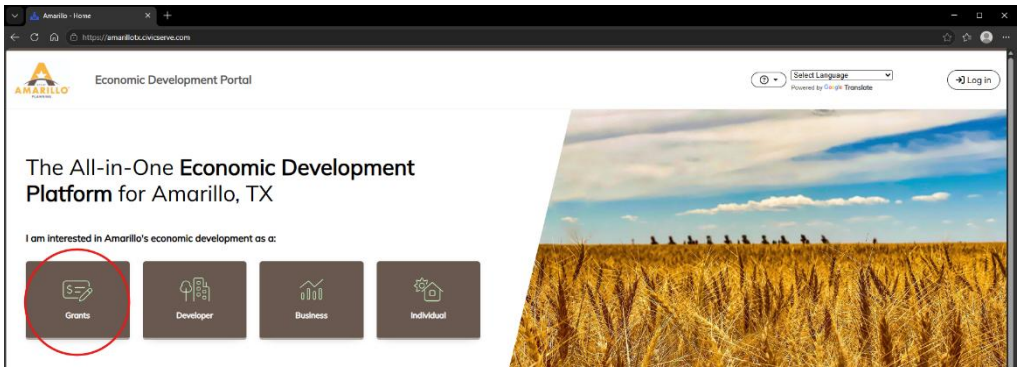
Business Improvement Grant (BIG) Program
Creating a CivicServe Account

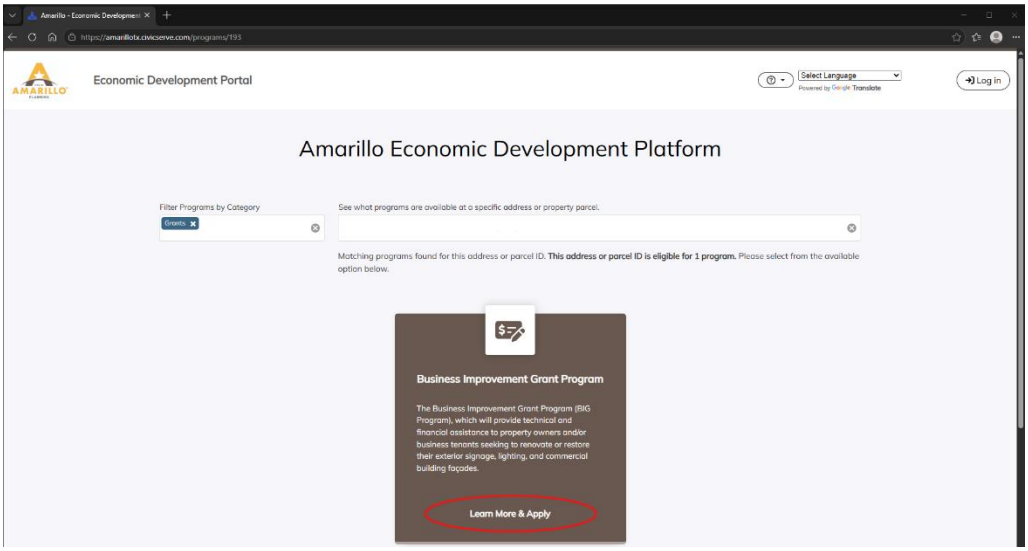
All grant applications will now be submitted and managed through CivicServe. This platform allows businesses to view program overview and submission guidelines, upload required documents, monitor application status, view timelines, and communicate with program administrators all in one convenient place. Paper and email submissions will no longer be accepted. For questions regarding the application process through CivicServe, please contact Development Analyst, Rachel Cook at (806)378-6286 or by email at rachel.cook@amarillo.gov.

The following contains a detailed walkthrough of the user registration and application process through CivicServe.

