Applying for a Permit Online (CAP)

EnerGov – Land Management 2016.1

OVERVIEW

This guide will walk you through the following process of registering for an account on the Citizen Access Portal (ePortal).

- Logging into the ePortal.
- Selecting the permit.
- Filling out the permit information.
- Adding an address.
- Adding a contact.
- Uploading files.
- Paying fees.
- Scheduling inspections.

LOGGING INTO YOUR ACCOUNT

Prior to logging into the ePortal site, you must register for a login. For more information view the guide on How to Register on CAP. After you have registered, you can click the Log On button to sign in.

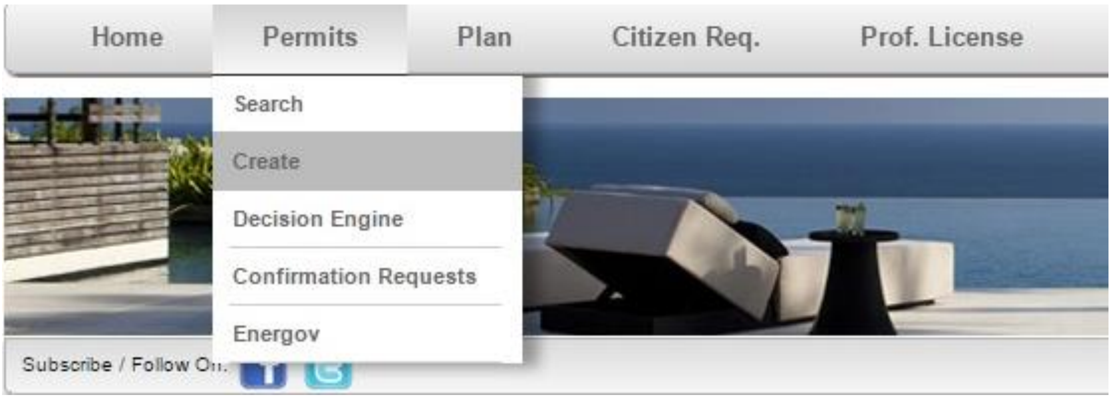
NOTE To apply for a permit on line, you will need to be logged into your account. If you are not logged in and select the Permit tab and then select Create, the system will send you to the log in screen.

To log in to your account, enter your email and password and click the **Log On** button.

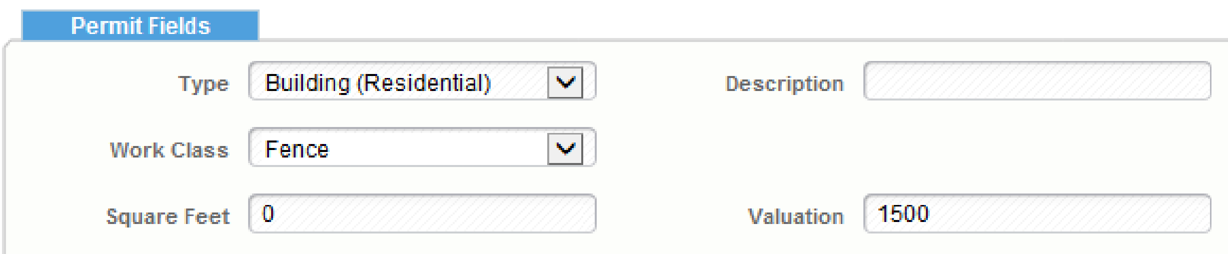
CHOOSING THE PERMIT

Once you have logged into your account you will follow these steps to apply for your permit.

1. Select Create from the Permits tab.



2. You will be directed to the permit application screen where you will need to select the type of permit that you are applying for. Select the appropriate **Type** and **Work Class** from the dropdowns.



NOTE It is important that you make the appropriate selections here as any mistakes will result in having to go through the process of applying and filling out all the information again.

3. Under the Additional Info tab, fill in all the fields that are marked with an asterisk (*). These fields are required and you will not be able to submit the permit until they have all been populated with information.

