Welcome to Citizen Access Online Permit Request and Payment Tutorial

Effective 12/11/2014

Notice:

See Citizen Access Inspection Request Tutorial on how to do the following:

- Navigate to the Citizen Access website
- Check Browser Compatibility
- Register as a new user
- Forgot Password
- New Password
- Link your account

Citizen Access - Permit Requests Tutorial

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Log In

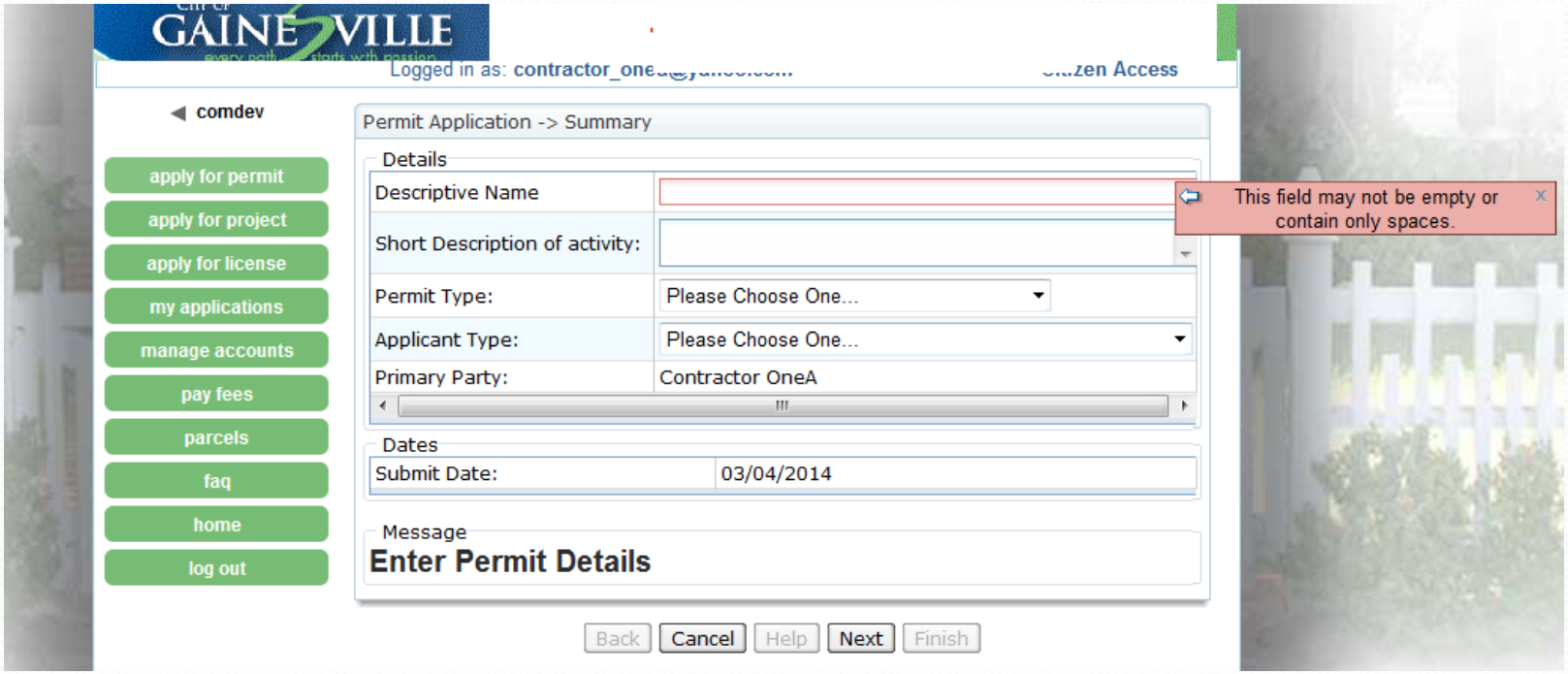
- Log in if you have already registered and your account has been activated
- Enter your email address and the new password
- Click on the Log In (white) button to display the Citizen Access Welcome screen

Request a Permit– Comdev

- Follow the instructions on the screen to request a permit
- Select Comdev from the menu on the left

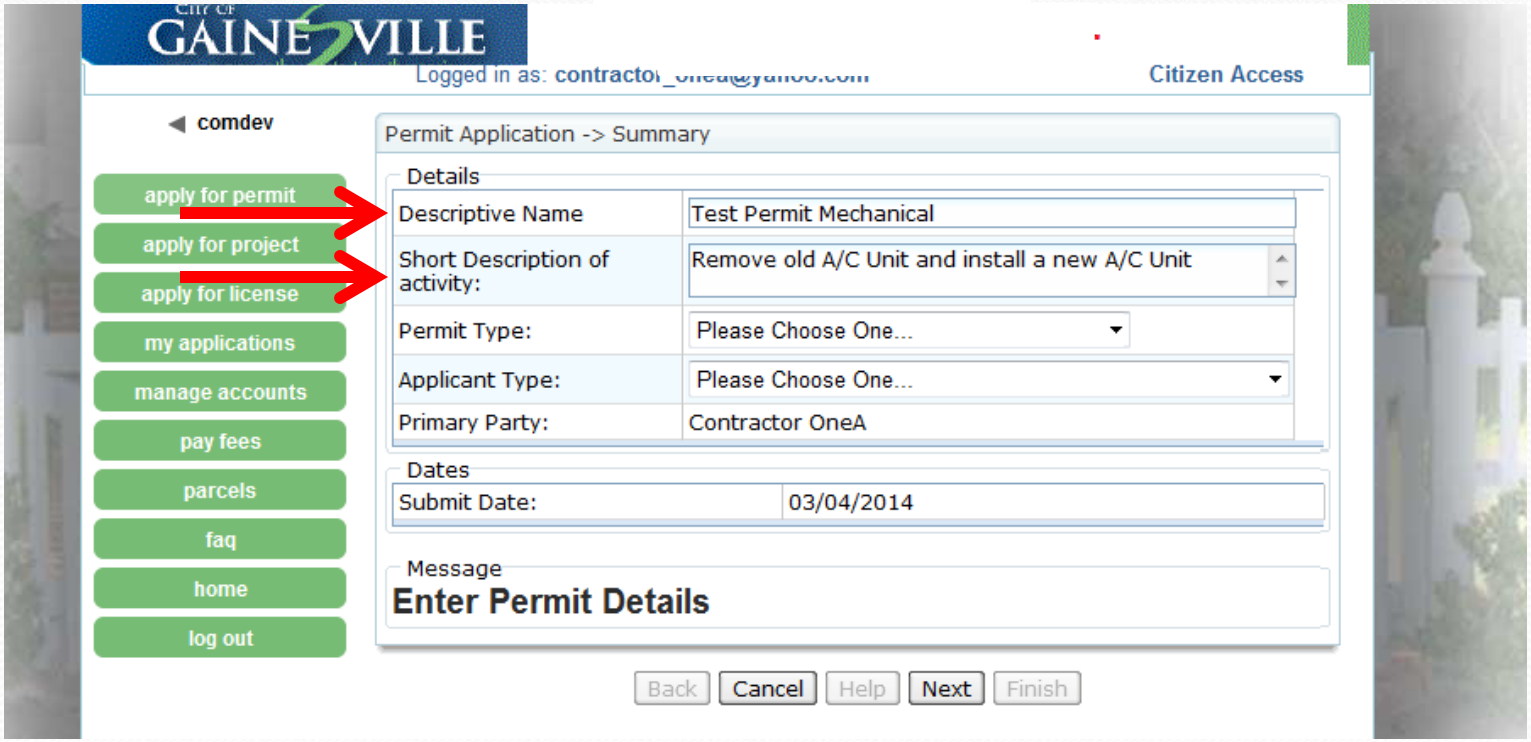
Request a Permit – Permit Application Details

- Note: You are only applying for a permit. The permit will not be active until you have paid the permit fee and it has been approved and issued by the Building Department.
- Fill out the fields in the Permit Application Summary
- The Descriptive Name field cannot be left blank



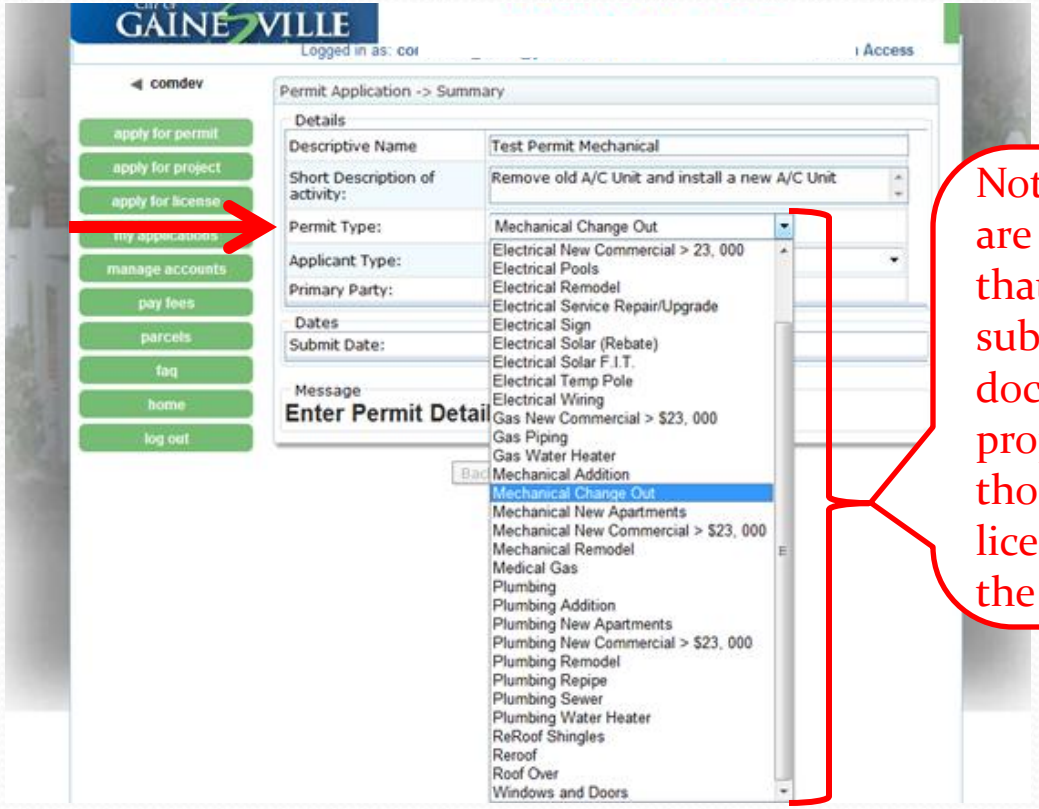
Request a Permit – Enter permit detail

- Enter a Descriptive Name for the permit
- Enter a Short Description of the activity you are going to do for this permit



