

Civic Access User Guide

Enterprise Permitting & Licensing

powered by EnerGov – 2022

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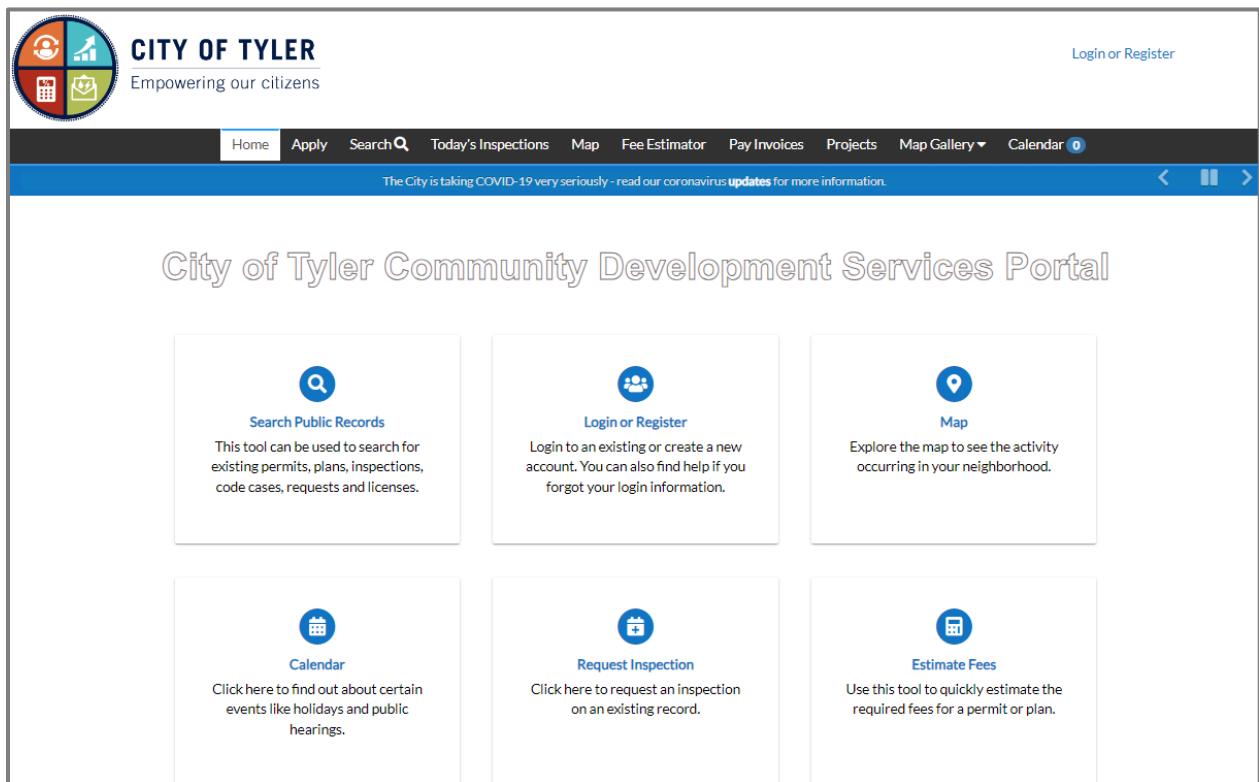


Overview

This guide describes how public users and registered users access Tyler Technologies' Civic Access online solution. Previously known as Citizen Self Service (CSS) and Citizen Access Portal (CAP), Civic Access is a public-facing application that allows customers to interact with land management and permitting processes administered by local government jurisdictions. Users can search and apply for permits, plans, and licenses; search for parcels, projects, construction projects; renew licenses, and schedule inspections.

Home Page, Main Menu Bar

Since jurisdictions administer and configure their own Civic Access Home page and main menu bar, the menus and cards may vary. The public may view the Home, Apply, Map, Report, Fee Estimator, Pay Invoices, Search, Calendar, and/or Help options in the menu. The Home page also may display Search Public Records, Apply, Login or Register, Pay Invoices, Map, Calendar, Request Inspection, and/or Estimate Fees menu cards. Administrators also can create custom menu cards.



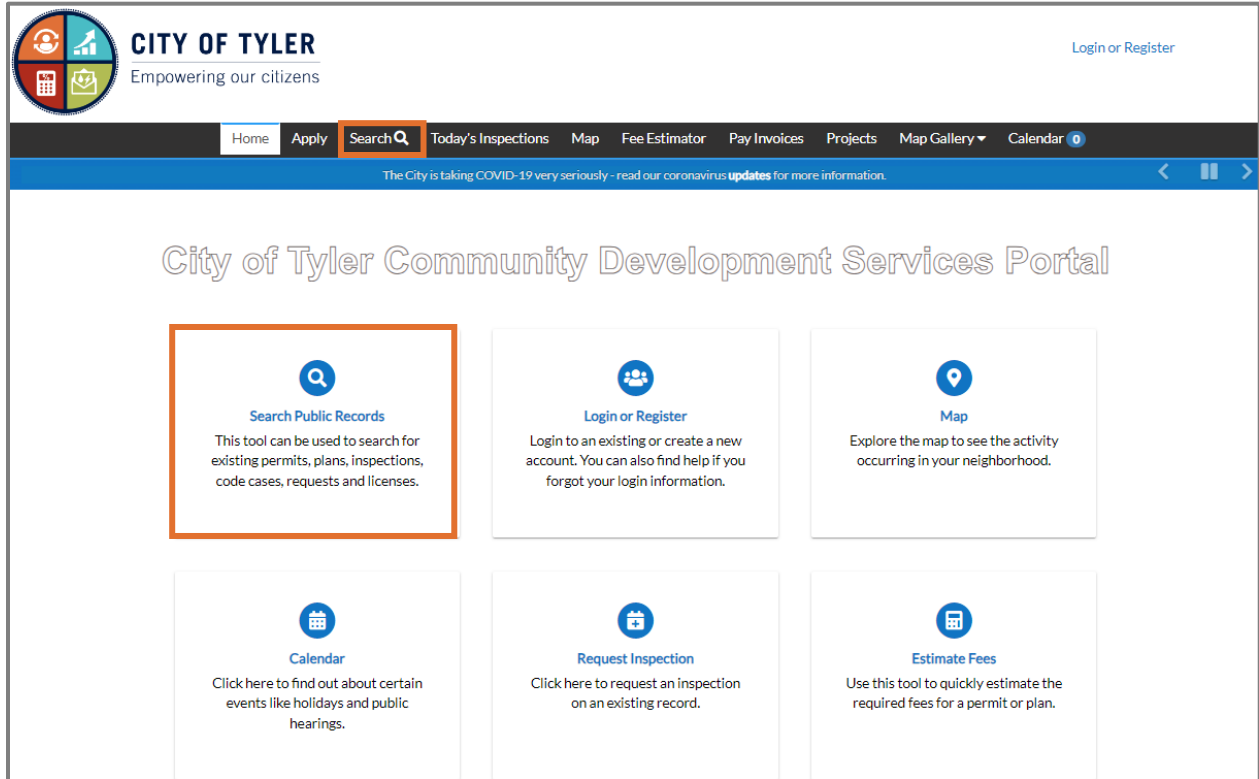
NOTE The Home page, Welcome page, and Dashboard may be configured differently than shown in this user guide. For information about configuring pages, please refer to the Civic Access Setup Guide.



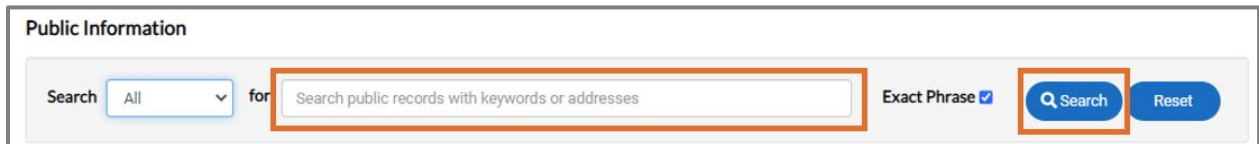
Search Public Records without Logging In

To access public information without logging in to Civic Access:

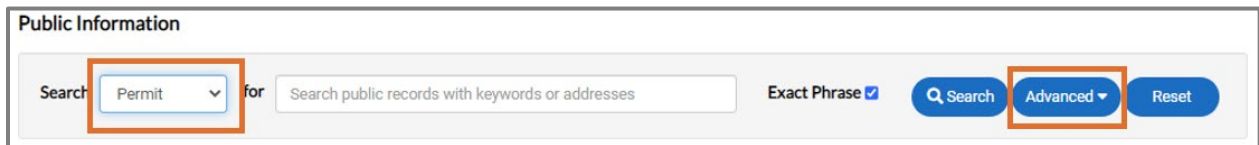
1. Navigate to the jurisdiction's **Civic Access site**.
2. Click **Search** in the menu on the Civic Access Home page.
3. Or click the **Search Public Records card**.



4. Leave the word **All** in the search dropdown to search through all records.
5. Type **search terms** in the field.
6. Click **Search**.



7. Select another **option** in the **Search** dropdown (e.g., Permit) to display additional fields to use as search criteria.
8. Click **Advanced**.



Permit

1. Type a partial or complete **Permit Number**.
2. Type a partial or complete **Project Name** associated with the permit.
3. Select the **Permit Type**.
4. Type a partial or full **Parcel Number** associated with the permit.
5. Select a permit **Status**.
6. Type a partial or full **Address** associated with the permit.
7. Type **key words** that might be in the permit Description.
8. Type **application dates** in the Applied Date and To fields or click the **calendar** and select **dates**.
9. Type **issued dates** in the Issued Date and To fields or click the **calendar** and select **dates**.
10. Type **expiration dates** in the Expiration Date and To fields or click the **calendar** and select **dates**.
11. Type **finalization dates** in the Finalized Date and To fields or click the **calendar** and select **dates**.
12. Click **Search** to display results.
13. Click **Advanced** to hide the search criteria.
14. Click **Reset** to clear the search criteria.
15. Click **Export** to export the results into a specified document. Civic Access displays the Export button when the results display.

Public Information

Search Search Advanced Reset Export

Permit Number	<input type="text" value="2022"/>	Project Name	<input type="text"/>
Permit Type	--Select Permit Type--	Parcel Number	<input type="text"/>
Status	--Select Permit Status--	Description	<input type="text"/>
Address	<input type="text" value="Search Addresses"/>	To	<input type="text"/>
Applied Date	<input type="text"/>	To	<input type="text"/>
Issued Date	<input type="text"/>	To	<input type="text"/>
Expiration Date	<input type="text"/>	To	<input type="text"/>
Finalized Date	<input type="text"/>	To	<input type="text"/>

NOTE Customers do not have to enter data in all fields and may use any combination of criteria.



Plan

1. Type a partial or complete **Plan Number**.
2. Type a partial or complete **Project Name** associated with the plan.
3. Select the **Plan Type**.
4. Type a partial or full **Parcel Number** associated with the plan.
5. Select a **plan Status**.
6. Type a partial or full **address** associated with the plan.
7. Type **key words** that might be in the plan Description.
8. Type **application dates** in the Applied Date and To fields or click the **calendar** and select **dates**.
9. Type **completion dates** in the Completion Date and To fields or click the **calendar** and select **dates**.
10. Type **expiration dates** in the Expiration Date and To fields or click the **calendar** and select **dates**.
11. Click **Search** to display results.
12. Click **Advanced** to hide the search criteria.
13. Click **Reset** to clear the search criteria.
14. Click **Export** to export the results into a specified document. Civic Access displays the Export button when the results display.

Public Information

Search Search Advanced Reset Export

Plan Number	<input type="text" value="2023"/>	Project Name	<input type="text"/>
Plan Type	--Select Plan Type--	Parcel Number	<input type="text"/>
Status	--Select Plan Status--	Description	<input type="text"/>
Address	<input type="text" value="Search Addresses"/>	To	<input type="text"/>
Applied Date	<input type="text"/>	To	<input type="text"/>
Completion Date	<input type="text"/>	To	<input type="text"/>
Expiration Date	<input type="text"/>	To	<input type="text"/>

NOTE Customers do not have to enter data in all fields and may use any combination of criteria.



Inspection

1. Type a partial or full **Inspection Number**.
2. Type a partial or full **Parcel Number** associated with the inspection.
3. Select an **Inspection Type**.
4. Select an **inspection Status**.
5. Type a partial or full **address** associated with the inspection.
6. Type **requested dates** in the Requested Date and To fields or click the **calendar** and select **dates**.
7. Type **scheduled dates** in the Scheduled Date and To fields or click the **calendar** and select **dates**.
8. Click **Search** to display results.
9. Click **Advanced** to hide the search criteria.
10. Click **Reset** to clear the search criteria.
11. Click **Export** to export the results into a specified document. Civic Access displays the Export button when the results display.

The screenshot shows a search interface titled "Public Information". At the top left, there is a "Search" dropdown menu currently set to "Inspection". To the right of this are four buttons: "Search" (with a magnifying glass icon), "Advanced" (with a downward arrow icon), "Reset", and "Export" (with a document icon). Below these are several input fields: "Inspection Number" (text box), "Inspection Type" (dropdown menu showing "Health & Sanitation Code Enforcement"), "Address" (text box with "Search Addresses" placeholder), "Requested Date" (text box with a calendar icon), "Scheduled Date" (text box with a calendar icon), "Parcel Number" (text box), and "Status" (dropdown menu showing "--Select Inspection Status--"). There are also "To" fields for both the Requested Date and Scheduled Date, each with a calendar icon.

NOTE Customers do not have to type data in all fields and may use any combination of criteria.

Code Case, Request, License

To search for other types of records such as a code case, request, license, or project:

1. Select the desired **record type** in the Search dropdown.
2. Click **Advanced**.
3. Type the **information**.
4. Click **Search**.

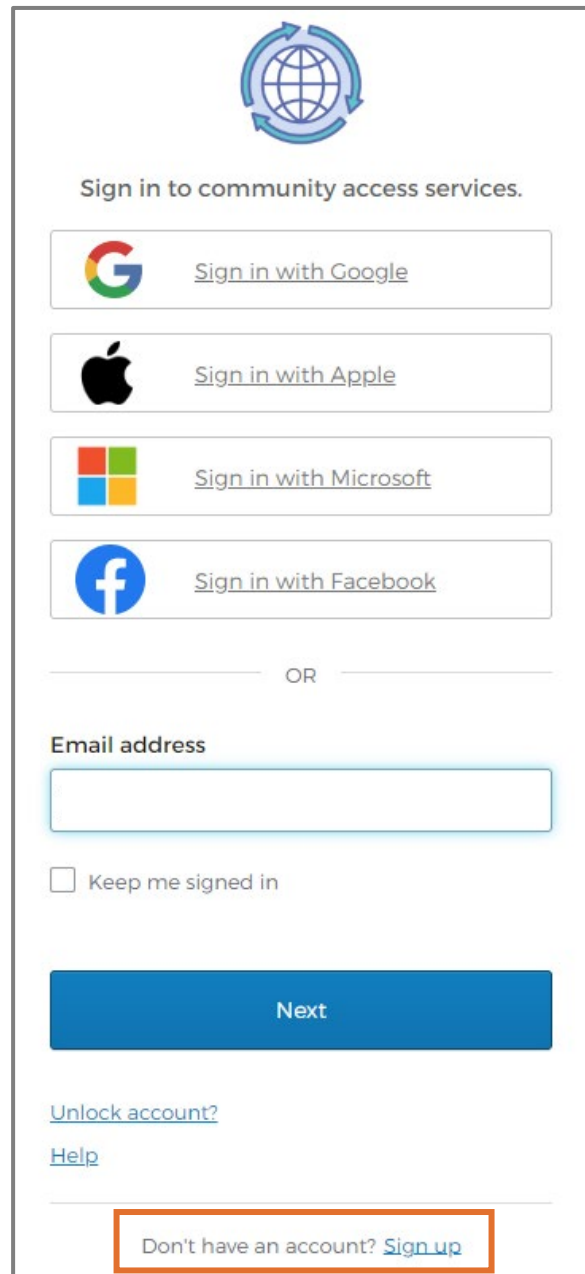
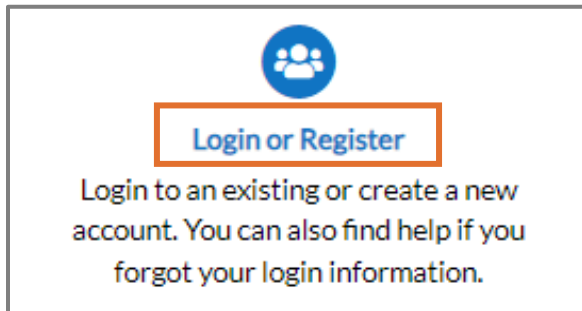
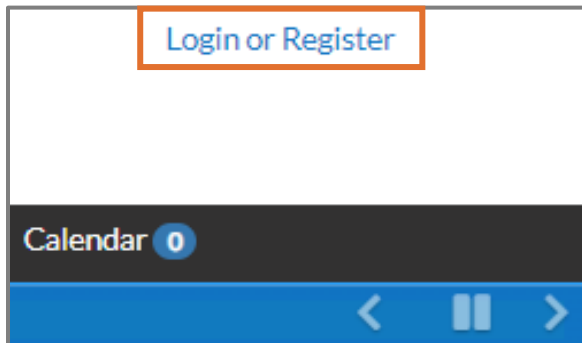
The screenshot shows the same "Public Information" search interface. The "Search" dropdown menu is open, showing a list of record types: "All", "Permit", "Plan", "Inspection", "Code Case" (highlighted in blue), "Request", "License", and "Project". The "for" text box contains the placeholder text "Search public records with keywords or addresses". To the right of the text box is a checked checkbox labeled "Exact Phrase" and two buttons: "Search" (with a magnifying glass icon) and "Reset".