4. If a field is not marked with the red star, but you have the information, fill it in. This will aid in expediting the permitting process.

ADDRESS TO USE

When you get to the **Address to Use** tab, you will need to reference the location where this permit will be used.

1. Click the **New Search** button to search for available addresses in the municipal database.

NOTE Only use Manual Entry if you are unable to locate the address by using the New Search button.

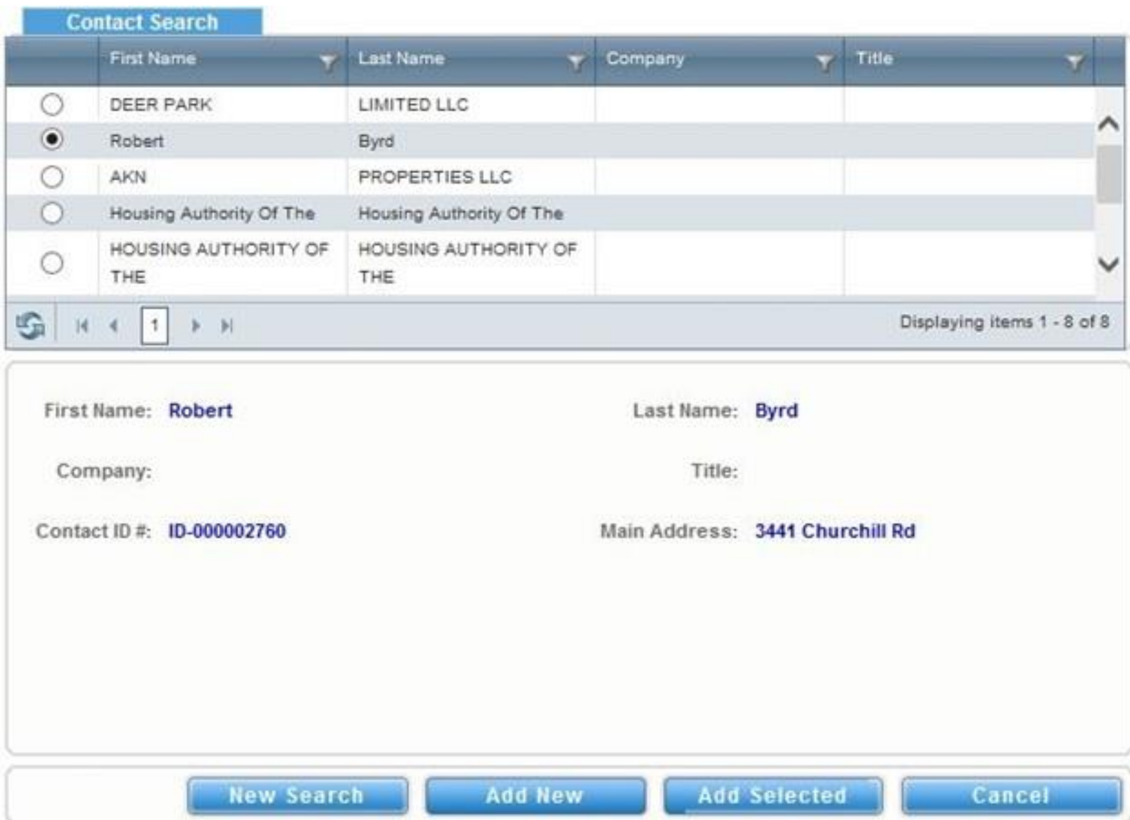
2. Enter the information you have and click the **Search** button.
3. Once the results appear, click **Select** next to the results to select an address.
4. It is very important that you select an address type. This will let the city know if this is the Location of the permit or a Mailing address.
5. Click **Save**.

NOTE If Save it is not available, make sure that you have the Address Type selected.

