

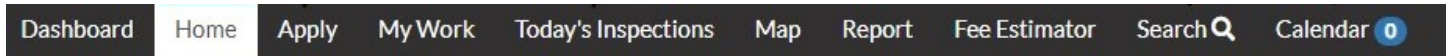
Civic Access – User Guide

- Navigate to our Civic Access portal via the City website www.wpb.org/epl

OVERVIEW

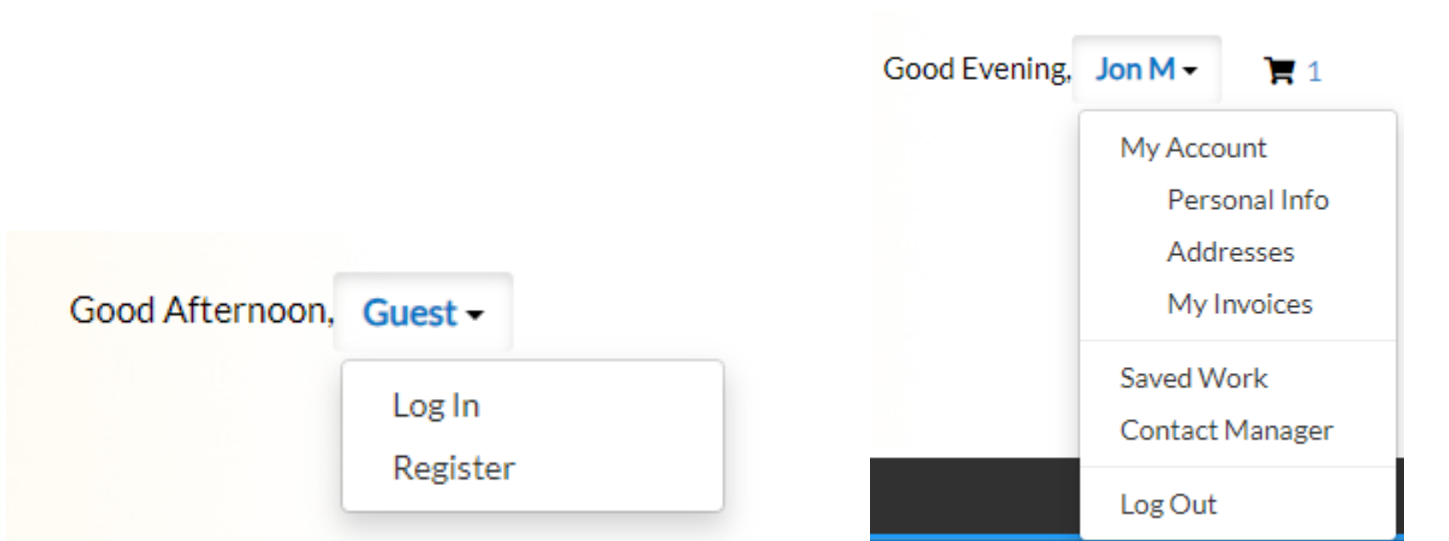
Civic Access is an Online portal that provides public-facing tools for citizens to use to interact with plan and permitting processes, as well as Code Enforcement cases. In 2024, we expect to add business tax receipts to the portal.

CIVIC ACCESS HOME PAGE AND MAIN MENU BAR



You'll see your Main Menu Bar across the top of the screen. This consists of the Dashboard, Home, Apply, Today's Inspections, Map, Report, Fee Estimator, Search, and Calendar buttons. At the top-right you will also see your Log In button. We will walk you through what each of these options do.

Register/Log In – At the top-right of Civic Access you'll see your Register/Log-In button. You'll need to Register to create a profile if you have never logged in before. Please note that if you have an existing open permit record with the City, your profile email address must match your legacy email address in our system for the system to grant you access to your existing permits. If you want to make sure they match, please email ds@wpb.org or call our main line at 561-805-6700.



Civic Access – User Guide

Dashboard – The Dashboard button allows you a high-level view of your permits, plans, inspections, and invoices, grouped together for your convenience. From here, you can click “View My ...” to view the individual records of a particular group. In 2024 business tax receipts will also be available on Civic Access.

The screenshot shows the Civic Access Dashboard with the following sections:

- My Permits:** A grid of five cards for Attention (68), Pending (99+), Active (24), Recent (36), and Draft (0). Each card lists sub-categories and counts.
- My Plans:** A grid of five cards for Attention (0), Pending (0), Active (0), Recent (0), and Draft (0).
- My Inspections:** A table with columns Requested (3), Scheduled (3), and Closed (11), with sub-categories and counts.
- My Invoices:** A table showing Current (4, \$306,194.00), Past Due (27, \$573,624.20), and Total (31, \$879,818.20) with 'Add To Cart' buttons.

