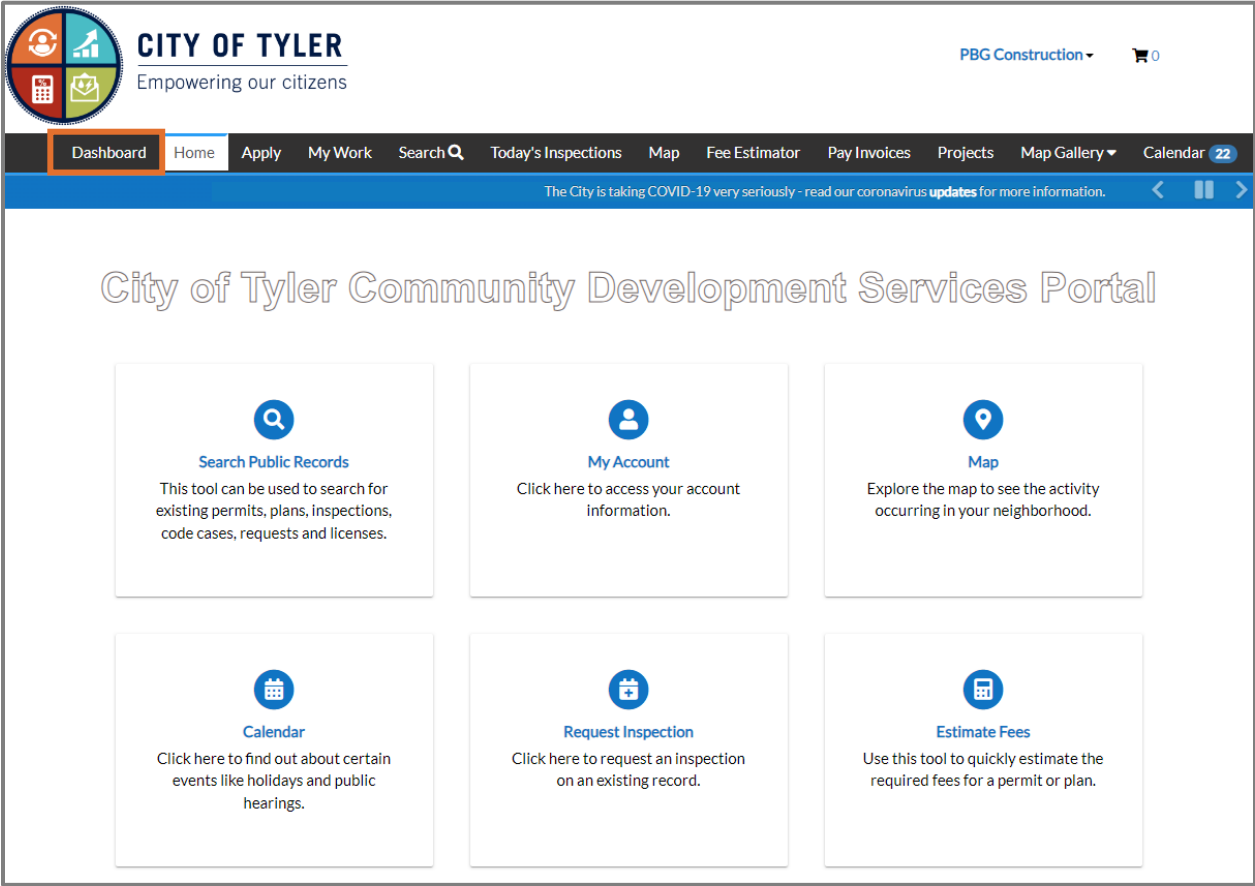


Dashboard

The Civic Access Dashboard allows customers to view a visual representation of aggregated data. It displays data about permits, plans, inspections, invoices, and licenses (if the jurisdiction issues them). Customers can access saved drafts of submissions and add unpaid invoices directly to the shopping cart. The dashboard displays data that is contextual to the registered user. The menu items on the Dashboard are configurable as to where they appear on the Dashboard and may show additional custom options set up by a jurisdiction.

To access the Dashboard:

1. Log in as a **registered user**.
2. Click **Dashboard** in the menu on the Civic Access Home page.



The browser displays the Dashboard.

