

CITY OF AUBURN PLL PORTAL USER GUIDE



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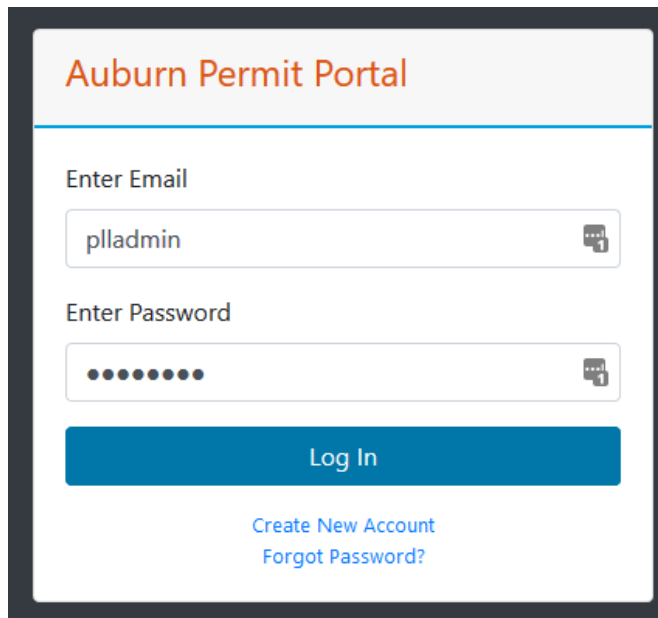
1 Introduction

The **Permit Portal** is a web interface for contractors and citizens to access Permits and Inspections. It allows users to apply for new permits, review existing permits, schedule inspections, and make payments.

2 Login and Create Account

2.1 Log-in to the portal

1. Log into the portal
 - a. Use your email and password to log into the portal.



The screenshot shows the Auburn Permit Portal login interface. At the top, the title "Auburn Permit Portal" is displayed in orange. Below the title, there are two input fields: "Enter Email" with the text "plladmin" and "Enter Password" with a masked password of ten dots. Each input field has a small icon of a speech bubble with the number "1" next to it. Below the input fields is a blue "Log In" button. At the bottom of the form, there are two links: "Create New Account" and "Forgot Password?".

2.2 Create a new account

Contractors and applicants will need to create a new account when they log into the portal.

1. Create New Account
 - a. Click **Create new Account**
 - b. Populate login and contact information. Click **Submit** to create an account. Note that the Login Name will be the user's e-mail address.

Create New Account

Login Information

Password

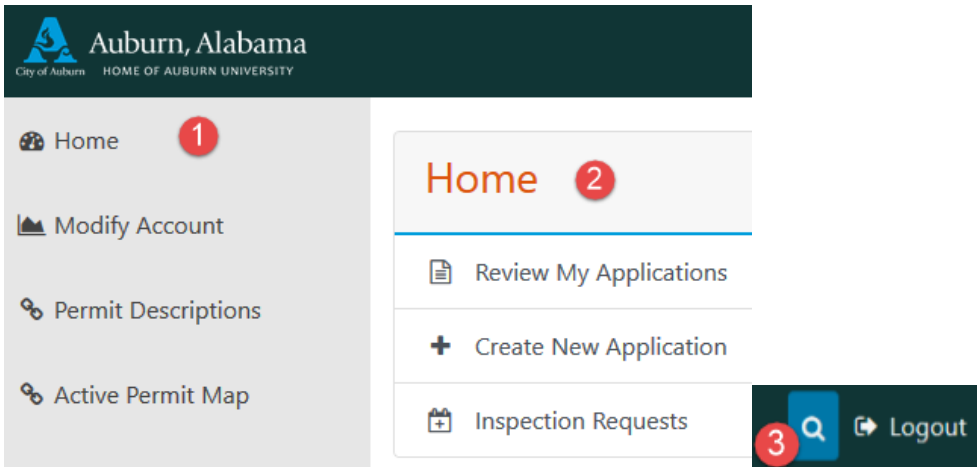
Contact Information

Security

2.3 Home Page

The Portal homepage includes a few links on the left side of the screen for navigation and account management, as well as a series of links to the main modules of the portal.

1. Navigation Panel
 - a. **Home** – Takes you back to the Home Page
 - b. **Modify Account** – Takes you to page where you can update account settings such as your password or contact information.
 - c. **Permit Descriptions** – Navigates to Permit Information page.
 - d. **Active Permit Map** – Navigates to Active Permit Map.
2. Home Panel
 - a. **Review My Applications** – Allows user to search for all applications they are associated with.
 - b. **Create New Application** – Allows user to apply for a new permit.
 - c. **Inspection Requests** – Allows user to schedule an available inspection.
 - d. **Make Payment** – Allows user to pay for fees.
3. Search/Logout
 - a. **Search** – Sends user to the City of Auburn search page.
 - b. **Logout** – Logs user out of the portal.

