Cityworks

A TRIMBLE COMPANY

Public Access 5.2 Guide

By Azteca Systems, LLC

Copyright

Log In to Public Access

From the city, utility, or facility home page, citizens will be directed to the Public Access login page. Here, new users must apply for a login ID before they may use the site.

1. To log in to Public Access, enter your username and password and click **Log In**.

2. If you do not have an account, click **Sign Up** to create one, or click **Continue** under **Continue as Guest**.

Log In

Don't have an account? Sign Up

Username
plladmin

Password
••••••••

Log In

Forgot Password?

Trunk-Custom

Continue As Guest

Continue

3. Choose a Login ID and password, enter your contact information. Then, click **Register**.

> **NOTE**: The phone number format is determined by the administrator in Designer. See Configure Region Settings Preferences in the Designer for 15.7 Guide for more information.

4. You will receive a confirmation email shortly. Click the link in the email to activate your account. You may now log in and begin using Public Access. See Knowledge Base article Configure Automatic Registration in Public Access for more information on enabling this functionality.

> **NOTE:** If the city or organization has not set up automatic registration, you will have to wait for the Cityworks administrator to approve your login before you can begin using Public Access.

Recover Your Password

If you cannot log in because you have forgotten your password, follow these steps to recover it:

1. From the login page, click **Forgot Password?** below the **Password** field.

Cityworks

Change Password

Login Id (email address)

Submit **Clear** **Cancel**

2. Enter your email address and click **Submit**. You will receive an email with instructions to reset your password. You will receive a notification that the email has been sent.

Cityworks

Your request to change your password was successfully submitted. Please check your email for instructions.

This page is intentionally left blank

Navigate Public Access
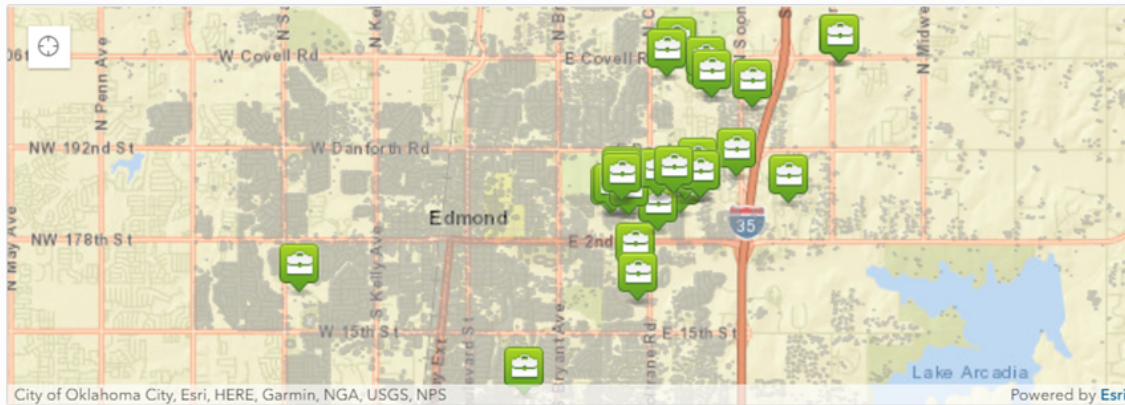
The Public Access home page is the first screen you see after logging in. Shown below is the default setup for the Public Access home page; however, this website is highly customizable and may appear differently.

By default, the home page displays a list of cases the user has opened and submitted. Depending on how the Public Access administrator has configured the site, the list of submitted cases may also include cases that the user is associated with but were created by other users. For example, a user may be listed as the property owner on a case submitted by a contractor.

If the administrator has posted any new notices or announcements on the message board, the bell icon next to the user menu turns red.

1. Click the bell icon to view the message board.
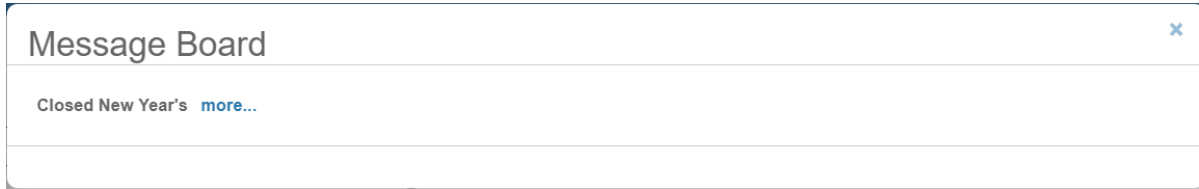
2. Click **more** to read more about the announcement.

After any new messages have been viewed, the bell icon turns white again.

From the home page, users may view both submitted and incomplete applications, and begin a new application. See "Access Your Account Information" below for more information on managing your account.

> **TIP**: The text on the Public Access browser tab can be changed to whatever text you choose. See Customize the Title of the Browser Tab in the Cityworks UI Customization 15.6 Guide for more information.

Access Your Account Information

From time to time, you may wish to update your account information. Users who only use Public Access, meaning they do not have access to the core Cityworks site, can access their account information from inside Public Access. Users who do have access to the core Cityworks site must manage their account information there.

1. Click the user menu in the upper-right corner.

2. Click the arrow next to your name on the toolbar at the top of the page.

This will open a box displaying your name and email address, as well as **Account Details** and **Log Out** buttons.