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**.




WARNING Users should NOT register in Civic Access with the same email address used in EPL. This can cause issues with the user account.



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**.



Sign up

Email

First name

Last name

Mobile phone Optional

Password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

[Already have an account?](#)

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**.

Registration

Step 2 of 4: Login information

I'm not a robot  reCAPTCHA
Privacy - Terms

* Username

* Password

* Confirm Password

Email @gmail.com

[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**.

Registration

Step 3 of 4: Personal Info

*REQUIRED

* First Name
First Name is required.

Middle Name

* Last Name
Last Name is required.

Company

* Contact Preference --Select Contact Preference--

* Email Address @gmail.com

Additional Contact Information

* Business Phone

* Home Phone

* Mobile Phone

Back 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.

Registration

Step 4 of 4: Address

* Address *REQUIRED

City

State

Postal Code

NOTE Required fields are noted with a red asterisk.

TID-C Authorization

TID-C is a Tyler-wide authentication solution designed to allow online products to use the same authentication method. Tyler enables TID-C authentication during deployment of new upgrades.

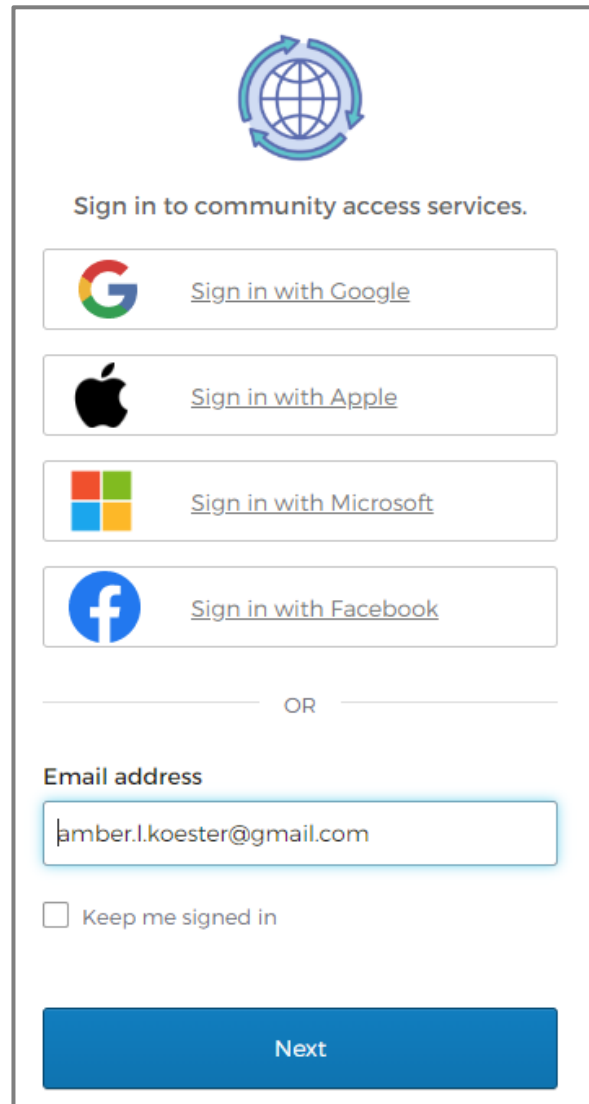
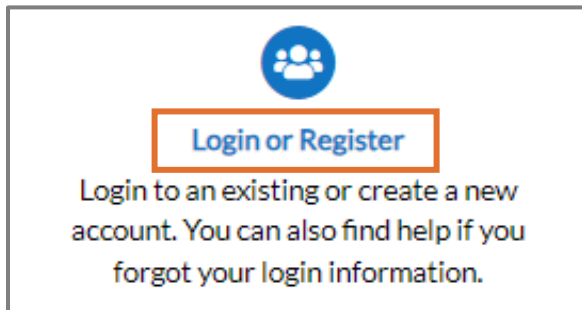
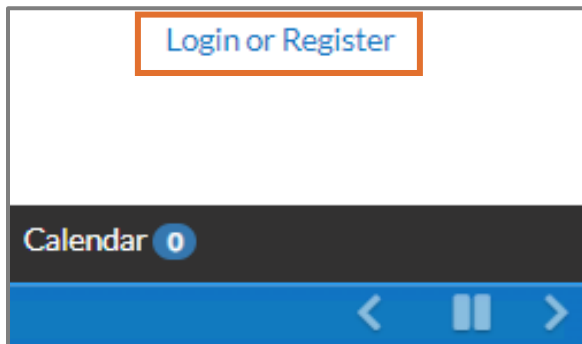
For information about TID-C authentication for Civic Access customers, please refer to the Civic Access Legacy to TID-C Authentication guide for registration and login information.



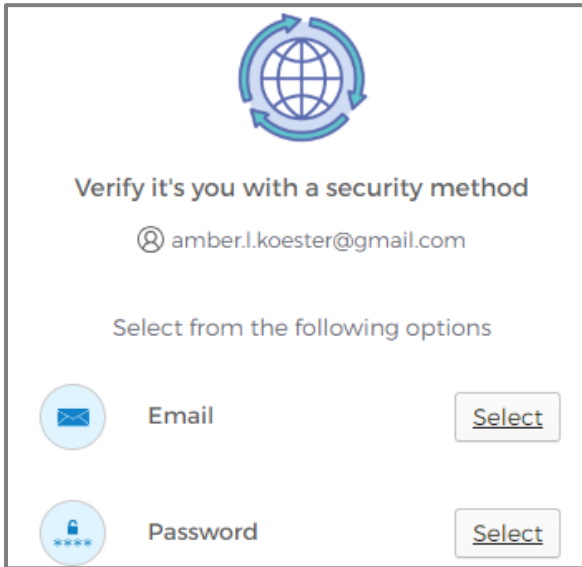
Log in

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.



Verify it's you with a security method

amber.l.koester@gmail.com

Select from the following options

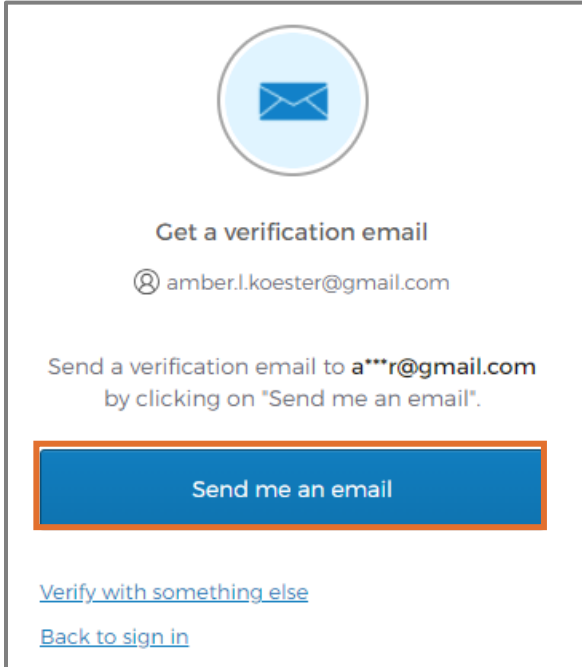
Email

Password

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.



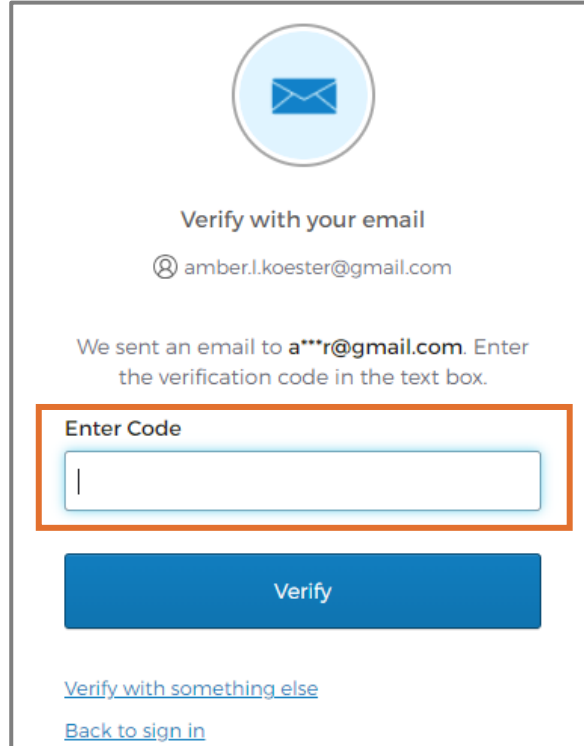
Get a verification email

amber.l.koester@gmail.com

Send a verification email to a***r@gmail.com by clicking on "Send me an email".

[Verify with something else](#)

[Back to sign in](#)



Verify with your email

amber.l.koester@gmail.com

We sent an email to a***r@gmail.com. Enter the verification code in the text box.

Enter Code

[Verify with something else](#)

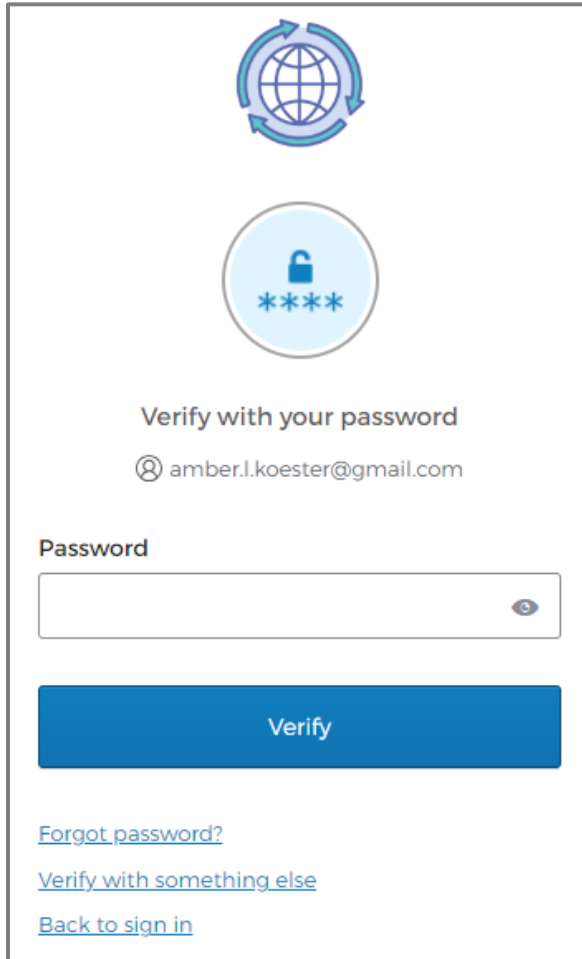
[Back to sign in](#)





Password Option

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


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








Verify with your password

 amber.l.koester@gmail.com

Password



Verify

[Forgot password?](#)

[Verify with something else](#)


[Back to sign in](#)




Forgotten Password


To reset a forgotten password:


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




Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)


 [Sign in with Facebook](#)

OR

Email address

Keep me signed in


[Next](#)



Verify it's you with a security method


@ amber.l.koester@gmail.com

Select from the following options



Email

Select

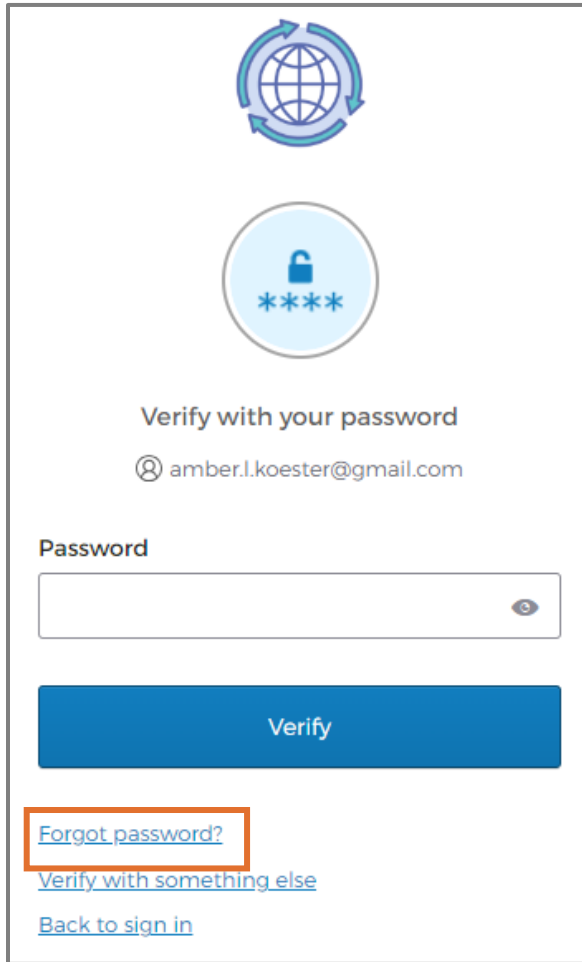


Password



Select



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



The screenshot shows a verification screen with a globe icon and a padlock icon with asterisks. The text reads "Verify with your password" and "amber.l.koester@gmail.com". There is a "Password" input field with a toggle icon, a "Verify" button, and three links: "Forgot password?", "Verify with something else", and "Back to sign in". The "Forgot password?" link is highlighted with an orange box.

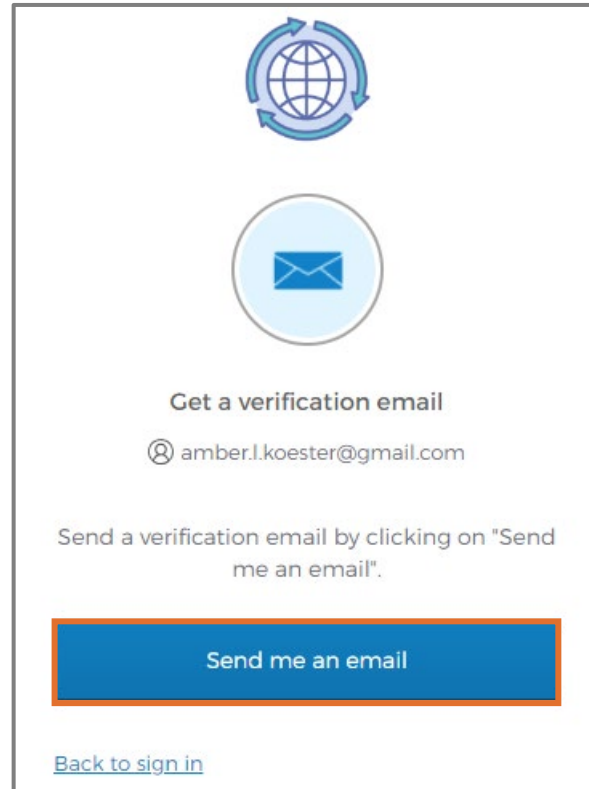



Verify with your password
📧 amber.l.koester@gmail.com



Password

Verify

[Forgot password?](#)
[Verify with something else](#)
[Back to sign in](#)



The screenshot shows a screen with a globe icon and an envelope icon. The text reads "Get a verification email" and "amber.l.koester@gmail.com". It instructs the user to "Send a verification email by clicking on 'Send me an email'". There is a "Send me an email" button and a "Back to sign in" link.

