

The fees paid through the Citizen Permit Portal (Civic Access) can vary depending on the application you are submitting. We'll discuss in this guide how to pay those fees when you receive an email stating you have fees to pay.

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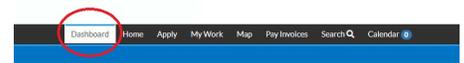
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Adding Fees to the Cart

There are different options for either paying your fees immediately or adding fees to the cart similar to other ecommerce websites. Options 1 and 3 will allow for adding fees to the cart while options 2 and 4 will allow you to pay those fees instantly.

1. **OPTION 1** - After you are logged into your account, click on the Dashboard tab



2. Scroll down and click under My Invoice the Add to Cart button to place these fees in your shopping cart



3. **OPTION 2** – After navigating to your permit or plan record from the My Work menu, select the Summary tab



4. Under the Available Actions tab click the Pay Now button



5. Click Pay Now from the Invoice screen and provide your credit card information on the screen that follows



6. **OPTION 3** – After navigating to your permit or plan record from the My Work menu, select the Fees tab



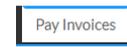
- Use the Remaining Fees section to review invoices and associated fees

Fee	Invoice	Collected	Amount Due
Sewer Dis Invoices	0007011	\$200.00	\$200.00

- When ready to add invoiced fees to cart, click the Add to Cart button in the Fee Summary section

Total Fees: \$200.00	Paid Fees: \$0.00	Unpaid Fees: \$200.00	Add to Cart
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- OPTION 4** – Also available is the Pay Invoices menu that allows for searching for outstanding fees with the use of an invoice number.



- In the search box, place the desired invoice number and click Search

- If the number matches up with an invoice in the system, the search page will refresh to that invoice page

Fee Name	Fee Paid	Amount Due	Fee Number	Fee Date	Notes
Collection of Invoices	\$200.00	\$200.00			

- Click the Pay Now button



Paying Fees in the Shopping Cart

If you plan on paying for more than one application, the portal will allow you to add multiple fees to your shopping cart before processing the payment. The below instructions assume you have already performed the steps in the above section for adding those fees.

- Next to the profile drop-down in the upper right side of any Civic Access screen, click the number located next to the shopping cart



- Use the Shopping Cart screen to review all fees for payment and then click the Check Out button

Review your cart items	Cart summary
Permit: CDMA-000 -2024 Invoice: \$125.00 00037 View details Remove	Subtotal: \$125.00 Addressed Fees may be applied for checkout Check out

- On the payment screen choose how you are going to pay

Enter your payment information

How are you going to pay?

Enter new credit card

Enter new eCheck

4. Complete all fields on the payment page

Enter new credit card

Card number _____

MM _____

YYYY _____

Cardholder name _____

Address _____

Billing ZIP code _____

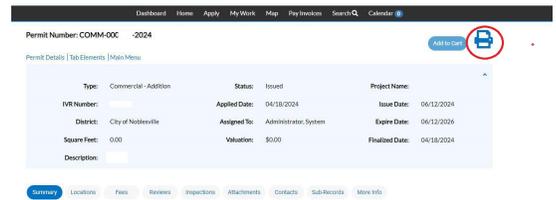
Security code _____

5. Click the Continue button

Continue

6. Payment will process and you will be given the option to email or print your receipt.

Allow one business day to receive your permit card by email. It will also be available through the portal to print



7. **Allow five to seven business days for funds to be withdrawn from your account or 48 hours for your payment to be reflected on your account statement**