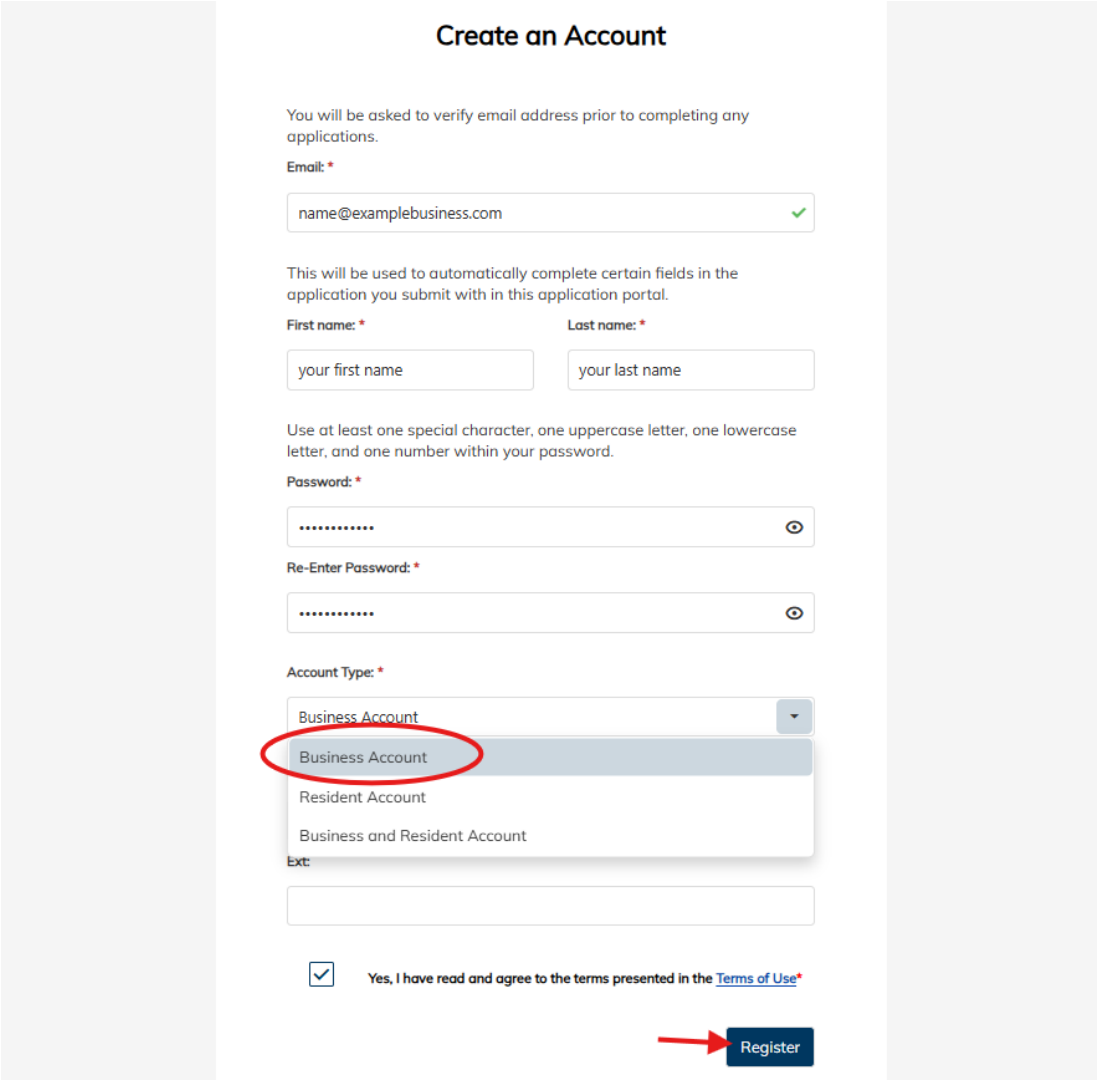
1. Navigate to https://amarillotx.civicserve.com .
2. Click “Grants”.



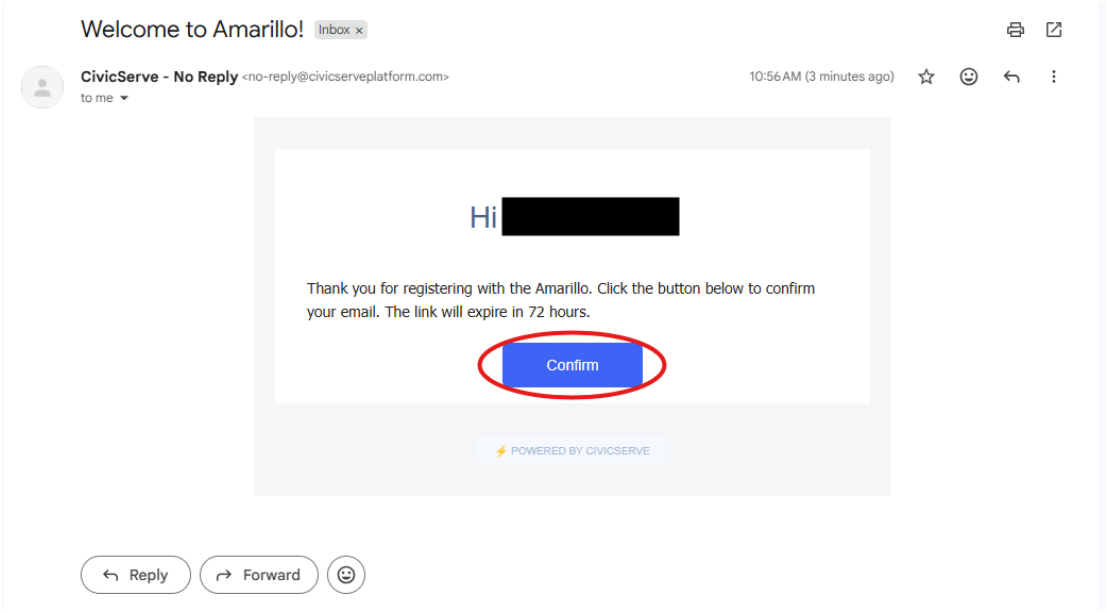
3. Enter business address to verify it is within the geographic bounds for this grant.
    i. If the address is *not* within the grant area, CivicServe will not let you continue.
    ii. If the address *is* within the grant area, click “Learn More & Apply”.



