



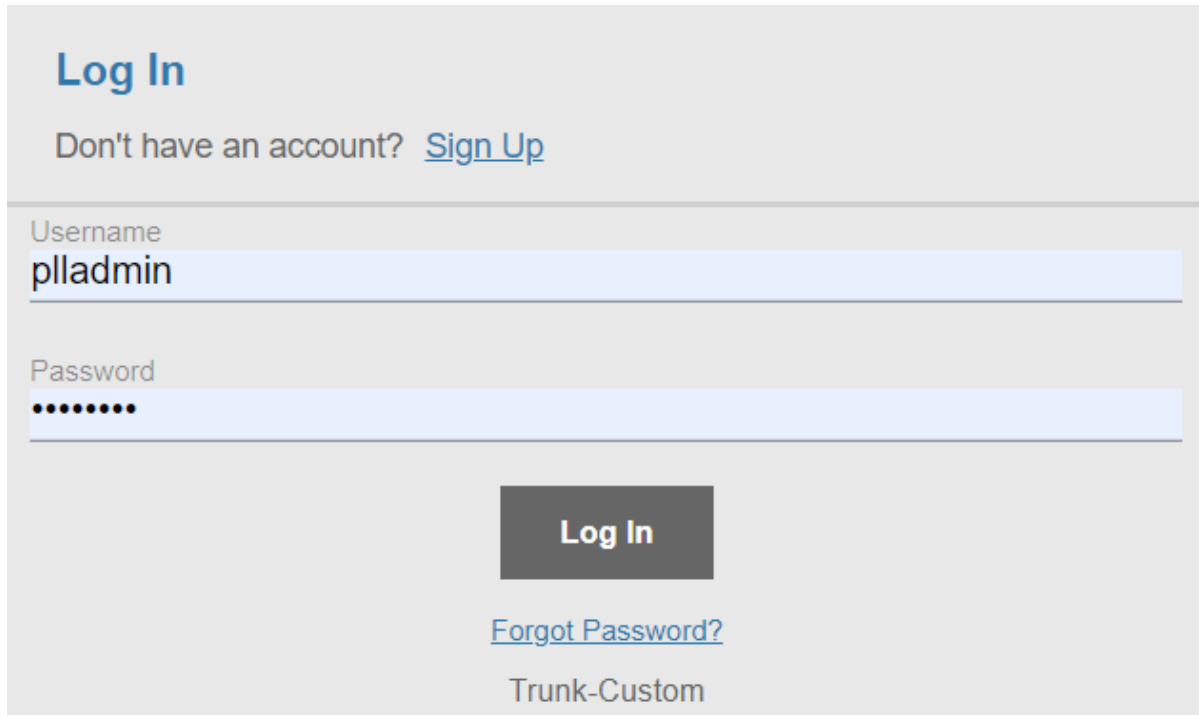
**Excerpts from**  
**Public Access 5.2**  
**Guide**

By Azteca Systems, LLC

## Log In to Public Access

From the city website, you will be directed to the Public Access login page at <https://cityworks.saratogaspringscity.com/publicaccess/template/login.aspx>. 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.



The screenshot shows the login interface for Cityworks Public Access. At the top, the heading "Log In" is displayed in blue. Below it, a link "Don't have an account? [Sign Up](#)" is visible. The form contains two input fields: "Username" with the text "plladmin" and "Password" with masked characters ".....". A dark grey "Log In" button is centered below the fields. Underneath the button is a link "Forgot Password?". At the bottom of the form, the text "Trunk-Custom" is displayed.

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

## Apply for a login

All fields are required

### CREDENTIALS:

Email Address

✓ Login Id is Available

Password

Confirm Password

### CONTACT INFORMATION:

First Name

Last Name

Address  
2345 First Street

City  
Cityville

State

Zip  
12345

Home Phone  
555-555-5555

Mobile Phone  
555-555-5555

Register

Cancel

- 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:

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



## 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.



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

## 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.

Incomplete

## Sort

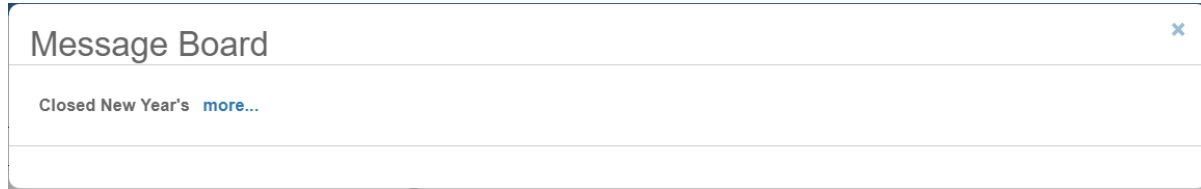
City of Oklahoma City, Esri, HERE, Garmin, NGA, USGS, NPS

Powered by Esri

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.