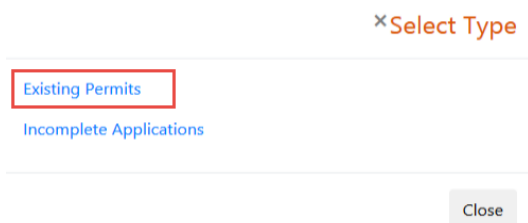


3 Review My Applications

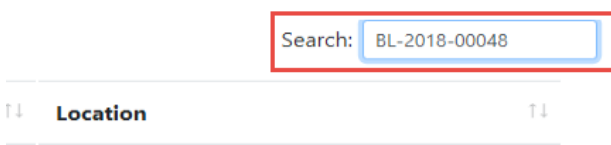
When a user clicks on **Review My Applications** they are prompted to select the types of permits they want to review. There are two options, **Existing Permits** and **Incomplete Applications**. **Existing Permits** and **Incomplete Applications** are assigned by a Contact or Contractor's associated email address used to access the *Permit Portal*. If another user's email address is associated to the permit, they will also see the permit within **Existing Permits**.

3.1 Review existing permits

1. Click **Review My Applications** and then click **Existing Permits**.



2. Use the **Search Bar** to find the desired permit. The search will filter the displayed permits down based on the criteria provided. This example uses the **Permit Number** but the search works on all fields in the table.



- Click on the permit record to select it, and then click on **View Permit Info** to navigate to the **Permit Info Page**.

Existing Permits

Show entries

| Case Number | ↑↓ | Case Status |
|---|----|-------------|
| BL-2018-00048 1 | | OPEN |

Showing 0 to 0 of 0 entries (filtered from NaN total entries)

[View Permit Info](#) 2

3.2 Incomplete Permits

- Click **Review My Applications** and then click **Incomplete Permits**

✕ Select Type

Existing Permits

Incomplete Applications

[Close](#)

- The Incomplete Permit Page will open.

Incomplete Permits

Show entries

| Case Number | ↑↓ | Case Type |
|---|----|-----------|
| b 1 | | BL-SF |
| 2 | | BL-2F |
| 3 | | BL-COMM |

Showing 1 to 3 of 3 entries

[Cancel](#)

Search: a

| ↑↓ | Location | ↑↓ |
|----|------------------|----|
| | 182 S COLLEGE ST | |

[Previous](#)
1
[Next](#)

- The **Search** area allows the user to search **Incomplete Permits** by criteria such as **Location** or **Case Type**
- Clicking the **Case Number** brings the user back to the saved position in the **Application Creation Process**

3.3 Permit Info Page

The Permit Info Page contains all the details pertaining a specific permit. This information is pulled directly from Cityworks, and will correspond to the respective panels within Cityworks. The Permit Info panel at the top of the page corresponds to the Main panel in Cityworks.

This page is accessible through the **Review My Applications** and **Search Permits** modules. It is also accessible after a user creates a new permit application.

Permit Info

Case Number: BL-2018-00048

Case Group:

Case Type: Residential Alteration

Sub Type:

Case Status: OPEN

Location:

Date Issued:

Location

| Asset ID | Asset Type | Address |
|----------|------------|----------------------|
| 7284747 | Parcels | 1347 SHELTON MILL RD |

There is also a button at the bottom of the Permit Info Page. **Print** prints the permit details. Permit Form, CO and Checklist comments are available for print where appropriate.

Print Info

Print

4 Create New Application

4.1 Select Permit Type

1. Click **Create New Application**.
2. Select **New Permit** or **Trade**.
3. Select a **Case Type**
4. Add a name to the permit and click **Next**.

- New Permit** 2
- Trade (Electrical, Fire Systems, Mechanical, or Plumbing) Sub-Permit. You will be prompted to select the existing Building Permit for your Sub-Permit.

