



CITYWORKS PUBLIC ACCESS USER GUIDE

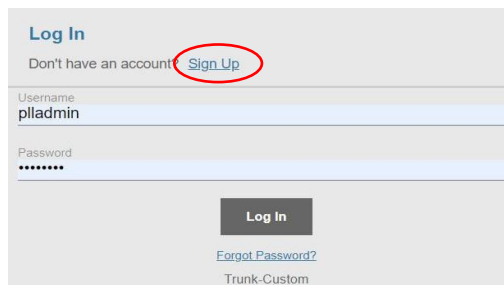


COUNTY OF SUMMIT

Log In to Public Access

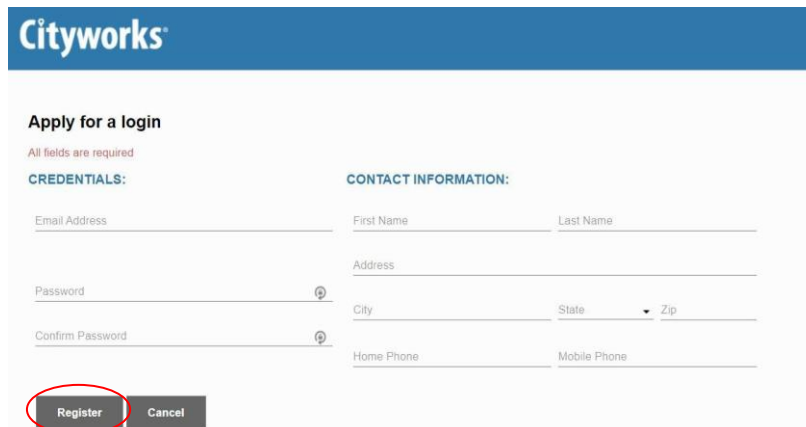
From the city, utility, or facility home page, citizens will be directed to the Public Access login page. Here, new users must apply for a login ID before they may use the site.

1. To log in to Public Access, enter your username and password and click **Log In**.
2. If you do not have an account, click **Sign Up** to create one.



The screenshot shows the 'Log In' page. At the top left, it says 'Log In'. Below that, it says 'Don't have an account' followed by a red circle around the 'Sign Up' link. There are two input fields: 'Username' with the text 'pladmin' and 'Password' with masked characters. Below the fields is a 'Log In' button and a 'Forgot Password?' link. At the bottom, it says 'Trunk-Custom'.

3. Choose a Login ID and password, enter your contact information. Then, click **Register**.



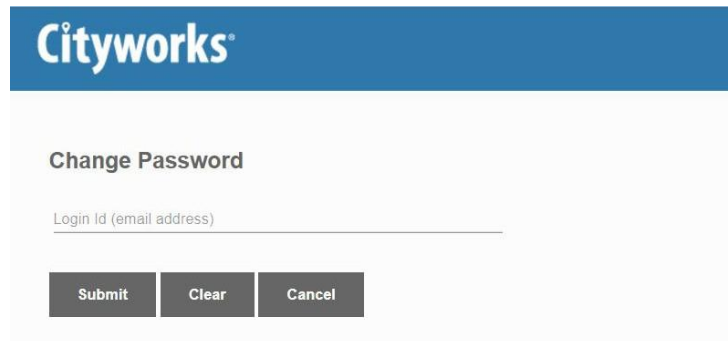
The screenshot shows the 'Apply for a login' page. At the top, it says 'Cityworks'. Below that, it says 'Apply for a login' and 'All fields are required'. There are two columns of fields: 'CREDENTIALS:' and 'CONTACT INFORMATION:'. The 'CREDENTIALS:' column has 'Email Address', 'Password', and 'Confirm Password' fields. The 'CONTACT INFORMATION:' column has 'First Name', 'Last Name', 'Address', 'City', 'State', 'Zip', 'Home Phone', and 'Mobile Phone' fields. At the bottom, there are 'Register' and 'Cancel' buttons, with the 'Register' button circled in red.

4. You will receive a confirmation email shortly. Click the link in the email to activate your account. You may now log in and begin using Public Access.

