Welcome to the City of West Hollywood's Permit & License Portal

Available 24 hours a day, 7 days a week, this online tool provides convenient self-service access to apply for, track, and view many types of City permits and licenses with a free user account.

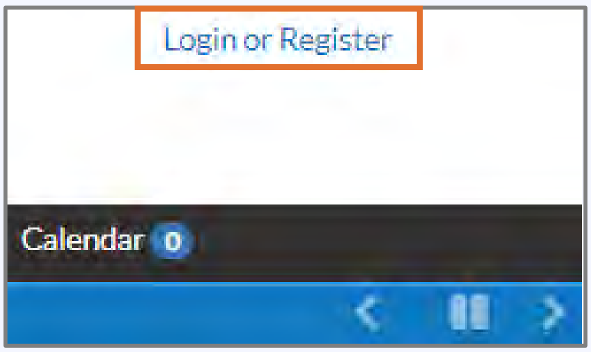
This document will walk you thought most of the main functions of the new system including creating an account and applying for permits.

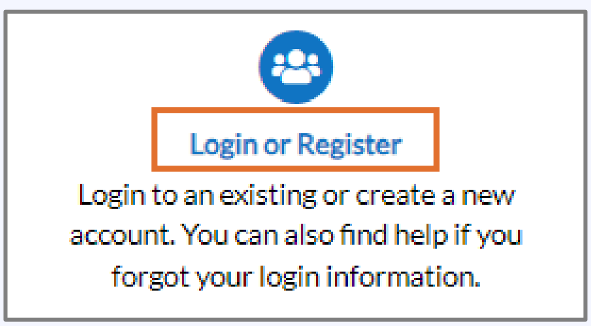
For additional assistance please reaching out to one of the following:
Planning, call (323) 848-6475 or email planning@weho.org.
Building, call (323) 848-6320 or email building@weho.org.
Licensing, call (323) 848-6437 or email code@weho.org.

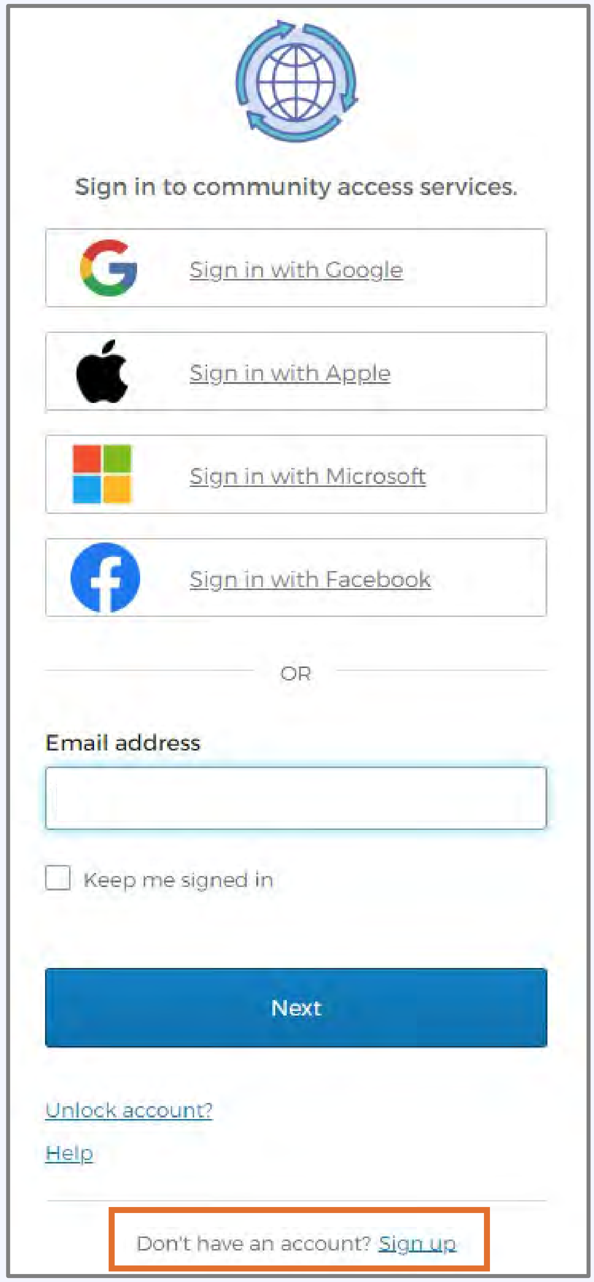
Register

To register for Civic Access:

1. Navigate to the jurisdiction's **Civic Access site**.
2. Click **Login or Register** in the top right corner of the Home page.
3. Or click the **Login or Register card** on the Home page.
4. Click a sign-in option:
   a. **Sign in with Google.**
   b. **Sign in with Apple.**
   c. **Sign in with Microsoft.**
   d. **Sign in with Facebook.**
5. If not registered, click **Sign up**.



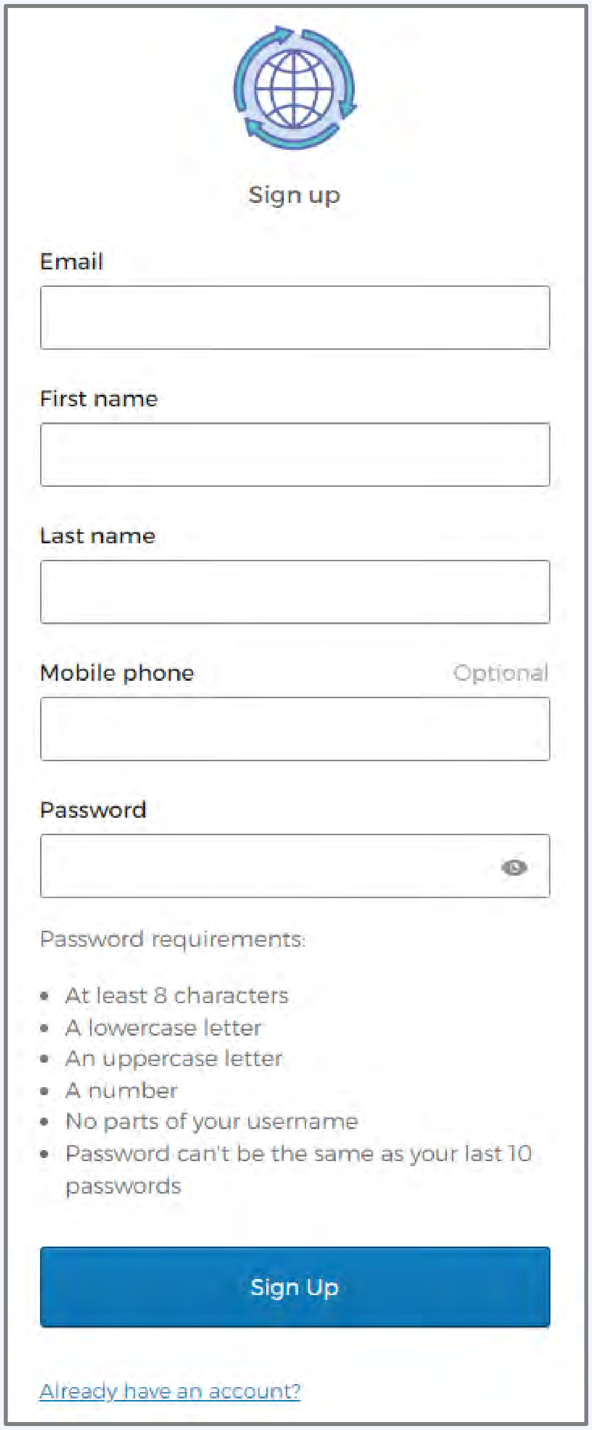




Create an Account

The browser displays the **Sign up** page.

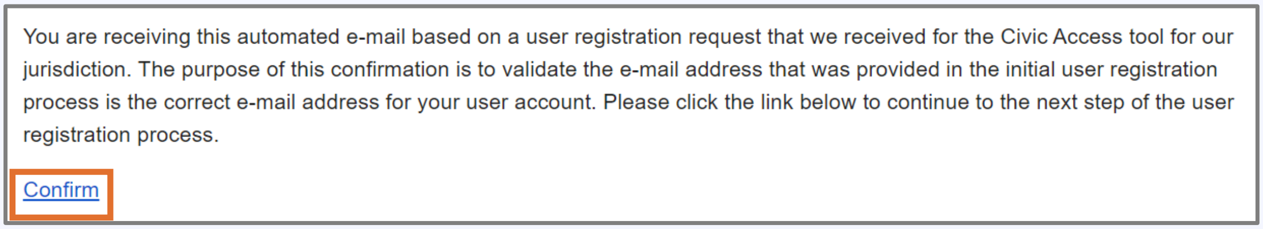
1. Type:
    a. An **Email** address
    b. **First name**
    c. **Last name**
    d. **Mobile phone** number
    e. **Password**
2. Click **Sign Up**.



Confirm Account

The customer receives a confirmation email.

1. Open the **email**.
2. Click **Confirm**.


You are receiving this automated e-mail based on a user registration request that we received for the Civic Access tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

Confirm

Complete Registration

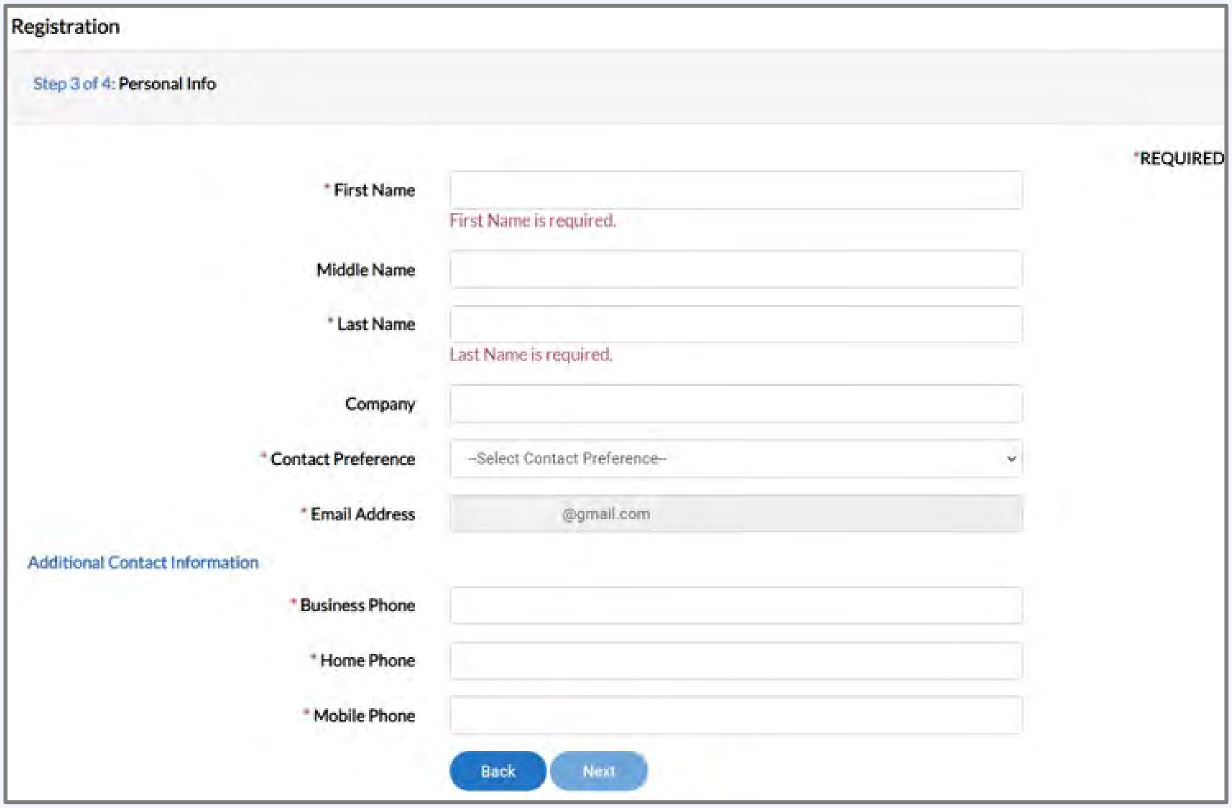
The browser displays the Civic Access Registration steps.

1. Type a **Username**, **Password**, and **Confirm Password**. The username may default to the email used to register; if not, type the email address as the username.
2. Complete the CAPTCHA, if configured.
3. Click **Next**.

NOTE Required fields are noted with a red asterisk.

Personal Info

1. Type the **required information** on the Personal Info step.
2. Select a **Contact Preference** in the dropdown.
3. Click **Next.**

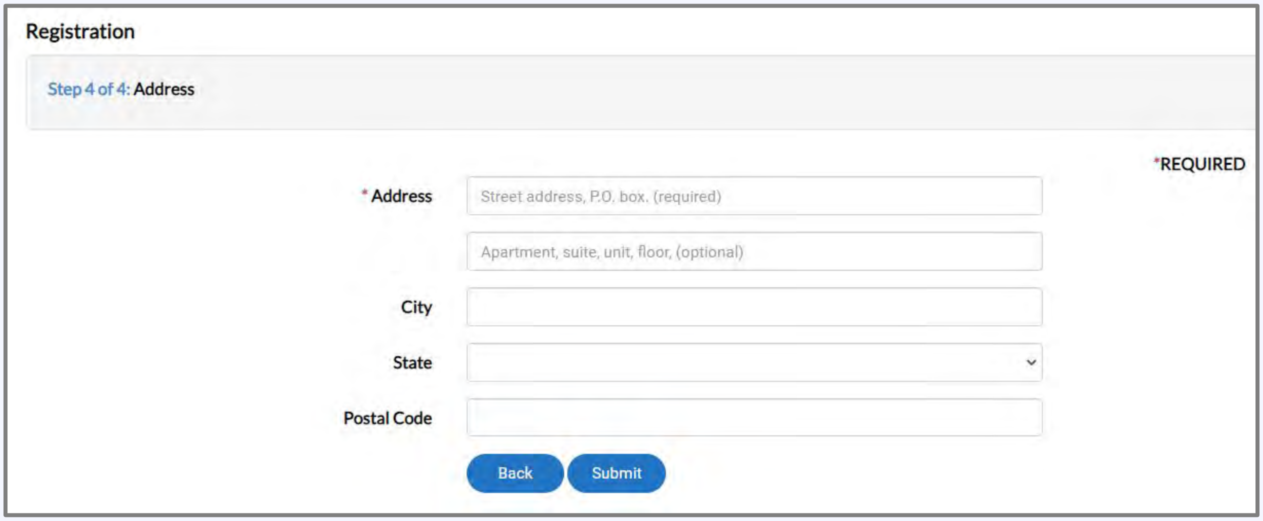


NOTE Required fields are noted with a red asterisk.

Address

1. Type **Address** information.
2. Click **Submit**.

The browser displays the jurisdiction's Civic Access Home page.

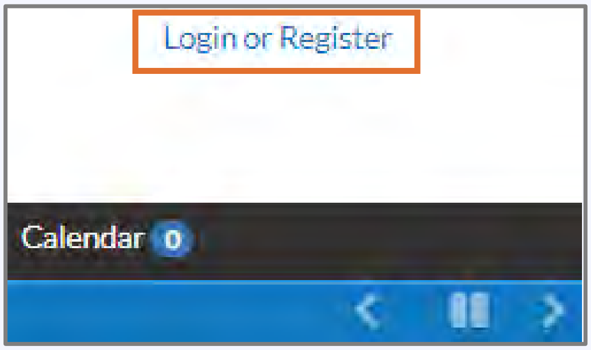


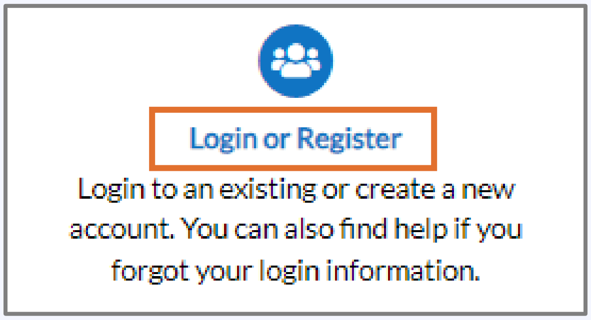
NOTE Required fields are noted with a red asterisk.

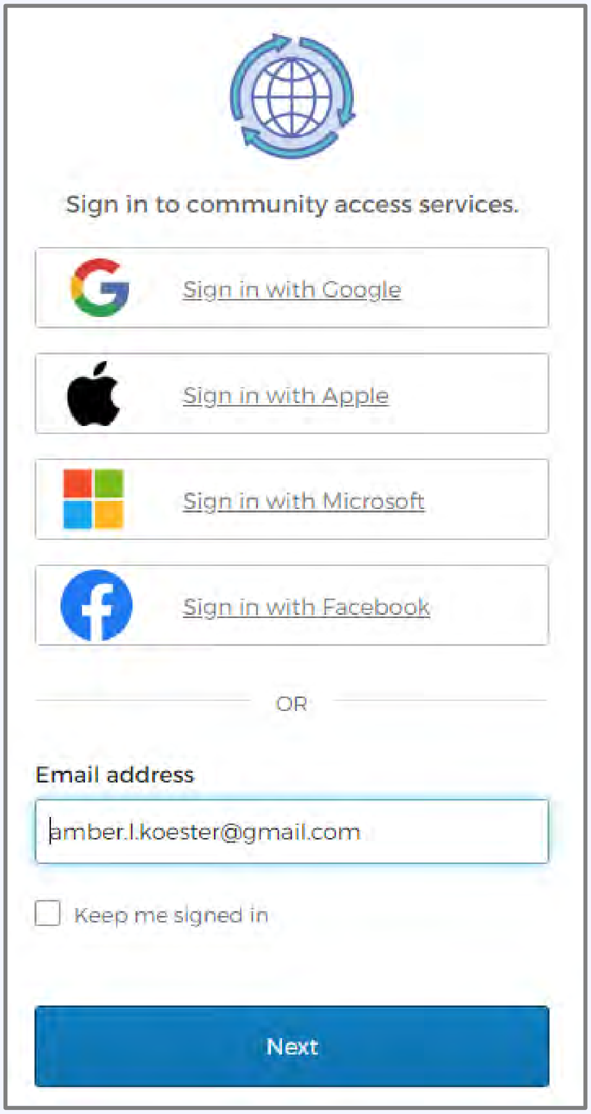
Log in

To log in to Civic Access if already registered:

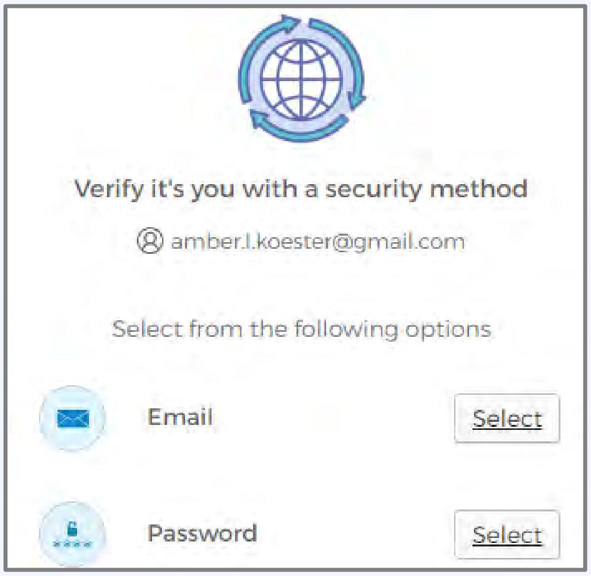
1. Navigate to the jurisdiction's **Civic Access Home page**.
2. Click **Login or Register** in the top right corner of the page.
3. Or click the **Login or Register card** on the page.
4. Click a **sign-in option** and follow the steps:
   a. Sign in with Google.
   b. Sign in with Apple.
   c. Sign in with Microsoft.
   d. Sign in with Facebook.
5. Or if previously registered:
   a. Type an **Email address**.
   b. Click **Next**.







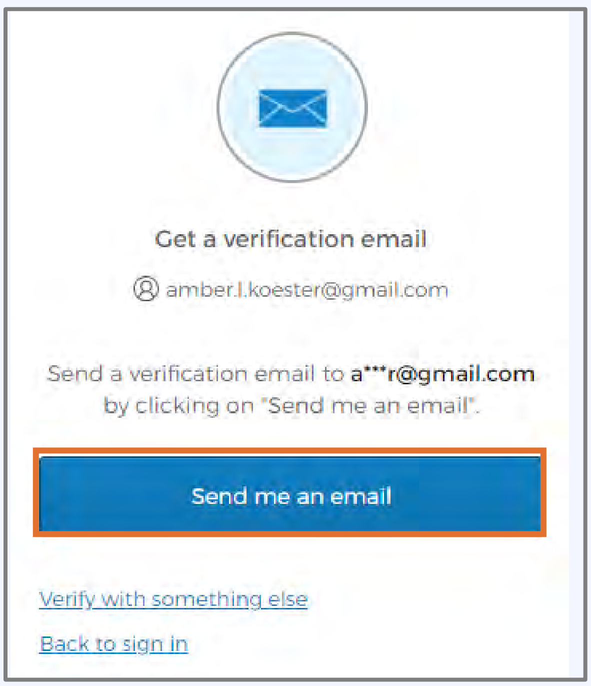
c. Click **Select** next to the Email or Password option.

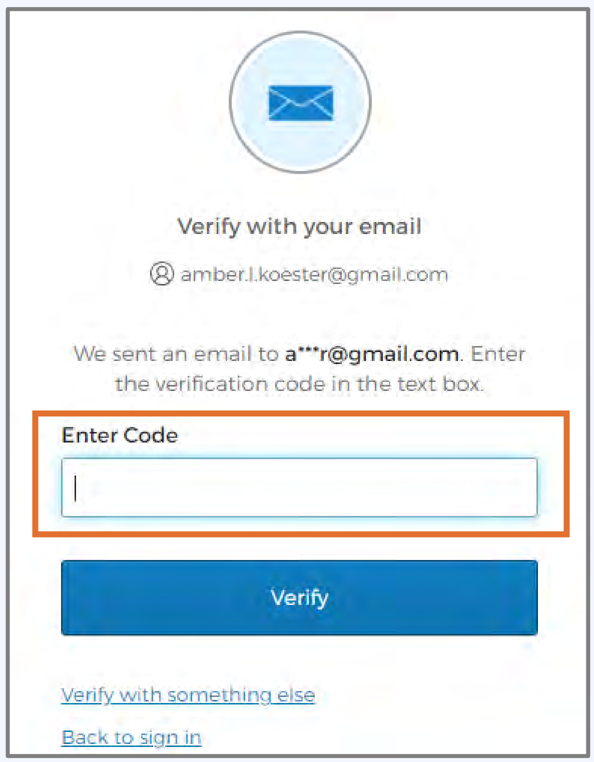


Email Option

1. Click **Send me an email**.
2. Type the **code** from the email.
3. Click **Verify**.

The browser displays the jurisdiction's Civic Access Home page.

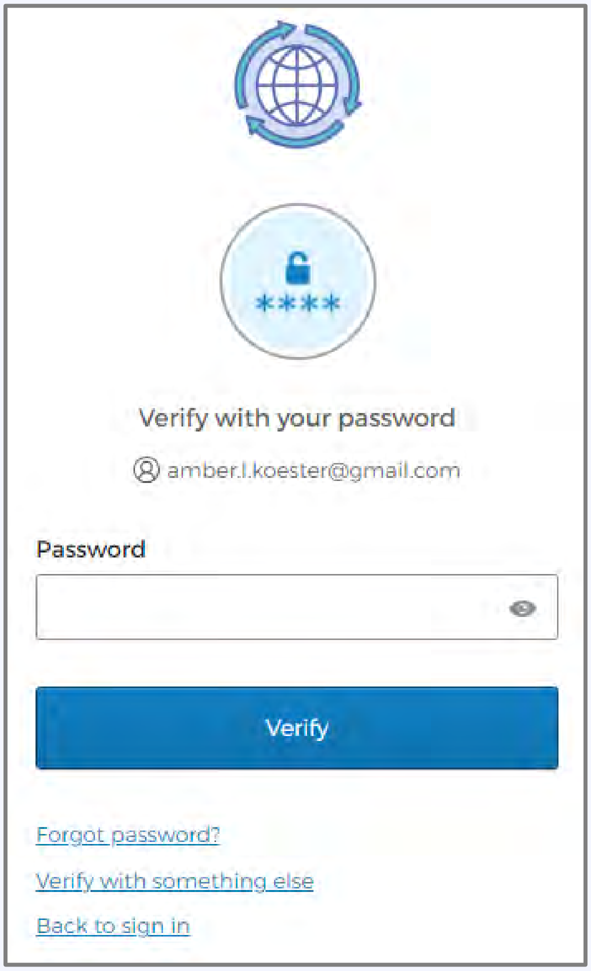




Password Option

1. Type the **Password**.
2. Click **Verify**.

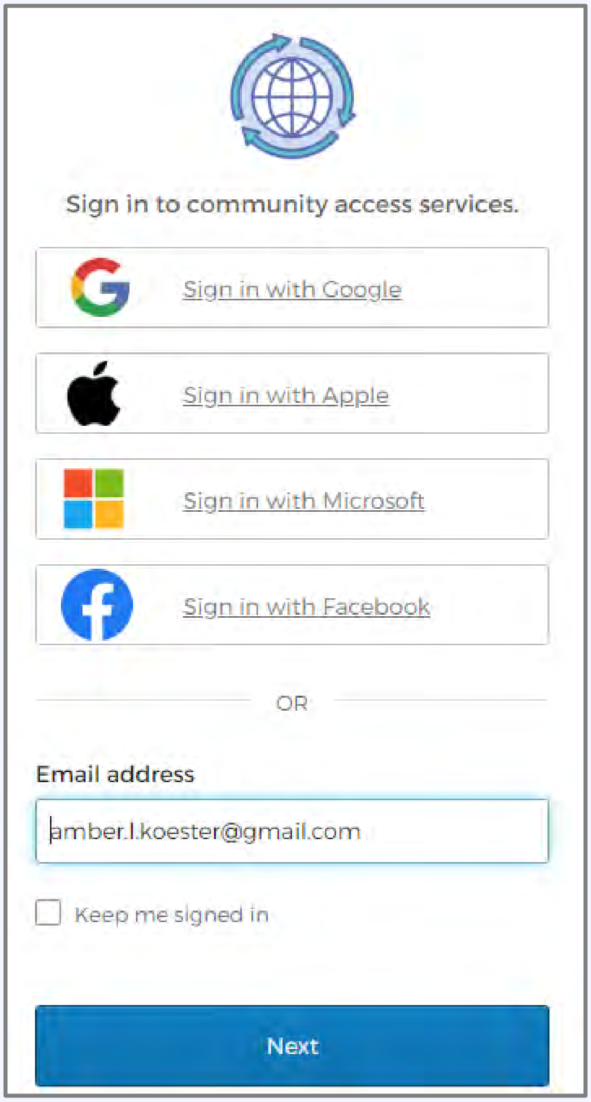
The browser displays the jurisdiction's Civic Access Home page.

