Planning & Development Services

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How to Provide Response Comments and Resubmittals in the Civic Access Portal

1. Log in to your Civic Access Portal account and go to the desired permit in your Dashboard.
2. In the permit, click the Reviews tab which should have a red exclamation mark. Read through review comments carefully and provide responses to each comment. When finished, click Update Responses.
3. Next, click on Attachments. When a document is required to be resubmitted, the Attachments tab will have a red exclamation mark. Double check response comments and toggle “Acknowledge” on each review. Then click next.
4. Select the file you need to resubmit and then choose your file(s). You may also include additional files at this time if needed. **All files must be resubmitted at the same time in order to proceed.** When finished, click Submit. Your files will be submitted to staff for review at this time.
5. Contacts can be added/deleted at any time. Always search for the name of the contact before manually entering a new contact.
6. To ***change*** a contact listed on your permit, please:
    - First, add the new contact to the specific TYPE (click add contact and use the dropdown list to select the TYPE) before removing the previously listed contact.
    - For example, if you have a Class D Framer listed as TBD and need to update it you will need to selected “Add Contact” and then choose Class D Framing Contractor from the dropdown list, and then search for the name of your contractor.
    - Once you have added the required contact, then you can delete the TBD under the Class D Framing Contractor type.
    - Be sure to refresh the page after you have added the newly listed contractor and removed the previously listed contractor before moving on to the next contact type.
7. If you received review comments from the Permit Technician Review stating that the licensed contractors need to be updated on the customer portal prior to permit issuance, please update your contacts and then email the Permit Technician when complete.

How to Scheule an Inspection in the Civic Access Portal

1. You must log in to your Civic Access account and go to the desired permit in your Dashboard.
2. In the permit, click the Inspections tab.
3. A list of required inspections should appear with an “Action” check box next to it. Click the box of the required inspection(s) and then click the blue

"Request Inspection" button at the bottom right-hand corner of the page. More than one inspection can be requested at the same time.

4. Enter the requested date and time along with any comments for the inspector (such as call ahead number or special instructions).
5. If scheduling more than one inspection, you will need to "submit" for each individual inspection.
6. When finished, there is a blue Back button at the very top of the page that will take you back to the permit.