Recover Your Password

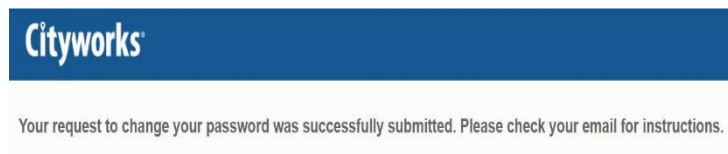
If you cannot log in because you have forgotten your password, follow these steps to recover it:

1. From the login page (see 1st screen shot above), click **Forgot Password** (under **Log In**) and change password.



The screenshot shows the Cityworks logo at the top. Below it, the heading "Change Password" is displayed. Underneath the heading is a text input field labeled "Login Id (email address)". At the bottom of the form are three buttons: "Submit", "Clear", and "Cancel".

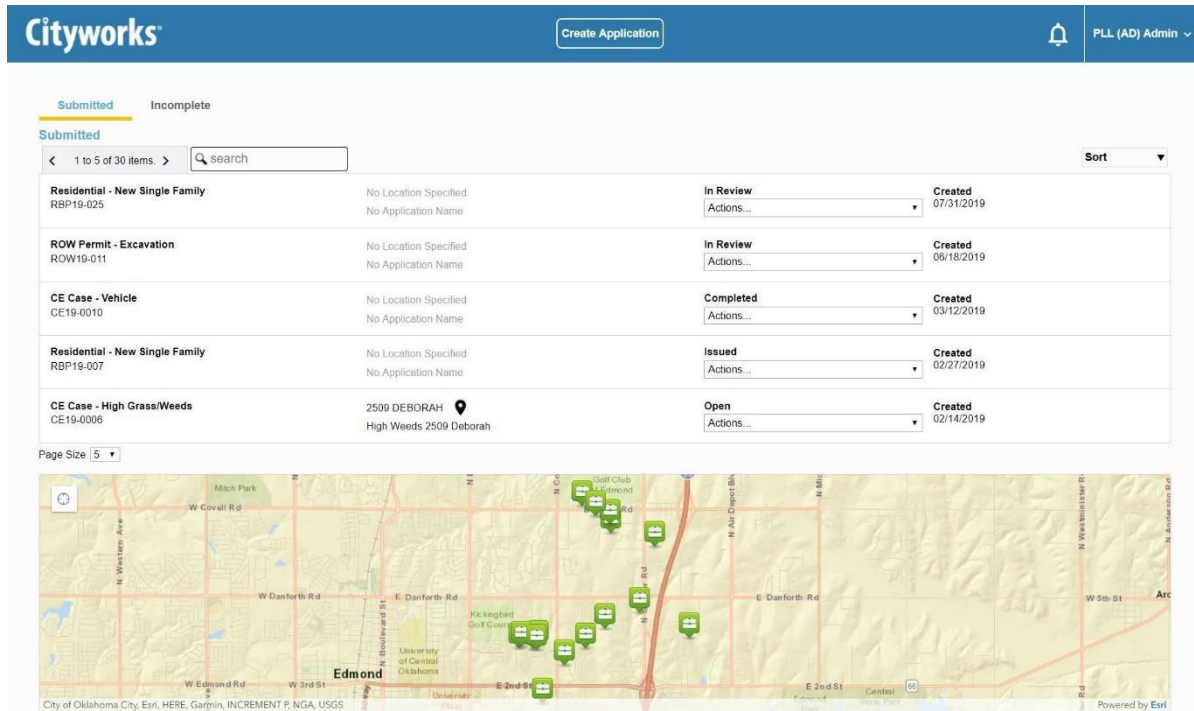
2. Enter your email address and click **Submit**. You will receive an email with instructions to reset your password. Also, you will receive a notification that the email has been sent.



The screenshot shows the Cityworks logo at the top. Below it, a message is displayed: "Your request to change your password was successfully submitted. Please check your email for instructions."

Navigate Public Access

The Public Access home page is the first screen you will see after logging in. Shown below is the default setup for the *Public Access* home page; however, this website is highly customizable and may appear differently.

