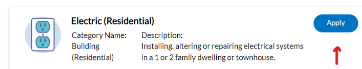
City of Palm Beach Gardens

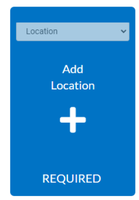
Civic Access Guide – Completing Your Online Application

Once you have located your application, the process is straightforward and provided in an easy-to-follow walk-through. Keep in mind that each case type in the system (permit, plan, or license) will have different instructions as well as fields to complete. This guide will help explain each of the steps involved without going into detail regarding each case type.

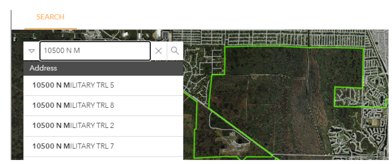
1. Once you have found the application using either the Application Assistant or Navigator utility, click Apply



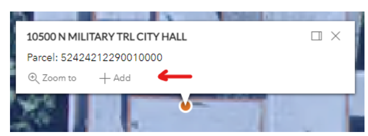
2. On the Location step, click the Add Location tile



3. From the map search page, begin typing the location's address that pertains to the application and select from the auto-populated drop-down



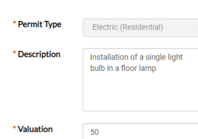
4. On the pop out window displayed from the pin select the "+Add" button



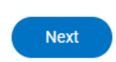
5. Click Next

6. Read all instructions at the top of the Details step

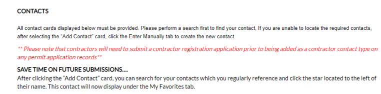
7. Complete all required fields as well as any non-required fields with information you wish to relay to city staff



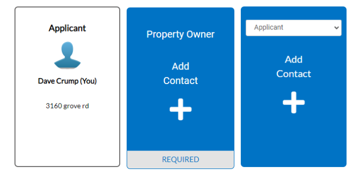
8. Click Next



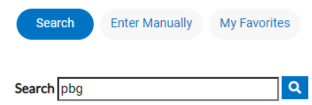
9. Read all instruction at the top of the Contacts step



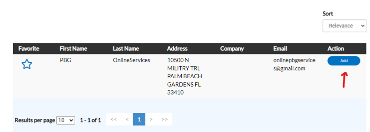
10. Click the tile for any contact type that is required for this case



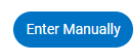
11. On the search page, begin typing the name of your contact and click the magnifying glass
    a. The contact you wish to add to your application may already exist in our system



    b. If your contact is found, click the Add button from within the result section of the screen and skip to step 12

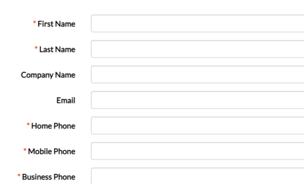


    c. If your contact was not found, click the Enter Manually tab

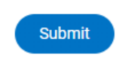


        i. Provide all required information in the Enter Manually screen

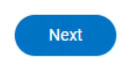
    Even though all three phone fields appear to be required, only one is to meet the requirement*



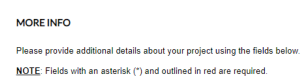
    d. Click Submit



12. Click Next

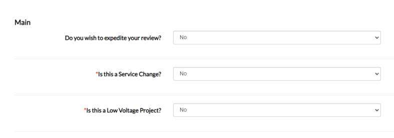


13. On the More Info step, read all instructions located at the top of the page

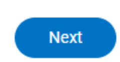


    a. Complete all fields within the Main section of the page

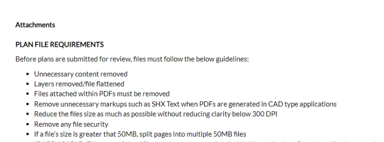
    The more info step will vary greatly from one permit, plan, or license to another



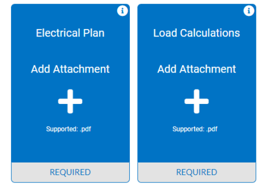
14. Click Next



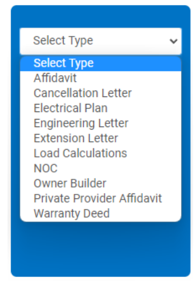
15. On the Attachments step, be certain to read all instructions before uploading files
    Failing to read and follow all instructions could potentially delay the processing of your application



a. Click the blue tile icon for all required file types

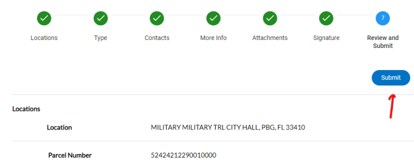


b. If you wish to upload additional information for city staff to review, select the appropriate file type from the last blue tile drop down, and then click the tile again to select your file



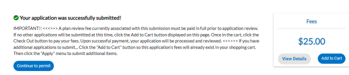
16. Click Next

17. On the Review and Submit step, review all previously completed items from the application and then click the Submit button



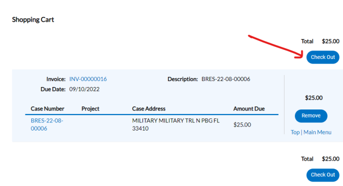
a. **<<YOU ARE NOT DONE YET!>>**

18. On the application confirmation page, click the Add to Cart button if any fees are due



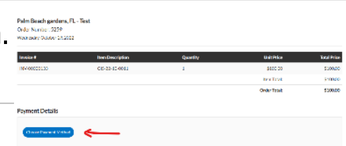
19. *****IMPORTANT:** Even though your application has been submitted, if your application has fees due, these must be paid to prevent any delays in processing your case***

20. If you do not have any additional applications to submit currently, click the Check Out button from within the Shopping Cart screen to pay your fees now

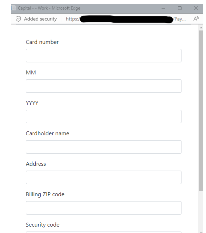


21. Alternatively, if there are other applications that need to be submitted, click the Apply menu to begin those and add all fees to cart before proceeding

To make payment, you will be redirected to the city's payment processor payment screen. Click the Choose Payment Method button



Enter all required information and click Continue



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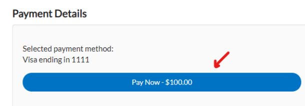
a. Click the Pay Now button



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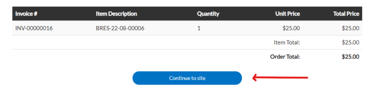
22. On the payment confirmation screen, click Continue to site. Clicking this button will redirect you back to the city's Civic Access portal page



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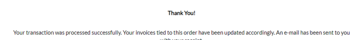
23. A secondary confirmation screen will be displayed



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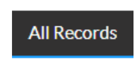
24. To access additional information that pertains to the case you just applied for, click the All Records menu



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25. Click the tab for your case type (permit, plan, or license)

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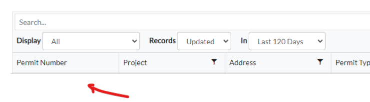
26. Find your case from within the results screen using the filter options at the top



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27. Click the link to access the record from within the case number column