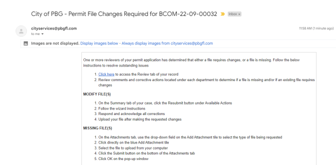
City of Palm Beach Gardens

Civic Access Guide – Addressing Insufficiency

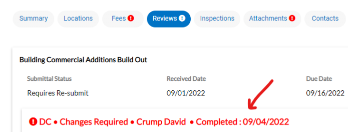
If staff has determined that the plan case is insufficient because either a file is missing from the original application or an issue needs to be corrected with an originally submitted file, you will receive an email stating that the case has been found insufficient. Follow the below steps to address this.

Accessing Insufficiency Memo

1. An email will auto-generate from the system informing of an Insufficiency status on your application. Follow the email's instructions for accessing the record.



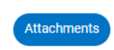
2. After downloading and reviewing Staff's Insufficiency Memo on the Attachments tab of the record, prepare additional files requested by staff and/or revised version of previously uploaded file(s). Either way, a response memo should be prepared to respond to each of staff's comments.



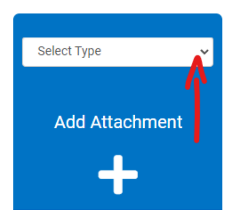
Attaching New or Revised Files

When ready to address all insufficiency items, perform the following steps to upload the file(s) for staff review

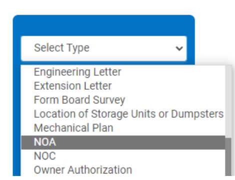
1. Click the Attachments tab



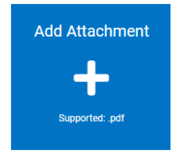
2. Select the drop-down field located on the Add Attachment tile



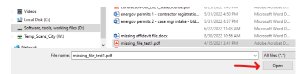
3. From the drop-down selections, click the option that corresponds with the file type you are uploading.



4. Click anywhere on the blue portion of the Add Attachment tile

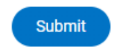


5. Navigate to the appropriate file and click the Open button
If this is revised file that was previously provided, maintain the same file name and add new submittal date (ex. 3-13-23)

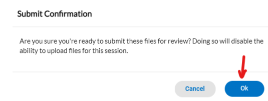


6. Repeat Steps 2 through 5 for all new or revised files, as well as the response memo addressing staff's comments.

7. Click Submit



8. Click OK on the Submit Confirmation pop-up window



9. Wait for the file upload window to complete before closing your browser window or navigating away from this screen