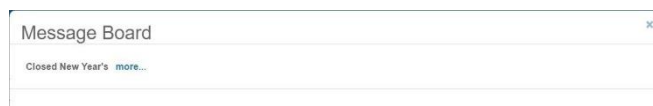


By default, the home page displays a list of cases the users have opened and submitted. Depending on how the Public Access administrator has configured the site, the list of submitted cases may also include cases that the user is associated with but that were created by other users. For example, a user may be listed as the property owner on a case submitted by a contractor.

If the administrator has posted any new notices or announcements on the message board, the bell icon next to the user menu will turn red.



1. Click the **bell icon** to view the message board.



2. Click **more** to read more about the announcement.

After any new messages have been viewed, the bell icon will turn white again.

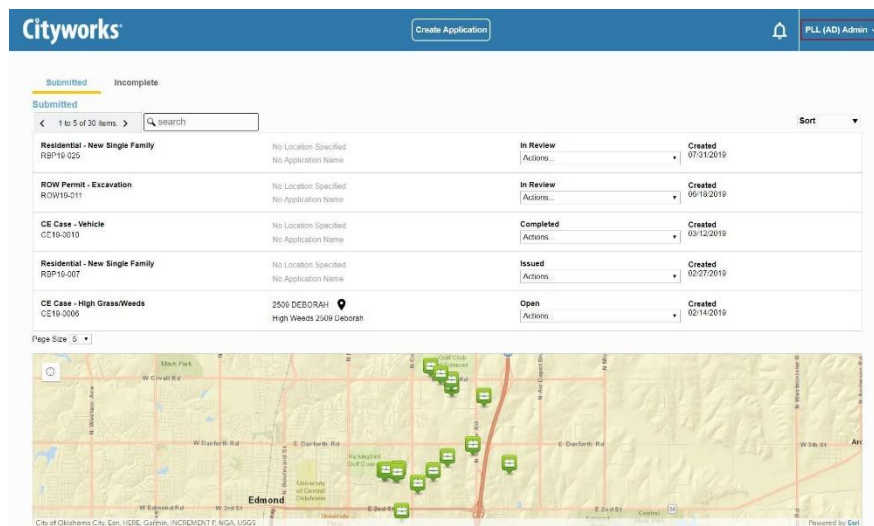
From the home page, users may view both submitted and incomplete applications, and begin a new application. See *Access Your Account Information* for more information on managing your account.



Access Your Account Information

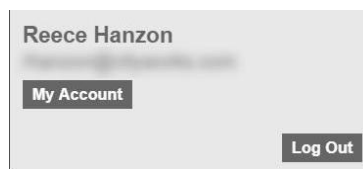
From time to time, you may wish to update your account information. Users who only use Public Access, meaning they do not have access to the core Cityworks site, can access their account information from inside Public Access. Users who do have access to the core Cityworks site must manage their account information there.

1. Click the user menu in the top-right corner.



2. Click the arrow next to your name on the toolbar at the top of the page.

This will open a box displaying your name and email address, as well as **Account Details** and **Log Out** buttons.



3. Click **Account Details** to view your account. From the **Edit Account Details** tab, you may update your name, address, and security question and answer. Enter your new account information and click **Save**.

Cityworks Create Application Reece Hanzon

Account Information - Reece Hanzon

[Edit Account Details](#) [Change Password](#)

Login ID = [Redacted]

First Name: Reece Last Name: Hanzon

Address: 11075 S State St #22

City: Sandy State: UT Zip: 84070

Home Phone: Mobile Phone:

4. Click the **Change Password** tab to create a new password for your account. Remember to click **Save** when you are done.

Cityworks Create Application Reece Hanzon

Account Information - Reece Hanzon

[Edit Account Details](#) [Change Password](#)

Login ID = [Redacted]

Old Password

New Password

Confirm Password

5. To return to the home screen, click the Cityworks logo at the top of the screen.

Begin a New Application

This tool will walk you through the process of creating and submitting a permit or license application. Each application consists of several panels, but the exact panels and the order in which they appear may vary depending on the kind of permit or license you are applying for. Each of the possible panels is discussed here.

If you need to leave an application before it is submitted, you can return to it at any time by viewing your incomplete applications. See [Finish an Incomplete Application](#) for more information.

