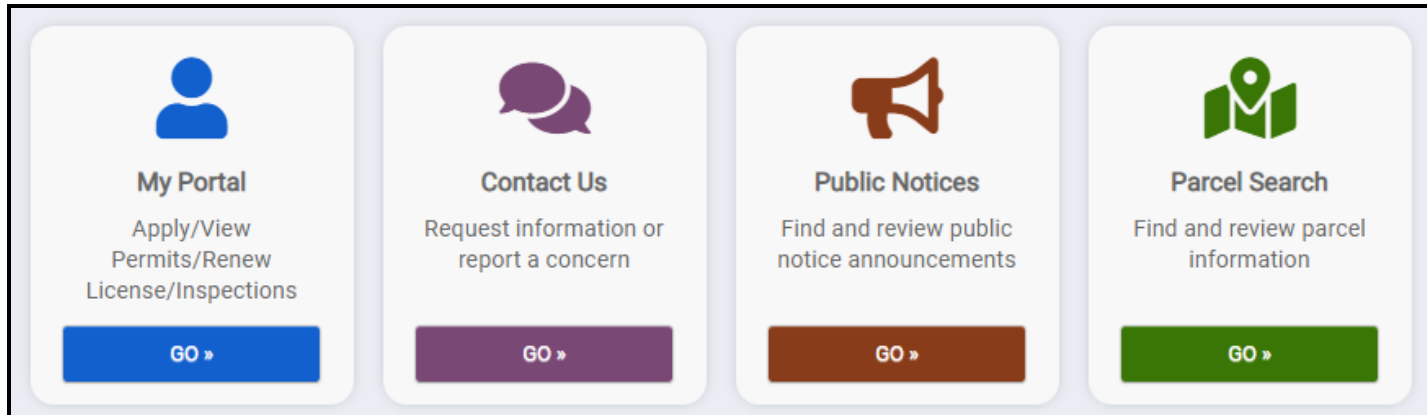


## Citizen portal public view

Certain areas of the Citizen Portal do not require logging into an account to access them, such as Public Notices or searching for a Parcel. *\*Note: The information available may be limited depending on the configuration set up by your jurisdiction.*



## Applications

There are certain features within the Applications section that are available to the public, including searching for Permits and Licenses and viewing Inspection Schedules.

- Click **Go** on the Applications section.

## Searching for Permits and Licenses

### Basic Search

- a. Enter an **Application Number**, **Address**, or **Name** into the search bar at the top of the page and click **Search**. *\*Note: This feature may not be available on the Citizen Portal depending on the configuration set up by your jurisdiction. You must enter at least two characters to return results.*
- b. The application will display, however, only fields marked as public by the jurisdiction will be available to view.

View applications, apply, pay, or request inspections?

[SIGN UP](#)[LOG IN](#)[SEARCH](#)

Enter at least 2 characters



### Apply Online

Apply online with our quick and easy process

[APPLY »](#)

### Pay Online

Pay your applications quickly and securely

[PAY »](#)

### My Inspections

Request an inspection when you are ready

[REQUEST »](#)

### My Applications

Review your applications and inspection results

[VIEW »](#)

## Advanced Search

- If you need to search by other fields on the application, click the **Advanced Search** button under the Other services section. *\*Note: This feature may not be available on the Citizen Portal depending on the configuration set up by your jurisdiction.*
- Enter any applicable information into the available fields. *\*Note: You must enter at least two characters to return results.*
- Click **Search** at the bottom of the page.
- Select the Permit or License number.
- The application will display, however, only fields marked as public by the jurisdiction will be available to view.

## Other services

[Advanced search](#)[Inspection schedule](#)[Reports](#)[Documents](#)

## Viewing Inspection Schedules

You can view previously completed, current, and future inspections from the Citizen Portal. You may see an option to request an inspection, but you must [log in to the Citizen Portal](#) to do so. *\*Note: This feature may not be available on the Citizen Portal depending on the configuration set up by your jurisdiction.*

- Click the **Inspection Schedule** button under the Other Services section.
- Use the calendar to navigate to the appropriate date.
- Once a date has been selected, a list of permits with scheduled inspections for that date will display. *\*Note: You may be able to click on a permit number to view its details depending on the configuration set up by your jurisdiction.*

The screenshot displays the 'Inspection Schedule' interface. At the top left, there is a calendar for December 2019. The calendar shows dates from 1 to 31, with some dates shaded in grey (historical) and others in white (available). Below the calendar is a legend: a white square for 'Available', a red square for 'Full', a grey square for 'Closed', and a light grey square for 'Historical'. To the right of the calendar, the date '12/12/2019' is selected, and a green 'Request Inspection »' button is visible. Below this, a list of permits is shown, including 'ALARM-2010-008' with details 'B-Concrete' and '12303 HARBOUR PT. BLVD. BLDG, FF'. The list has columns for 'Inspector' and 'Time Slot'.