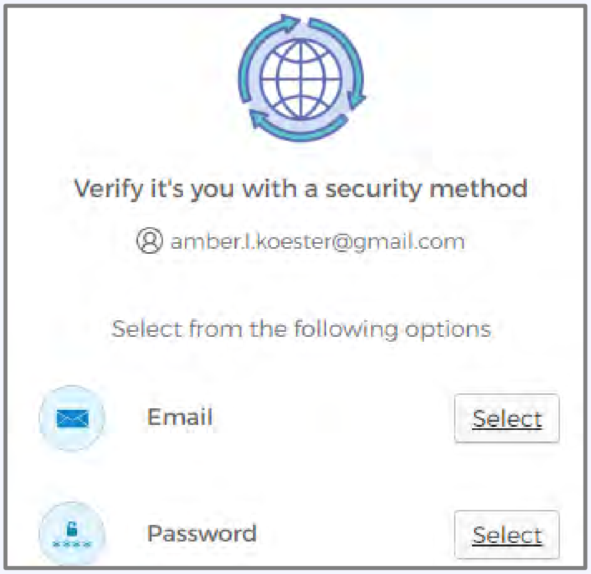


Forgotten Password

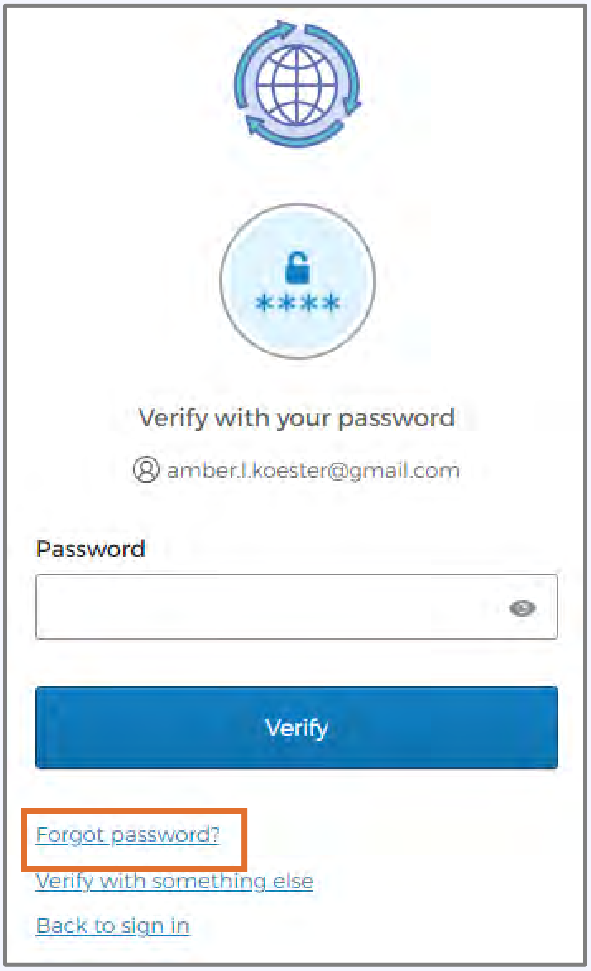
To reset a forgotten password:

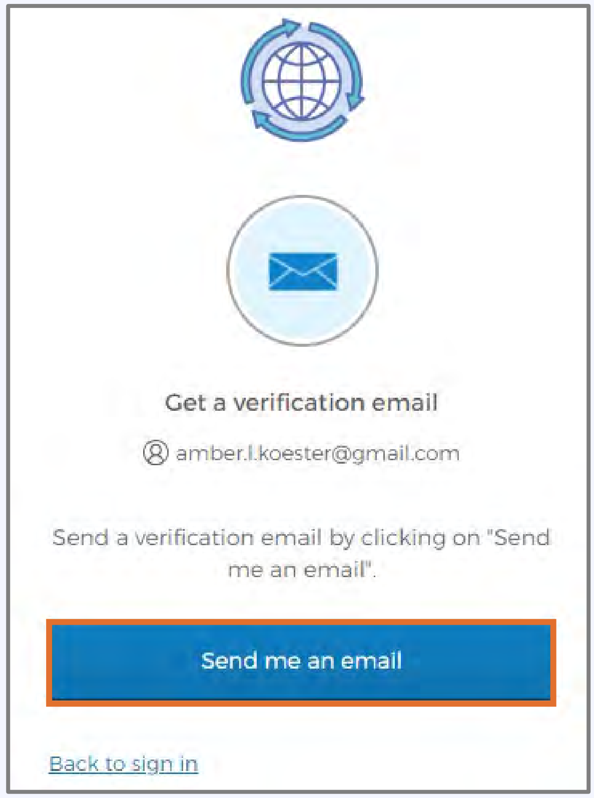
1. Type the **Email address** used during registration.
2. Click **Next**.
3. Click **Select** next to **Password**.





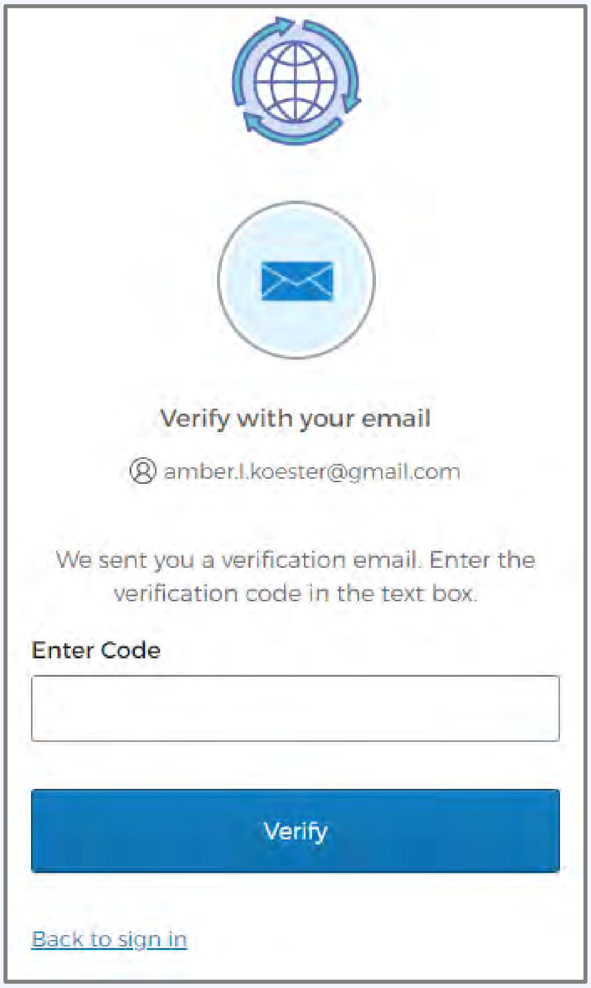
4. Click **Forgot password.**
5. Click **Send me an email.**

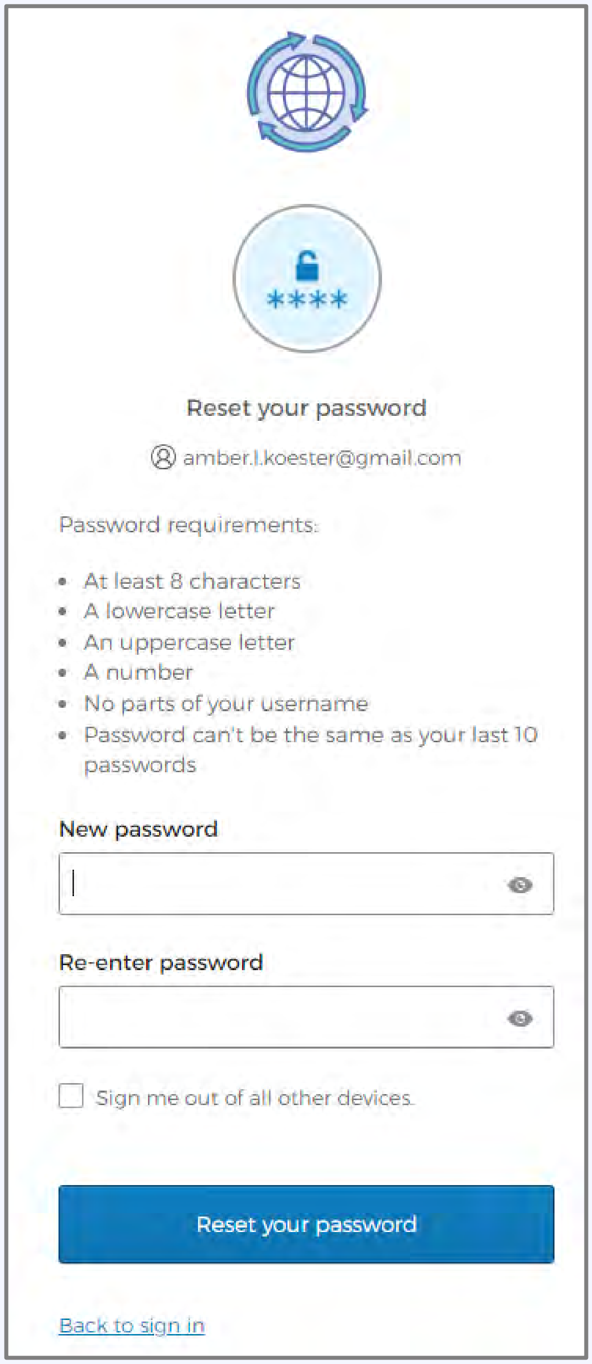




6. Type the **code** from the email.
7. Click **Verify**.
8. Type the **New password**.
9. Re-enter the **password**.
10. Click **Reset your password**.

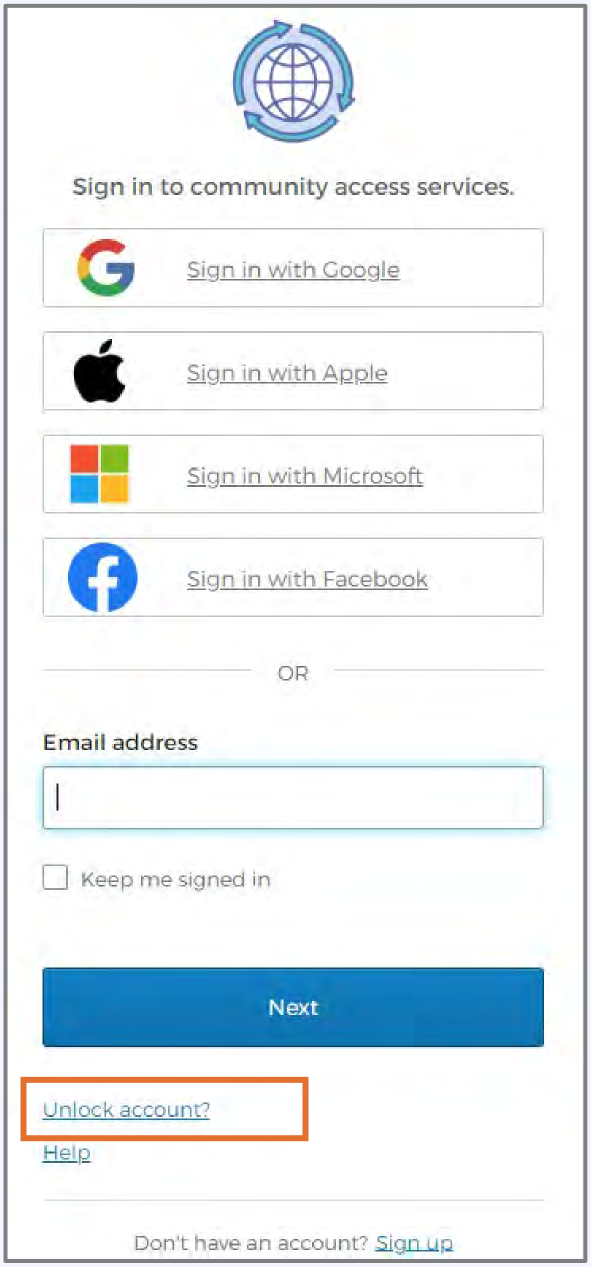
The browser displays the jurisdiction's Civic Access Home page.

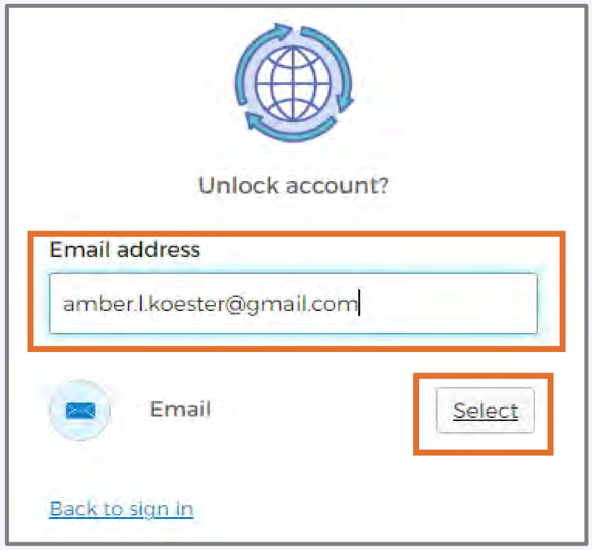


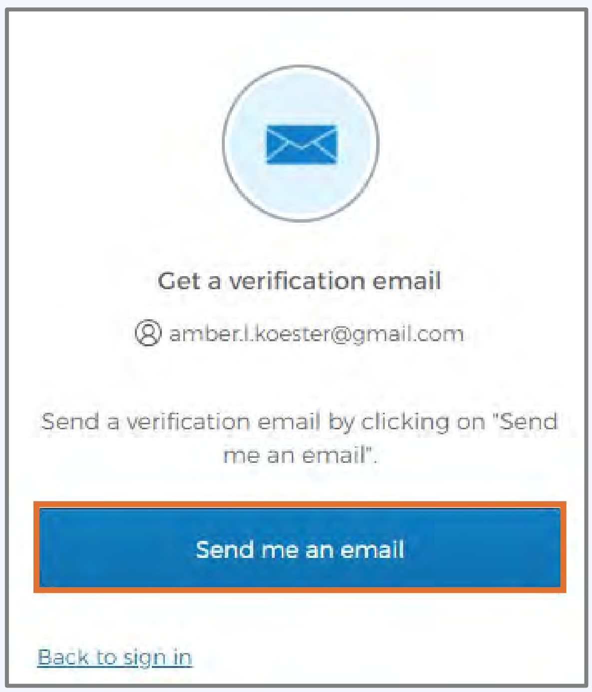


Unlock Account

1. To unlock an account, click **Unlock account**.
2. Type the **Email address**.
3. Click **Select**.
4. Click **Send me an email**.

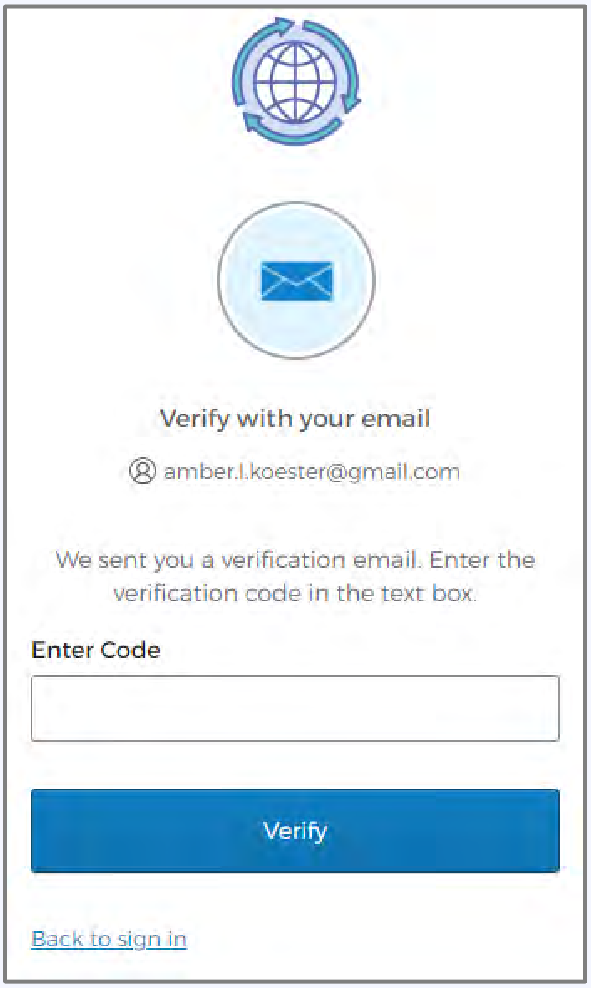






5. Type the **code** from the email.
6. Click **Verify**.

The browser displays a success message and then the jurisdiction's Civic Access Home page.

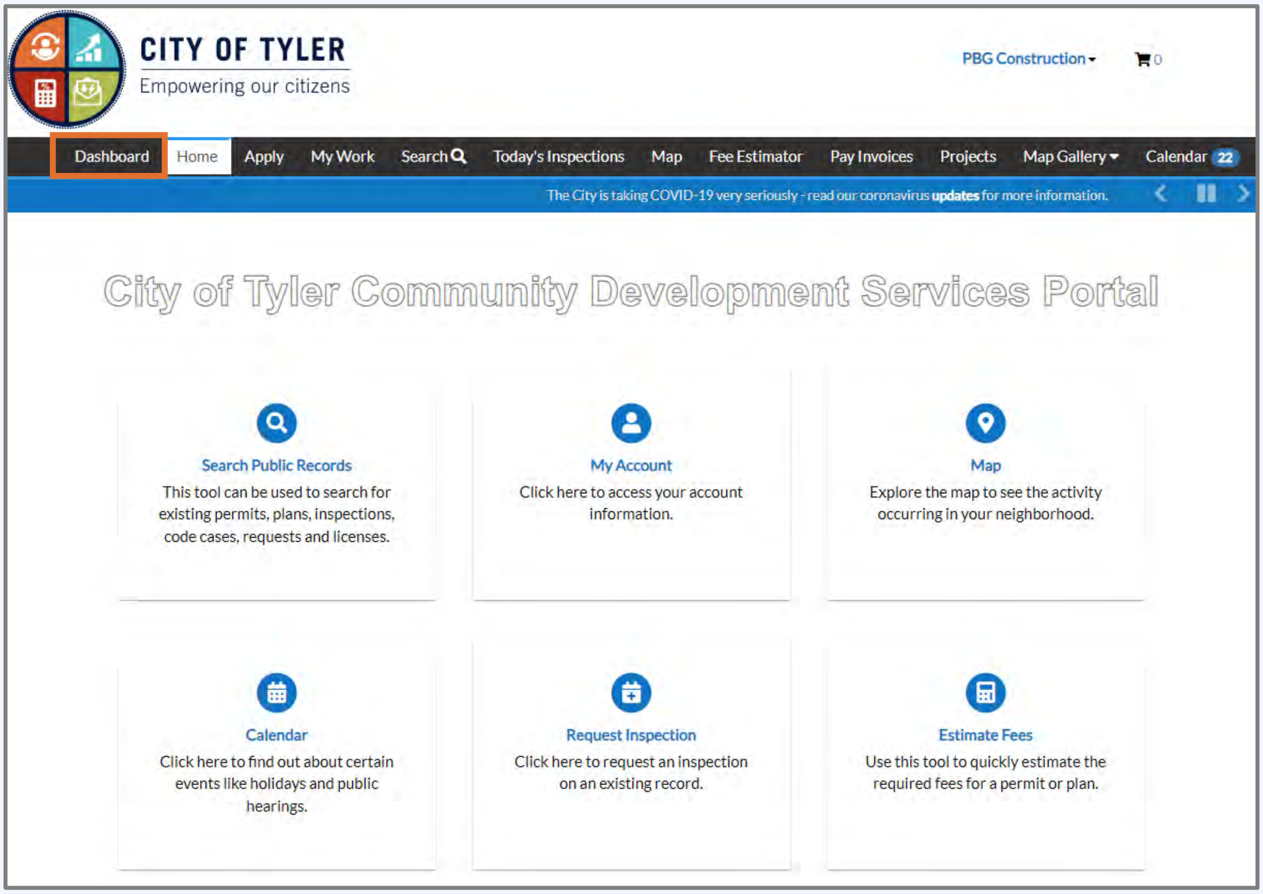


Dashboard

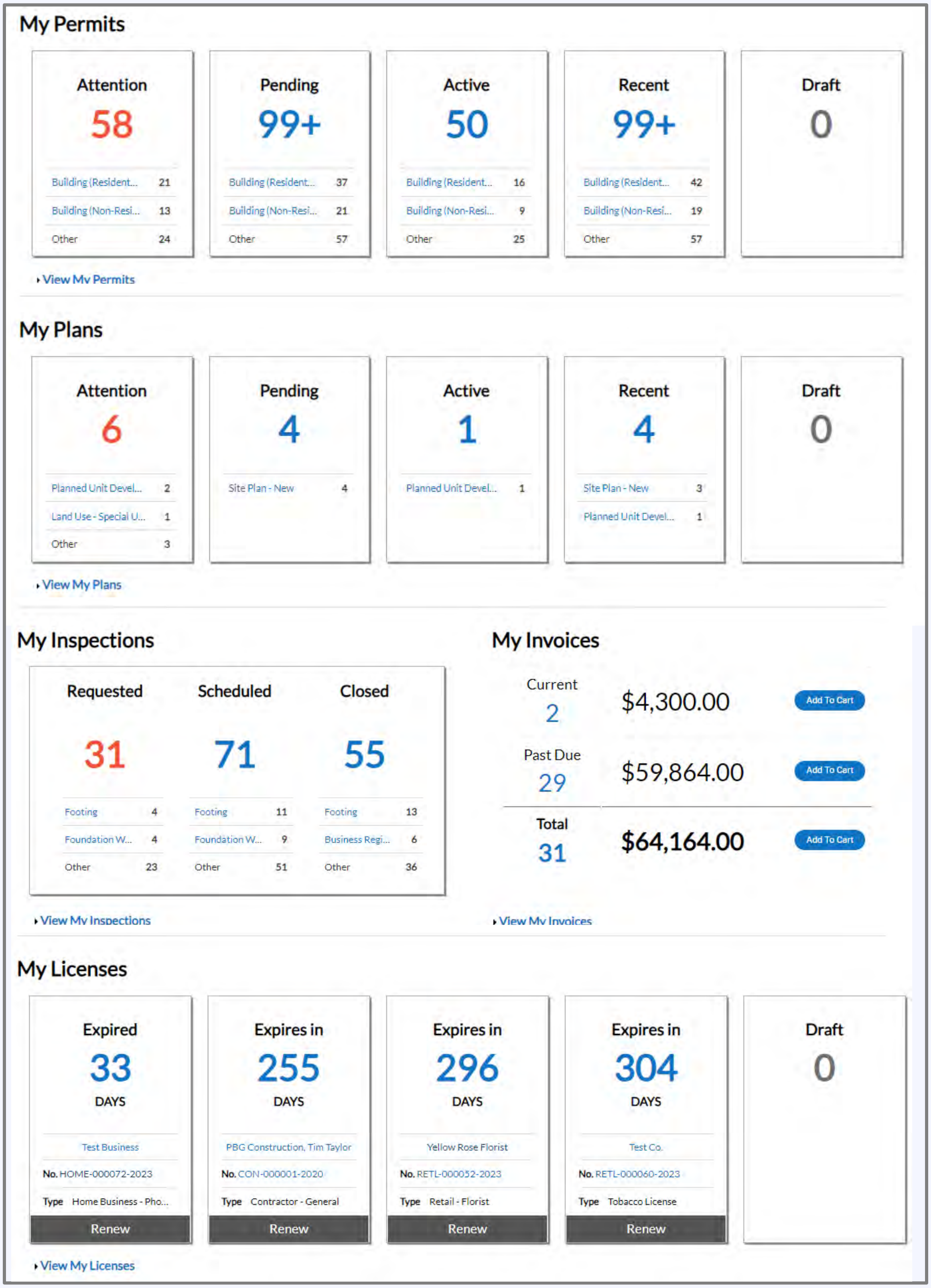
The Civic Access Dashboard allows customers to view a visual representation of aggregated data. It displays data about permits, plans, inspections, invoices, and licenses (if the jurisdiction issues them). Customers can access saved drafts of submissions and add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the registered user. The menu items on the Dashboard are configurable as to wear they appear on the Dashboard and may show additional custom options set up by a jurisdiction.