Request a Permit – Select type of permit detail

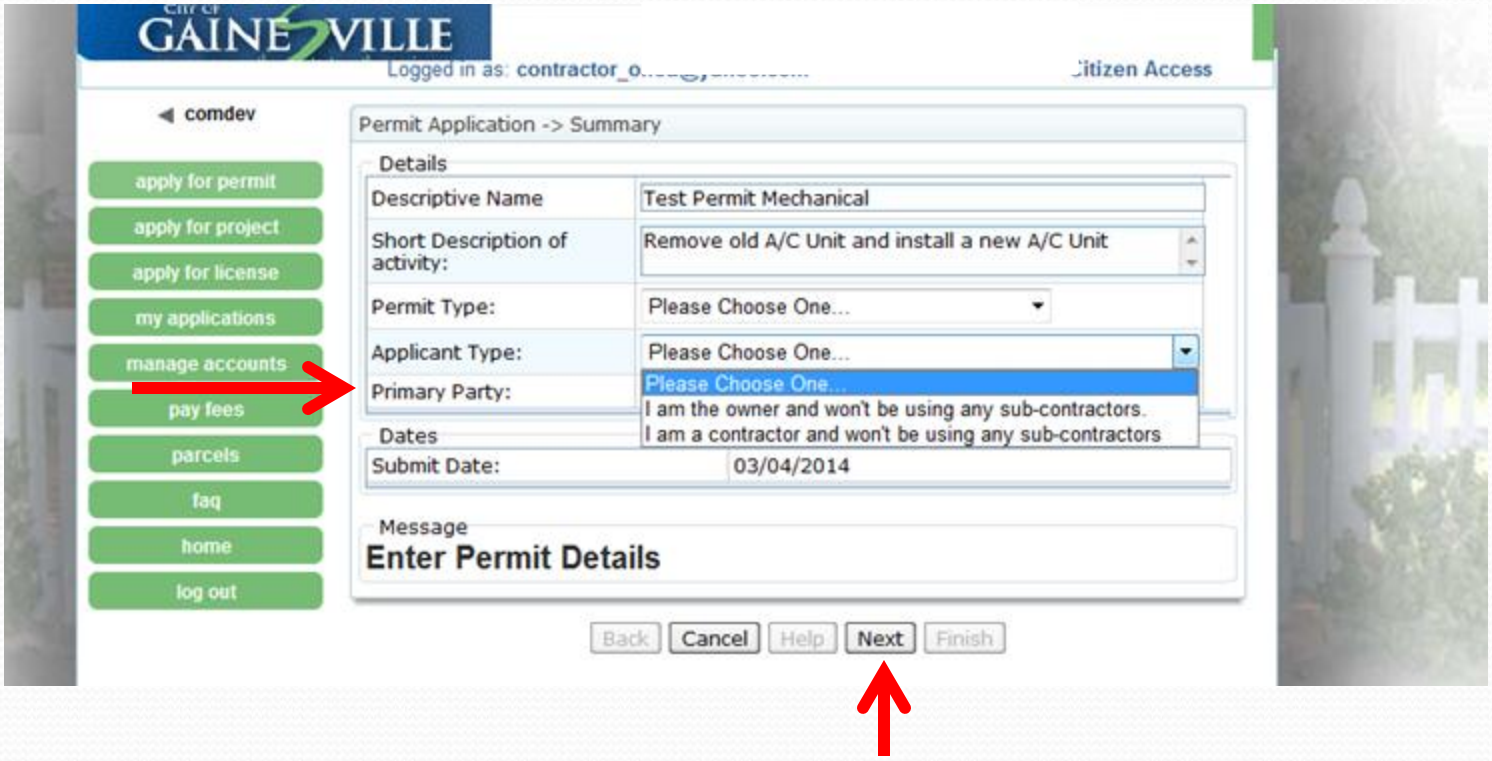
- Select the Permit Type from the drop down selection list
  - Note: If you are requesting a permit that requires documents to be submitted and/or reviewed, then the permit type will not be available on this list to select. Any permits requiring plans, documents, etc., must be done in person at the Building Department.



Note: On-line permit types are restricted to permits that do not require plan submission and signature documents, example property owners. Only those type permits you are licensed for will display on the dropdown list.

Request a Permit – Select Primary Party detail

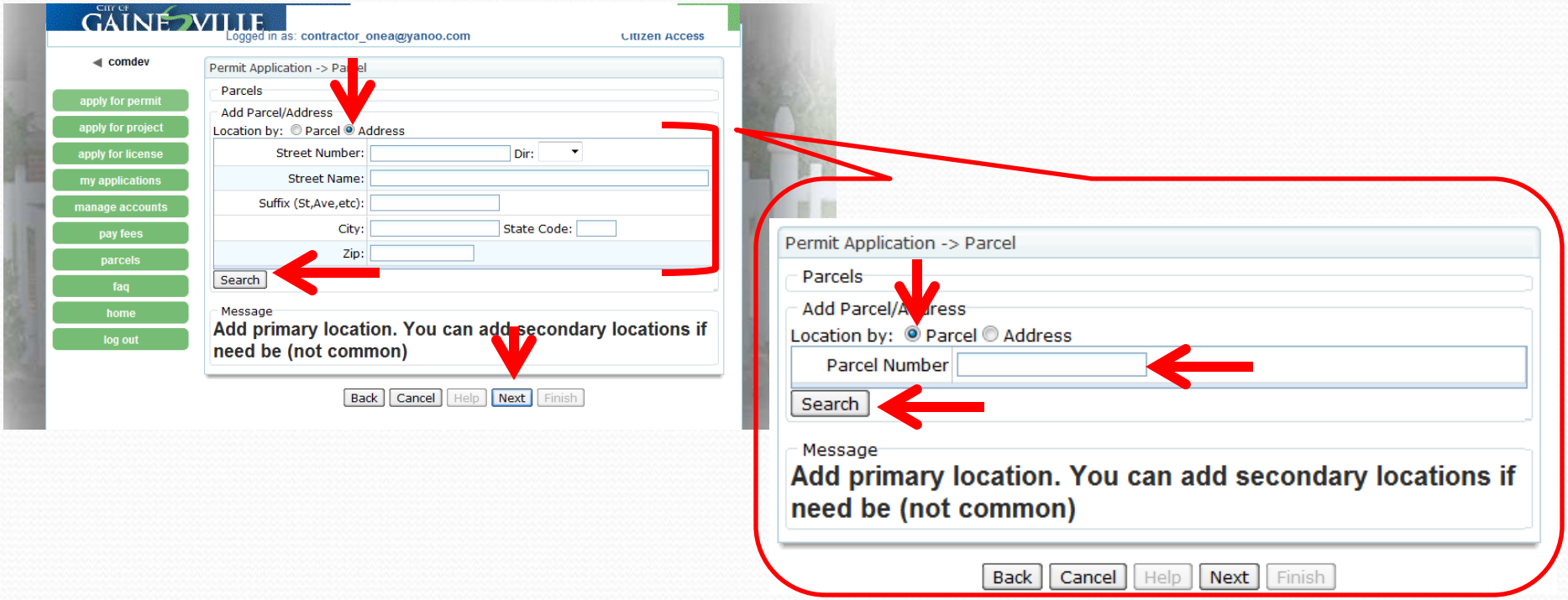
- Select a Primary Party from the drop down selection list
  - Note: Primary Party list does not offer an option to select subcontractors. If you are an owner or contractor and want subcontractors added, please contact the Building Department
- Click on the Next button



Request a Permit –

Add primary location information

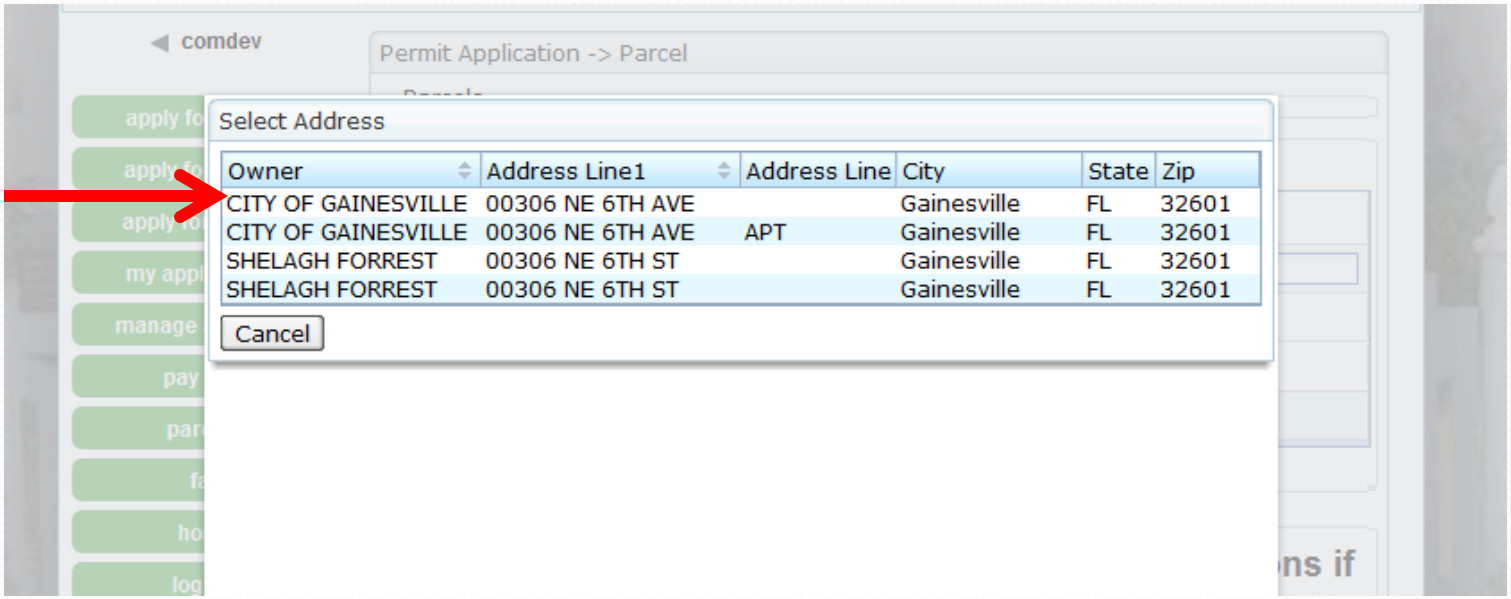
- The Permit Application screen location defaults to Address.
- If you want to request the permit by address, enter the address information in the applicable fields.
  - Note: The street number must be entered as a five digit address, example 306 should be entered as 00306.
- OR, if you want to request by Parcel Number click on the Parcel button and enter the Parcel number
- Click on the Search button



