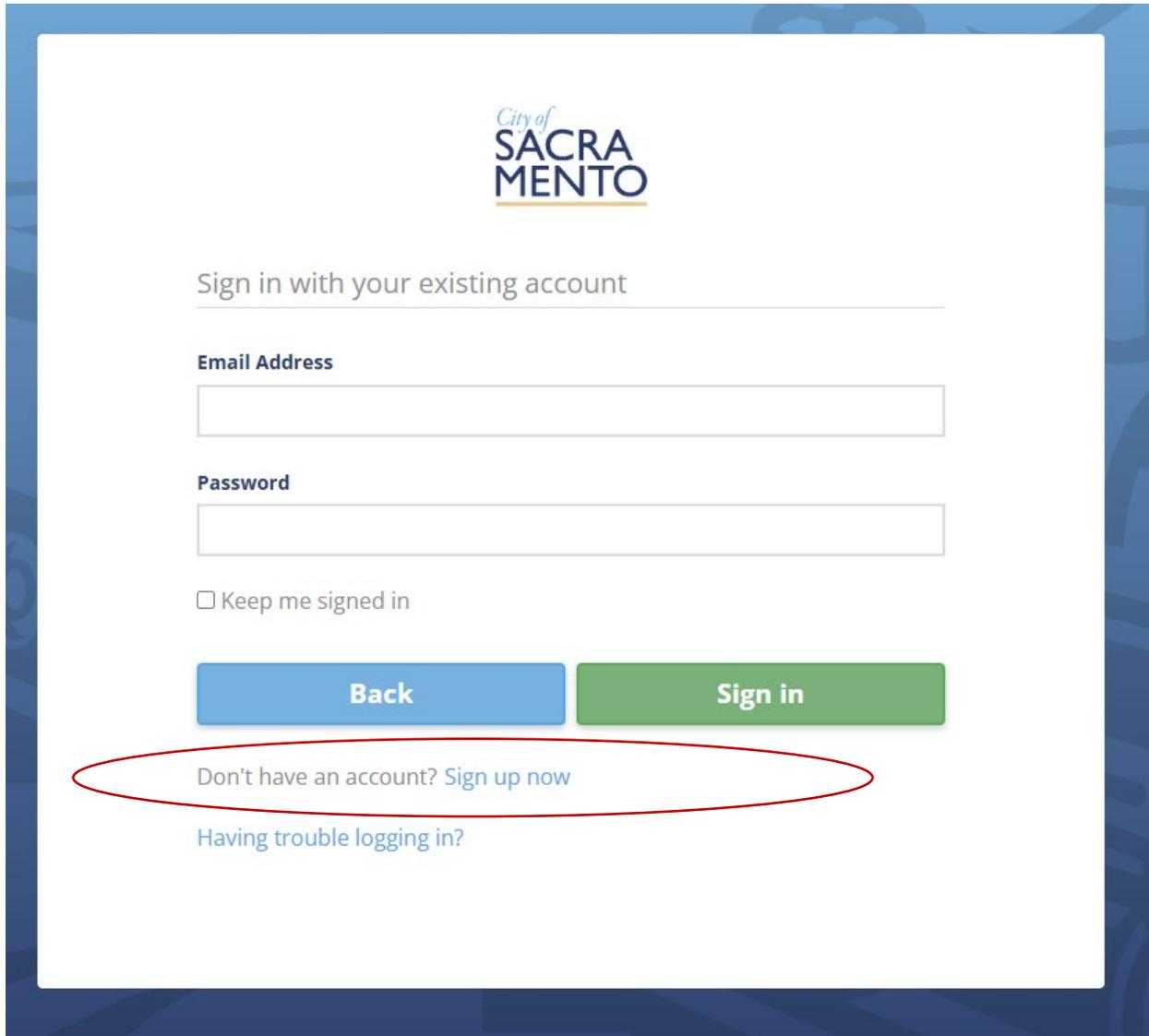
# Register & Log In

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.