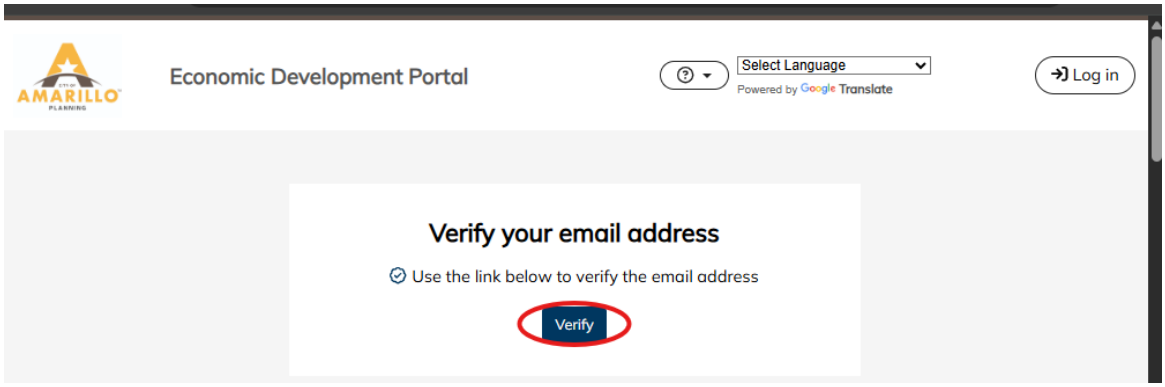
4. This will take you to the next page, which provides information about the program, including eligibility criteria, guidelines, eligible/ineligible improvements, and procedures. Click “Next” after reviewing each section.
5. This will take you to a screen prompting you to log in. If you have an account, log in and continue. If you have not used CivicServe before, click “Create an Account”.
6. Enter your information and create a password. For account type, please select “Business Account”. Confirm that you have read the terms and conditions, then click “Register”.



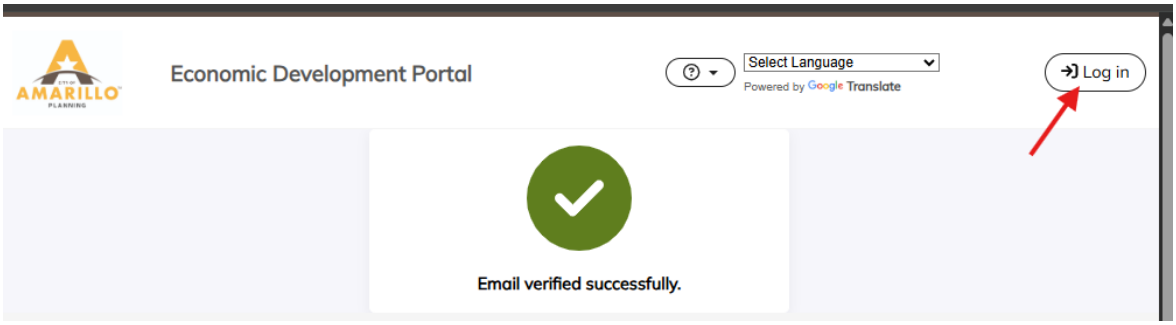
7. Once submitted, you will get to a screen saying, “Account Created Successfully”. Click “OK” then open your email to verify your account. If you do not see an email, check your spam folder. The verification email will look like this. Click “Confirm”.



