

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>

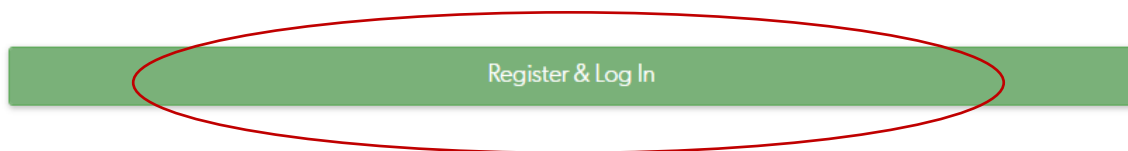
Step 2: Click on the “Register & Log In” button

Click on the “Register an account” tile

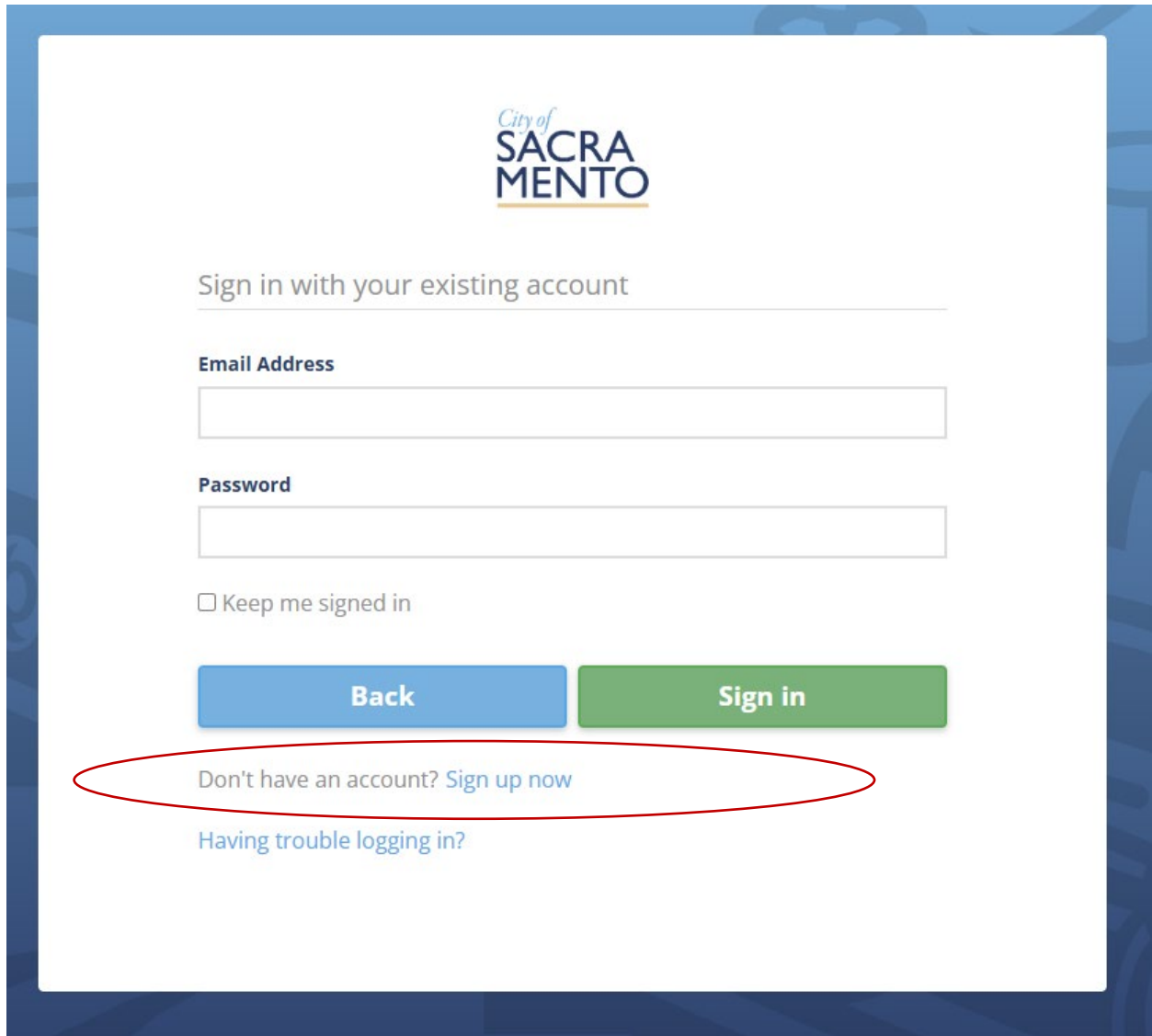


Register & Log In

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 sign-in page for the City of Sacramento Business Portal. At the top center is the City of Sacramento logo, which includes the text "City of" in a small font above "SACRAMENTO" in a larger, bold font, with a horizontal line underneath. Below the logo is a heading "Sign in with your existing account" followed by a horizontal