## 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.

Cityworks®

Create Application

PLL (ad) Admin ▾

Submitted

Incomplete

Submitted

1 to 5 of 54 items.

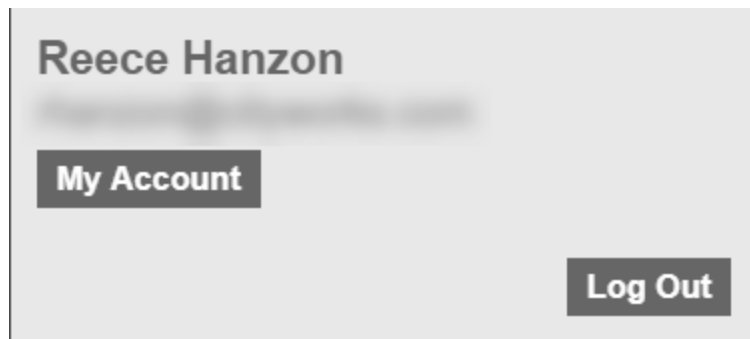
Sort ▾

<b>Commercial - Addition</b> CBP21-006	No Location Specified No Application Name	<b>In Review</b> <div>Actions... ▾</div> Created 06/3/2021
<b>Commercial - New Construction</b> CBP21-005	No Location Specified No Application Name	<b>In Review</b> <div>Actions... ▾</div> Created 06/3/2021
<b>Residential - Addition</b> RBP21-004	901 N COLTRANE RD No Application Name	<b>In Review</b> <div>Actions... ▾</div> Created 06/1/2021
<b>Residential - Deck</b> RBP21-003	2901 SHERRYWOOD RD No Application Name	<b>In Review</b> <div>Actions... ▾</div> Created 06/1/2021
<b>CE Case - Sidewalk</b> CE21-0002	No Location Specified No Application Name	<b>In Review</b> <div>Actions... ▾</div> Created 05/31/2021

Page Size 5 ▾

- 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.





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 - [Redacted]

[Edit Account Details](#)

[Change Password](#)

Login ID = [Redacted]

First Name

[Redacted]

Last Name

[Redacted]

Address

1234 West St.

City

Cityville

State

UT

Zip

12345

Home Phone

Mobile Phone

5551234567

### Roles

☒ End User

☐ Code Enforcement

**Save**

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

Cityworks®

Create Application

Reece Hanzon ▾

Account Information - **Reece Hanzon**

Edit Account Details

Change Password

Login ID = **XXXXXXXXXXXX**

Old Password

New Password

Confirm Password

Save

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

## Begin a New Application

This tool walks you through the process of creating and submitting a permit 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.