MY PERMITS/PLANS:

Attention: By clicking on the Attention status from the Dashboard, the user be given a list of all Plan/Permit numbers that have been applied for that have a status of Attention, Project name, Address attached to the Plan, Type, Status, and the Reason that the Plan/Permit needs the citizen’s attention. Criteria for the Attention status is: active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and does not have a successful status.

Pending: By clicking on the Pending status from the Dashboard, the user be given the list of all Plan/Permit Numbers that have been applied for that have a status of Pending, Project name, Address attached to the Plan/Permit, Type, Status and Reason. Criteria for the Pending status is statuses for the case are not success, failures, on hold or cancelled.

Active: By clicking on the Active status from the Dashboard, the user be given the list of all plan/permit numbers that have been applied for that have a status of Active, Project name, Address attached to the Plan/permit, Type, Status and Reason. Criteria for the Active status is the status is successful.

Recent: By clicking on the Recent status from the Dashboard, the user be given the list of all Plan/Permit Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Plan/Permit, Type, Status and Reason. A Recent status indicates that a citizen applied for the Plan within the last 30 days.

Draft: By clicking on the Draft status from the Dashboard, the user be given the list of all Permits and Plans that have been saved, but not submitted for review. These drafts may be incomplete, and action may resume at any point in time. They may also be deleted from this page if they are no longer needed.

INSPECTIONS

Requested: By clicking on the Requested status from the Dashboard, the user be taken to the My Work tab to view My Existing Inspections. The user be given a list of all Inspection Case Numbers that have a status of Requested, Address attached to the Inspection, Inspection Type and Requested Date.

Scheduled: By clicking on the Scheduled status from the Dashboard, the user be taken to the My Work tab to view My Existing Inspections. The user be given a list of all Inspection Case Numbers that have a status of Scheduled, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.

Closed: By clicking on the Closed status from the Dashboard, the user be taken to the My Work tab to view My Existing Inspections. The user be given a list of all Inspection Case Numbers that have a status of Closed, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.

Civic Access – User Guide

Home – The Home button will take you back to the Civic Access Home Page.

Apply – Click the Apply button to reach the Application Assistant menu to begin the application process for a plan, permit, private property special event permit, lien reduction, and more.

Application Assistant

Search for application names and keywords

All Trending My History PERMITS PLANS

Hide Categories
+ All

- New Building - Residential**
Category Name: Residential Building
Description: Construction of new - 1 or 2 Family Residential
- Addition - Residential**
Category Name: Residential Building
Description: Addition of floor area, stories or height - 1 or 2 Family Residential
- Addition - Commercial**
Category Name: Commercial Building
Description: Addition of floor area, stories or height - Commercial Building
- New Building - Commercial**
Category Name: Commercial Building
Description: New Construction - Commercial Building
- A/C Changeout - Residential**
Category Name: Mechanical
Description: Change out of existing Air Handler and/or Condenser unit with equivalent size equipment at a one or two-family residence. No duct work, electrical upgrade or size increase with this permit type - 1 or 2 Family Residence

My Work – You must be logged in to see the My Work button. This button will allow you to view and easily navigate to your individual records for Invoices, Permits (including a quick view of its status), Existing Inspections, as well as Requested Inspections.

My Work

MY INVOICES MY PERMITS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Search... Export to Excel

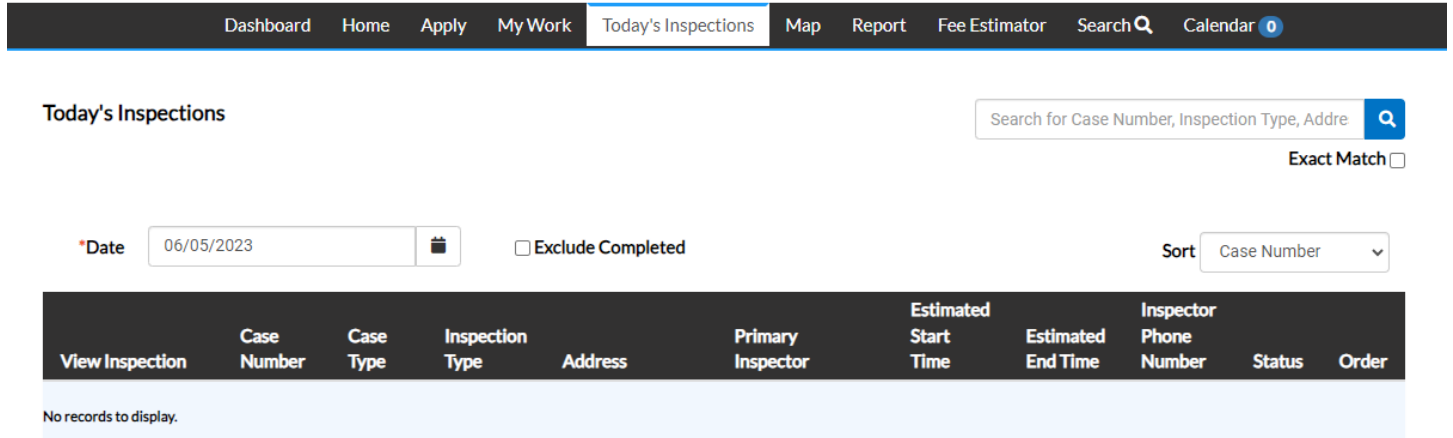
Display All Records Updated In Last 1 Year