line. Underneath this are two input fields: "Email Address" and "Password". Below the password field is a checkbox labeled "Keep me signed in". There are two buttons: a blue "Back" button and a green "Sign in" button. Below these buttons, the text "Don't have an account? Sign up now" is circled in red. At the bottom, there is a link "Having trouble logging in?" in blue text.

City of
SACRAMENTO

Sign in with your existing account

Email Address

Password

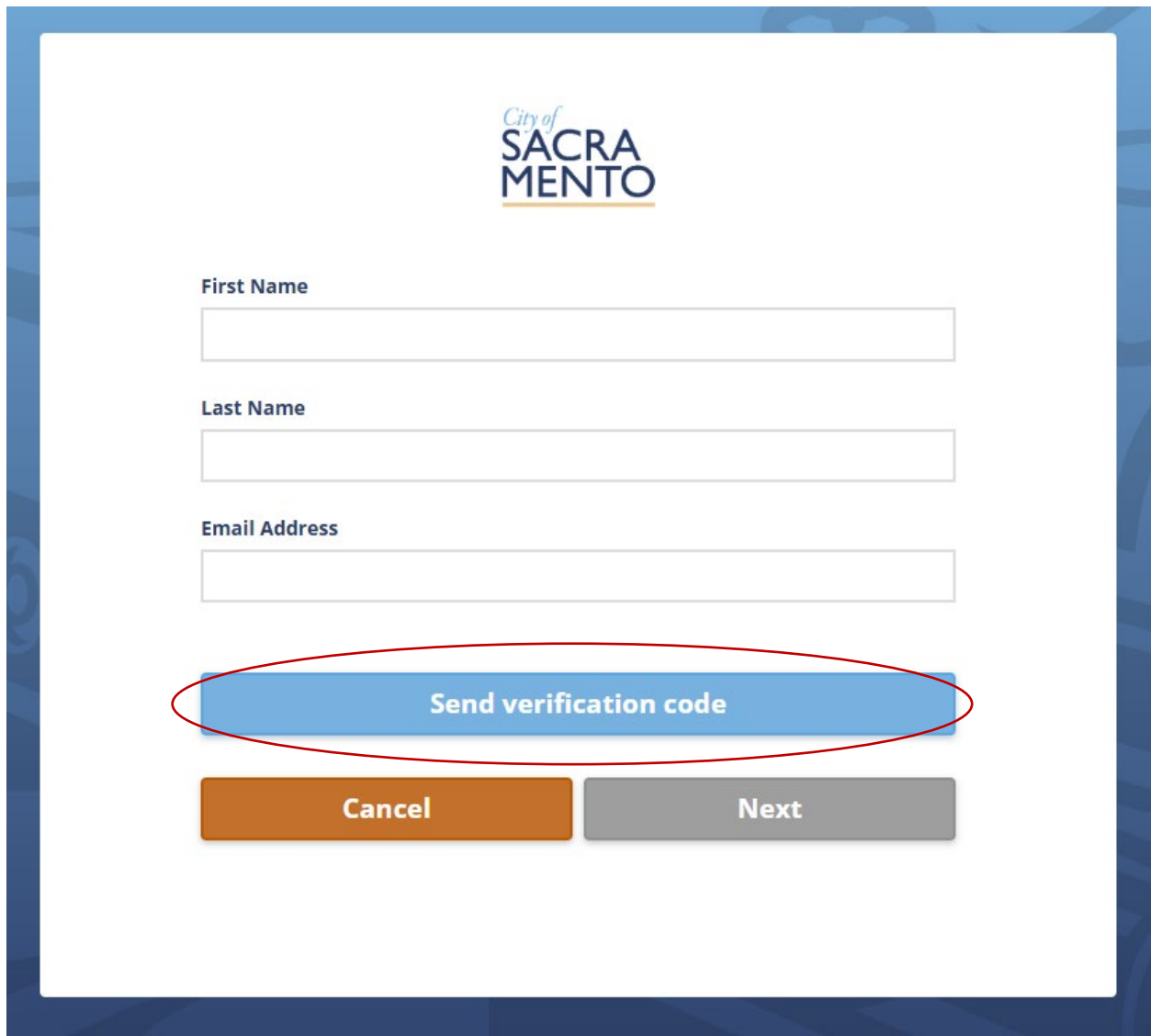
☐ Keep me signed in

Back **Sign in**

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

[Having trouble logging in?](#)