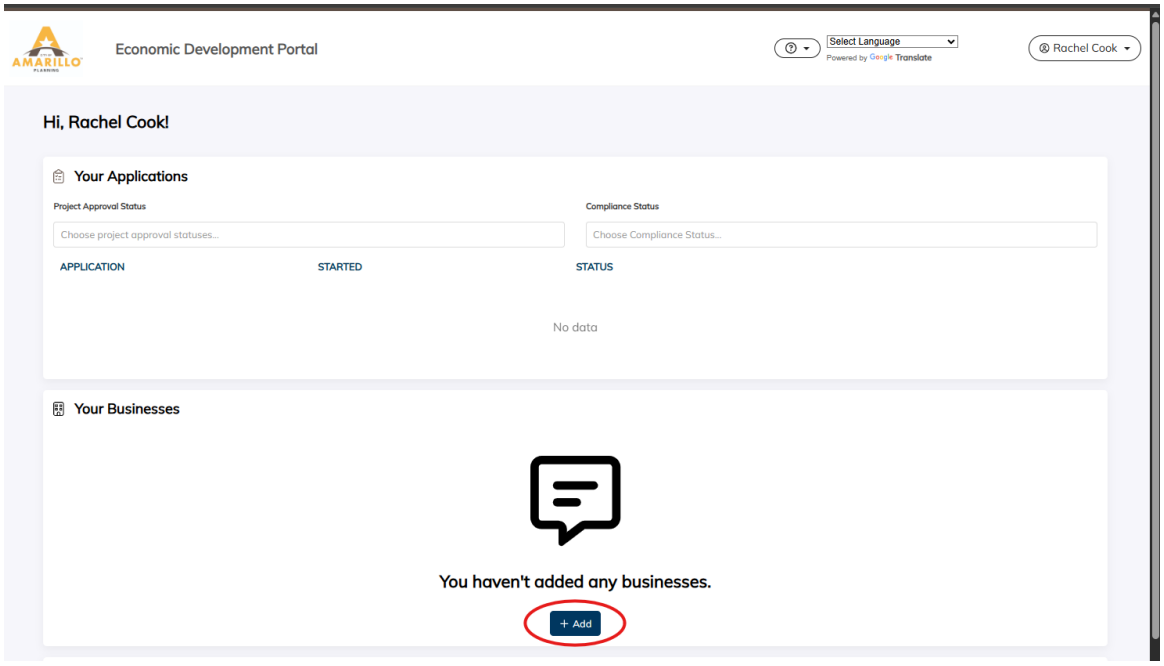
8. This will take you back to CivicServe, where you will click “Verify”.



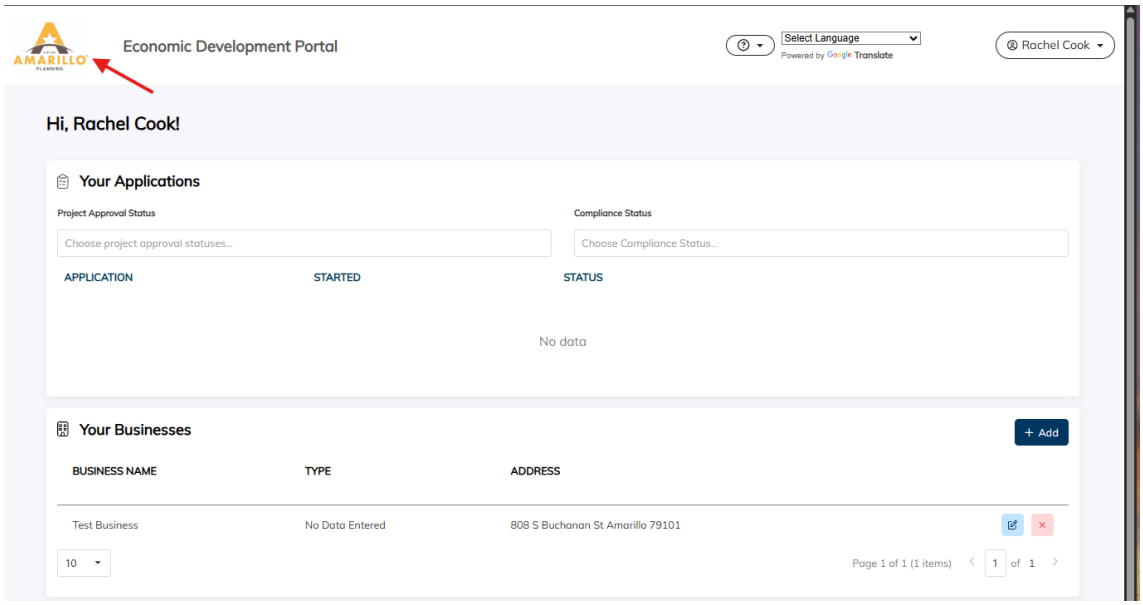
9. This will take you to a page confirming that your email has been verified successfully. Click “Log in” at the top right and sign in with your email and password.



10. You are now on the home dashboard for your account. Under Your Businesses, click “+Add”.



11. Enter your business’s information in the required fields, then click “Submit”. You are now a registered user for your business on the CivicServe platform.
12. You should now see your business on your dashboard. Now, click the City of Amarillo logo in the top left, which leads you back to the homepage.



13. Click “Grants”, then “Learn More & Apply”. Now you can complete your application as a registered user.