Request a Permit –

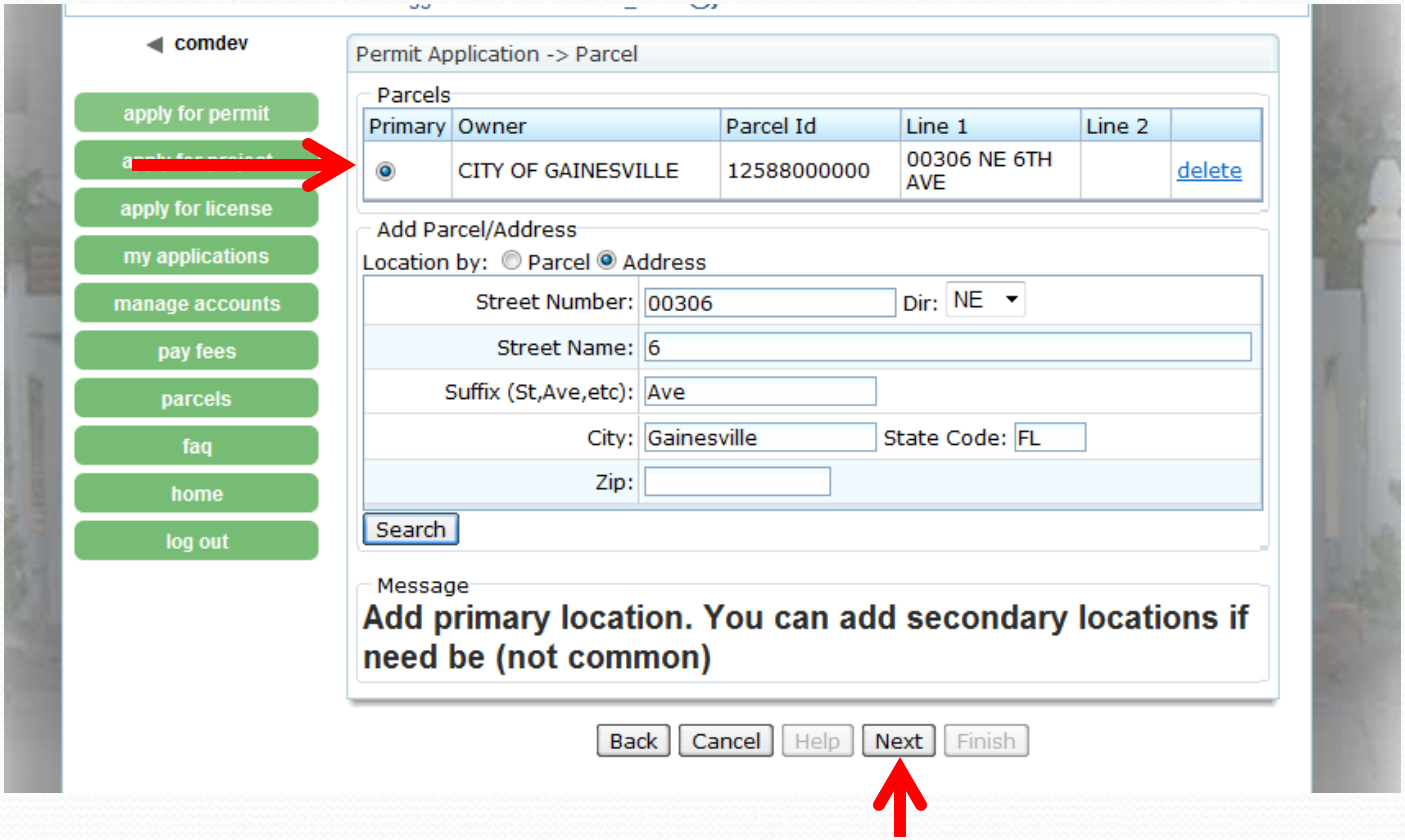
Select the address

- If you are searching by address, the Select Address screen displays
- Select the primary location address from the address listing by clicking on the address



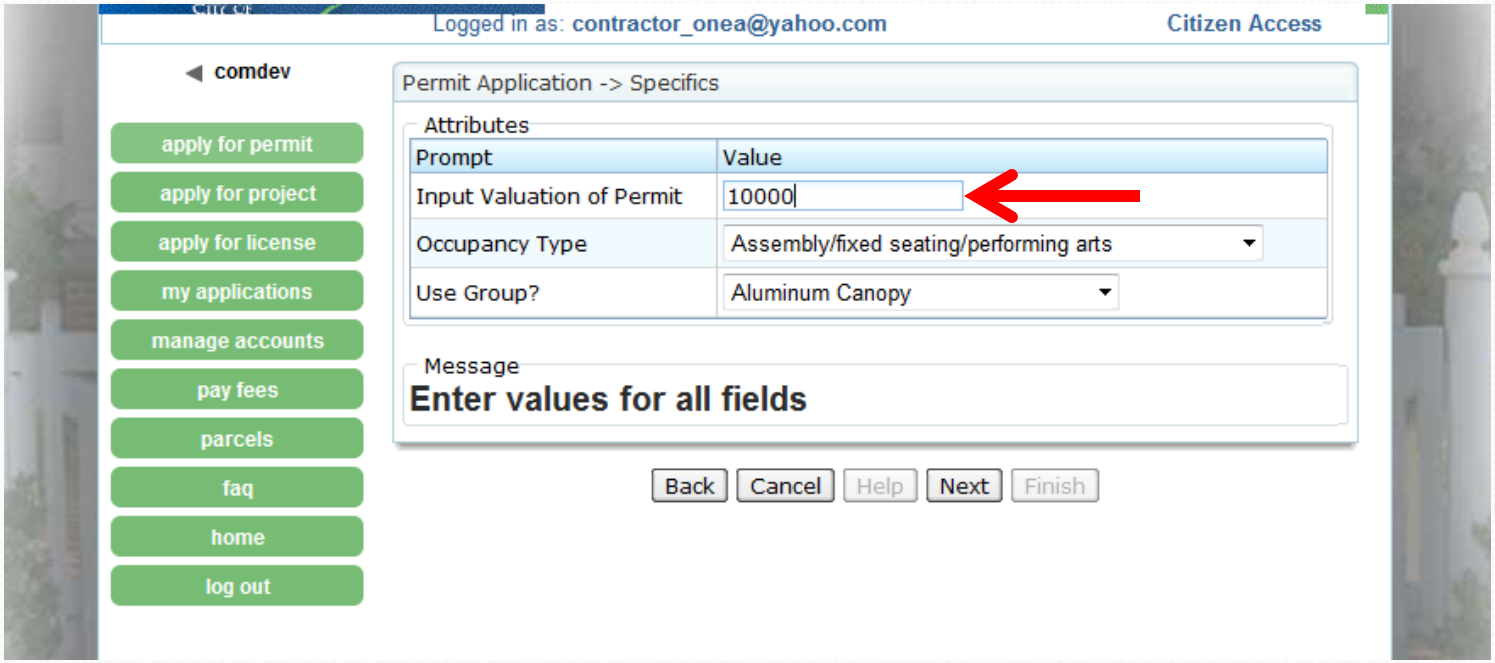
Request a Permit – Address/Parcel information displays

- The Primary address and Parcel ID information displays in the Parcels box (searching by Address or Parcel will display the same results in the Parcels box)
- Click on the Next button



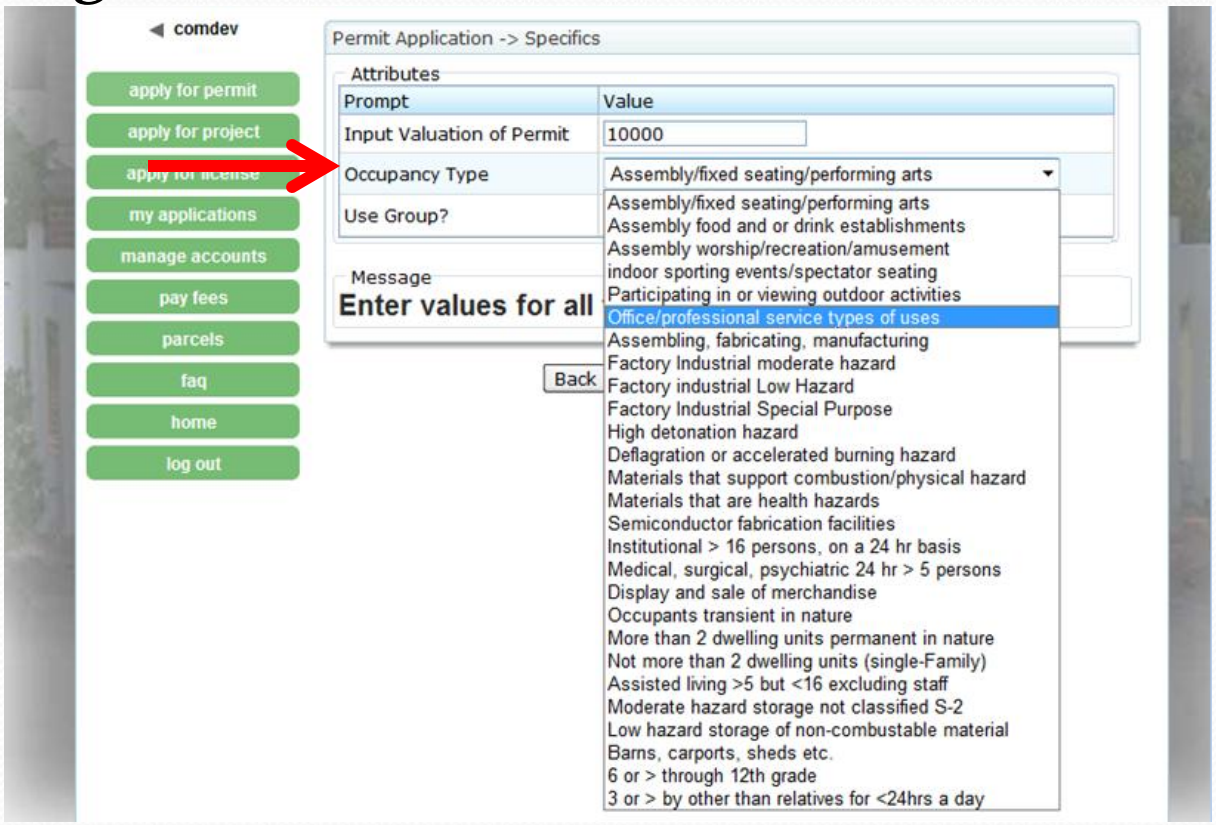
Request a Permit – Enter the Specifics

- Enter the value of the permit
  - Note: Enter value without decimals, example: 10000 (for $10,000.00)



