THE CITY OF
NOBLESVILLE
EST. 1823

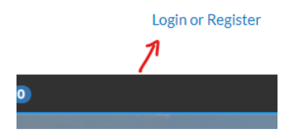
City of Noblesville

Citizen Permit Portal Civic Access Guide – Managing Your Online Application

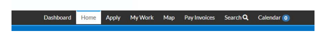
There may be times when city staff requires additional changes to uploaded files or maybe you simply want to review the status of your submission. In this guide, we'll explain how you can manage your submitted application using the Citizen Permit Portal (Civic Access).

Checking the status of your case

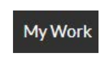
1. Sign into Civic Access by clicking on the Login or Register link and then using credentials you previously setup (see appropriate guide for setting up your username and password)



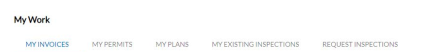
2. Additional menu items will appear once logged in



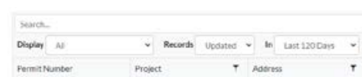
3. Click My Work



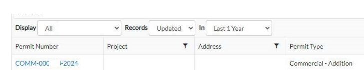
4. Select the tab corresponding with the type of record to manage



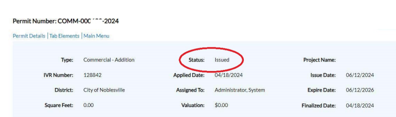
5. If you have many permit or plan records in our system, use the search features to further refine the results



6. Once the record is found, click the link provided under the permit or plan number column

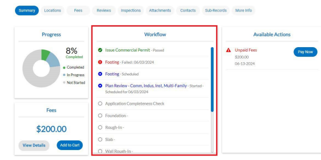


7. At the top of the record will be various data concerning your permit or plan case. Of note, is the Status field that will tell you at which state your case is in

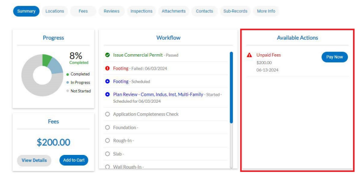


8. The tabs below the summary section will reflect the information captured during the application process

9. Located on the Summary tab, the workflow section will display at which stage your permit or plan application is in

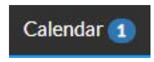


10. Also located on the Summary tab is the Available Actions section. When , fees are due, or inspections are available for scheduling, this section will display an action button for addressing those items

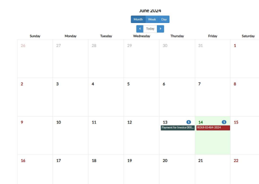


Check Status of Inspections

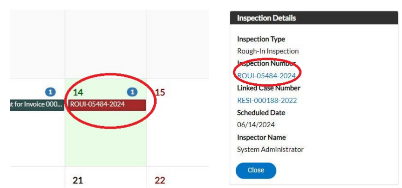
1. OPTION 1 – After logging into Civic Access, click the Calendar menu



2. Using the calendar, find the date when the inspections were scheduled

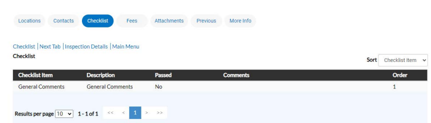


3. Select the inspection number under the View Inspection column to open the inspection record
*Note - You can also track invoices due, expired cases, holidays closed

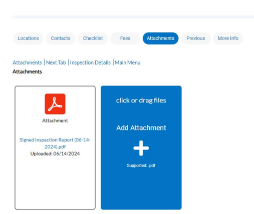


4. The summary section will list various information concerning the inspection such as requested, scheduled, and completed date/ time, the inspection status, and the inspection worksheet.

5. The checklist tab will list all items that need to be addressed if an inspection failed.



6. Use the attachments tab to view and print the inspection worksheet report



For further assistance with online services, please contact staff directly by calling: (317) 776-6325