To access the Dashboard:

1. Log in as a **registered user**.
2. Click **Dashboard** in the menu on the Civic Access Home page.

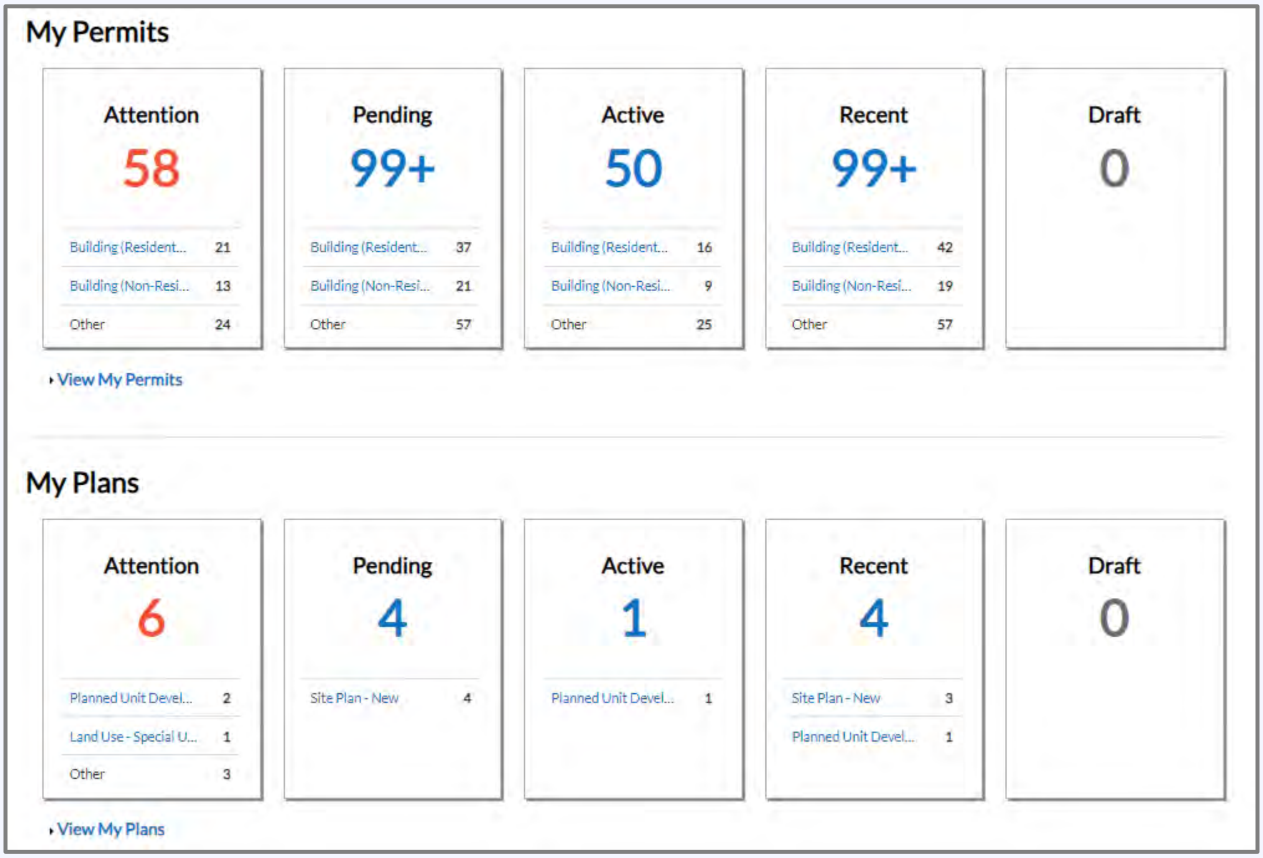


The browser displays the Dashboard.

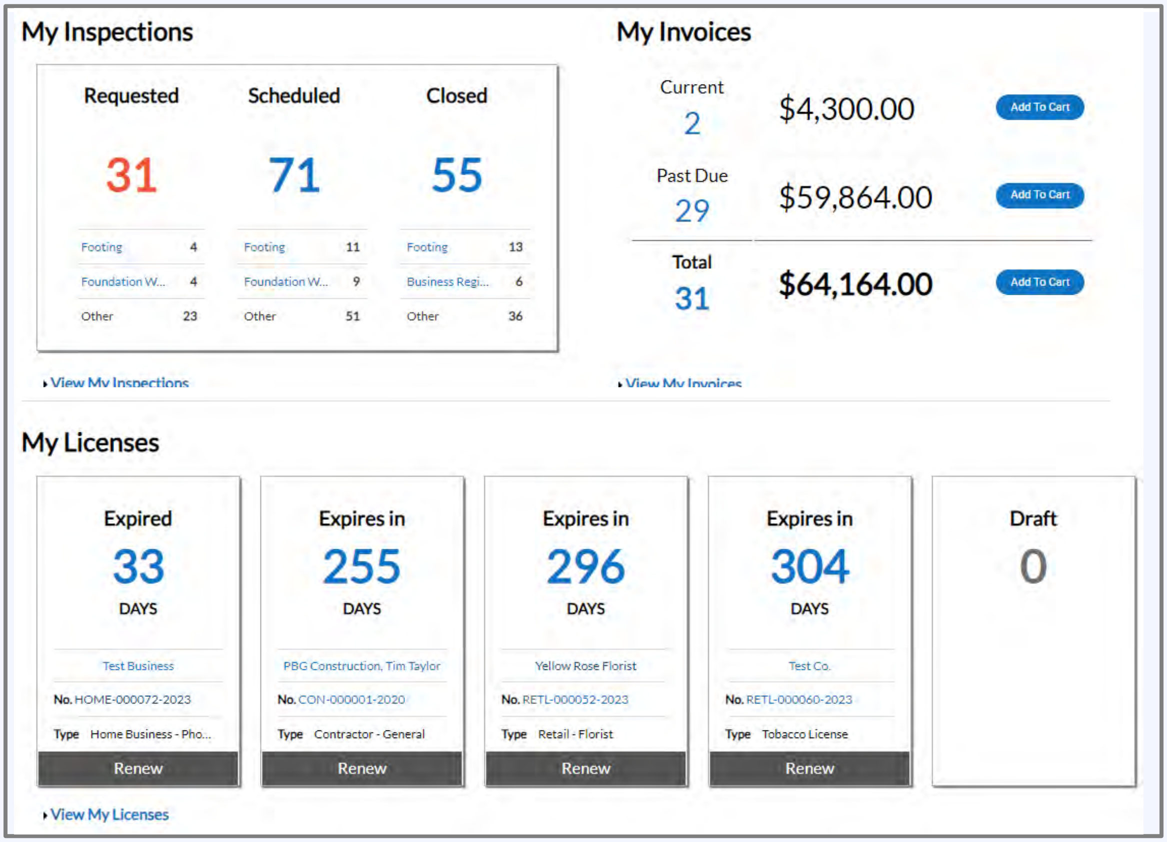


To use the Dashboard:

1. Click **Draft** in the My Permits or My Plans section to view saved permit or plan application drafts.
2. Click the desired **status card** in the My Permits section to view a list of the corresponding permits. Beneath each status is a breakdown of the permit types.
   a. Click **View My Permits** to view all permits.
3. Click the desired **status card** in the My Plans section to view a list of the corresponding plans. Beneath each status circle is a breakdown of the plan types.
   a. Click **View My Plans** to view all plans.

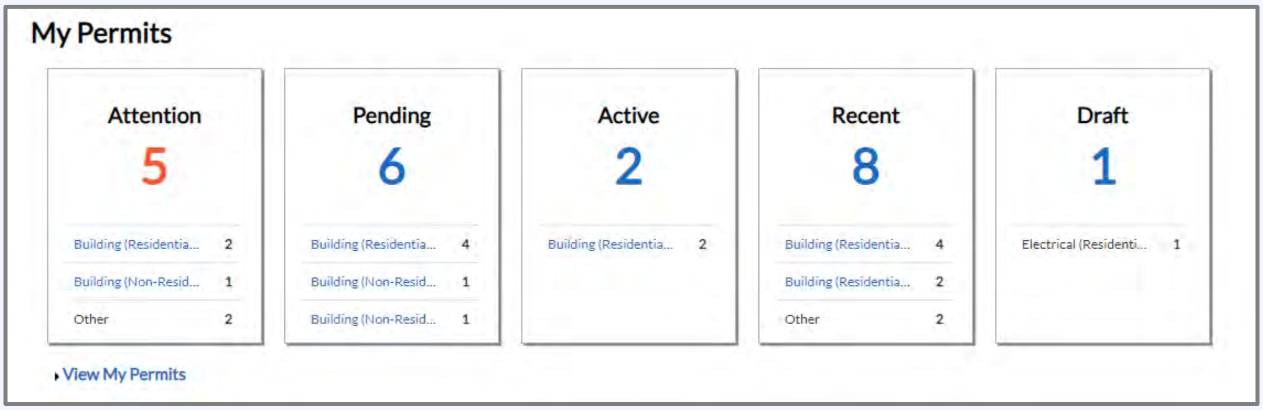


4. Click the desired **status card** in the **My Inspections** section to view a list of the corresponding inspections. Beneath each status is a breakdown of the inspection types.
   a. Click **View My Inspections** to view all inspections.
5. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the My Invoices section to add the corresponding invoices to the shopping cart.
   a. Click **View My Invoices** to view all invoices.
6. Click **Renew** in the **My Licenses** section to renew the license.
   a. Click **View My Licenses** to view all licenses.



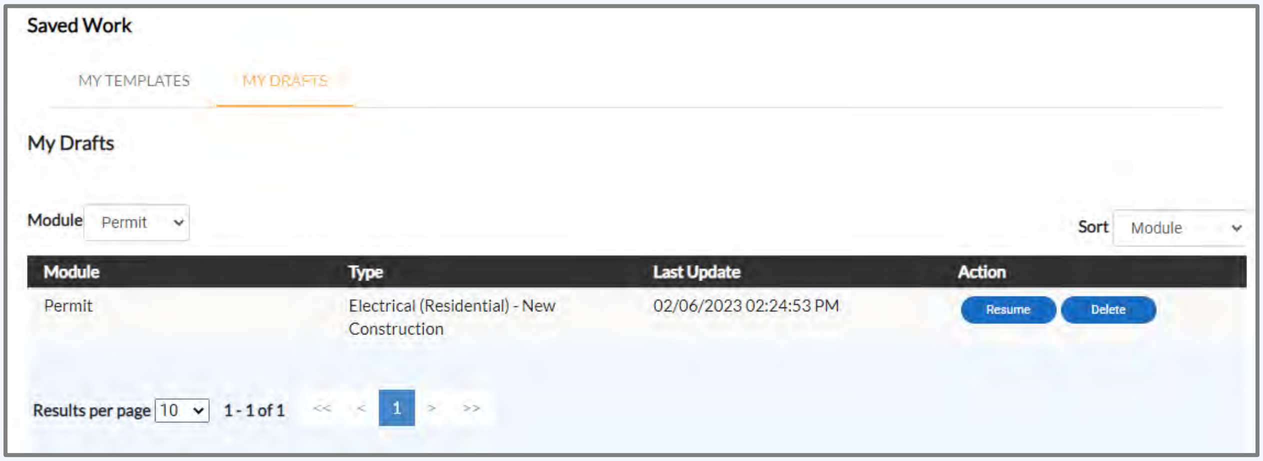
My Permits

1. Click the **Attention card** to view a list of all permit applications that need the customer's attention. The list displays on the My Work page with each project name, address attached to the permit, type, status, and the reason that the permit needs the customer's attention. These permits may have active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, or do not have a completed status.
2. Click the **Pending card** to view a list of all permit applications with a pending status. The list displays on the My Work page with each project name, address attached to the permit, type, and status. These permits do not have an issue date, final date, or an expiration date.
3. Click the **Active card** to view a list of all permits with an active status. The list displays on the My Work page with each project name, address attached to the permit, type, and status. These permits have been issued or have an issued date but are not complete.
4. Click the **Recent card** to view a list of all permits applied for in the last 90 days.
5. Click the **Draft card** to view a list of all permits saved by the customer, but not submitted for review. These drafts may be incomplete, and action may resume at any point.

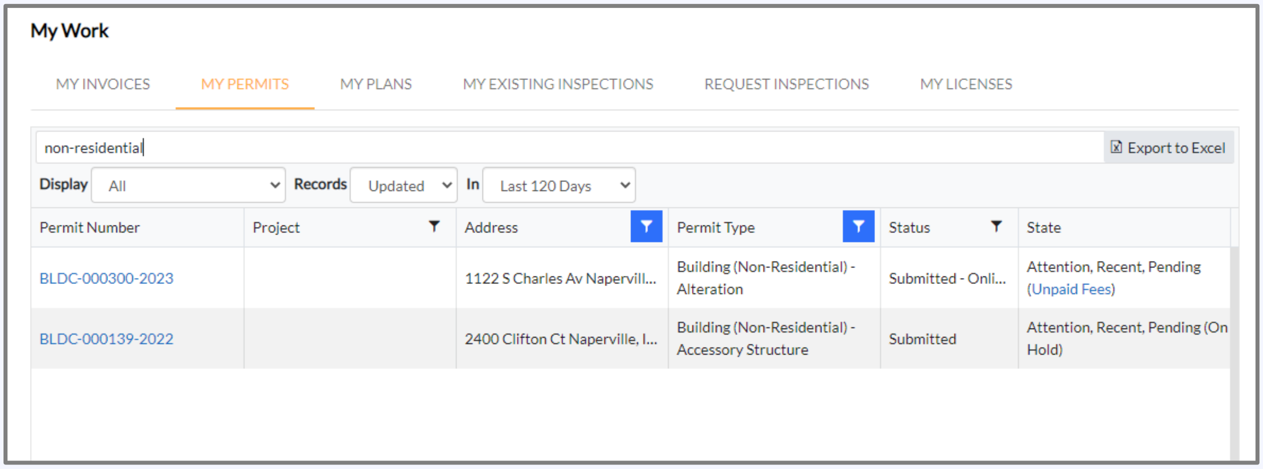


NOTE Success, failure, on hold, or cancelled statuses are tied to flags in Enterprise Permitting & Licensing (EPL), which do not always equate to the case being a success, failure, on hold, or cancelled.

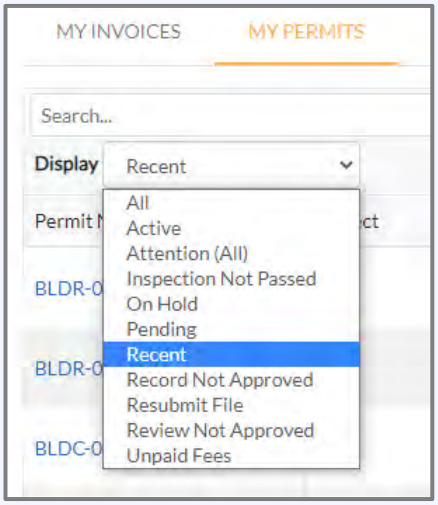
6. Click **Delete** to delete any drafts no longer needed.



7. Type **criteria** in the My Work page search box and press **enter** on the keyboard to filter results. Or view the results as they display when they meet the criteria.



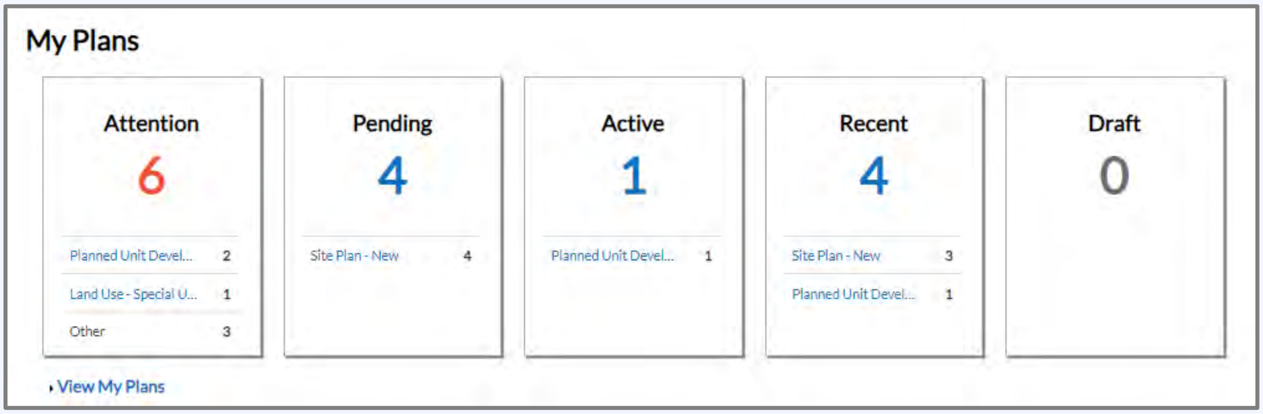
8. Select a **status** in the dropdown to further filter the view.



NOTE Success, failure, on hold, or cancelled statuses are tied to flags in EPL which do not always equate to the case being a success, failure, on hold, or cancelled.

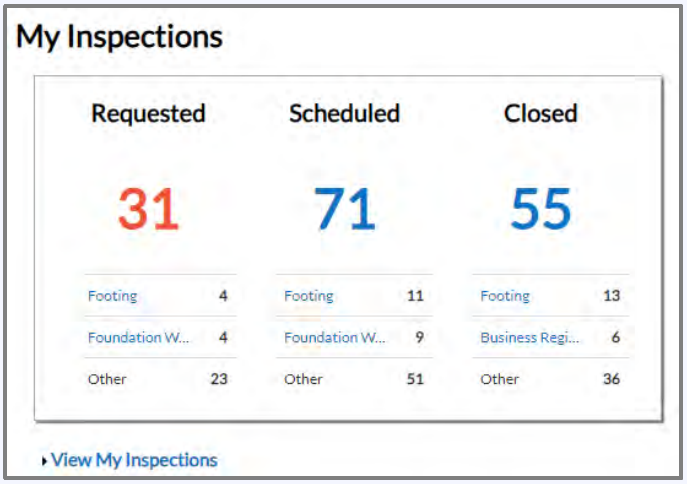
My Plans

1. Click the **Attention card** to view a list of all plans with active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and an unsuccessful status. The plans display on the My Work page with each project name, address, type, status, and the reason that the plan needs the customer's attention.
2. Click the **Pending card** to view a list of all plans with an unsuccessful, fail, on hold, or cancelled status. The plans display on the My Work page with each project name, address, type, and status.
3. Click the **Active card** to view a list of all the plans with an active status. The plans display on the My Work page with each project name, address, type, and status.
4. Click the **Draft card** to view a list of all the plans saved by the customer, but not submitted for review. Drafts may be incomplete, and action may resume at any point. Customers may delete drafts if they are no longer needed.
5. Click the **Recent card** to view a list of all plans applied for in the last 90 days.



NOTE Success, failure, on hold, or cancelled statuses are tied to flags in EPL which do not always equate to the case being a success, failure, on hold, or cancelled.

My Inspections

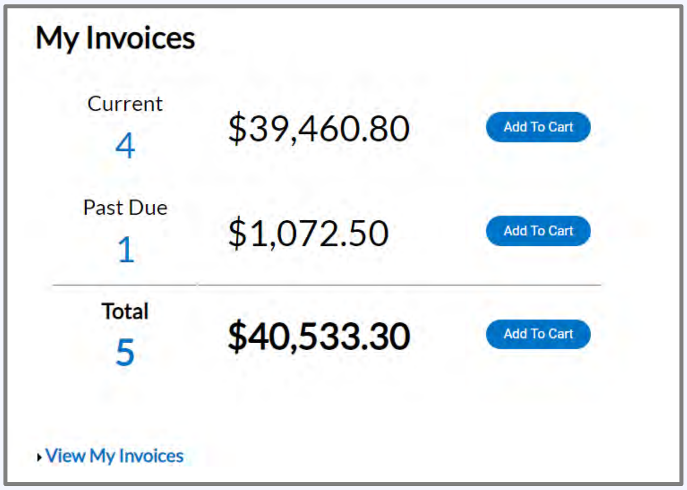


1. Click the **Requested card** to view a list on the My Work page of inspections that have a requested status (e.g., has not been given a scheduled date for the inspection). The list displays the inspection type, address, and case number.
2. Click the **Scheduled card** to view a list on the My Work page of inspections that have a scheduled status. The list displays the inspection type, address, case number, and scheduled date.
3. Click the **Closed card** to view a list on the My Work page of inspections that have a closed status. These inspections are complete. The list displays the inspection type, address, and case number.

My Invoices

The My Invoices section allows Civic Access customers to access paid, voided, or unpaid invoices through the Dashboard and add them to an electronic shopping cart. Customers can view, add, pay, or remove invoices from the cart, which displays single or multiple cases associated with each invoice.

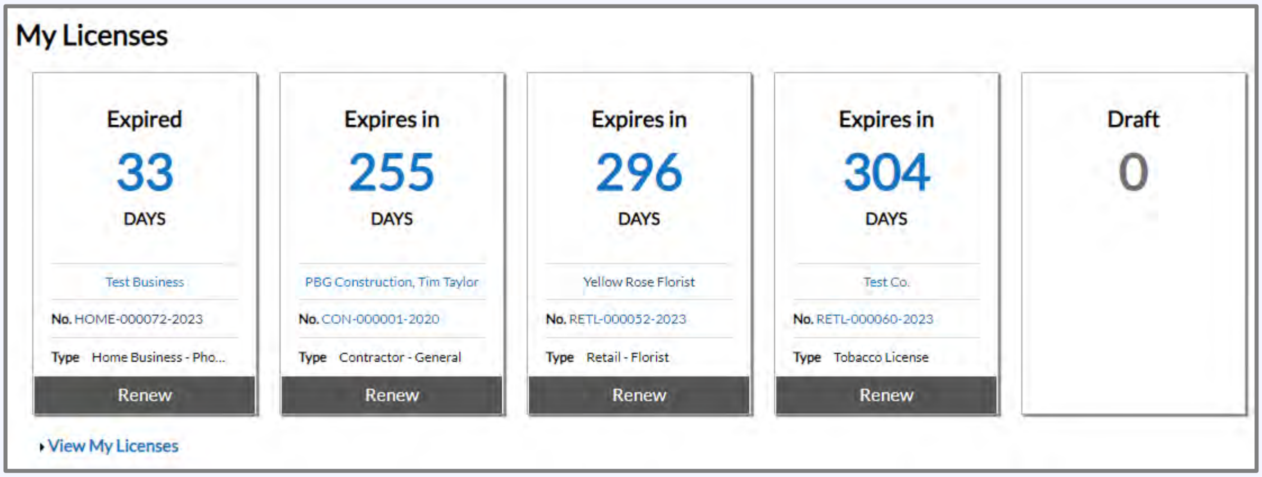
1. Click **Add To Cart** to the right of Current to view all current invoices.
2. Click **Add To Cart** to the right of Past Due to view all past due invoices.
3. Click **Add To Cart** to the right of Total to view all invoices.
4. Click the **Invoice Number** to view the invoice.
5. Click the **Case Number** to view the case.
6. Click **Remove** to remove an invoice from the shopping cart.
7. Click **Check Out** to display a payment page and complete the payment for the invoice(s).



My Licenses

Civic Access customers can access licenses through the My Licenses section on the Dashboard, which displays the days until the licenses expire and includes licenses that are up for renewal.

1. Click a **company name** to view the business details.
2. Click a **license number** to view the license details.
3. Click **Renew** on any card to begin the license renewal process. If a card does not display a Renew button, the license cannot be renewed at this time.
4. Click the **View My Licenses** to view all licenses on the My Work page.



The My Work page displays information about the case type.

5. Click a **License Number** to view the license details.
6. Click **Renew** to begin the license renewal process. The license cannot be renewed at this time if a row does not display a Renew button.
7. Click a **Name** to view the business details. This name may be different from the Doing Business As (DBA) name.

Other columns display the:

- **DBA** name, which may differ from the name of the actual business in EPL.
- **Address** of where the license is held.
- **Status** of the license. Names may vary by jurisdiction (e.g., expired, issued, in review, submitted).
- **License Type** for which the customer applied.
- **Applied** date when the customer applied for the license.