Reece Hanzon

My Account

Log Out
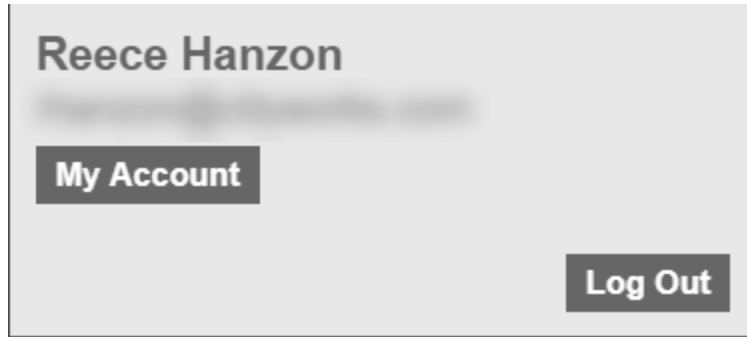
> ⚠️ **IMPORTANT**: The **Account Details** option is only available to users who do not have login credentials to the main Cityworks site. Cityworks users cannot access their account information through Public Access.

3. Click **Account Details** to view your account. From the **Edit Account Details** tab, you may update your name, address, and security question and answer. Enter your new account information and click **Save**.

Account Information -

Edit Account Details   **Change Password**

Login ID =

First Name

Last Name

Address
1234 West St.

City
Cityville

State
UT

Zip
12345

Home Phone

Mobile Phone
5551234567

Roles

☑ End User

☐ Code Enforcement

Save

4. Click the **Change Password** tab to create a new password for your account. Remember to click **Save** when you are done.

5. To return to the home screen, click the Cityworks logo at the top of the screen.

This page is intentionally left blank

Begin a New Application

This tool walks you through the process of creating and submitting a permit or license application. Each application consists of several panels, but the exact panels and the order in which they appear may vary depending on the kind of permit or license you are applying for. Each of the possible panels is discussed here.

> **IMPORTANT**: Many important case templates, case data groups, fees, and so on, will only appear in Public Access if they have the **Registered** check box selected in **PLL Admin**.

1. To begin, click **Create Application** on the home screen.

This is the first page or panel that appears when you begin a new application. This panel allows you to choose the kind of permit or license you want to apply for. The available applications may all be listed together, like this:

Begin a New Application

Cityworks

Create Application

PLL (ad) Admin ⌄

Select an Application

🔍 search...

○ CE Case - Building/Zoning	○ CE Case - Fence
○ CE Case - High Grass/Weeds	○ CE Case - Sidewalk
○ CE Case - Vehicle	○ CE Case - Yard
○ CE Case - Zoning	○ Commercial - Addition
○ Commercial - Demolition	○ Commercial - Electric
○ Commercial - HVAC	○ Commercial - New Construction
○ Commercial - Plumbing	○ Commercial - Shell/Interior Finish
○ Commercial - Temporary Buildings	○ License - Alcohol
○ License - Commercial Business	○ License - Contractor
○ License - Fireworks Stand	○ License - Food Truck
○ License - Pet Registration	○ Planning - Comprehensive Plan Amendment
○ Planning - Concept Plan	○ Planning - Conditional Use Permit
○ Planning - Final Plat	○ Planning - Land Disturbance Permit
○ Planning - Minor Subdivision	○ Planning - Preliminary Plat
○ Planning - Sidewalk Encroachment	○ Planning - Sign Permit
○ Planning - Tree Removal Permit	○ Planning - Zoning Certificate
○ Planning - Zoning Change	○ Planning - Zoning Variance
○ Residential - Addition	○ Residential - Deck
○ Residential - Demolition	○ Residential - Electric
○ Residential - Fence	○ Residential - Garage
○ Residential - HVAC	○ Residential - New Multi-Family
○ Residential - New Single Family	○ Residential - New Two Family

○ Residential - Plumbing	○ Residential - Pool
○ Residential - Shed	○ Residential - Solar
○ Residential - Temporary Buildings	○ ROW Permit - Bike Rack
○ ROW Permit - Block Party	○ ROW Permit - Dumpster/Container
○ ROW Permit - Emergency	○ ROW Permit - Encroachment
○ ROW Permit - Erosion & Sediment Control	○ ROW Permit - Excavation
○ ROW Permit - Filming	○ ROW Permit - Food Truck
○ ROW Permit - New Construction	○ ROW Permit - Sidewalk/Driveway
○ ROW Permit - Telecom Access	○ ROW Permit - Utility Access
○ ROW Permit - Vendor	○ UCE Case - Easement Blockage
○ UCE Case - Vegetation Blockage	○ Utility Permit - Abandon Service
○ Utility Permit - Abandon Well	○ Utility Permit - Annexation
○ Utility Permit - Irrigation Tap	○ Utility Permit - New Backflow Device
○ Utility Permit - New Commercial Service	○ Utility Permit - New Development
○ Utility Permit - New Residential Service	○ Utility Permit - New Well
○ Utility Permit - Repair Service	○ Utility Permit - Replace Service
○ Utility Permit - Retire Septic Tank	○ Utility Permit - Septic Tank Install
○ Utility Permit - Sewer Tap	○ Utility Permit - Start Service
○ Utility Permit - Stop Service	○ Utility Permit - Water Tap

Begin Application

Or, applications may be organized into categories, like this:

You may use the search tool to look for a specific kind of application, or you may browse the list provided for you.

> **NOTE**: When you click on an application, you may see a text box with important information relating to the application type you clicked.

2. When you find the application you want, select it and click **Begin Application**.

The **Main** panel allows you to create a name or description for the application. This is especially useful for users who are submitting multiple applications.

3. Enter a **Description** for the application.

4. Enter the address or location of the project. Once you have entered the address, the map displays the geographical location for your permit. Once your application is complete, you can open it at any time by clicking on it in the map.