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

Incomplete

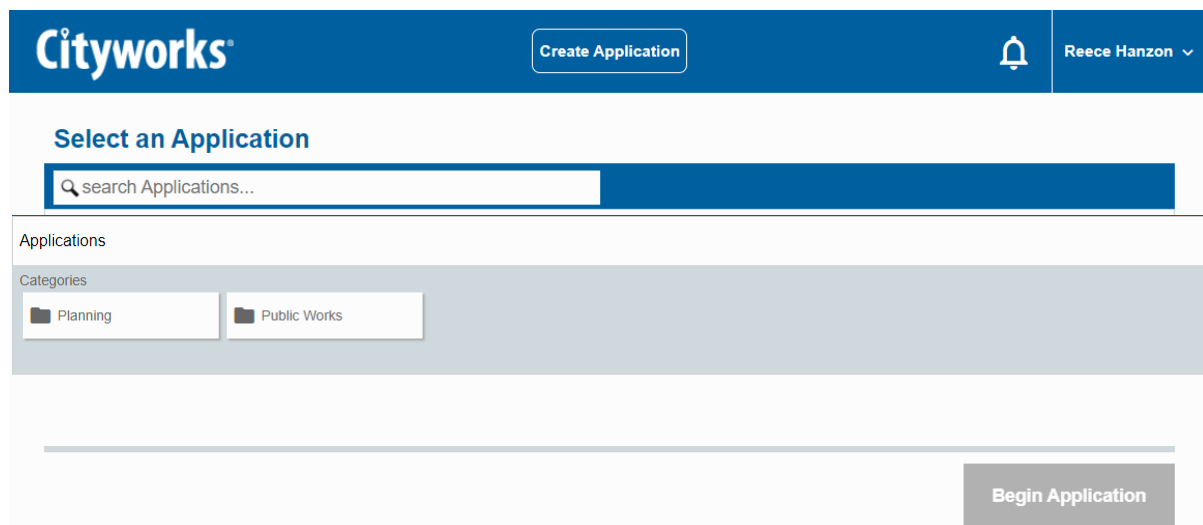
## Sort

City of Oklahoma City, Esri, HERE, Garmin, NGA, USGS, NPS

Powered by Esri

## Begin a New Application

Applications may be organized into categories, like this:



The screenshot shows the Cityworks web application interface. At the top is a blue header bar with the 'Cityworks' logo on the left, a 'Create Application' button in the center, and a user profile 'Reece Hanzon' with a dropdown arrow on the right. Below the header is a white section titled 'Select an Application'. This section contains a search bar with the placeholder text 'search Applications...'. Below the search bar is a section labeled 'Applications' which contains a 'Categories' subsection. Under 'Categories', there are two buttons: 'Planning' and 'Public Works'. At the bottom right of the white section is a grey button labeled 'Begin Application'.

You may use the search tool to look for a specific application type, or you may browse the list provided for you by selecting a category.

**NOTE:** When you click on an application, you may see a text box with important information relating to the selected application type. Read the information, following any instructions, and **if you need to access any hyperlinks, please right-click and choose "open link in a new tab"**. After reviewing all applicable information, click "OK".

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. For Planning applications, this should be the project name or business name.
4. Enter the Address or location of the project. After you have entered the address, the map displays the geographical location for your permit. When your application is complete, you can open it at any time by clicking on it in the map.