Register & Log In

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 City of Sacramento logo, which includes the text "City of SACRAMENTO" with "SACRAMENTO" in a larger, bold font. 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: the first is labeled "Email Address" and the second is labeled "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 button labeled "Back" and a green button labeled "Sign in". 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". This button is circled in red. At the bottom of the form are two more buttons: a brown 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

**City of SACRAMENTO**

**First Name**  
Michael

**Last Name**  
Weagraff

**Email Address**  
michael.weagraff@gmail.com

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

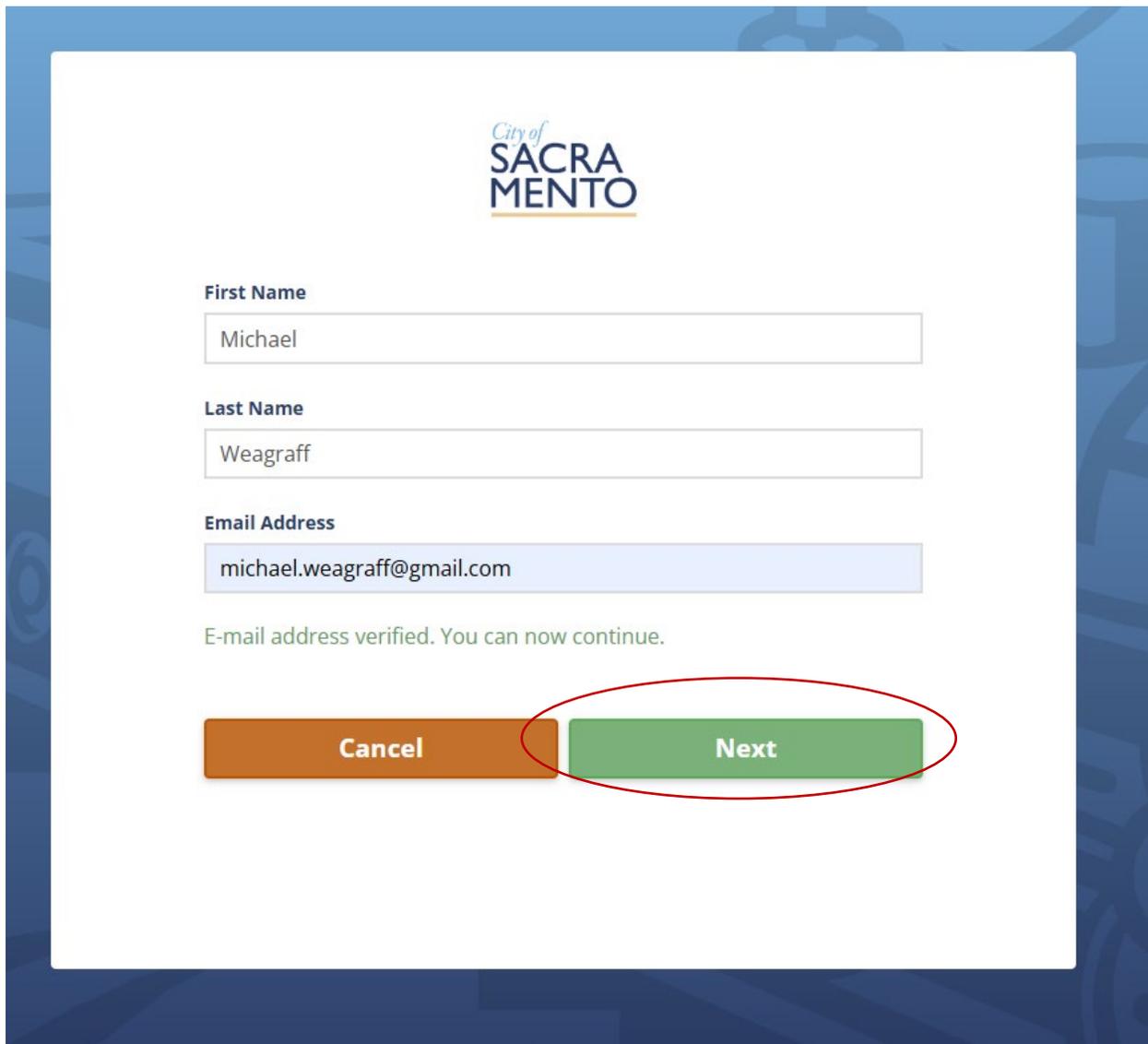
**Verification code**

[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 City of Sacramento logo. Below the logo are three input fields: 'First Name' with the value 'Michael', 'Last Name' with the value 'Weagraff', and 'Email Address' with the value 'michael.weagraff@gmail.com'. Below the email field, a green message states 'E-mail address verified. You can now continue.' At the bottom of the form are two buttons: a brown 'Cancel' button and a green 'Next' button. The 'Next' button is circled in red.

