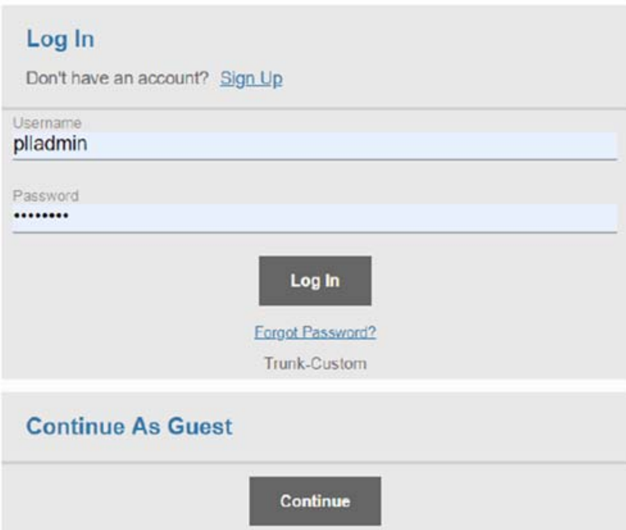
Introduction

Public Access is the citizen portal to Cityworks PLL. Using Public Access, citizens and contractors can apply for and track the progress of permits and licenses.

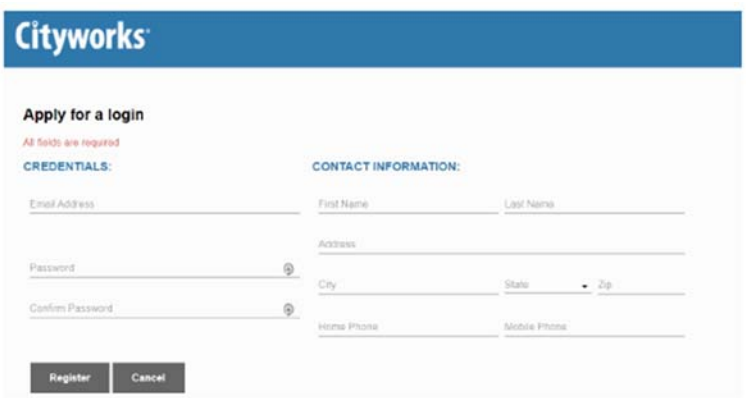
Log In to Public Access

From the city, utility, or facility home page, citizens will be directed to the Public Access login page. Here, new users must apply for a login ID before they may use the site.

1. To log in to Public Access, enter your user name and password and click **Log In**.
2. If you do not have an account, click **Sign Up** to create one.



3. Choose a Login ID and password, enter your contact information. Then, click **Register**.

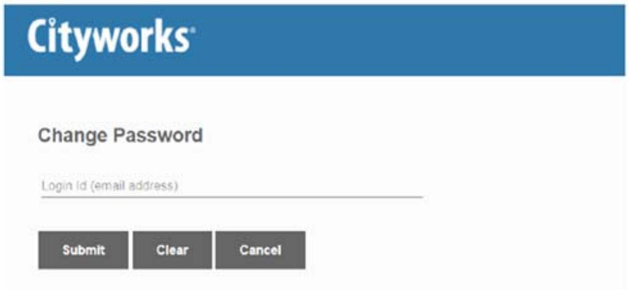


4. You will receive a confirmation email shortly. Click the link in the email to activate your account. You may now log in and begin using Public Access.

Recover Your Password

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

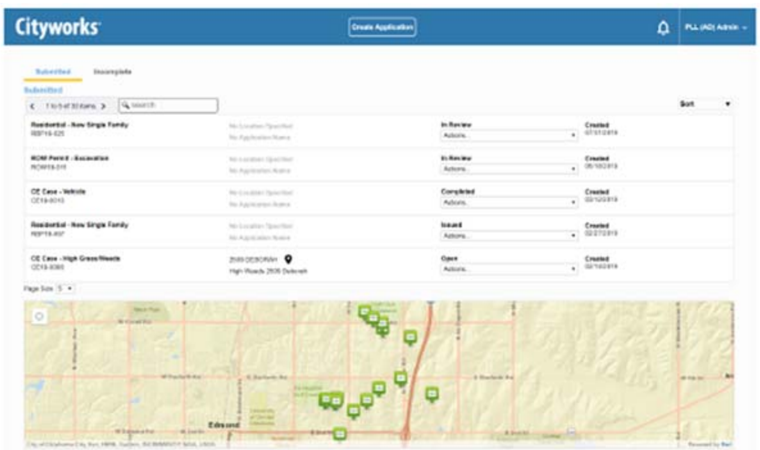
1. From the login page, click **Forgot Password?** below the **Password** field.