## Contact Us

Under the Contact Us section you will have the ability to submit code enforcement concerns or public record requests. *\*Note: This feature may not be available on the Citizen Portal depending on the configuration set up by your jurisdiction.*

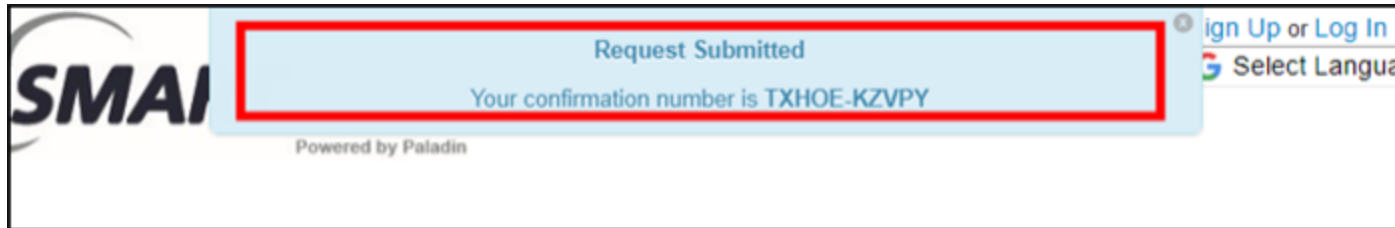
- Click **Go** on the Contact Us section.

## Request Information

Use the Request Information section to request public records from the jurisdiction.

- Click **Request** on the Request Information section.

- b. Enter a detailed description of your request and click **Next**.
- c. Enter your contact information and click **Next**.
- d. Create a 6-12 character **PIN** that can be used to check the status of your request and click **Next**. *\*Note: This PIN is only needed if you would like to check the status of your request online.*
- e. Review the details of your request. If changes need to be made, click **Edit** next to that section of the request. This will bring you back to the step that you want to edit and will walk you through the rest of the wizard again.
- f. If you did not provide your email address in the Contact step, you can provide one in the **Send Confirmation Email to** field. Ensure the box is checked next to this field for the email to send.
- g. Click **Submit** once all information has been verified and changes have been made.
- h. Take note of the confirmation number you see in the window that displays at the top of the screen. If you provided an email address in the previous step, this confirmation number will also be sent in an email. *\*Note: If you did not provide your email address, please write this confirmation number in an easily accessible location since this will be the only way you can go back to view the status of your request on the Citizen Portal.*

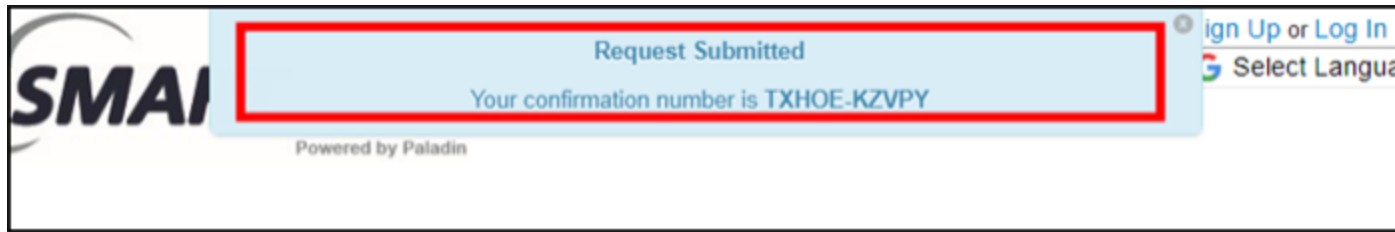


## Report a Concern

Use the Report a Concern section to report a code violation. You have the ability to submit this report anonymously or associate your contact information with the record. *\*Note: This feature may not be available on the Citizen Portal depending on the configuration set up by your jurisdiction.*