Get a verification email
📧 amber.l.koester@gmail.com

Send a verification email by clicking on "Send me an email".



Send me an email

[Back to sign in](#)



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.



Verify with your email
👤 amber.l.koester@gmail.com

We sent you a verification email. Enter the verification code in the text box.

Enter Code

[Back to sign in](#)



Reset your password
👤 amber.l.koester@gmail.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

New password

Re-enter password


 Sign me out of all other devices.

[Back to sign in](#)





Unlock Account


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




Sign in to community access services.

 [Sign in with Google](#)

 [Sign in with Apple](#)

 [Sign in with Microsoft](#)

 [Sign in with Facebook](#)

OR

Email address


Keep me signed in

[Next](#)

[Unlock account?](#)


[Help](#)

Don't have an account? [Sign up](#)




Unlock account?


Email address

 Email [Select](#)

[Back to sign in](#)



Get a verification email

 amber.l.koester@gmail.com

Send a verification email by clicking on "Send me an email".

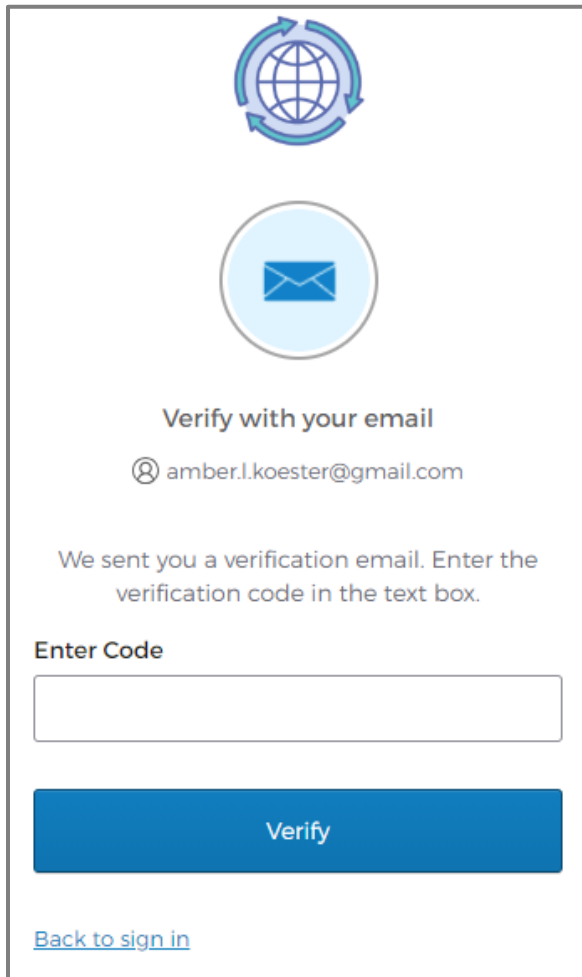
[Send me an email](#)

[Back to sign in](#)



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.



The image shows a verification screen with a light blue background. At the top, there is a globe icon with two circular arrows around it. Below that is a circular icon containing an envelope. The text "Verify with your email" is centered, followed by the email address "amber.l.koester@gmail.com" with a small person icon to its left. Below the email address, it says "We sent you a verification email. Enter the verification code in the text box." There is a text input field labeled "Enter Code" with a blue border. Below the input field is a large blue button with the word "Verify" in white. At the bottom left, there is a blue link that says "Back to sign in".

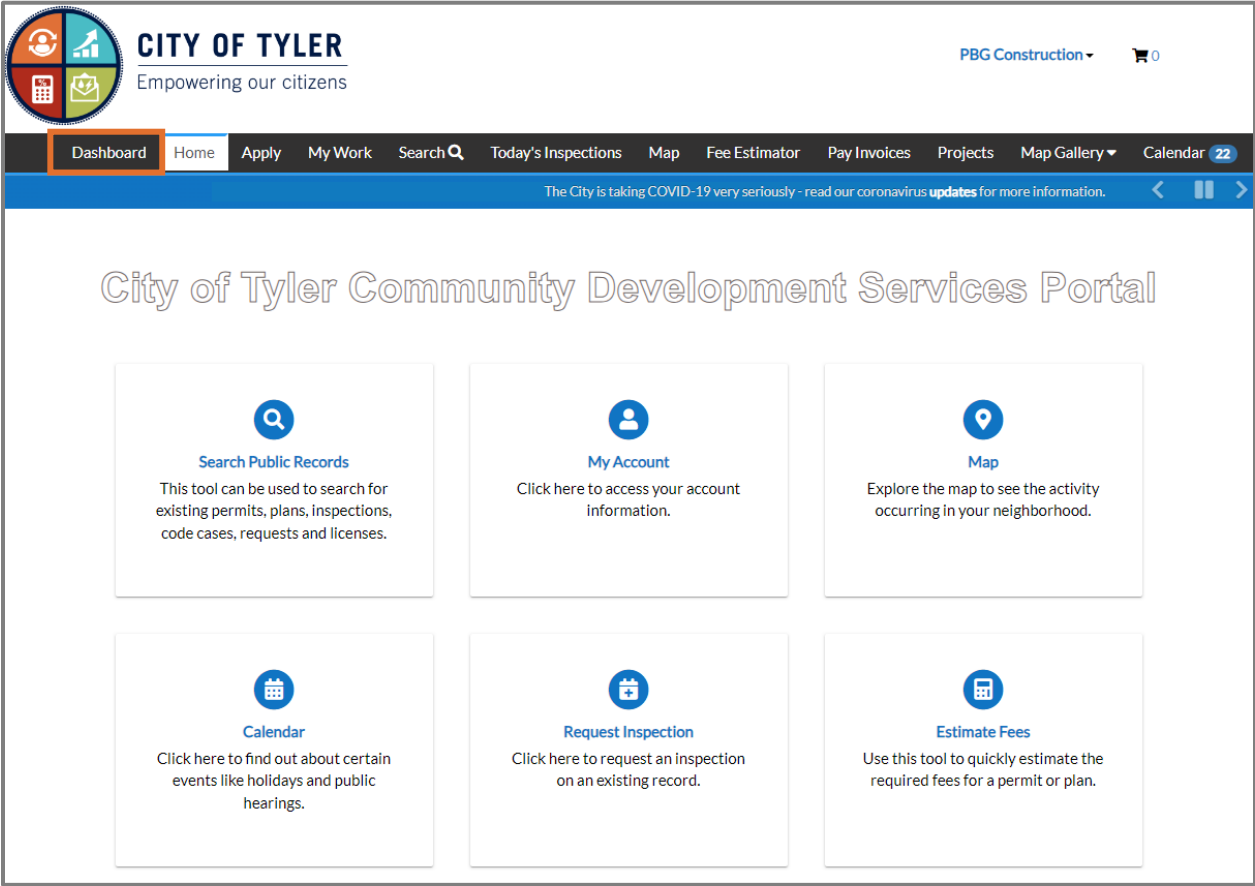


Dashboard

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 where 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.

My Permits

<p>Attention</p> <p>58</p> <table border="1"> <tr><td>Building (Resident...</td><td>21</td></tr> <tr><td>Building (Non-Resi...</td><td>13</td></tr> <tr><td>Other</td><td>24</td></tr> </table>	Building (Resident...	21	Building (Non-Resi...	13	Other	24	<p>Pending</p> <p>99+</p> <table border="1"> <tr><td>Building (Resident...</td><td>37</td></tr> <tr><td>Building (Non-Resi...</td><td>21</td></tr> <tr><td>Other</td><td>57</td></tr> </table>	Building (Resident...	37	Building (Non-Resi...	21	Other	57	<p>Active</p> <p>50</p> <table border="1"> <tr><td>Building (Resident...</td><td>16</td></tr> <tr><td>Building (Non-Resi...</td><td>9</td></tr> <tr><td>Other</td><td>25</td></tr> </table>	Building (Resident...	16	Building (Non-Resi...	9	Other	25	<p>Recent</p> <p>99+</p> <table border="1"> <tr><td>Building (Resident...</td><td>42</td></tr> <tr><td>Building (Non-Resi...</td><td>19</td></tr> <tr><td>Other</td><td>57</td></tr> </table>	Building (Resident...	42	Building (Non-Resi...	19	Other	57	<p>Draft</p> <p>0</p>
Building (Resident...	21																											
Building (Non-Resi...	13																											
Other	24																											
Building (Resident...	37																											
Building (Non-Resi...	21																											
Other	57																											
Building (Resident...	16																											
Building (Non-Resi...	9																											
Other	25																											
Building (Resident...	42																											
Building (Non-Resi...	19																											
Other	57																											

[View My Permits](#)

My Plans

<p>Attention</p> <p>6</p> <table border="1"> <tr><td>Planned Unit Devel...</td><td>2</td></tr> <tr><td>Land Use - Special U...</td><td>1</td></tr> <tr><td>Other</td><td>3</td></tr> </table>	Planned Unit Devel...	2	Land Use - Special U...	1	Other	3	<p>Pending</p> <p>4</p> <table border="1"> <tr><td>Site Plan - New</td><td>4</td></tr> </table>	Site Plan - New	4	<p>Active</p> <p>1</p> <table border="1"> <tr><td>Planned Unit Devel...</td><td>1</td></tr> </table>	Planned Unit Devel...	1	<p>Recent</p> <p>4</p> <table border="1"> <tr><td>Site Plan - New</td><td>3</td></tr> <tr><td>Planned Unit Devel...</td><td>1</td></tr> </table>	Site Plan - New	3	Planned Unit Devel...	1	<p>Draft</p> <p>0</p>
Planned Unit Devel...	2																	
Land Use - Special U...	1																	
Other	3																	
Site Plan - New	4																	
Planned Unit Devel...	1																	
Site Plan - New	3																	
Planned Unit Devel...	1																	

[View My Plans](#)

My Inspections

<p>Requested</p> <p>31</p> <table border="1"> <tr><td>Footing</td><td>4</td></tr> <tr><td>Foundation W...</td><td>4</td></tr> <tr><td>Other</td><td>23</td></tr> </table>	Footing	4	Foundation W...	4	Other	23	<p>Scheduled</p> <p>71</p> <table border="1"> <tr><td>Footing</td><td>11</td></tr> <tr><td>Foundation W...</td><td>9</td></tr> <tr><td>Other</td><td>51</td></tr> </table>	Footing	11	Foundation W...	9	Other	51	<p>Closed</p> <p>55</p> <table border="1"> <tr><td>Footing</td><td>13</td></tr> <tr><td>Business Regi...</td><td>6</td></tr> <tr><td>Other</td><td>36</td></tr> </table>	Footing	13	Business Regi...	6	Other	36
Footing	4																			
Foundation W...	4																			
Other	23																			
Footing	11																			
Foundation W...	9																			
Other	51																			
Footing	13																			
Business Regi...	6																			
Other	36																			

[View My Inspections](#)

My Invoices

Current	2	\$4,300.00	Add To Cart
Past Due	29	\$59,864.00	Add To Cart
Total	31	\$64,164.00	Add To Cart

[View My Invoices](#)

My Licenses

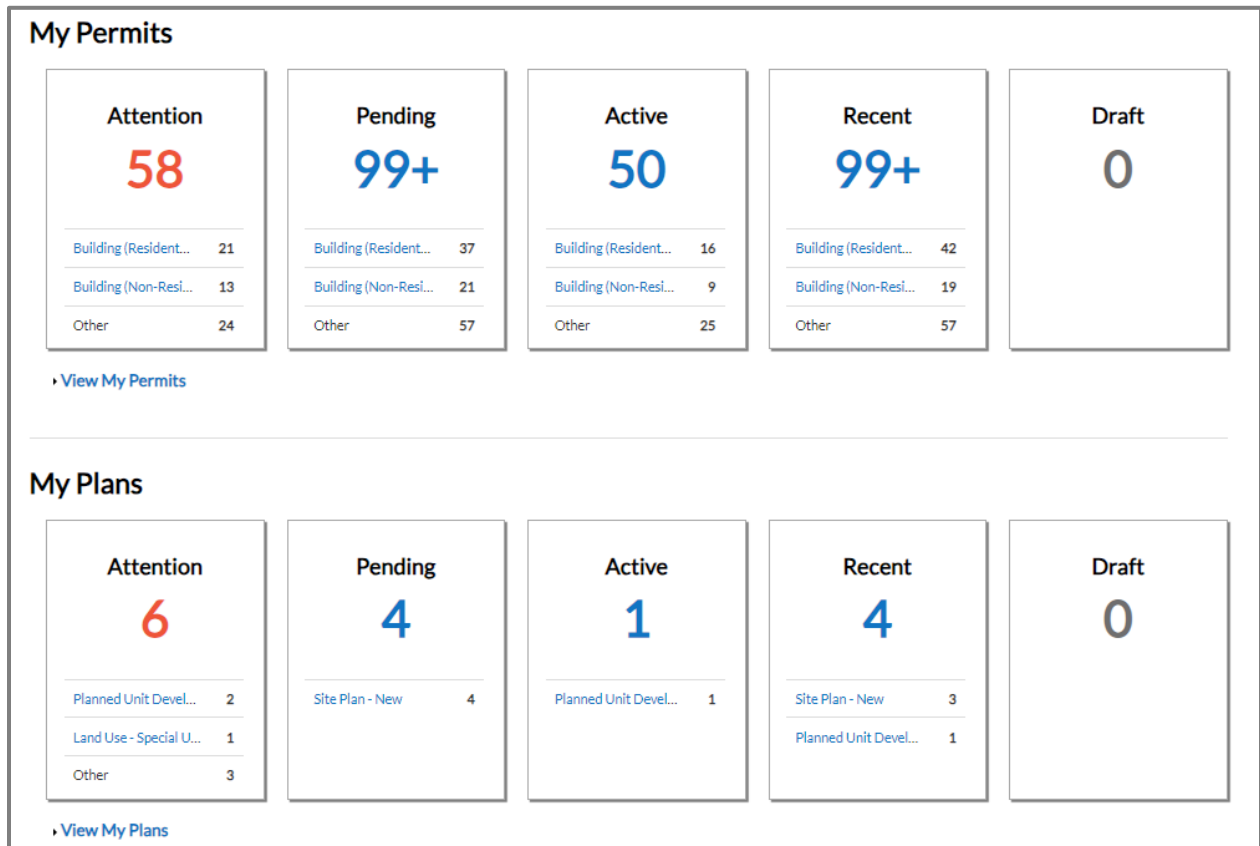
<p>Expired</p> <p>33</p> <p>DAYS</p> <p>Test Business</p> <p>No. HOME-000072-2023</p> <p>Type Home Business - Pho...</p> <p>Renew</p>	<p>Expires in</p> <p>255</p> <p>DAYS</p> <p>PBG Construction, Tim Taylor</p> <p>No. CON-000001-2020</p> <p>Type Contractor - General</p> <p>Renew</p>	<p>Expires in</p> <p>296</p> <p>DAYS</p> <p>Yellow Rose Florist</p> <p>No. RETL-000052-2023</p> <p>Type Retail - Florist</p> <p>Renew</p>	<p>Expires in</p> <p>304</p> <p>DAYS</p> <p>Test Co.</p> <p>No. RETL-000060-2023</p> <p>Type Tobacco License</p> <p>Renew</p>	<p>Draft</p> <p>0</p>
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[View My Licenses](#)



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 Inspections

Requested	Scheduled	Closed
31	71	55
Footing 4	Footing 11	Footing 13
Foundation W... 4	Foundation W... 9	Business Regi... 6
Other 23	Other 51	Other 36

[View My Inspections](#)

My Invoices

Current 2	\$4,300.00	Add To Cart
Past Due 29	\$59,864.00	Add To Cart
Total 31	\$64,164.00	Add To Cart

[View My Invoices](#)

My Licenses

<p style="font-weight: bold; color: blue;">Expired</p> <p style="font-size: 2em; color: blue; font-weight: bold;">33</p> <p style="font-size: 0.8em; color: blue;">DAYS</p> <hr style="border: 0.5px solid #ccc;"/> <p style="font-size: 0.8em; color: #555;">Test Business</p> <p style="font-size: 0.8em; color: #555;">No. HOME-000072-2023</p> <p style="font-size: 0.8em; color: #555;">Type Home Business - Pho...</p> <p style="background-color: #333; color: white; text-align: center; padding: 5px; font-weight: bold;">Renew</p>	<p style="font-weight: bold; color: blue;">Expires in</p> <p style="font-size: 2em; color: blue; font-weight: bold;">255</p> <p style="font-size: 0.8em; color: blue;">DAYS</p> <hr style="border: 0.5px solid #ccc;"/> <p style="font-size: 0.8em; color: #555;">PBG Construction, Tim Taylor</p> <p style="font-size: 0.8em; color: #555;">No. CON-000001-2020</p> <p style="font-size: 0.8em; color: #555;">Type Contractor - General</p> <p style="background-color: #333; color: white; text-align: center; padding: 5px; font-weight: bold;">Renew</p>	<p style="font-weight: bold; color: blue;">Expires in</p> <p style="font-size: 2em; color: blue; font-weight: bold;">296</p> <p style="font-size: 0.8em; color: blue;">DAYS</p> <hr style="border: 0.5px solid #ccc;"/> <p style="font-size: 0.8em; color: #555;">Yellow Rose Florist</p> <p style="font-size: 0.8em; color: #555;">No. RETL-000052-2023</p> <p style="font-size: 0.8em; color: #555;">Type Retail - Florist</p> <p style="background-color: #333; color: white; text-align: center; padding: 5px; font-weight: bold;">Renew</p>	<p style="font-weight: bold; color: blue;">Expires in</p> <p style="font-size: 2em; color: blue; font-weight: bold;">304</p> <p style="font-size: 0.8em; color: blue;">DAYS</p> <hr style="border: 0.5px solid #ccc;"/> <p style="font-size: 0.8em; color: #555;">Test Co.</p> <p style="font-size: 0.8em; color: #555;">No. RETL-000060-2023</p> <p style="font-size: 0.8em; color: #555;">Type Tobacco License</p> <p style="background-color: #333; color: white; text-align: center; padding: 5px; font-weight: bold;">Renew</p>	<p style="font-weight: bold; color: blue;">Draft</p> <p style="font-size: 2em; color: blue; font-weight: bold;">0</p>
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[View My 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.