ADDING A CONTACT

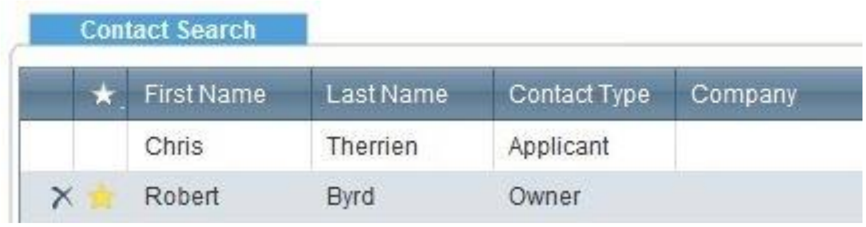
By default, the system will add the name of the user who is applying for the permit, to the permit as a contact. If you wish to add any additional contact, i.e. Contractor, Owner etc… just follow these steps.

1. Click **Add Contact**.
2. Enter the **Contact Type** this person will be for this permit. For example, Contractor.
3. Enter the name and any other pertinent information and then click the **Search** button.
4. Select the contact by clicking the button next to the contact you want to add.



NOTE You may only add contacts that are in the municipality's database of contacts.

5. Once you add the contact, it will appear under the contacts list.



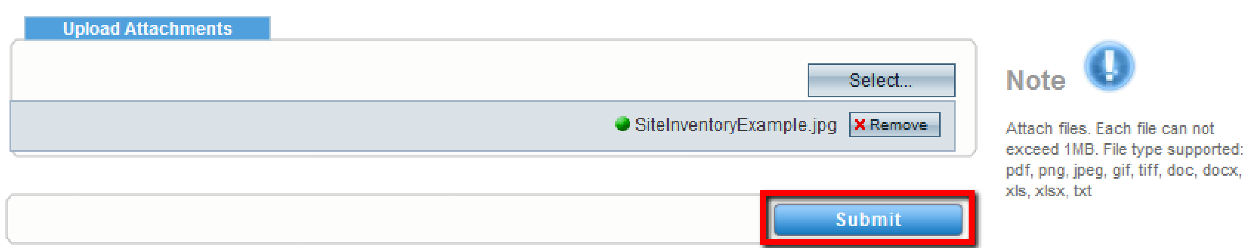
NOTE If the person that you have added is someone that you will use again in the future, you can add them to your Favorites by selecting the white star next to their name which turns yellow to indicate a favorite. In the future, you can add them to a permit by selecting **Add Favorite** when adding a contact.

ATTACHING FILES AND SUBMITTING

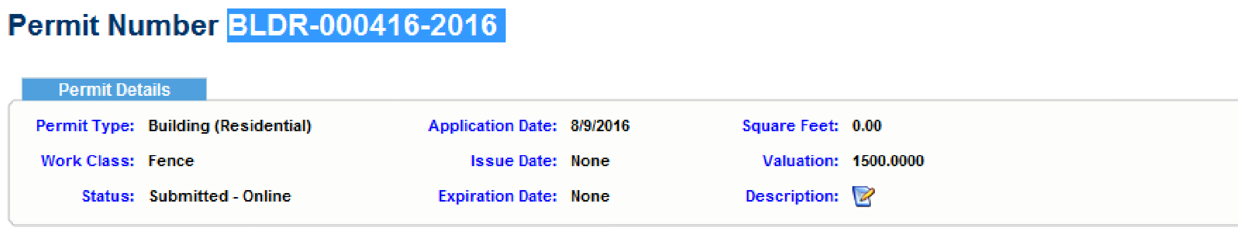
The last step in the process is to upload any required files and to submit the permit.

