

Submit Application

Customers can submit various applications through Civic Access, such as land development plans, building and health permits, and business, professional, and rental property licenses. To submit an application in Civic Access, customers will be prompted to log in. To start an application:

1. Click the [Available Applications](#) tab on the Home page, locate the **application** type, and click **Apply**.
2. Or click a **location** on the [map](#) or create a **drawing** and **apply** from the map. Proceed to [Step 9](#).
3. Or click [Apply](#) on the Apply card on the Home page.

Civic Access displays numbered steps based on the type of application the user selects. For example, a business license application may prompt the user to select or create a business, while a plan or permit application may prompt the user to identify a location. Civic Access saves a draft during the application process. This guide uses a land management permit application in the following steps and screenshots:

Step 1: Locations

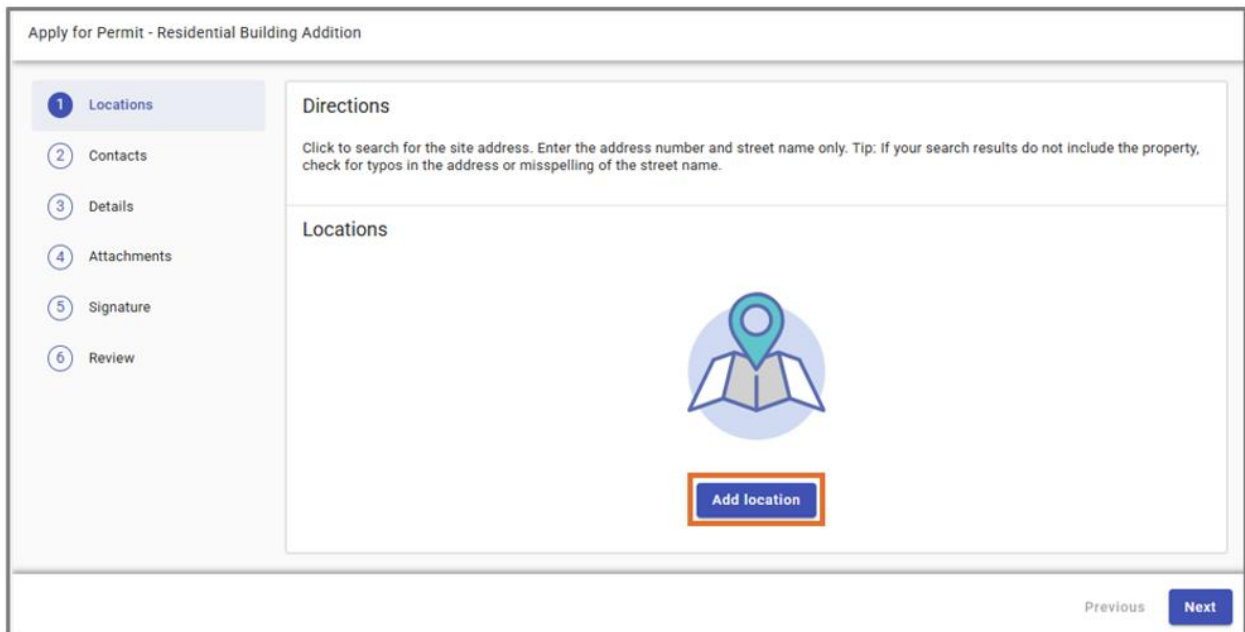
There are three ways to define a location for the application. Customers can:

- Use the current location.
- Search for an address or parcel on the map.
- Enter the address manually.

If the customer started an application from the [map](#), Civic Access displays the location information in this step. The online portal saves a [draft](#) of the application during the process.

To add a location:

1. Click **Add location**.

The screenshot shows a web application interface for 'Apply for Permit - Residential Building Addition'. On the left is a vertical sidebar with six steps: 1. Locations (highlighted with a blue circle), 2. Contacts, 3. Details, 4. Attachments, 5. Signature, and 6. Review. The main content area is divided into two sections. The top section, titled 'Directions', contains a text prompt: 'Click to search for the site address. Enter the address number and street name only. Tip: If your search results do not include the property, check for typos in the address or misspelling of the street name.' Below this is a section titled 'Locations' which features a large map icon with a location pin and a blue 'Add location' button. At the bottom right of the form are 'Previous' and 'Next' navigation buttons.