You may also select a location by clicking on the map. Doing so marks the location with a dot and displays the address associated with that location.
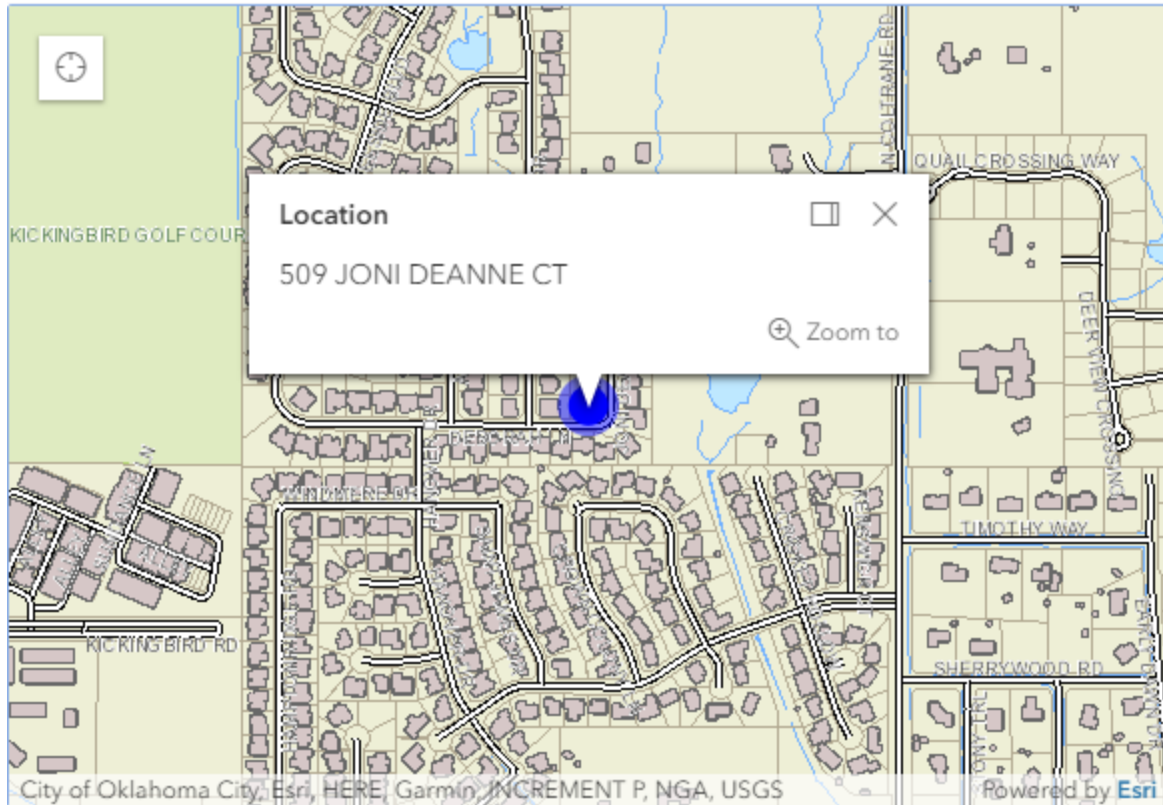
However, the Cityworks administrator may have configured the application template to select a specific item on the map. In this case, the item is highlighted and data corresponding to that item appears.
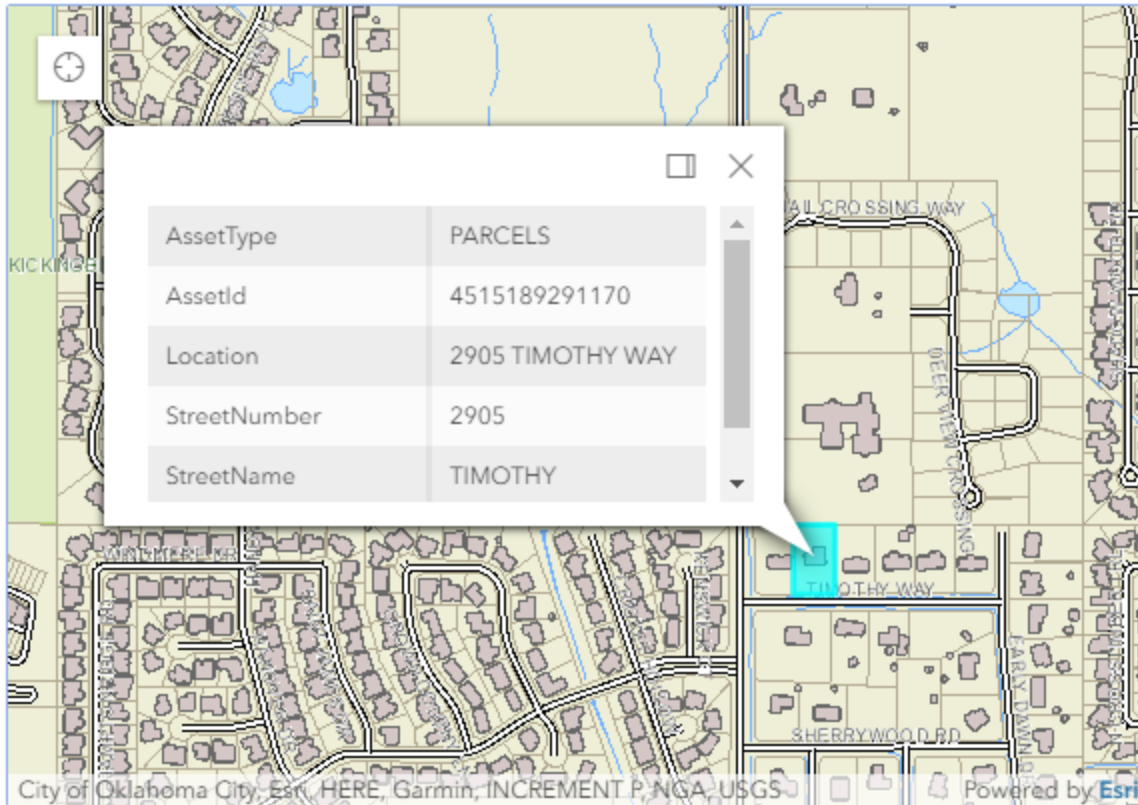
> **NOTE**: When RequireLocation is false and UseLocation is true in the WebAppSettings.config file, the geocode service will still try to geocode the address entered by the user. If the address isn't found by the geocode service, the user will be able to select a different address that was found be the geocode service or keep the address they entered and continue with the case.