My Work

MY INVOICES | MY PERMITS | MY PLANS | MY EXISTING INSPECTIONS | REQUEST INSPECTIONS | MY LICENSES | PROJECTS

Search... | Export to Excel

License Number	Renew	Name	DBA	Address	Status	Type	Applied
CONT-000029-20...		Sunil Ojha		3412 Keller Ln Naperville, IL...	Submitted	Contractor - General	09/13/2023
BUS-000081-2023	Renew	PBG Construction	PBG Construction	1124 Kings Point Ct Naperv...	Issued	Business Registration - Cons...	09/13/2023
BUS-000079-2023		Harbors Barbers		344 Green Valley Dr Naperv...	Submitted - ...	Business Registration - Servi...	08/25/2023
000008-2020	Renew	PBG Construction	PBG Construction	35 S Washington St Napervi...	Issued	Business Registration - Cons...	08/24/2023
HOME-000072-2...	Renew	Test Business			Issued	Home Business - Photograp...	08/16/2023
RETL-000060-2023	Renew	Test Co.		1233 Haverhill Cr Napervill...	Issued	Tobacco License	08/02/2023
REST-000056-2023		Hulk's Hoagies		1212 Andria Ct Naperville, I...	Submitted - ...	Restaurant - Full Service	08/01/2023
BUS-000053-2023		Yellow Rose Flor...	Yellow Rose Flor...	349 Green Valley Dr Naperv...	Submitted	Business Registration - Retail	07/25/2023
RETL-000052-2023	Renew	Yellow Rose Flor...	Yellow Rose Flor...	349 Green Valley Dr Naperv...	Issued	Retail - Florist	07/25/2023
CONT-000013-20...		PBG Construction			Submitted - ...	Contractor - General	07/21/2023
SRVC-000051-20...		TW Rental		340 Green Valley Dr Naperv...	Submitted - ...	Service - Barber	07/21/2023
SRVC-000050-20...		Corgi Cyber Sec...		1011 Book Ct Naperville, IL ...	Submitted	Service - Gas Station	07/18/2023

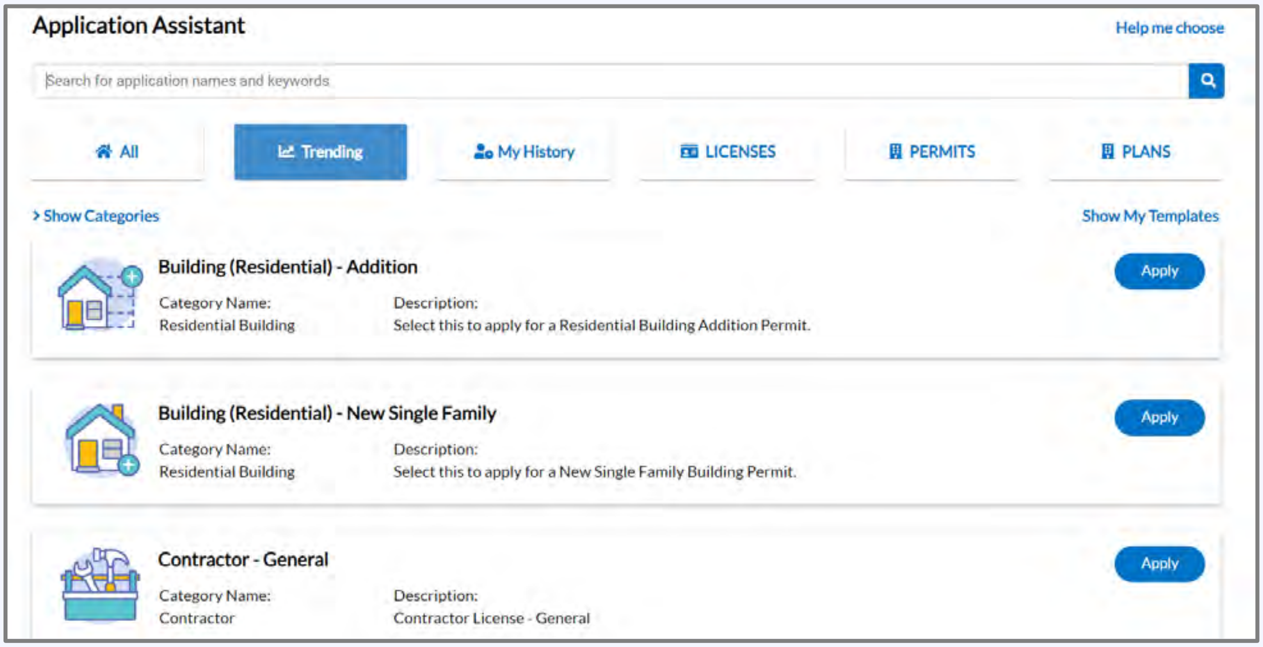
Showing 16 records.

Apply with Application Assistant

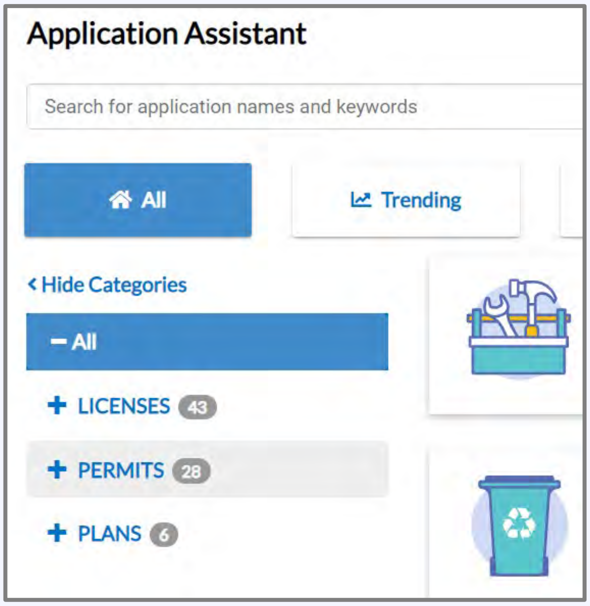
The Application Assistant offers a guided way to apply for licenses, permits, and plans. This guide uses a permit as an example application, but the process is similar for other applications. To use the Application Assistant:

1. Click **Apply** in the menu on the Civic Access Home page.

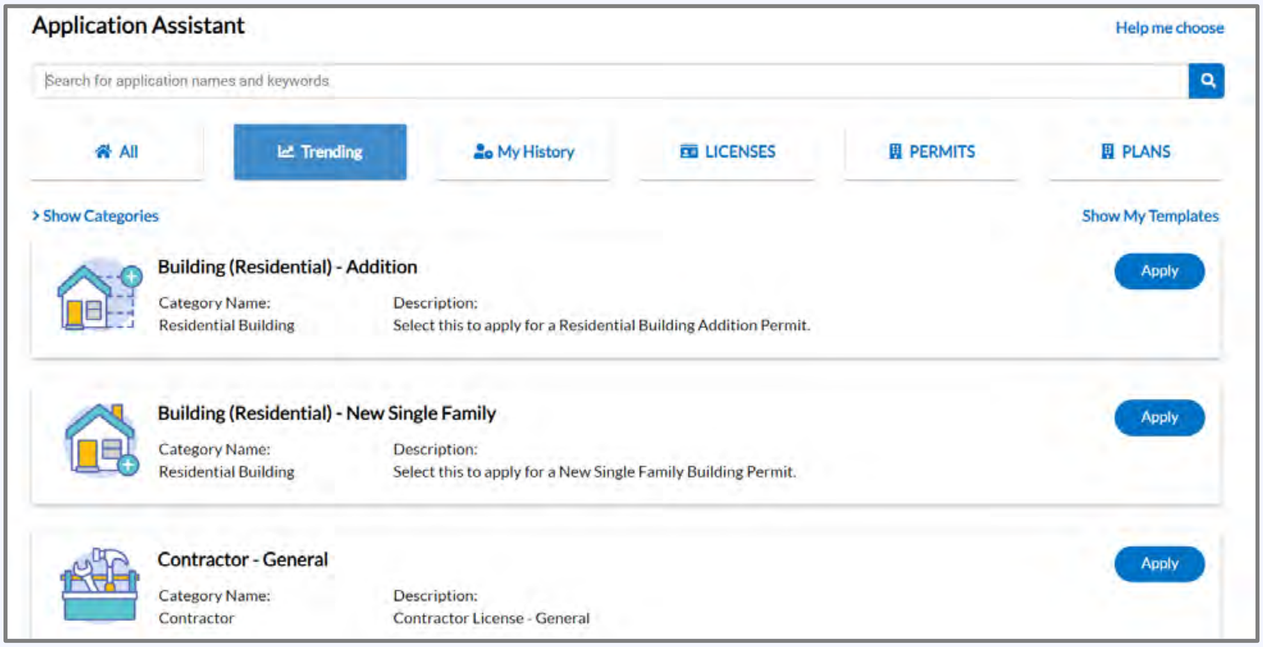
The Application Assistant displays tabs for all, trending, my history (when logged in), license, permit, and plan application types.



2. Click **All** to choose from all types of permit, plan, and license applications available in Civic Access.
3. Click **Show Categories** to select a category and narrow the results.
4. Click **Hide Categories** to collapse the category list.



5. Click **Trending** to choose from the jurisdiction's current most common application types.
6. Click **My History** to choose an application type for which the customer has previously applied. This tab displays only for registered users.
7. Click **LICENSES** to choose a type of license, which includes professional and business licenses.
8. Click **PERMITS** to choose a type of permit.
9. Click **PLANS** to choose a type of plan.



10. Type **key words** to search for application types. As the customer types, Civic Access displays common results.
11. Select the **desired result** in the list.

Step 1: Location

To add the location for the case:

1. Select the **type of address** on the Add Location card. The card may display a default address type (e.g., Location).
2. Click **add** on the Location card to add a location.

Civic Access displays the Map page. Customers can search for an address, manually type an address, or draw a spatial collection (if configured). For more information, please refer to the [Using the Map section](#).

Search for an Address

1. Click the **arrow** to expand the search box.
2. Select **All, Address,** or **Parcels** to filter the results. The default is All.

3. Or type an **address, parcel number,** or **partial address** or **parcel number**.
4. Click **search** or press **enter** on the keyboard.
5. Or click **Use current location**.

Civic Access displays:

- Results specific to the criteria.
- A pin on the map with a popup listing parcel and owner information, allowing the customer to zoom to the location or add a case. The parcel owner may not display, if configured.

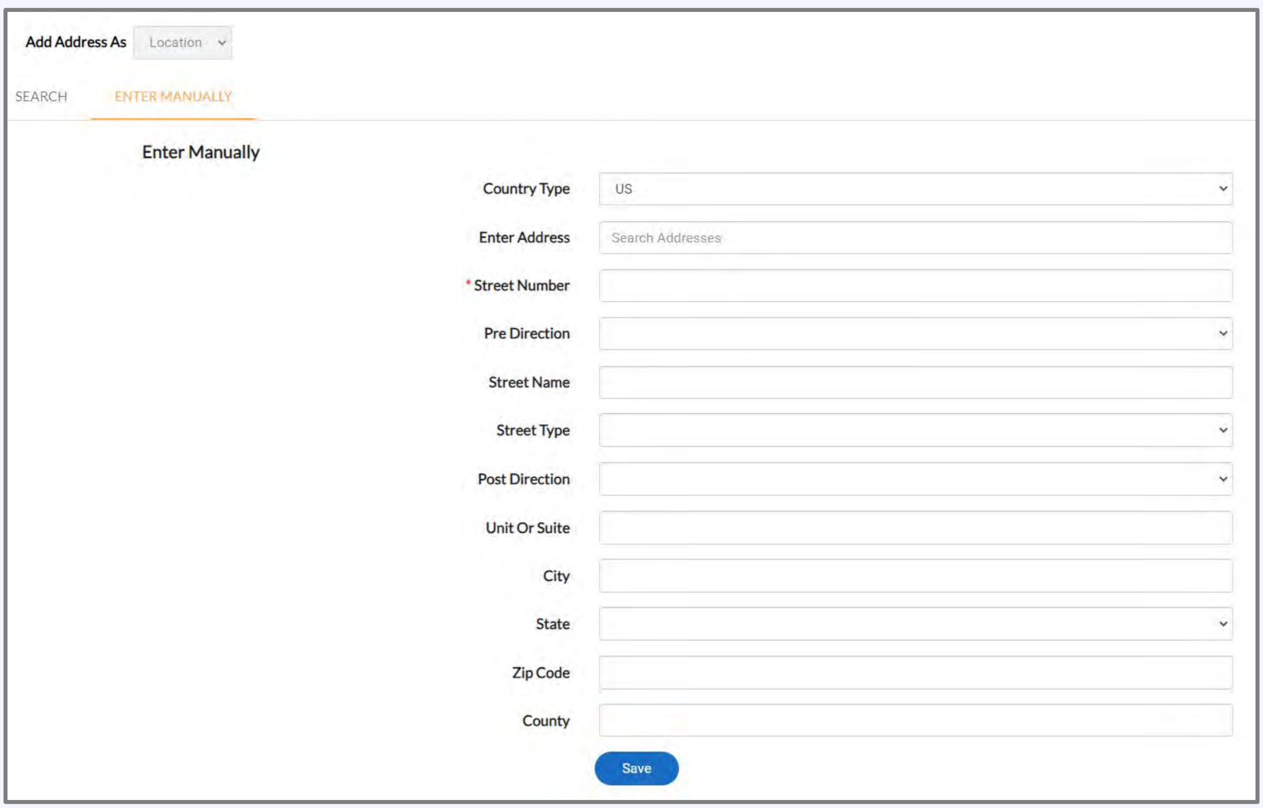
6. Mark the desired **Address.**
   a. Click **Add** in the search results to add a case at this location.
7. Or click **Add** in the popup on the map to add a case at this location.
8. Click **Next.**

Manually Enter an Address

Customers can create cases based on an address that is not in the jurisdiction's GIS. To manually add an address:

1. Click **ENTER MANUALLY** on the map.

2. Type the **information**.
3. Click **Save**.
4. Click **Next.**

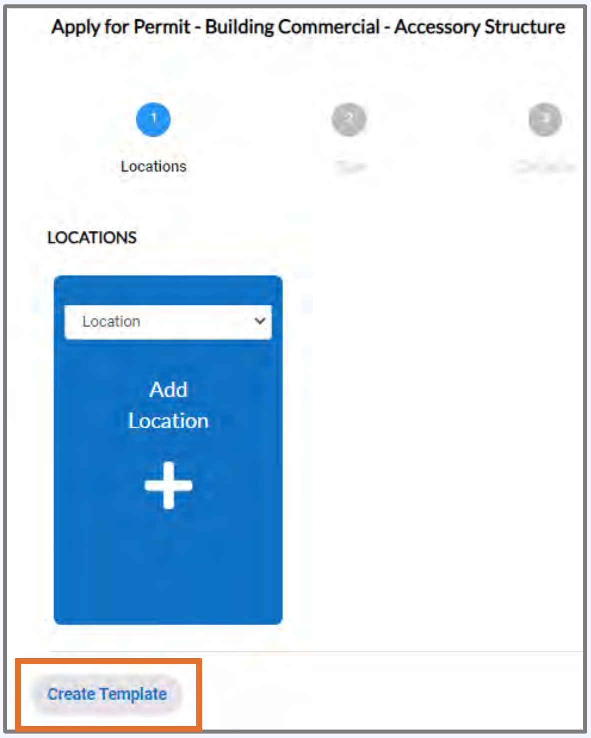


NOTE Required fields are noted with a red asterisk.

Application Templates

Customers can create application templates or drafts on the Location step, which can be reused when applying for the same case type and work class. For example, this is convenient way for contractors who repeatedly submit the same type of permit or plan to start an application.

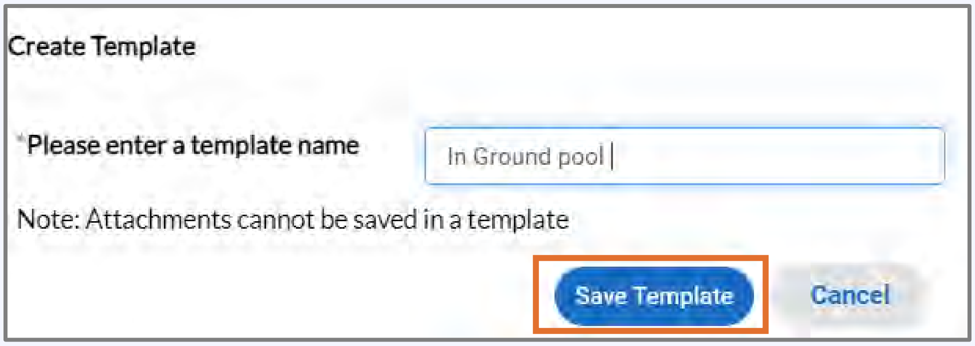
1. Click **Create Template** on the Location step of an application.



NOTE Civic Access may display the Add Location card when a customer creates a template, based on the application the user selected before clicking Create Template on the Location step.

Civic Access displays a Create Template popup.

2. Type the **name** of the template.
3. Click **Save Template.**



NOTE Required fields are noted with a red asterisk. Customers cannot add attachments to a template.

Once the customer saves the template, Civic Access displays a success message.

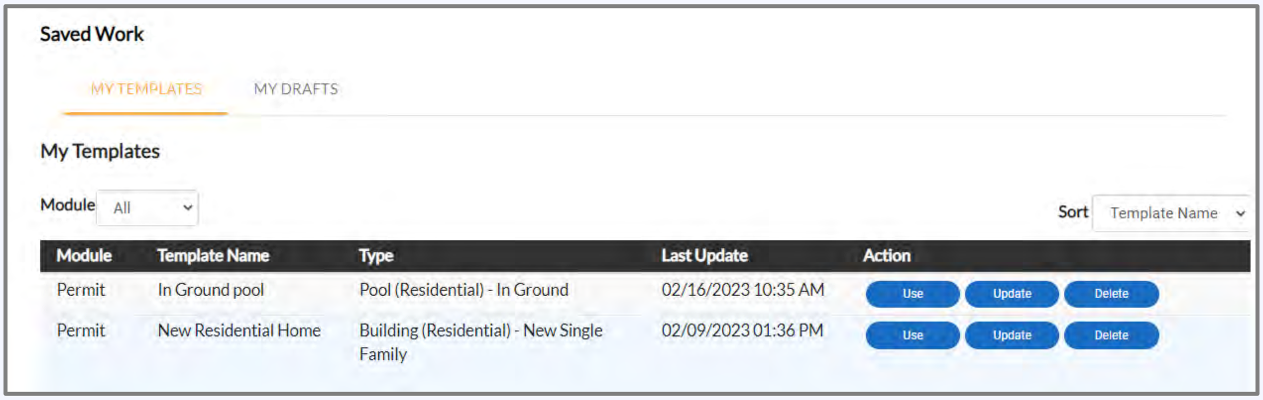
4. Click **Go to My Templates**.
5. Or click **OK**.
   a. Click the **user's name** to access the My Account information.
   b. Click **Saved Work**.

Civic Access displays the My Templates tab on the Saved Work page.

6. Click **Use** on the row with the desired template to use the template for an application.

Civic Access displays the Location step if the customer selects an application and clicks use.

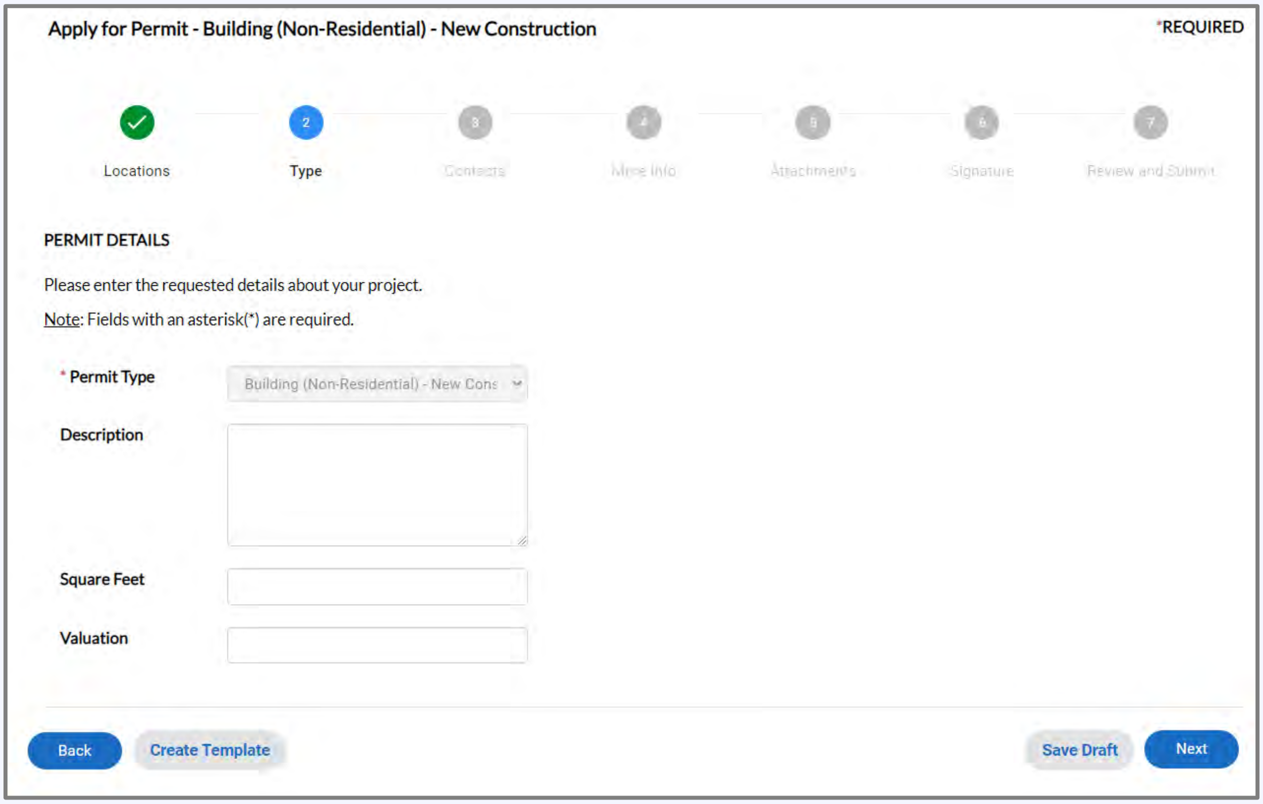
7. Click **Update** to modify the template.
8. Click **Delete** to remove the template from Civic Access.
   a. Click **Yes** to confirm.



Step 2: Type

Civic Access displays the application type. To add case details:

1. Type a **Description**.
   a. Click the **corner** to expand the field and enter a large amount of text.
2. Type **Square Feet** and/or **Valuation** if desired.
3. Click **Next**.

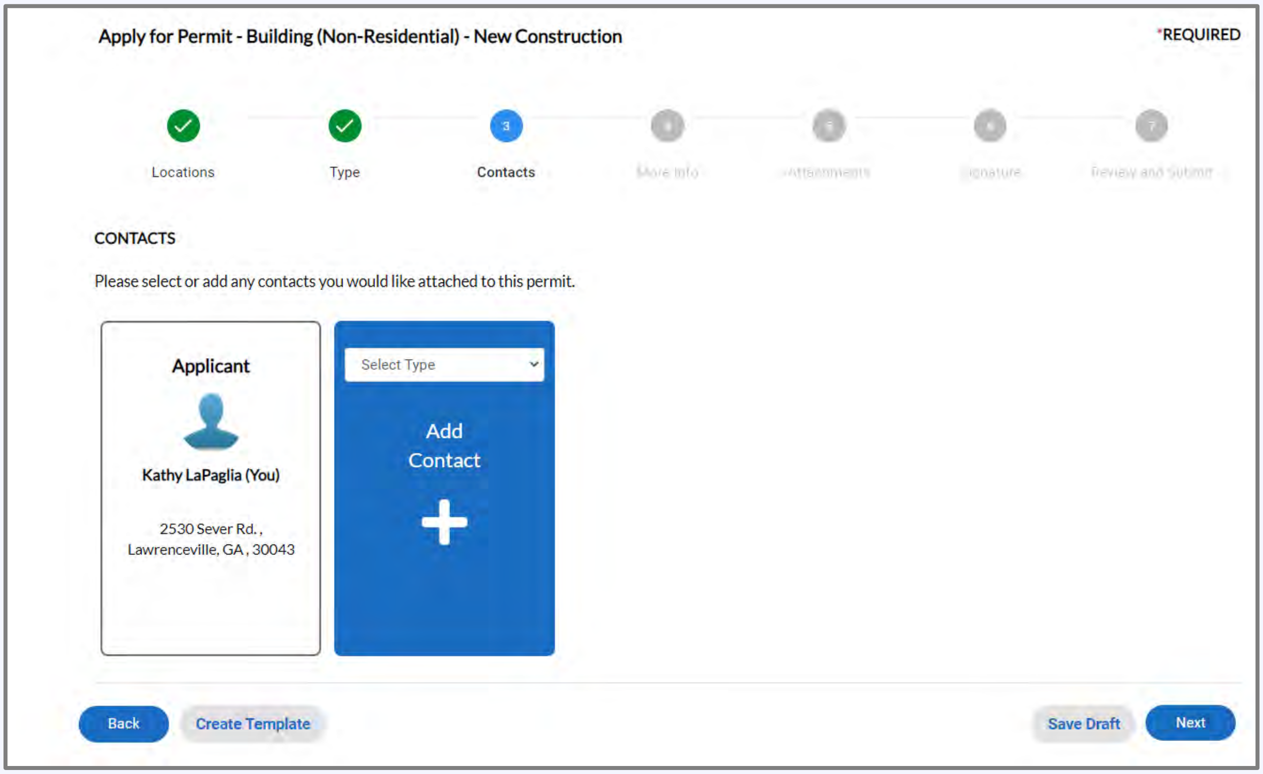


NOTE Required fields are noted with a red asterisk.

Step 3: Contacts

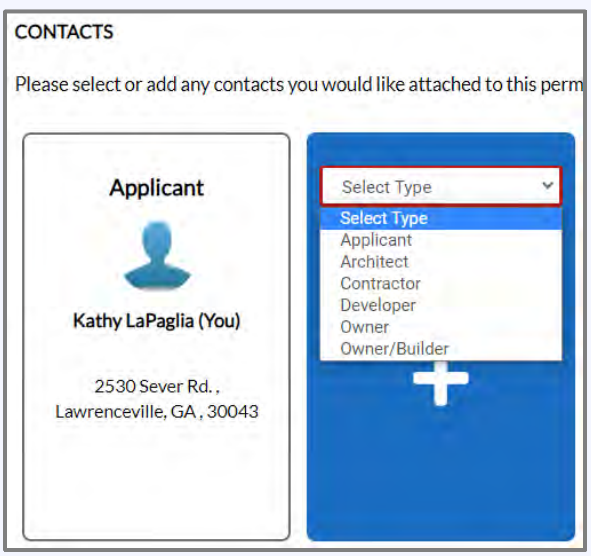
Civic Access populates the registered user's contact information as the first contact on permit and plan applications. The customer must add the first contact for other types of records. Customers can add more contacts if desired.

If a contact card is outlined in red and labeled Required, the customer must add the contact type to the application.