Civic Access displays the Locations step of a permit application.

NOTE Based on the configuration, Civic Access may display directions at the top of the step.



Civic Access displays a Search for Location popup.

2. Click **filter** to search in all map layers or by address and/or parcel. By default, Civic Access searches all layers for the criteria.
3. Click in the **search** field and select **Use current location** if desired.
4. Or type a full or partial **address** in the search field.
 - a. Press **enter** on the keyboard. The map zooms in to the location.
 - b. Select the desired **address**.

NOTE To prevent creating duplicate records, search for an address before creating a new location.

5. Or click **Enter manually** to add a location that is not on the jurisdiction's GIS map, such as a PO Box.

Civic Access displays the Add Location popup.

- a. Type the **address**.
- b. Click **Next**.

NOTE Civic Access displays an asterisk next to required fields.

Civic Access displays the location type popup.

6. Select a **location type**.
7. Click **Save**.
8. Click **Add Location** to add another address or parcel. Users can attach more than one address (e.g., physical location, mailing address, etc.) or parcel to an application.
 - a. Repeat **steps 2-8**.

NOTE If adding multiple locations to an application, the customer must identify one as a main address/parcel by toggling on/off the Main address and Main parcel options. By default, Civic Access identifies the first location added as the main address and parcel.

9. Click **delete** to remove a location from the application.
10. Click **Next**.

Apply for Permit - Residential Building Addition

1 Locations

2 Contacts

3 Details

4 Attachments

5 Signature

6 Review

Directions

Click to search for the site address. Enter the address number and street name only. Tip: If your search results do not include the property, check for typos in the address or misspelling of the street name.

Locations

1246 Fernwood Drive , Location

Country Type Parcel Number Main address Main parcel

US 004-571-013 ☒ ☒

1004 Willow Circle , Billing

Country Type Parcel Number Main address Main parcel

US 053-072-039 ☐ ☐

Save draft Previous Next

Civic Access displays two locations in the Locations step of a permit application.

NOTE Civic Access automatically saves a draft of the application, which the customer can access through the Available Applications tab on the Home page.



Step 2: Contacts

The Contacts step lets customers add contacts to the application. Civic Access displays the applicant as a contact by default.

If the application requires specific contact types, Civic Access displays a Required Contact section. To add required contacts:

1. Click **Add**.
2. Or click **Add contact** to add the first contact to the application.

Civic Access displays the Add Contact popup.

NOTE To prevent creating duplicate records, search for a contact before creating a new contact.

3. Type full or partial **name, address, email address, or company name** in the search field. Based on configuration, jurisdictions may prevent users from searching for email and physical addresses.
 - a. Press **enter** on the keyboard or click **search**.
 - b. Select the desired **contact**.
 - c. Click **Next**.
 - d. Select a **contact type**.
 - e. Click **Add**.
4. Click **edit** on a contact card to modify the contact type or add more contact types. Users cannot remove the required contact type.
 - a. Select the desired **contact type(s)**.
 - b. Click **Update**.

Apply for Permit - Building (Residential) - New Single Family

Locations

Contacts

Details

Attachments

Signature

Review

Directions

Please select or add any contacts you would like attached to this permit.

Contacts

Required Contact

Contractor -- OR -- Owner

Add

AK AmberL Knicker

Applicant

Company Address Billing

456 Elm, Lolo, IL 60601

edit

Civic Access displays contacts on cards in the Contacts step of a permit application.

NOTE Based on the jurisdiction's configuration, Civic Access may display directions at the top of each step and a message if a customer identifies a contact as a contractor (contact type), but the contact does not have the required certification.



5. Click **Add Contact** to add another contact.

Civic Access displays the Add Contact popup.

NOTE Click the heart on a contact row in the Add Contact popup to add the contact as a favorite. Civic Access displays favorite contacts by default in any future Add Contact popups.

- a. Follow [step 3](#) for each additional contact.

6. Click **Enter manually** on the Add Contact popup if Civic Access does not display the contact.

Civic Access displays the Enter contact manually popup.

- a. Type the **contact** information.
- b. Click **Add Certificate** if desired.
- c. Select a **certificate type**.
- d. Click **Verify**.
- e. Type the **certificate information**.