Step 4: 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" in a small font above "SACRA" and "MENTO" in a larger font, with a horizontal line underneath. Below the logo are three text input fields. The first field is labeled "First Name", the second is labeled "Last Name", and the third is labeled "Email Address". Below these fields is a blue button with the text "Send verification code". This button is circled with a red oval. At the bottom of the form are two buttons: an orange button labeled "Cancel" and a grey button labeled "Next".

City of
**SACRA
MENTO**

First Name

Last Name

Email Address

Send verification code

Cancel **Next**

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



First Name

Last Name

Email Address

E-mail address verified. You can now continue.

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: @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .



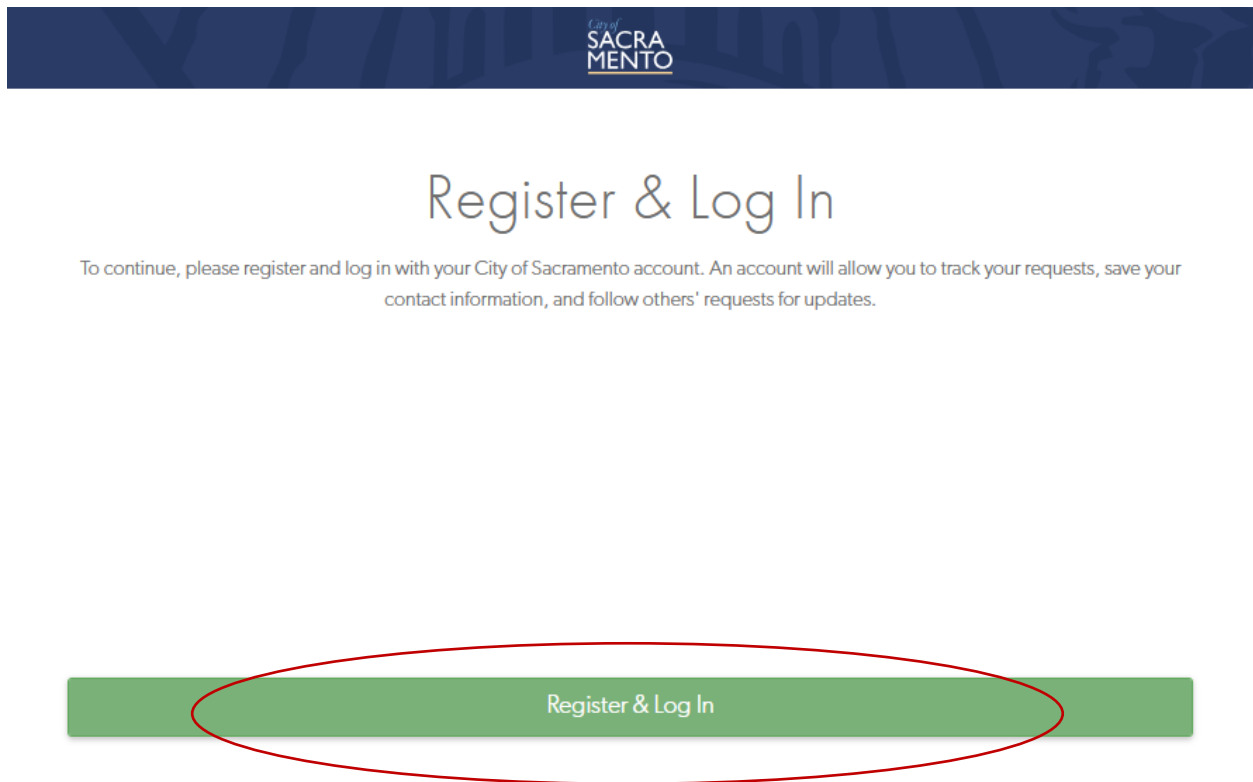
The screenshot shows a web form for creating a new password. At the top center is the City of Sacramento logo, which includes the text "City of" in a small font above "SACRAMENTO" in a larger, bold font, with a horizontal line underneath. Below the logo are two text input fields. The first field is labeled "New Password" and contains seven dots. The second field is labeled "Confirm New Password" and also contains seven dots. At the bottom of the form are three buttons: an orange "Cancel" button, a blue "Prev" button, and a green "Create" button. A red oval is drawn around the "Create" button.