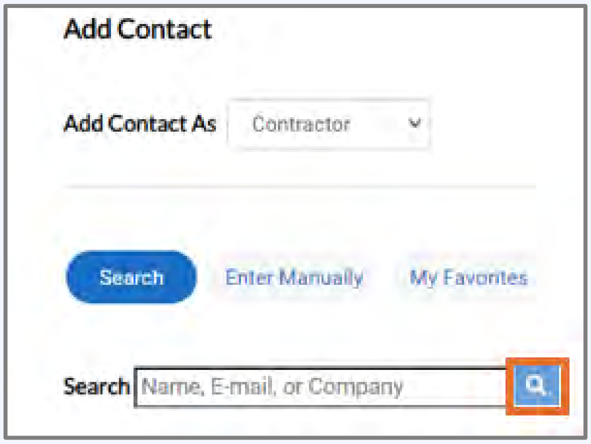


To add contacts:

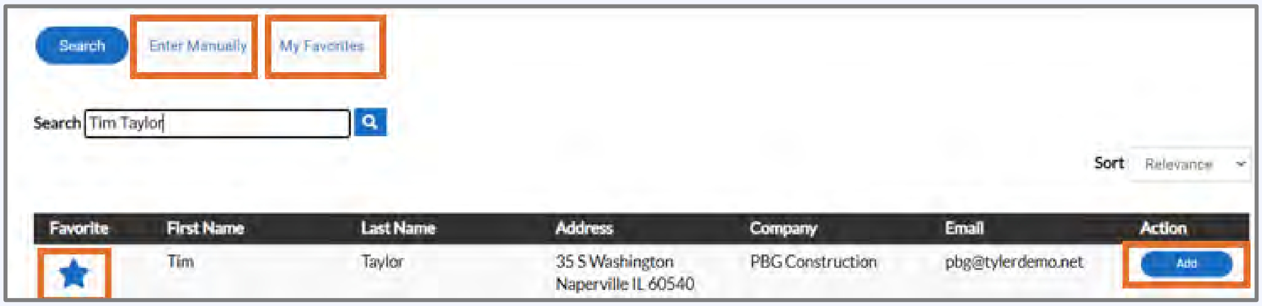
1. Select the **contact type** if the card displays the Select Type dropdown.
2. Click **add** (the plus button) to search for a contact or manually enter contact information.



3. Type a full or partial **Name, email**, or **Company name**.
4. Click **search.**



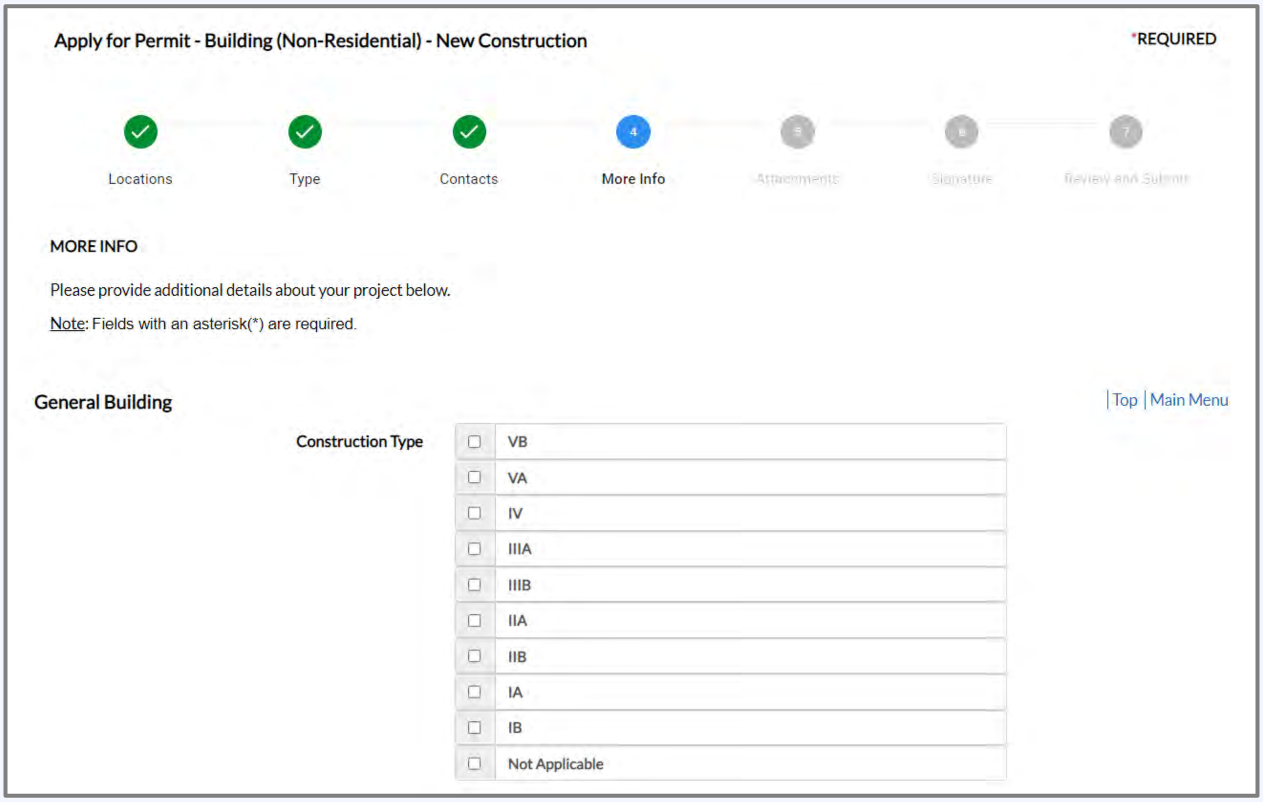
5. Click **add** to add the contact to the application if the person or company is an existing contact or their email address is connected to an existing contact.
6. Click **Enter Manually** the contact does not exist in the system. EPL displays the button only if configured by the jurisdiction.
   a. Type the **required information**.
7. Click the **star** to add the contact as a favorite to easily locate it in the future in My Favorites.
8. Click **Next** after adding all case contacts.



Step 4: More Info

The More Info step displays fields defined by the jurisdiction that vary based on configuration. Jurisdictions use the step to collect data about an application that is not gathered through the standard fields. This information, also known as additional information, is often used to compute fees and print on documents or reports. The customer cannot edit this information after submitting the application. Jurisdiction users may edit the information in EPL. To add information:

1. Type **information** or mark applicable **boxes**.
2. Click **Next.**

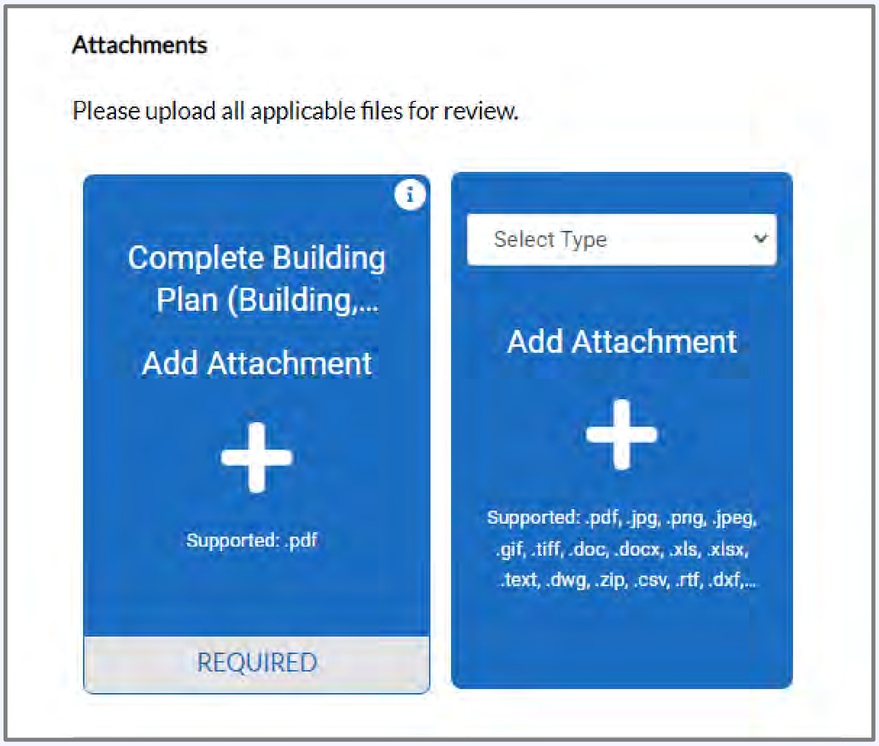


NOTE Required fields are noted with a red asterisk.

Step 5: Attachments

The Attachments step allows customers to upload files related to the application. To attach files:

1. Select the **file type** if the card displays the Select Type dropdown.
2. Click **add** on each card to attach files. Civic Access displays REQUIRED on a card if the jurisdiction requires a certain file type (e.g., building plans, blueprints, driver's license).
3. Locate and select the **file** on the computer or server.
4. Click **Open**.
5. Click **Next** after all files have been uploaded.

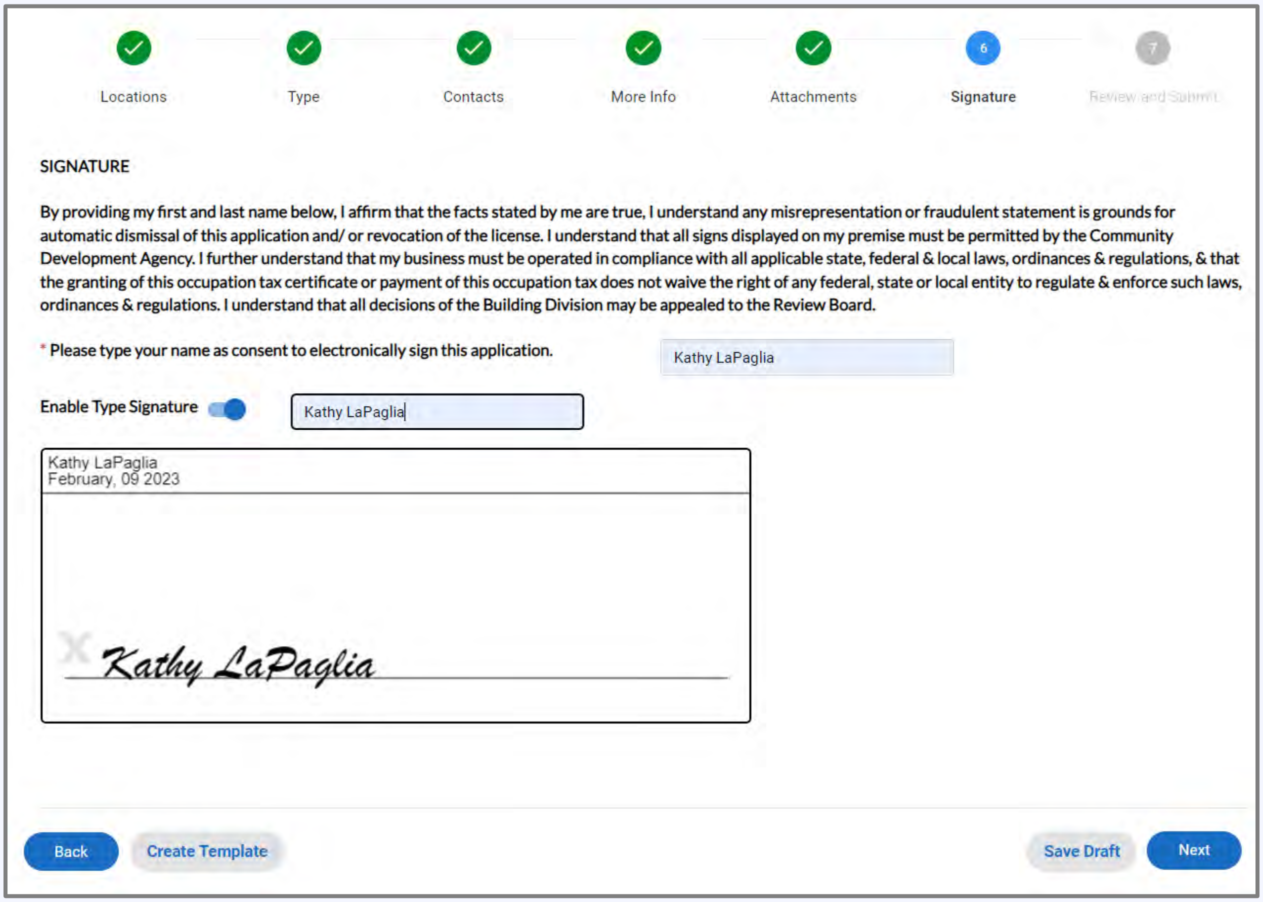


NOTE Jurisdictions may require customers to attach specific documents before moving to the next step. Customers must upload files used with electronic reviews as .pdf files to be compatible with Bluebeam, which jurisdictions use to mark up documents as part of the review process.

Step 6: Signature

The Signature step allows the customer to consent electronically for the application. If configured for the Civic Access site:

1. Type the **applicant's name** in the first field.
2. Toggle on **Enable Type Signature**.
3. Type the **name** again and Civic Access populates the signature field.
4. Or leave the **Enable Type Signature** toggled off and draw the **signature** in the signature field.
5. Click **Next**.



NOTE Required fields are noted with a red asterisk.

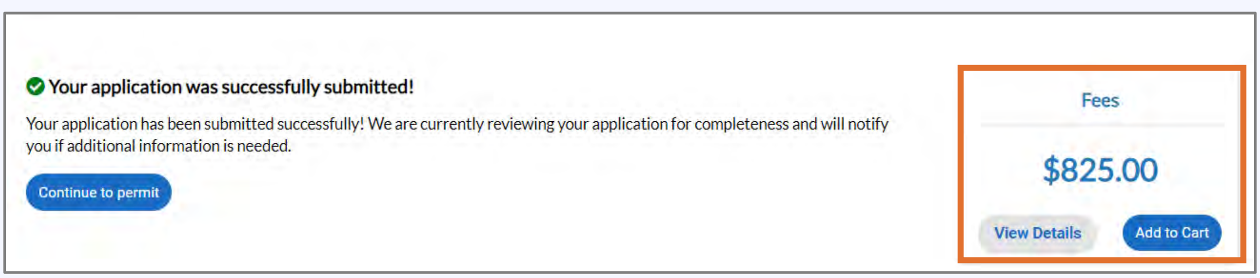
Step 7: Review and Submit

1. Review the application including uploaded attachments, more info fields, and estimated fees (if configured to display).
2. Click **Save Draft** if the information is incomplete and/or to finish the application later.
   a. Click the **Draft status circle** on the Dashboard to resume the application.
3. Click **Submit** if the application is complete and accurate.

Success Page

Once the application is submitted, Civic Access may display a success message or immediately display the record based on configuration. Civic Access displays fee information if an invoice for fees has been created automatically.

1. Click **Continue To** the record if no fees display.
2. Or click **Add to Cart** in the Fees section for fees that Civic Access has automatically invoiced. This section displays if the jurisdiction configured the application type to automatically invoice fees.



Request Inspections

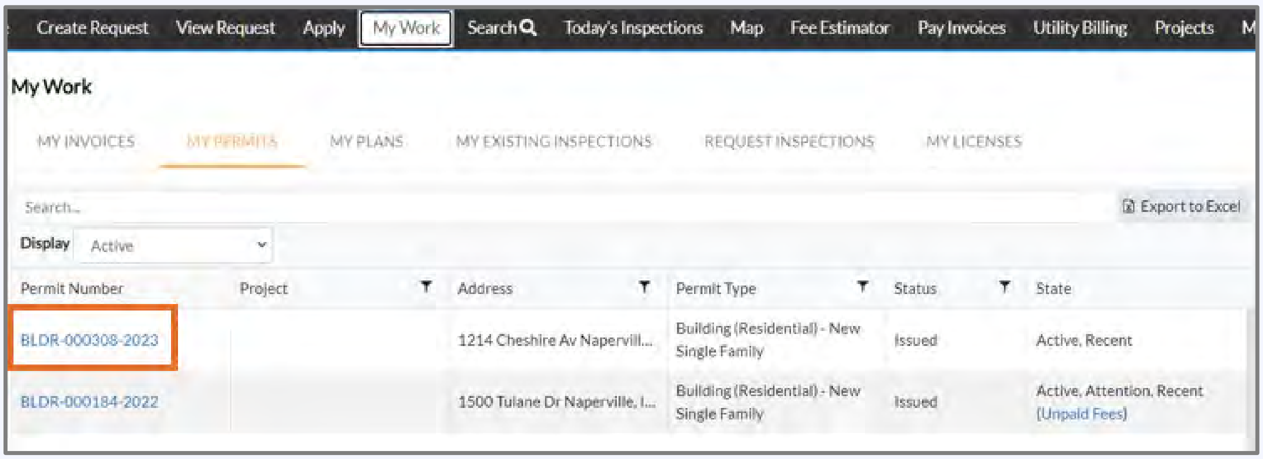
Customers can request an inspection through Civic Access after the jurisdiction issues a permit. This guide uses a permit as an example for requesting an inspection, but the process is similar for other records that allow customers to request inspections based on configuration. Customers must be registered users and a contact associated with the case. Inspection requests interact with the inspection-related data on the dashboard.

To request an inspection:

1. Click **Dashboard** in the menu.
2. Click the **Active card** in the My Permits section.

Civic Access displays the My Work page and active permits by default.

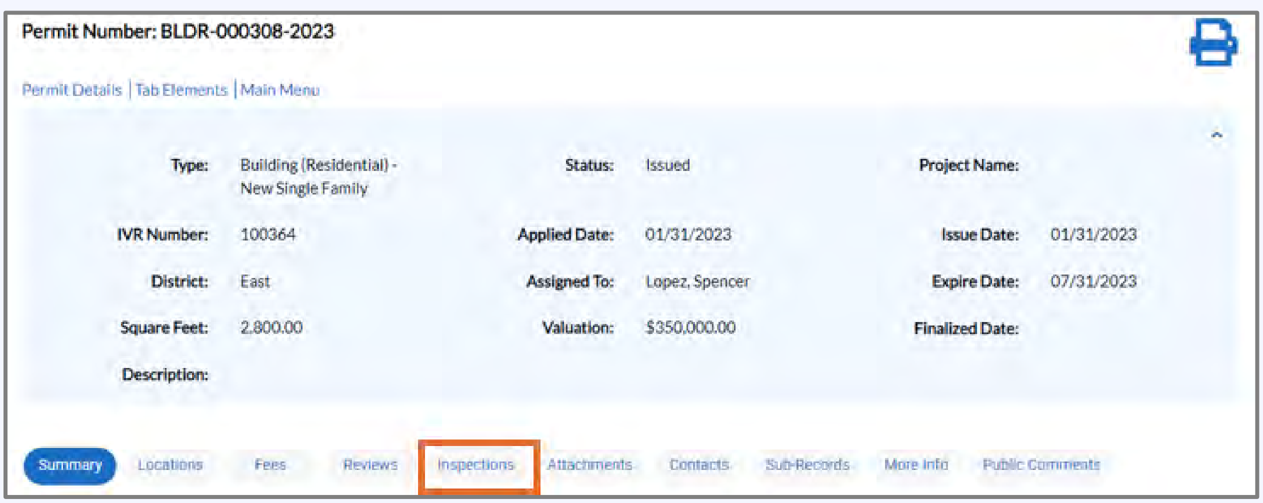
3. Click the **Permit Number** of the desired permit for which you would like to request an inspection.



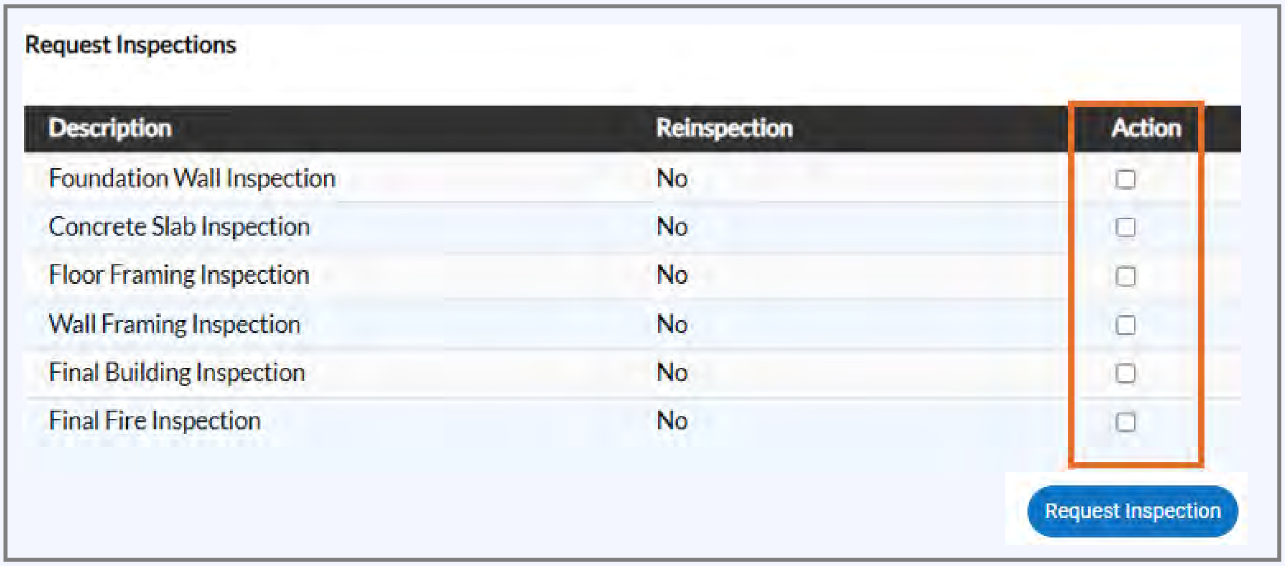
NOTE Customers also can request inspections through the My Work REQUEST INSPECTIONS tab. For more information, please refer to the Request Inspections section.

Civic Access displays the permit.

4. Click the **Inspections** tab.



5. Mark **Action** on the row for the desired inspection. Customers may request more than one inspection at the same time.
6. Click **Request Inspection.**


Request Inspections

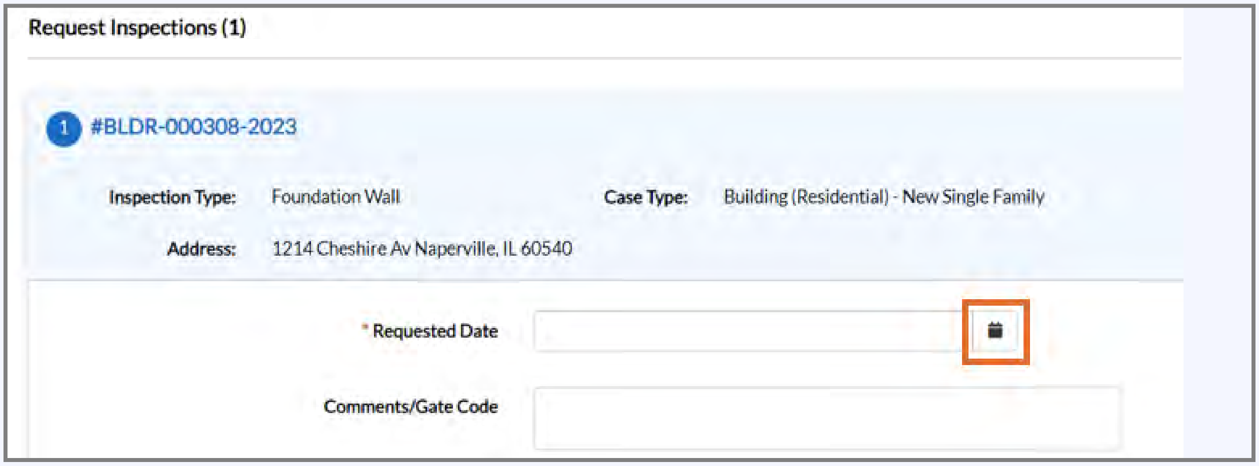
Description	Reinspection	Action
Foundation Wall Inspection	No	☐
Concrete Slab Inspection	No	☐
Floor Framing Inspection	No	☐
Wall Framing Inspection	No	☐
Final Building Inspection	No	☐
Final Fire Inspection	No	☐

Request Inspection

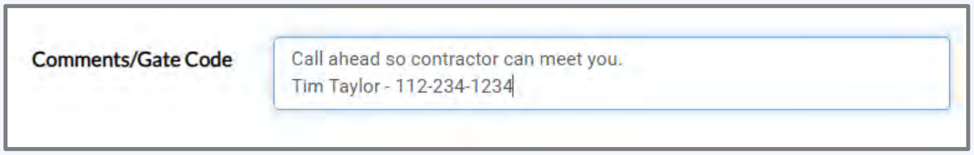
NOTE If the case workflow is not complete in EPL up to the inspection step (based on the priority), Civic Access does not display the Action settings.

Civic Access displays the Request Inspections page.

7. Click the **calendar** and select a **date** for the inspection.



8. Type **comments or a gate code** as desired.
9. Click **Submit**.



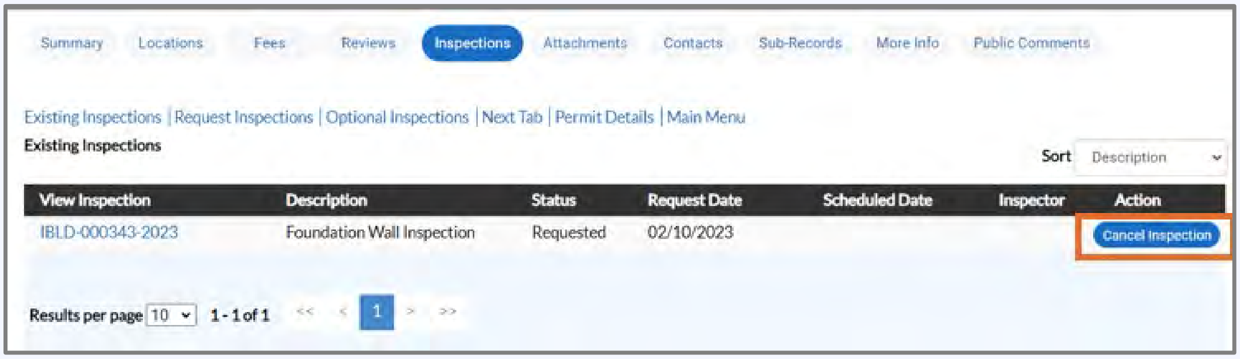
Civic Access displays the inspection information and a green checkmark if it is successfully requested.