**City of SACRAMENTO**

**First Name**  
Michael

**Last Name**  
Weagraff

**Email Address**  
michael.weagraff@gmail.com

E-mail address verified. You can now continue.

**Cancel** **Next**

## 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 Business 311 Business Portal

Visit <https://311.cityofsacramento.org/s/business-home> and click on the “Add your business to your profile” tile



### Business Services

Welcome to the City of Sacramento’s business portal! This portal allows businesses to better interact with City staff. Register to get access to funding, training, procurement opportunities, and more! The goal of this system is to improve our relationships with businesses, provide various ways to engage and get your questions answered.

Here's how to get started:

**1.**

#### Register an account

An account will let you track and manage your requests, and will ensure we have the right contact info.

[Register](#)

**2.**

#### Add your business to your profile

Adding your business will allow us to find opportunities specific to your business and respond to requests for service.

[Go to Profile](#)

## 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.



Register & Log In

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**  
gthashimoto@gmail.com

**Password**  
.....

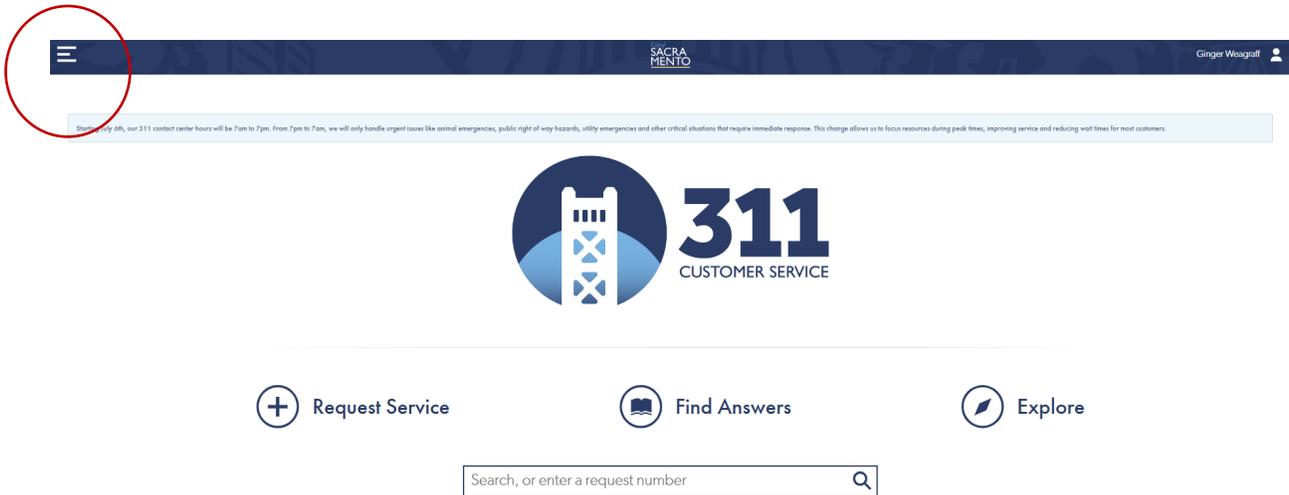
Keep me signed in

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

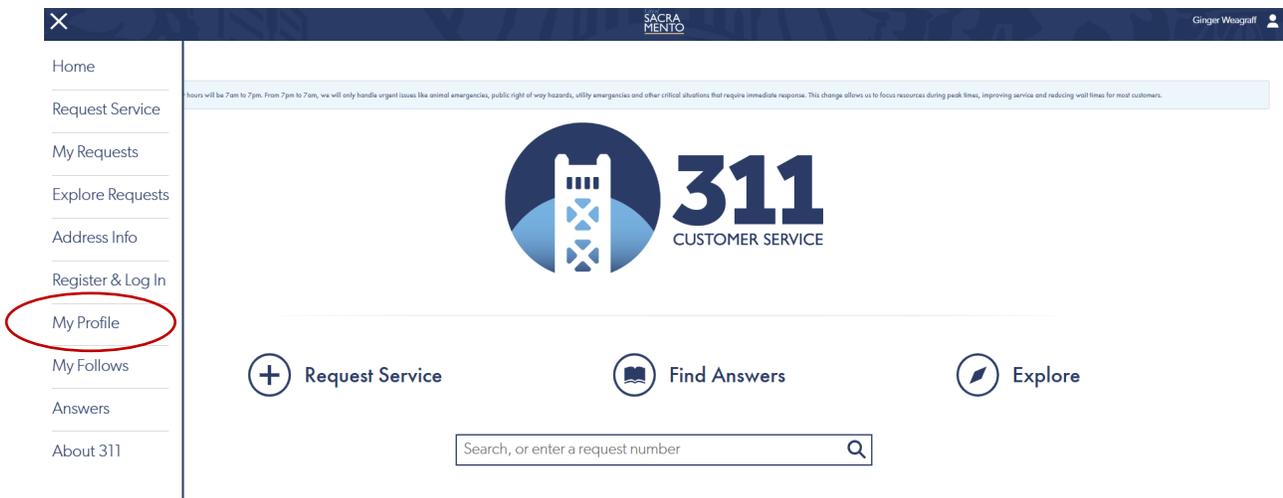
Don't have an account? [Sign up now](#)

[Having trouble logging in?](#)

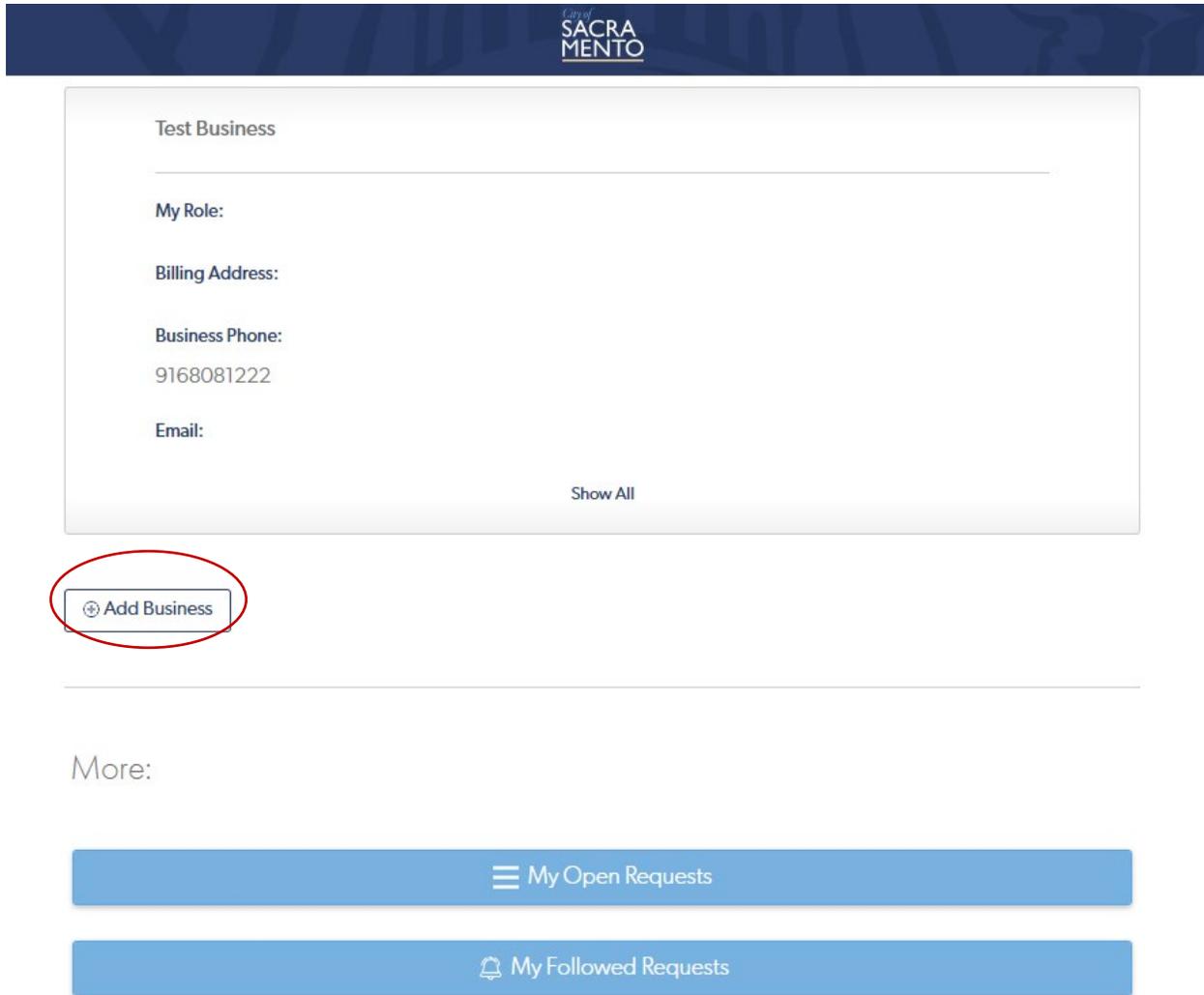
## Step 4: Once logged in, click on the three-line icon in the top left corner