Cityworks

Create Application

PLL (ad) Admin

Application: ROW Encroachment Permit

Step 1 of 4

1 Main

Description  
test2

Address  
405 W CROSSROADS BLVD

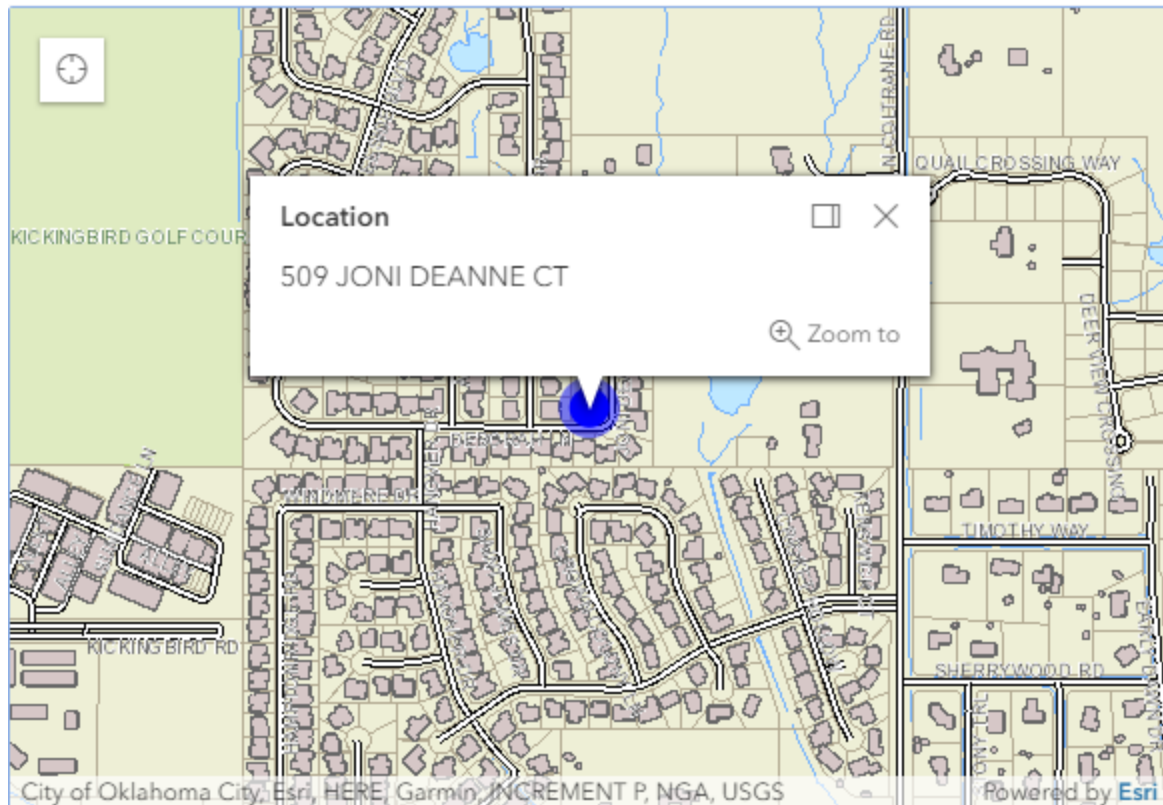
Cancel Clear Next

2 App Info

3 People

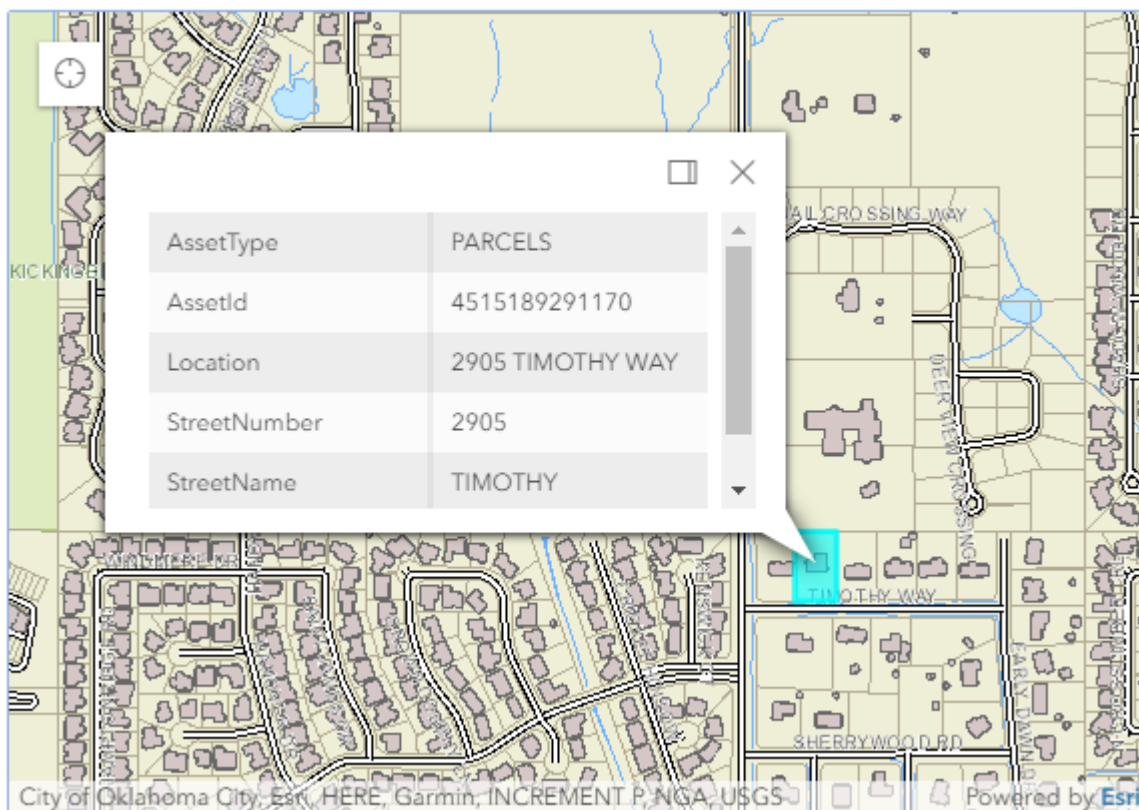
4 Uploads

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.