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.

Navigate Public Access

The Public Access home page is the first screen you will see after logging in. Shown below is an example of the default setup for the Public Access home page.



By default, the home page displays a list of cases the users has opened and submitted.

If the administrator has posted any new notices or announcements on the message board, the bell icon next to the user menu will turn red.

1. Click the bell icon to view the message board.

2. Click **more** to read more about the announcement.

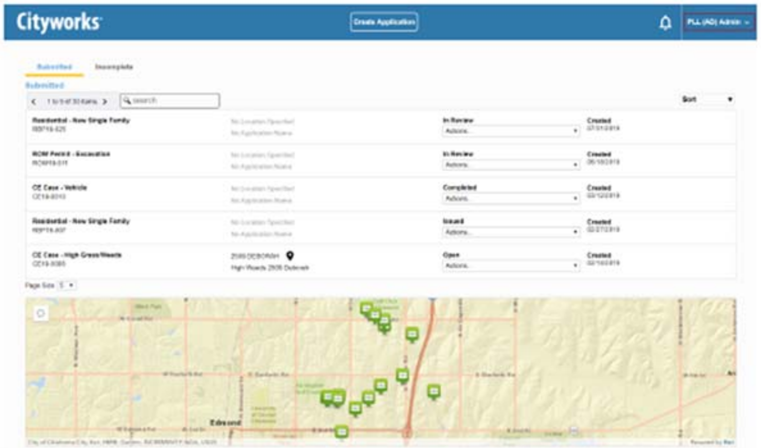
After any new messages have been viewed, the bell icon will turn white again.

From the home page, users may view both submitted and incomplete applications, and begin a new application. See Access Your Account Information for more information on managing your account.

Access Your Account Information

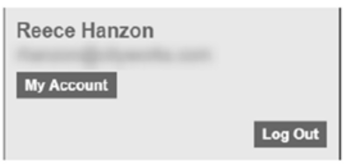
From time to time, you may wish to update your account information.

1. Click the user menu in the top-right corner.

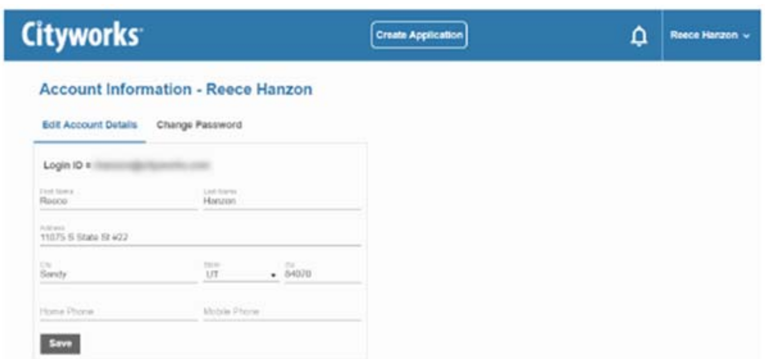


2. Click the arrow next to your name on the toolbar at the top of the page.

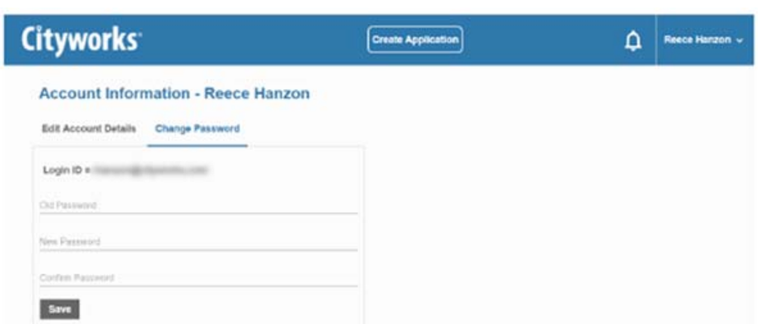
This will open a box displaying your name and email address, as well as **Account Details** and **Log Out** buttons.