Permit Number	Project	Address	Permit Type	Status	State
23030363-COM-BLDG		401 Clematis St West Palm ...	New Building - Commercial	Fees Paid	Recent, Pending
23060045-RES-BLDG		100 Alhambra Pl West Palm ...	New Building - Residential	Fees Due	Attention, Recent, Pending (On Hold, Unpaid Fees)
23050084-COM-BLDG		512 Clematis St West Palm ...	New Building - Commercial	Fees Due	Attention, Recent, Pending (On Hold, Unpaid Fees, Review Not Approved)
23050106-RES-MECH		719 Kaye St West Palm Bea...	A/C Changeout - Residential	Complete	Recent
23050117-RES-MECH		1234 Avondale Ln West Pal...	A/C Changeout - Residential	Complete	Recent
23050118-RES-PLUMB		849 29th St West Palm Bea...	Water Heater Changeout - Residential	Fees Due	Active, Attention, Recent (On Hold, Unpaid Fees)
23050097-RES-BLDG		311 Franklin Rd West Palm ...	Addition - Residential	Submitted - Onli...	Recent, Pending
23050167-RES-PLUMB		10855 Grande Blvd West Pa...	Water Heater Changeout - Residential	Issued	Active, Recent
23050134-RES-MECH		3001 Spruce Ave West Palm...	A/C Changeout - Residential	Submitted - Onli...	Recent, Pending
23050140-COM-BLDG		745 1/2 Spruce Ave West Palm...	New Building - Commercial	Submitted - Onli...	Recent, Pending


Showing 172 records.



Civic Access – User Guide

Today's Inspections – You will no longer have to call the City first thing in the morning to obtain your inspector's name and phone number. By clicking this button on the morning of your scheduled inspection(s) you can easily view your assigned inspector and their phone number. Inspection cutoff time will remain at 7am, and the information should be available by 8am.



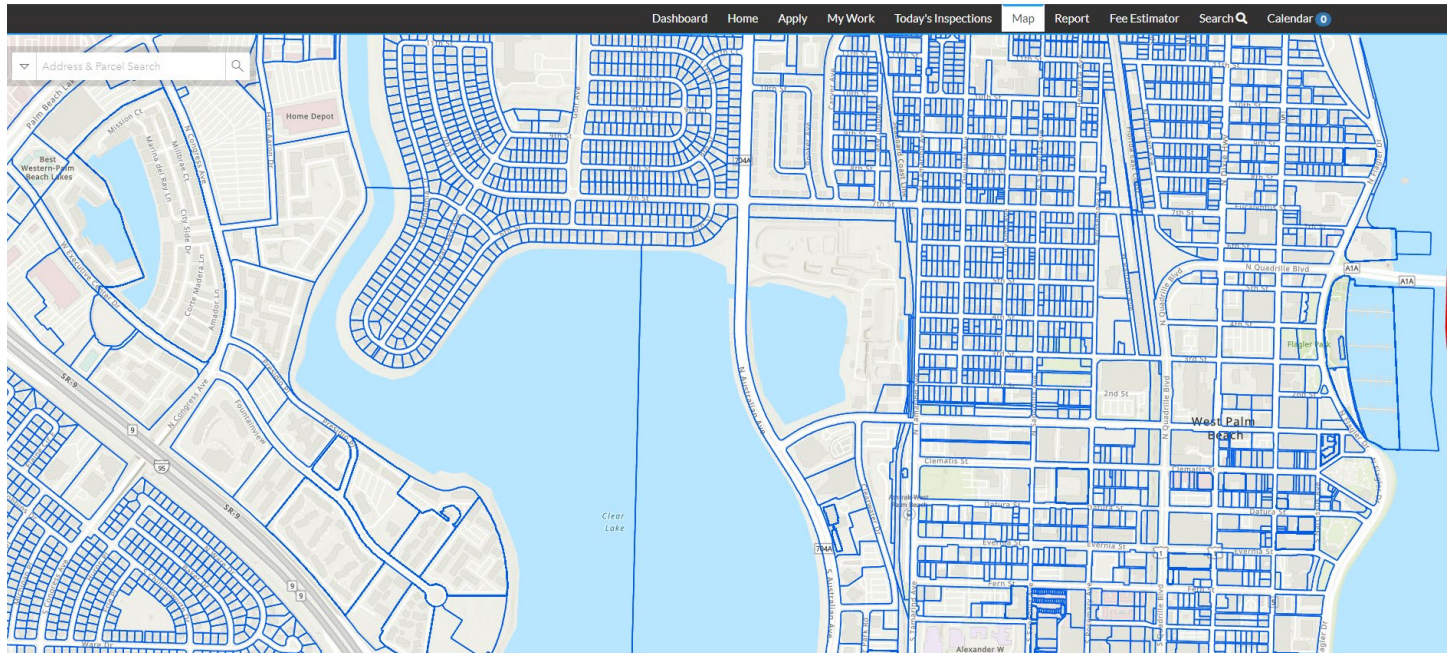
Dashboard Home Apply My Work **Today's Inspections** Map Report Fee Estimator Search  Calendar 