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

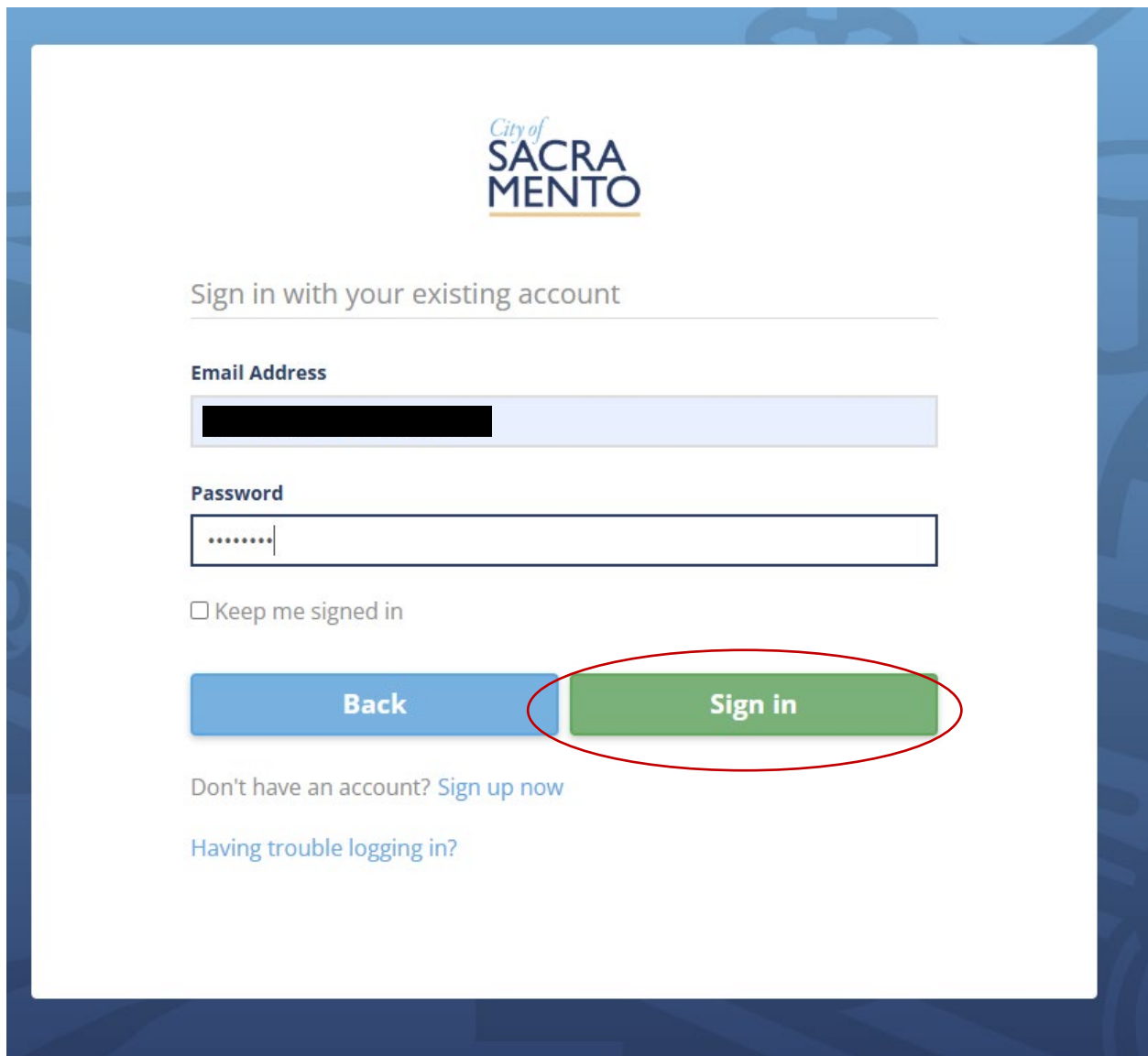
Step 1: Visit the 311 Portal

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

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



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



The image shows a login page for the City of Sacramento 311 Business Portal. At the top center is the City of Sacramento logo. Below it is the heading "Sign in with your existing account". There are two input fields: "Email Address" and "Password". The "Email Address" field contains a redacted email address. The "Password" field