3. Click **Account Details** to view your account. From the **Edit Account Details** tab, you may update your name, address, and security question and answer. Enter your new account information and click **Save**.



4. Click the **Change Password** tab to create a new password for your account. Remember to click **Save** when you are done.



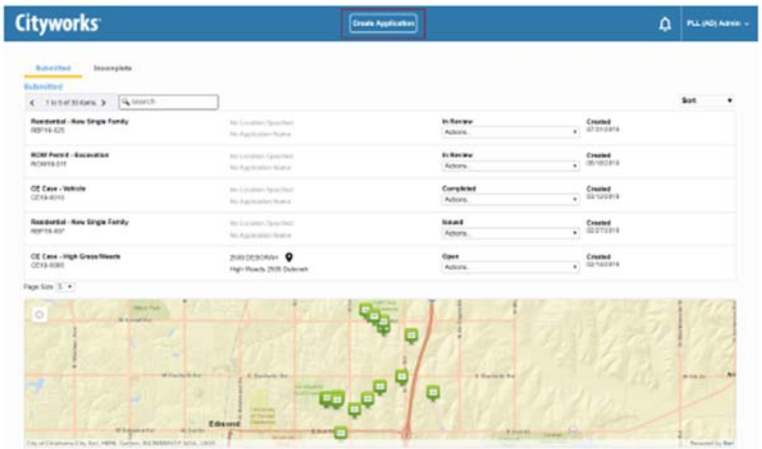
5. To return to the home screen, click the Cityworks logo at the top of the screen.

Begin a New Application

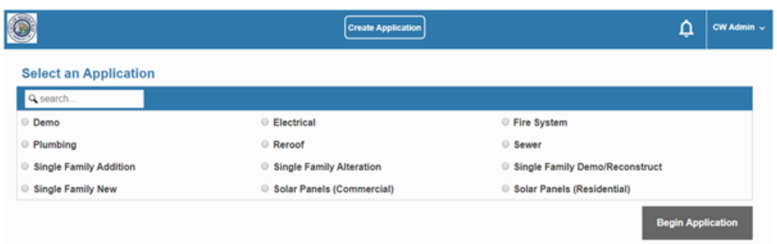
Each application consists of several panels, but the exact panels and the order in which they appear may vary depending on the kind of permit or license you are applying for. Each of the possible panels is discussed here.

If you need to leave an application before it is submitted, you can return to it at any time by viewing your incomplete applications.

1. To begin, click **Create Application** on the home screen.



This is the first page or panel that will appear when you begin a new application. This panel allows you to choose the kind of permit or license you want to apply for. The available applications may all be listed together, like this:



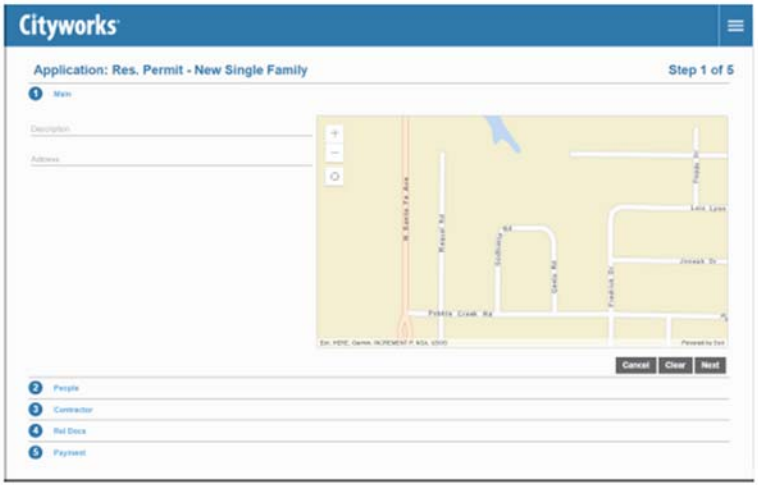
You may use the search tool to look for a specific kind of application, or you may browse the list provided for you.

