Citizen portal public view

Certain areas of the Citizen Portal do not require logging into an account to access them, such as Public Notices or searching for a Parcel. *Note: The information available may be limited depending on the configuration set up by your jurisdiction.*
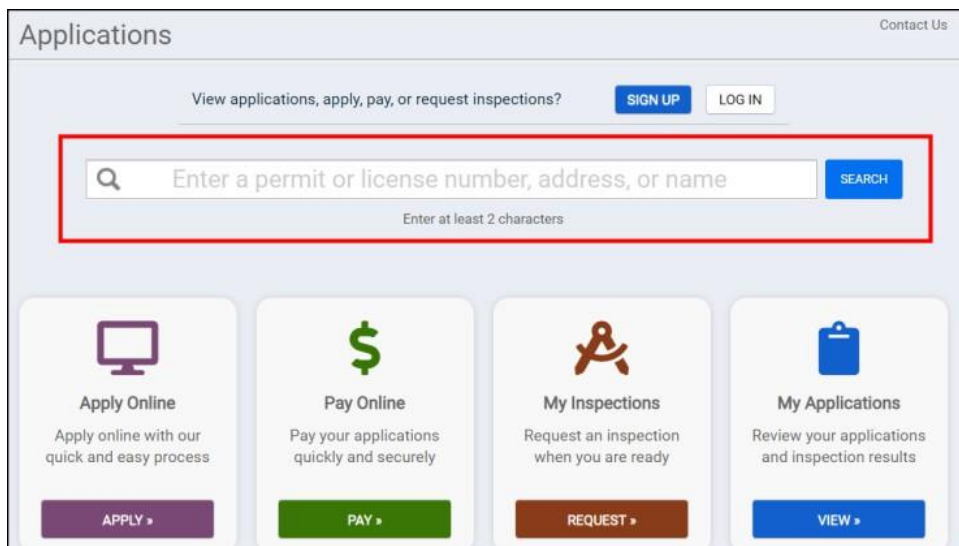
Applications

There are certain features within the Applications section that are available to the public, including searching for Permits and Licenses and viewing Inspection Schedules.

Click Go on My Applications

Searching for Licenses and Permits

Basic Search

a. Enter an Application Number, Address, or Name into the search bar at the top of the page and click Search.
   Note: You must enter at least two characters to return results.

b. The application will display, however, only fields marked as public by the jurisdiction will be available to view.

a. If you need to search by other fields on the application, click the Advanced Search button under the Other services section.
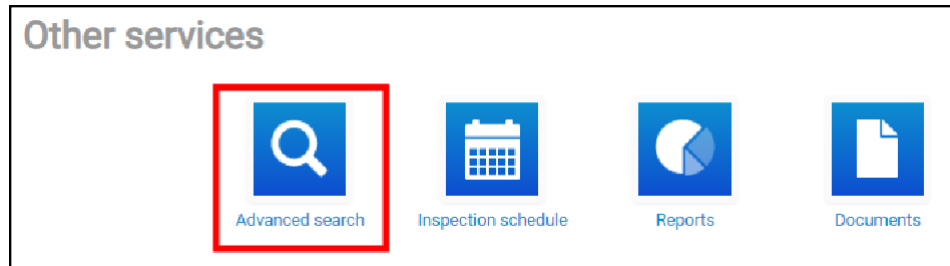b. Enter any applicable information into the available fields. *Note: You must enter at least two characters to return results.*
c. Click search at the bottom of the page.
d. Select the Permit or License number.
e. The application will display, however, only fields marked as public by the jurisdiction will be available to view.

Viewing Inspection Schedules

You can view previously completed, current, and future inspections from the Citizen Portal. You may see an option to request an inspection, but you must log in to the Citizen Portal to do so.

a. Click the inspection schedule button under the Other Services section.
b. Use the calendar to navigate to the appropriate date.
c. Once a date has been selected, a list of permits with scheduled inspections for that date will display. *Note: Inspections are between 8AM and 5PM and must be requested by 4PM.*

Contact Us

Under the Contact Us section you will have the ability to submit code enforcement concerns.