1. To begin, click **Create Application** on the home screen.

Cityworks Create Application PLL (AD) Admin

Submitted Incomplete

Submitted

1 to 5 of 30 items Sort

Residential - New Single Family RSP19-025	No Location Specified No Application Name	In Review Actions...	Created 07/15/2019
ROW Permit - Excavation ROW19-211	No Location Specified No Application Name	In Review Actions...	Created 06/15/2019
CE Case - Vehicle CT19-0010	No Location Specified No Application Name	Completed Actions...	Created 03/12/2019
Residential - New Single Family RSP19-007	No Location Specified No Application Name	Issued Actions...	Created 02/27/2019
CE Case - High Grass/Weeds CT19-0006	2509 DEBORAH High Woods 2509 Deborah	Open Actions...	Created 02/14/2019

Page Size: 5

This is the first page or panel that will appear when you begin a new application. These panels below allow you to choose first the department and then the kind of permit/license you want to apply for.

Select an Application

search Applications...

Applications

Categories

- Building Standards
- Sanitary Sewer
- Contractor Registration

Begin Application

Select an Application

search Sanitary Sewer...

Applications > Sanitary Sewer

Applications

Residential Reconnect	Residential Repair	Residential New Single	Residential Alteration	Residential Cap	Commercial New
Commercial Addition/Alteration	Commercial Change of Use	Commercial Reconnect	Commercial Lateral Repair	Residential New Multi-Family	Commercial Cap
Private Project Review					

Begin Application

You may use the search tool to look for a specific kind of application, or you may browse the list provided for you.

NOTE: When you click on an application, you may see a text box with important information relating to the application type you clicked.

2. When you find the application you want, select it and click **Begin Application**.


The **Main** panel allows you to create a name or description for the application. This is especially useful for users who are submitting multiple applications.

3. Enter a **Description** for the application.
4. Enter the address or location of the project. Once you have entered the address, the map will display the geographical location for your permit. Once your application is complete, you can open it at any time by clicking on it in the map.

The screenshot displays the Cityworks web application interface. At the top, the header reads "Cityworks" and "Application: Res. Permit - New Single Family" with "Step 1 of 5" on the right. The main panel is titled "1 Main" and contains two input fields: "Description" and "Address". To the right of these fields is a map showing a street grid with labels such as "N. Santa Fe Ave", "Robert Rd", "Grath Rd", "Pebble Creek Rd", "Green Rd", "Frederick Dr", "Lois Lynn", and "Joseph Dr". Below the map are "Cancel", "Clear", and "Next" buttons. At the bottom left, a vertical progress indicator shows five steps: "2 People", "3 Contractor", "4 Rel Docs", and "5 Payment", with "1 Main" currently selected.


5. Click **Next** to continue.

The **People** panel requires you to enter the name and contact information of people involved with the permit or license. This panel may differ from one application to another, depending on the kind of application you selected.

 **NOTE:** Items in red are required fields. You cannot proceed to the next section until all required fields are filled.

If an invalid email address or phone number is entered, the system will highlight which field contains the invalid entry so that it can be corrected before proceeding.

6. Fill in the information for each person and click **Next**.

 **TIP:** Click **Use My Info** to automatically enter the information from your Public Access users account into the corresponding fields on this form.

The Contractor panel allows you to select a contractor for your application.

7. Click **Select Contractor(s)** to open a selection window.

Contractor Search x

	Business Name	Type	License	Expiration
<input type="checkbox"/>	Archway Electric	ELECTRICAL	18-456796	06/30/2019
<input type="checkbox"/>	Aspen Electric, LLC	ELECTRICAL	18-456789	06/30/2019
<input type="checkbox"/>	Corner Canyon Roofing	ROOFING	18-456786	06/30/2019
<input type="checkbox"/>	DBR Plumbing	MASTPLUMB	18-456794	06/30/2019
<input type="checkbox"/>	Granite Park Plumbing	MASTPLUMB	18-456782	06/30/2019

NOTE: This list shows contractors with local or state licenses. If a contractor has both a local and state license, it will be shown in the list twice.

8. Select the check box next to the name of the contractor you wish to add to the application. You may use the search tool to narrow down the list of contractors.
9. Click **Submit** to add the contractor and close the selection window.
10. Click **Next**.