***NOTE**: When you click on an application, you may see a text box with important information relating to the application type you clicked.*

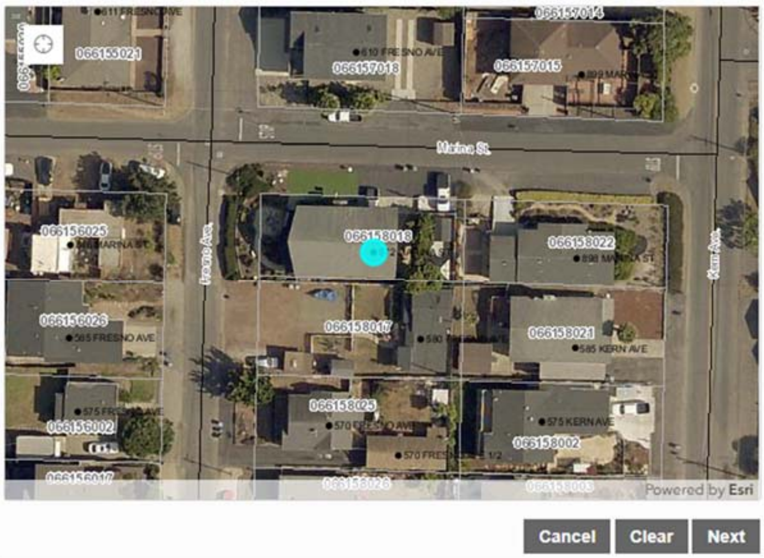
2. When you find the application you want, select it and click **Begin Application**.

The **Main** panel allows you to create a name or description for the application. This is especially useful for users who are submitting multiple applications.

3. Enter a **Description** for the application.
4. Using the map, zoom into your project site. As you zoom in Address Points (black dots) and Parcel Boundaries will become visible. When you see your project address labeled next to an address point just click on the point. This will add your address to the **Address** field.

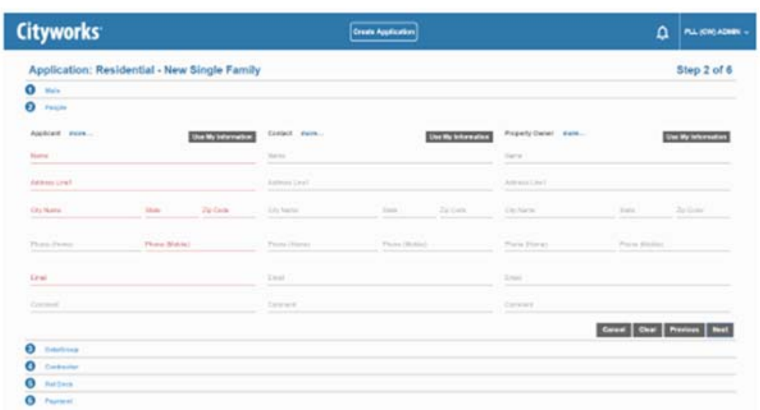


This image shows a chosen Address Point.



5. Click **Next** to continue.

The **People** panel requires you to enter the name and contact information of people involved with the permit or license. This panel may differ from one application to another, depending on the kind of application you selected.



NOTE*: Items in red are required fields. You cannot proceed to the next section until all required fields are filled.*

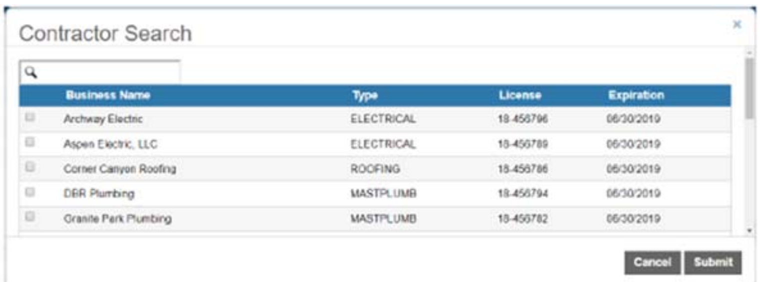
If an invalid email address or phone number is entered, the system will highlight which field contains the invalid entry so that it can be corrected before proceeding.