• Click Go on the Contact Us section.

Request Information

Use the Request Information section to request public records from the jurisdiction.

a. Click Request on the Request Information section.
b. Enter a detailed description of your request and click next.
c. Enter your contact information and click .
d. Create a 6-12 character PIN that can be used to check the status of your request and click Next. *Note: This PIN is only needed if you would like to check the status of your request online.*

e. Review the details of your request. If changes need to be made, click Edit next to that section of the request. This will bring you back to the step that you want to edit and will walk you through the rest of the wizard again.

f. If you did not provide your email address in the Contact step, you can provide one in the Send Confirmation Email field. Ensure the box is checked next to this field for the email to send.

g. Click submit once all information has been verified and changes have been made.

h. Take note of the confirmation number you see in the window that displays at the top of the screen. If you provided an email address in the previous step, this confirmation number will also be sent in an email. *Note: If you did not provide your email address, please write this confirmation number in an easily accessible location since this will be the only way you can go back to view the status of your request on the Citizen Portal.*
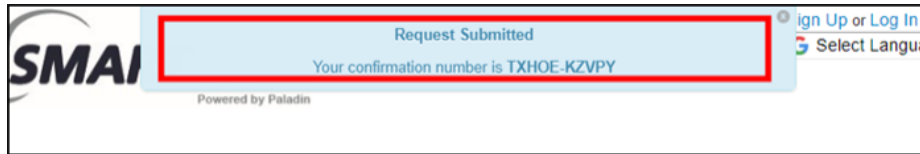
Report a Concern

Use the Report a Concern section to report a code violation. You have the ability to submit this report anonymously or associate your contact information with the record.

a. Click report on the Report a Concern section.

b. Enter a detailed description of your concern and click next.

c. Enter either a General Location, Closest Intersection, or Street Address. You must enter all required fields.

d. On the Contact step, check the Remain Anonymous box if you do not wish to be contacted about this concern, or leave this box unchecked and enter your contact information. Click Next. *Note: We encourage you to enter your contact information in case the jurisdiction has further questions about the concern. If you check the Remain Anonymous box and enter contact information, only certain users within the jurisdiction will be able to view your contact information.*

e. Create a 6-12 character PIN that can be used to check the status of your request and click Next. *Note: This PIN is only needed if you would like to check the status of your request online.*

f. Review the details of your request. If changes need to be made, click Edit next to that section of the request. This will bring you back to the step that you want to edit and will walk you through the rest of the wizard again.

g. If you did not provide your email address in the Contact step, you can provide one in the Send Confirmation Email To field. Ensure the box is checked next to this field for the email to send.

h. Click submit once all information has been verified and changes have been made.

i. Take note of the confirmation number you see in the window that displays at the top of the screen. If you provided an email address in the previous step, this confirmation number will also be sent in an email. *Note: If you did not provide your email address, please write this confirmation number in an easily accessible location since this will be the only way you can go back to view the status of your request on the Citizen Portal.*
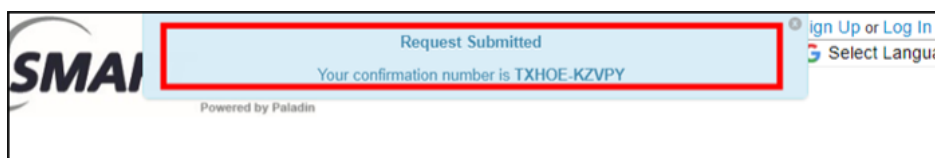
View My Requests

Use the My Requests section to view the status of your information requests and concerns.

a. Click View on the My Requests section.

b. Enter your Confirmation Number and Pin, then click View.

c. You will see the Status and other basic details of the request or concern on this page. Additional detailed information may be included depending on the configuration set up by your jurisdiction.