5. Click **Next** to continue.

The **People** panel requires you to enter the name and contact information of people involved with the permit or license. This panel may differ from one application to another, depending on the kind of application you selected.

Cityworks

Create Application

PLL (ad) Admin ⌄

Application: Residential - New Single Family

① Main

② People

Applicant more....   [Use My Information]

Name

Address Line1

City Name   State   Zip Code

Phone (Home)   Phone (Mobile)

Email

Comment

Contact more....   [Use My Information]

Name

Address Line1

City Name   State   Zip Code

Phone (Home)   Phone (Mobile)

Email

Comment

Property Owner more....   [Use My Information]

Name

Address Line1

City Name   State   Zip Code

Phone (Home)   Phone (Mobile)

Email

Comment

[Cancel] [Clear] [Previous] [Next]

③ Proj. Data

④ Contractor

⑤ Rel Docs

⑥ Payment

⚠️**IMPORTANT**: When adding people to people roles in Public Access, the email address entered is verified to make sure it's a valid email address. Also, the phone number is verified to make sure it matches the format specified in Designer under **Preferences > Region Settings**. See Configure Region Settings Preferences in the Designer for 15.7 Guide for more information.

📄**NOTE**: Items in red are required fields. You cannot proceed to the next section until all required fields are filled.

If the **Add Person** button appears at the top of the People section, you have permission to add people roles to the application during creation, after creation, or both, depending on how the PLL administrator configured your user role.

6. Select **Add Person** to open the **Add Person** panel. Use the drop-down list to select the user role you would like to add to the application and click **Add**.

Add Person

Role ▾

Cancel   Add

If an invalid email address or phone number is entered, the system highlights which field contains the invalid entry so that it can be corrected before proceeding.

7. Fill in the information for each person and click **Next**.

> 💡 **TIP**: Click **Use My Info** to automatically enter the information from your Public Access users account into the corresponding fields on this form.

The **DataGroup** panel requests specific information about your project. The information collected here may be used to calculate fees. Required fields are marked in red.

> 📑 **NOTE**: The **DataGroup** panel is based on the kind of permit or license you are applying for and requests different information depending on which application you chose on the **Create an Application** page.

Number of Kitchens:

Select a value ▾

Number of Bedrooms:

Select a value ▾

Number of Fireplaces:

Select a value ▾

Additional Comments

Comment

BP - Setbacks (feet) ˄

Front (ft):

Number

Back (ft):

Number

Right Side (ft):

Number

Left Side (ft):

Number

Cancel   Clear   Previous   Next

④ **Contractor**

⑤ **Rel Docs**

⑥ **Payment**

8. Enter your application information.
9. Click **Next** to continue.

The **Contractor** panel allows you to select a contractor for your application.

10. Click **Select Contractor(s)** to open a selection window.

Contractor Search

Business Name	Type	License	Expiration
☐ Archway Electric	ELECTRICAL	18-456796	06/30/2025
☐ Aspen Electric, LLC	ELECTRICAL	18-456789	06/30/2025
☐ Corner Canyon Roofing	ROOFING	18-456786	06/30/2025
☐ DBR Plumbing	MASTPLUMB	18-456794	06/30/2025
☐ Granite Park Plumbing	MASTPLUMB	18-456782	06/30/2025
☐ High Tower Flooring	FLOORING	18-456792	06/30/2025
☐ Jerry's Roofing Co.	ROOFING	18-456788	06/30/2025
☐ Lake Park Plumbing	MASTPLUMB	18-456787	06/30/2025
☐ Maple Heating and Air	MECHANICAL	18-456790	07/1/2025
☐ Millcreek General Contractors	GENERAL	18-456750	06/30/2025
☐ North Lake Concrete	CONCRETE	18-456785	06/30/2025
☐ Olympus Framing, LLC	FRAMING	18-456795	06/30/2025
☐ Peak Construction, Inc	GENERAL	18-456781	06/30/2025
☐ Peterson Electric	ELECTRICAL	18-456783	06/30/2025
☐ Pine Valley Construction	GENERAL	18-456793	06/30/2025
☐ Ridgeway Solar	SOLAR	18-456797	06/30/2025
☐ West Lake Pools	SWIMPOOL	18-456791	06/30/2025
☐ Western Heating and Air	MECHANICAL	18-456784	06/30/2025