Today's Inspections  Exact Match

Date:  Exclude Completed Sort: 

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Inspector Phone Number	Status	Order
No records to display.										

Map – Search for an address or parcel using Civic Access' map tool.



Dashboard Home Apply My Work Today's Inspections **Map** Report Fee Estimator Search  Calendar 



Address & Parcel Search

Map showing residential area with streets, Home Depot, and Clear Lake.

Report – This feature is not built out at this time.

Civic Access – User Guide

Fee Estimator – Calculate your estimated fees before beginning the application process. Simply select your permit type and enter in your value (labor + materials) as well as square footage (if required). Complete Steps 2 and 3, entering in all required fields, and view your estimated permit fees.

Dashboard Home Apply My Work Today's Inspections Map Report Fee Estimator Search  Calendar 

Estimate Permit Fees *REQUIRED


1 Type 2 More Info 3 Review and Submit

PERMIT DETAILS

* Permit Type



* Square Feet

* Valuation

Application Date 

[Next](#)

Search – Find your plan, permit, inspection, or code case by the permit/record number or address. You do not need to be logged in to Civic Access in order to search for public information.

Dashboard Home Apply My Work Today's Inspections Map Report Fee Estimator Search  Calendar 

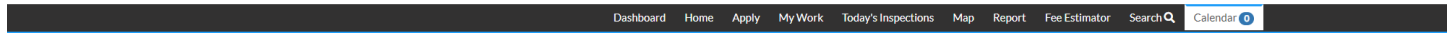
Public Information

Search for Exact Phrase [Search](#) [Reset](#)

- All
- Permit
- Plan
- Inspection
- Code Case
- Request
- Project

Civic Access – User Guide

Calendar – View the dates of City events such as hearings or meetings, as well as the dates you paid invoices, had inspections or have upcoming scheduled inspections, upcoming holidays, expiring permits, and more.



Calendar Events

June 2023

Month Week Day

< Today >

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	1	2 INSP-001145-2023 INSP-001213-2023	3
4	5	6	7	8	9	10
11	12	13 Planning Board	14	15 Payment for Invoice INV-0000081...	16	17
18 Payment for Invoice INV-0000082... Payment for Invoice INV-0000082...	19 Juneteenth	20	21	22	23	24 Payment for Invoice INV-0000067...
25	26 City Commission	27	28	29	30	1