contains a masked password. Below the password field is a checkbox labeled "Keep me signed in". At the bottom of the form are two buttons: a blue "Back" button and a green "Sign in" button. The "Sign in" button is circled in red. Below the buttons are two links: "Don't have an account? Sign up now" and "Having trouble logging in?".

City of
**SACRA
MENTO**

Sign in with your existing account

Email Address

Password

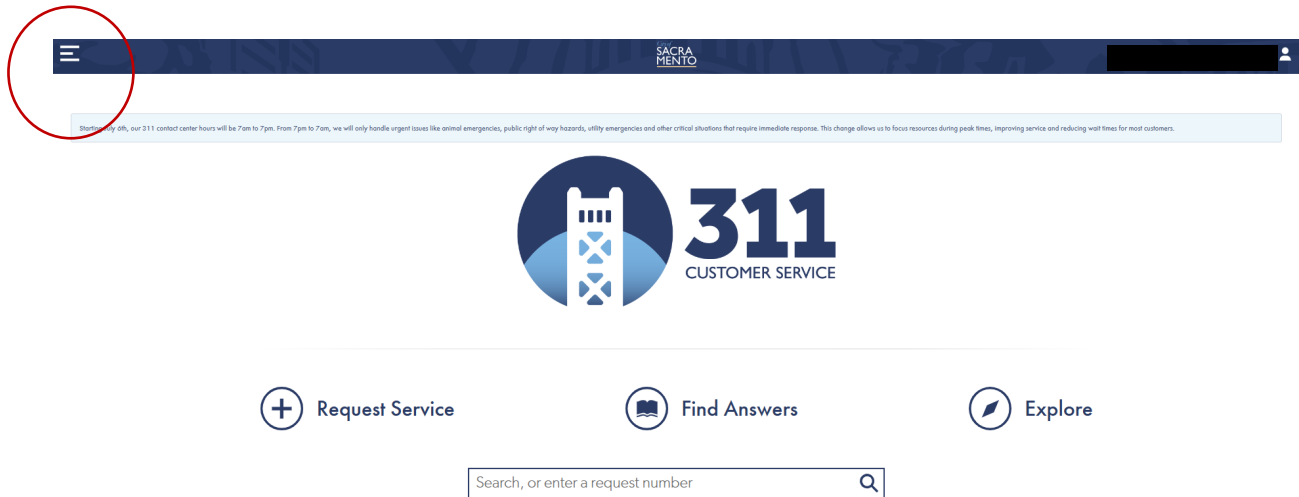
☐ Keep me signed in

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

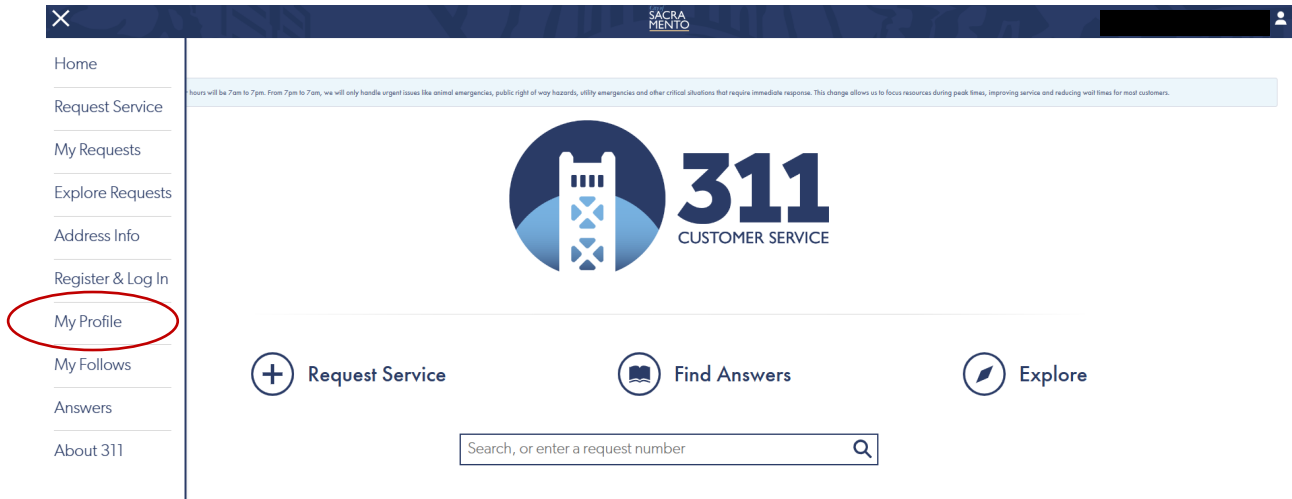
Don't have an account? [Sign up now](#)