## Step 5: Select the “My Profile” option



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



City of SACRAMENTO

Test Business

My Role:

Billing Address:

Business Phone:  
9168081222

Email:

Show All

⊕ Add Business

More:

☰ My Open Requests

🔔 My Followed Requests

## Step 7: Complete as many of the fields as practicable before clicking on the “Next” 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

Page 4/6

[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...

Page 5/6

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 assistance request for service

## Step 1: Visit the Business 311 Business Portal

Visit <https://311.cityofsacramento.org/s/business-home> and click on the “Create a request” tile



### Business Services

Welcome to the City of Sacramento's business portal! This portal allows businesses to better interact with City staff. Register to get access to funding, training, procurement opportunities, and more! The goal of this system is to improve our relationships with businesses, provide various ways to engage and get your questions answered.

Here's how to get started:

- 1. Register an account**  
An account will let you track and manage your requests, and will ensure we have the right contact info.  
[Register](#)
- 2. Add your business to your profile**  
Adding your business will allow us to find opportunities specific to your business and respond to requests for service.  
[Go to Profile](#)
- 3. Create a request!**  
Submit requests for funding, training, technical assistance, and more! Our business services are available under the category "Business Resources".  
[Create Request](#)

## 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.

A green rectangular button with the text "Register & Log In" centered on it. The button is highlighted with a red oval, indicating it is the target for the next step in the process.