1. Click on the **Select** button in the Upload Attachments box and browse for the file on your computer.

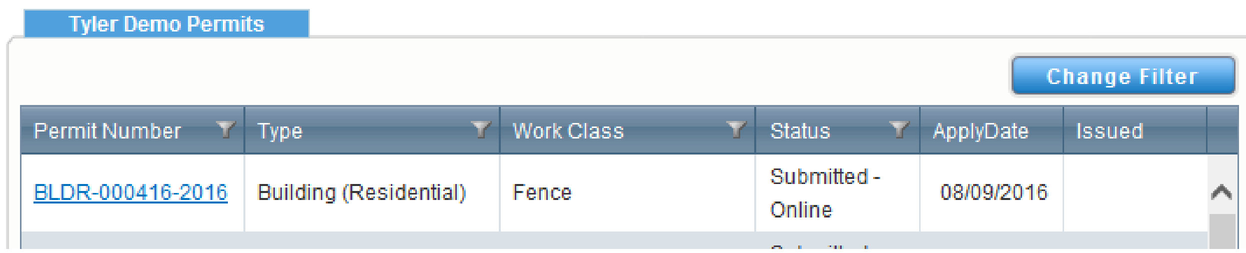
2. After you have attached the file, click the **Submit** button at the bottom of the screen and your permit will be submitted to the city for review.



3. Once the permit has been saved, the system will generate a unique Permit Number.



4. If you click the **Home** tab, you will now see the permit listed in your Permits box.

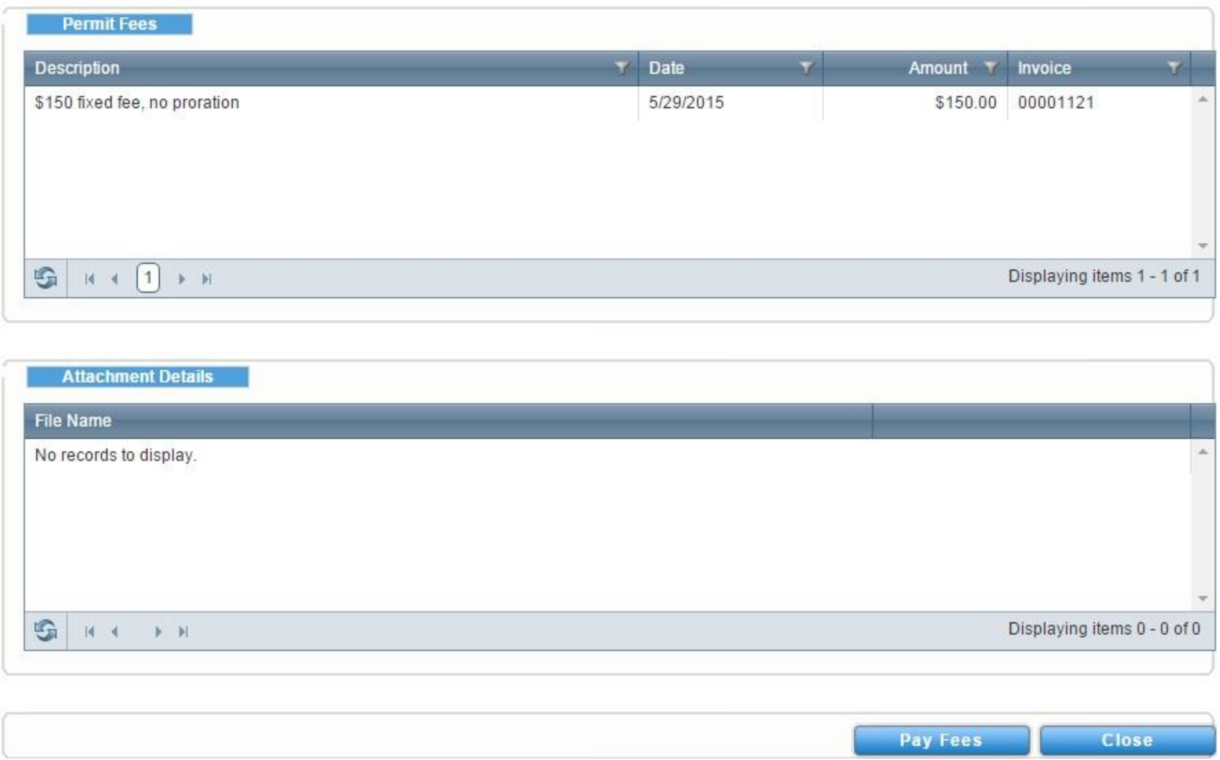


5. Clicking on the permit number will open the permit details screen for further information such as fees and inspections.