Cancel Submit
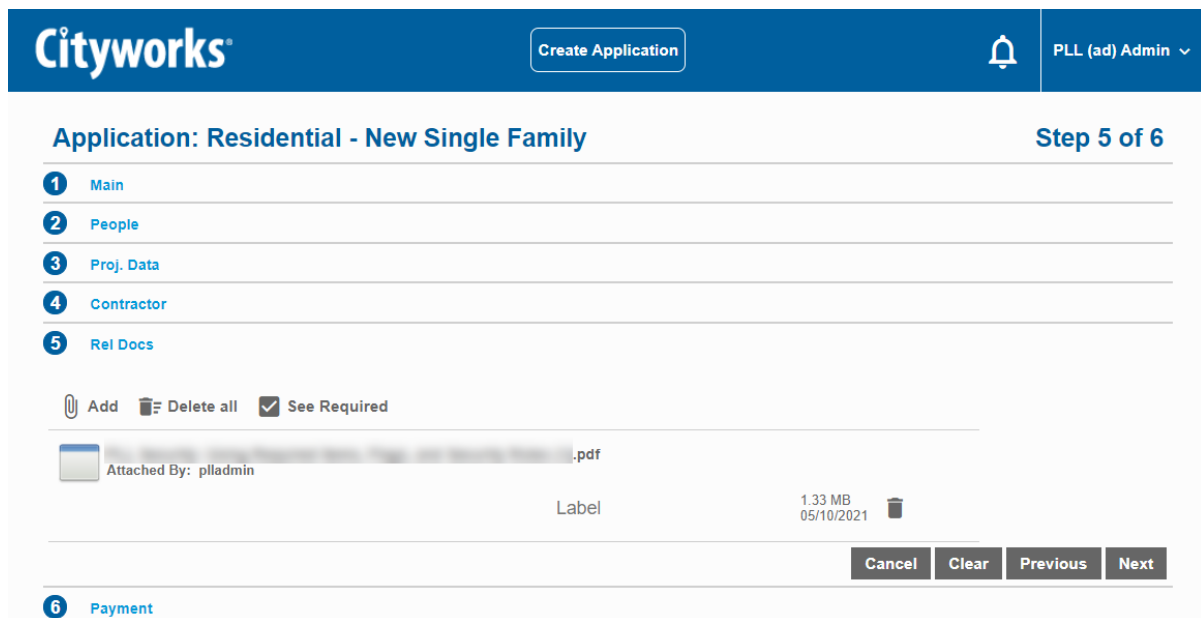
NOTE: This list shows contractors with local or state licenses. If a contractor has both a local and state license, it is shown in the list twice.

IMPORTANT: By default, only contractors with current licenses appear on this list. Contractors with expired licenses are not listed unless an administrator enables the **Allow Expired Contractors** setting in PLL Admin. See Allow Expired Contractors in the PLL 15.7 Admin Guide for more information.

11. Select the check box next to the name of the contractor you wish to add to the application. You may use the search tool to narrow down the list of contractors.

12. Click **Submit** to add the contractor and close the selection window.

13. Click **Next**.

The **RelDocs** panel allows you to attach any relevant documents and files to your application.

> **NOTE:** The administrator can specify which kinds of files you can attach, so you may not be able to upload some file types. See Define Accepted File Types for Public Access in the PLL 15.7 Admin Guide for more information.

> **TIP**: Click **See Required** to view a list of documents that are required or recommended for this permit type.

14. To add a file, click **Add** to open a selection window. Click the **Delete** icon to the right of a file to remove it or click **Remove all attachments** to delete all files simultaneously.

> **TIP**: Attachments may also be deleted from the case's summary page, but only by the user who originally attached them.

15. After a file has been attached, if it is a required or recommended item, click **Label** to select the appropriate requirement or recommendation tag.

Label
Site Plan
Engineering Calcs
Manual J&D
Elevations
Building Plan Set *

⚠️ **IMPORTANT**: Once an application is completed and submitted, users who have permission to delete attachments can delete any attachment they have added, but they cannot delete attachments added by another user.

16. Optionally, click **Show Map** to open a map panel that allows you to draw and add notes to the map.

17. Click **Save Map Image** to attach the map image to your application.
18. Click **Next** to continue.

Once you have completed the application you will be redirected to the **Summary Page** for the application. This page contains all the information added on the previous pages. The **Summary Page** also includes the **Workflow** panel, which allows users to see the progress of the case.

NOTE: The comments panel will only be displayed if a comment attached to the case has been marked as visible by a user in Respond.

Begin a New Application

Workflow

Description	Result	Target End	Completed	M	Comments
Code Enforcement Intake	NOV	08/1/2019 9:15 AM	07/31/2019 9:15 AM	1	
Notice of Violation	MAIL	08/1/2019 9:15 AM	07/31/2019 9:16 AM	2	
Re-Inspection		07/31/2019 9:16 AM		3	

Data

CE - Vehicle Data

Vehicle Location:

Select a value ▾

Vehicle Violation:

Select a value ▾

Fees

Fee	Amount	Amount Paid	Amount Due
Vehicle Violation Fee	$47.00	$0.00	$47.00
	Total Fees: $47.00	Total Paid: $0.00	Total Due: $47.00

Payments

Payment Type	Received By	Payment
No payments to display.		$0.00
		Total: $0.00

Notes

Note	Date
No notes to display.	

From this page, users can navigate to the home page by clicking **Back** or open the map by clicking **Map**. See "Review Submitted Applications" on page 37 for more information.

This page is intentionally left blank

Review Submitted Applications

To see those applications that you have completed and submitted, select the **Submitted** tab on the Public Access home page.

The panel below lists all your submitted applications.

It also displays your cases geographically on a map.
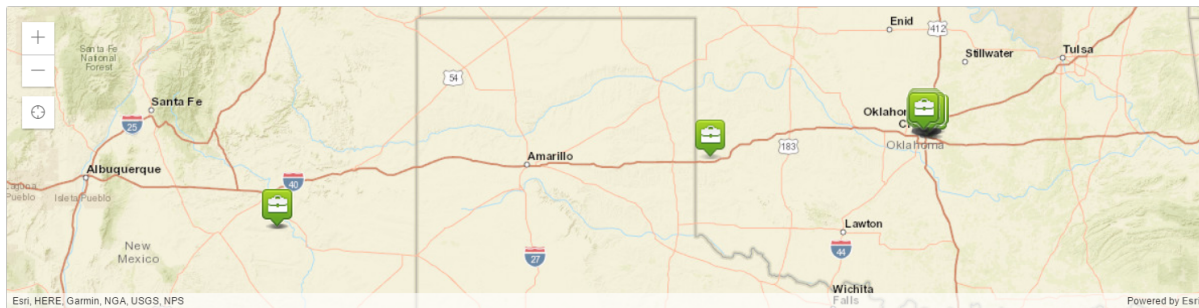
Each application is listed with its basic information (such as its name, address, status, submittal date, creation date, and expiration date).