My Permits

Attention 5	Pending 6	Active 2	Recent 8	Draft 1
Building (Residentia... 2	Building (Residentia... 4	Building (Residentia... 2	Building (Residentia... 4	Electrical (Residenti... 1
Building (Non-Resid... 1	Building (Non-Resid... 1		Building (Residentia... 2	
Other 2	Building (Non-Resid... 1		Other 2	

[View My Permits](#)

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.

The screenshot shows the 'Saved Work' section with tabs for 'MY TEMPLATES' and 'MY DRAFTS'. Under 'My Drafts', there is a 'Module' dropdown set to 'Permit' and a 'Sort' dropdown set to 'Module'. A table lists draft permits with columns for 'Module', 'Type', 'Last Update', and 'Action'. The table contains one row for a 'Permit' of type 'Electrical (Residential) - New Construction' with a 'Last Update' of '02/06/2023 02:24:53 PM' and 'Resume' and 'Delete' buttons. Below the table, there is a pagination control showing 'Results per page' set to 10 and '1 - 1 of 1' records.

Module	Type	Last Update	Action
Permit	Electrical (Residential) - New Construction	02/06/2023 02:24:53 PM	Resume Delete

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.

The screenshot shows the 'My Work' page with tabs for 'MY INVOICES', 'MY PERMITS', 'MY PLANS', 'MY EXISTING INSPECTIONS', 'REQUEST INSPECTIONS', and 'MY LICENSES'. The 'MY PERMITS' tab is active. A search box contains the text 'non-residential' and an 'Export to Excel' button. Below the search box, there are filters for 'Display' (set to 'All'), 'Records' (set to 'Updated'), and 'In' (set to 'Last 120 Days'). A table displays search results with columns for 'Permit Number', 'Project', 'Address', 'Permit Type', 'Status', and 'State'. Two records are shown: one for permit BLDC-000300-2023 and another for BLDC-000139-2022.

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000300-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDC-000139-2022		2400 Clifton Ct Naperville, I...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)

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

The screenshot shows the 'MY INVOICES' and 'MY PERMITS' tabs. The 'MY PERMITS' tab is active. A search box is visible. Below it, a 'Display' dropdown menu is open, showing a list of status options: 'All', 'Active', 'Attention (All)', 'Inspection Not Passed', 'On Hold', 'Pending', 'Recent' (highlighted), 'Record Not Approved', 'Resubmit File', 'Review Not Approved', and 'Unpaid Fees'.

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.

My Plans

Attention 6 Planned Unit Devel... 2 Land Use - Special U... 1 Other 3	Pending 4 Site Plan - New 4	Active 1 Planned Unit Devel... 1	Recent 4 Site Plan - New 3 Planned Unit Devel... 1	Draft 0
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[View My Plans](#)

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 Inspections

Requested	Scheduled	Closed
31	71	55
Footing 4	Footing 11	Footing 13
Foundation W... 4	Foundation W... 9	Business Regi... 6
Other 23	Other 51	Other 36

[View My Inspections](#)



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 Invoices		
Current 4	\$39,460.80	Add To Cart
Past Due 1	\$1,072.50	Add To Cart
Total 5	\$40,533.30	Add To Cart

[View My Invoices](#)

Shopping Cart			
			Total \$1,072.50
			Check Out
Invoice: INV-0000154		Description: BLDR-000209-2022	
Due Date: 01/15/2023			
Case Number	Project	Case Address	Amount Due
BLDR-000209-2022		1234 Chalet Rd Naperville IL 60563	\$1,072.50
			\$1,072.50
			Remove
			Top Main Menu
			Total \$1,072.50
			Check Out



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.

My Licenses

<p>Expired</p> <p>33</p> <p>DAYS</p> <hr/> <p>Test Business</p> <hr/> <p>No. HOME-000072-2023</p> <hr/> <p>Type Home Business - Pho...</p> <p>Renew</p>	<p>Expires in</p> <p>255</p> <p>DAYS</p> <hr/> <p>PBG Construction, Tim Taylor</p> <hr/> <p>No. CON-000001-2020</p> <hr/> <p>Type Contractor - General</p> <p>Renew</p>	<p>Expires in</p> <p>296</p> <p>DAYS</p> <hr/> <p>Yellow Rose Florist</p> <hr/> <p>No. RETL-000052-2023</p> <hr/> <p>Type Retail - Florist</p> <p>Renew</p>	<p>Expires in</p> <p>304</p> <p>DAYS</p> <hr/> <p>Test Co.</p> <hr/> <p>No. RETL-000060-2023</p> <hr/> <p>Type Tobacco License</p> <p>Renew</p>	<p>Draft</p> <p>0</p>
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[View My Licenses](#)



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.

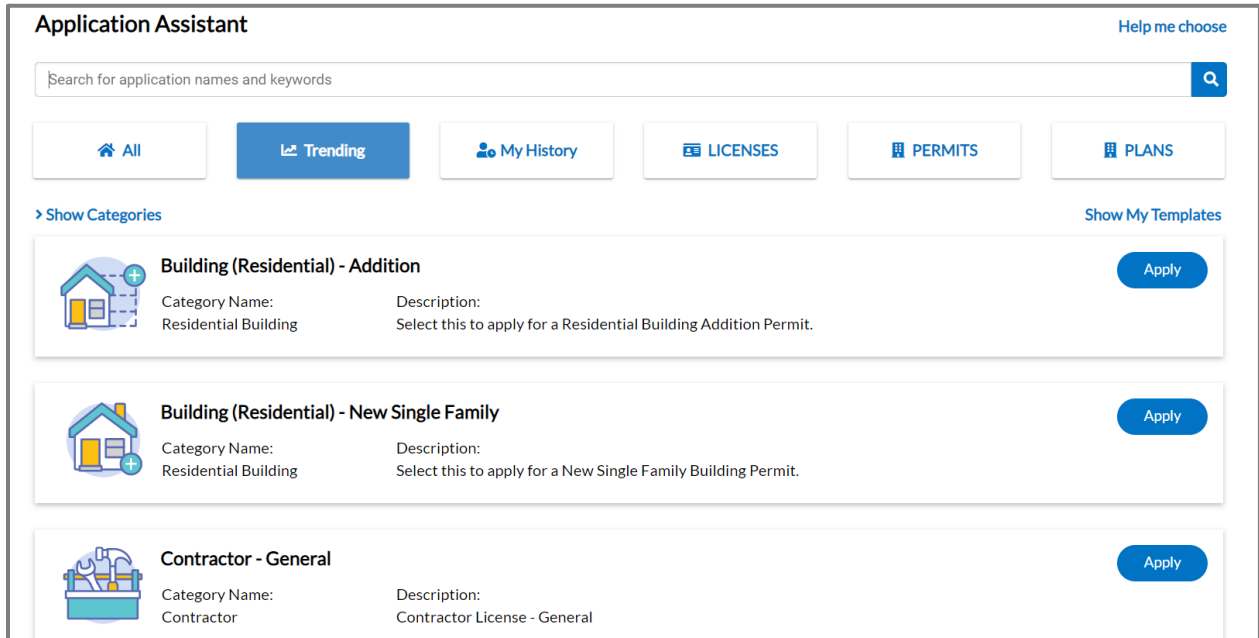


Apply with Application Assistant

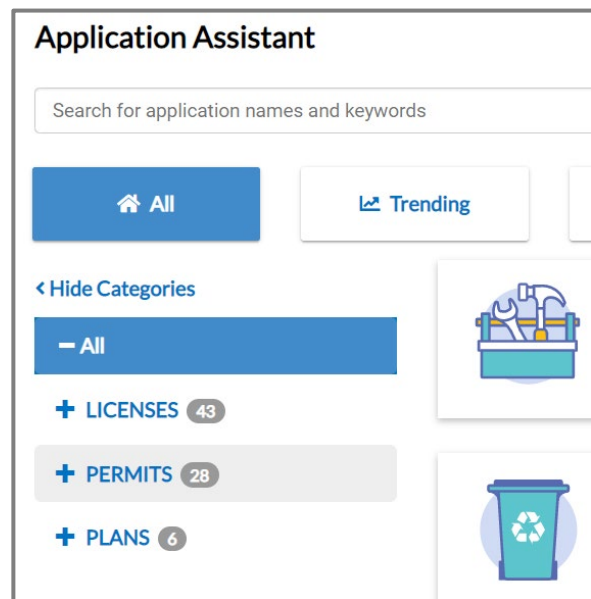
The Application Assistant offers a guided way to apply for licenses, permits, and plans. This guide uses a permit as an example application, but the process is similar for other applications. To use the Application Assistant:

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.

Application Assistant Help me choose

Search for application names and keywords

[Show Categories](#) [Show My Templates](#)

Building (Residential) - Addition

Category Name: Residential Building Description: Select this to apply for a Residential Building Addition Permit.

Building (Residential) - New Single Family

Category Name: Residential Building Description: Select this to apply for a New Single Family Building Permit.

Contractor - General

Category Name: Contractor Description: Contractor License - General

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.

Application Assistant

electrical

- Contractor - **Electrical**
- Electrical** (Non-Residential) - Alteration
- Electrical** (Non-Residential) - New Construction



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.

Apply for Permit - Building (Non-Residential) - Alteration *REQUIRED

1 Locations 2 Type 3 Contacts 4 More Info 5 Attachments 6 Signature 7 Review and Submit

LOCATIONS

Please select or add the location of your project.

Location

Add Location

+

REQUIRED

Create Template Save Draft Next

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.

Add Address As Location

Back to Application

SEARCH ENTER MANUALLY

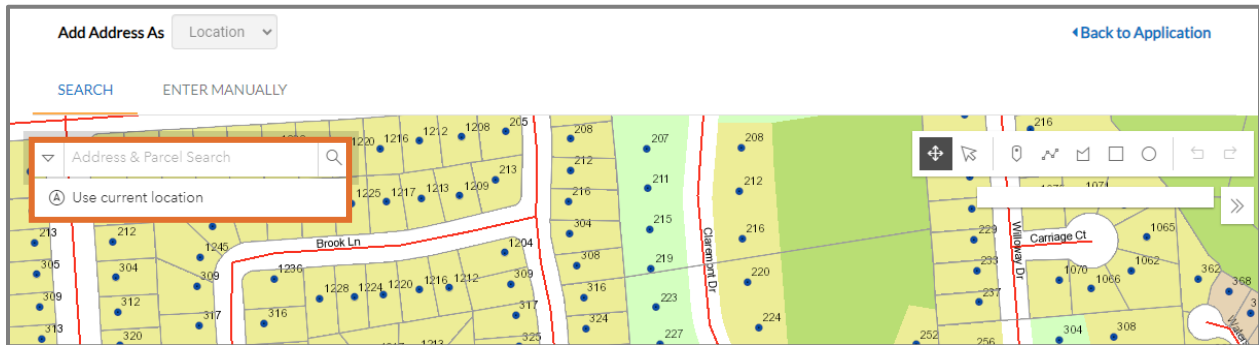
Addresses & Parcel Search

All Address Parcels

Carriage Ct Wilder Dr



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:

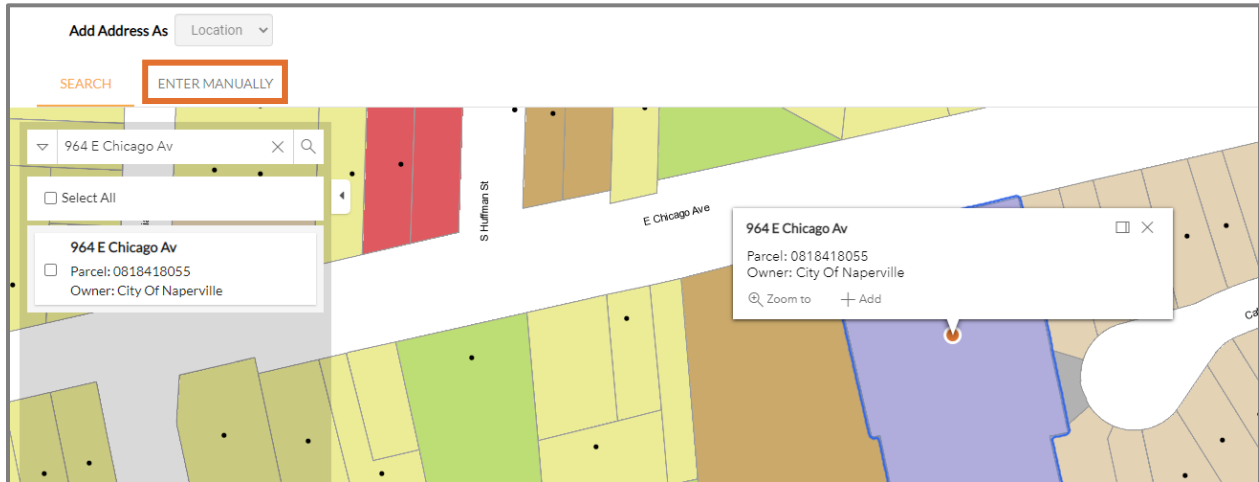
- Results specific to the criteria.
 - A pin on the map with a popup listing parcel and owner information, allowing the customer to zoom to the location or add a case. The parcel owner may not display, if configured.
6. Mark the desired **Address**.
 - a. Click **Add** in the search results to add a 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**.

A screenshot of the 'Enter Manually' form interface. The form is titled 'Enter Manually' and is located under the 'ENTER MANUALLY' tab. It contains several input fields: 'Country Type' (dropdown menu with 'US' selected), 'Enter Address' (text input with placeholder 'Search Addresses'), 'Street Number' (text input with a red asterisk indicating it is a required field), 'Pre Direction' (dropdown menu), 'Street Name' (text input), 'Street Type' (dropdown menu), 'Post Direction' (dropdown menu), 'Unit Or Suite' (text input), 'City' (text input), 'State' (dropdown menu), 'Zip Code' (text input), and 'County' (text input). A blue 'Save' button is located at the bottom right of the form.