PAYING FEES

If your municipality allows for on-line payment of fees, you will have the ability to pay fees on the ePortal. All fees, that are due, will appear as shown below.

To make a payment click the **Pay Fees** button. Click the **Make Payment** button in the Payment screen and process your payment.



Invoice Number: 00001121

Make Payment

Invoice Details

Billing Contact :	Meta Games PLG (GamesPLG, MetaPLG)	Invoice Status :	Due
Invoice Date :	5/29/2015	Invoice Number :	00001121
Invoice Due Date :	6/28/2015	Invoice Description :	
		Invoice Total :	$150.00

Primary Fees

Fee Name	Fee Total	Amount Due	Reference Entity #	Entity	Notes
$150 fixed fee, no proration	$150.00	$150.00	WS-004613-05-2015	Permit	

1 Displaying items 1 - 1 of 1

Once paid, your fees will appear under **Paid Fees** tab within the permit record.

Paid Fees

Description	Date	Amount	Invoice
	3/20/2015	$35.00	00000489
10% Automation Fee (based on application and permit fees)	3/20/2015	$3.50	00000489

1 Displaying items 1 - 2 of 2

Remaining Fees

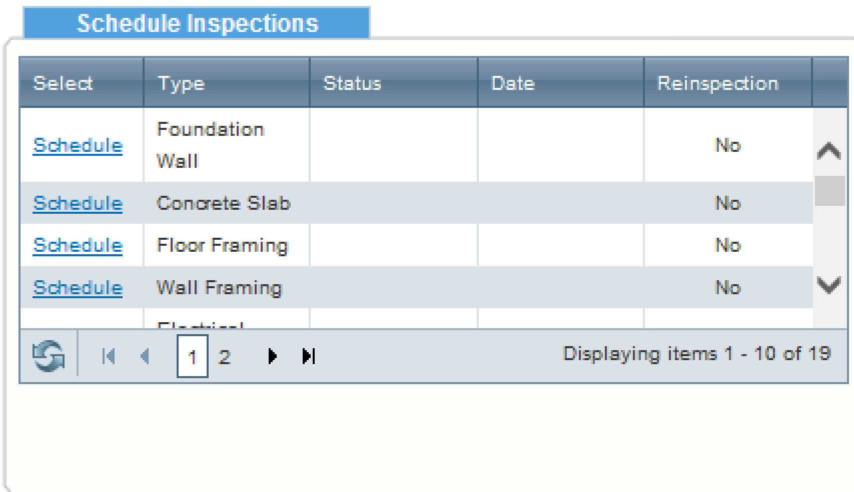
Pay Fee	Description	Date	Amount	Invoice
No records to display.				

Displaying items 0 - 0 of 0

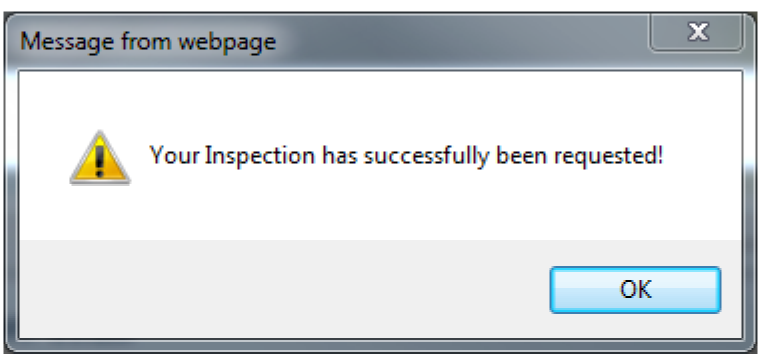
SCHEDULING AN INSPECTION

Some municipalities require certain criteria to be met prior to scheduling an inspection, such as fees to be paid, permit to be issued, etc.