To review information related to your case, follow these steps:

1. Click the case code to go to your application's summary page. Here you have the option to change the name of your case by clicking the edit icon.

Residential - Addition RBP20-019	608 JONI DEANNE CT Granny Annex ✏️	**Issued** Actions... ⌄	**Created:** 06/15/2020 **Expires:** 06/30/2021

2. Click the **Actions** drop-down list to select an option. Several of these options, such as **Schedule Inspection** and **Pay Fees**, are essential to moving your case toward completion.

Actions... ▼

Actions...
Check Case Status
Schedule Inspection
Pay Fees
Get PDF Report
Create New Case From Current
Link Case

3. Click **Sort** at the upper-right corner of the list to filter the list of applications.

Sort ▼

▼ Created Date

Expires Date

Location

Name

Type

Status

Check the Status and Progress of Your Application

Once you submit an application, you can check on its progress any time.

1. Make sure the home page is displaying submitted applications.

2. Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.

3. The current status of the case appears above the **Actions** drop-down list. This status will change as your case progresses, so check back from time to time.

4. To see more case details, click the **Actions** drop-down list and select **Check Case Status**.
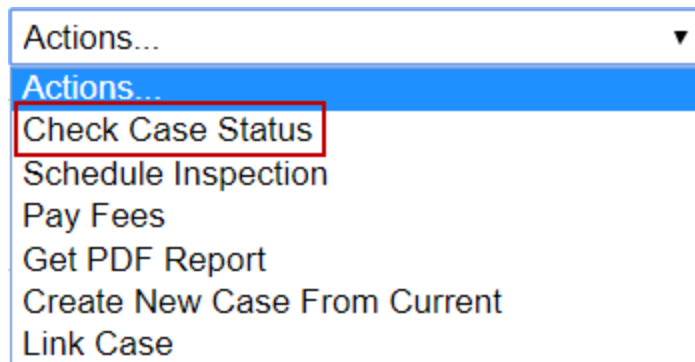
This will take you to the summary page for your case. Here you will find all the information you need regarding your case, including the address, people and contractors associated with the case, case data, and related documents.

💡 **TIP**: You can change or update information on the **People** or **Case Data** panels from the summary page.

BP - Single Family Data

Garage:

Select a value ▼

Number of Bathrooms:

Select a value ▼

Number of Kitchens:

Select a value ▼

Number of Bedrooms:

Select a value ▼

Number of Fireplaces:

Select a value ▼

Additional Comments

Comment

BP - Setbacks (feet)

Front (ft):

Number

Back (ft):

Number

Right Side (ft):

Number

Left Side (ft):

Number

Save

Contractors

Business Name	Type	License	Expiration
Millcreek General Contractors	GENERAL	18-456750	06/30/2025

Workflow

< 1 to 10 of 22 items. >   Show All

Description	Result	Target End	Completed	M	Comments	Checklist
Application Check		05/4/2021 2:52 PM		1		
Review - Zoning				2		
Review - Planning				3		
Review - Building				3		
Review - Public Utlities				3		
Review - Engineering				3		
Review - Flood Plain				3		
Review - Historic				3		
Issue Permit				4		
Insp. - Footing				5		≡✓

Workflow

This panel shows you how your case is progressing. It lists each task that must be completed, the estimated completion date for each task, the result of each task, and the date and time each task was completed.

Workflow

< 1 to 10 of 22 items. >   Show All

Description	Result	Target End	Completed	M	Comments	Checklist
Application Check		05/4/2021 2:52 PM		1		
Review - Zoning				2		
Review - Planning				3		
Review - Building				3		
Review - Public Utlities				3		
Review - Engineering				3		
Review - Flood Plain				3		
Review - Historic				3		
Issue Permit				4		
Insp. - Footing				5		≡✓

If any of the tasks in the workflow include location or unit information, those columns will appear in the **Workflow** panel. Otherwise, those columns will not appear.

Workflow

Description	Location	Unit	Result	Target End	Completed	M	Comments
Latham Water Plan Review				04/09/2020 11:09 AM		2	
Pure Water Plan Review				04/03/2020 11:09 AM		2	
Storm Water Plan Review				04/03/2020 11:09 AM		2	
Engineering Plan Review				04/03/2020 11:09 AM		2	
Building Plan Review	Second floor of southeast building	Suite 24		04/03/2020 11:09 AM		2	
Issue Permit (Colonie)						3	

⚠️**IMPORTANT**: All tasks associated with a case are added to the case, but Public Access users will only see the tasks that are available to them based on the registered and anonymous settings configured for each task. Consequently, registered and anonymous users may see different tasks listed on the **Workflow** panel.

Once a permit is issued, you will need to schedule inspections in order to advance the workflow. See "Schedule an Inspection" on page 45 for more information.

If the checklist icon appears next to an inspection task, you can click it to see what items are included in the inspection.

Checklist Items

Description	Result	Comment
Footing size not per approved plans.	Unknown	
Footing less than 30" below grade	Unknown	
Footings placed in violation of minimum setbacks.	Unknown	

Close

The **Checklist Items** panel displays the description of the task and, if the inspection has already been carried out, the result of each task and any comments from the inspector.

Fees

This panels lists the fees attached to your case, item by item. The grand total is calculated automatically and listed at the bottom of the panel.

