

City of Palm Beach Gardens

Civic Access Guide – Managing Your Online Application



There may be times when city staff requires additional changes to uploaded files or maybe you simply want to review the status of your submission. In this guide, we'll explain how you can manage your submitted application using the Civic Access portal.

Checking the status of your case

1. Sign into Civic Access by clicking on the Login or Register link and then using credentials you previously setup (see appropriate guide for setting up your username and password)



2. Additional menu items will appear once logged in



3. Click All Records

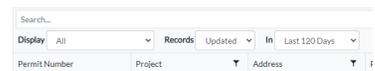
All Records

4. Select the tab corresponding with the type of record to manage

All Records

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5. If you have many records in our system, use the search features to further refine the results



6. Once the record is found, click the link provided under the case number column



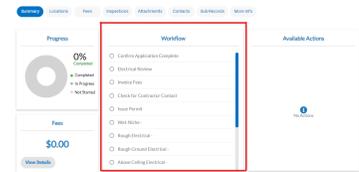
7. At the top of the record will be various data concerning your case. Of note, is the Status field that will tell you at which state your case is in



8. The tabs below the summary section will reflect the information captured during the application process



9. Located on the Summary tab, the workflow section will display at which stage your case's application is in



10. Also located on the Summary tab is the Available Actions section. When staff requires a resubmittal of an original document to the application, fees are due, or inspections are available for scheduling, this section will display an action button for addressing those items