5. Click **Next** to continue.

The App Info panel requests specific information about your project. The information collected here may be used to calculate fees.

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

Cityworks

Create Application

Application: Encroachment Permit

1 Main

2 App Info

Encroachment Information

Estimated Start Date

Estimated Completion Date

Work Location

Comment

Contractor Job ID, if any

Text

Purpose of Permit

Comment

Method of Excavation

Comment

Is Potholing Required?

Select a value

Encroachment Crossings

Number of Crossings: Collector Roadway (77' ROW, 3 Lane)

Number

Number of Crossings: Local Roadway (59' ROW, 2 Lane)

Number

6. Click Next to continue.

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

Cityworks® Create Application PLL (ad) Admin

Application: ROW Encroachment Permit Step 3 of 4

1 Main  
2 App Info  
3 People  
4 Uploads

Owner more.... Use My Information Contractor more.... Use My Information Site Contact more.... Use My Information

Name  
Address Line1  
City Name State Zip Code  
24-Hour Phone Number Phone (Mobile)  
Email  
Contractor License Number

Name  
Address Line1  
City Name State Zip Code  
24-Hour Phone Number Phone (Mobile)  
Email  
Contractor License Number

Name  
Address Line1  
City Name State Zip Code  
24-Hour Phone Number Phone (Mobile)  
Email  
Contractor License Number

Cancel Clear Previous Next

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. Click "more...." to make sure all fields are completed.



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


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

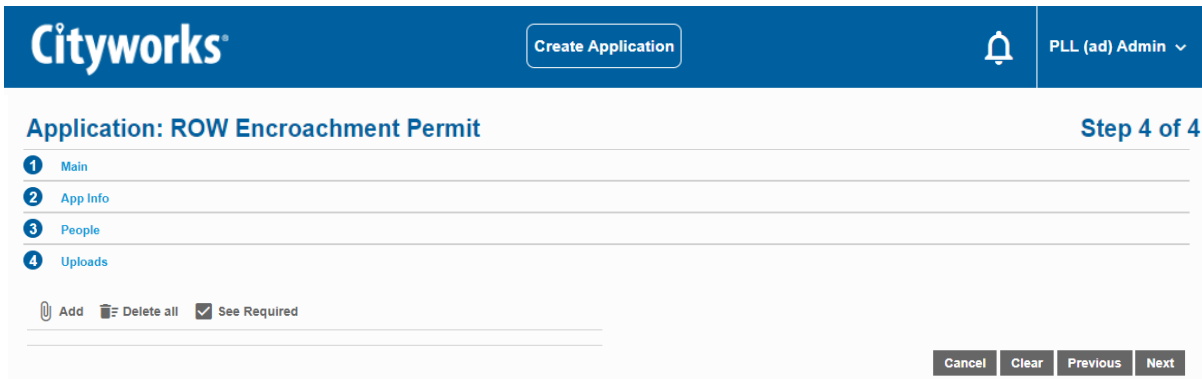


**TIP:** Click **Use My Info** to automatically enter the information from your Public Access users account into the corresponding fields on this form.


8. Click **Next** to continue.

The **Uploads** panel allows you to attach the required documents, as well as any relevant 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.




The screenshot shows the Cityworks application interface. At the top is a blue header with the Cityworks logo, a 'Create Application' button, a notification bell, and a user profile 'PLL (ad) Admin'. Below the header, the page title is 'Application: ROW Encroachment Permit' and the step indicator shows 'Step 4 of 4'. A vertical sidebar on the left contains four steps: 1 Main, 2 App Info, 3 People, and 4 Uploads (which is highlighted). The main content area of the 'Uploads' step includes a toolbar with 'Add' (document icon), 'Delete all' (trash icon), and 'See Required' (checkbox icon). Below the toolbar is a large empty rectangular area for file uploads. At the bottom right of the main area are four buttons: 'Cancel', 'Clear', 'Previous', and 'Next'.


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

- 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.

