



How to Access Your New Online Application Portal

What is the Application Portal?

With the [online application portal](#), you can easily complete and submit forms, permit applications, and supporting documents directly online. You can also use the application portal to track the status of your submissions and upload additional information or documentation if requested (via email).

Fee Payment

- **Billing forms & applications:** Any related fees will appear on your monthly bill. No action needed!
- **NWD & WPC forms & applications:** Fees must be paid in person at our office (70 Halsey Street) by check or money order.

How do I use the Application Portal?

Create An Account

1. In order to use the Application Portal, you will need an account. To create one, click **Sign Up** on the [home screen](#):

2. Once you are on the **Apply for a Login** page, choose a Login ID and password, and enter your contact information. Then, click **Register**.

Apply for a login

All fields are required



3. After registering, you will receive a confirmation email. Follow the link in the email to activate your account:

Welcome to Cityworks

To complete your registration, please verify your email address by clicking the link below. This link will direct you to the Public Access login page, from the login page, enter the Login Id and Password you selected when applying for your account. This will log you into the system and activate your account.

[Click here to activate your account](#)

Note: This registration link will expire in two days.

Thank You,
Cityworks Administration

4. Finally, you will receive an email when your account registration has been approved. You can then log in and begin using the Application Portal.

Recover Your Password

If you cannot log in because you have forgotten your password, follow these steps to recover it:

1. From the login page, click **Forgot Password?** below the **Password** field.
2. Enter your email address and click **Submit**. You will receive an email with instructions to reset your password. You will receive a notification that the email has been sent.

Change Password

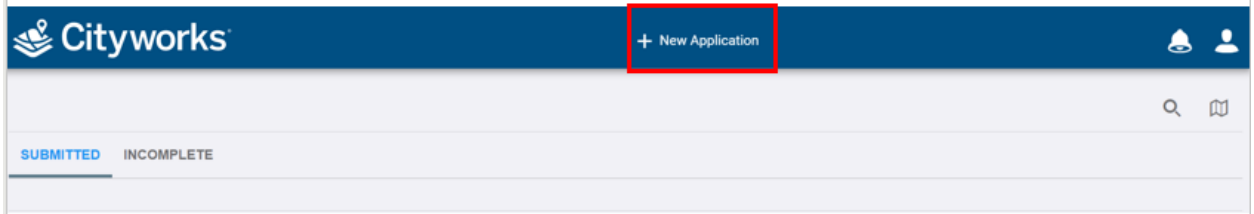
Enter the email associated to your account