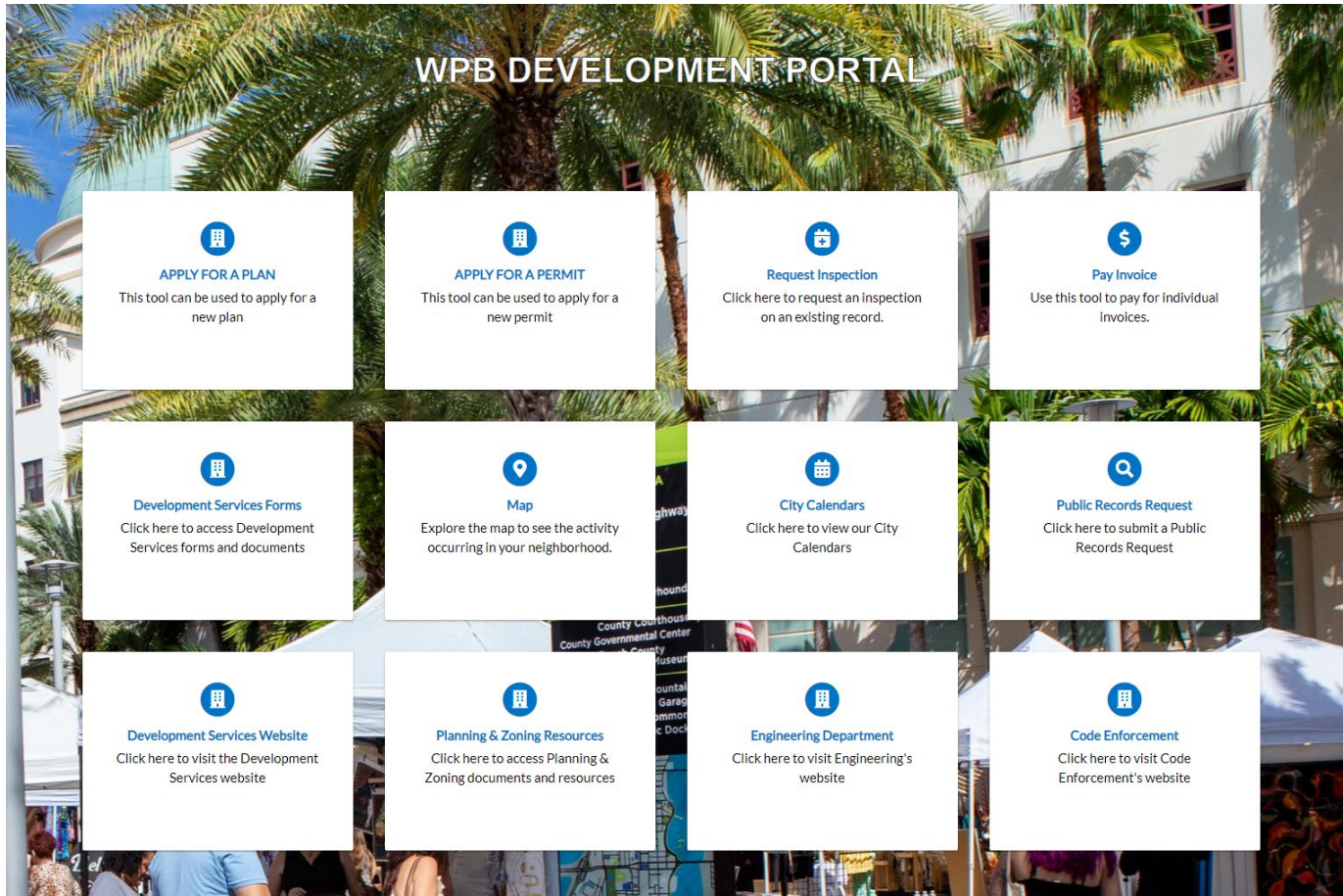
Filter By

- Public Hearings
- Public Meetings
- Holidays Closed
- Inspections Scheduled
- Plans Expired
- Permits Expired
- Invoices Due

Civic Access – User Guide

BELOW THE MENU BAR – TILE NAVIGATION

Below the Main Menu Bar you'll find twelve tiles – Apply for a Plan, Apply for a Permit, Request Inspection, Pay Invoice, Development Services Forms, Map, City Calendars, Public Records Request, Development Services Website, Planning & Zoning Resources, Engineering Department, and Code Enforcement. Some of these tiles correspond with the Menu Bar and some do not. We'll go over each, one at a time.



Civic Access – User Guide

Apply for a Plan – Create a new application for a plan or development. You can navigate to your desired choice quickly by selecting the “Show Categories” button to the left. Be careful about which type you select, as once you submit an application the plan type cannot be changed. When you’ve found the one you want, click the blue “Apply” button to the right to begin the application process.

Application Assistant

All Trending My History PERMITS **PLANS**

< Hide Categories

- All
- + PERMITS 147
- PLANS 75
- All 75
- Abandonment 1
- Annexation 1
- Appeal 3
- Certificate of Conformity 1
- Development of Regional Impact 2
- Development of Significant Impact 3
- Downtown Master Plan 16
- Future Land Use Map Amendment 2
- Historic 16
- Planned Development 3
- Rezoning 1
- Site Plan Review 5
- Special Use Permit 4
- Subdivision 4
- Text Change 1
- Tree Alteration Permit 2
- Variance 3
- Wireless Communication Facility 6
- Zoning Confirmation Letter 1

Abandonment | Right-of-Way

Category Name: Abandonment

Description: Upon petition, the City Commission may vacate or close any public street, road, alley or highway, or any portion thereof, comprising a part of the City's street system and all real property dedicated or acquired for transportation or public travel. Abandonment of such right-of-way will renounce or disclaim all interests of the City and of the public in and to the right-of-way. Please refer to Chapter 78 of the City's Code of Ordinances.

Apply

Annexation

Category Name: Annexation

Description: Annexation is the means of adding real property to the boundaries of the City of West Palm Beach and thereby making the property subject to the City's Code of Ordinances, including the Zoning and Land Development Regulations. Annexations must meet the requirements established in Chapter 171, Florida Statutes.

Apply

Appeal | Administrative

Category Name: Appeal

Description: Any person affected or aggrieved by interpretation, administration or enforcement of the City's Zoning and Land Development Regulations (ZLDRs) by the Plans and Plats Review Committee (PPRC) or Planning and Zoning Administrator may appeal. All appeals shall be filed within 60 days after the disputed interpretation, administration, or enforcement; and all appeals are heard by the Zoning Board of Appeals (ZBA). Please refer to Section 94-37 of the City's ZLDRs.