NOTE Civic Access displays an asterisk next to required fields. Based on configuration, the jurisdiction may require specific contact information (e.g., email, address) for manually created contacts.

- f. Select the desired **contact type(s)**.
- g. Click **Add**.

By default, Civic Access identifies the first contact on an application as the billing contact; however, customers can change the billing contact, based on configuration.

- h. Toggle on/off **Billing** as desired.

7. Click **Next**.

Apply for Permit - Residential Building Addition

Contacts

Directions

To proceed with the application process, contractors must hold a current, valid contractor license with the City of Boulder. If you receive an error message for a selected contractor, their license and/or certificate of insurance may be expired.

If you have not selected a contractor at the time of application, search for and add "Waiting for Licensed Contractor" to fulfill the contractor requirement. A contractor with current insurance and an active City of Boulder license must be provided prior to permit issuance.

Homeowners that would like to do the work on their own should review and complete the [Homeowner Contractor License Application](#), and be issued the Homeowner Contractor License prior to applying for a permit.

[Collapse](#)

Contacts

+ Add Contact

AB Amber Beckner

Applicant

Company Address Billing ☒

- 1290 Fredericks Street San Luis Obispo, CA 93405

EJ Erina James

Contractor

Company Address Billing ☐

- 1111 Chorro Street San Luis Obispo, CA 93401

[Save draft](#) [Previous](#) [Next](#)

Civic Access displays two contacts in the Contacts step of a permit application.



Step 3: Details

To add application details:

1. Type a **Description**. Drag the corner to expand the field to enter a large amount of text.
2. Type **Valuation** and **Square Feet**, if required.
3. Complete **Additional Info** fields, which vary based on configuration. Jurisdictions use this step to collect data about an application that is not gathered through the standard fields. This information is often used to compute fees and printed on documents or reports.
4. Click **Next**.

Apply for Permit - Residential Building Addition

Details

Directions

The description must include all scopes of work and associated square footages.

Example: New two-story single family home that includes a full finished basement. Total of 4 bedrooms and 4 bathrooms. Basement (950 sf) includes rec. room, guest bedroom and full bathroom. First floor (850 sf) includes dining room, family room, kitchen, office, powder room, covered front porch (50 sf) and attached garage (400 sf). Second floor (1150 sf) includes 3 bedrooms and 2 baths with upper level deck (80 sf) in rear yard.

Summary

Description
This permit is to build an attached garage for a single-family home.

* Valuation
50000

* Square Feet
720

Permit Additional Info

Save draft Previous Next

Civic Access displays the fields in the Details step of a permit application.

NOTE Civic Access displays an asterisk next to required fields. Based on the configuration, Civic Access may display directions at the top of the step.



Step 4: Attachments

When jurisdictions review applications, one of the tasks involves reviewing the files customers upload to support the application. Certain files may be required based on configuration.

Jurisdictions can review applications using a standard review process or an electronic review process, also known as eReviews. When performing eReviews, jurisdictions may use different electronic file review tools, such as DigEplan or Bluebeam. Civic Access displays different cards or icons and instructions on the Attachments step depending on whether the jurisdiction 1) performs standard or electronic reviews of the application type and 2) uses DigEplan or Bluebeam to review files.

DigEplan

If the jurisdiction uses DigEplan to review files, customers must upload a submission package, which contains the required files for the application type.

- Civic Access displays information about the required files on File Upload cards.
- Each File Upload card indicates the type of document requested.

To upload files:

1. Click in the **File Upload card**.
 - a. Locate and select the **file** on the computer or server.
2. Or drag the **file** into the respective card.
3. Click in the **File type dropdown** to select the desired file type if it does not display.