Fees

Fee	Amount
*Res. New Building Basic Fee	$350.00
Transportation Fee	$0.00
*Res. Electric Fee for New Builds	$75.00
*Res. Insulation Fee	$0.00
*Res. Gasline Test & Inspection Fee	$0.00
*Res. HVAC Fee for New Builds & Addns	$35.00
*Res. Plan Review Fee	$25.00
*Res. Final Occupancy Certificate Fee	$50.00
Residential Zoning Compliance Fee	$40.00
Res. Grade Inspection Fee	$100.00
Excavation Fee	$35.00
Sewer Permit Fee	$25.00
Sidewalk and Approach Fee	$25.00
Water Capacity for 5/8" Meter	$5650.00
Water Meter Fee	$80.00
Sewer Capacity for 5/8" Meter	$5385.00
Imp. Fees - SF Parks & Rec	$1226.00
Imp. Fees - SF Police Facility	$162.00
Imp. Fees - SF Fire & Emerg.	$314.00
Imp. Fees - SF Municipal Facility	$366.00
*Res. Deck Fee for New Builds	$0.00
*Res. Fireplace Fee	$0.00
Res. Fence Fee (Under 6 ft)	$25.00
*1% State Board of Building Strds Fee	$5.35
	Total: $13973.35

Payments

This panel lists all payments you have made on the case, listing the payment type, the person who received each payment, and the amount of each payment.

Deposits

Deposit	Amount	Amount Paid	Amount Due
Utility Permit Application Fee	$200.00	$0.00	$200.00
Plan Review Application Fee	$329.00	$0.00	$329.00
	Total Deposits: $529.00	Total Paid: $0.00	Total Due: $529.00

Fees

Fee	Waived	Amount	Amount Paid	Amount Due
Building Plan Check Fee		$400.00	$0.00	$400.00
Sewer Impact Fee		$575.00	$0.00	$575.00
Water Impact Fee	✓	$1289.00	$0.00	$0.00
Parks and Recreation Impact Fee	✓	$2174.00	$0.00	$0.00
Water Treatment Impact Fee		$2045.00	$0.00	$2045.00
Emergency and Fire Impact Fee		$314.00	$0.00	$314.00
Police Impact Fee		$427.00	$0.00	$427.00
Sewer Permit Fee	✓	$50.00	$0.00	$0.00
1% State Board of Building Standards Fee		$0.00	$0.00	$0.00
		Total Fees: $7274.00	Total Paid: $0.00	Total Due: $3761.00

Total Fees

Payment Amount: $4290

◉ Pay Pal

Payment Terms and Conditions ☐ Pay Now

Cancel

5. Carefully review the **Payment Terms and Conditions** before selecting the check box to enable the **Pay Now** button.

6. Click **Pay Now** to submit your payment. The record of your payment will be reflected on the **Payments** panel of the **Summary** page for this application.

Get a Report

This feature allows you get download a PDF report of the status of your application. This is often used as a convenient way to issue the permit once your application has been processed and approved, however it may be used for many other purposes as well.

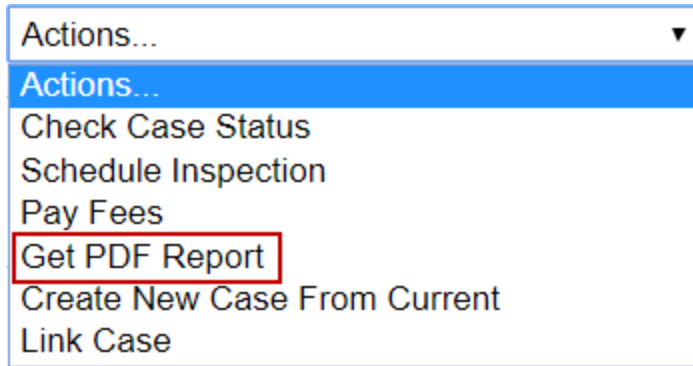1. Make sure the home page is displaying submitted applications.

2. Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.

Submitted Applications

< 1 to 5 of 25 items. > 🔍 search			Sort ▼
Residential - New Single Family RBP18-057	378 CROWN COLONY 📍 ~No Application Name~	**In Review** Actions... ▼	**Created** 07/6/2018
Residential - New Single Family RBP18-056	1744 GEETA 📍 ~No Application Name~	**In Review** Actions... ▼	**Created** 07/5/2018
Commercial - New Construction CBP18-050	730 NORTH CREEK 📍 ~No Application Name~	**In Review** Actions... ▼	**Created** 07/5/2018
License - Pet Registration 18-049	508 NORTHCREEK DR 📍 ~No Application Name~	**Active** Actions... ▼	**Created** 06/28/2018
Commercial - Addition CBP18-048	1704 GEETA RD 📍 ~No Application Name~	**In Review** Actions... ▼	**Created** 06/28/2018

3. Click the **Actions** drop-down list and select **Get PDF Report**.

Actions... ▼

- Actions...
- Check Case Status
- Schedule Inspection
- Pay Fees
- Get PDF Report
- Create New Case From Current
- Link Case

4. If the PLL administrator has added multiple reports to the case, use the drop-down list on the **Get Report PDF** panel to select the report you would like to download and select **Get PDF**.

Get Report PDF ✕

Report
PRMT - Permit/License ▼

Cancel   Get PDF
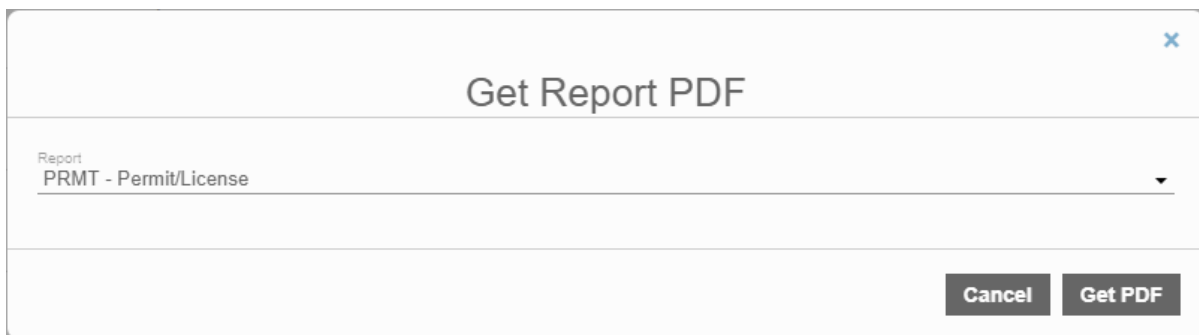
A new tab will open in your browser, displaying the report generated from your application. You may download it or print it from the browser as you see fit.