Apply

Appeal | RV/Boat Waivers

Category Name: Appeal

Description: Any person aggrieved by a decision of the Planning & Zoning Administrator in the enforcement of the location or screening requirements imposed by Article XV, Section 94-487 of the City's Zoning and Land Development Regulations (ZLDRs) may apply to the Zoning Board of Appeals (ZBA) for a waiver from such requirements. If approved, the ZBA may impose reasonable conditions to achieve the purpose of the requirement waived by alternative means, if available. Please refer to Section 94-487(c) of the City's ZLDRs.

Apply

Appeal | Site Plan Review

Category Name: Appeal


Description: Any person affected or aggrieved by interpretation, administration or enforcement of the City's Zoning and Land Development Regulations (ZLDRs) by the Plans and Plats Review Committee (PPRC) or Planning and Zoning Administrator may appeal. All appeals shall be filed within 60 days after the disputed interpretation, administration, or enforcement; and all appeals are heard by the Zoning Board of Appeals (ZBA). Please refer to Section 94-37 of the City's ZLDRs.

Apply

Civic Access – User Guide

Apply for a Permit – Create a new application for a permit. You can navigate to your desired choice quickly by selecting the “Show Categories” button to the left. Be careful when selecting a permit type, as once an application is submitted the permit type cannot be changed. Please pay particular attention to whether you’re applying for a permit for a commercial or residential property. Most condominiums are considered commercial property. When you’ve found the one you want, click the blue “Apply” button to the right to begin the application process.

Application Assistant



All Trending My History **PERMITS** PLANS

Hide Categories

- All 147
- PERMITS 147
- Commercial Building 29
- Demolition 6
- Electrical 22
- Engineering Permits 5
- Fire 6
- Gas 2
- Landscape 4
- Lien Reduction 2
- Mechanical 16
- Miscellaneous 4
- Other 2
- Plumbing 18
- Residential Building 22
- Right-of-Way 9
- PLANS 75

Addition - Commercial Apply

Category Name: Commercial Building Description: Addition of floor area, stories or height - Commercial Building

Bike Rack Apply

Category Name: Commercial Building Description: Stand alone bike rack

Building Model - Commercial Apply

Category Name: Commercial Building Description: Building Model. Use this plan type to submit for a Master Model to be used for production of multiple building of the same design - THIS IS NOT A BUILDING PERMIT - Contact Building Department to discuss prior to applying for this permit type ds@wpb.org - Commercial Building

Building Sub-Permit - Commercial Apply

Category Name: Commercial Building Description: Building Sub-Permit - Commercial Building.

This is a sub permit. You MUST apply by entering the master permit number in the Search tab above, then apply through the link found in the Sub-Record tab.

Bus Shelter Apply

Category Name: Commercial Building Description: Bus Shelter

Change of Occupancy - Commercial Apply

Category Name: Commercial Building Description: Change of Use or Change of Occupancy where required by the provisions of the Florida Building Code - Existing Building Volume - Commercial Building

Civic Access – User Guide

Request an Inspection – Use this tile to navigate to a list of your permits that have inspections available to schedule. Select the permit you want to schedule an inspection on, which will take you into that permit. Once you’re in the permit, navigate to the Inspections tab. Click the checkbox under “Action” next to the inspection or inspections you wish to schedule. Then click the blue button “Request Inspection”. On the following page you’ll be able to request a date for your inspection. For a more detailed walkthrough, select our User Guide “How to Schedule an Inspection”.

- Summary
- Locations
- Fees
- Reviews
- Inspections**
- Attachments
- Contacts
- Sub-Records
- More Info

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections Sort

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
No records to display.						

Request Inspections Sort

Description	Reinspection	Action
Mechanical Miscellaneous Inspection	No	<input checked="" type="checkbox"/>
Mechanical Final	No	<input type="checkbox"/> This inspection cannot be requested yet due to prerequisites.

Results per page 1 - 2 of 2 << < 1 > >>

[Request Inspection](#)

Pay Invoice – Accessing this tile will take you to the Dashboard, where you can navigate to the bottom of the page and select “View My Invoices”. That will take you to the My Work page. From that page you can select the invoice you wish to pay.