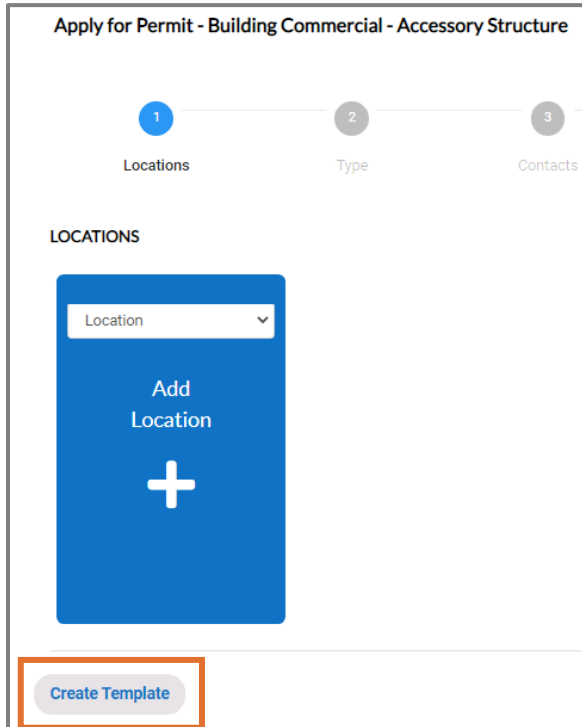
NOTE Required fields are noted with a red asterisk.



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.

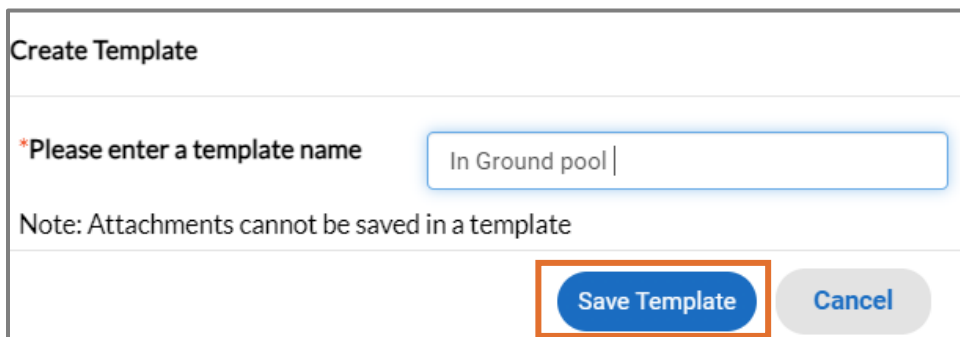
1. Click **Create Template** on the Location step of an application.



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.

Saved Work

MY TEMPLATES MY DRAFTS

My Templates

Module All Sort Template Name

Module	Template Name	Type	Last Update	Action
Permit	In Ground pool	Pool (Residential) - In Ground	02/16/2023 10:35 AM	Use Update Delete
Permit	New Residential Home	Building (Residential) - New Single Family	02/09/2023 01:36 PM	Use Update Delete



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**.

Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

Progress: 1. Locations (checked), 2. Type (active), 3. Contacts, 4. More Info, 5. Attachments, 6. Signature, 7. Review and Submit

PERMIT DETAILS

Please enter the requested details about your project.

Note: Fields with an asterisk(*) are required.

* Permit Type: Building (Non-Residential) - New Const

Description:

Square Feet:

Valuation:

Buttons: Back, Create Template, Save Draft, 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.


Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

Locations Type **Contacts** More Info Attachments Signature Review and Submit

CONTACTS

Please select or add any contacts you would like attached to this permit.

Applicant



Kathy LaPaglia (You)

2530 Sever Rd.,
Lawrenceville, GA, 30043

Select Type

Add Contact

+

Back Create Template Save Draft Next


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.

CONTACTS

Please select or add any contacts you would like attached to this permit.

Applicant



Kathy LaPaglia (You)

2530 Sever Rd.,
Lawrenceville, GA, 30043

Select Type

Select Type

Applicant
Architect
Contractor
Developer
Owner
Owner/Builder

+



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

Add Contact

Add Contact As Contractor ▼

Search
Enter Manually
My Favorites

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.

Search
Enter Manually
My Favorites

Search 🔍

Sort Relevance ▼

Favorite	First Name	Last Name	Address	Company	Email	Action
★	Tim	Taylor	35 S Washington Naperville IL 60540	PBG Construction	pbg@tylerdemo.net	Add

NOTE To prevent creating duplicate contacts, search for the desired contact before manually entering a new contact.



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**.

Apply for Permit - Building (Non-Residential) - New Construction *REQUIRED

Locations Type Contacts **More Info** Attachments Signature Review and Submit

MORE INFO

Please provide additional details about your project below.

Note: Fields with an asterisk(*) are required.

General Building | Top | Main Menu

Construction Type	<input type="checkbox"/>	VB
	<input type="checkbox"/>	VA
	<input type="checkbox"/>	IV
	<input type="checkbox"/>	IIIA
	<input type="checkbox"/>	IIIB
	<input type="checkbox"/>	IIA
	<input type="checkbox"/>	IIB
	<input type="checkbox"/>	IA
	<input type="checkbox"/>	IB
	<input type="checkbox"/>	Not Applicable

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**.

Locations Type Contacts More Info Attachments **Signature** Review and Submit

SIGNATURE

By providing my first and last name below, I affirm that the facts stated by me are true, I understand any misrepresentation or fraudulent statement is grounds for automatic dismissal of this application and/ or revocation of the license. I understand that all signs displayed on my premise must be permitted by the Community Development Agency. I further understand that my business must be operated in compliance with all applicable state, federal & local laws, ordinances & regulations, & that the granting of this occupation tax certificate or payment of this occupation tax does not waive the right of any federal, state or local entity to regulate & enforce such laws, ordinances & regulations. I understand that all decisions of the Building Division may be appealed to the Review Board.

* Please type your name as consent to electronically sign this application. Kathy LaPaglia

Enable Type Signature Kathy LaPaglia

Kathy LaPaglia
February, 09 2023

X *Kathy LaPaglia*

Back Create Template Save Draft 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.

The screenshot shows a web form for reviewing and submitting an application. At the top, there is a list of application types with checkboxes: R-2 Multi-Family, R-2.1 Residential Care Facilities, R-3 1 & 2 Family Dwellings, R-3.1 Res. Care Facility < 6 Clients, R-4 Res. Care Facility >6 Clients, S-1 Storage, Mod Hazard, S-2 Storage, Low Hazard, and U Utility/Misc Structures. Below this list are three input fields: "Number of Stories", "Seating Capacity", and "Proposed Use". Underneath these fields is an "Attachments" section with two items: "Complete Building Plan (Building, Electrical etc)" and "Office Plans - LEVEL 02 FLOOR PLAN_v1.pdf". At the bottom of the form, there are four buttons: "Back", "Create Template", "Save Draft", and "Submit". The "Save Draft" and "Submit" buttons are highlighted with orange boxes.

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.

The screenshot shows a success page with a confirmation message and a fees summary. The confirmation message reads: "Your application was successfully submitted!" followed by "Your application has been submitted successfully! We are currently reviewing your application for completeness and will notify you if additional information is needed." Below the message is a "Continue to permit" button. To the right, there is a "Fees" summary box with a total of "\$825.00" and two buttons: "View Details" and "Add to Cart".



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.

Permit Number	Project	Address	Permit Type	Status	State
BLDR-000308-2023		1214 Cheshire Av Naperville...	Building (Residential) - New Single Family	Issued	Active, Recent
BLDR-000184-2022		1500 Tulane Dr Naperville, I...	Building (Residential) - New Single Family	Issued	Active, Attention, Recent (Unpaid Fees)

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.

Permit Number: **BLDR-000308-2023**

Permit Details | Tab Elements | Main Menu

Type:	Building (Residential) - New Single Family	Status:	Issued	Project Name:	
IVR Number:	100364	Applied Date:	01/31/2023	Issue Date:	01/31/2023
District:	East	Assigned To:	Lopez, Spencer	Expire Date:	07/31/2023
Square Feet:	2,800.00	Valuation:	\$350,000.00	Finalized Date:	
Description:					

Summary | Locations | Fees | Reviews | **Inspections** | Attachments | Contacts | Sub-Records | More Info | Public Comments



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	<input type="checkbox"/>
Concrete Slab Inspection	No	<input type="checkbox"/>
Floor Framing Inspection	No	<input type="checkbox"/>
Wall Framing Inspection	No	<input type="checkbox"/>
Final Building Inspection	No	<input type="checkbox"/>
Final Fire Inspection	No	<input type="checkbox"/>

[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.

Request Inspections (1)

1 #BLDR-000308-2023

Inspection Type: Foundation Wall Case Type: Building (Residential) - New Single Family

Address: 1214 Cheshire Av Naperville, IL 60540

* Requested Date

Comments/Gate Code

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

Comments/Gate Code



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

1 Case #BLDR-000308-2023

Inspection Type: Foundation Wall

Case Type: Building (Residential) - New Single Family

Address: 1214 Cheshire Av Naperville, IL 60540

Requested Date 02/10/2023

Comments/Gate Code Call ahead so contractor can meet you.
Tim Taylor - 112-234-1234



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.

Summary Locations Fees Reviews **Inspections** Attachments Contacts Sub-Records More Info Public Comments

Existing Inspections | Request Inspections | Optional Inspections | Next Tab | Permit Details | Main Menu

Existing Inspections Sort Description ▾

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
IBLD-000343-2023	Foundation Wall Inspection	Requested	02/10/2023			Cancel Inspection


Results per page 10 ▾ 1 - 1 of 1 << < 1 > >>



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.

Permit Number: BLDR-000308-2023 

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Building (Residential) - New Single Family	Status:	Issued	Project Name:	
IVR Number:	100364	Applied Date:	01/31/2023	Issue Date:	01/31/2023
District:	East	Assigned To:	Lopez, Spencer	Expire Date:	07/31/2023
Square Feet:	2,800.00	Valuation:	\$350,000.00	Finalized Date:	
Description:					

[Summary](#) | [Locations](#) | **[Fees](#)** | [Reviews](#) | [Inspections](#) | [Attachments](#) | [Contacts](#) | [Sub-Records](#) | [More Info](#) | [Public Comments](#)

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

[Fee Summary](#) | [Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [License Details](#) | [Main Menu](#)

Fee Summary

Total Fees:	\$50.00	Paid Fees:	\$0.00	Unpaid Fees:	\$50.00	Add To 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.

My Invoices

Current		
5	\$40,285.80	Add To Cart
Past Due		
1	\$1,072.50	Add To Cart
Total		
6	\$41,358.30	Add To Cart

[View My Invoices](#)

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.

My Work

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

Search... [Export to Excel](#)

[Add To Cart](#) [Display](#) Unpaid for All Invoices

<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number	Address
<input type="checkbox"/>	INV-00000154	\$1,072.50	01/15/2023	Invoiced, Past Due	BLDR-000209-2022	1234 Chalet Rd Naperville, I...
<input type="checkbox"/>	INV-00000251	\$250.00	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, I...
<input type="checkbox"/>	INV-00000252	\$2,961.75	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, I...
<input type="checkbox"/>	INV-00000253	\$2,000.00	03/01/2023	Due	RZNE-000055-2023	1125 Kings Point Ct Naperv...
<input type="checkbox"/>	INV-00000254	\$34,249.05	03/01/2023	Due	BLDC-000300-2023	1122 S Charles Av Napervill...
<input type="checkbox"/>	INV-00000287	\$825.00	03/11/2023	Due	BLDC-000336-2023	1012 95th St Naperville, IL ...

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

Summary Locations **Fees** Inspections Attachments Contacts Sub-Records More Info Public Comments

[Fee Summary](#) | [Remaining Fees](#) | [Paid Fees](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Fee Summary

Total Fees:	\$34,249.05	Paid Fees:	\$0.00	Unpaid Fees:	\$34,249.05	Add to Cart
--------------------	-------------	-------------------	--------	---------------------	-------------	-----------------------------

Remaining Fees Sort Fee

Fee	Invoice	Computed	Amount Due
Building Permit Fee (Non-Residential)	INV-00000254	\$20,757.00	\$20,757.00
Building Plan Review Fee	INV-00000254	\$13,492.05	\$13,492.05



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.

Invoice Number: INV-00000254

Pay Now

Invoice Total: \$34,249.05

Status: Due Invoice Date: 01/30/2023 Due Date: 03/01/2023

Description: BLDC-000300-2023 - Created during online application in Civic Access

Primary Fees Misc Fees Payments Attachments Contacts

Primary Fees Sort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Building Permit Fee (Non-Residential)	\$20,757.00	\$20,757.00	BLDC-000300-2023	Permit	
Building Plan Review Fee	\$13,492.05	\$13,492.05	BLDC-000300-2023	Permit	



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.

My Work						
MY INVOICES		MY PERMITS		MY EXISTING INSPECTIONS		
Search...						Export to Excel
Display: Attention (All) ▼						
Permit Number	Project	Address	Permit Type	Status	State	
BLDR-000157-2023		1122 Cheshire Av Naperville...	Building (Residential) - Addition	In Review	Attention, Recent, Pending (Review Not Approved, Resubmit File)	
BLDR-000149-2023		1222 Cheshire Av Naperville...	Building (Residential) - Addition	In Review	Attention, Recent, Pending (Unpaid Fees, Review Not Approved, Resubmit File)	
BLDR-000153-2023		1122 Thunderbird Ln Naper...	Building (Residential) - New Single Family	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)	

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.

Permit Number: BLDR-000157-2023

Permit Details | Tab Elements | Main Menu

Type: Building (Residential) - Addition	Status: In Review	Project Name:
IVR Number: 100187	Applied Date: 02/10/2023	Issue Date:
District: Blank	Assigned To: Thompson, Tyler	Expire Date:
Square Feet: 300.00	Valuation: \$45,000.00	Finalized Date:

Summary | Locations | Fees | **Reviews 1** | Inspections | Attachments 2 | Contacts | Sub-Records | More Info | Public Comments

Building Review (Residential)

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	02/10/2023	02/27/2023	02/10/2023

Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023 ▼



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

Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023

Due Date: 02/27/2023 Completed Date: 02/10/2023

Comment
See corrections for additional things needed upon resubmittal of plans.

Corrections (2)

Correction Type	Electrical Valuation	Category	General Correction	Respond
Corrective Action	Complete a "Certification of Construction Valuation" form.			
Comment	Electrical Certification of Valuation			
<input type="text" value="Type response here"/>				

Correction Type	Signed Plans	Category	General Correction	Respond
Corrective Action	Have all plans signed and reattach.			
Comment	All sheets of the final plans shall bear the signature of the person who prepared the plans.			

Update Responses

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**.

Reviews

All reviews in red must be acknowledged before continuing.

Building Review (Residential)

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	02/10/2023	02/27/2023	02/10/2023

Building • Requires Re-submit • Thompson Tyler • Completed : 02/10/2023

Due Date	Completed Date
02/27/2023	02/10/2023

Comment

See corrections for additional things needed upon resubmittal of plans.

Corrections (2)

Correction Type	Electrical Valuation	Category	General Correction	Hide Response
Corrective Action	Complete a "Certification of Construction Valuation" form.			
Comment	Electrical Certification of Valuation			
Will attach or email it in.				

Correction Type	Signed Plans	Category	General Correction	Respond
Corrective Action	Have all plans signed and reattach.			
Comment	All sheets of the final plans shall bear the signature of the person who prepared the plans.			

Acknowledge

Back **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.

Summary Locations Fees Reviews **Attachments** Inspections

Attachments | Next Tab | Permit Details | Main Menu

Attachments

At least one file needs to be resubmitted.

Complete Building Plan (Building, Electrical etc)
Enclosed Sunroom Plans_v1.pdf
Version: 1
Status: Required For
Resubmit Instructions: Tyler Thompson: See markups.

Electrical Plan
ELECTRICAL PLAN_v1.pdf
Uploaded: 02/10/2023
Notes: Electrical Plan

Resubmit Markups History

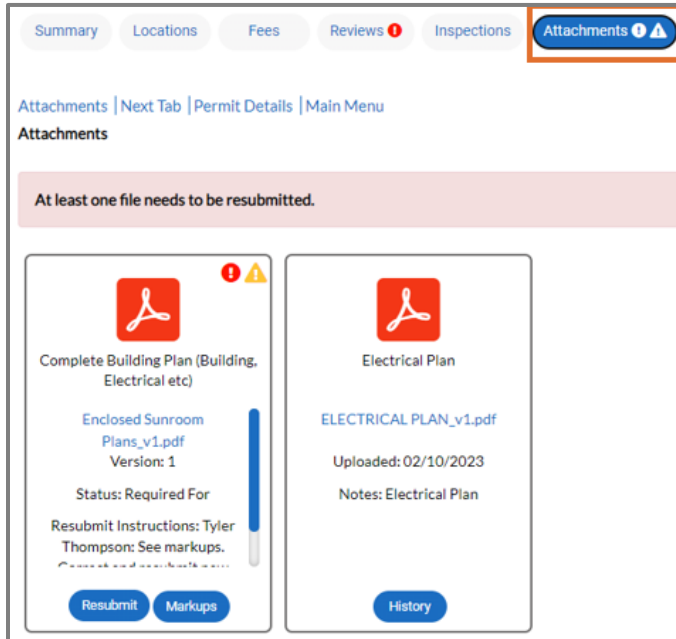
3. Click **Respond** to respond to the markups, if configured.
4. Click **Close** when done responding.