- 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	398.79 KB 05/23/2022	
SWPPP		
UDOT Permit		
Material Submittals		
✓ Drawing of Work (DOW) *		
✓ Traffic Control Plan (TCP) *		
✓ Current Certificate of Liability Insurance *		
✓ Right-of-Way Encroachment Permit Agreement *		

 **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.

12. Click Submit.

 **IMPORTANT:** You may need to accept terms and conditions before you can submit certain kinds of applications.

After 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.

Cityworks®

Create Application

PLL (ad) Admin ▾

← Back

Application

ROW Encroachment Permit  
ET-08032022-1119

31 E TEAL CT  
Test for Payment

Open  
Actions... ▾

Created:08/3/2022  
Expires:08/3/2042

Addresses

Address	Location Type	Location Id
31 E TEAL CT	-	-

Conditions

Condition	Applied	Completed
No conditions to display.		

Data

Encroachment Information

Estimated Start Date  
08/17/2022

Estimated Completion Date  
08/24/2022


Contractor Job ID, if any  
Text

Work Location  
test


Purpose of Permit  
test

Method of Excavation  
test

The **Summary Page** also includes the **Workflow** panel, which allows users to see the progress of the case.

 **NOTE:** Click "Show All" to see all Workflow items. If additional, clarifying, or revised/updated information is needed, a Comment will be shown.

## Workflow

< 1 to 10 of 19 items. >		Show All					
Description	Result	Target End	Completed	M	Comments	Checklist	
Development - Daily Inspection				1			
Driveway Approach Approved	NA	08/4/2022 3:22 PM	08/3/2022 3:25 PM	1			
Traffic Control Plan	APPROVED	08/4/2022 3:25 PM	08/3/2022 3:25 PM	2			
TCP Added to City Map	NA	08/3/2022 3:25 PM	08/3/2022 3:25 PM	2			
Drawing of Work	APPROVED	08/3/2022 3:25 PM	08/3/2022 3:25 PM	2			
<div>            Comment added on 08/15/2022 at            move the running line to be behind the sidewalk         </div>							
Material Submittals	NA	08/3/2022 3:25 PM	08/3/2022 3:25 PM	2			
Utility Maps Created	NO	08/3/2022 3:25 PM	08/3/2022 3:26 PM	2			
Utility Director Review	NA	08/4/2022 3:25 PM	08/3/2022 3:26 PM	2			
Bond Amount Calculated	YES	08/3/2022 3:25 PM	08/3/2022 3:27 PM	2			
Insurance Received?	NA	08/4/2022 3:25 PM	08/3/2022 3:27 PM	2			
Send Invoice	SENT	08/3/2022 3:25 PM	08/3/2022 3:27 PM	2			
Fees Paid	FEES PAID	08/17/2022 3:25 PM	08/15/2022 1:06 PM	2			
Bond Amount Paid?	Rolling	08/3/2022 3:25 PM	08/3/2022 3:27 PM	2			
Checked Balance	APPROVED	08/4/2022 3:27 PM	08/3/2022 3:27 PM	2			
Permit Approved?		08/4/2022 3:27 PM		3			
Send External Email Notification		08/3/2022 3:27 PM		3			
Work Complete				4			
End of Warranty Inspection				5			
Encroachment Bond Release				6			

The **Fees** section shows an estimate of the permit fee and/or bond required for the permit. Fees may be waived for franchisees, capital projects, and work being done in the PUE only. Any bond amount will be determined upon review of the application. An invoice will be sent via email if payment is needed to process the permit.

For Planning applications only - **DO NOT PAY FEES** until you are notified that the application has been accepted. Fees paid early will be refunded. Convenience fees are not refundable.



**NOTE:** See "Pay Fees" on page 25 for more information on how to pay an invoice.

## Violations

Code	Description	Issued	Completed
No violations to display.			