Case Type

Mechanical Sub Permit 3

Project Name (Subdivision Name and Lot or Business Name)

test 4

Cancel

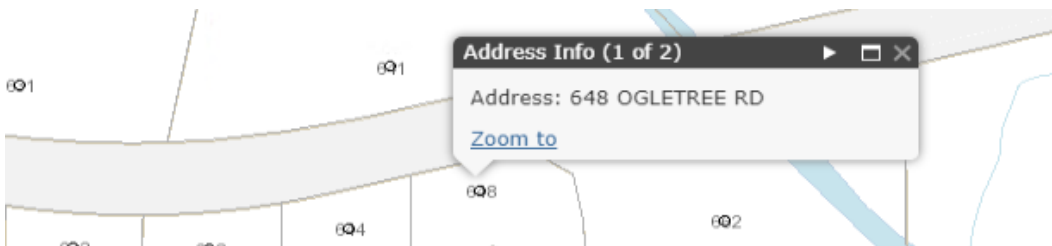
The user can click **Cancel** at any point after creation and before submittal to save their progress. See [3.2 Incomplete Permits](#)

4.2 Add Address

5. Type the site address into the map's search bar, and then click the **Search** button.



6. The map will zoom to this address point on the map.



7. Once you have the correct address and/or parcel selected, click **Next**.

Show 10 entries Search

Location

648 OGLETREE RD

Showing 1 to 1 of 1 entries 1 row selected

Remove

Previous **Next**

4.3 Add People

1. Search for existing people by using the search bar.
2. Select the person you wish to associate to this permit and click **Add**.

Search & Add People

Show 10 entries Search: joe test

| Name | Address | Company |
|------------|-------------|---------|
| 1 Joe Test | 123 Main St | |

Showing 1 to 1 of 1 entries (filtered from 59,625 total entries) 1 row selected

2 Add Create New Contact Previous 1 Next

3. If the person you wish to add does not already exist within the Cityworks database, click **Create New Contact**.

Showing 1 to 1 of 1 entries

Add **Create New Contact**

4. Enter the person’s information and then click **Add**. They will appear in the Selected People panel.

Add Person ×

Name

Company Name

Address 1

5. Select roles from the drop down menu for each person you’ve selected.

Selected People

Show 10 entries Search:

| Name | Address | Company | Role |
|----------|-------------|--------------|--|
| Joe Test | 123 Main St | Test Company | <input type="text" value="Applicant"/> <ul style="list-style-type: none"> - Please select a role - Applicant Architect Contact Engineer |

Showing 1 to 1 of 1 entries 1 row selected

6. After you have selected roles for each person, click Next.

4.4 Add Contractor

1. Search for existing contractors by using the search bar.
2. Select the contractor you wish to associate to this permit and click **Add**.

Contractors

Show 10 entries Search: PLUMBING

| Contractor Name | Contractor Type | License Num | License Expired |
|---------------------------|-----------------|-------------|-----------------|
| A & S PLUMBING COMPANY | BUSLIC | BL-037532 | |
| ACA PLUMBING AND SERVICES | BUSLIC | BL-036309 | |
| ACE PLUMBING COMPANY, INC | BUSLIC | BL-032437 | |
| ALPHA PLUMBING INC | BUSLIC | BL-034402 | |
| AL'S PLUMBING | BUSLIC | BL-030320 | |
| BATES PLUMBING LLC | BUSLIC | BL-041063 | |

3. After you have selected a contractor, click Next.

4.5 Permit Details

The Permit Details page allows users to enter custom information about the permit.

1. Fill out applicable permit information.

GIS Info

Zoning

Lot Number

Flood Zone Lot Yes No

Flood Zone Building Yes No

Building Permit Portal Submittal - Res

Construction Cost

2. After you have finished entering the permit information, click **Next**.

4.6 Terms and Conditions

1. Check the box to accept the Terms and Conditions.
2. Click **Submit**.

I understand and agree that this permit is c
permit remains the property of the City of /
above, appropriately trained and qualified I
information provided is found to be incorre
comply with the ordinances of this jurisdic
codes and standards, and shall be responsi
plans made without written approval subse
subject to field inspections. Permit void if w
permits shall be required for any additional
schedule all required inspections.

I agree

Submit

3. In the Portal tab that was already open, you will receive a success message. You will then be prompted with 3 options allowing you to **View Permit Info** or **Apply for a new permit**. Some permit types may also allow you to **Attach Files** or **Pay Fees**. Building permit submittals will display a link to email all required documents.

Permit Summary

✔ Your permit is submitted. Please record the following permit number for your records: BL-2018-00056

Attach File

Attachments Required

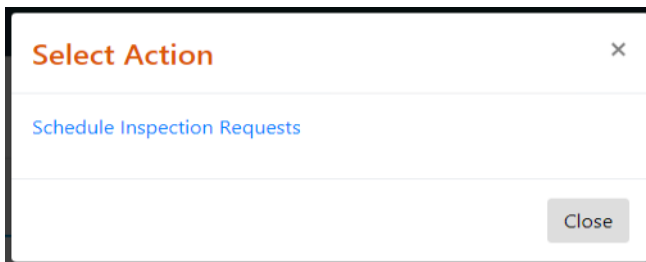
- Electronic Plan including floor plans to scale and elevations
- Structural Information including slab, floors, walls, ceilings, and roof systems
- Engineered Components Documentation
- Prescriptive Energy Worksheet
- Manual J
- FEMA Elevation Certificate (if applicable)
- Site Plan (refer to Site Plan Requirements document)
- Septic Tank Permit (if applicable)