Text	Added By	Page	
Add scale to drawing on all pages	kathy.lapaglia	1	Respond
Is this the new deck, not on enclosed	kathy.lapaglia	1	Respond

Update Response(s) Close

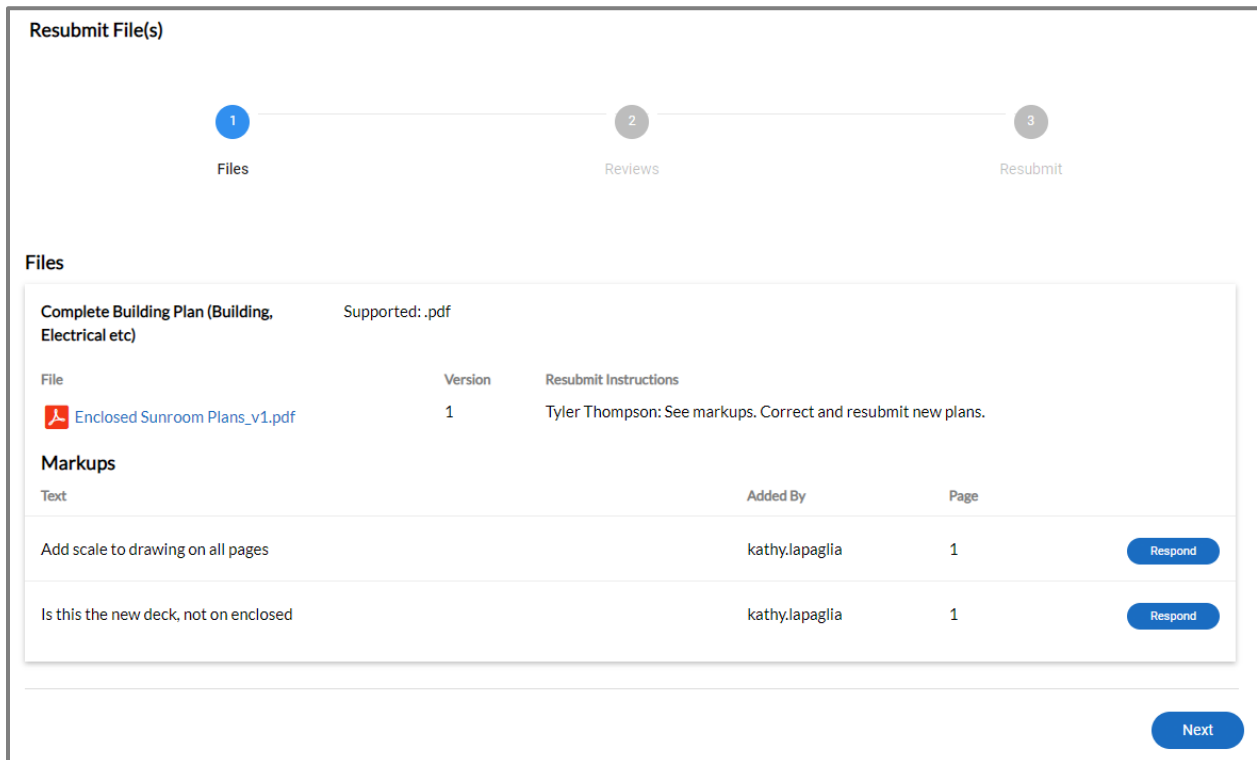


- Click the **file name** to open the PDF and view the markups.
- Click **Resubmit** to upload the corrected file(s).



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

- Click **Next**.



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.

Invoice Number	Amount Due	Due	Status	Case Number	Address
INV-0000154	\$1,072.50	01/15/2023	Invoiced, Past Due	BLDR-000209-2022	1234 Chalet Rd Naperville, I...
INV-0000251	\$250.00	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, I...
INV-0000252	\$2,961.75	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, I...
INV-0000253	\$2,000.00	03/01/2023	Due	RZNE-000055-2023	1125 Kings Point Ct Naperv...
INV-0000254	\$34,249.05	03/01/2023	Due	BLDC-000300-2023	1122 S Charles Av Napervill...
INV-0000287	\$825.00	03/11/2023	Due	BLDC-000336-2023	1012 95th St Naperville, IL ...

My Permits

To view details of a permit:

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

Permit Number	Project	Address	Permit Type	Status	State
BLDR-000298-2023		1234 Chalet Rd Naperville, I...	Building (Residential) - Addition	In Review	Attention, Recent, Pending (Unpaid Fees, Review Not Approved)
BLDR-000308-2023		1214 Cheshire Av Napervill...	Building (Residential) - New Single Family	Issued	Active, Recent
BLDC-000336-2023		1012 95th St Naperville, IL ...	Building (Non-Residential) - New Construction	Submitted - Onli...	Attention, Recent (On Hold, Unpaid Fees)
BLDC-000335-2023		1122 S Charles Av Napervill...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending



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.

1122 Export to Excel

Display All Records Updated In Last 120 Days

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending
BLDC-000300-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDR-000138-2022		1122 Starlite Ct Naperville, ...	Building (Residential) - Addition	Submitted	Recent, Pending

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.

Search... Export to Excel

Display All Records Updated In Last 120 Days

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000139-2022		2400 Clifton Ct Naperville, I...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending

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

Search... Export to Excel

Display All Records Updated In Specified Range

Start Date 1/22/2023 End Date 2/10/2023

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000139-2022		2400 Clifton Ct Naperville, I...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending

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.

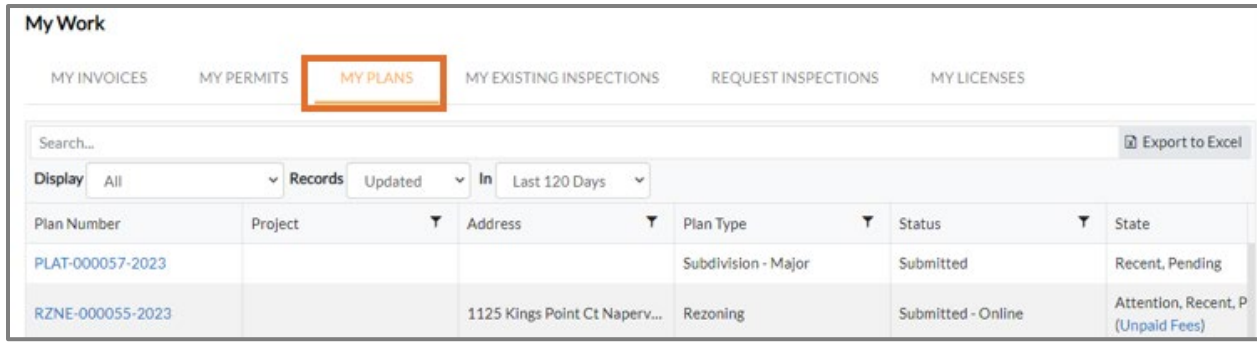
Results per page 10 1 - 1 of 1 << < 1 > >>



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.



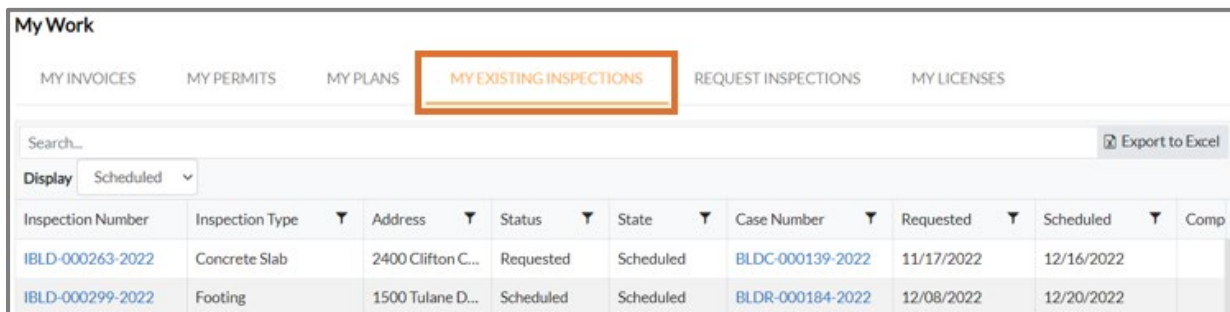
Plan Number	Project	Address	Plan Type	Status	State
PLAT-000057-2023			Subdivision - Major	Submitted	Recent, Pending
RZNE-000055-2023		1125 Kings Point Ct Naperv...	Rezoning	Submitted - Online	Attention, Recent, P (Unpaid Fees)

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.



Inspection Number	Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
IBLD-000263-2022	Concrete Slab	2400 Clifton C...	Requested	Scheduled	BLDC-000139-2022	11/17/2022	12/16/2022	
IBLD-000299-2022	Footing	1500 Tulane D...	Scheduled	Scheduled	BLDR-000184-2022	12/08/2022	12/20/2022	



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.

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS **REQUEST INSPECTIONS** MY LICENSES

Search...

Request Inspection

<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Concrete Slab
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Wall Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Foundation Wall
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Floor Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Fire
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Building

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.

Search... Export to Excel

Request Inspection

<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Concrete Slab
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Wall Framing
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Foundation Wall
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Floor Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Fire
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Building



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.

Sort Case Number

- Relevance
- Case Number
- Case Type
- Inspection Type
- Inspection Status
- Address
- Primary Inspector
- Inspection Order



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](#)

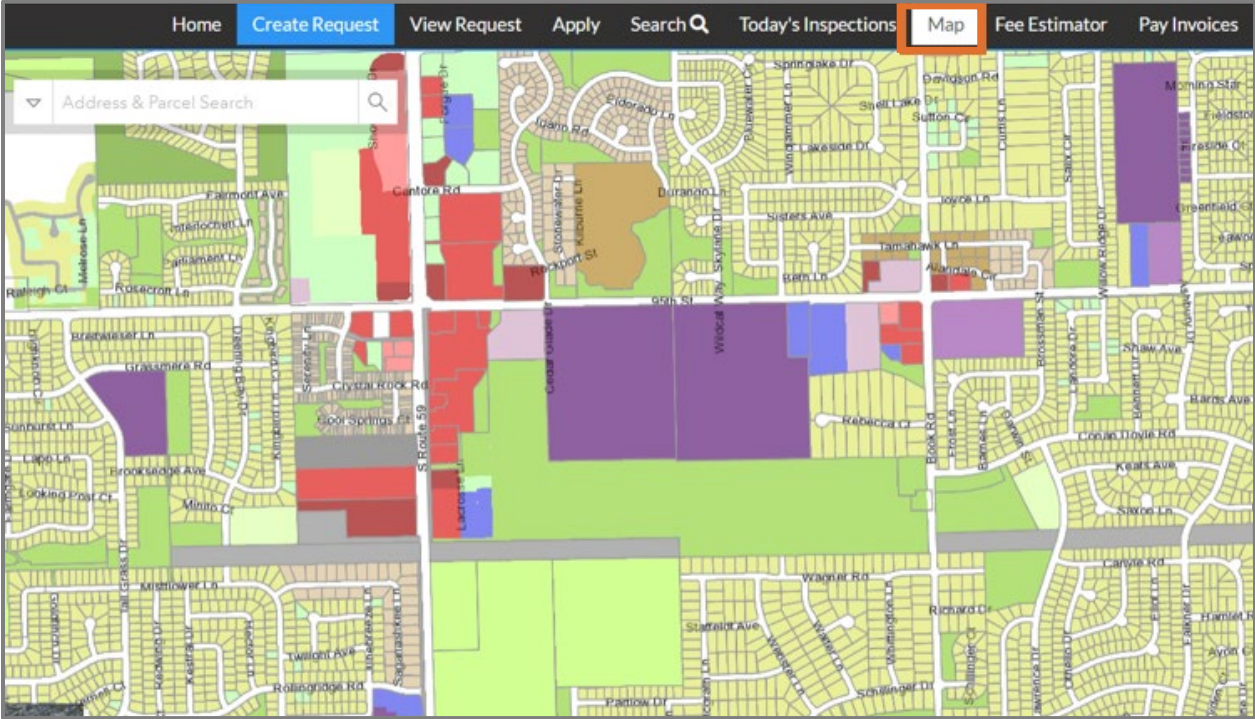


Map

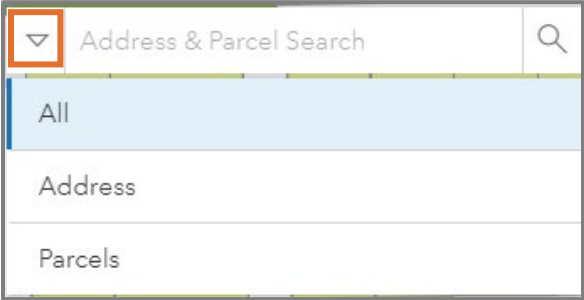
Civic Access integrates with the jurisdiction’s GIS information to allow for searches, pinned results, submitting applications, and more.

To use the Civic Access map:

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

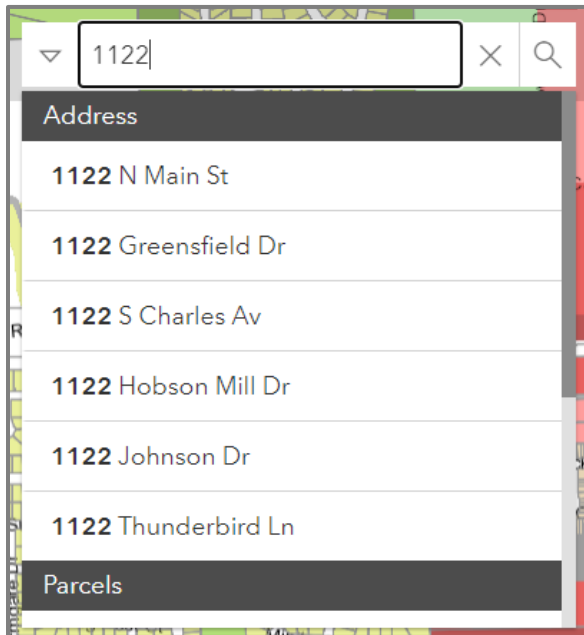


- 2. Click the **arrow** to select a search option. Choices are All as the default, Address, and Parcels.

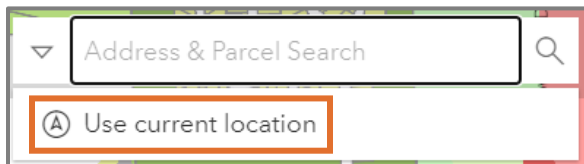


4. Type a partial or full **address** or a **parcel number**.

Civic Access displays results.