The **Data Group** panel requests specific information about your project. The information collected here may be used to calculate fees. Required fields are marked in red.

NOTE: The **Data Group** panel is based on the kind of permit or license you are applying for and will request different information depending on which application you chose on the **Create an Application** page.

Application: Residential - New Single Family

Step 3 of 6

- 1 Main
- 2 People
- 3 DataGroup

BP - General Data

Enter New Construction SQFT:

Quantity

Estimated Cost of Construction:

Number

Estimated Start Date of Construction:

Job Description

Comment

BP - Single Family Data

Garage:

Select a value

Number of Bathrooms:

Select a value

Number of Kitchens:

Select a value

Number of Bedrooms:

Select a value

Number of Fireplaces:

Select a value

Additional Comments

Comment

BP - Setbacks (feet)

Front (ft):

Number

Back (ft):

Number

Right Side (ft):

Number

Left Side (ft):

Number

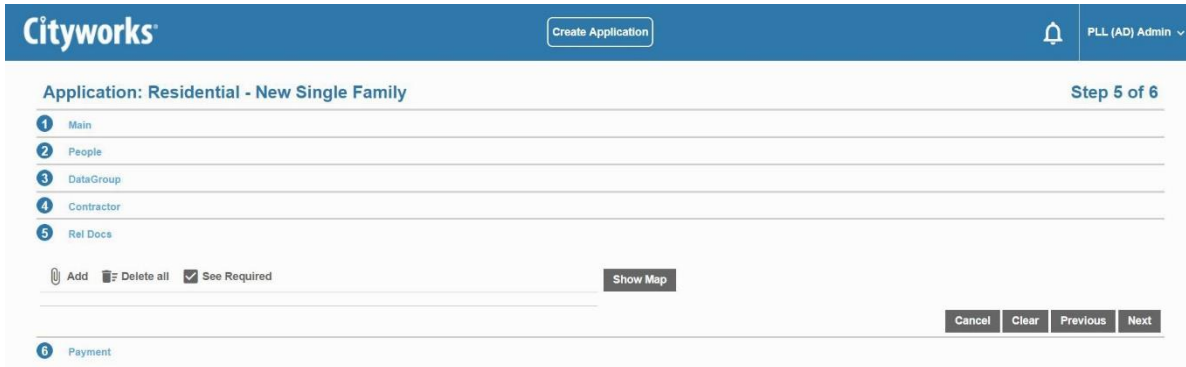
Cancel Clear Previous Next

- 4 Contractor
- 5 Rel Docs
- 6 Payment




11. Enter your application information.
12. Click **Next** to continue.


The **RelDocs** panel allows you to attach any relevant documents and files to your application.



The screenshot shows the Cityworks application interface. At the top, there is a blue header with the Cityworks logo, a 'Create Application' button, a notification bell, and the user 'PLL (AD) Admin'. Below the header, the application title is 'Application: Residential - New Single Family' and it is 'Step 5 of 6'. A progress bar shows six steps: 1 Main, 2 People, 3 DataGroup, 4 Contractor, 5 Rel Docs (current), and 6 Payment. Below the progress bar, there are controls for 'Add', 'Delete all', and 'See Required' (checked), along with a 'Show Map' button. At the bottom right, there are buttons for 'Cancel', 'Clear', 'Previous', and 'Next'.

 **TIP:** Click **See Required** to view a list of documents that are required or recommended for this permit type.

13. To add a file, click Add to open a selection window. Click the Delete icon to the right of a file to remove it or click Remove all attachments to delete all files simultaneously.

 **TIP:** Attachments may also be deleted from the case's summary page, but only by the user who originally attached them.

14. Click Submit to continue. You will receive an email verification that your application has been received.

Fees & Inspection

Once your application has been processed, you will receive an email notification to pay the necessary fees. After the fees are paid, you will receive an email with your permit and instructions on how to schedule your connection inspection.

Review Submitted Applications

To see those applications that you have completed and submitted, select the Submitted tab on the *Public Access* home page.



The panel below will now list all your submitted applications.