My Permits

<p>Attention</p> <p>58</p> <table border="1"> <tr><td>Building (Resident...</td><td>21</td></tr> <tr><td>Building (Non-Resi...</td><td>13</td></tr> <tr><td>Other</td><td>24</td></tr> </table>	Building (Resident...	21	Building (Non-Resi...	13	Other	24	<p>Pending</p> <p>99+</p> <table border="1"> <tr><td>Building (Resident...</td><td>37</td></tr> <tr><td>Building (Non-Resi...</td><td>21</td></tr> <tr><td>Other</td><td>57</td></tr> </table>	Building (Resident...	37	Building (Non-Resi...	21	Other	57	<p>Active</p> <p>50</p> <table border="1"> <tr><td>Building (Resident...</td><td>16</td></tr> <tr><td>Building (Non-Resi...</td><td>9</td></tr> <tr><td>Other</td><td>25</td></tr> </table>	Building (Resident...	16	Building (Non-Resi...	9	Other	25	<p>Recent</p> <p>99+</p> <table border="1"> <tr><td>Building (Resident...</td><td>42</td></tr> <tr><td>Building (Non-Resi...</td><td>19</td></tr> <tr><td>Other</td><td>57</td></tr> </table>	Building (Resident...	42	Building (Non-Resi...	19	Other	57	<p>Draft</p> <p>0</p>
Building (Resident...	21																											
Building (Non-Resi...	13																											
Other	24																											
Building (Resident...	37																											
Building (Non-Resi...	21																											
Other	57																											
Building (Resident...	16																											
Building (Non-Resi...	9																											
Other	25																											
Building (Resident...	42																											
Building (Non-Resi...	19																											
Other	57																											

[View My Permits](#)

My Plans

<p>Attention</p> <p>6</p> <table border="1"> <tr><td>Planned Unit Devel...</td><td>2</td></tr> <tr><td>Land Use - Special U...</td><td>1</td></tr> <tr><td>Other</td><td>3</td></tr> </table>	Planned Unit Devel...	2	Land Use - Special U...	1	Other	3	<p>Pending</p> <p>4</p> <table border="1"> <tr><td>Site Plan - New</td><td>4</td></tr> </table>	Site Plan - New	4	<p>Active</p> <p>1</p> <table border="1"> <tr><td>Planned Unit Devel...</td><td>1</td></tr> </table>	Planned Unit Devel...	1	<p>Recent</p> <p>4</p> <table border="1"> <tr><td>Site Plan - New</td><td>3</td></tr> <tr><td>Planned Unit Devel...</td><td>1</td></tr> </table>	Site Plan - New	3	Planned Unit Devel...	1	<p>Draft</p> <p>0</p>
Planned Unit Devel...	2																	
Land Use - Special U...	1																	
Other	3																	
Site Plan - New	4																	
Planned Unit Devel...	1																	
Site Plan - New	3																	
Planned Unit Devel...	1																	

[View My Plans](#)

My Inspections

<p>Requested</p> <p>31</p> <table border="1"> <tr><td>Footing</td><td>4</td></tr> <tr><td>Foundation W...</td><td>4</td></tr> <tr><td>Other</td><td>23</td></tr> </table>	Footing	4	Foundation W...	4	Other	23	<p>Scheduled</p> <p>71</p> <table border="1"> <tr><td>Footing</td><td>11</td></tr> <tr><td>Foundation W...</td><td>9</td></tr> <tr><td>Other</td><td>51</td></tr> </table>	Footing	11	Foundation W...	9	Other	51	<p>Closed</p> <p>55</p> <table border="1"> <tr><td>Footing</td><td>13</td></tr> <tr><td>Business Regi...</td><td>6</td></tr> <tr><td>Other</td><td>36</td></tr> </table>	Footing	13	Business Regi...	6	Other	36
Footing	4																			
Foundation W...	4																			
Other	23																			
Footing	11																			
Foundation W...	9																			
Other	51																			
Footing	13																			
Business Regi...	6																			
Other	36																			

[View My Inspections](#)

My Invoices

Current	2	\$4,300.00	Add To Cart
Past Due	29	\$59,864.00	Add To Cart
Total	31	\$64,164.00	Add To Cart