[Having trouble logging in?](#)

Step 4: 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



My Role:

Billing Address:

Business Phone:

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 “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:

[+ Add Contact](#)

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?](#)

[+ Add Product or Service](#)

Business Relationships (optional):

[What's this?](#)

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

[+ Add Relationship](#)

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Next

Add a Business

Business Capabilities (3/6)

Primary NAICS Category

Select an option



Additional NAICS Categories

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

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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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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

Type something...

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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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

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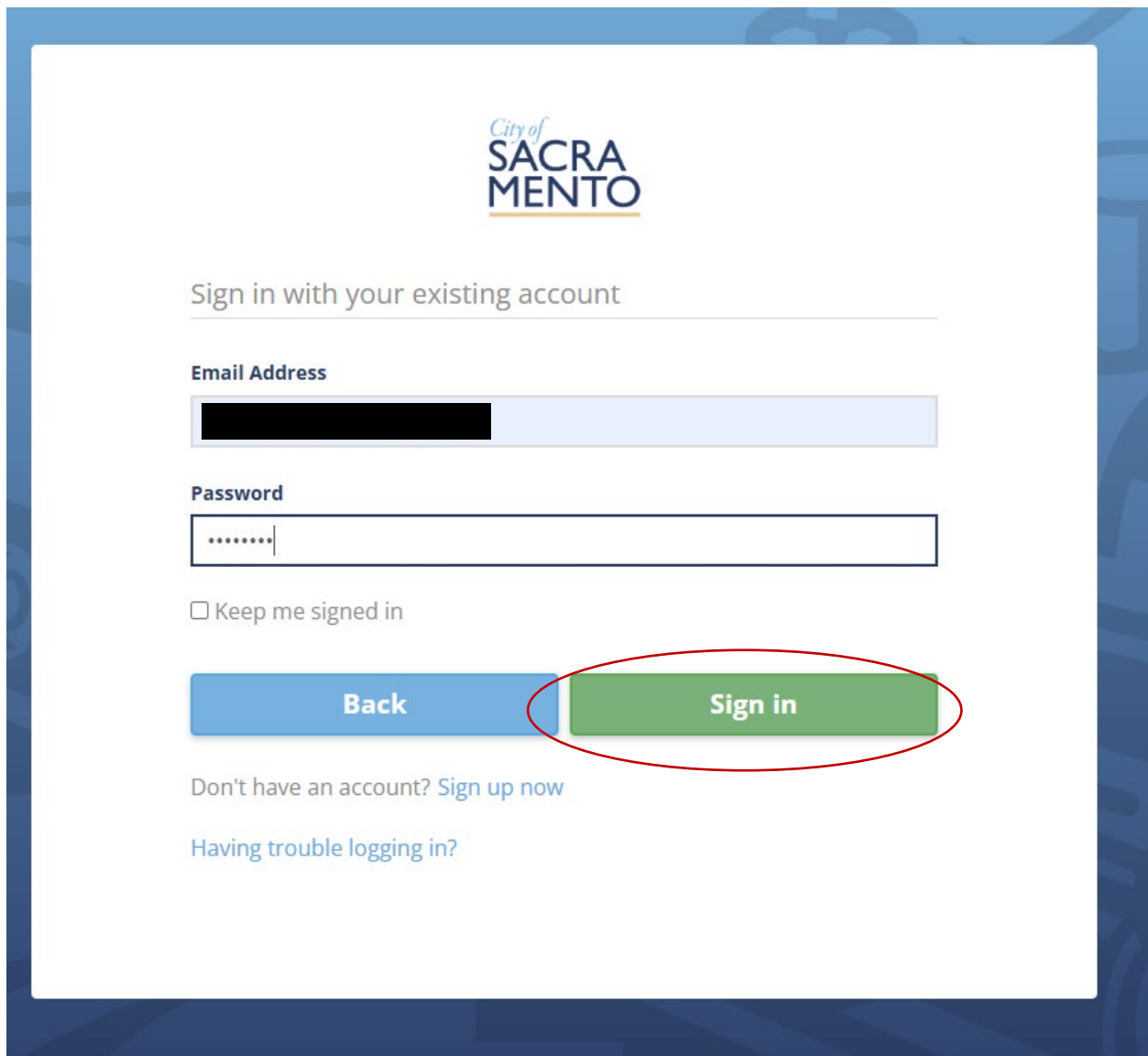