Submitted Applications			
1 to 5 of 25 items >		search	Sort
Residential - New Single Family RBP18-057	378 CROWN COLONY -No Application Name-	In Review Actions...	Created 07/6/2018
Residential - New Single Family RBP18-059	1744 GEETA -No Application Name-	In Review Actions...	Created 07/5/2018
Commercial - New Construction CBP18-059	730 NORTH CREEK -No Application Name-	In Review Actions...	Created 07/5/2018
License - Pet Registration 18-049	508 NORTH CREEK DR -No Application Name-	Active Actions...	Created 06/28/2018
Commercial - Addition CBP18-048	1704 GEETA RD -No Application Name-	In Review Actions...	Created 06/28/2018

It also displays your cases geographically on a map.



Each application is listed with its basic information (such as its name, address, status, submittal date, creation date, and expiration date).

Residential - New Single Family RBP18-057	378 CROWN COLONY -No Application Name-	In Review Actions...	Created:07/6/2018 Expires:07/31/2019
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1. Click the case code to go to your application's summary page.
2. Click the **Actions** drop-down list to select an option. Several of these options, such as **Schedule Inspection** and **Pay Fees** are essential to moving your case toward completion.



3. Click **Sort** at the top right corner of the list to filter the list of applications.



A vertical dropdown menu titled "Sort" with a downward arrow. The menu is open, showing the following options: "Created Date" (with a downward arrow), "Expires Date", "Location", "Name", "Type", and "Status".

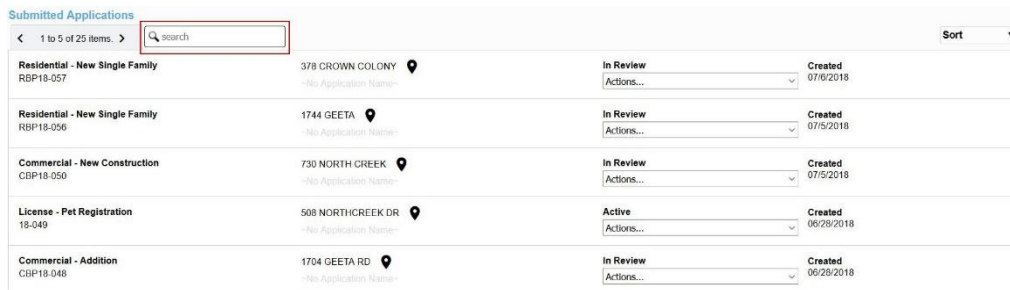
Check the Status and Progress of Your Application

Once you submit an application, you can check on its progress any time.

1. Make sure the home page is displaying *submitted applications*.



2. Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.



Submitted Applications

1 to 5 of 25 items. > Sort

Residential - New Single Family RBP18-057	378 CROWN COLONY -No Application Name-	In Review Actions...	Created 07/02/2018
Residential - New Single Family RBP18-056	1744 GEETA -No Application Name-	In Review Actions...	Created 07/5/2018
Commercial - New Construction CBP18-050	730 NORTH CREEK -No Application Name-	In Review Actions...	Created 07/5/2018
License - Pet Registration 18-049	508 NORTH CREEK DR -No Application Name-	Active Actions...	Created 05/28/2018
Commercial - Addition CBP18-048	1704 GEETA RD -No Application Name-	In Review Actions...	Created 05/28/2018

3. The current status of the case appears above the **Actions** drop-down list. This status will change as your case progresses, so check back from time to time.

Submitted Applications

< 1 to 5 of 25 items > Sort ▾

Residential - New Single Family RBP18-057	378 CROWN COLONY -No Application Name-	In Review Actions...	Created 07/6/2018
Residential - New Single Family RBP18-056	1744 GEETA -No Application Name-	In Review Actions...	Created 07/5/2018
Commercial - New Construction CBP18-050	730 NORTH CREEK -No Application Name-	In Review Actions...	Created 07/5/2018
License - Pet Registration 18-049	508 NORTHCREEK DR -No Application Name-	Active Actions...	Created 06/28/2018
Commercial - Addition CBP18-048	1704 GEETA RD -No Application Name-	In Review Actions...	Created 06/28/2018

4. To see more case details, click the **Actions** drop-down list and select **Check Case Status**.



This will take you to the summary page for your case. Here you will find all the information you need regarding your case, including the address, people and contractors associated with the case, case data, and related documents.