10. Click **Back** to navigate back to the case details.

Civic Access displays the requested inspection in the Existing Inspections section.

11. Click **Cancel Inspection** to cancel the inspection.

Once scheduled by the jurisdiction, Civic Access does not display the Cancel Inspection button.

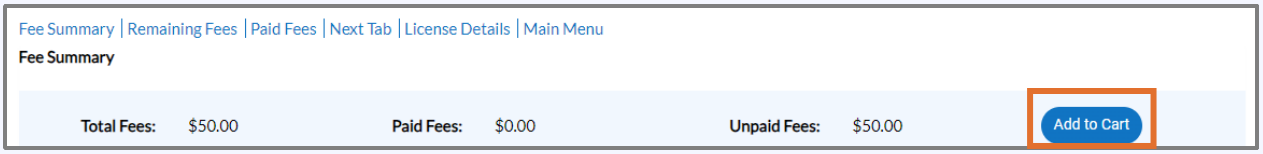


Pay Fees

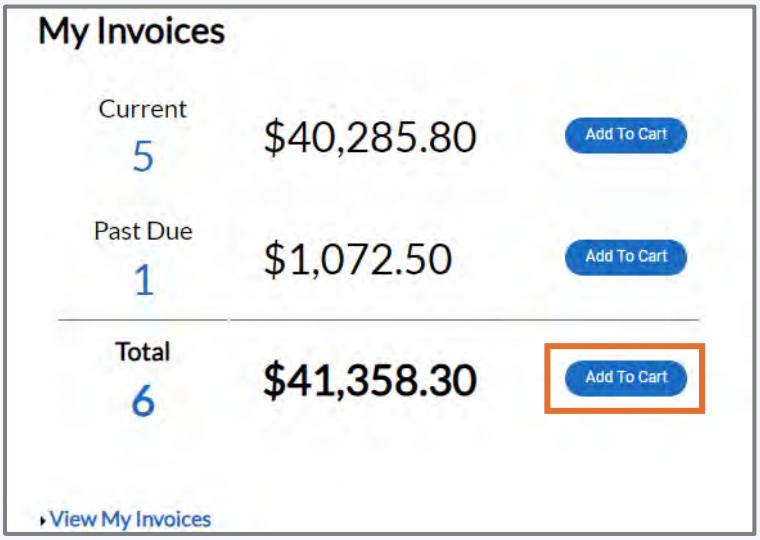
To view or pay fees, the fees must be invoiced first by the jurisdiction.

1. Navigate to the **desired record**.
2. Click the **Fees tab**.

   a. Click **Add To Cart** to add the invoice to the electronic shopping cart.



3. Or navigate to **My Invoices** on the Dashboard.
4. Click **Add To Cart** in the My Invoices section on the Dashboard to add invoices to the electronic shopping cart.



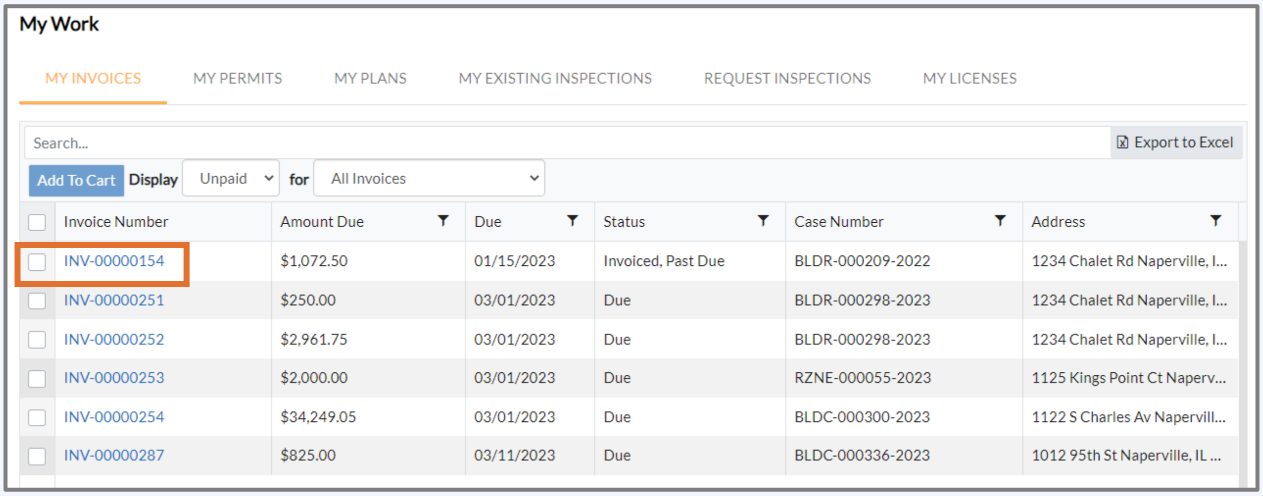
NOTE Customers can add both Current and Past Due invoices to the electronic shopping cart from the My Invoices section on the Dashboard.

Invoices

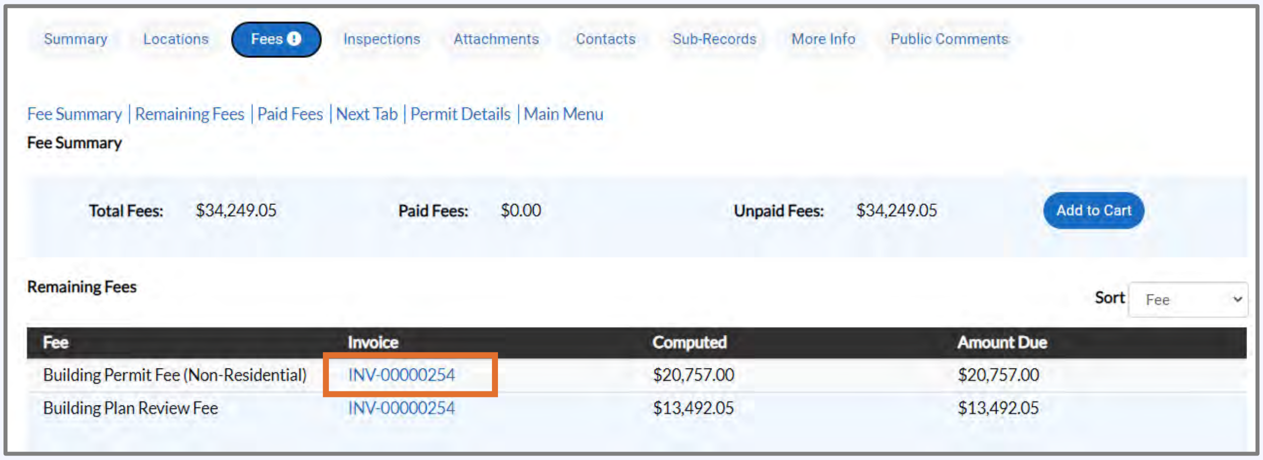
Customers can access paid, voided, or unpaid invoices through the Dashboard and the various menus as well as add invoices to the electronic Shopping Cart from a record or the My Work menu.

To view invoice information:

1. Mark an **Invoice Number(s)** on the **MY INVOICES** tab of My Work.

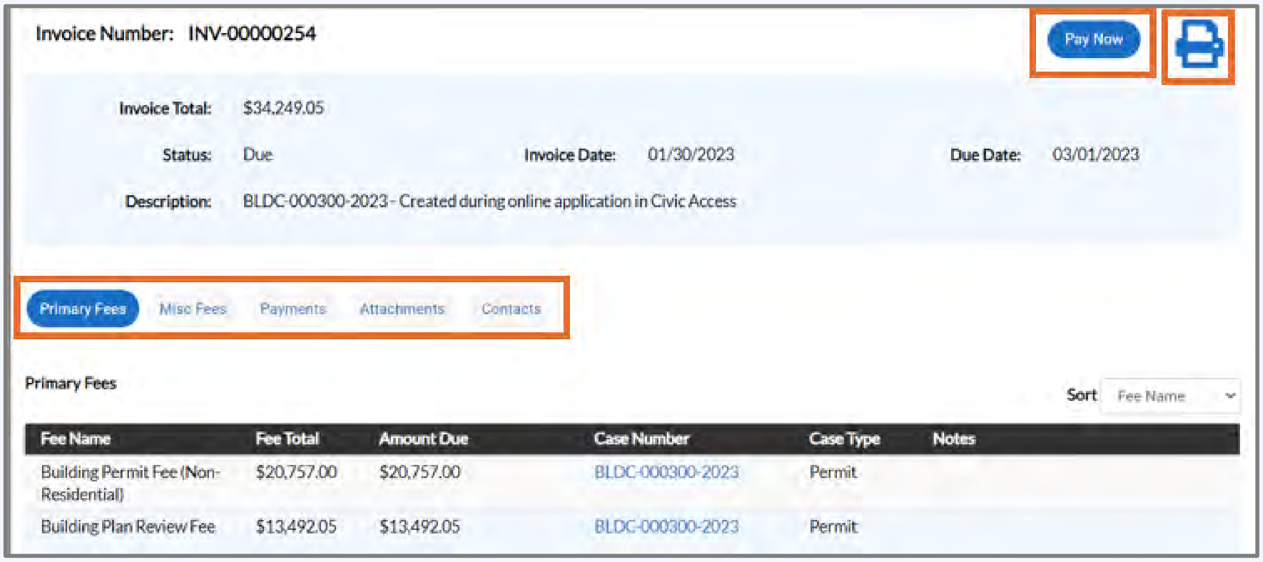


2. Or click an **Invoice number(s)** in the Remaining Fees section of the Fees tab of the case.



Civic Access displays the invoice.

3. Click **print** to print or save the invoice as a PDF.
4. Click **Primary Fees** to view the Fee Name, Fee Total, Amount Due, Case Number, Case Type, and Notes for all fees associated with the invoice.
5. Click **Misc Fees** to view the Fee Name, Fee Total, Paid Amount, and Amount Due for all miscellaneous fees associated with the invoice.
6. Click **Payments** to view the Receipt Number, Status, Transaction Type, Payment Type, Payment Amount, and Payment Date for any payments associated with the invoice.
7. Click **Attachments** to view the File Name and Added Date for all files attached to the invoice.
8. Click **Contacts** to view the Company name, First Name, Last Name, Title, and Email for all contacts associated with the invoice.
9. Click **Add to Cart** to add the invoice to the **Shopping Cart**.
10. Click **Pay Now** to make a payment.



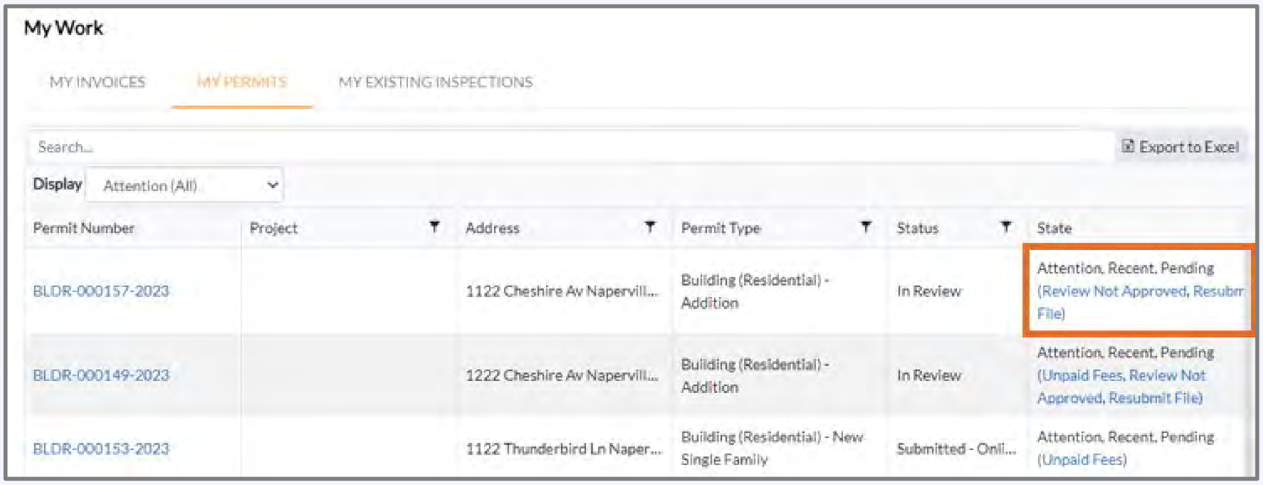
Manage a Review

Customers can submit electronic plans through Civic Access for the jurisdiction to review. Once submitted, and the jurisdiction has reviewed the plans, the customer may receive an email or need to log into Civic Access to review failed or approved reviews. To view review results that need attention:

1. Click **Dashboard** in the menu.
2. Click the **Attention card** in the desired section.

Civic Access displays a list of the cases that need attention, listed by module.

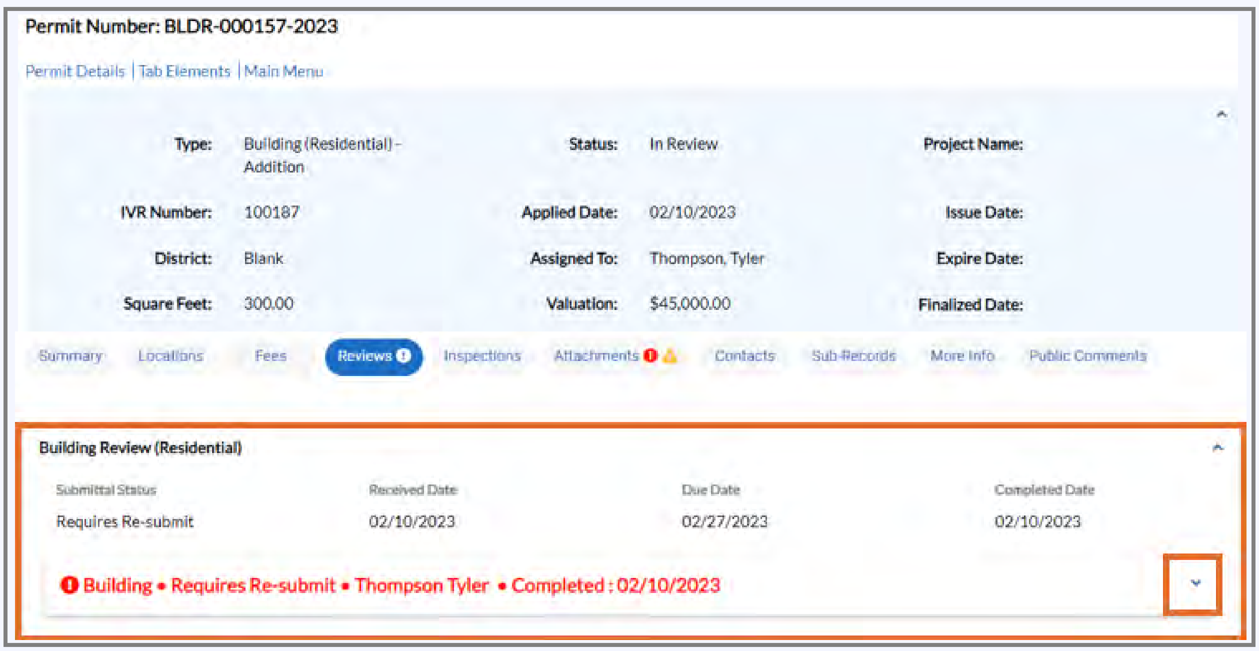
3. Click the **Review Not Approved** link under the **State** column.



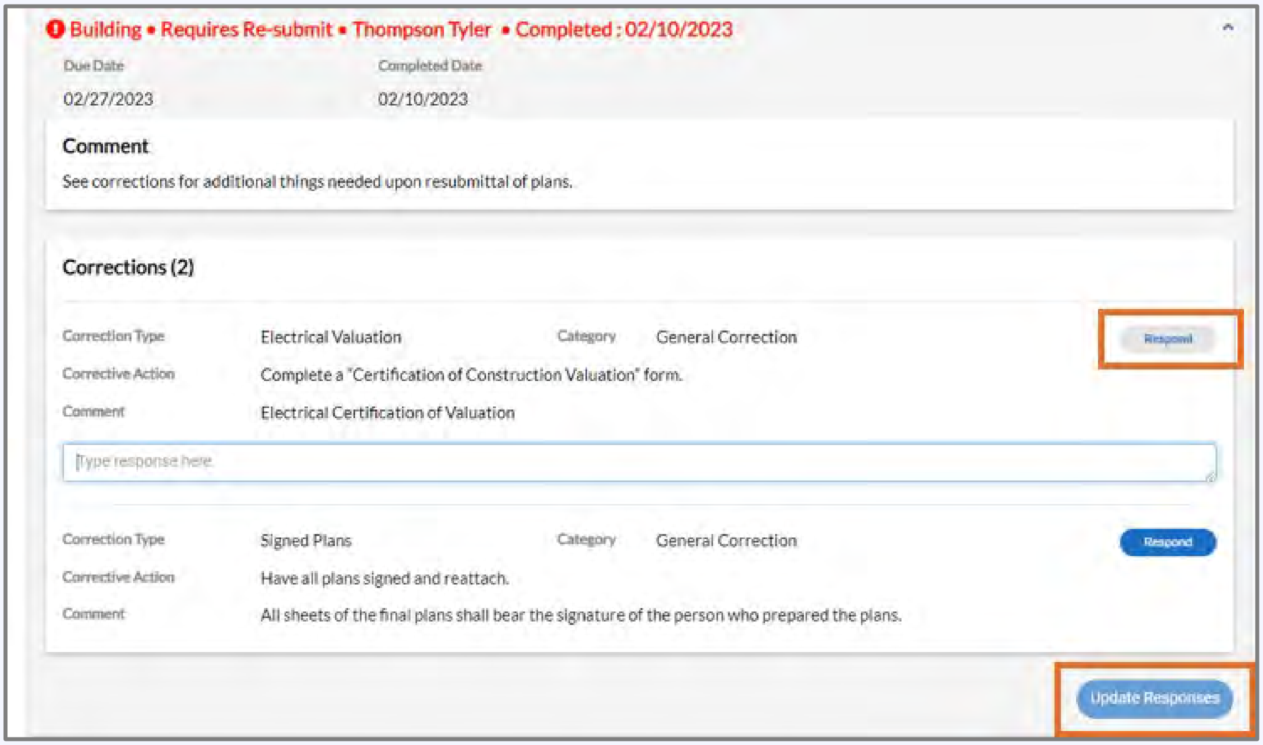
The application displays the type of review, the status, received, due, and completed dates. If there are corrections or comments from reviewers, Civic Access displays a dropdown arrow next to each review.

Corrections

1. Click the **arrow** to read the corrections or comments.



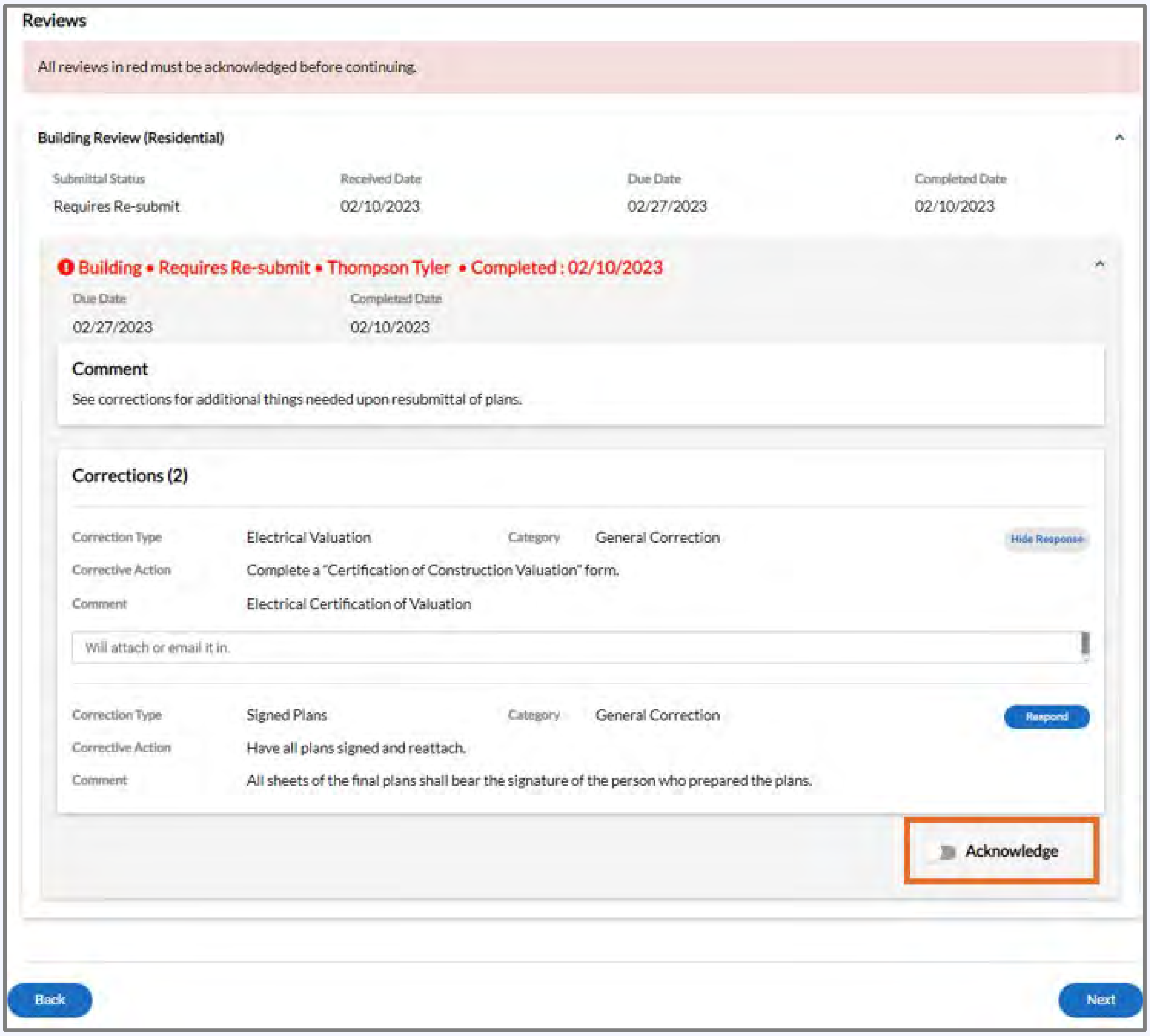
2. Click **Respond** to reply to the correction, if configured.
3. Click **Update Responses** if finished responding.



NOTE The response is visible in EPL to the person who created the correction in version two of the review. It displays in the next review for the subsequent submittal.

Each review in red must be acknowledged to move to the next step to submit new plans.

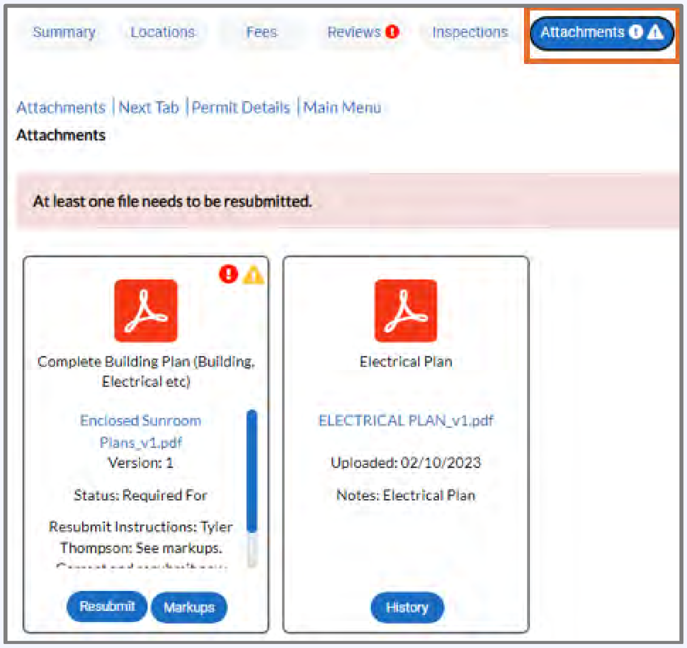
4. Click **Acknowledge**.
5. Click **Next**.



Attachments

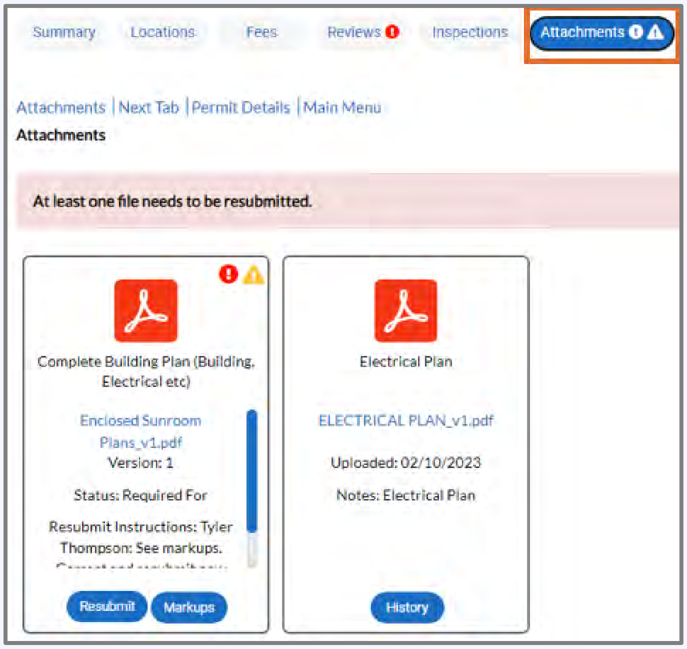
Civic Access displays an alert on the Attachments tab if the jurisdiction failed any electronic files and the customer is required to resubmit the files.