6. Fill in the information for each person, and click **Next**.

TIP: *Click* ***Use My Info*** *to automatically enter the information from you Public Access users account into the corresponding fields on this form.*

The **Contractor** panel allows you to select a contractor for your application.

7. Click **Select Contractor(s)** to open a selection window.



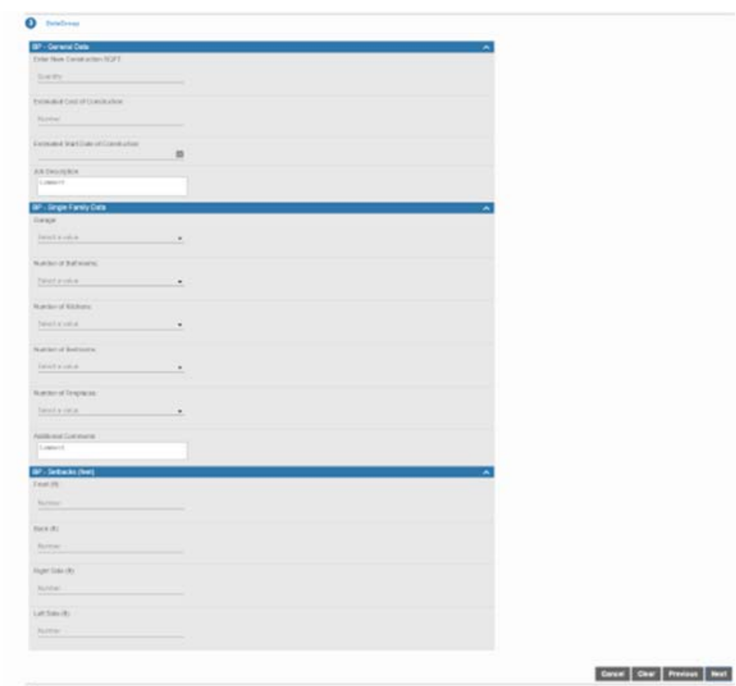
NOTE: *This list shows contractors with local or state licenses. If a contractor has both a local and state license, it will be shown in the list twice. If a contractor has an expired license they will not show up in the list. You must choose a contractor with a current license.*

8. Select the check box next to the name of the contractor you wish to add to the application.

You may use the search tool to narrow down the list of contractors.

9. Click **Submit** to add the contractor and close the selection window.
10. Click **Next**.

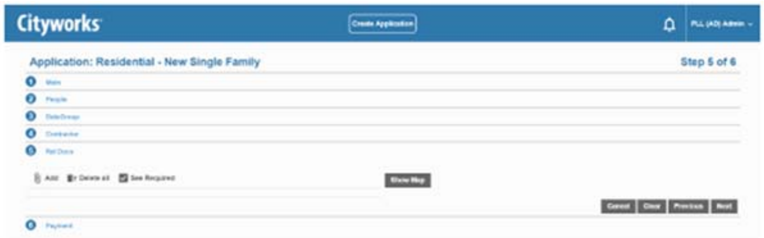
The **DataGroup** panel requests specific information about your project. The information collected here may be used to calculate fees. Required fields are marked in red.



11. Enter your application information.
12. Click **Next** to continue.

The **RelDocs** panel allows you to attach any relevant documents and files to your application.

***NOTE:** The administrator can specify which kinds of files you can attach, so you may not be able to upload some file types.*



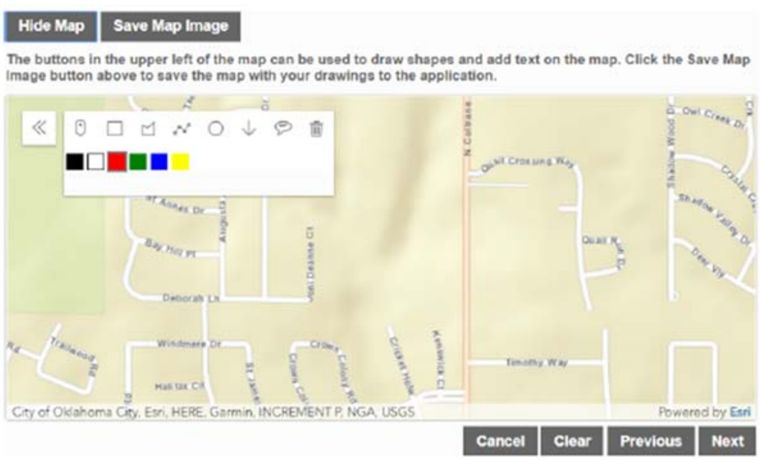
***TIP**: Click **See Required** to view a list of documents that are required or recommended for this permit type.*

13. To add a file, click **Add** to open a selection window. Click the **Delete** icon to the right of a file to remove it, or click **Remove all attachments** to delete all files simultaneously.

