

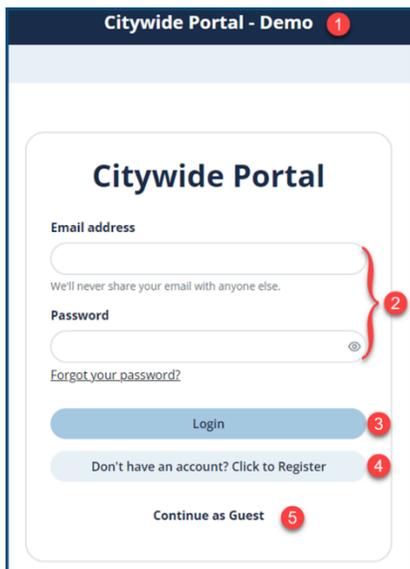
Introduction

Citywide Portal is a self-serve web application that allows the public to create, track and update applications within Citywide Permits and to create Service Requests.

Note: The screenshots provided in this quick reference guide are for demonstration purposes only. They may not be the same as the Citywide portal for your municipality.

Portal URL and Login

To access the Citywide Portal, enter <https://citywideportal.com> in a web browser page:



A registered user can enter the email address and password **2**, and then click on Login **3**.

A new or currently unregistered user can opt to become a registered user **4**.

A user can access the system as (an unregistered) Guest **5**.

NOTE: A major advantage in registering a Portal user account is that you will be able to save a partially completed application and come back to it later. This option is not available to you if you do not register.

Sign up as a Registered User

Registered users can see status updates, upload required documents and exchange comments and receive documents with the municipality all from the online portal.

- Click '**Signup**'
- Enter an email address and password
- Confirm the password
- Click **Register**

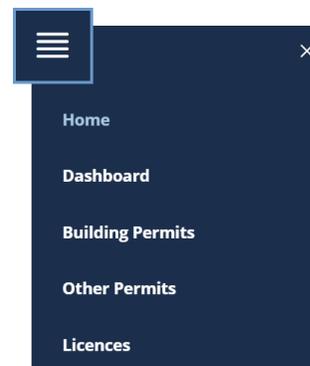
Check your email and click on the **Verify** button in the email message to validate the registration. Then, log in to the Portal with your credentials.

To complete your user account registration:

- In the top right corner drop down under your user name, click '**My Profile**'. Complete the **My Profile** form to complete your registration.
- Click **Update User**

Menu

At the top left corner of the portal, you will find the menu icon:



As a registered user, you can use this menu to view your **Dashboard** of all applications submitted/drafts saved as well as other application options available depending on the municipality's Portal configuration.

Create an Application

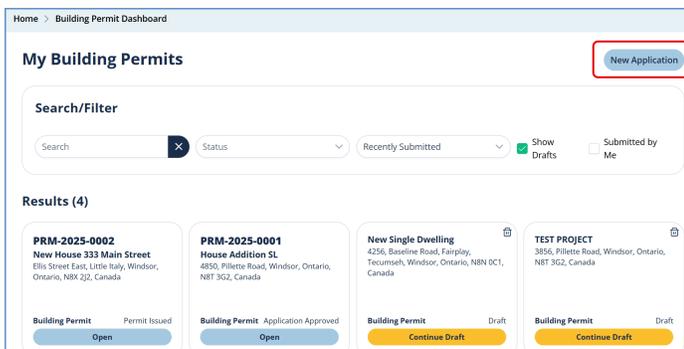
The application process follows the same sequence for all the different Permit Applications.

The availability of various application options will vary from one municipality to another, depending on the municipality's Portal configuration.

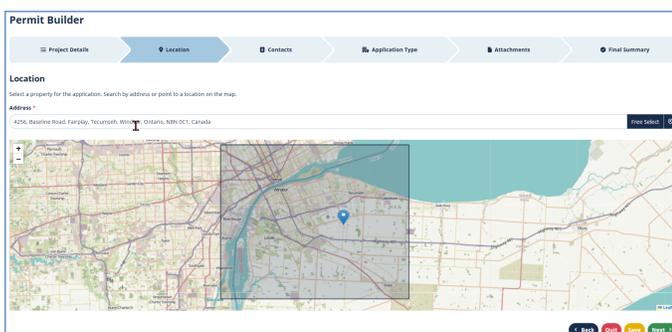
On the Home page, **select an application option**:



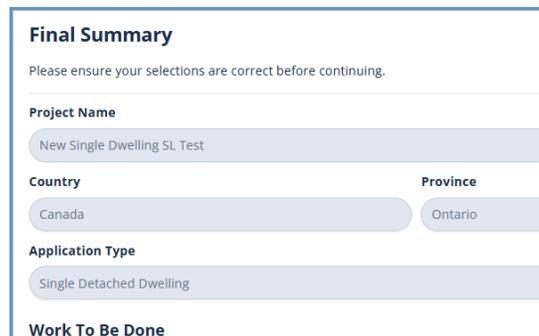
1. On your user dashboard, it will show any previous applications created.
2. Click **New Application** to begin.



3. Confirm your Municipality, then click **Apply**
4. Enter the Project Name & Description (optional)
5. Click **Next**
6. Enter the Location/Address. Either type the address or click **Free Select** to select coordinates **or** use the interactive map to select the location within the municipality bounds.



7. Click **Next**
8. Select or + add a contact name and details.
 - Your contact info (from your Profile) will be attached as the Applicant. Additional contacts can be added and assigned roles.
9. Click **Next**
10. Select an Application Type from the drop down menu
 - Complete all the required fields based on the Application type selected
11. Click **Next**
12. Attach any required documents for the application:
 - Click **Upload**
 - Select files from your computer and enter a description (optional), then click 'Add attachment'
13. Click **Next**
14. Review the **Final Summary** page



Ensure all information is correct. If not, click **Back** to go to a previous category, **Quit** to quit without saving or **Save** as a Draft to return to later.

15. Click **Submit**.

Create a Service Request

On the Home page, click **Service Requests**, then **New Request**

1. Confirm your Municipality, then click **Apply**
2. If you are a registered user, the **Contact Details** that appear on the screen will be those contained in your Profile. If you are logged in as a **Guest**, click the pen icon **1** to enter your contact information before you can proceed to the next step.
3. **Contact Preference 2**: Select whether you would like to be contacted and how (phone or email).

Help and Support

For additional information, please visit your municipality's website.

4. Click **Next**
5. **Location of Inquiry/Issue:** Enter the Location/Address. Either type the address or click **Free Select** to select coordinates **or** use the interactive map to select the location within the municipality bounds.
6. Click **Next**
7. **How can we help you:** From the drop down menu, select the type of inquiry.
8. **Details:** Please provide details of the inquiry/issue
9. Click on **Save** to save the current request; **Quit** to quit without saving; **Back** to go to a previous category.
10. Click **Next**
11. Upload any applicable attachments
 - Click **Upload**
 - Select files from your computer and enter file name & description, then click **'Add attachment'**
12. Click **Next**
13. Review the **final summary**

Ensure all information is correct. If not, click **Back** to go to a previous category, **Quit** to quit without saving or **Save** as a Draft to return to later.

14. Click **Submit**.