Email Address 0 / 150

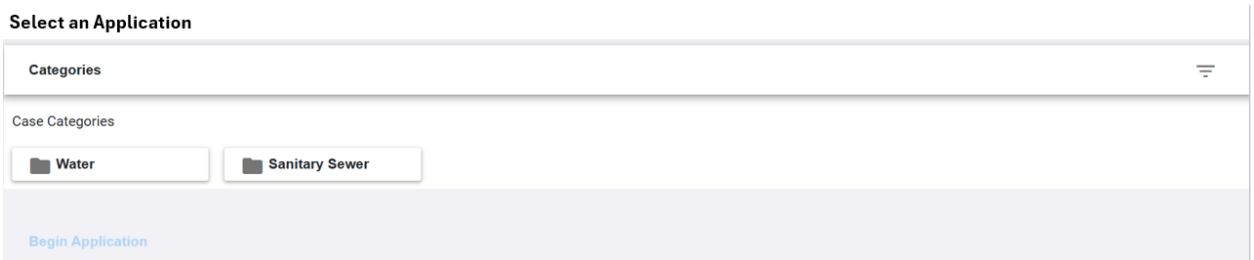


Complete an Application

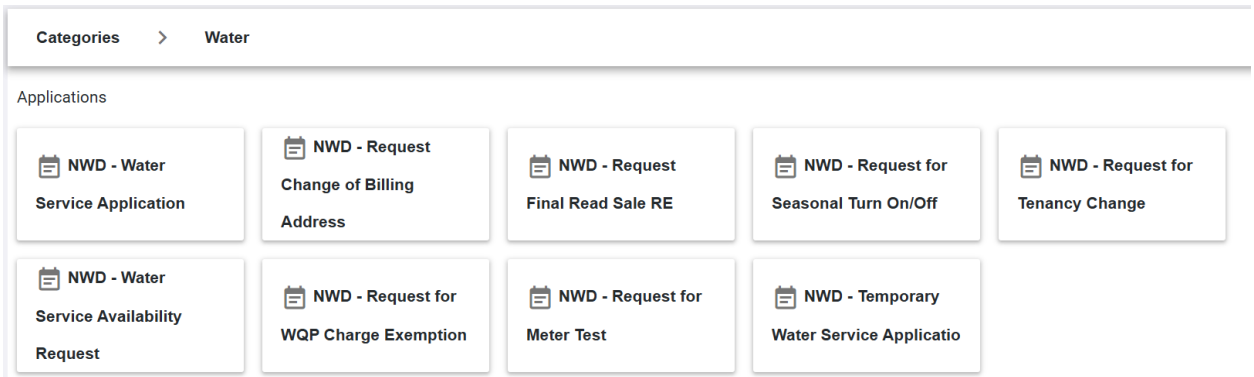
1. To begin, click **New Application** on the home screen after **logging in**.



2. This is the first page or panel that will appear when you begin a new application. This panel allows you to choose various types of applications for the Department of Utilities.



3. Within each Utility folder, is contained a list of application types.



4. When you find the application you want, select it and click **Begin Application**.
5. Once you have opened the application, enter your **Name** and **Location** (typically service address) for the application.



6. Click **Next** to continue.
7. The **People** panel requires you to enter the name and contact information of the person/people involved with the application. This panel may differ from one application to another, depending on the kind of application you selected.

Application: NWD - Request Final Read Sale RE

1 Main

2 People

[more...](#) [Use My Info](#)

Roles

APPLICANT : Applicant

Name 0 / 60

Address 0 / 60

City 0 / 60 State 0 / 2

Zip 0 / 15 Home Phone

Cell Phone

Email 0 / 256

Comment 0 / 2000

[Cancel](#) [Clear](#) [Previous](#) [Next](#)

3 DataGroup

8. Click **Next**.
9. From there, the **DataGroup** panel requests specific information about your request. The **DataGroup** panel is application specific and will request different information depending on which application you chose.



Application: NWD - Request Final Read Sale RE

- 1 Main
- 2 People
- 3 DataGroup

Final Read - Property Details Section ^

Account Number
Text 0 / 40

Property Service Address
Text 0 / 40

Full Name of Property Owner
Text 0 / 40

Plat/Lot
Text 0 / 40

Final Read - Closing Details v

Final Read - New Owner Details v

[Cancel](#) [Clear](#) [Previous](#) [Submit](#)

10. After entering your application information, click **Next** to continue to the next set of questions on the application (if necessary).

11. When all fields are complete, click **Submit**.



Review Submitted Applications

1. To see those applications that you have completed and submitted, select the '**Submitted**' tab on the home page. The panel below will now list all of your submitted applications:

The screenshot shows the Cityworks interface with the 'SUBMITTED' tab selected. Two application cards are visible:

Case Code	Case Description	Status	Created	Address
FR-2025-0003	NWD - Request Final Read Sale RE Reed Home Sale	Submitted	08/26/2025	12 Come St, Newport, RI 02840
SA-2025-0002	NWD - Water Service Availability Request Bright Manor	Submitted	08/26/2025	311 Broadway, Newport, Rhode Island, 02840

2. Click the **case code** to go to your application's summary page.
3. Click the **Actions** drop-down list to select an option

The screenshot shows the summary page for case SA-2025-0002. The 'Actions' dropdown menu is open, showing the following options:

- Check Case Status
- Schedule Inspection
- Pay Fees
- Create New Case From Current
- Link Case

4. Clicking '**Check Case Status**' will allow you to check the status and progress of a submitted application.