Gainesville Online Citizen Guide

Welcome to the new Citizen Access Portal. This guide will help you register, apply, and track applications as they move through the Gainesville process. This portal can also be used to schedule inspections when appropriate. The portal is a computer-based website but can be used with a mobile phone. Payments can also be made through the portal. To begin, you will need to register on the portal before applying for any application.

How to Register for the Citizen Access Portal

1. Navigate to the website for the new citizen portal here:

https://cityofgainesvilletx-energovweb.tylerhost.net/apps/selfservice#/home

2. In the top right corner of the screen, click "Login or Register". If you have already registered once, you can still click here to sign into to the portal. *Please Note: You must register in order to apply and track applications.*

<div align="center">Login or Register</div>

3. After clicking the link, the next screen will give you the option to sign in (current user) or create a new account. Scroll to the bottom of the page and click "Create an Account".

<div align="center">Create an account</div>

4. To create an account, you will need to list the email that will be used for communication, First and Last name, and the password to your account. When finished, click "Sign Up" to send a code to the email listed, which can be used to confirm your registration.


Create an account

Email

Test Citizen@mailinator.com

First name

Test

Last name

Citizen

Mobile phone   Optional

Password

•••••••••

Password requirements:
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username

Sign up

5. When you click "Sign Up", a code will be automatically sent to the email listed. Your account will not be active until registration is completed by confirming your code.
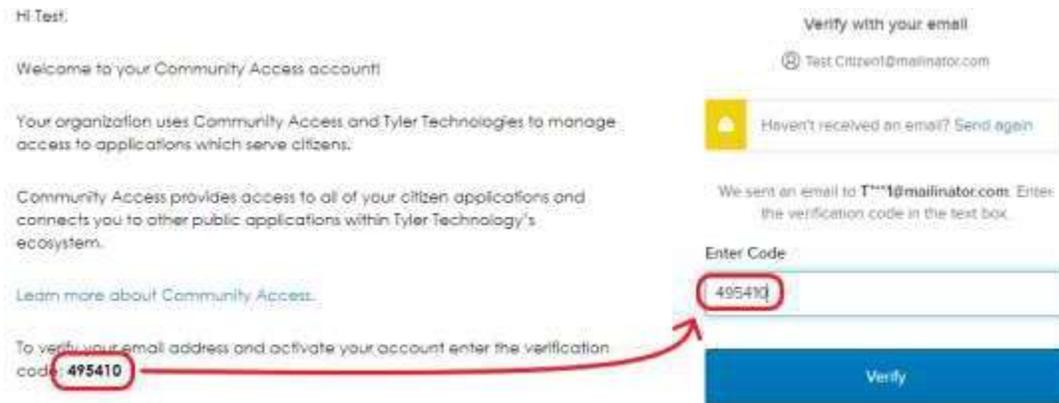
6. After confirmation, you will be taken back to the Citizen Access Portal to complete your registration. You will be asked for Acknowledgement first.
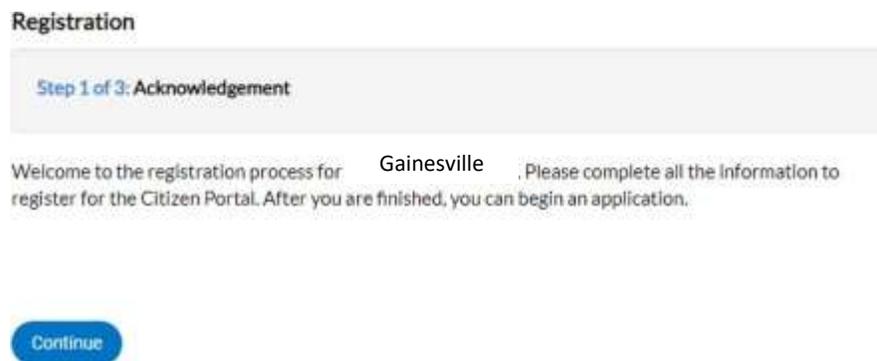
7. Step 2 allows you to confirm your Contact Preference (usually by email), and to type in at least one of the 3 phone number options (usually a mobile phone).

8. The 3rd Step asks for an address on file. This can be changed if needed after submitting your profile.

9. When clicking Submit, you will be taken to the Dashboard of the portal. If done correctly, the name used to sign up with an account will appear in the top right of the screen.

