



Citizen Portal User Guide

If this is your first time using the system. Click on the “Register” button to create your account.

Citizen Portal Login Register



Welcome to our Permitting, Licensing, and Code Enforcement Portal

This portal provides the public 24/7 access to the following online services:

- Permits
- Planning and Zoning
- Inspections
- Business Licenses
- Complaints and Violations

Log In Register

Fill out the appropriate information to create your account.

Citizen Portal Login Register

User Registration



Please complete the below form and click "Register". The approval process takes up to one business day. Upon approval, you will receive an email notification with login instructions. Your email address will act as your userid and will be used for future notifications.

Create Account and Password

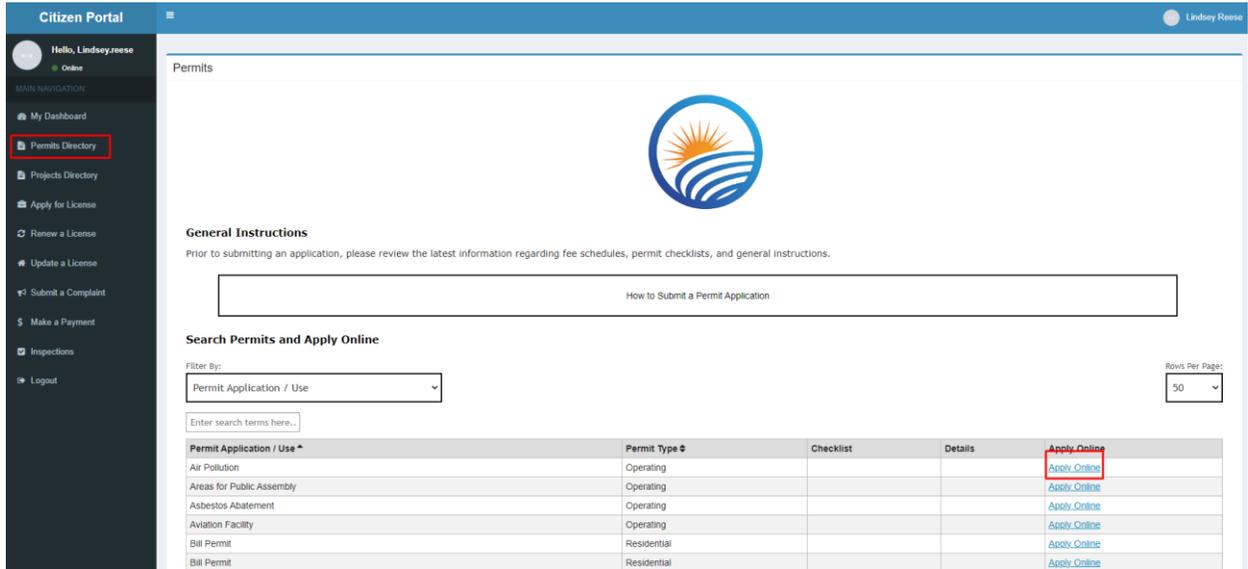
EMAIL *
lindsey.reese@civicplus.com

PASSWORD *
.....

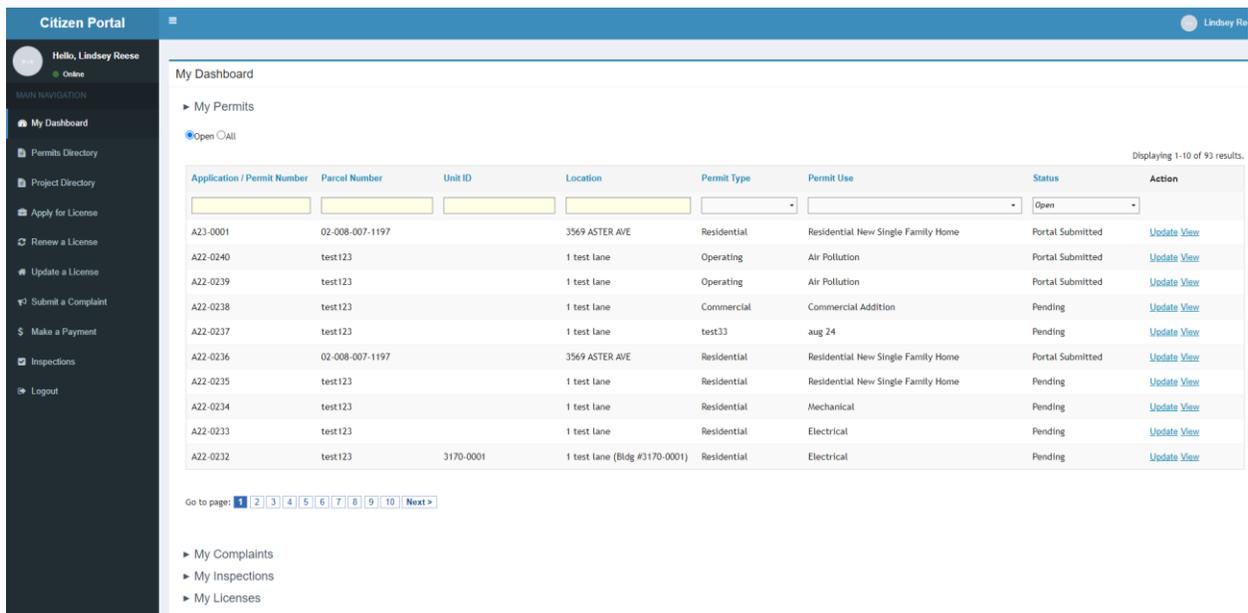
CONFIRM PASSWORD

Once logged in, you will see “My Dashboard” on the left navigation. This will allow you the ability to view any of your submitted applications, status of applications and invoices.