***TIP**: Attachments may also be deleted from the case's summary page, but only by the user who originally attached them.*

14. After a file has been attached, if it is a required or recommended item, click Label to select the appropriate requirement or recommendation tag.

15. Optionally, click **Show Map** to open a map panel that will allow you to draw and add notes to the map.



16. Click **Same Map Image** to attach the map image to your application.
17. Click **Next** to continue.

The **Payment** panel displays all the fees attached to your application. If there are any deposits associated with the application, they will appear here as well.

6 Payment

Deposit	Amount	Amount Paid	Amount Due
Plan Review Application Fee	$329.00	$0.00	$329.00
	Total Deposits: $329.00	Total Paid: $0.00	Total Due: $329.00

Fee	Amount	Amount Paid	Amount Due
Building Plan Check Fee	$400.00	$0.00	$400.00
Sewer Impact Fee	$575.00	$0.00	$575.00
Water Impact Fee	$1289.00	$0.00	$1289.00
Parks and Recreation Impact Fee	$2174.00	$0.00	$2174.00
Water Treatment Impact Fee	$2045.00	$0.00	$2045.00
Emergency and Fire Impact Fee	$314.00	$0.00	$314.00
Police Impact Fee	$427.00	$0.00	$427.00
Sewer Permit Fee	$50.00	$0.00	$50.00
Building Permit Fee	$161.00	$0.00	$161.00
Building Permit Application Fee	$60.00	$0.00	$60.00
1% State Board of Building Standards Fee	$0.00	$0.00	$0.00
	Total Fees: $7495.00	Total Paid: $0.00	Total Due: $7495.00

Total Fees

Payment Amount: $7824.00

If the administrator has selected the **Show Estimated Fees** preference, the **Total Fees** button will appear below the **Fee** panel.

18. Click **Total Fees** to see an estimate of the fees based on the case data you provided.

Total Fees ×

Estimated fees based on current data. Fees and amounts shown are not guarenteed.

Current Fees

Fee	Amount
No fees to display.	$0.00

Estimated Future Fees

Fee	Amount
Building Plan Check Fee	$400
Emergency and Fire Impact Fee	$314
Sewer Permit Fee	$50
Building Permit Fee	$161
Building Permit Application Fee	$60
1% State Board of Building Standards Fee	$0

Total: $985

19. You may submit your application without making a payment by simply clicking **Submit**.

This will submit the application and take you the summary page for your case.

IMPORTANT*: You may need to accept terms and conditions before you can submit certain kinds of applications.*

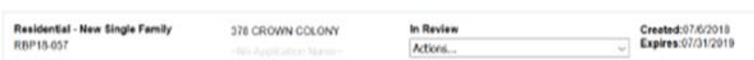
Review Submitted Applications

To see those applications that you have completed and submitted, select the **Submitted** tab on the Public Access home page.

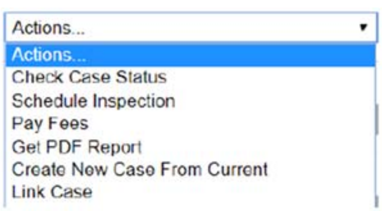
The panel below will now list all of your submitted applications.

It also displays your cases geographically on a map.

Each application is listed with its basic information (such as its name, address, status, submittal date, creation date, and expiration date).



1. Click the case code to go to your application's summary page.
2. Click the **Actions** drop-down list to select an option. Several of these options, such as **Schedule Inspection** and **Pay Fees**, are essential to moving your case toward completion.