How to Update Your Profile

If you need to update your information, can use the hidden dropdown menu from your account in the top right corner of the screen. This will give you options different information on your account. Click "My Account" to be taken to the home editing screen of your profile (or any other tab for specific information).
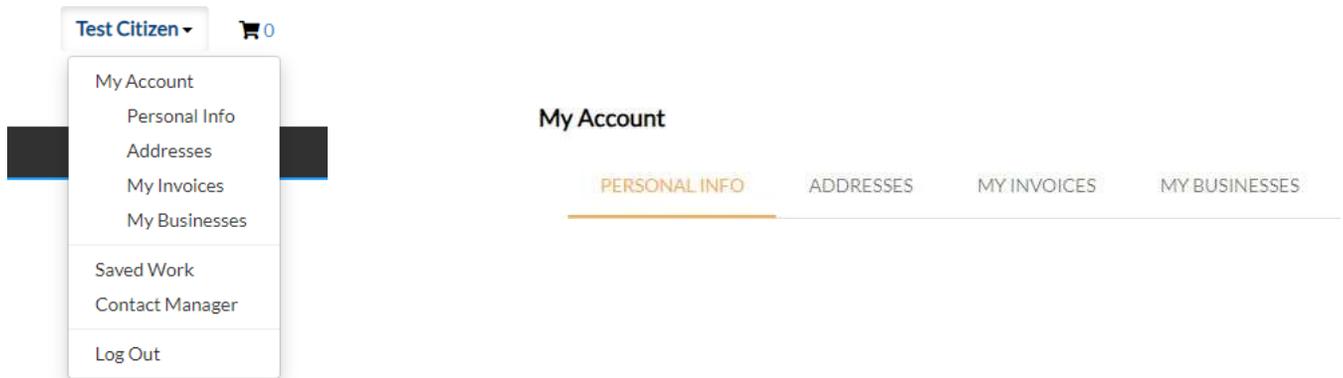
PERSONAL INFO – Here you can change your name, number, company name, or email.

ADDRESSES – Here you can update the address on your registered account.

How to Apply for a Permit

1. From the toolbar at the top of the page, click "Apply" to search for an application.

2. On the next page, you can search for any application using the toolbar at the top. Key words and popular phrases can be used to search. You can also scroll through available options using the "All" button.


3. Once you have found your desired application, click apply to begin on the right side.


4. As you apply, you will be taken through several steps of the application. Each step focuses on a different aspect which will require different information. You will not be allowed to move forward with an application if all requirements are not met (Example: Missing documents, missing answers to the questions, missing people).
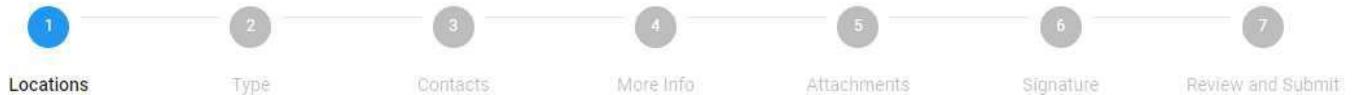
- STEP 1: Locations

Click the blue card to choose a location from the map. Search the map using the search bar or click the pin to select a point directly from the map. When finished with each step, click "Next" at the bottom right of the page.
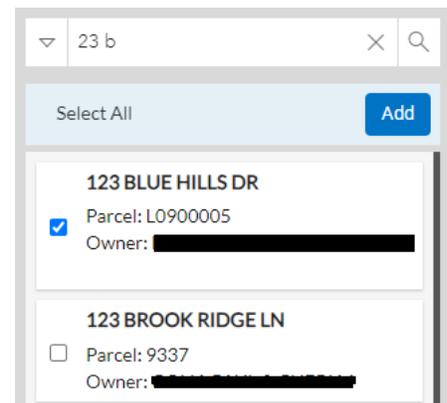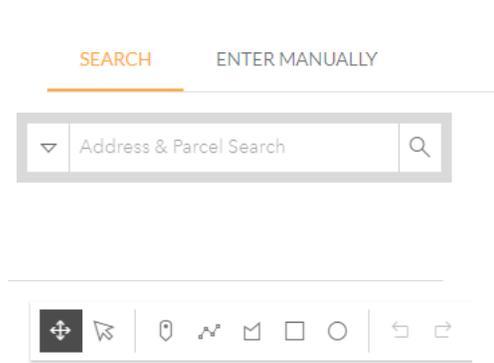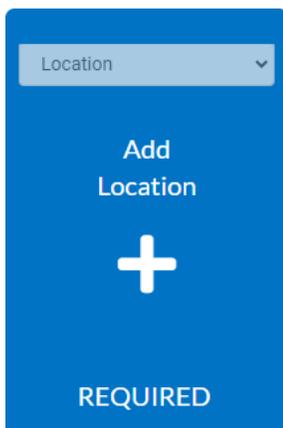
- STEP 2: Type

The Permit Details such as description, square feet, and valuation are possible questions here. If any box as a red * next to it, that means it is a required field that must be answered. You cannot move forward until all requirements are met.