- a. Click **Report** on the Report a Concern section.
- b. Enter a detailed description of your concern and click **Next**.
- c. Enter either a **General Location**, **Closest Intersection**, or **Street address**. You must also enter a **City**, as it is a required field, and click **Next**.
- d. On the Contact step, check the **Remain Anonymous** box if you do not wish to be contacted about this concern, or leave this box unchecked and enter your contact information. Click **Next**. *\*Note: We encourage you to enter your contact information in case the jurisdiction has further questions about the concern. If you check the Remain Anonymous box and enter contact information, only certain users within the jurisdiction will be able to view your contact information.*
- e. Create a 6-12 character **PIN** that can be used to check the status of your request and click **Next**. *\*Note: This PIN is only needed if you would like to check the status of your request online.*
- f. Review the details of your request. If changes need to be made, click **Edit** next to that section of the request. This will bring you back to the step that you want to edit and will walk you through the rest of the wizard again.
- g. If you did not provide your email address in the Contact step, you can provide one in the **Send Confirmation Email to** field. Ensure the box is checked next to this field for the email to send.
- h. Click **Submit** once all information has been verified and changes have been made.

- i. Take note of the confirmation number you see in the window that displays at the top of the screen. If you provided an email address in the previous step, this confirmation number will also be sent in an email. *\*Note: If you did not provide your email address, please write this confirmation number in an easily accessible location since this will be the only way you can go back to view the status of your request on the Citizen Portal.*



## View My Requests

Use the My Requests section to view the status of your information requests and concerns.

- a. Click **View** on the My Requests section.
- b. Enter your **Confirmation Number** and **PIN**, then click **View**.
- c. You will see the Status and other basic details of the request or concern on this page. Additional detailed information may be included depending on the configuration set up by your jurisdiction.

## Public Notices

You have the ability to view general public announcements provided by the jurisdiction for specific permits. *\*Note: This feature may not be available on the Citizen Portal depending on the configuration set up by your jurisdiction.*

1. Click **Go** on the Public Notices section.
2. You must **Accept** the disclaimer provided by the jurisdiction before you can proceed.
3. You will see all permits that have been listed for public notice. Click the permit application number to view information about that permit.
4. Under the Public Notice section, you may be able to download documents about this permit by clicking on the available link.

**Address:**  
 11000 Apple Cart Rd  
 Raleigh, NC 27606  
 Parcel  
 #: 17120111003

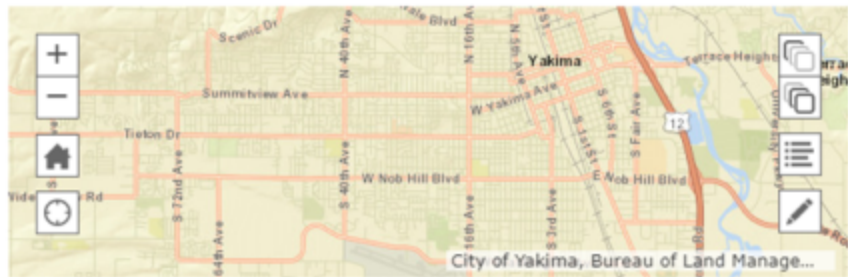
**Status:**  
 Permit  
 has  
 completed  
 plan  
 review  
 and all  
 approvals  
 are done.



**Submitted:** 8/7/2020  
**Approved:** 8/24/2020  
**Issued:**  
**Closed:**  
**Expires:** 2/3/2021

**Contact:**  
 ask.planning@yakimawa.gov (509) 575-6183

**Project:**

This permit is for a certificate of occupancy for the business so that we may safely open and operate.



 Public Notice
  Contacts
  Fixtures
  Notes
  Public Notice

**Public Notice**

This text is configurable and formatable

Description	Begin Date	End Date
Public Notice	12/1/2020	12/31/2020

## Parcel Search

Use the Parcel Search option to find and review parcel information. *\*Note: This feature may not be available on the Citizen Portal depending on the configuration set up by your jurisdiction.*

1. Click **Go** on the Parcel Search section.
2. Begin entering a **Parcel Number**, **Address**, or **Owner Name** into the search bar at the top of the page and select the appropriate parcel from the list that displays.
3. You will see the basic details of the parcel on this page. Additional detailed information such as assessed value or applications may be included depending on the configuration set up by your jurisdiction.

Q Search parcels by #, address, or owner name



## Other Services

The Other Services panel is displayed at the bottom of the page and always contains the **Reports** and **Documents** sections. Other options such as [Advanced Search](#) and [Inspection Schedule](#) may be available depending on the page you are on.

### Reports

1. Click the **Reports** option.
2. Select the report you would like to run. *\*Note: The list of reports available to you is defined by your jurisdiction.*
3. If applicable, fill in any required fields and click **Run Report**.

### Documents

1. Click the **Documents** option.
2. Select the document link to download the file.