[View My Invoices](#)

My Licenses

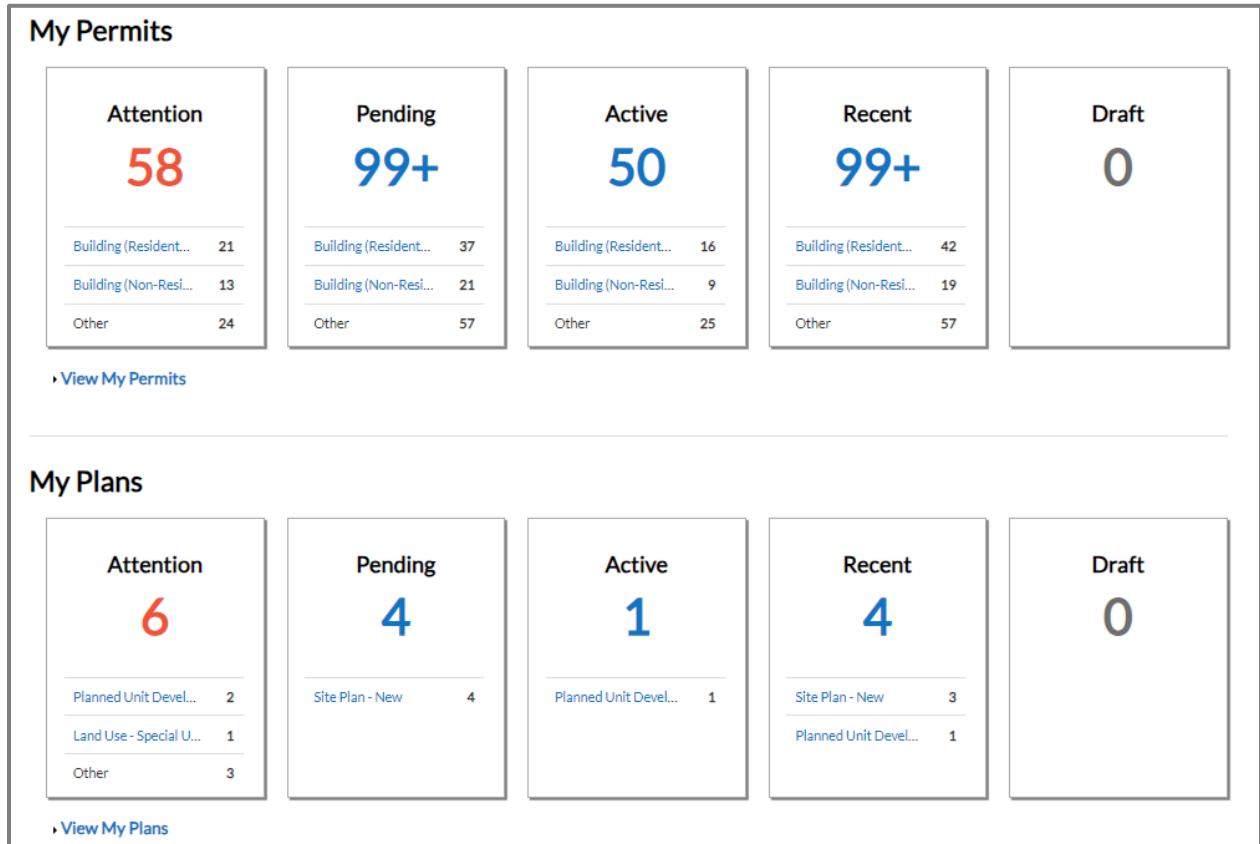
<p>Expired</p> <p>33</p> <p>DAYS</p> <p>Test Business</p> <p>No. HOME-000072-2023</p> <p>Type Home Business - Pho...</p> <p>Renew</p>	<p>Expires in</p> <p>255</p> <p>DAYS</p> <p>PBG Construction, Tim Taylor</p> <p>No. CON-000001-2020</p> <p>Type Contractor - General</p> <p>Renew</p>	<p>Expires in</p> <p>296</p> <p>DAYS</p> <p>Yellow Rose Florist</p> <p>No. RETL-000052-2023</p> <p>Type Retail - Florist</p> <p>Renew</p>	<p>Expires in</p> <p>304</p> <p>DAYS</p> <p>Test Co.</p> <p>No. RETL-000060-2023</p> <p>Type Tobacco License</p> <p>Renew</p>	<p>Draft</p> <p>0</p>
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[View My Licenses](#)