1. Click **Attachments**.
2. Click **Markups** on the desired card to view text markups.



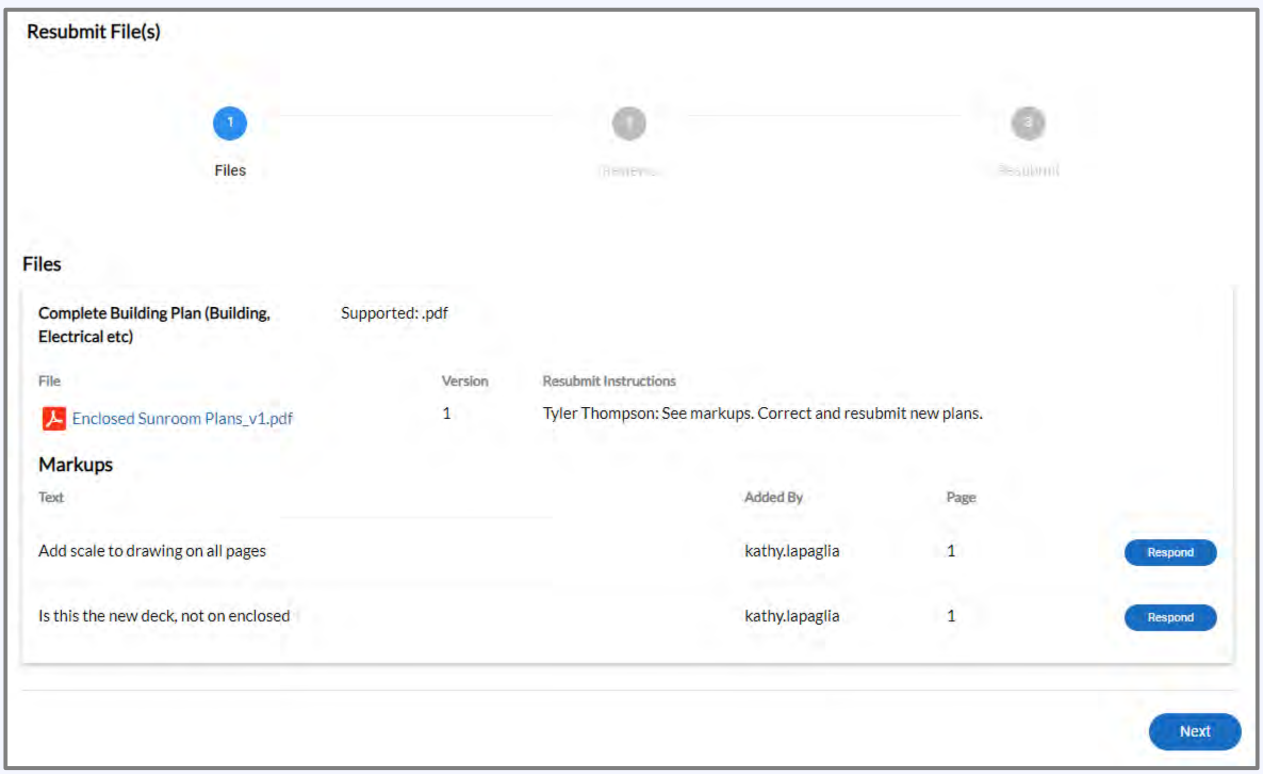
3. Click **Respond** to respond to the markups, if configured.
4. Click **Close** when done responding.

5. Click the **file name** to open the PDF and view the markups.
6. Click **Resubmit** to upload the corrected file(s).

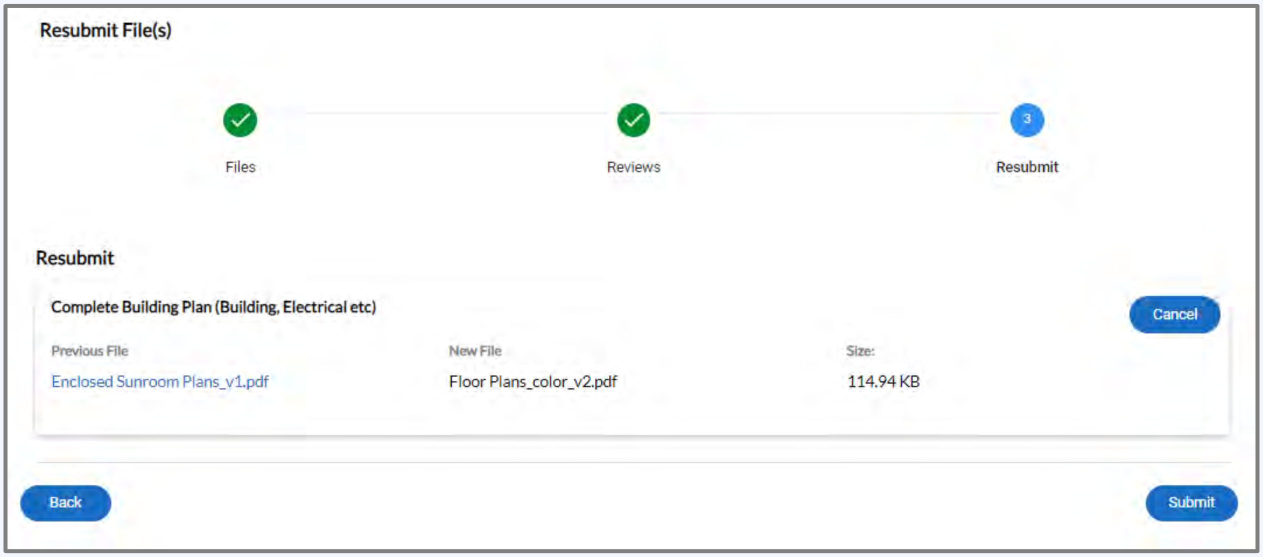


Civic Access displays the file(s) that need to be resubmitted.

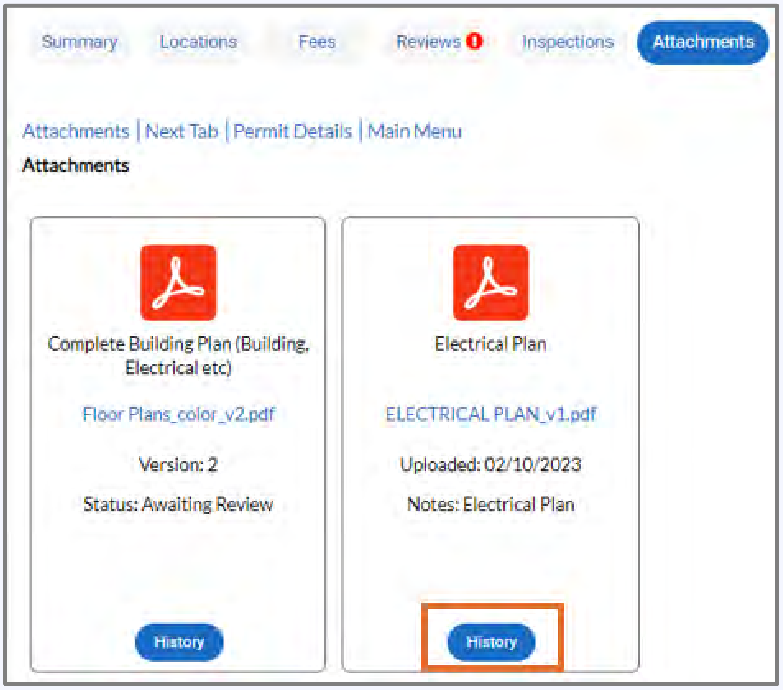
7. Click **Next**.



8. Click **Select File** and choose the new version of the file.
9. Click **Submit.**



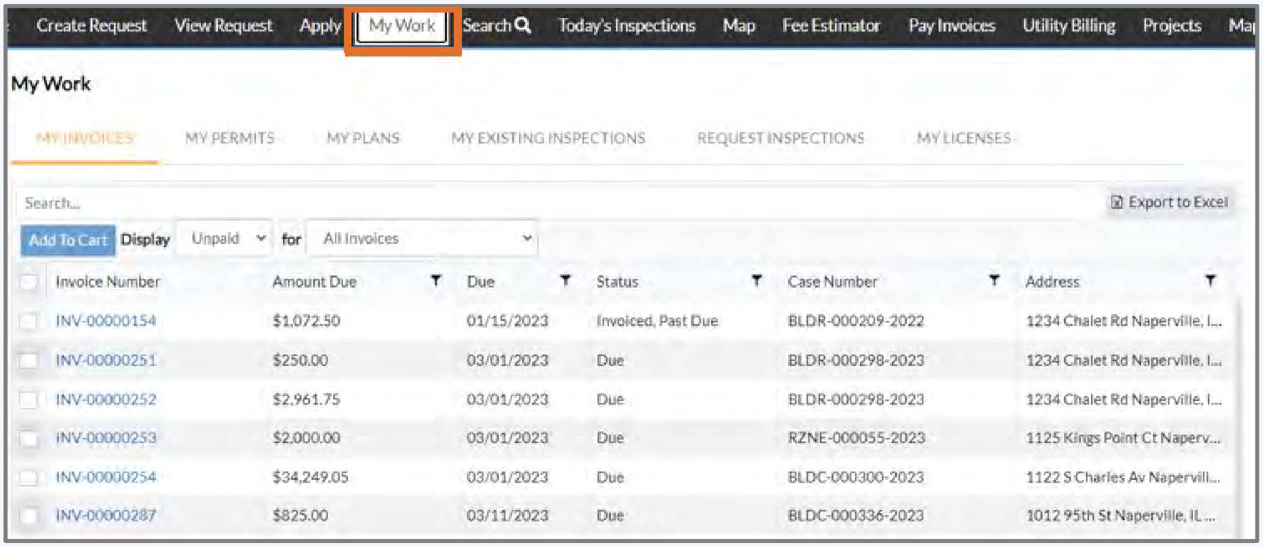
10. Click **History** on the Attachments tab to view the history of the submitted files.



My Work

1. Click **My Work** in the menu to access invoices, permits, plans, inspections, and licenses.

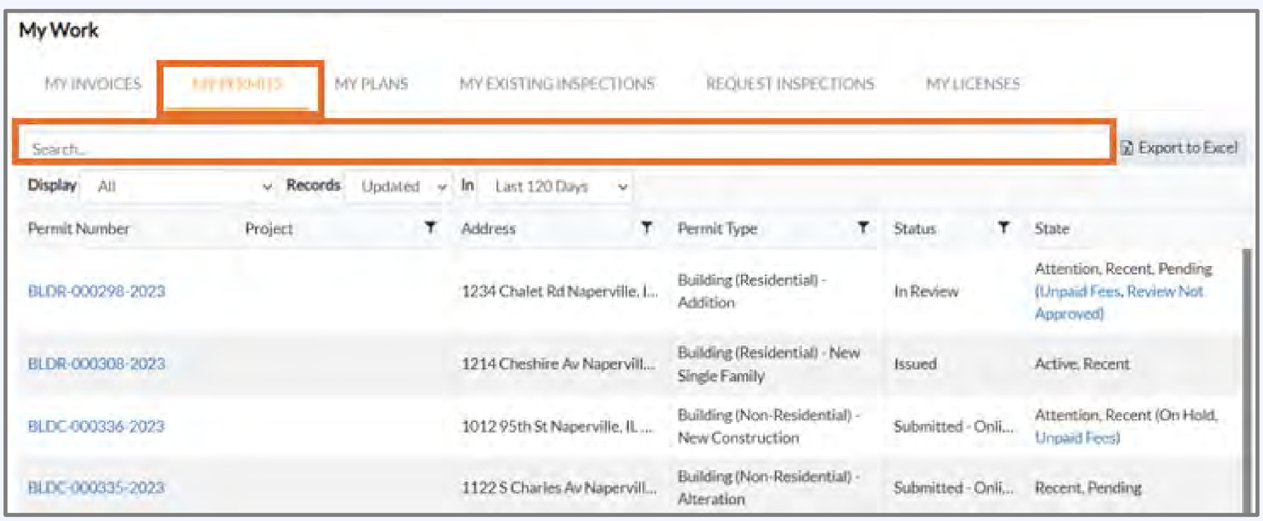
Civic Access displays tabs only if the customer related records.



My Permits

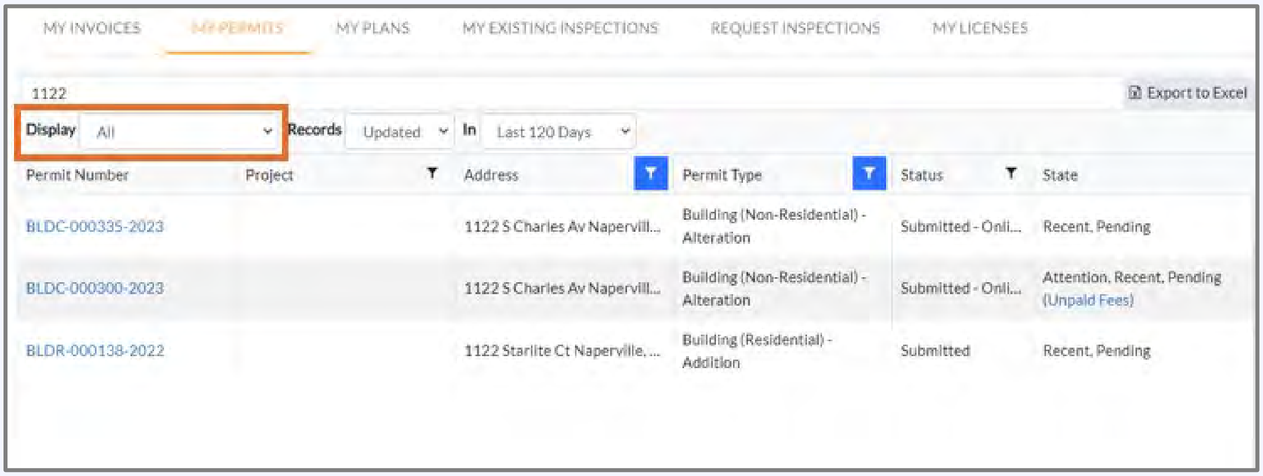
To view details of a permit:

2. Click **MY PERMITS**.
3. Type a **permit number, project name,** or **address**.

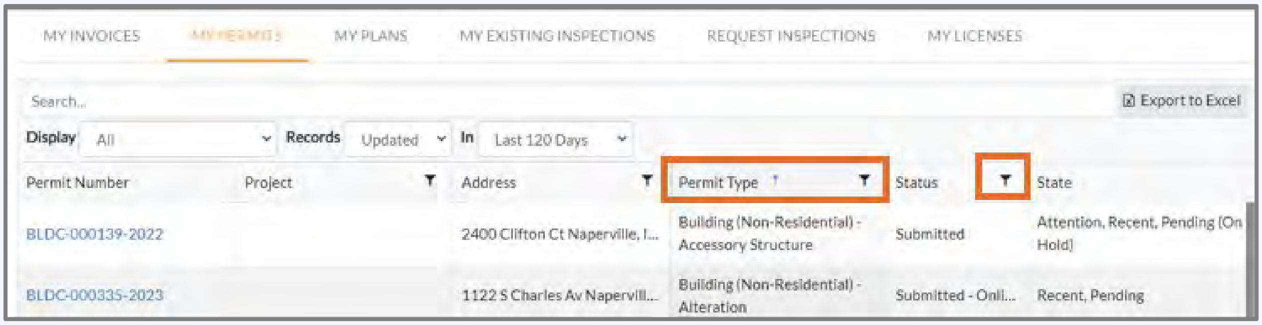


Civic Access displays records that meet the criteria.

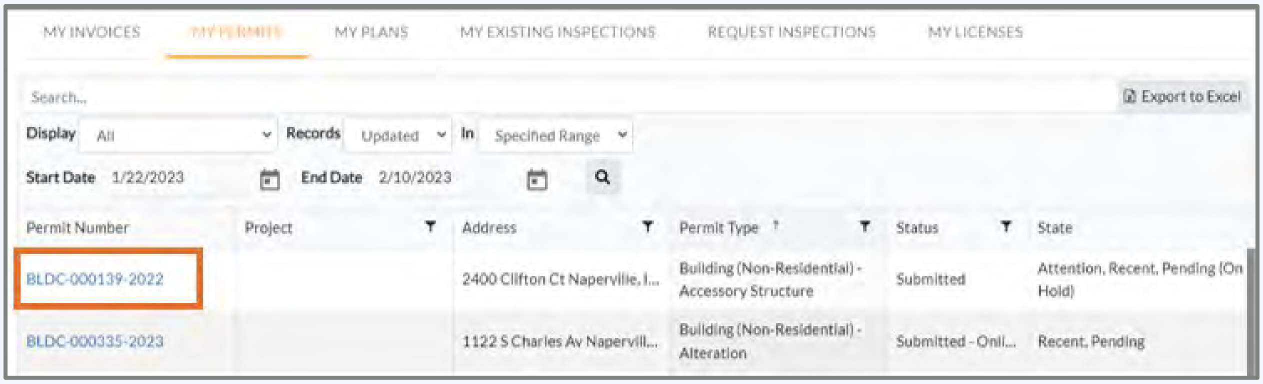
4. Click the **Display** dropdown to select and filter the list by the **State** of the permit.
5. Click the **Records** and **In** dropdowns to filter further.



6. Click **filter** in a column to filter the list by additional options.
7. Click the **column header** to sort the list by that column.



8. Click a **permit number** to open the record.

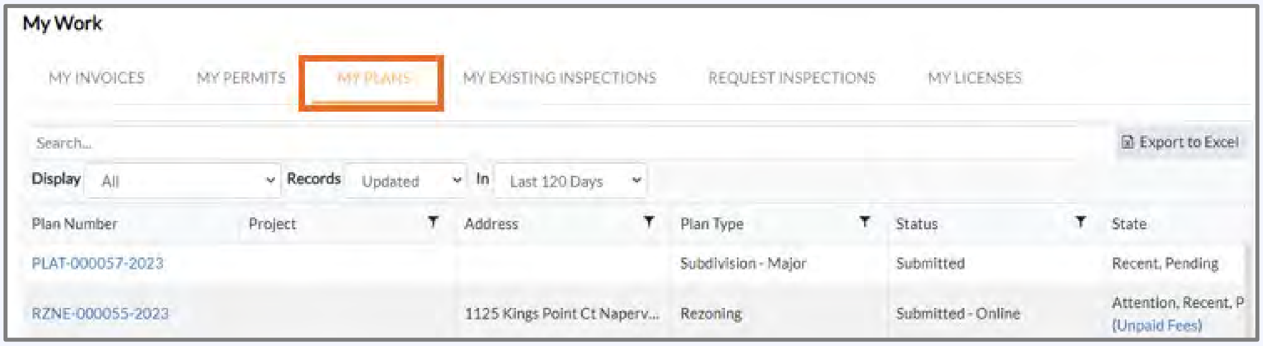


9. Select the **number of records** to display on each page in the Results per page dropdown.
10. Click the **page navigation arrows** to move between pages of records.

My Plans

To view details of a plan:

1. Click **MY PLANS**.
2. Follow [steps 3-8] in the My Permits section to locate a plan.

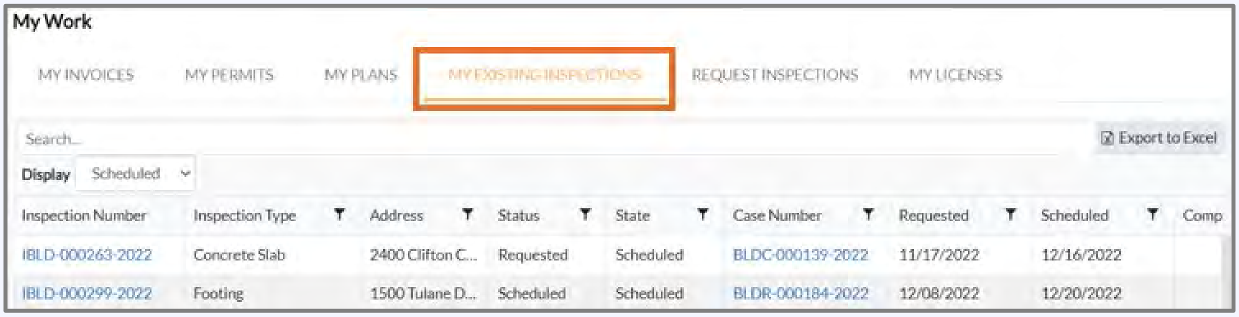


NOTE: Not all plan data is available to all customers.

My Existing Inspections

To view details of a requested or scheduled inspection:

1. Click **MY EXISTING INSPECTIONS**.
2. Follow [steps 3-8] in the My Permits section to locate an inspection.

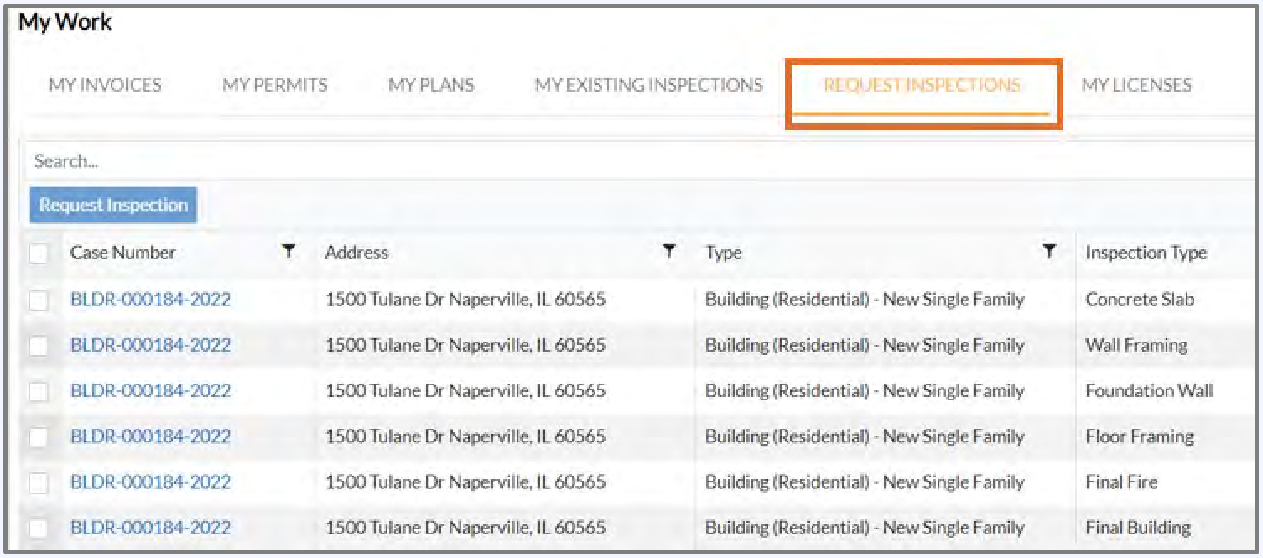


Request Inspections

Customers can request inspections through Civic Access. Customers must be registered users and a contact associated with the case. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

To view details of requested inspections:

1. Click **REQUEST INSPECTIONS**.
2. Follow **steps 3-8** in the My Permits section to locate an inspection.

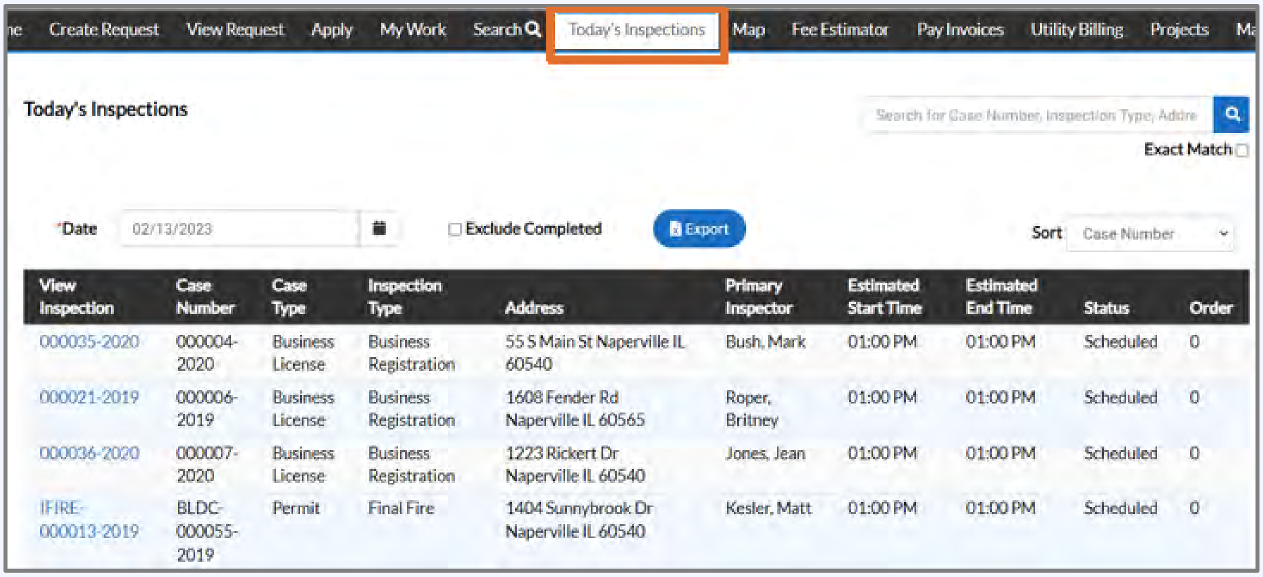


3. Click a **Case Number** to open the associated record.
   a. Follow **steps 4-9** in the Request Inspections section.
4. Or mark the **desired case(s)** for which inspections are needed.
   a. Click **Request Inspection**.
   b. Follow **steps 7-9** in the Request Inspections section.