Register & Log In

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**  
gthashimoto@gmail.com

**Password**  
.....

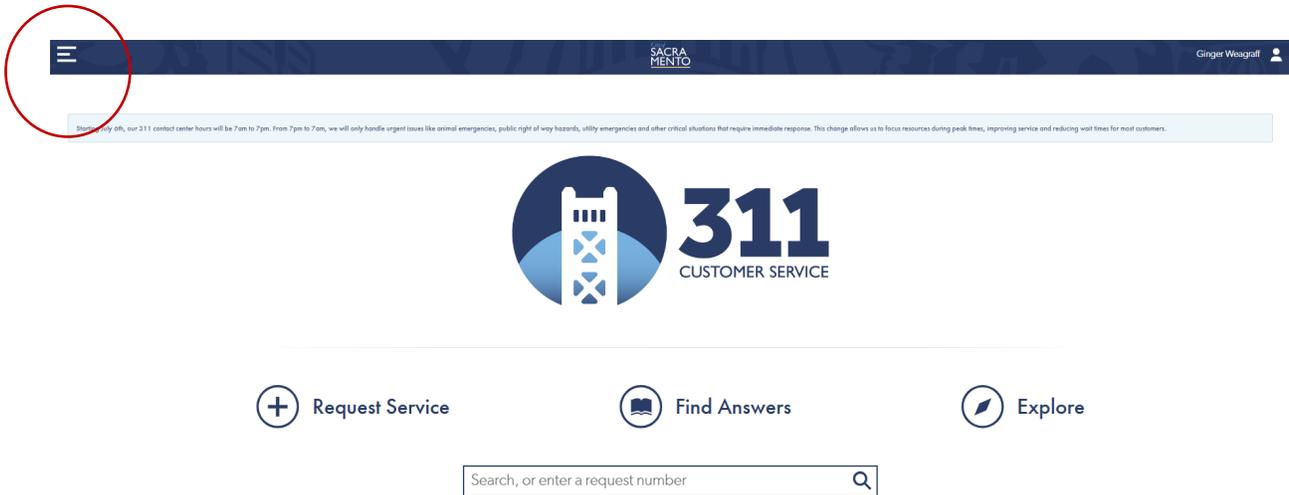
Keep me signed in

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

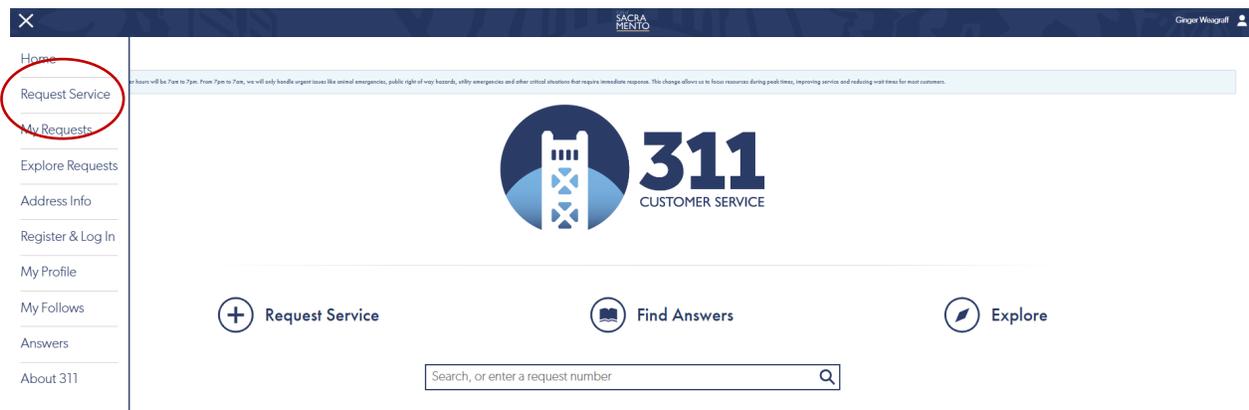
Don't have an account? [Sign up now](#)

[Having trouble logging in?](#)

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



## Step 5: Select the “Request Service” option



## Step 6: Verify your contact information by selecting “Yes” for the “Business Cases?” question and click on the “Correct” button

Selecting “Yes” associates the service request with your business, as opposed to your home residence. Associating requests with your business, when applicable, allows the City to better understand business needs and improve customer service.



### Verify Contact Information

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

Contact Info:

**Name**

Ginger Weagraff

**Address**

915 I Street  
95818

**Phone**

9168081222

**Email**

gthashimoto@gmail.com

Businesses Case?

Yes

No

[? What's this?](#)

[✎ Edit Info](#)

[✓ Correct](#)

## Step 7: 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 8: Select the appropriate sub-category based on your business assistance need

Business Resources ^

---

**Access to Capital**  
Connecting businesses to lending partners and grant opportunities.

**Business Assistance/Professional Services**  
Business technical assistance including, but not limited to: accounting, human resources, marketing, operations, site selection, strategic planning, succession planning, e-commerce, legal structure, etc.

**Economic Data**  
Assistance obtaining economic data including geographic and commercial real estate information through a variety of data sources such as ESRI and CoStar.

**Environmental Brownfields Assistance**  
Financial and technical assistance for brownfields assessment and remediation.