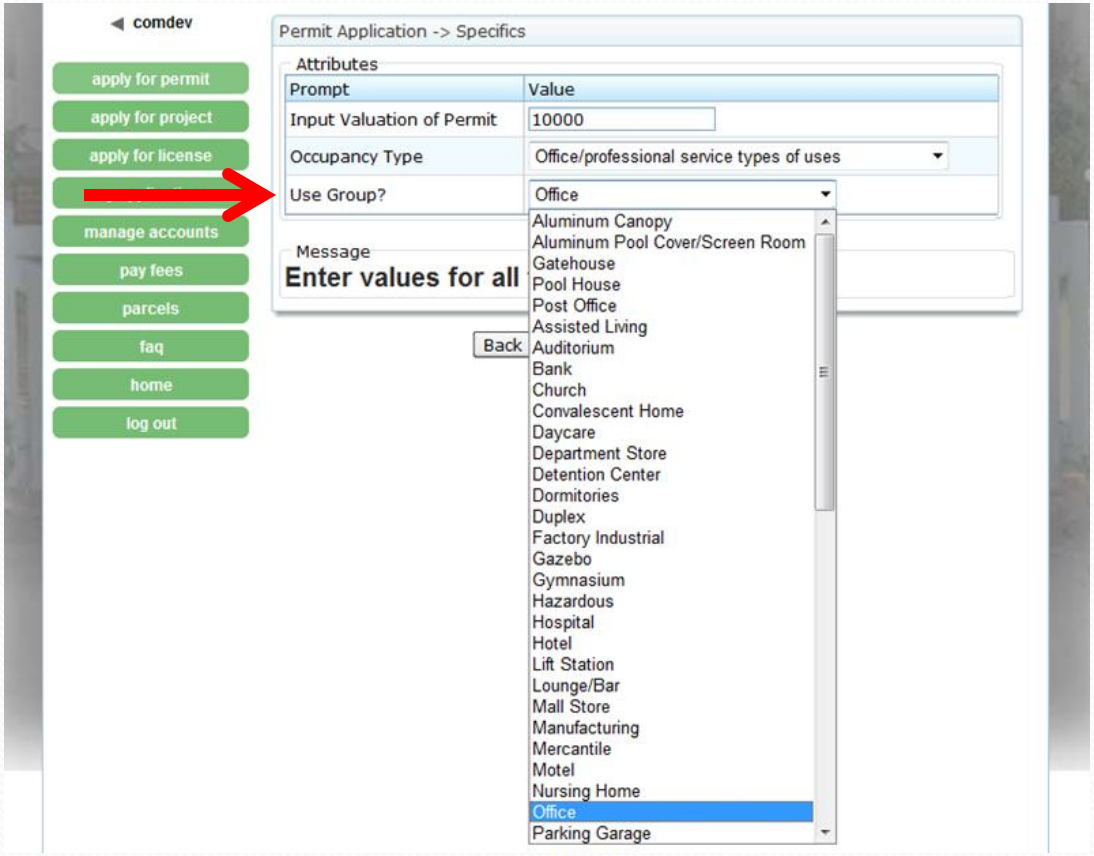
Request a Permit –
Enter the Specifics

- Select the Occupancy Type from the drop down listing



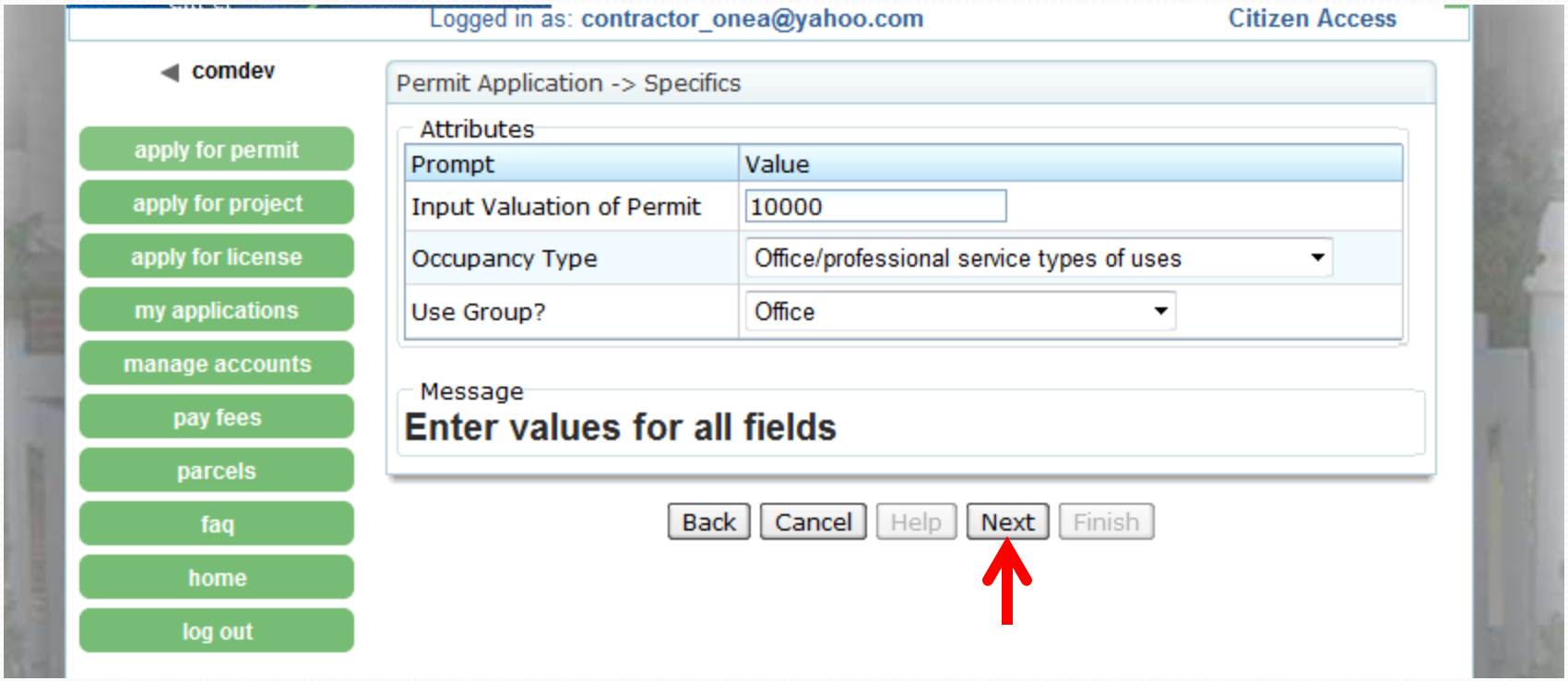
Request a Permit –
Enter the Specifics

- Select the Use Group from the drop down listing



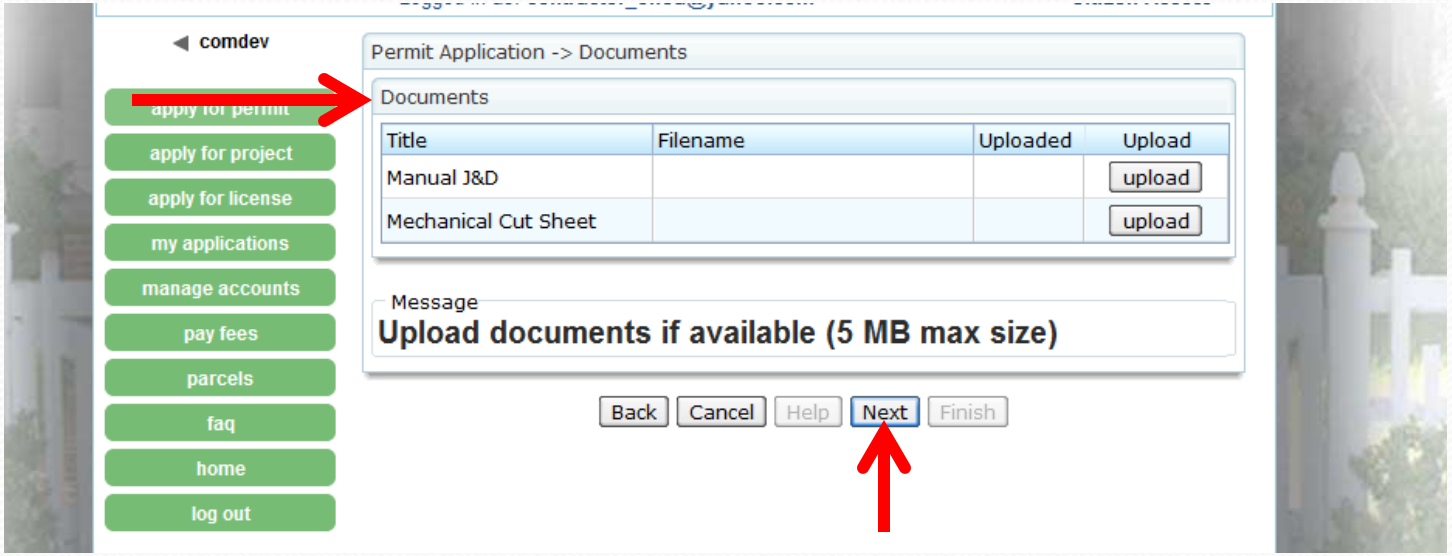
Request a Permit – Enter the Specifics

- Click the Next button



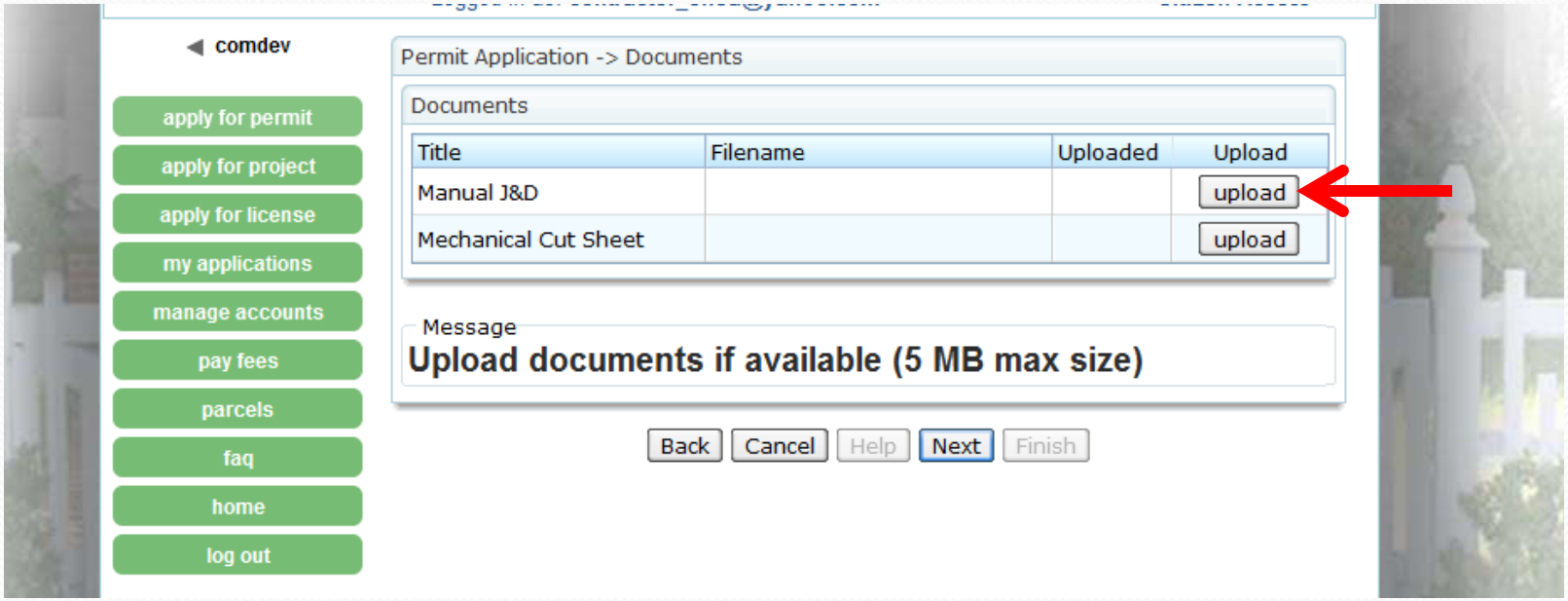
Request a Permit – Upload documents

- If your type of inspection includes documents, they will display on the Documents screen