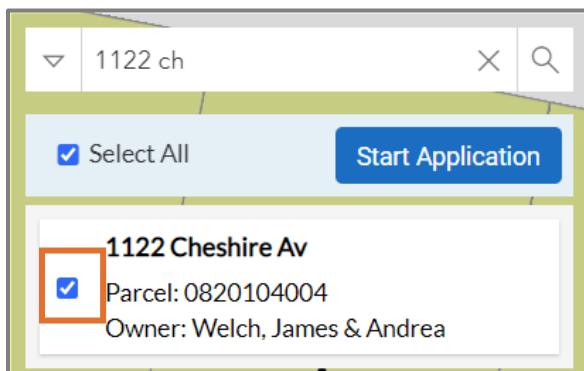


5. Click **Use current location** to use the current location.

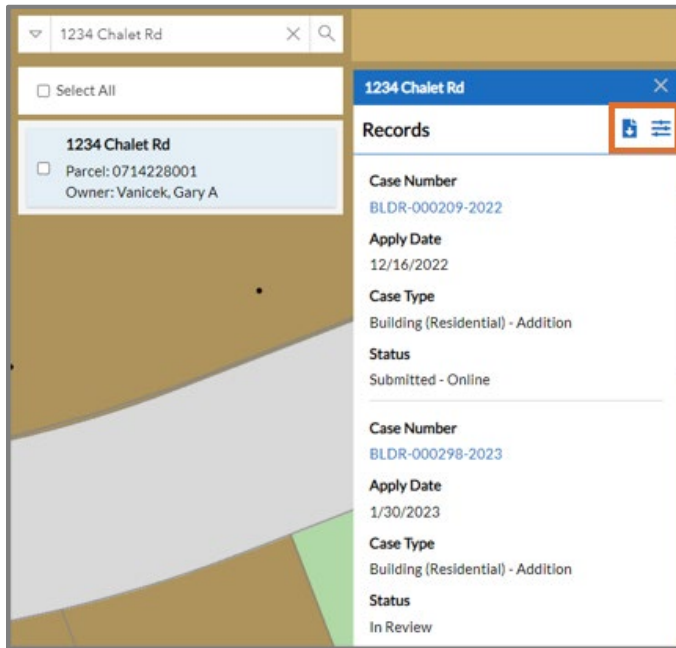


6. Mark the **box** to select an address.

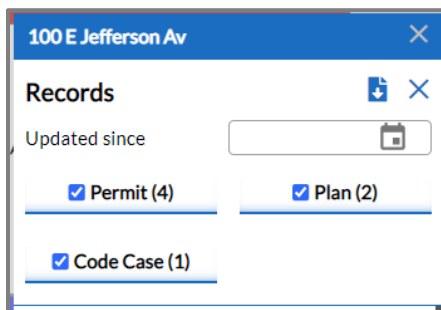
Civic Access displays the **Start Application** button. For more information, please refer to [Search For an Address section](#).



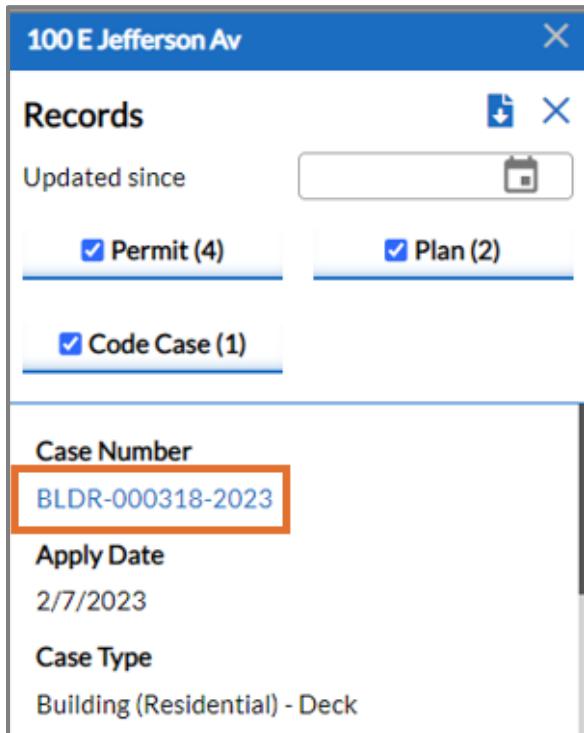
7. Click in the **box** of the desired address or parcel to view records related to the location.
8. Click **download** to save the results to the computer.
9. Click **more options** to view the calendar.



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

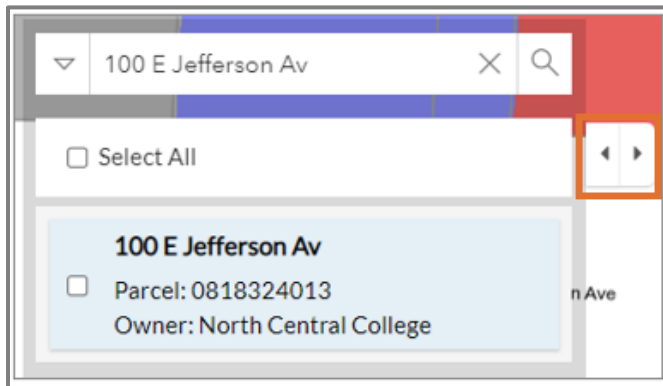


11. Click the **Case Number** to view information about the record.

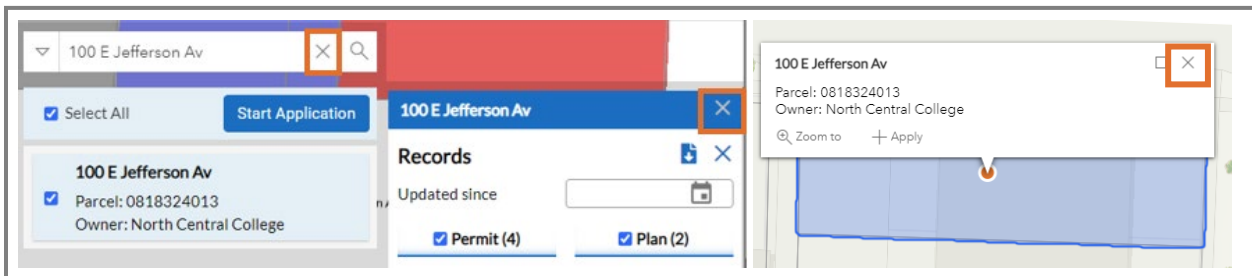


Civic Access display case details in another browser tab.

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



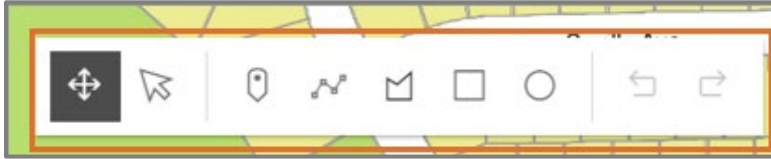
13. Click the **X** to clear the location information and start a new search.



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.

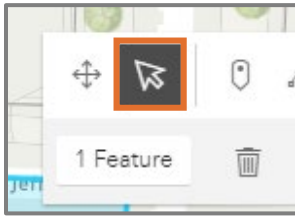


Civic Access displays a box around the feature.

- 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.

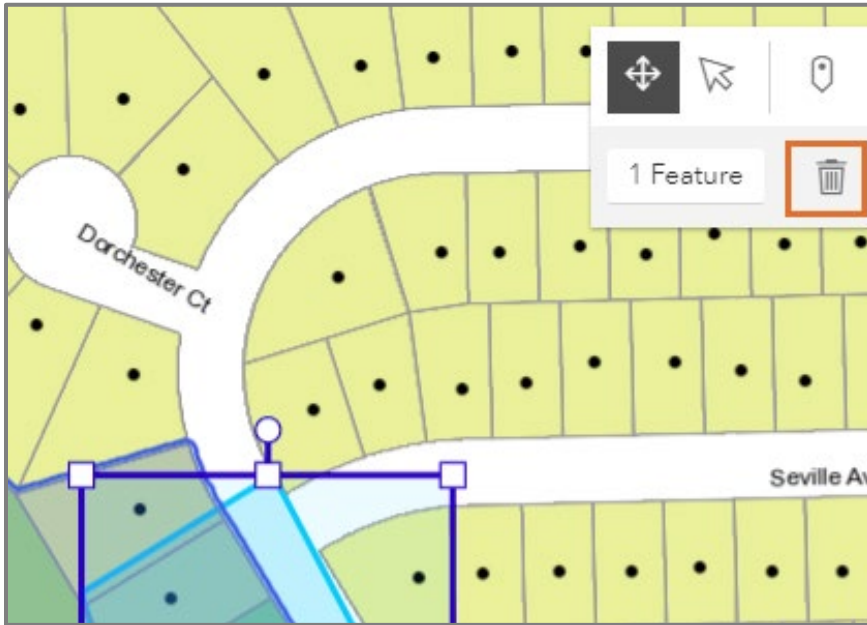
8. Click **Apply with this shape** to apply for a case using this area as the location.



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**.



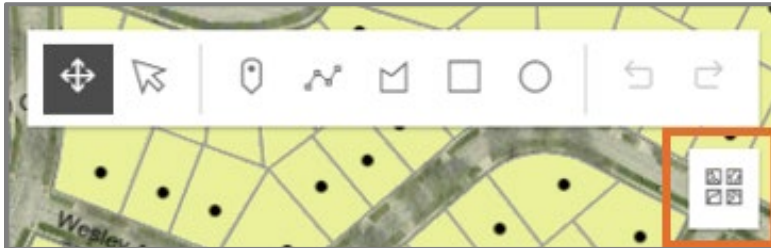
11. Click **undo** or **redo** while drawing a polygon to change a line of the shape. To use undo and redo, the polygon must not be a closed shape yet.



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.



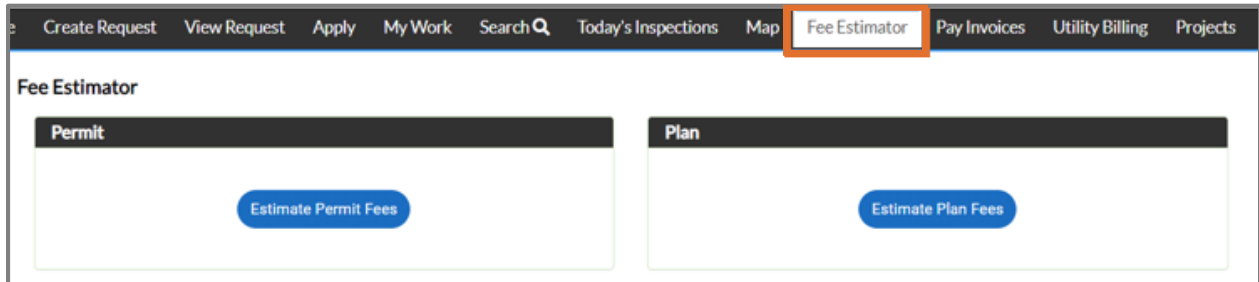
14. Click **home** to return to the default map view.
15. Click **plus** or **minus** to zoom in and out on the map.
- a. Or double click the **left mouse button**.
 - b. Or use the **roller ball** on the mouse.



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**.

A screenshot of the 'Estimate Permit Fees' form. At the top right, it says '*REQUIRED'. Below this is a progress indicator with three steps: '1 Type', '2 More Info', and '3 Review and Submit'. The 'Type' step is active. Under 'PERMIT DETAILS', there are four fields: 'Permit Type' (a dropdown menu with 'Building (Residential) - New Single Fa' selected), 'Square Feet' (an empty text box), 'Valuation' (an empty text box), and 'Application Date' (a date picker showing '02/13/2023'). A blue 'Next' button is located at the bottom right of the form.

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

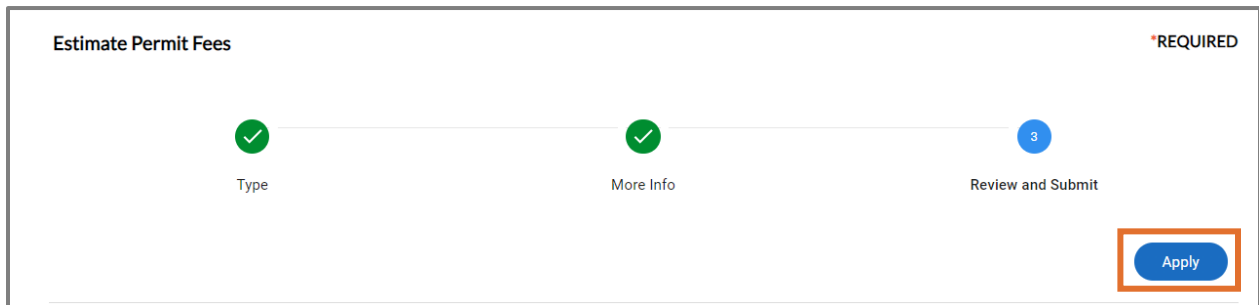
The following is a fee estimate and totals are subject to change. Additional fees may apply.

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.

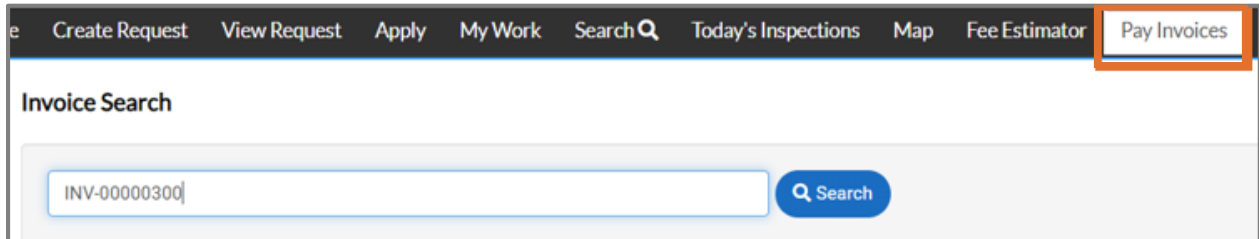
Civic Access prompts the customer to log in if not logged in already.



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**.



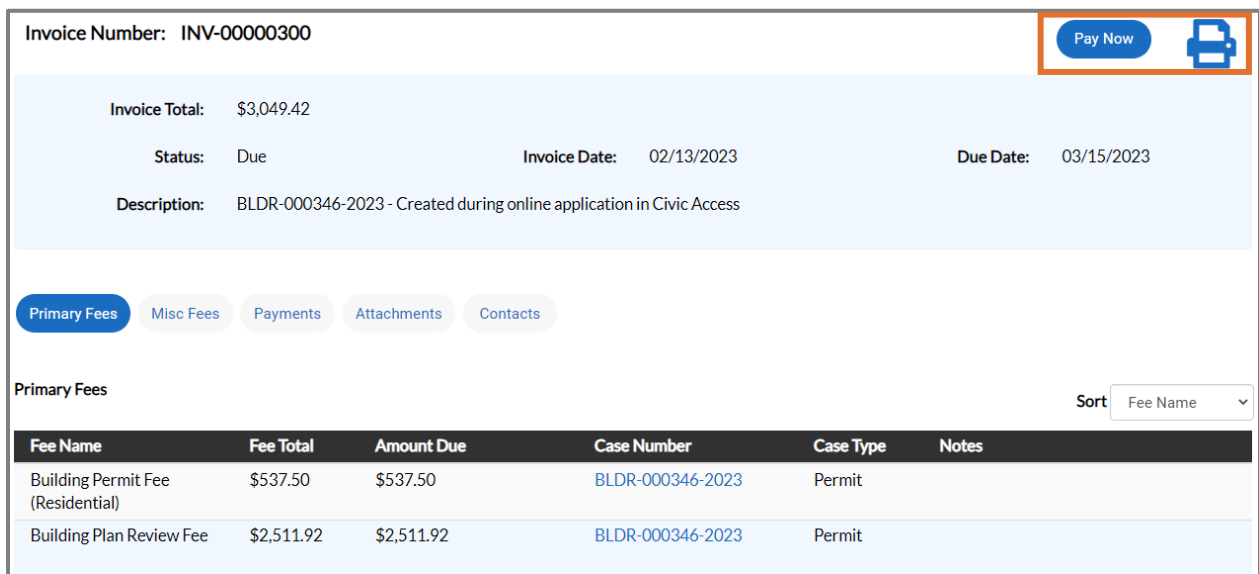
Navigation: Create Request | View Request | Apply | My Work | Search | Today's Inspections | Map | Fee Estimator | **Pay Invoices**

Invoice Search

INV-0000300 [Search]

Civic Access displays the Invoice Number page.

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



Invoice Number: INV-0000300 [Pay Now] [Print]

Invoice Total: \$3,049.42

Status: Due Invoice Date: 02/13/2023 Due Date: 03/15/2023

Description: BLDR-000346-2023 - Created during online application in Civic Access

Primary Fees | Misc Fees | Payments | Attachments | Contacts

Primary Fees Sort: Fee Name

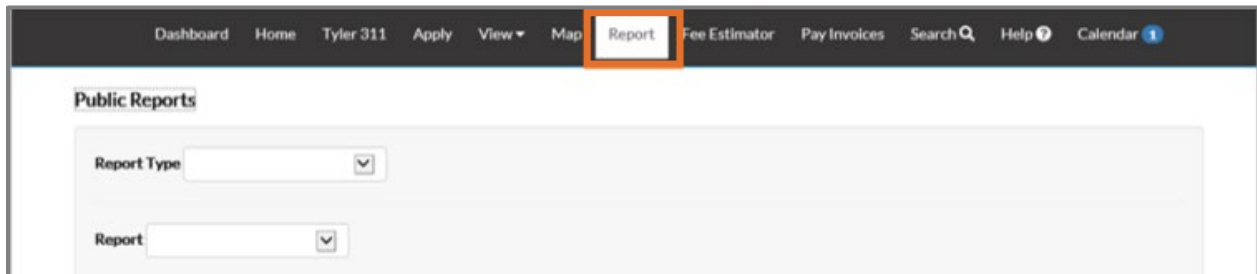
Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
Building Permit Fee (Residential)	\$537.50	\$537.50	BLDR-000346-2023	Permit	
Building Plan Review Fee	\$2,511.92	\$2,511.92	BLDR-000346-2023	Permit	



Public Reports

The Report menu allows customers to access public-facing reports from different modules if configured by the jurisdiction. To view a report:

1. Click **Report** in the menu on the Civic Access Home page.
2. Select the desired **module** in the Report Type dropdown.
3. Select the desired **report** in the Report dropdown.