To use the Dashboard:

1. Click **Draft** in the My Permits or My Plans section to view saved permit or plan application drafts.
2. Click the desired **status card** in the My Permits section to view a list of the corresponding permits. Beneath each status is a breakdown of the permit types.
 - a. Click **View My Permits** to view all permits.
3. Click the desired **status card** in the My Plans section to view a list of the corresponding plans. Beneath each status circle is a breakdown of the plan types.
 - a. Click **View My Plans** to view all plans.



4. Click the desired **status card** in the **My Inspections** section to view a list of the corresponding inspections. Beneath each status is a breakdown of the inspection types.
 - a. Click **View My Inspections** to view all inspections.
5. Click **Add to Cart** next to **Current**, **Past Due**, or **Total** in the My Invoices section to add the corresponding invoices to the shopping cart.
 - a. Click **View My Invoices** to view all invoices.
6. Click **Renew** in the **My Licenses** section to renew the license.
 - a. Click **View My Licenses** to view all licenses.

My Inspections

Requested	Scheduled	Closed
31	71	55
Footing 4	Footing 11	Footing 13
Foundation W... 4	Foundation W... 9	Business Regi... 6
Other 23	Other 51	Other 36

[View My Inspections](#)

My Invoices

Current 2	\$4,300.00	Add To Cart
Past Due 29	\$59,864.00	Add To Cart
Total 31	\$64,164.00	Add To Cart

[View My Invoices](#)

My Licenses

<p>Expired</p> <p style="font-size: 2em; color: blue;">33</p> <p>DAYS</p> <hr style="border: 0.5px solid #ccc;"/> <p style="font-size: 0.8em;">Test Business</p> <p style="font-size: 0.8em;">No. HOME-000072-2023</p> <p style="font-size: 0.8em;">Type Home Business - Pho...</p> <p style="background-color: #333; color: white; text-align: center; padding: 2px;">Renew</p>	<p>Expires in</p> <p style="font-size: 2em; color: blue;">255</p> <p>DAYS</p> <hr style="border: 0.5px solid #ccc;"/> <p style="font-size: 0.8em;">PBG Construction, Tim Taylor</p> <p style="font-size: 0.8em;">No. CON-000001-2020</p> <p style="font-size: 0.8em;">Type Contractor - General</p> <p style="background-color: #333; color: white; text-align: center; padding: 2px;">Renew</p>	<p>Expires in</p> <p style="font-size: 2em; color: blue;">296</p> <p>DAYS</p> <hr style="border: 0.5px solid #ccc;"/> <p style="font-size: 0.8em;">Yellow Rose Florist</p> <p style="font-size: 0.8em;">No. RETL-000052-2023</p> <p style="font-size: 0.8em;">Type Retail - Florist</p> <p style="background-color: #333; color: white; text-align: center; padding: 2px;">Renew</p>	<p>Expires in</p> <p style="font-size: 2em; color: blue;">304</p> <p>DAYS</p> <hr style="border: 0.5px solid #ccc;"/> <p style="font-size: 0.8em;">Test Co.</p> <p style="font-size: 0.8em;">No. RETL-000060-2023</p> <p style="font-size: 0.8em;">Type Tobacco License</p> <p style="background-color: #333; color: white; text-align: center; padding: 2px;">Renew</p>	<p>Draft</p> <p style="font-size: 2em; color: blue;">0</p>
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[View My Licenses](#)



My Permits

1. Click the **Attention card** to view a list of all permit applications that need the customer's attention. The list displays on the My Work page with each project name, address attached to the permit, type, status, and the reason that the permit needs the customer's attention. These permits may have active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, or do not have a completed status.
2. Click the **Pending card** to view a list of all permit applications with a pending status. The list displays on the My Work page with each project name, address attached to the permit, type, and status. These permits do not have an issue date, final date, or an expiration date.
3. Click the **Active card** to view a list of all permits with an active status. The list displays on the My Work page with each project name, address attached to the permit, type, and status. These permits have been issued or have an issued date but are not complete.
4. Click the **Recent card** to view a list of all permits applied for in the last 90 days.
5. Click the **Draft card** to view a list of all permits saved by the customer, but not submitted for review. These drafts may be incomplete, and action may resume at any point.

