

Registering for an account on Austin Build + Connect: <https://abc.austintexas.gov/web/permit/index>

1. Click *Register Now*.



\* required field

### REGISTERED USER

Your email address \*

Your password \*

Login

### FIRST TIME USER

Register Now

### FORGOT PASSWORD

If you are a registered user but forgot your password, please click here.

Reset Password

2. Enter your email address then click *Continue*. Be sure there are no extra spaces before or after your email address.

### NEW REGISTRATION

Registration is for payment of application, permit, and inspection fees. Registration is a multi step process and your account will not be activated until all steps are completed.

### STEP 1 - CONFIRM YOUR EMAIL ADDRESS

→ Email Address: \*

→ Confirm Email Address: \*

Continue

3. Enter your User Information then click *Submit*.

### STEP 2 - USER INFORMATION

Email Address: [REDACTED]@austintexas.gov

First Name: \*

Last Name: \*

Middle Name (optional):

House Number: \*

Street Prefix:

Street Name: \*

Street Type: \*

Street Direction:

Unit Type:

Unit Number:

City: \*

State: \*

Zip Code: \*

Telephone Number: \*

Organization (optional):

**Submit**

4. Check your email inbox for a verification message, link, and PIN.

### STEP 3 - ACCESS REQUEST SENT

Thank you for registering for Austin Build + Connect.  
An email has been sent to [REDACTED]@austintexas.gov.  
Please check your email for verification.

5. Your verification email from [web.registration@austintexas.gov](mailto:web.registration@austintexas.gov) should look like this. Copy the PIN number provided and then click on the appropriate link to continue the registration process.

Thank you for starting the registration process. After completing the registration process you will be able to conduct business online, such as

- \* Viewing status of your permits, inspections, and fees
- \* Pay for permits
- \* Pay for fees

If you do not have a need for these activities, you can abandon this registration process and continue to use the City's Public Search function at <https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Famandaportaltest.austintx.gov&data=02%7C01%7CRachel.Freeman%40austintexas.gov%7C424fa146eebf4bb943c008d73bb6fc49%7C5c5e19f6a6ab4b45b1d0be4608a9a67f%7C0%7C0%7C637043529418821347&reserved=0>

To continue your registration process, use the link and personal identification number (PIN) below to verify your information and gain access to the Austin Build + Connect website's Registered Users area:  
<https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Famandaportaltest.austintx.gov%2Fweb%2Fpermit%2Fregistration%3Fts3%3D1%26EmailAddress%3DRachel.Freeman%40austintexas.gov%26pinGenerated%3Dtrue&data=02%7C01%7CRachel.Freeman%40austintexas.gov%7C424fa146eebf4bb943c008d73bb6fc49%7C5c5e19f6a6ab4b45b1d0be4608a9a67f%7C0%7C0%7C637043529418821347&reserved=0>

PIN Number **000072432** (Copy PIN number before clicking on above link)

Note: If you are unable to click on the link above, please be sure to copy and paste the entire link into your browser's navigation bar, as all the information is needed to continue registration.

Regards,  
City of Austin  
311 or (512) 974-2000

6. The verification link should take you to this webpage. Paste the copied PIN number and fill in your name, then click *Submit*.

**STEP 3 - PIN NUMBER CONFIRMATION**

Email Address:

→ PIN Number: \*

→ First Name: \*

→ Last Name: \*

Your PIN Number can be found in the City of Austin Build + Connect email that linked to this page.

7. Enter your desired password, password reminder question, and answer then click *Create Password*.

**STEP 4 - CREATE PASSWORD**

Email Address : [redacted]@austintexas.gov

▶ Password: \*

▶ Confirm Password: \*

▶ Password Reminder Question: \*

▶ Answer: \*

Create Password

8. You should see this message. Check your email inbox for a confirmation email, then click *Login*.

**STEP 5 - REGISTRATION CONFIRMATION**

Check your email for the next step to access your records and conduct business online.

Login

9. Your confirmation email from [web.registration@austintexas.gov](mailto:web.registration@austintexas.gov) should look like this.

Congratulations on activating your Austin Build + Connect account! You are now able to access the City's website, view your permits, schedule inspections, and make payments online. To access your records and conduct business online, you need to have this new internet registration account linked with your business accounts.

For DSD Permits, please call (512) 978-4000 to have your accounts linked. Please have identifying information (account ID, etc.) for each account you need to link.

The staff at the Permit Center can also help you create and link up to six authorized Agents for your account. You can download the Contractor's Letter of Authorization form at [www.austintexas.gov/page/building-applications#con\\_trades](http://www.austintexas.gov/page/building-applications#con_trades) and fax to (512) 974-1226.

If attempting to view or pay for Excavation or Right-of-Way permits not related to a Street Event, please contact the Right-of-Way Management division at (512) 974-1150 or [rightofway@austintexas.gov](mailto:rightofway@austintexas.gov)

For questions related to the Austin Center for Events applications, please contact the Office of Special Events at (512) 974-1000 or [SpecialEvents@austintexas.gov](mailto:SpecialEvents@austintexas.gov).

If attempting to view or pay a Street Event or Parking Spaces permit related to a Special Event, please contact (512) 974-6501 or [TransportationSpecialEvents@austintexas.gov](mailto:TransportationSpecialEvents@austintexas.gov).

For sender validation, your Log-in ID is: [redacted]@austintexas.gov

Regards,  
City of Austin

10. Return to <https://abc.austintexas.gov/web/permit/index> and enter your email address and password to log in to your Austin Build + Connect account.

**For questions related to your Austin Build + Connect account or your ACE Special Event Application, please contact the Austin Center for Events at 512-974-1000 or [SpecialEvents@austintexas.gov](mailto:SpecialEvents@austintexas.gov).**