- Upload the documents if available
- If there are no documents to upload click on the Next button



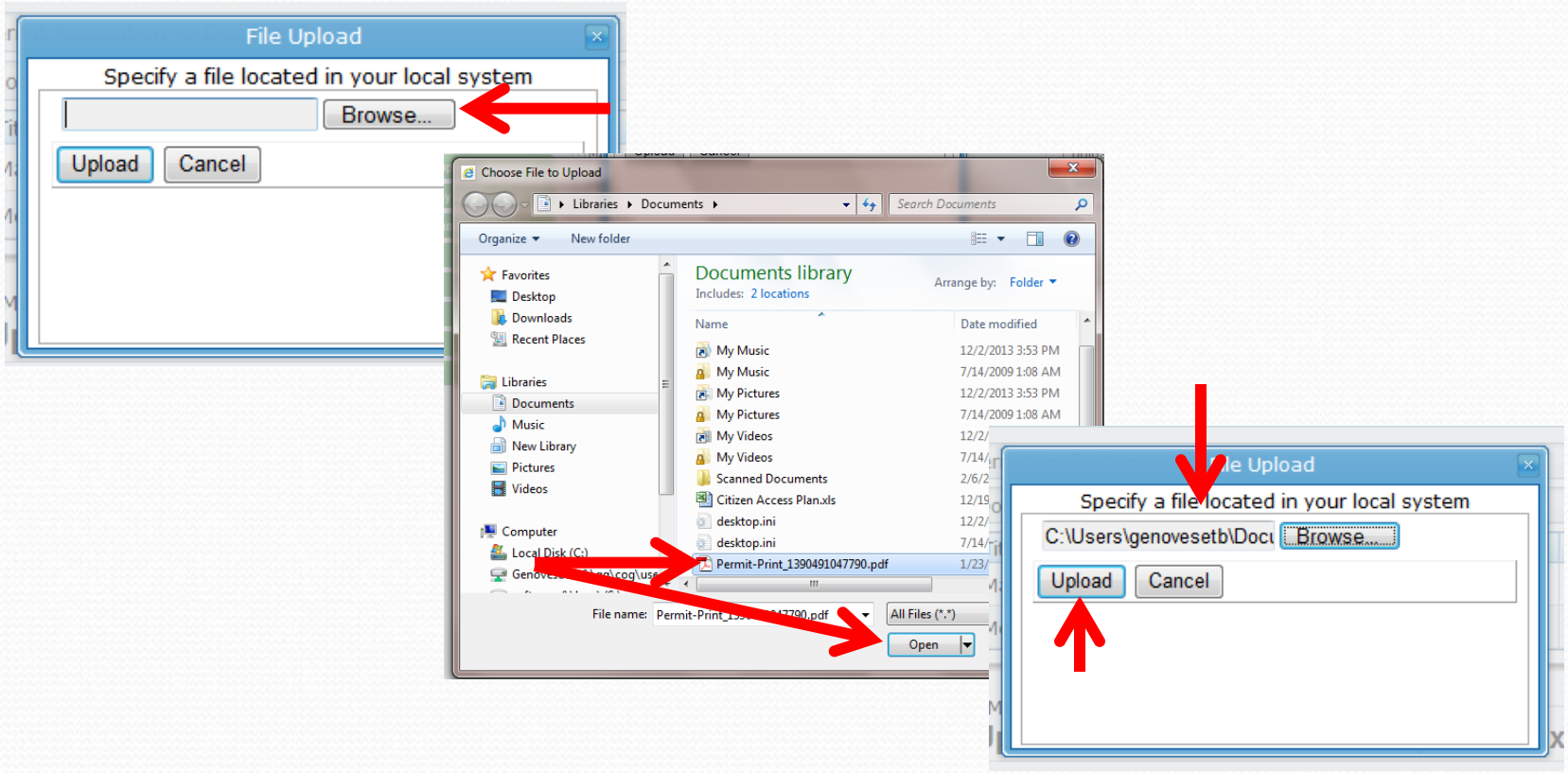
Request a Permit – Upload documents

- To upload a document, click on the Upload button



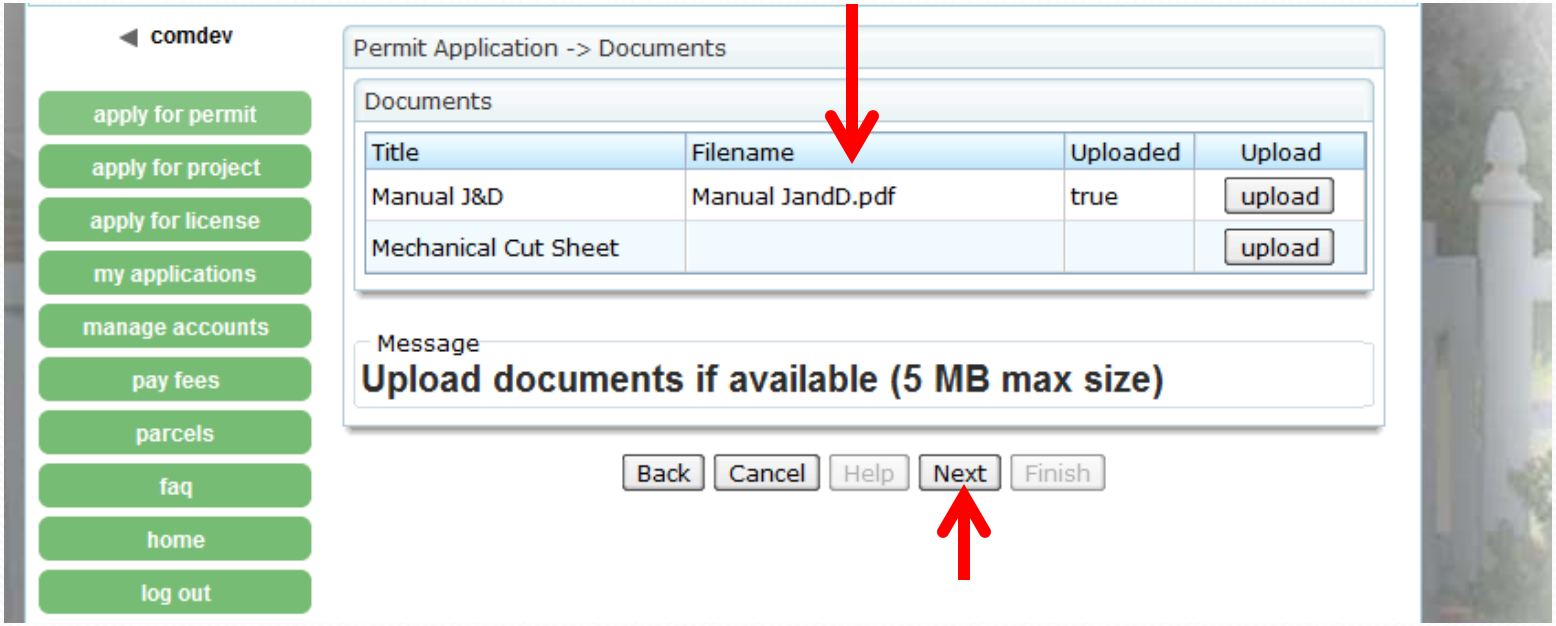
Request a Permit – Upload documents

- The File Upload prompt displays
- Click on the Browse button
- Select your document from your file folder
- Click on the Open button
- The document displays in the Browse field
- Click on the Upload button