## Fees

Fee (This is an estimated amount due. Fees may be waived for franchisees, capital projects, and work being done in the PUE only. Any bond amount will be determined upon review of the application. An invoice will be sent if payment is needed to process the permit.)	Waived	Amount	Amount Paid	Amount Due
Encroachment Permit Fee		\$382.50	\$0.00	\$382.50
Encroachment Bond Calculation	✓	\$1600.00	\$0.00	\$0.00
Credit Card Convenience Fee	✓	\$11.48	\$0.00	\$0.00
		Total Fees:	Total Paid:	Total Due:
		\$1993.98	\$0.00	\$382.50

## Related Documents

Add          Delete all <input checked="" type="checkbox"/> See Required			
TCP.jpg Attached By: ALefors	Traffic Control Plan (TCP)	176.09 KB 07/27/2022	
Agreement.pdf Attached By: ALefors	Right-of-Way Encroachment	746.99 KB 07/27/2022	
DOW_Page_1.jpg Attached By: ALefors	Drawing of Work (DOW)	2.80 MB 07/27/2022	
UTL-1103.PNG Attached By: ALefors	Current Certificate of Liability	3.00 MB 07/27/2022	

New, updated, or revised files can be added to the **Related Documents** section, if needed. From the top of this page, users can navigate to the home page by clicking **Back** or clicking the **Cityworks** icon in the upper left corner. See "Review Submitted Applications" on page 24 for more information.

# Review Submitted Applications

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



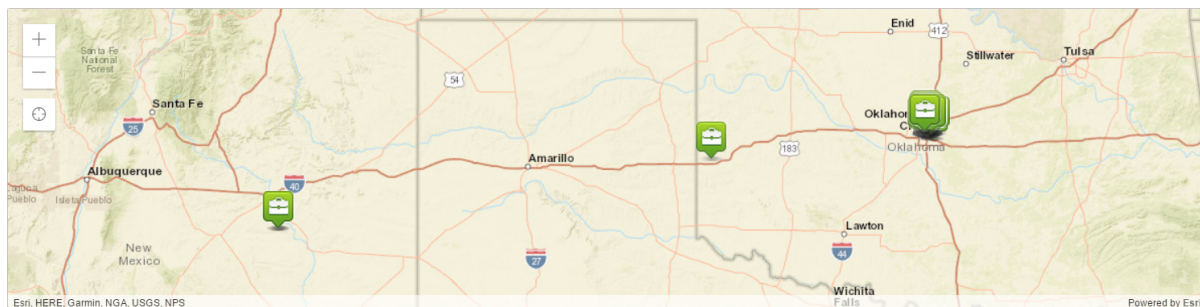
The panel below lists all your submitted applications.

Submitted Applications

< 1 to 5 of 25 items >  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

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).

Residential - New Single Family RBP18-057	378 CROWN COLONY -No Application Name-	In Review Actions...	Created:07/6/2018 Expires:07/31/2019
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# Making a Payment

The Actions drop-down list has several options. Not all options will pertain to each application. However, some options, such as Pay Fees, are essential to moving your case toward completion.

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

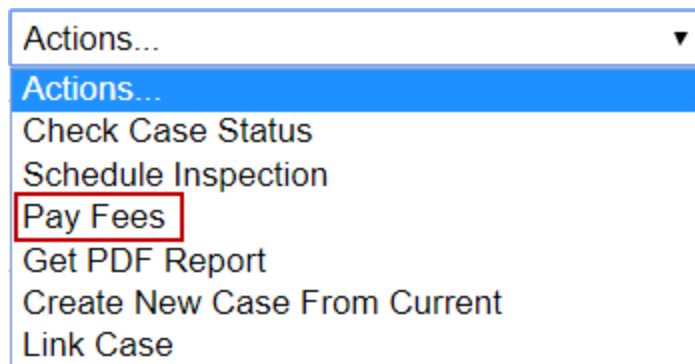


2. Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.

Submitted Applications

< 1 to 5 of 25 items >	<input type="text" value="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 NORTHGREEK 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 **Pay Fees**.



This will take you to the **Fees** page.

Cityworks
Create Application
PLL (AD) Admin

### 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

Cancel

 **IMPORTANT:** A check mark in the **Waived** column indicates that the fee in question has been waived. Notice that the value in the **Amount Due** column for that fee is \$0 and the **Total Due** differs from the **Total Fees** value accordingly.

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

5. 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.

## Receive Approved Permit (Public Works only)

After all areas are approved and any applicable payment is received, the approved permit will be emailed to the parties entered in the **People** section of the application.

The email will come from CityWorks@saratogaspringscity.com. Be sure to add this to your contacts to avoid emails going to your spam/junk folder.

If you experience any difficulties, please call Saratoga Springs Public Works at 801-766-6506.