

# 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.

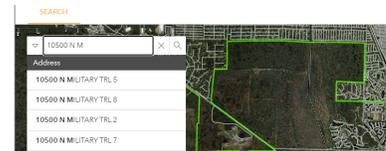
1. Once you have found the application using either the Application Assistant or Navigator utility, click Apply



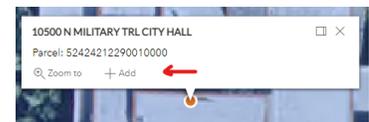
2. On the Location step, click the Add Location tile



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

**PERMIT DETAILS**  
In the below description field, provide a detailed explanation of what work will be performed.

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

\* **Permit Type**

\* **Description**

\* **Valuation**

8. Click Next



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

**CONTACTS**  
All contact cards displayed below must be provided. Please perform a search first to find your contact. If you are unable to locate the required contacts, after selecting the "Add Contact" card, click the Enter Manually tab to create the new contact.  
\*\*Please report that contractor and need to submit a contractor registration application prior to being added as a contractor contact type on any permit application request!  
**SAVE THE ON FUTURE SUBMISSIONS...**  
After clicking the "Add Contact" card, you can search for your contacts which you regularly reference and click the star located to the left of their name. This contact will now display under the My Favorites tab.

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\*\**

Form fields for 'Enter Manually' screen:

- \* First Name
- \* Last Name
- Company Name
- Email
- \* Home Phone
- \* Mobile Phone
- \* Business Phone

d. Click Submit



12. Click Next



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

**MORE INFO**  
Please provide additional details about your project using the fields below.  
**NOTE:** Fields with an asterisk (\*) and outlined in red are required.

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\*\**

Main section form fields:

- Do you wish to expedite your review? No
- \* Is this a Service Charge? No
- \* Is this a Low Voltage Project? No
- \* Is this a Temporary Power Box? No

14. Click Next

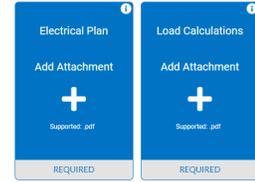


15. On the Attachments step, be certain to read all instructions before uploading files

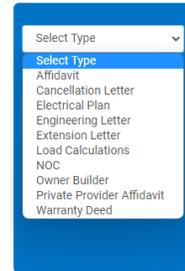
*\*\*Failing to read and follow all instructions could potentially delay the processing of your application\*\**

**Attachments**  
**PLAN FILE REQUIREMENTS**  
Before plans are submitted for review, files must follow the below guidelines:  
• Unnecessary content removed  
• Layers removed/ files flattened  
• Files attached within PDF's must be removed  
• Remove unnecessary markups such as SHX Text when PDF's are generated in CAD type applications  
• Reduce the file size as much as possible without reducing clarity below 300 DPI  
• Remove any file security  
• If a file's size is greater than 50MB, split pages into multiple 50MB files  
• If 4000 X 4000: Take note of the different plan types associated with this modification. Plan file attachments can be...

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



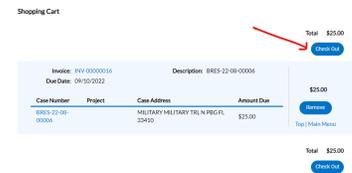
a. <<YOU ARE NOT DONE YET!>>

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

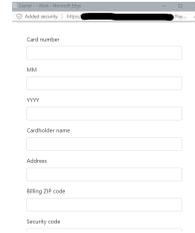


21. Alternatively, if there are other applications that need to be submitted, click the Apply menu to begin those and add all fees to cart before proceeding

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

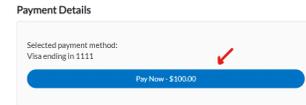


Enter all required information and click Continue



Card number  
MM  
YYYY  
Cardholder name  
Address  
Billing ZIP code  
Security code

a. Click the Pay Now button



Payment Details  
Selected payment method:  
Visa ending in 1111  
Pay Now - \$100.00

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



Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-0000016	BRES-22-08-00006	1	\$25.00	\$25.00
			Item Total:	\$25.00
			Order Total:	\$25.00

Continue to site

23. A secondary confirmation screen will be displayed



Thank You!  
Your transaction was processed successfully. Your Invoice has been updated accordingly. An e-mail has been sent to you with your receipt.

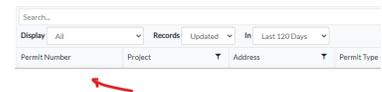
24. To access additional information that pertains to the case you just applied for, click the All Records menu



All Records

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

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



Search...  
Display: All Records Updated In Last 120 Days  
Permit Number Project Address Permit Type

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



Permit Number	Project	Address	Permit Type
BRES-22-08-00006		MILITARY MILITARY TRLN...	Electric (Res)