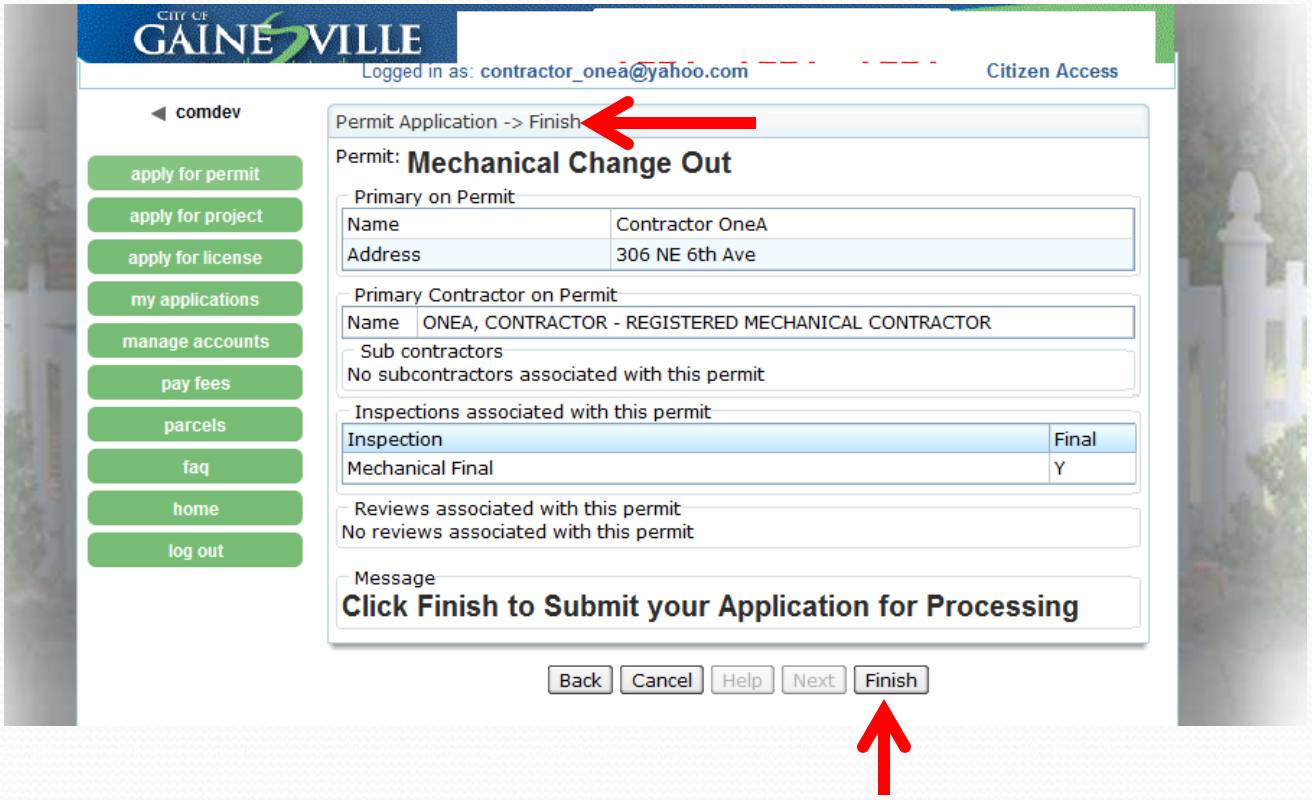
Request a Permit – Upload documents

- Document is uploaded and file name displays in the File name column
- When you are finished uploading documents, click on the Next button



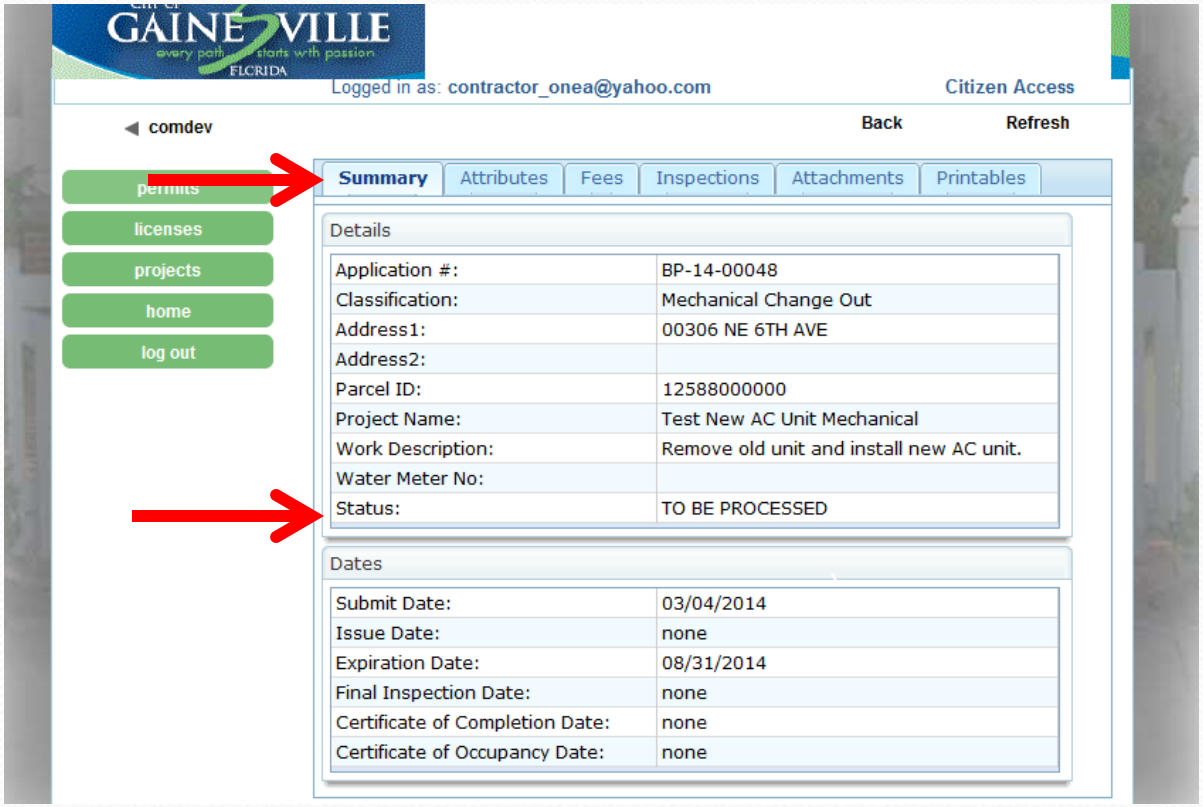
Request a Permit – Finish Permit Request

- The Permit Finish screen displays with the following information:
  - Permit Type
  - Primary Name on Permit
  - Primary Contractor Name on Permit
  - All inspections associated with this type permit
  - If reviews are required for this permit
  - Click on the Finish button



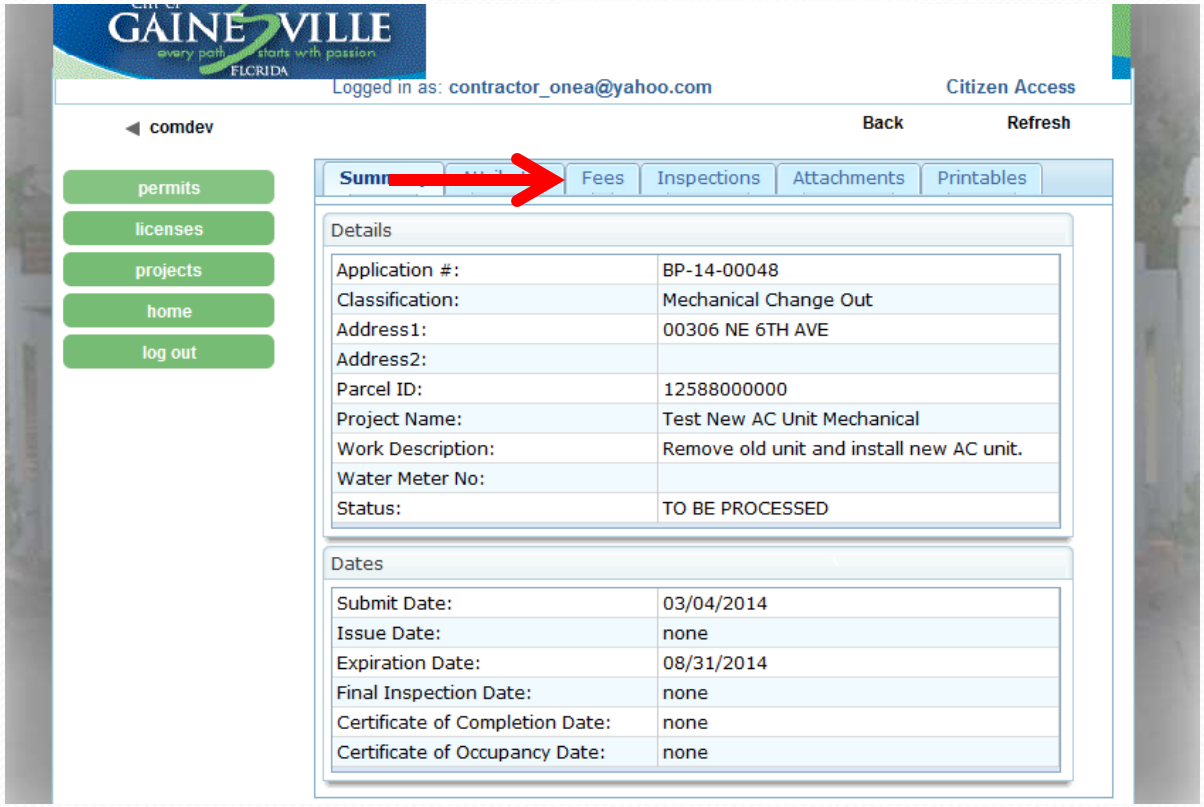
Request a Permit – Permit Summary

- The Permit Summary tab displays
- The Status is To Be Processed (you have applied for the permit – the permit HAS NOT been issued)
  - Note: The Building Department will review the request for the permit and if approved will issue the permit
  - When the Building Department issues the payment the status will change to Issued – at that time the permit will be ready for you to use