Add, View, or Remove Attachments

You can add, view, or remove attachments from your permit.

NOTE: You can only remove attachments if you were the user who added them.

1. Make sure the home page is displaying submitted applications.

2. Open the application that you want to view or modify the attachments for.
3. Click **Add attachments** to add an attachment. Browse to the attachment, select it, and click **Open** to attach it.

The **Attached By** field shows the name of the user who attached the file.

4. To view an attachment, click it to download the file and view it.

If you were the user who added the attachment, there will be a **Delete** icon to the right of the attachment.

5. Click the **Delete** icon to the right of a file to remove it.

Add a Link to Another Application

Public Access users can create links between applications. Users can also specify if the link is a parent/child relationship or just a general relationship. This allows users to create child cases that are a different application type than the parent. See "Create a New Application Based on the Current Application" on page 60 for more information.

1. Make sure the home page is displaying submitted applications.

2. Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.

Submitted Applications

‹ 1 to 5 of 25 items. ›	🔍 search		Sort ▾
Residential - New Single Family RBP18-057	378 CROWN COLONY 📍 ~No Application Name~	**In Review** Actions... ▾	**Created** 07/6/2018
Residential - New Single Family RBP18-056	1744 GEETA 📍 ~No Application Name~	**In Review** Actions... ▾	**Created** 07/5/2018
Commercial - New Construction CBP18-050	730 NORTH CREEK 📍 ~No Application Name~	**In Review** Actions... ▾	**Created** 07/5/2018
License - Pet Registration 18-049	508 NORTHCREEK DR 📍 ~No Application Name~	**Active** Actions... ▾	**Created** 06/28/2018
Commercial - Addition CBP18-048	1704 GEETA RD 📍 ~No Application Name~	**In Review** Actions... ▾	**Created** 06/28/2018

3. Click the **Actions** drop-down list on the application you want to link from and select **Link Case**.

4. On the **Link Applications** panel, use the **Relationship** drop-down list to select the kind of relationship that you wish to create between the two cases.

📋 **NOTE**: The **Application** field displays the number of the case you are linking from.

- **Parent Of** indicates the application you are linking from is the parent of the case you are linking to.
- **Child Of** indicates the application you are linking from is a child of the case you are linking to.
- **Related To** means there is not a parent/child relationship between the two cases but that they are still related.

5. In the **Application Number** field, enter the number of the case you want to link to.

Link Applications   ✖

Application:
RBP18-039   Relationship   ▾   Application Number

Cancel   Link

NOTE: As you begin typing the case number, a list of cases matching what you have typed will appear. You may select the case you want from this list.

Application Number
wsp

WSP18-004
Harris Farms Lot 5

WSP18-018
No Application Name

WSP18-020
No Application Name

WSP18-021
No Application Name

WSP18-022
No Application Name

WSP18-038
Ivory Homes Lot 5

WSP18-048
No Application Name

> ⚠️ **IMPORTANT**: This list only displays cases the user has permission to view. This means either the user created the case in Public Access, or the Public Access administrator has enabled case sharing. See Allow Public Access Users to View Cases Created in Office for PLL in the PLL 15.7 Admin Guide for more information.

6. Click **Link**.

The summary page for these applications will now include the **Related Applications** panel, which lists the other applications each case is linked to.

Remove a Link to Another Application

To remove a link between cases, follow these steps:

1. Open Public Access.
2. On the **Submitted Applications** panel, select the case you want to remove a link from.

Finish an Incomplete Application

If you have applications that have not been completely filled out and submitted, you may find them by selecting the **Incomplete** tab on the home page.
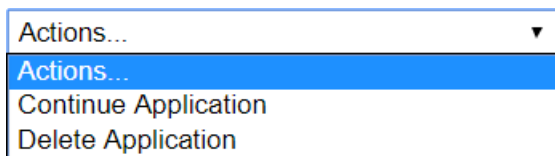
Submitted   Incomplete

The panel below will now list all your incomplete applications. You may also open an incomplete application by clicking on it in the map. Incomplete applications are represented by a gray icon on the map.

Incomplete Applications

	1 to 5 of 34 items.	Q search	Sort ▼
Res. Permit - New Single Family 390	1829 GODHANIA RD ~No Application Name~	**OPEN** Actions... ▼	**Created** 06/01/2017
E-ROW Utility - New Construction 388	~No Location Specified~ ~No Application Name~	**OPEN** Actions... ▼	**Created** 08/26/2016
Res. Permit - New Single Family 387	~No Location Specified~ ~No Application Name~	**OPEN** Actions... ▼	**Created** 07/14/2016
Res. Permit - Fence 379	100 E Main St, Edmond, Oklahoma, 73034 New Fence	**OPEN** Actions... ▼	**Created** 04/03/2015
Engineer - Right of Way Permit 365	1521 W Danforth Rd, Edmond, Oklahoma, 73003 1521 W Danforth	**OPEN** Actions... ▼	**Created** 06/26/2014

1. Click the **Actions** drop-down list to either **Continue Application** or **Delete Application**.

Actions... ▼
Actions...
Continue Application
Delete Application

⚠IMPORTANT: Be aware that fees are not finalized until the application is submitted. Consequently, fee amounts may change between the time an application is opened and the time it is submitted. If you are returning to an incomplete application, be sure to check the Fees panel for the latest amount.

If you selected **Continue Application**, the application input screen for will open. See "Begin a New Application" on page 15 for more information.