My Permits

Attention 5	Pending 6	Active 2	Recent 8	Draft 1
Building (Residentia... 2	Building (Residentia... 4	Building (Residentia... 2	Building (Residentia... 4	Electrical (Residenti... 1
Building (Non-Resid... 1	Building (Non-Resid... 1		Building (Residentia... 2	
Other 2	Building (Non-Resid... 1		Other 2	

[View My Permits](#)

NOTE Success, failure, on hold, or cancelled statuses are tied to flags in Enterprise Permitting & Licensing (EPL), which do not always equate to the case being a success, failure, on hold, or cancelled.



6. Click **Delete** to delete any drafts no longer needed.

The screenshot shows the 'Saved Work' section with a sub-tab for 'MY DRAFTS'. Below this is the 'My Drafts' heading. A 'Module' dropdown is set to 'Permit' and a 'Sort' dropdown is set to 'Module'. A table lists draft items with columns for 'Module', 'Type', 'Last Update', and 'Action'. One draft is visible: 'Permit' for 'Electrical (Residential) - New Construction' with a 'Last Update' of '02/06/2023 02:24:53 PM'. The 'Action' column contains 'Resume' and 'Delete' buttons. At the bottom, there is a pagination control showing 'Results per page' set to 10 and '1 - 1 of 1' items.

7. Type **criteria** in the My Work page search box and press **enter** on the keyboard to filter results. Or view the results as they display when they meet the criteria.

The screenshot shows the 'My Work' section with tabs for 'MY INVOICES', 'MY PERMITS', 'MY PLANS', 'MY EXISTING INSPECTIONS', 'REQUEST INSPECTIONS', and 'MY LICENSES'. The 'MY PERMITS' tab is active. A search box contains the text 'non-residential' and an 'Export to Excel' button. Below the search box are filters for 'Display' (set to 'All'), 'Records' (set to 'Updated'), and 'In' (set to 'Last 120 Days'). A table displays filtered permit records with columns for 'Permit Number', 'Project', 'Address', 'Permit Type', 'Status', and 'State'. Two records are shown: one for permit BLDC-000300-2023 and another for BLDC-000139-2022.

8. Select a **status** in the dropdown to further filter the view.

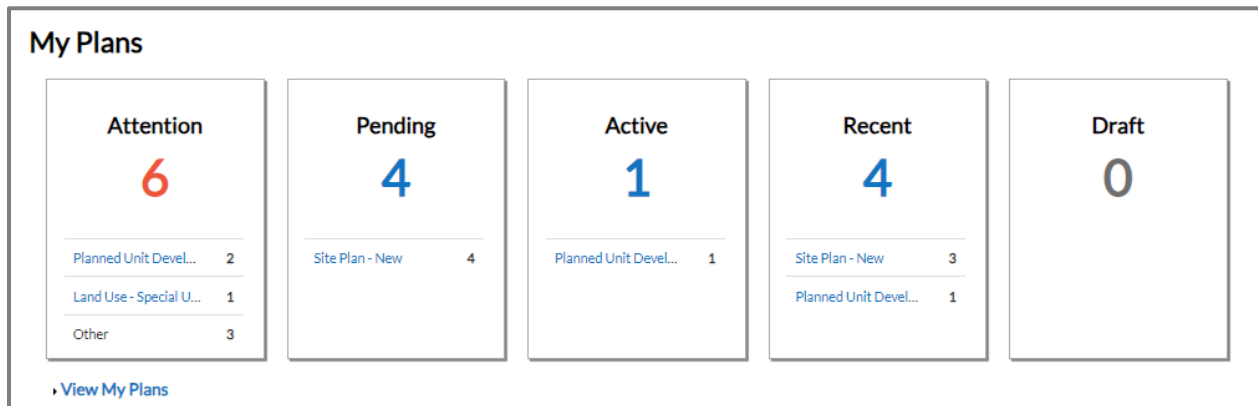
The screenshot shows the 'MY PERMITS' tab selected. A search box is visible. A 'Display' dropdown menu is open, showing a list of status options: 'All', 'Active', 'Attention (All)', 'Inspection Not Passed', 'On Hold', 'Pending', 'Recent' (highlighted), 'Record Not Approved', 'Resubmit File', 'Review Not Approved', and 'Unpaid Fees'. The background shows a table with permit records.