Permit Payment – Fees tab

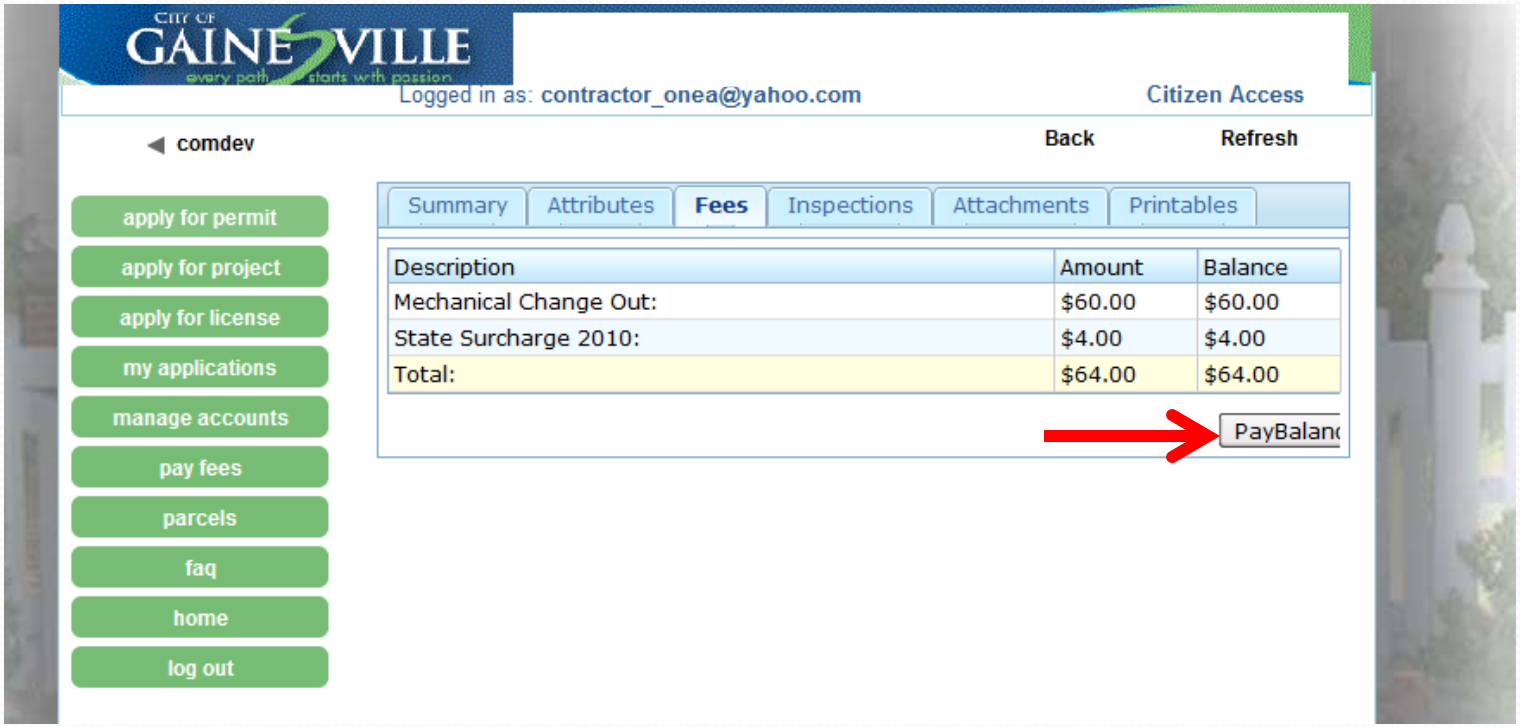
- Click on the Fees tab



Permit Payment –

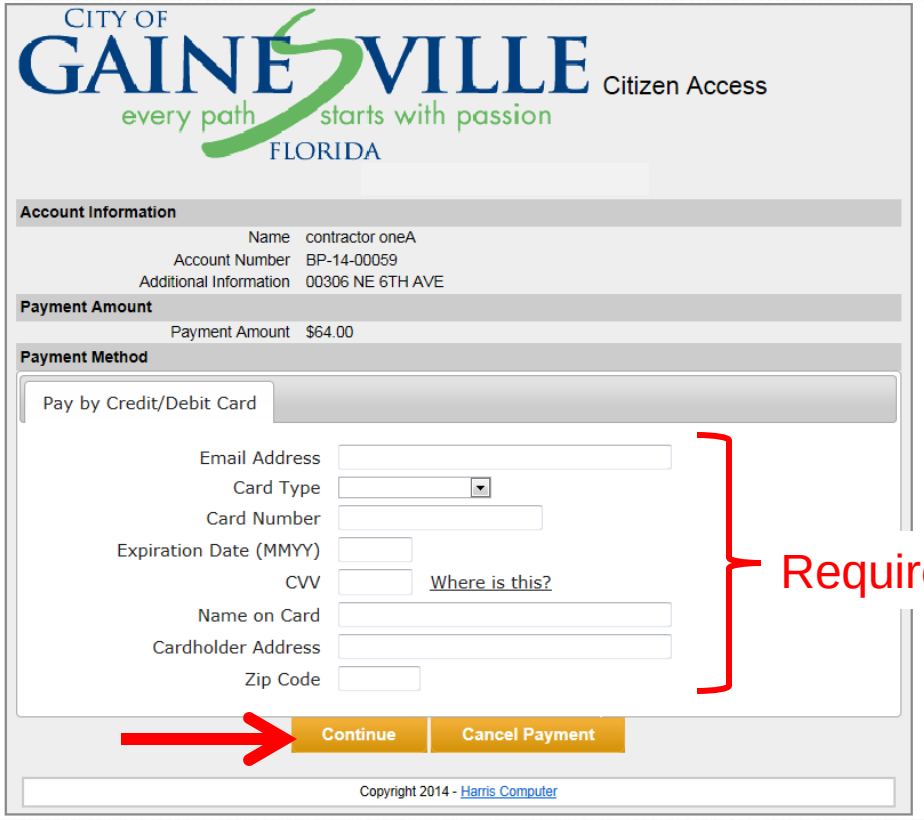
Pay the Fee

- The Fees tab displays the Description, Amount and Balance of the permit fee
- Click on the Pay Balance button



Permit Payment – Payment screen

- The Credit Card Payment screen displays
- Enter the information in the required fields
- Click on the Continue button



Required fields

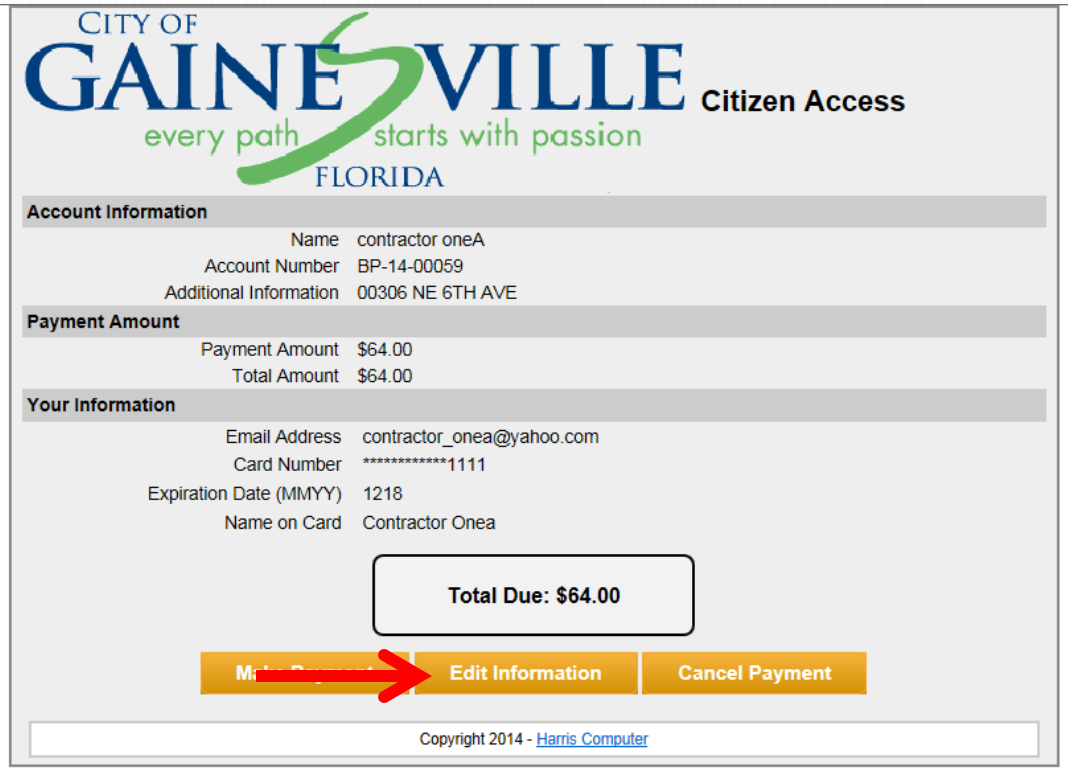
Permit Payment – Total Due

- The Total Due screen displays:
  - The Account Information
  - The Payment Amount
  - Your Information
- The Total Due amount displays

Permit Payment –

Edit Information

- To edit your Credit Card information, click on the Edit Information button
- The screen returns to the Payment Screen for you to reenter or edit your payment information.



Permit Payment –
Make Payment

- Click on the Make Payment button to initiate the payment

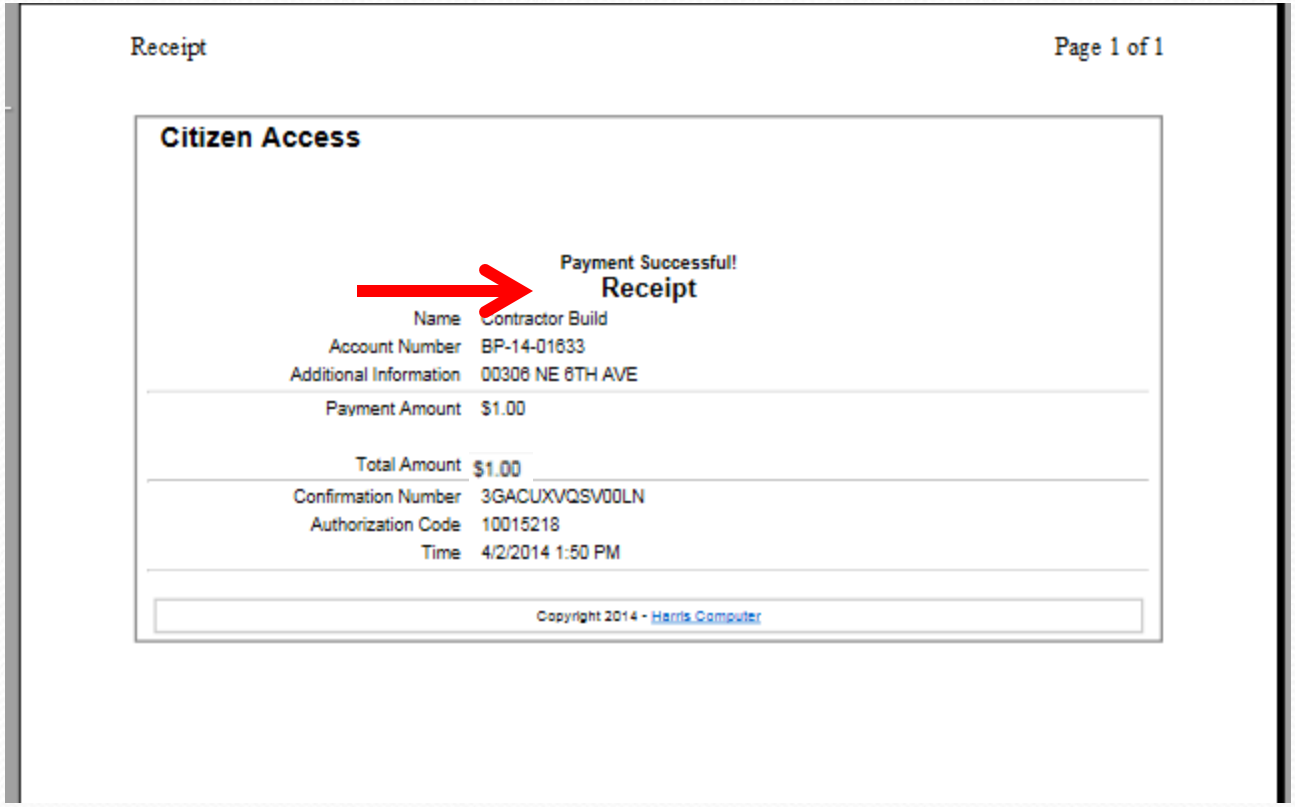
Permit Payment –

Payment Successful/Receipt

- The Payment Successful – Receipt screen displays
- Click on the Print Receipt button to print the receipt on your printer

Permit Payment –
Print Receipt for your records

- The receipt prints out on your printer.