My Work

[MY INVOICES](#) | [MY PERMITS](#) | [MY EXISTING INSPECTIONS](#) | [REQUEST INSPECTIONS](#)

Search... [Export to Excel](#)

[Add To Cart](#) [Display](#) for

<input type="checkbox"/>	Invoice Number	Amount Due	Due	Status	Case Number	Address
<input type="checkbox"/>	INV-00000323	\$186.53	07/09/2022	Due	22061285-RES-MECH	401 Clematis St West Palm ...
<input type="checkbox"/>	INV-00000389	\$715.03	09/09/2022	Due	22081444-RES-BLDG	719 Kaye St West Palm Bea...
<input type="checkbox"/>	INV-00000390	\$1,283.45	09/10/2022	Due	22081490-RES-BLDG	3309 El Vedado Ct W West ...
<input type="checkbox"/>	INV-00000391	\$48,257.83	09/10/2022	Due	22081496-RES-BLDG	815 Kaye St West Palm Bea...
<input type="checkbox"/>	INV-00000392	\$4,532.83	09/10/2022	Due	22081499-RES-BLDG	3611 Washington Rd West ...
<input type="checkbox"/>	INV-00000393	\$65.47	09/10/2022	Due	22081502-RES-BLDG	610 Clematis St Unit:523 W...

Selecting an invoice will take you into that invoice record, where you can view the line-item fees as well as print the invoice using the print icon in the top-right corner. When you’re ready to pay the invoice, click “Add to Cart”, and then on the following screen, “Check Out”. That will take you to Paymentus, our third-party payment portal. For a more detailed walkthrough, select our User Guide “How to Pay an Invoice”.

Civic Access – User Guide

Invoice Number: INV-00000323

Add To Cart



Invoice Total: \$186.53

Status: Due

Invoice Date: 06/09/2022

Due Date: 07/09/2022

Description: NONE

Primary Fees

Misc Fees

Payments

Attachments

Contacts

Primary Fees

Sort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
1000B2 (Building Permit Fee)	\$180.00	\$180.00	22061285-RES-MECH	Permit	
1200B (DCA Surcharge)	\$2.00	\$2.00	22061285-RES-MECH	Permit	
1220B (DBPR Surcharge)	\$2.73	\$2.73	22061285-RES-MECH	Permit	
1230B (Training Surcharge)	\$1.80	\$1.80	22061285-RES-MECH	Permit	

Results per page 10 1 - 4 of 4 << < 1 > >>

Development Services Forms – Clicking this tile will take you to the Development Services department’s Forms page (located at <https://www.wpb.org/government/development-services/forms>) where you can download Building and Business Tax division documents.

Map – This tile navigates you to the same Map function located on the Menu Bar.

City Calendars – Use this tile to navigate to the City’s website (located at <https://www.wpb.org/our-city/calendars>) to view public property special events going on around the City as well as public meetings such as Commission or Board meetings.

[Our City](#) »

Calendars

Font Size: Feedback Print

Keep track of city-produced events and public meetings with these online calendars, updated regularly by the City of West Palm Beach.