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The image shows a sign-in form for the City of Sacramento 311 Business Portal. The form is centered on a white background with a blue border. At the top is the City of Sacramento logo. Below it is the text "Sign in with your existing account". There are two input fields: "Email Address" and "Password". The "Email Address" field contains a blacked-out email address. The "Password" field contains seven dots. Below the password field is a checkbox labeled "Keep me signed in". At the bottom are two buttons: a blue "Back" button and a green "Sign in" button. The "Sign in" button is circled in red. Below the buttons are two links: "Don't have an account? Sign up now" and "Having trouble logging in?".

City of
**SACRA
MENTO**

Sign in with your existing account

Email Address

Password

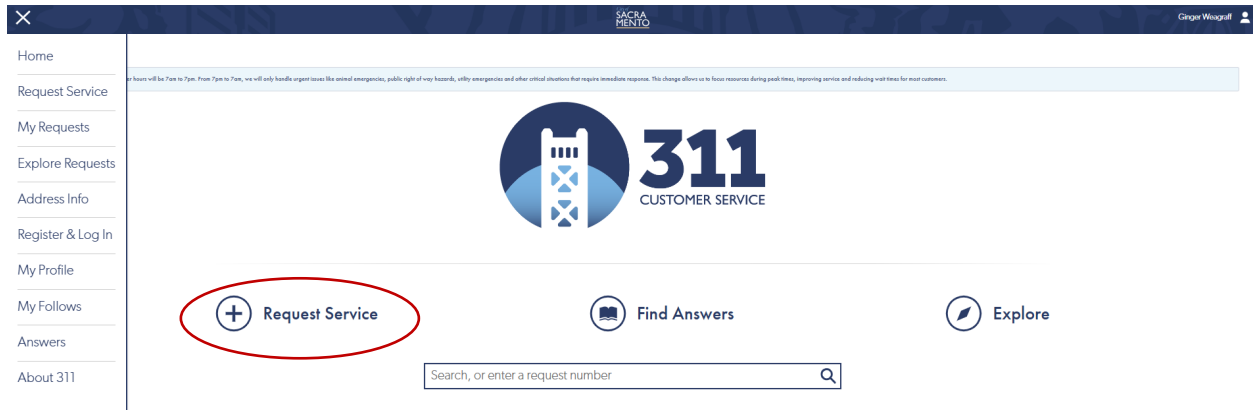
☐ Keep me signed in

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

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

[Having trouble logging in?](#)

Step 4: Select the “Request Service” option



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
[Redacted]

Address
[Redacted]

Phone
[Redacted]

Email
[Redacted]

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



SERVICE



LOCATION



DETAILS



CONFIRM

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



SERVICE**LOCATION****DETAILS****CONFIRM**

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.

Browse Other Services

Request This Service

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.

The screenshot shows the 'Service Location' page for 'Business Counseling'. At the top, there is a dark blue header with the 'City of SACRAMENTO' logo. Below the header, the page title 'Service Location' is centered, followed by the subtitle 'Business Counseling'. A progress bar with four steps is shown: 'SERVICE' (green dot), 'LOCATION' (orange dot and circle), 'DETAILS' (blue dot), and 'CONFIRM' (blue dot). Below the progress bar, a message states: 'To continue, select the business associated with this request.' The main form area contains several fields: a redacted field at the top, 'My Role:', 'Billing Address:' (with a redacted address), 'Business Phone:' (with a redacted phone number), and 'Email:' (with a redacted email address). At the bottom of the form, a button labeled 'Select Business' is circled in red.

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

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