**Financial Empowerment**  
Free one-on-one financial navigation and coaching.

**General: Business Resources**  
For general business assistance and resource service requests.

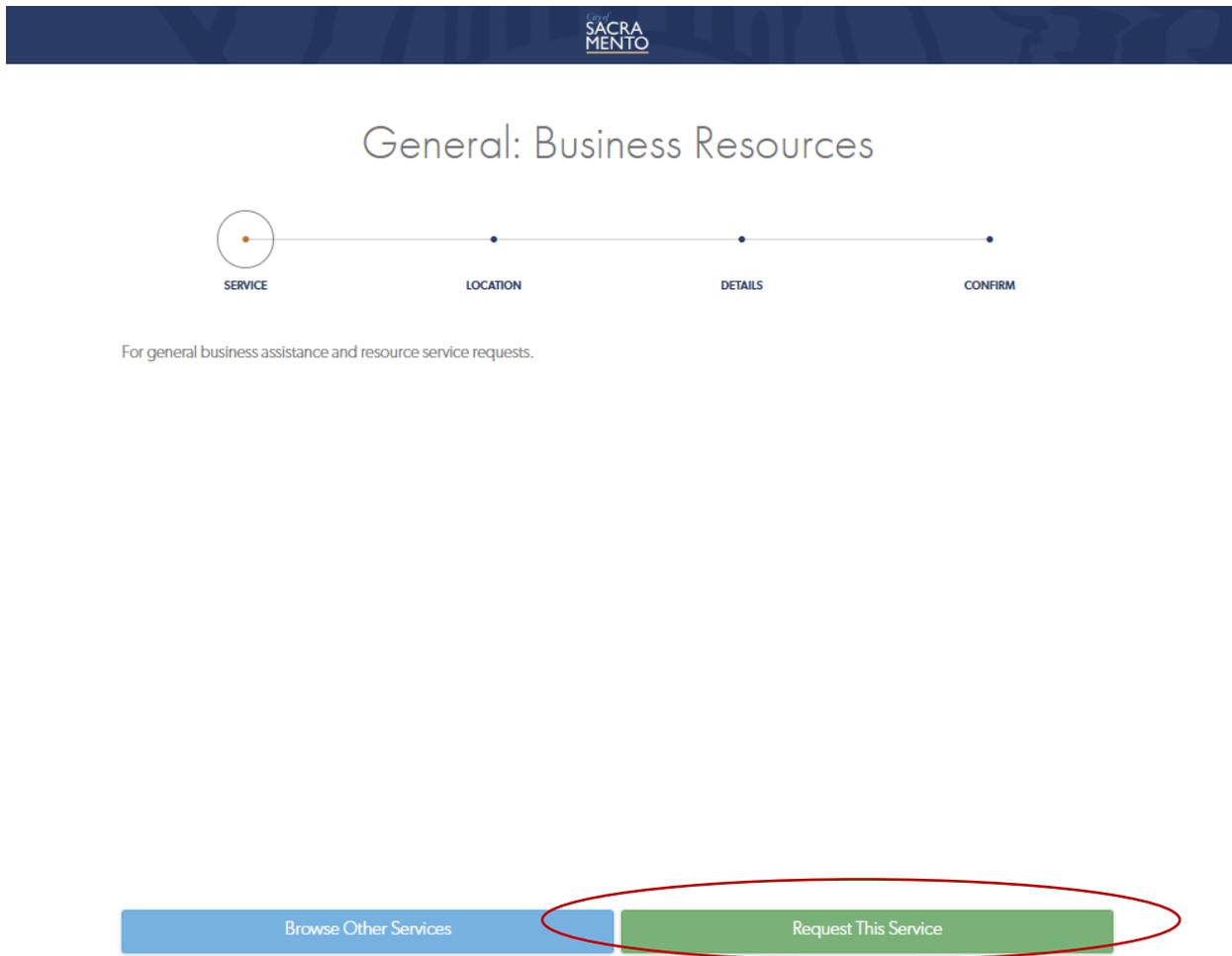
**Navigating City of Sacramento Permits and Regulatory Environment**  
Assistance with permits (entertainment, business operations tax certificates, planning and building assistance, etc.), new or existing rules and regulations, etc.

**Workforce Development & Training**  
Resources for employers, and job and workforce readiness.

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

For this example, the “General: Business Resources” option was selected

Click the “Request This Service” button



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.

## Service Location

### General: Business Resources



Which business is submitting this request?

Test 2

---

**My Role:**

**Billing Address:**  
United States  
CA  
3005 Bedford Falls Way  
Sacramento

**Business Phone:**  
5109093464

**Email:**  
gweagraff@cityofsacramento.org

Select Business

Complete the required field and click the “Next” button



# Request Details

## General: Business Resources



\* Please describe the assistance needed

Add Photos and/or Files

Or drop files

Additional Notes

0/500 characters

Cancel Request

Next

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

# Request Confirmation

## General: Business Resources



Please verify that the information below is correct

**Business Name**

Test 2

**Please describe the assistance needed**

I need help selecting and setting an e-commerce platform

Four buttons are displayed in a vertical stack:

- Blue button: ◀ Edit Location
- Blue button: ◀◀ Edit Request Details
- Green button: ✓ Submit
- Brown button: ✕ Cancel Request