The screenshot shows the 'Attachments' section of the Civic Access interface. At the top, there are 'Directions' and 'REQUIRED MATERIALS' for a 'Residential New Construction and Additions' checklist, including 'Scope of Work Form' and 'Int Area Declaration Form'. Below this, the 'Attachments' section shows a status of 'Created' and a 'Submission Package' tab. A blue box highlights a message: 'The following Document Types must be uploaded for this application: • Authorization of Property Ownership'. An 'EXPORT LIST' button is to the right. The main area contains a 'Submission Package Description' card for 'Submission Package 1'. Below this are two 'File Upload' cards. The first card is for 'Doc type: Authorization of Property Ownership' and the second is for 'File type'. Both cards have a 'File type' dropdown menu, an 'Upload' button, and a 'Files(0)' label. Each card also features a large dashed box with a plus icon and the text 'drag and drop or click to browse'. Below the dashed boxes, the valid file formats are listed: 'Valid Formats: jpg, png, gif, tiff, doc, docx, xls, xlsx, txt, pdf, tif' for the first card and 'Valid Formats: pdf, jpg, png, gif, tiff, doc, docx, xls, xlsx, txt, tif' for the second card. At the bottom right, there are 'Previous' and 'Next' buttons.

Civic Access displays the Attachments step of a permit application for a jurisdiction that uses DigEplan to process electronic file reviews.

NOTE Based on the configuration, Civic Access may display directions at the top of the step.



EPL displays the status of file during the upload. Options include:

- Preparing file
 - Running antivirus check
 - Set doc type – the Doc Type needs to be selected for the file.
 - Failed file checks, File corrupt, Delete and Reupload
 - Password protected, Please remove password, Delete and Reupload
 - Ready to Submit
4. Click **edit** to update the file category.
 5. Click **view** to display the file. Click **x** to close the view.
 6. Click **delete** to remove the file from the application.
 7. Scroll **down** and click **CHECK** on each file card to let Civic Access perform an additional file check.
The browser displays thumbnails of each file that has been uploaded for submission.
 - a. Click **close**.

The step displays a submission status message when Civic Access has verified that the customer has added all the required files. If configured for the permit type, Civic Access may let customers upload additional documents.

8. Click **Next**.

The screenshot shows the 'Attachments' section of a permit application. At the top, there are 'Directions' and 'REQUIRED MATERIALS' with links to 'Scope of Work Form' and 'Int Area Declaration Form'. Below this is a status bar showing 'Status: Created' and 'Submission Package'. A blue banner indicates 'Package is ready to submit, or upload additional files'. The main area contains two file upload cards. The first card is for 'Doc type: Authorization of Property Ownership' and shows a file 'Authorization of Property Ownership.pdf' with a status of 'Ready to Submit'. The second card is for 'Doc type: Complete Building Plan (Building, Electrical etc)' and shows a file 'Complete set of plans.pdf' with a status of 'Ready to Submit'. Both cards have a 'CHECK' button highlighted with an orange box. At the bottom right, there are 'Previous' and 'Next' buttons.

Civic Access displays the Attachments step of a permit application for a jurisdiction that uses DigEplan to process electronic file reviews.

NOTE Jurisdictions can use DigEplan to electronically review files in Civic Access 2026.1 only for plan and permit applications.



Bluebeam or Standard Reviews

To upload files to a permit application if the jurisdiction uses Bluebeam to review files on an electronic review or performs a standard review:

1. Click **Add** in the desired Attachments card.

Civic Access displays the Attachments step of a permit application for a jurisdiction that performs standard reviews of permits or uses Bluebeam to process electronic file reviews.

Civic Access may display a popup indicating the files the customer must upload.

- a. Select the **category**.
- b. Click **Select**.
- c. Locate and select the **file** on the computer or server.
- d. Click **Open**.

Civic Access displays a success message.

2. Click **Add Attachment** to add more files.
 - a. Repeat **steps 1a-d**.
3. Click **Next**.

NOTE Jurisdictions may let customers upload only specific file types and require them to attach specific documents before moving to the next step.

If the jurisdiction uses Bluebeam, customers can only upload pdf files.

Reviewers can use Bluebeam to electronically review files in Civic Access 2026.1 for plan, permit, business license, and operational permit applications.

Civic Access displays the document category popup and the file after the customer added it to the application in the Attachments step of a permit application.



Step 5: Signature

Civic Access displays the Signature step based on the jurisdiction's configuration.

To add a signature:

1. Type the customer's **name** in the field to consent to electronically sign the application.
2. Toggle on **Use typed name** to let Civic Access display the name in the signature field.
3. Or use a mouse or a stylus to **sign** in the signature field.
4. Click **Clear** to clear the signature and sign again.
5. Click **Next**.