The screenshot shows the top navigation bar of the Civic Access Home page. The 'Report' menu item is highlighted with an orange box. Below the navigation bar, the 'Public Reports' section is visible. It contains two dropdown menus: 'Report Type' and 'Report', both of which are currently empty.

4. Type a **Start Date** or click the **calendar** and select a **date**.
5. Type an **End Date** or click the **calendar** and select a **date**.
6. Click **Generate Report**.



The screenshot shows the 'Public Reports' form with the following selections: 'Report Type' is set to 'Permit Management', and 'Report' is set to 'Permit Issuance Summa'. Below these, there are two date fields: '*Start Date' and '*End Date', each with a calendar icon to its right. The 'Generate Report' button is highlighted with an orange box.

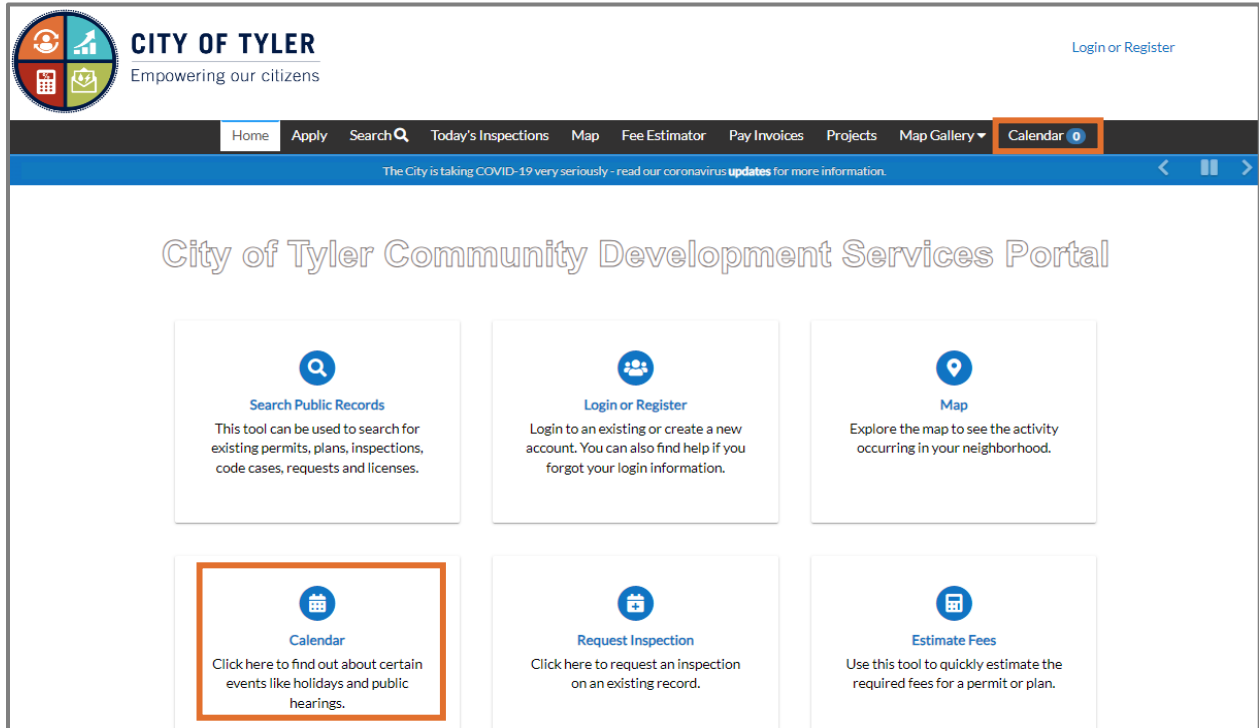
NOTE Required fields are noted with a red asterisk.



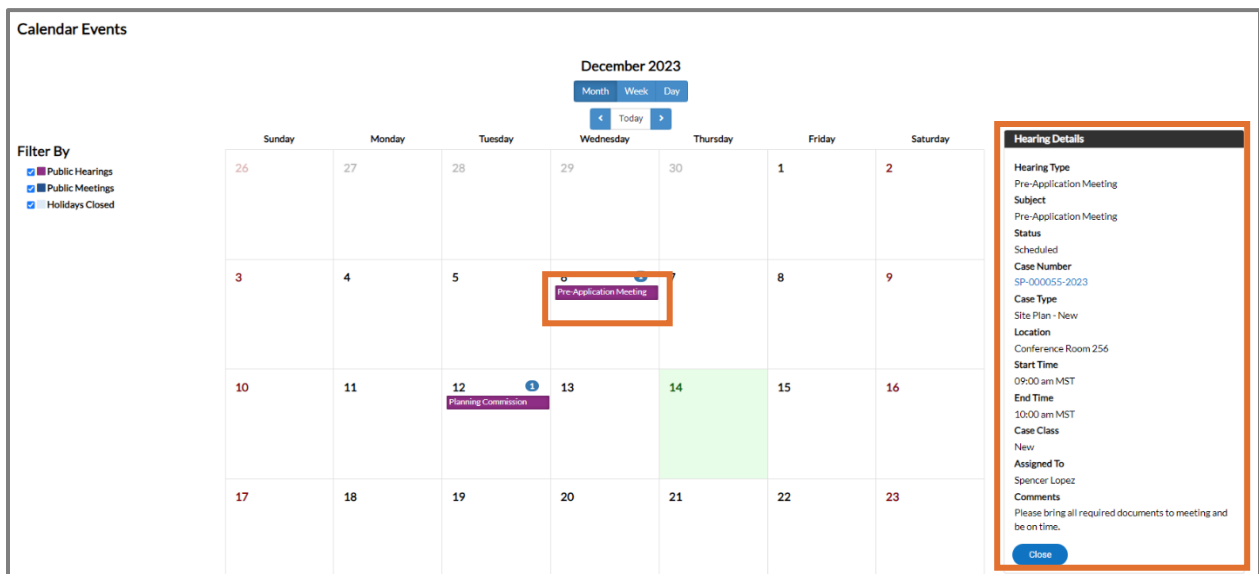
Calendar

The calendar displays public hearings, public meetings, and holidays based on EPL configuration. These categories are visible to all customers, not just registered users. If logged in, customers also can view scheduled inspections, expiration dates for plans and permits, and invoice due dates. To view the calendar:

1. Click **Calendar** in the menu on the Civic Access Home page.
2. Or click the **Calendar card**.



3. Click an **event** on the calendar to display event details.
4. Click **Close** to close the event details box.



Appendix A: Terminology and FAQs

For information about the following topics, please refer to the Terminology and FAQs User Guide:

- Universal Buttons for HTML Apps
- Universal Icons for HTML Apps
- Terminology/Common Acronyms
- FAQs
- Common Key Commands

About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate efficiently and transparently with residents and each other. By connecting data and processes across disparate systems, Tyler's solutions transform how clients gain actionable insights into opportunities and solutions for their communities. Tyler has more than 40,000 successful installations across nearly 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler has been recognized numerous times for growth and innovation, including Government Technology's GovTech 100 list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.



Appendix B: Accessibility

Civic Access and Civic Access Administration are Americans with Disabilities Act (ADA)-compliant at the WCAG 2.0 AA level. Numerous features are designed to make the site accessible to individuals with various impairments. Customers also can view Civic Access in different languages if configured by the jurisdiction.

ChromeVox

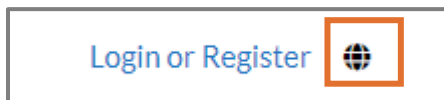
ChromeVox is a browser extension for Chrome on Windows and Mac OS X, which operates as an alternative page reader for online content. Chrome Vox speaks the content of the page, plays audio indicators for page load progress and objects on the page, and provides a way to navigate all web content from the keyboard. To use this feature:

1. Download **ChromeVox** at <http://www.chromevox.com/installing.html>.
2. Install **Chrome Vox** to use the speak-to-read feature in Civic Access.

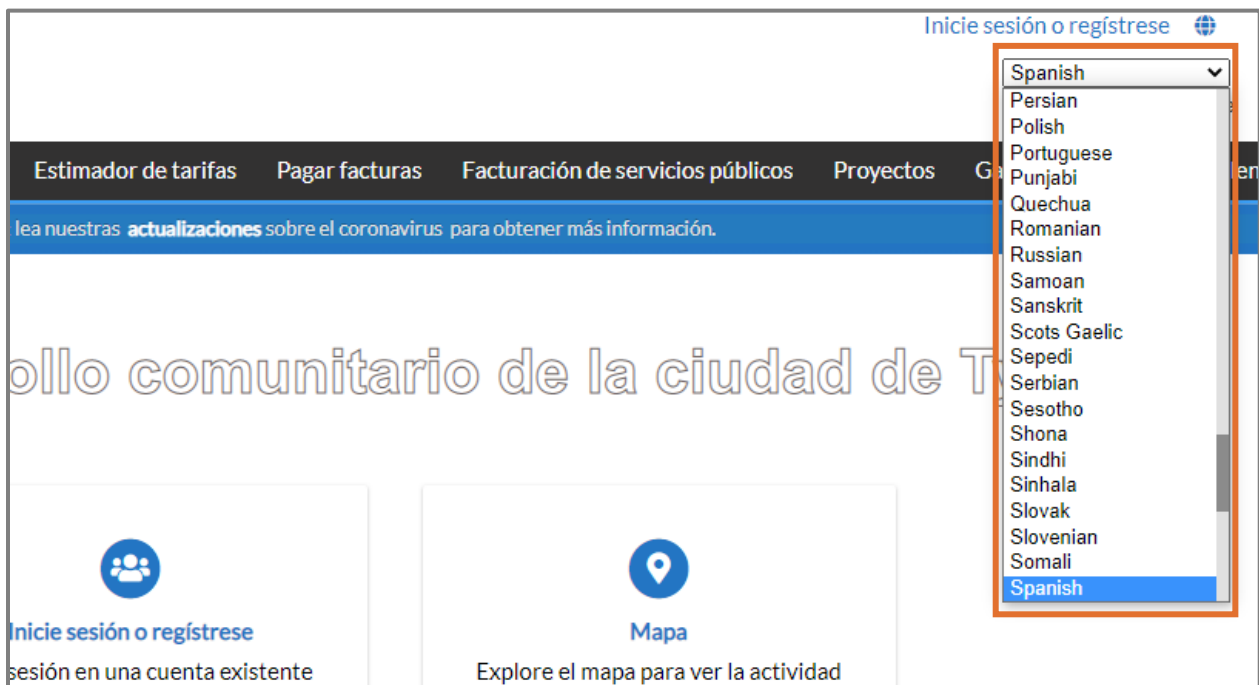
Google Translate

Customers can view Civic Access information in different languages if configured by the jurisdiction. This function uses Google Translate.

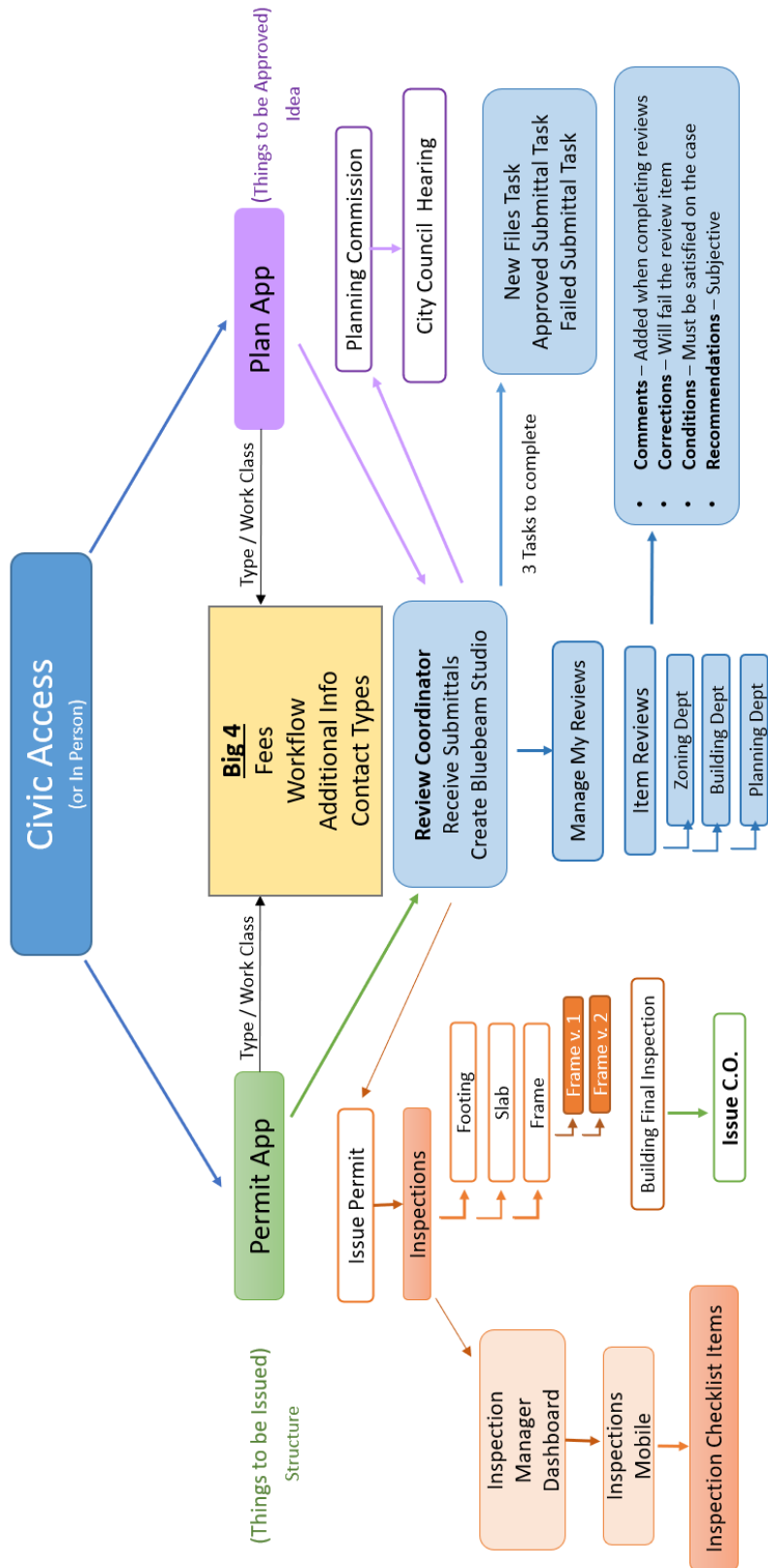
1. Click the **globe** at the top of the Home page.



2. Select a **language** in the dropdown to view Civic Access menus and text in the desired language.



Appendix C: Process Flow



Appendix D: EPL Case/Record Availability

Although there are many cases/records that a customer can create and view in Civic Access, there are some EPL cases/records that are not available online for customers. The following table lists cases/records customers can access if configured by the jurisdiction:

IN CIVIC ACCESS, CAN CUSTOMERS:			
EPL case/record	Apply/create case/record?	View case/record?	View/Add Files/Attachments?
Application	N	N	N
Business	Y	Y	Y
Business License	Y	Y	Y
Code Case	Y	Y	Y
Exam Request/ Exam Sitting	N	N	N
Impact Case	N	N	N
Inspection	Y	Y	Y
Inspection Case	N	N	N
Invoice	N	Y	Y
Landlord	N	N	N
Object Case	N	N	N
Operational Permit	N	N	N
Permit	Y	Y	Y
Plan	Y	Y	Y
Professional License	Y	Y	Y
Project	N	Y	Y
Rental Property License	N	N	N
Site	N	N	N
Tax Remittance Account	N	Y	Y