1. Once the ability to schedule an inspection is made available, you will see a **Schedule Inspection** box within your permit record. You will need to click on the **Schedule** button next to the inspection that you want to schedule.



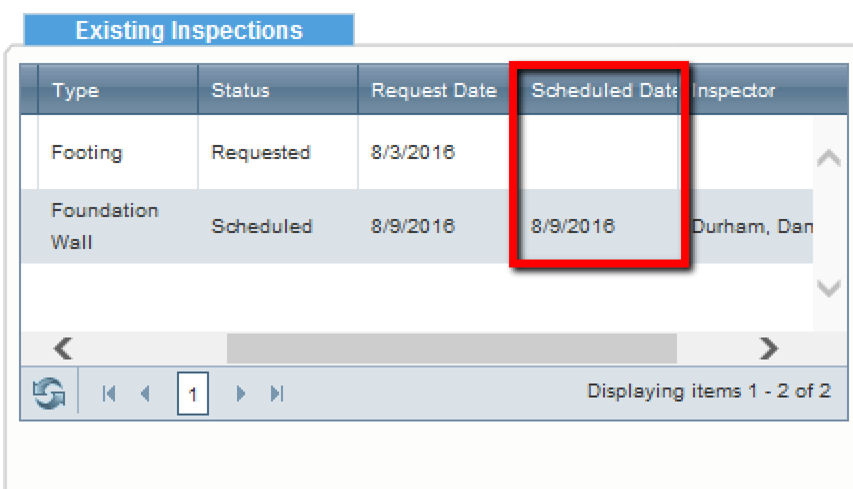
2. You will need to select a date by clicking on the calendar box within the pop up window. You can also leave comments for the inspector, such as “gate code” within the comment field. A popup will appear that states “Your Inspection has successfully been requested!”. Click **OK**.



3. Once you have made your selection, you will see the inspection listed under the **Existing Inspections** box.

NOTE You have the option of cancelling an inspection prior to it being scheduled by clicking Cancel next to the inspection. Once the inspection has a Scheduled Date, you can no longer cancel the inspection. You will need to contact the municipality or the assigned inspector.

4. When the requested inspection is approved by the municipality, you will see the schedule date populated with the day of the inspection as well as the name of the inspector who is assigned to the inspection.

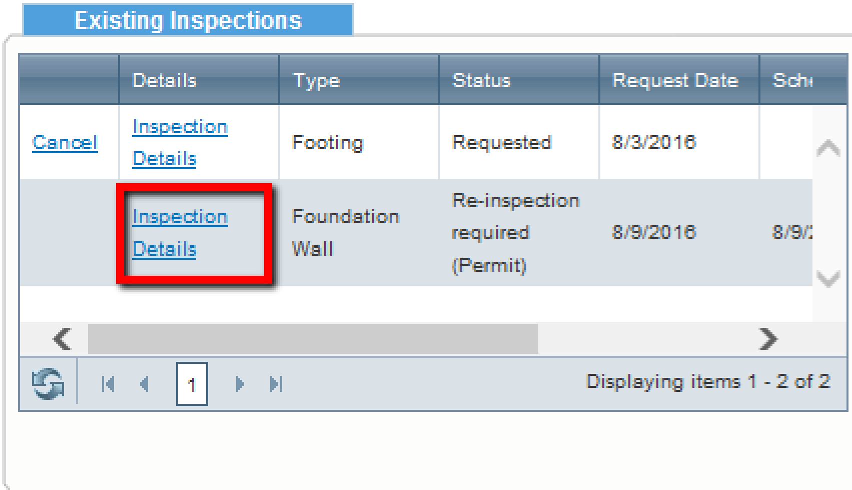


VIEWING INSPECTION RESULTS

After the inspector has completed the inspection, the results will be available online.

1. Open the permit record.
2. Locate the Existing Inspections section.

3. Click Inspection Details next to the inspection containing the results.



4. Locate the Inspection Checklist section. The comments will be in the Comments column if comments were provided.