- STEP 3: Contacts

This screen will ask about required roles that need to be listed on the application. As the person who is currently signed in and applying, you may be defaulted to "Applicant". Other roles such as Contractor and Owner may also be listed as required for some applications. If optional people are known, use the "Add Contact" with the dropdown menu to select any additional people that should be on this record. Click the blue card to add a new contact.

If a contact is known, type their name in the search bar. You can search by name, email, or company name. Only those contacts that have registered will be available in the system to search. If a contact is not in the system, use the "Enter Manually" tab to create a new contact. If you represent more than one contact, you will need to click the card, search for yourself, then add to the contact card. This must be done for each card required. If choosing to Enter Manually, you must provide a first and last name as well as one of the options for a phone number (usually mobile). **PLEASE ALWAYS SEARCH AND SELECT FIRST BEFORE ENTERING A NEW CONTACT.**

- STEP 4: More Info

The More Info tab are custom questions that will be asked during your applications. Some questions may be required while others optional (notice the red asterisk symbol for required). Answer all questions to move forward. Incorrect responses will result in a delay of your application. *Please Note: You are not allowed to change any answer to the question after you submit your application. Contact Gainesville staff before submission if you are unsure of any question.*

General Information

*How many squares are you installing

*Are sub fees included?

- STEP 5: Attachments

Each application will require different documents be provided. If you do not have the correct files, you will not be able to proceed to submission. Incorrect files will result in a delay of your application being processed. Required documents will be designated with a REQUIRED note at the bottom of each card while optional documents can be uploaded from the "Add Attachment" card.

- STEP 6: Signature

The Signature page confirms that all information in the application is correct. Any final note or message that Gainesville needs you to be aware of will appear here before you submit. After you have read through, type your name in the box and use your mouse (or Type Signature) to put your signature in the large box below.


- STEP 7: Review and Submit

After all previous steps have been completed, you may now officially submit your application. This last step is a review of all information provided to confirm it is correct. Incorrect applications will be delayed. When finished, click "Submit".

How to Manage an Application

All applications can be managed/monitored using the Citizen Access Portal by clicking the "Dashboard" tab. Here, you can track any application that has your user attached to it, even if someone else listed you as a contact on their permit.
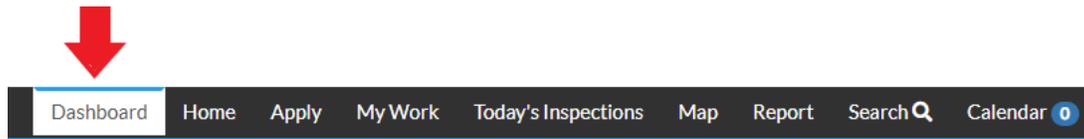
From the Dashboard, you can view any application, invoice, or inspection listed under your name. Click the "Recent" card to find any new changes on a permit or click "View My Permits" to see all permits. Invoices and Inspections normally appear near the bottom of the page and can be clicked as well.

Basic summary information about the permit is listed near the top in the blue box including the Permit Number at the very top of the screen. This number is unique to your application and will never be the same. Give staff this number any time you need them to assist you with your application to find it quickly. The status is another important piece in blue box summary. It will change as the applications go through different phases.

Near the bottom of the summary is the workflow, invoices, and available actions. The workflow will slowly fill up as your application gets processed. Track any progress using the workflow on the summary screen. Green = passed, Red = failed.

If there are inspections that need to be requested, invoices that need to be paid, or files that need resubmitted. Click the button next to the Available Actions to complete the required activity. For inspections, you can request each inspection separately from this tab or click into "Inspections" to multi-select inspections to be requested.

If requesting an inspection on the Summary tab or Inspection tab, you will be taken to the confirmation request screen. From here, you can select your Requested Date, AM vs PM, and add additional comments if needed for the inspector. When all information is completed, click "Submit" to send your request to Gainesville staff. *Please Note: Requests must be approved <u>before</u> a scheduled inspector is sent to the location. Requests are <u>not</u> guaranteed for the preferred day or time.*

When an inspection is processed with staff, the inspection will change to a "Scheduled" status and list the day that the inspection will take place. To see more specific timing information, use the hyperlink of the inspection (far left) to review the Scheduled Time and Checklist information. (Notice the request was denied but scheduled for the next day below.)

When an inspection is completed (Passed or Failed), you can check the hyperlink of the inspection to see the inspector's notes/comments. These will appear in the checklist of the inspection.