3. Click **Sort** at the top right corner of the list to filter the list of applications.

Check the Status and Progress of Your Application

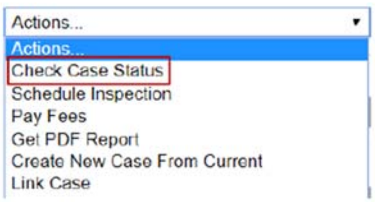
Once you submit an application, you can check on its progress any time.

1. Make sure the home page is displaying submitted applications.

2. Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.

3. The current status of the case appears above the **Actions** drop-down list. This status will change as your case progresses, so check back from time to time.

4. To see more case details, click the **Actions** drop-down list and select **Check Case Status**.



This will take you to the summary page for your case. Here you will find all the information you need regarding your case, including the address, people and contractors associated with the case, case data, and related documents.

Workflow

This panel shows you how your case is progressing. It lists each task that must be completed, the estimated completion date for each task, the result of each task, and the date and time each task was completed.


Workflow

NaN to NaN of 17 items. Show All

Description	Result	Target End	Completed	M
Zoning Review		04/26/2016 2:3PM		1
Building Plan Review				2
Public Utilities Review				2
Engineering Review				2
Review - Flood Plain				2
Review - Historic District				2
Issue Permit				3
Footer				4
Plumbing Underground				4
Frame				5

Fees

This panels lists the fees attached to your case, item by item. The grand total is calculated automatically and listed at the bottom of the panel.

Fees

Fee	Amount
*Res. New Building Basic Fee	$350.00
Transportation Fee	$0.00
*Res. Electric Fee for New Builds	$75.00
*Res. Insulation Fee	$0.00
*Res. Gasline Test & Inspection Fee	$0.00
*Res. HVAC Fee for New Builds & Addns	$35.00
*Res. Plan Review Fee	$25.00
*Res. Final Occupancy Certificate Fee	$50.00
Residential Zoning Compliance Fee	$40.00
Res. Grade Inspection Fee	$100.00
Excavation Fee	$35.00
Sewer Permit Fee	$25.00
Sidewalk and Approach Fee	$25.00
Water Capacity for 5/8" Meter	$6650.00
Water Meter Fee	$80.00
Sewer Capacity for 5/8" Meter	$6385.00
Imp. Fees - SF Parks & Rec	$1226.00
Imp. Fees - SF Police Facility	$162.00
Imp. Fees - SF Fire & Emerg.	$314.00
Imp. Fees - SF Municipal Facility	$366.00
*Res. Deck Fee for New Builds	$0.00
*Res. Fireplace Fee	$0.00
Res. Fence Fee (Under 6 ft)	$25.00
*1% State Board of Building Stds Fee	$5.35
	Total: $13973.35

Payments

This panel lists all payments you have made on the case, listing the payment type, the person who received each payment, and the amount of each payment.

Payments

Payment Type	Received By	Payment
Credit Card	plladmin	$350.00
Credit Card	plladmin	$75.00
Credit Card	plladmin	$35.00
Credit Card	plladmin	$25.00
Credit Card	plladmin	$50.00
Credit Card	plladmin	$40.00
Credit Card	plladmin	$100.00
Credit Card	plladmin	$35.00
Credit Card	plladmin	$25.00
Credit Card	plladmin	$25.00
Credit Card	plladmin	$6650.00
Credit Card	plladmin	$80.00
Credit Card	plladmin	$6385.00
Credit Card	plladmin	$1226.00
Credit Card	plladmin	$162.00
Credit Card	plladmin	$314.00
Credit Card	plladmin	$366.00
Credit Card	plladmin	$25.00
Credit Card	plladmin	$5.35
		Total: $13973.35

Map

The map displays all your applications geographically. This can be useful for users with many open cases.

The map has three basic controls: zoom in, zoom out, and **Find my Location** (which will automatically center the map on your current location). All three are located near the upper-left corner of the map. If your mouse has a scroll wheel, you may also use the scroll wheel to zoom in and out. To pan in any direction, click and drag the map in the direction you wish to pan or use the directional keys on your keyboard.

The case icons on the map represent your cases or applications; gray icons represent incomplete applications, and green icons represent submitted applications/open cases.

1. Click the icon to see basic information about the case. For more information, click the **Continue** or **More** icon on the application's info box.