NOTE Success, failure, on hold, or cancelled statuses are tied to flags in EPL which do not always equate to the case being a success, failure, on hold, or cancelled.



My Plans

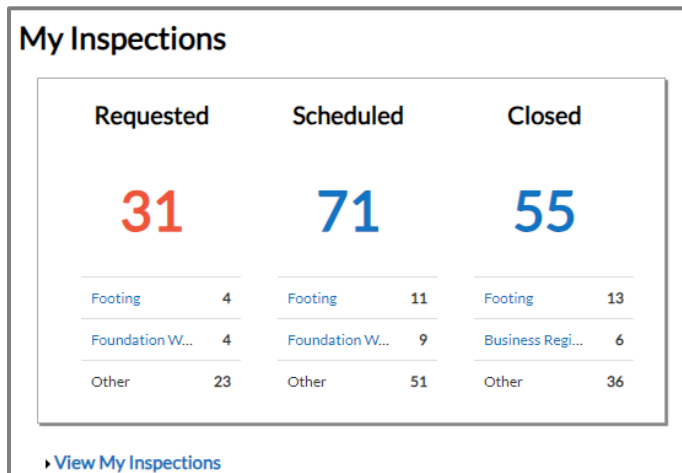
1. Click the **Attention card** to view a list of all plans with active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and an unsuccessful status. The plans display on the My Work page with each project name, address, type, status, and the reason that the plan needs the customer's attention.
2. Click the **Pending card** to view a list of all plans with an unsuccessful, fail, on hold, or cancelled status. The plans display on the My Work page with each project name, address, type, and status.
3. Click the **Active card** to view a list of all the plans with an active status. The plans display on the My Work page with each project name, address, type, and status.
4. Click the **Draft card** to view a list of all the plans saved by the customer, but not submitted for review. Drafts may be incomplete, and action may resume at any point. Customers may delete drafts if they are no longer needed.
5. Click the **Recent card** to view a list of all plans applied for in the last 90 days.



NOTE Success, failure, on hold, or cancelled statuses are tied to flags in EPL which do not always equate to the case being a success, failure, on hold, or cancelled.

My Inspections

1. Click the **Requested card** to view a list on the My Work page of inspections that have a requested status (e.g., has not been given a scheduled date for the inspection). The list displays the inspection type, address, and case number.
2. Click the **Scheduled card** to view a list on the My Work page of inspections that have a scheduled status. The list displays the inspection type, address, case number, and scheduled date.
3. Click the **Closed card** to view a list on the My Work page of inspections that have a closed status. These inspections are complete. The list displays the inspection type, address, and case number.



My Invoices

The My Invoices section allows Civic Access customers to access paid, voided, or unpaid invoices through the Dashboard and add them to an electronic shopping cart. Customers can view, add, pay, or remove invoices from the cart, which displays single or multiple cases associated with each invoice.

1. Click **Add To Cart** to the right of Current to view all current invoices.
2. Click **Add To Cart** to the right of Past Due to view all past due invoices.
3. Click **Add To Cart** to the right of Total to view all invoices.
4. Click the **Invoice Number** to view the invoice.
5. Click the **Case Number** to view the case.
6. Click **Remove** to remove an invoice from the shopping cart.
7. Click **Check Out** to display a payment page and complete the payment for the invoice(s).

My Invoices		
Current 4	\$39,460.80	Add To Cart
Past Due 1	\$1,072.50	Add To Cart
Total 5	\$40,533.30	Add To Cart

[View My Invoices](#)

Shopping Cart			
			Total \$1,072.50
			Check Out
Invoice: INV-0000154		Description: BLDR-000209-2022	
Due Date: 01/15/2023			
Case Number	Project	Case Address	Amount Due
BLDR-000209-2022		1234 Chalet Rd Naperville IL 60563	\$1,072.50
			\$1,072.50
			Remove
			Top Main Menu
			Total \$1,072.50
			Check Out



My Licenses

Civic Access customers can access licenses through the My Licenses section on the Dashboard, which displays the days until the licenses expire and includes licenses that are up for renewal.