To apply for a permit or other type of service provided, click on “apply online” link connected to the type of application you want to apply.



Step 1: Requires the user to identify the permit type and permit use (subtype).



Step 2: Select the Building location or Agency Name.

▼ Step 2: Select Land, Building or Suite Location

To search for land records or buildings and suites (stores/classrooms/offices or areas within a building), users can enter any field information below and generate the search. Once the location is identified, clicking the live link id number will create the permit application at the location selected. If the user cannot find the required location, please contact the municipality for assistance.

| | |
|----------------------|----------------------|
| Building Name | Physical Address |
| <input type="text"/> | <input type="text"/> |
| Suite Name | Parcel Number |
| <input type="text"/> | <input type="text"/> |
| Owner Name | |
| <input type="text"/> | |

[Generate Search Results](#)

In the “physical address” field enter the address of the building. Note: Entering less of the address information is better. Example in the image below, we are searching for “395 West Street” entering 395 w would be the best way to search the building records. IF KNOWN, the applicant could search by the parcel number.

| | |
|----------------------|------------------------------------|
| Building Name | Land Address |
| <input type="text"/> | <input type="text" value="395 w"/> |
| Suite Name | Parcel Number |
| <input type="text"/> | <input type="text"/> |
| Owner Name | |
| <input type="text"/> | |

[Generate Search Results](#)

Displaying 1-2 of 2

| Parcel Number | Owner Name | Land Address | Building Location Id | Building Location | Suite Name | Suite Locat |
|---|-------------------------------|---------------------------------------|--|---|------------|-------------|
| Department of Administrative Services | Michelle Gilman, Commissioner | Department of Administrative Services | 2518 395 West Main Street | 395 West Main Street Marilyn Baetz, Facility Contact | | |
| Department of Public Health | Department of Public Health | Department of Public Health | 2510 395 West Street | 395 West Street Don Ross, Facility Contact | | |

Click the “Generate Search Results” button and Go to Step 3.

Step 3: The applicant must click the create button in step 3 to build the application and allow the remaining steps to be completed.

▼ Step 3: Click the Create button to store the application and complete the remaining steps

[Create](#)

Step 4: Complete the fields in the portal application form

▼ Step 4: Enter the Required Information in the Forms Below

1) Portal Application - New Building Only Permit Application

Portal Application - New Building Only Permit Application

Complete all Fields Relevant to the Application.

Please note: This is a construction permit application for a new building. Since the building does not exist in our database, please provide accurate information related to the building and the agency that owns or manages the building. Any missing data, will delay the permit application review process.

1. NEW BUILDING INFORMATION:

1.1 Building Name:

1.2 Building Site Address:

1.3 City

2. OWNER/AGENCY INFORMATION:

Once the form is complete, at the bottom of the form, below the certification section is a "save" button. **The applicant must click that button, or the form will not be saved.**

7. CERTIFICATION:

I hereby certify that I am the owner of record of the named property, or that the proposed work is authorized by the owner of record and that I have been authorized by the owner to make this application as his authorized agent and I agree to conform to all applicable laws of this jurisdiction. In addition, if a permit for work described in this application is issued, I certify that the code official or the code official's authorized representative shall have the authority to enter areas covered by such permit at any reasonable hour to enforce the provisions of the code(s) applicable to such permit.

SIGNATURE OF APPLICANT OR OWNER

DATE

Save

Click OK at the "Data Saved" window

Step 5: Upload Documents

▶ Step 5: Click the link below to attach documents, plans and other permit related files

[Click here to attach files to the case record](#)

Only jpg, pdf, png, gif, tif, doc, docx, ppt, pptx, xls, xlsx, txt, eml, mbox, msg, ogg, mp3, wma, wav, mp4, mkv, avi, mpeg, webm, mov, zip are allowed.

Step 6: Completing the Application

Click the Complete Application button

▶ Step 6: Click Submit to submit the forms & documents to the application record

Complete Application

The system displays a confirmation page and the application number.

▶ Step 6: Click Submit to submit the forms & documents to the application record

Your Application has been saved to the City of CivicPlus Online Permit System. The application number is

Permit Application #A23-0002

The permit submission process is complete.

Step 7: To View a Permit Previously submitted

1. Click My Dashboard
2. Click My Permits
3. Search for the permit by any of the fields presented
4. Click the view link in the action column to view the permit
5. Click the Update link in the action column to:
 - a. Update the application or,
 - b. Add additional documents under step 5.
6. To communicate with the Office of the State Building Inspector
 - a. Click on Step 7

▶ Step 7: Communicate with the Agency

- b. If the permit application has not been reviewed by staff, the user will only be able to communicate with the person or department in charge of permits. Once the permit application has begun the review process, the staff assigned to review the permit application will appear in the "to user" drop down list.
- c. Select the staff to send the message to
- d. Enter the message
- e. Click send