The screenshot shows a web form titled "Signature Agreement". It contains a paragraph of legal text: "I certify the information and materials herewith submitted are true and accurate to the best of my knowledge and the work described herein will be performed in accordance with the plans and/or specifications submitted and with all provisions of the Building Code, Land Use Code, and Health Regulations of the Community of Tyler as enumerated in the Tyler Revised Code, 1981." Below this is a prompt: "Please type your name as consent to electronically sign this application." There is a text input field containing "Amber Beckner". Below the field is a toggle switch labeled "Use typed name" which is currently turned on. Below the toggle is a large rectangular area for a signature, which contains a handwritten signature that appears to read "Amber Beckner". To the right of this area is a "Clear" button. At the bottom right of the form are two buttons: "Previous" and "Next".

Civic Access displays the Signature step of a permit application.



Step 6: Review

1. Review the application **information** for each step (e.g., Locations, Contacts, Details, Attachments, and Estimated Fees).
2. Click **edit** to return to a desired step and make any changes.
3. Click **Submit** if the information is accurate and the application is complete.
4. Or click **Save draft** if the information is incomplete and/or to finish the application later.

Apply for Permit - Residential Building Addition

Locations

Contacts

Details

Attachments

Signature

6 Review

Review and Submit

Locations

1246 Fernwood Drive , Location

Country Type US Parcel Number 004-571-013 Main address ☒ Main parcel ☒

1004 Willow Circle , Billing

Country Type US Parcel Number 005-072-039 Main address ☐ Main parcel ☐

Contacts

AB Amber Beckner

Applicant Contractor

Company Address Billing ☒

- 1290 Fredericks Street San Luis Obispo, CA 93405

EJ Erina James

Contractor

Company Address Billing ☐

- 1111 Chorro Street San Luis Obispo, CA 93401

Details

Description

This permit is to build an attached garage for a single-family home.

Square Feet

720

Valuation

\$50,000.00

Permit Additional Details

Attachments

Authorization of Property Ownership • Authorization of Property Ownership.pdf

Estimated fees

The fees shown here are an estimate only. Additional fees may apply.

Building Plan Review Fee

\$43.34

State Tax 3%

\$8.69

Building Permit Fee (Calculated)

\$8.72

Total amount

\$60.75

Save draft

Previous

Submit

Civic Access displays the Review step of a permit application.

NOTE Civic Access requires that the customer sign the application again after modifying any information before submitting the application.



Complete Application

Once submitted:

- Civic Access displays application information in the Summary, Files, Invoices, Inspections, Sub-records, Previous records, and More Info tabs. As the jurisdiction processes the application, Civic Access may display other tabs (e.g., Files & Reviews).
- The jurisdiction can access the application immediately in the Enterprise Permitting & Licensing back-office. It becomes a case that users can process.

The screenshot displays the Civic Access web application interface for the 'Community of Tyler'. The top navigation bar includes a search bar with 'Public Records' selected and a user profile icon labeled 'AB'. The left sidebar lists various application categories: Home, Inspections, Available Applications, Health Permits, Public Records, Projects, Businesses, Map, Invoices, and Reports. The main content area shows details for a permit application at '1246 Fernwood Drive • BLDR-003039-2026', with a total amount due of \$553.48. The application is titled 'Permit - Residential Building Addition' and is currently in 'Submitted - Online' status, assigned to 'Jon Velazco'. The application details include an apply date of 06/09/2026, a valuation of \$500,000.00, and an IVR number of 103275. The 'Actions' section shows a 'Pay Invoice' button with a 'Due' status, indicating an amount of \$553.48 due on 07/09/2026. An 'Add to Cart' button is also present. The bottom of the page shows a pagination control for 'Rows per page' set to 5, with 1-1 of 1 items displayed.

Status	Project Name	Assigned To	Apply Date	Issue Date	Expire Date	Finalized Date
Submitted - Online	-	Jon Velazco	06/09/2026	-	-	-

Last Inspection	District	Square Feet	Valuation	IVR Number
-	-	3,000	\$500,000.00	103275

Amount	Due Date	Invoice
\$553.48	07/09/2026	INV-00001736

Civic Access displays the submitted permit application, which is commonly referred to as a case once the jurisdiction starts processing it.

NOTE For more information, please refer to the [Manage Application](#) section.