1. Click a **company name** to view the business details.
2. Click a **license number** to view the license details.
3. Click **Renew** on any card to begin the license renewal process. If a card does not display a Renew button, the license cannot be renewed at this time.
4. Click the **View My Licenses** to view all licenses on the My Work page.

My Licenses

<p>Expired</p> <p>33</p> <p>DAYS</p> <hr/> <p>Test Business</p> <hr/> <p>No. HOME-000072-2023</p> <hr/> <p>Type Home Business - Pho...</p> <p>Renew</p>	<p>Expires in</p> <p>255</p> <p>DAYS</p> <hr/> <p>PBG Construction, Tim Taylor</p> <hr/> <p>No. CON-000001-2020</p> <hr/> <p>Type Contractor - General</p> <p>Renew</p>	<p>Expires in</p> <p>296</p> <p>DAYS</p> <hr/> <p>Yellow Rose Florist</p> <hr/> <p>No. RETL-000052-2023</p> <hr/> <p>Type Retail - Florist</p> <p>Renew</p>	<p>Expires in</p> <p>304</p> <p>DAYS</p> <hr/> <p>Test Co.</p> <hr/> <p>No. RETL-000060-2023</p> <hr/> <p>Type Tobacco License</p> <p>Renew</p>	<p>Draft</p> <p>0</p>
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[View My Licenses](#)



The My Work page displays information about the case type.

5. Click a **License Number** to view the license details.
6. Click **Renew** to begin the license renewal process. The license cannot be renewed at this time if a row does not display a Renew button.
7. Click a **Name** to view the business details. This name may be different from the Doing Business As (DBA) name.

Other columns display the:

- **DBA name**, which may differ from the name of the actual business in EPL.
- **Address** of where the license is held.
- **Status** of the license. Names may vary by jurisdiction (e.g., expired, issued, in review, submitted).
- **License Type** for which the customer applied.
- **Applied** date when the customer applied for the license.

My Work

MY INVOICES MY PERMITS MY PLANS MY EXISTING INSPECTIONS REQUEST INSPECTIONS **MY LICENSES** PROJECTS

Search... Export to Excel

License Number	Renew	Name	DBA	Address	Status	Type	Applied
CONT-000029-20...		Sunil Ojha		3412 Keller Ln Naperville, IL...	Submitted	Contractor - General	09/13/2023
BUS-000081-2023	Renew	PBG Construction	PBG Construction	1124 Kings Point Ct Naperv...	Issued	Business Registration - Cons...	09/13/2023
BUS-000079-2023		Harbors Barbers		344 Green Valley Dr Naperv...	Submitted - ...	Business Registration - Servi...	08/25/2023
000008-2020	Renew	PBG Construction	PBG Construction	35 S Washington St Napervi...	Issued	Business Registration - Cons...	08/24/2023
HOME-000072-2...	Renew	Test Business			Issued	Home Business - Photograp...	08/16/2023
RETL-000060-2023	Renew	Test Co.		1233 Haverhill Cr Napervill...	Issued	Tobacco License	08/02/2023
REST-000056-2023		Hulk's Hoagies		1212 Andria Ct Naperville, I...	Submitted - ...	Restaurant - Full Service	08/01/2023
BUS-000053-2023		Yellow Rose Flor...	Yellow Rose Flor...	349 Green Valley Dr Naperv...	Submitted	Business Registration - Retail	07/25/2023
RETL-000052-2023	Renew	Yellow Rose Flor...	Yellow Rose Flor...	349 Green Valley Dr Naperv...	Issued	Retail - Florist	07/25/2023
CONT-000013-20...		PBG Construction			Submitted - ...	Contractor - General	07/21/2023
SRVC-000051-20...		TW Rental		340 Green Valley Dr Naperv...	Submitted - ...	Service - Barber	07/21/2023
SRVC-000050-20...		Corgi Cyber Sec...		1011 Book Ct Naperville, IL ...	Submitted	Service - Gas Station	07/18/2023

Showing 16 records.