TIP: You can change or update information on the People or Case Data panels from the summary page.

Cityworks Create Application PLL (AD) Admin ▾

Application

CE Case - High Grass/Weeds
CE19-0013 2400 AUGUSTA AVE
No Application Name Open Created: 07/1/2019
Actions... Expires: 07/31/2019

Addresses

Address	Location Type	Location Id
2400 AUGUSTA AVE		

Violations

Code	Description	Issued	Completed
No violations to display.			

Related Documents

People

Title	Name	Address
Caller	Michael Langford	2400 AUGUSTA AVE

Workflow

Description	Result	Target End	Completed	M	Comments
Notice of Violation		07/2/2018 8:56 AM		1	
Re-Inspection (7 days)				2	

Data

CE - Weeds Data

Weed Height
Seed & soil
15+ inches

Are the weeds enclosed by a fence or wall?
 Yes No

Fees

Fee	Amount	Amount Paid	Amount Due
Weeds Violation Fee	\$125.00	\$0.00	\$125.00
Total Fees:	\$125.00	Total Paid: \$0.00	Total Due: \$125.00

Payments

Payment Type	Received By	Payment
No payments to display.		
		\$0.00
		Total: \$0.00

Workflow

This panel shows you how your case is progressing. It lists each task that must be completed, the estimated completion date for each task, the result of each task, and the date and time each task was completed.

Workflow				
◀ ▶ NaN to NaN of 17 items Show All				
Description	Result	Target End	Completed	M
Zoning Review		04/26/2016 2:3PM		1
Building Plan Review				2
Public Utilities Review				2
Engineering Review				2
Review - Flood Plain				2
Review - Historic District				2
Issue Permit				3
Footer				4
Plumbing Underground				4
Frame				5

Add, View, or Remove Attachments

You can add, view, or remove attachments from your permit.

 NOTE: You can only remove attachments if you were the user who added them.

1. Make sure the home page is displaying submitted applications.



2. Open the application that you want to view or modify the attachments for.
3. Click **Add attachments** to add an attachment. Browse to the attachment, select it, and click **Open** to attach it.

Related Documents

 Add attachments...  Delete all attachments

 license.pdf Attached By: jinspector	81.02 KB 03/21/2018 
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The *Attached By* field shows the name of the user who attached the file.

4. To view an attachment, click it to download the file and view it.

If you were the user who added the attachment, there will be a **Delete** icon to the right of the attachment.



5. Click the **Delete** icon to the right of a file to remove it.

Finish an Incomplete Application

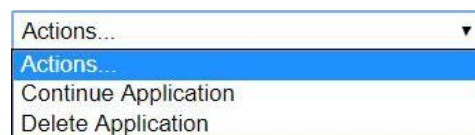
If you have applications that have not been completely filled out and submitted, you may find them by selecting the **Incomplete** tab on the home page.



The panel below will now list all of your incomplete applications. You may also open an incomplete application by clicking on it in the map. Incomplete applications are represented by a gray icon on the map.

Incomplete Applications			
< 1 to 5 of 34 items >	Q search		Sort ▼
Res. Permit - New Single Family 390	1829 GODHANIA RD ~No Application Name~	OPEN Actions...	Created 06/01/2017
E-ROW Utility - New Construction 388	~No Location Specified~ ~No Application Name~	OPEN Actions...	Created 08/26/2016
Res. Permit - New Single Family 387	~No Location Specified~ ~No Application Name~	OPEN Actions...	Created 07/14/2016
Res. Permit - Fence 379	100 E Main St, Edmond, Oklahoma, 73034 New Fence	OPEN Actions...	Created 04/03/2015
Engineer - Right of Way Permit 365	1521 W Danforth Rd, Edmond, Oklahoma, 73003 1521 W Danforth	OPEN Actions...	Created 06/26/2014

1. Click the **Actions** drop-down list to either **Continue Application** or **Delete Application**.



If you selected **Continue Application**, the application input screen will open. See "**Begin a New Application**" on page 5 for more information.