City of Des Moines Customer Self-Service Registration

You can access the City of Des Moines Customer Self-Service from the City’s website at www.DSM.city and then once you’re there, you can bookmark it for easy access the next time. It works with any modern browser but Google Chrome is recommended for optimal performance.

1. To register, click on the Login or Register link:

2. On the next screen, select Register Here.
3. Step 1 of 4: Email address
Provide your email address and then check the box that verifying that the information you’re providing is accurate.
Note: It’s important you register using the email address that you’ve used previously to conduct business with the City.

Next check your email. You must click on the confirm link in the email we’ve sent you to move on to the next step. The email will come from energov-noreply@dmgov.org and will look like this.

If you don’t see an email, check your Spam folder as some email services may flag the email because it’s unknown to them.

4. Step 2 of 4: Login Information
Check the box beside, “I’m not a robot.” Create a Username and Password. And then confirm your password and click on Next.

5. Step 3 or 4: Personal Info
Complete the form that asks for Personal Info and then click on Next.

6. Step 4 of 4: Address
Complete the address information form and click on Submit.
Note: The Street Type is a separate box so please note, Avenue, Street, Lane, etc. there.

7. That’s it. You are registered!
Please keep your Username and Password in a safe place.
You’ll use this login anytime you want to apply for a permit or make a payment. If at any time you forget your username or password, you’ll need to use those options on the Log In page.