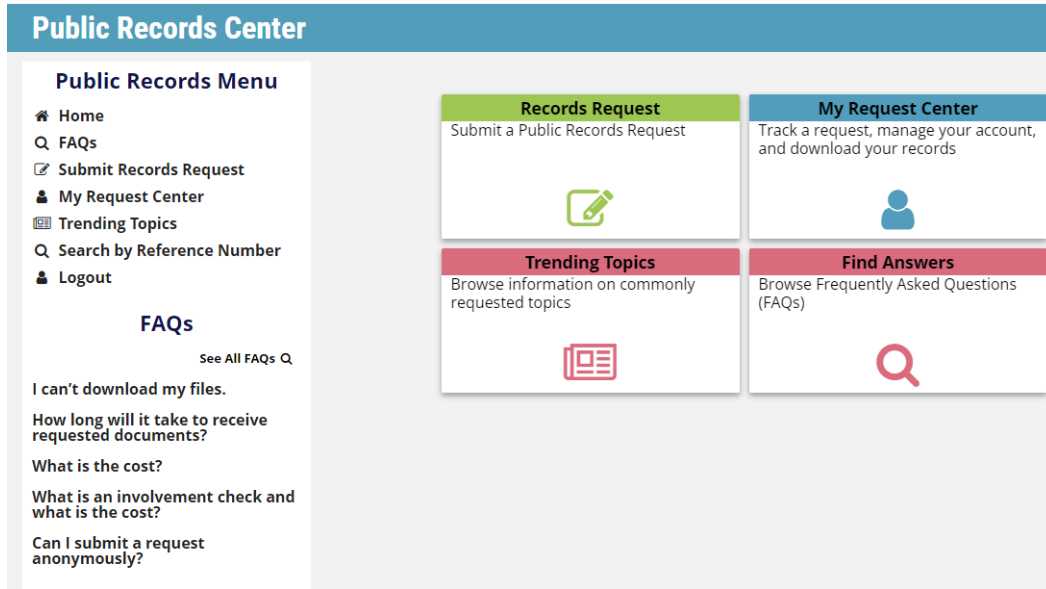
Events



Public Meetings

Civic Access – User Guide

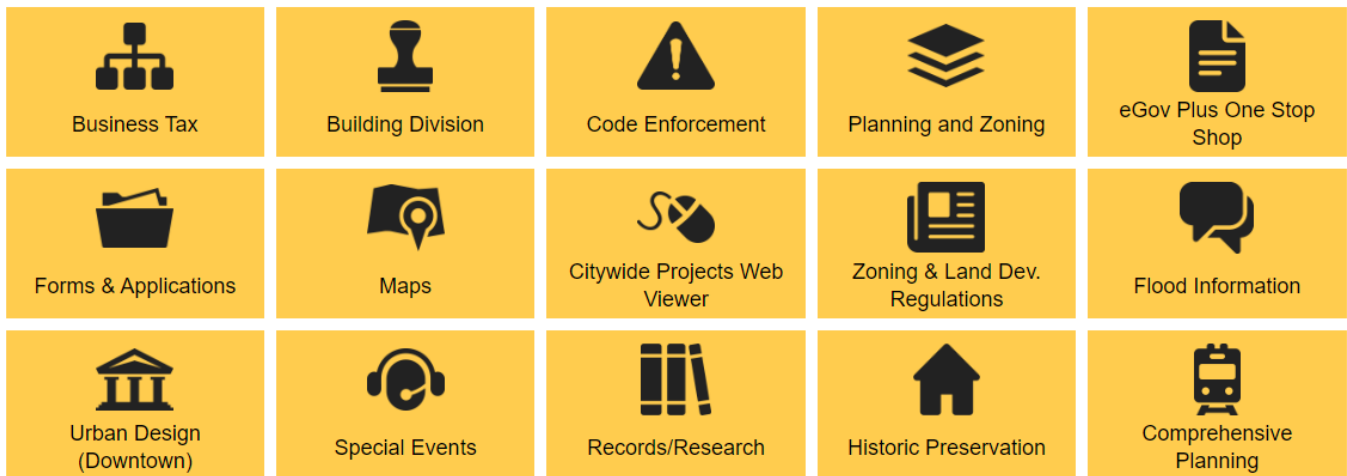
Public Records Request – This tile will take you to the City’s Public Records Request portal (located at [https://westpalmbeachfl.govqa.us/WEBAPP/rs/\(S\(2azjqx21m4vso035c111opxz\)\)/supporhome.aspx](https://westpalmbeachfl.govqa.us/WEBAPP/rs/(S(2azjqx21m4vso035c111opxz))/supporhome.aspx)), where you can submit an online request for public records, including Building, Code Enforcement, and Planning & Zoning records.



Development Services Website – Use this tile to navigate back to the main City webpage for the Development Services department (located at <https://www.wpb.org/government/development-services>).

Development Services

Font Size: [Feedback](#) [Print](#)

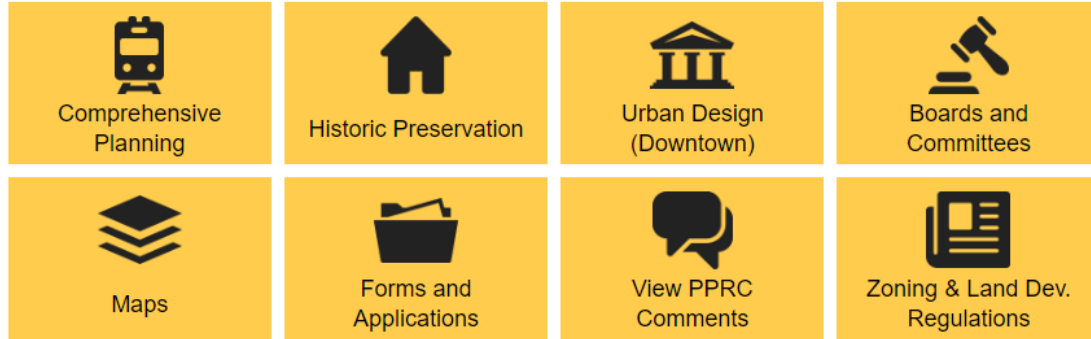


Civic Access – User Guide

Planning & Zoning Resources – This tile will take you to the main Planning & Zoning city webpage (located at <https://www.wpb.org/government/development-services/planning-and-zoning>).

Planning Division

 Print  Feedback  Share & Bookmark Font Size:  



The Planning Division is responsible for the review of all proposed development within the city, including preparation and implementation of the City's Zoning and Land Development Regulations. The Planning Division consists of the following sections:

- Comprehensive Planning
- Historic Preservation
- Urban Design; and
- Zoning

Engineering Department – This tile will take you to the City's main Engineering webpage (located at <https://www.wpb.org/government/engineering>).

Code Enforcement – Use this tile to navigate to the Code Enforcement department's main webpage (located at <https://www.wpb.org/government/development-services/code-enforcement>).