Choose file(s)

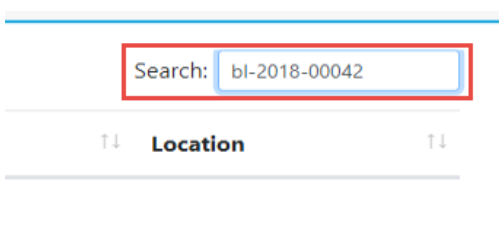
5 Inspection Requests

Portal users will be able to schedule inspections if those inspection tasks are available in Cityworks.

1. Click **Inspection Requests** and then click **Schedule Inspection Requests**.



2. Enter a permit number into the Search Bar to filter the results.



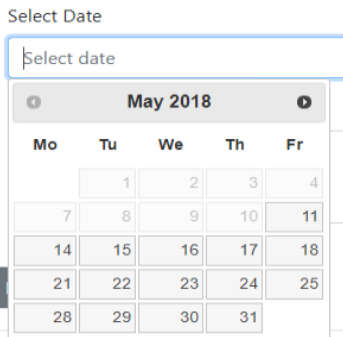
- Click on the inspection you wish to schedule and then click the **Next** button.



Showing 1 to 10 of 16 entries (filtered from 1,337 total entries)



- Click in the **Select Date** box and use the calendar picker to choose your scheduled inspection date.



- Enter comments to provide to the Inspector, and then click **Schedule**.

Enter Comments



- An alert will appear notifying you that the Inspection was successfully requested. You will be prompted to either **Close** the alert box or **Schedule Another Inspection**.

Inspection Result



Successfully requested the Building Final inspection for 7/25/2018.

Requested inspection dates cannot be guaranteed. Requests are processed within 4 business hours of submittal.

Assigned inspection dates can be viewed from the "Review My Applications" page after that time.

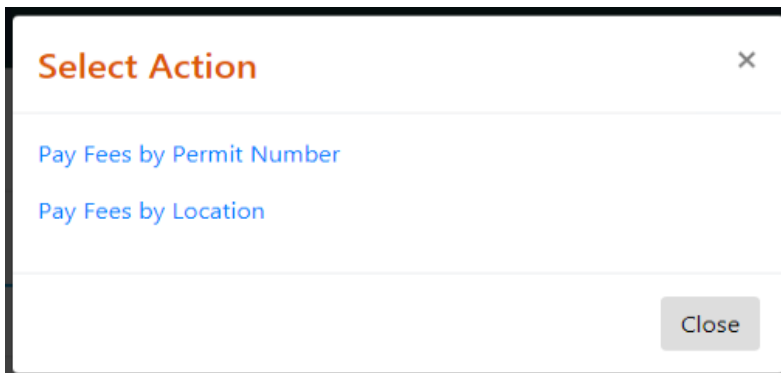
Close

Request Another Inspection

6 Make Payment

External users will be able to look up and pay fees through the portal. They can search for fees by either the Permit Number or Location.

1. Click **Make Payment** and then select a search method.



2. Depending on which option you selected, type in either a **Permit Number** or an **Address** and click the **Search** button.

Search Payments by Permit Number

Search Case Number

bl-2018-00048

Search

3. Fees from all permits matching your search criteria will be returned. Click the radio button next to the Case Number that matches the permit you want to pay fees on.

Case Number: BL-2017-00131

| Case Number | Case Type | Fee Code |
|---------------|---------------|----------|
| BL-2017-00131 | Single Family | BL-1 |

4. Click the **Pay Fees** button at the bottom of the page.

Search Again

Pay Fees

5. A window will pop up prompting the user to enter their credit card and billing address info.


Make Payments

Order Information

Total Amount (\$):
\$936.00

Charge Type:
SALE

Card Information


Card Number.*

6. If the transaction was successful, a **Receipt** will pop up with the option to **Print**.

Receipt ×

Successful transaction: The transaction completed successfully.

Total Amount: USD\$936.00
Transaction Date: 2018-06-05 10:14:07
Transaction ID: 00000000247
Transaction Type: Purchase
Approval Code: 649468
Batch Number: 000011
Card Type: Visa
Card Number: XXXXXXXXXXXX0010
Entry Method: MANUAL

Buyer agrees to pay total amount above according to cardholder's agreement with issuer.
X _____

Close Print