Today's Inspections

To view inspections schedule for a specific day:

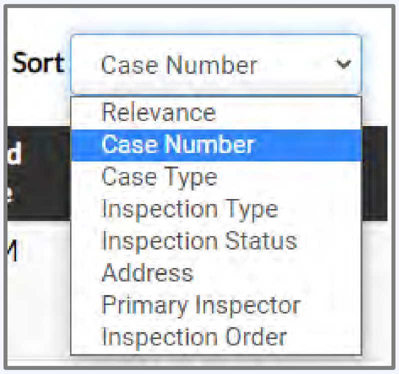
1. Click **Today's Inspections** in the menu. Today's Inspections displays in the menu only if configured by the jurisdiction.
2. Type a **case number**, **inspection type** or **address** to locate a specific inspection.
3. Click **search**.



View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Status	Order
000035-2020	000004-2020	Business License	Business Registration	55 S Main St Naperville IL 60540	Bush, Mark	01:00 PM	01:00 PM	Scheduled	0
000021-2019	000006-2019	Business License	Business Registration	1608 Fender Rd Naperville IL 60565	Roper, Britney	01:00 PM	01:00 PM	Scheduled	0
000036-2020	000007-2020	Business License	Business Registration	1223 Rickert Dr Naperville IL 60540	Jones, Jean	01:00 PM	01:00 PM	Scheduled	0
IFIRE-000013-2019	BLDC-000055-2019	Permit	Final Fire	1404 Sunnybrook Dr Naperville IL 60540	Kesler, Matt	01:00 PM	01:00 PM	Scheduled	0

4. Click the **calendar** to select an inspection due date or type the **date** to narrow the list.
5. Mark **Exclude Completed** to have the results not include inspections that complete.
6. Click **Export** to save the list to your computer.

7. Click the **sort** dropdown to sort the inspections within the search.



Manage an Inspection

1. To navigate to an **inspection**:
   a. Click the **Inspections tab** on the parent record.
   b. Search for a **specific inspection**.
   c. Click a **specific inspection** in a results list.
2. Click the **Inspection Number** to view the inspection details.

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Status	Order
FOOD-000235-2022	FOOD-000039-2022	Operational Permit	Retail Food	10 W Bauer Rd Naperville IL 60563	Biron, Heidi	04:00 PM	04:00 PM	Scheduled	0
IPLM-000163-2020	PLMC-000123-2020	Permit	Final Plumbing	1033 W Jefferson Av Naperville IL 60540	Lopez, Spencer	04:00 PM	04:00 PM	Scheduled	0
FOG-000239-2022	INDWA-000135-2022	Permit	Fat/Oil/Grease Interceptor Inspection	1033 W Jefferson Av Naperville IL	Kesler, Matt	04:00 PM	04:00 PM	Scheduled	0

3. Click **Location, Contacts, Checklist, Fees, Attachments, Previous Inspections** (if configured), and **More Info** (if configured) to view inspection information.

Inspection Number: IFIRE-000013-2019

Inspection Details | Tab Elements | Main Menu

Inspection Type:	Final Fire	**Requested Date:**	06/03/2019		
Inspection Status:	Scheduled	**Scheduled Date:**	01/24/2024	**Scheduled Time:**	05:00 PM
Permit Number:	BLDC-000055-2019	**Completed Date:**		**Completed Time:**	
Inspector Name:	Matt Kesler				
Main Address:	1404 Sunnybrook Naperville,IL 60540				

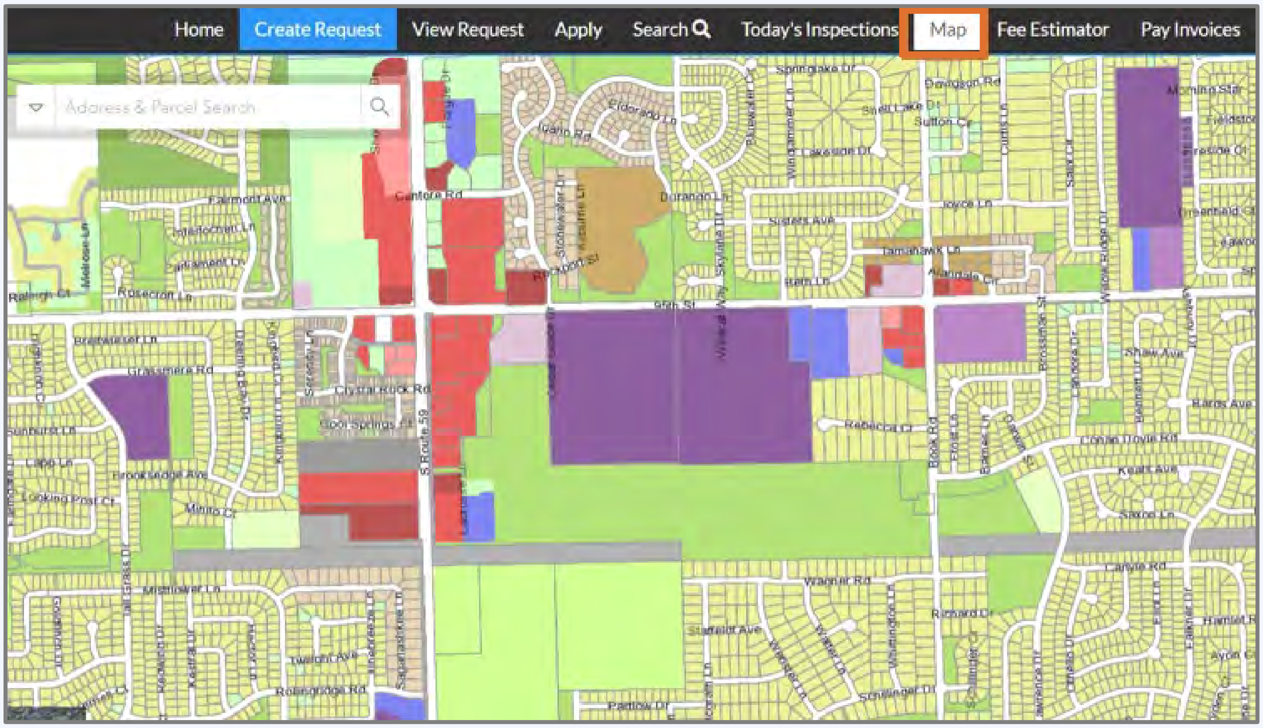
Locations Contacts Checklist Fees Attachments

Map

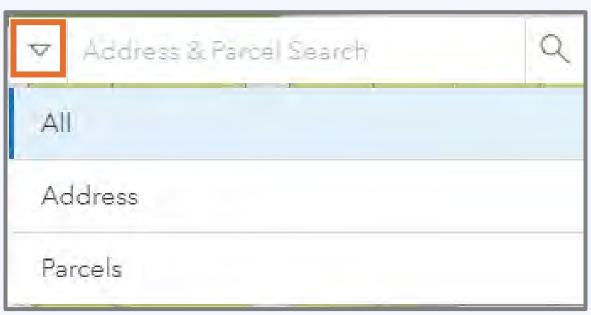
Civic Access integrates with the jurisdiction's GIS information to allow for searches, pinned results, submitting applications, and more.

To use the Civic Access map:

1. Click **Map** on the menu.

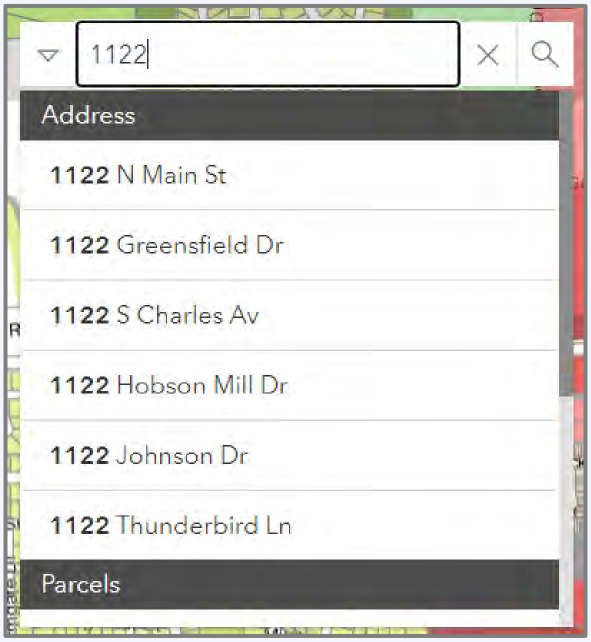


2. Click the **arrow** to select a search option. Choices are All as the default, Address, and Parcels.

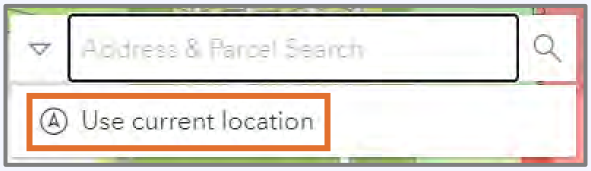


4. Type a partial or full **address** or a **parcel number**.

Civic Access displays results.

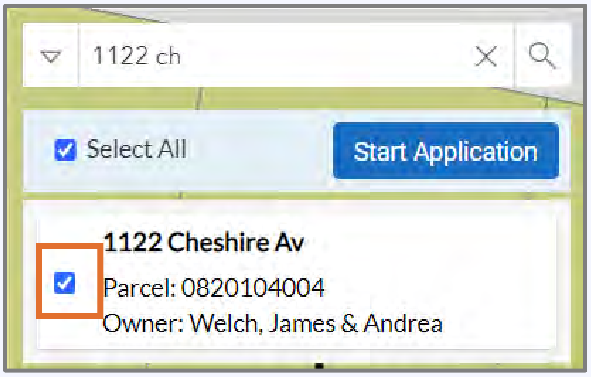


5. Click **Use current location** to use the current location.

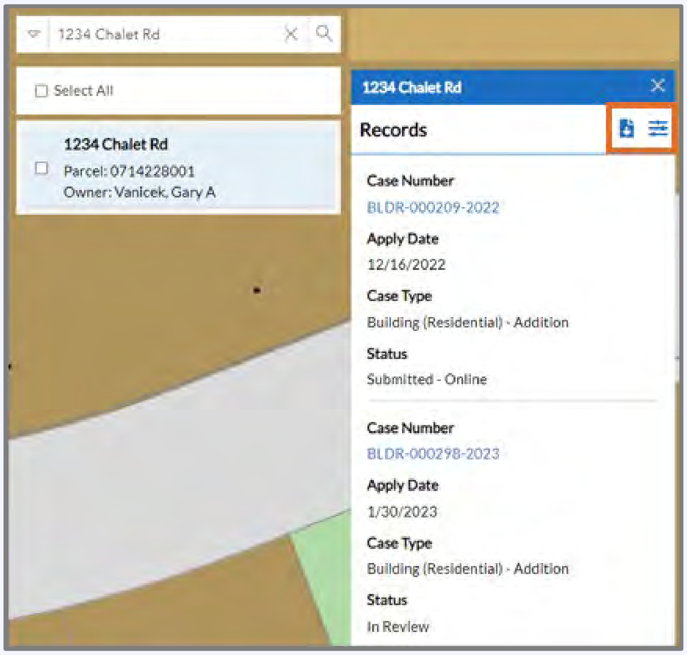


6. Mark the **box** to select an address.

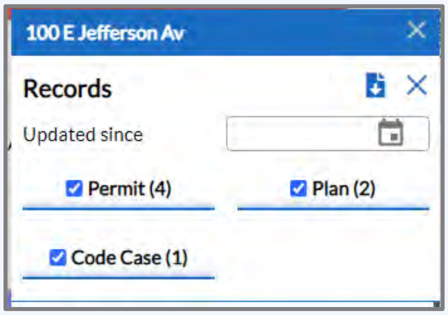
Civic Access displays the **Start Application** button. For more information, please refer to [Search For an Address section.]



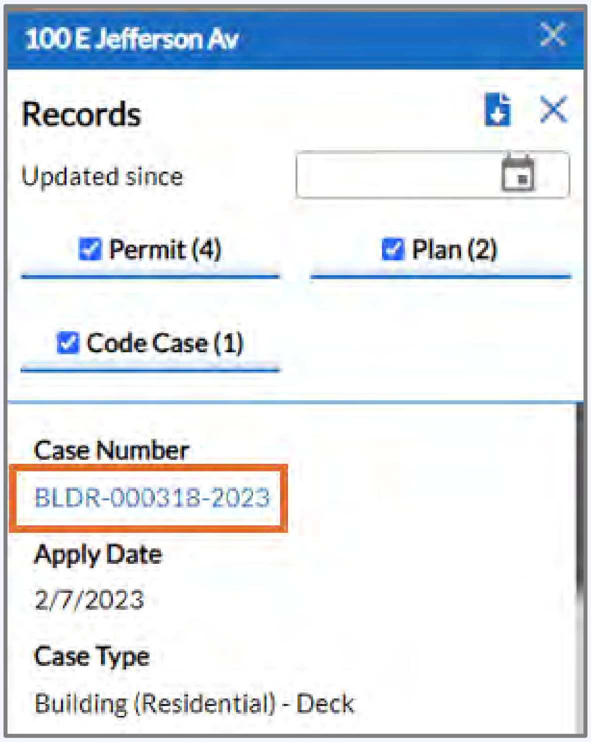
7. Click in the **box** of the desired address or parcel to view records related to the location.
8. Click **download** to save the results to the computer.
9. Click **more options** to view the calendar.



10. Click the **calendar** to select a date since the records have been updated.

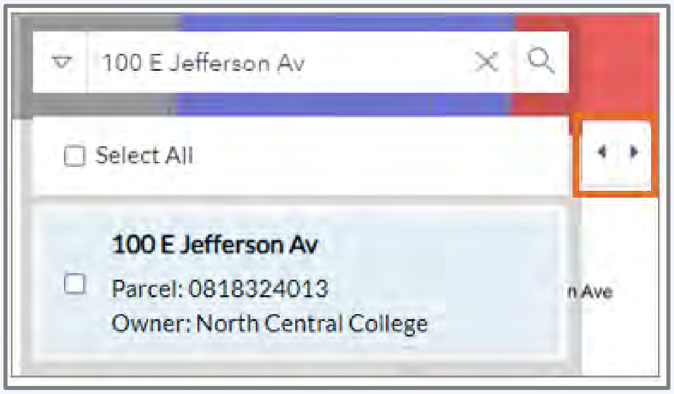


11. Click the **Case Number** to view information about the record.

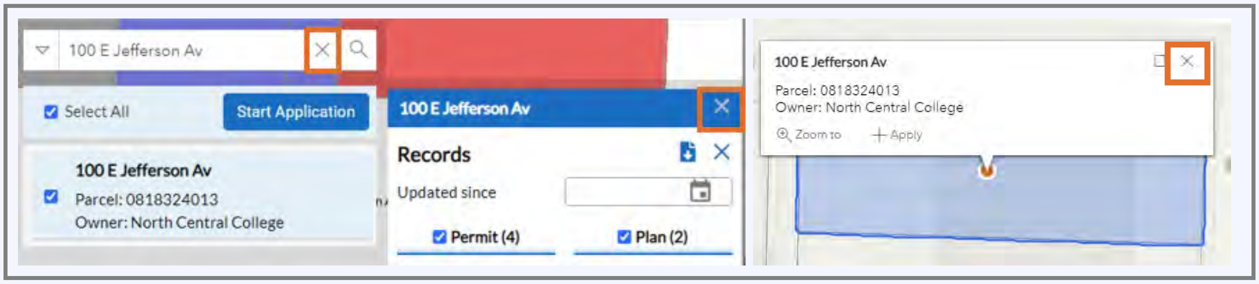


Civic Access display case details in another browser tab.

12. Click the **left arrow** to collapse the record information box and view the full map.



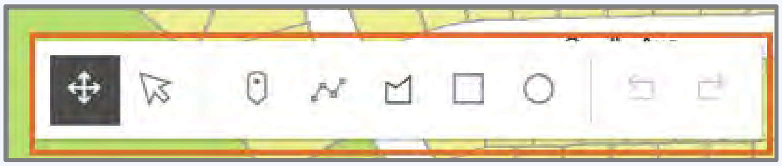
13. Click the **X** to clear the location information and start a new search.



Create a Spatial Collection

Spatial collections, also known as features, allow customers to create a record based on a location or feature, such as a parade route, without using an address or parcel. Customers can create spatial collections in the Maps tab and can apply right from the map.

1. Select any of the **map tools** to draw an area.
2. Select the desired **point, line, polygon, rectangle,** or **circle** tool.



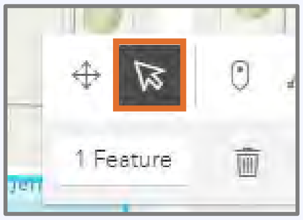
3. Click once on each **desired turn** of the line in the shape.
4. **Double click** to close the shape.

5. Click **transform** to modify the shape's size.

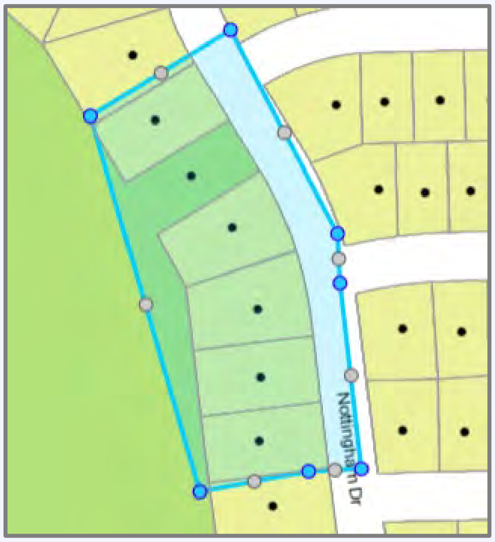
Civic Access displays a box around the feature.

a. Move the **white squares** into the desired positions.

6. Click **reshape** to reshape the feature.



   a. Move the **circles** into the desired positions.



7. Click **outside the shape** once the modification is complete.
8. Click **Apply with this shape** to apply for a case using this area as the location.

NOTE Applying with a spatial collection may not be an option for all jurisdictions or all application types.

9. Select a **shape** on the map to delete it.

Civic Access displays a delete button under the tools.

10. Click **delete**.

11. Click **undo** or **redo** while drawing a polygon to change a line of the shape. To use undo and redo, the polygon must not be a closed shape yet.

12. Click the **base map widget** to toggle between an aerial view and other map views. Map widgets do not display for all jurisdictions. They display based on configuration.

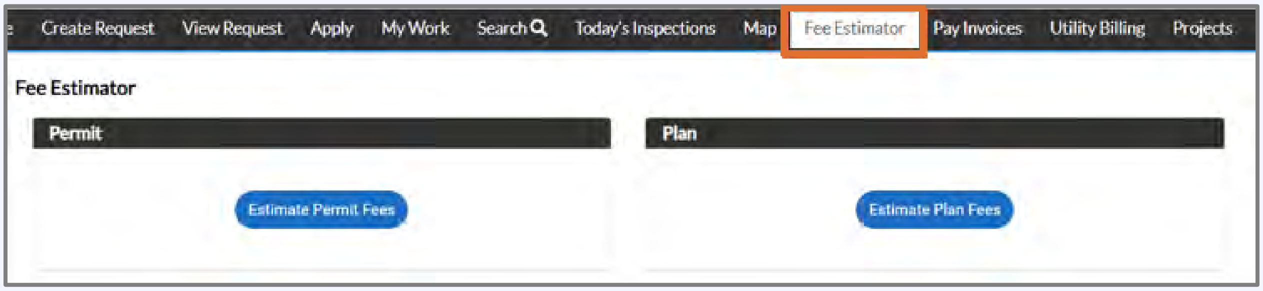
13. Click other **widgets** below the map tools to switch between views. Map widgets do not display for all jurisdictions. They display based on configuration.

14. Click **home** to return to the default map view.
15. Click **plus** or **minus** to zoom in and out on the map.
    a. Or double click the **left mouse button**.
    b. Or use the **roller ball** on the mouse.

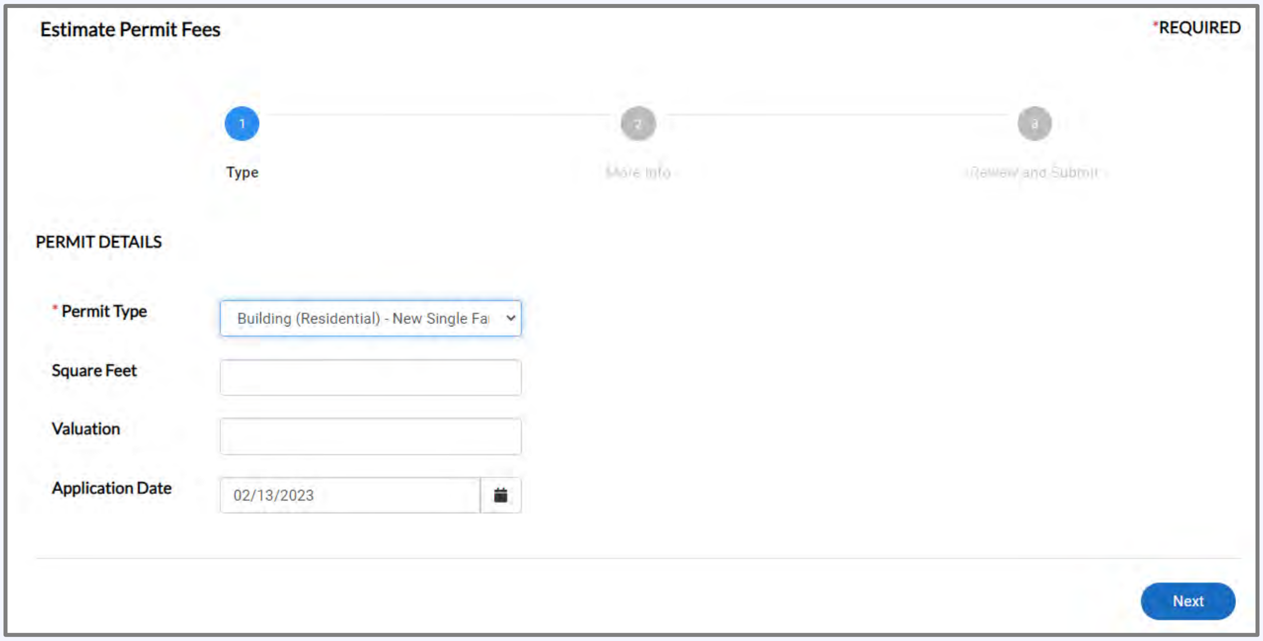
Fee Estimator

Customers can use Civic Access to estimate fees for permits and plans, if configured. The estimation may display fees based on square feet, valuation, and more info fields. To estimate fees:

1. Click **Fee Estimator** on the menu on the Civic Access Home page.
2. Click **Estimate Permit Fees** or **Estimate Plan Fees**.



3. Type the relevant **information** on the Type step.
4. Click **Next**.



NOTE Required fields are noted with a red asterisk.

5. Type the relevant **information** on the more info step.
6. Click **Next.**

Civic Access displays the estimated fees on the Review and Submit step.

Estimated Fees

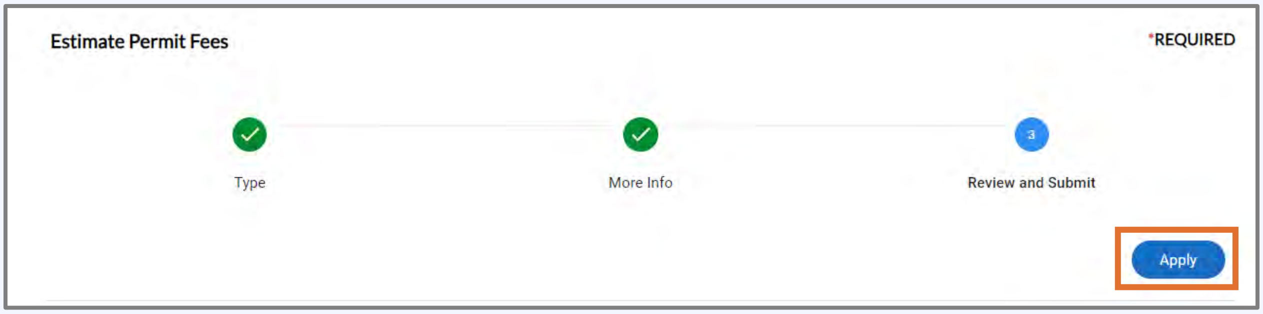
The following is a fee estimate and totals are subject to change. Additional fees may apply.

Fee	Amount
Building Permit Fee (Residential)	$537.50
Building Plan Review Fee	$2,511.92

Total: $3,049.42

7. Click **Apply** to apply for a permit or plan.

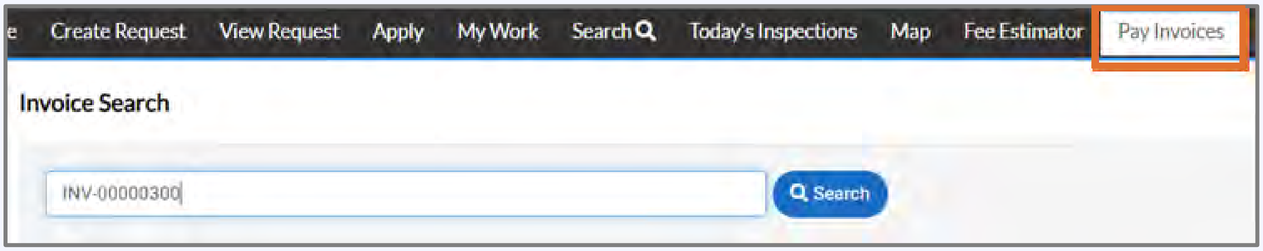
Civic Access prompts the customer to log in if not logged in already.



Pay Invoices

To view invoices:

1. Click **Pay Invoices** on the Civic Access Home.
2. Type the full unpaid invoice **number** (e.g., INV-000024).
3. Click **Search**.



Civic Access displays the Invoice Number page.

4. Click **Pay Now** to pay the invoice.
5. Click **print** to print the invoice.