Receipt

Page 1 of 1

Citizen Access

Payment Successful!

Receipt

Name	Contractor Build
Account Number	BP-14-01633
Additional Information	00306 NE 6TH AVE
Payment Amount	$1.00
Total Amount	$1.00
Confirmation Number	3GACUXVQSV00LN
Authorization Code	10015218
Time	4/2/2014 1:50 PM

Copyright 2014 - Harris Computer

Permit Payment –

Receipt sent to email address

- The receipt is also sent to the email address you entered on the payment screen.

Subject: Email Receipt

*** PLEASE DO NOT REPLY ***

City of Gainesville, FL
Questions? Problems? Call:847-555-1212

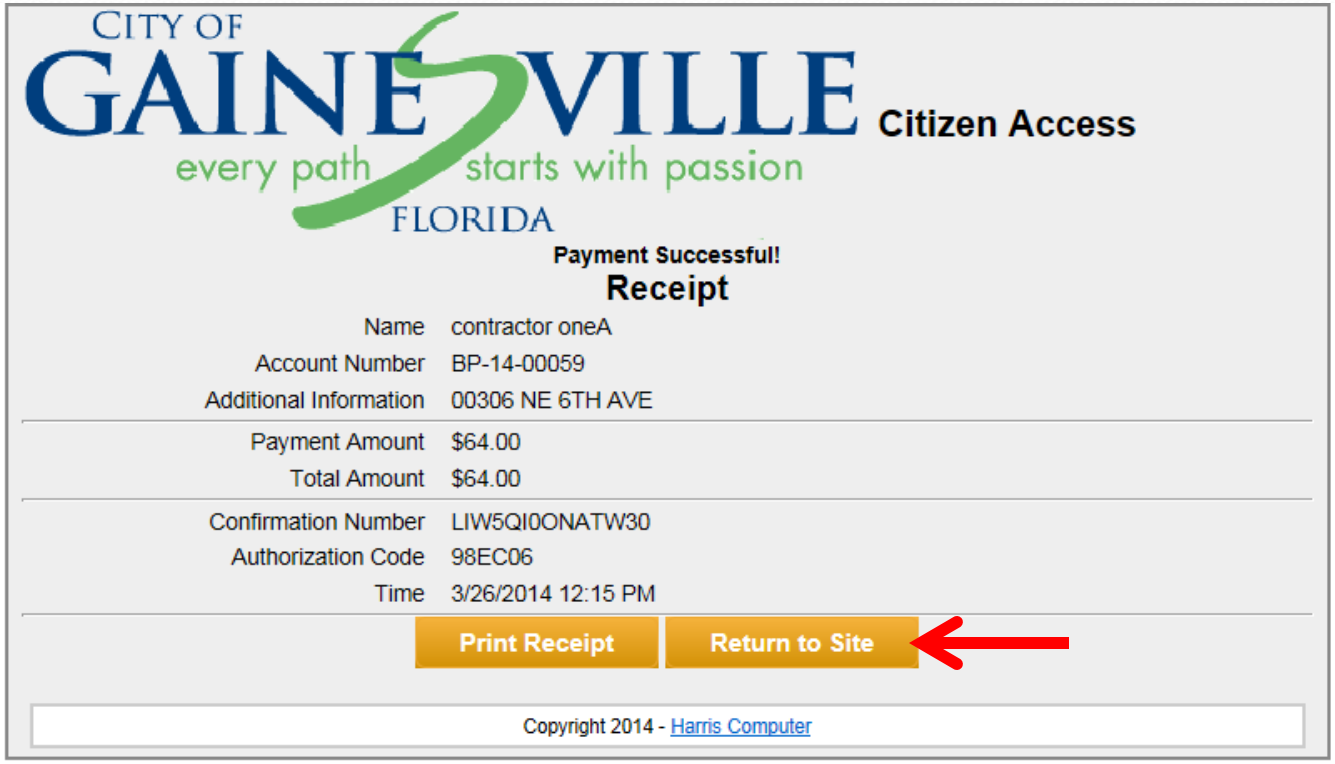
Online Payment
Confirm #: ERP0000002-3GACUXVQSV00LN
Account: BP-14-01633
Name: Contractor Build
Web Receipt #: 00204940
Payment Time: 4/2/2014 1:50 PM

Base Amount	$1.00
Payment Total:	$1.00
MasterCard Tendered:	$1.00

Thank you for your payment.
Have a nice day!

Permit Payment – Return to Site

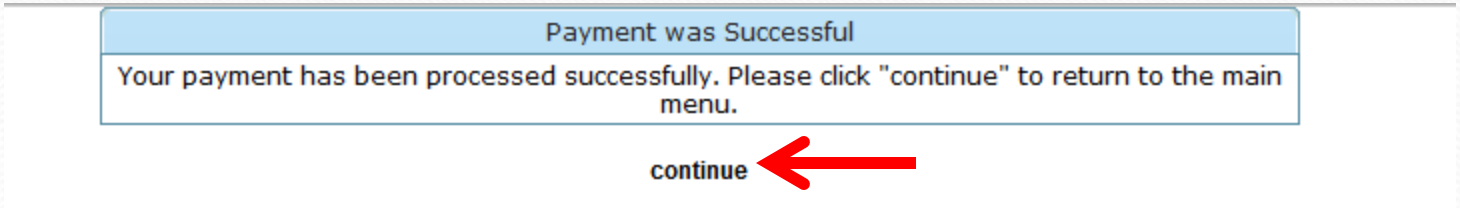
- Click on the Return to Site button



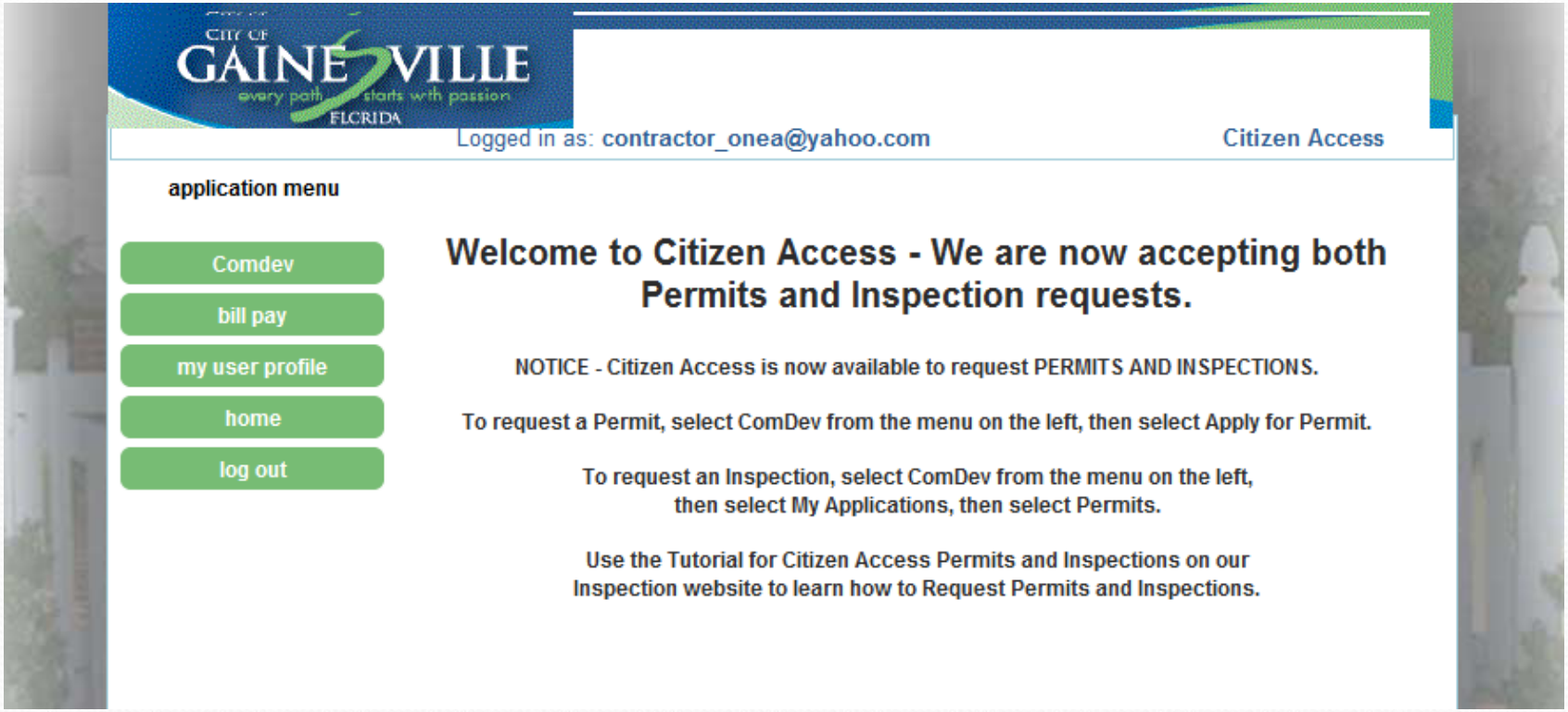
Permit Payment –

Payment processed

- The screen displays Payment was successful
- Click on the Continue link



Permit Payment –

Return to Citizen Access Welcome screen

- Your permit request and payment is complete