

CREATING AN APPLICATION

CITIZEN ACCESS USER GUIDE

Citizen Access Portal

In your web browser, go to our Citizen Access portal at

<https://citizenportal.meridiancity.org/citizenaccess/>

Log in by entering your user name and password.

Note: Our software works with a variety of browsers, but was designed to work best with Internet Explorer, especially version 11. If you experience difficulty, it is most commonly fixed by adding meridiancity.org to your Compatibility View settings; and ensuring that your pop-up blocker is not enabled. This site does use pop-ups.

BEFORE YOU BEGIN:

Is this permit related to a larger building project? You will need the application number for that project. Find it by typing the project address into the search bar at the top of the page. When you hit [enter], all of the permits at this address will be listed. Note the building permit for this project.

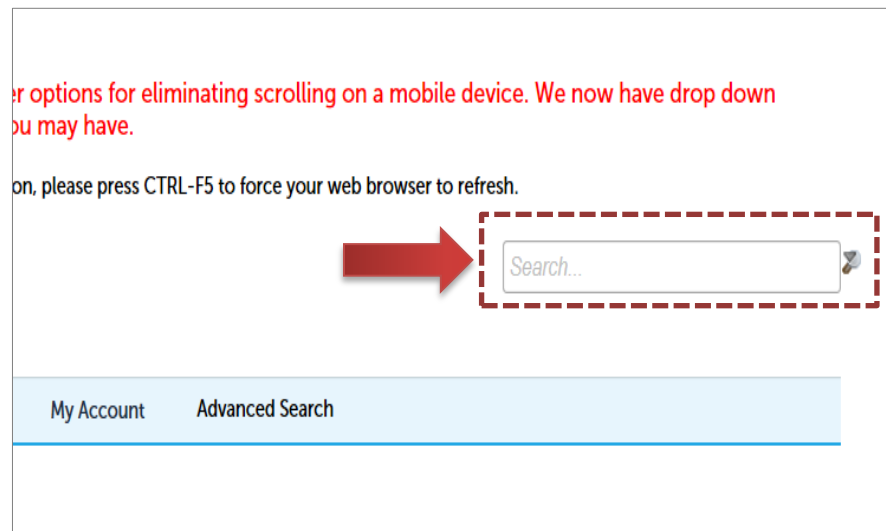


Figure 1: screenshot of example citizen access portal search bar

Which permits can I apply for online?

Those permits which can be applied for over the counter may also be applied for online.



Contact Information

Building Services Division

- » The first floor of City Hall at 33 E. Broadway Ave. Suite 102, Meridian, Idaho 83642
- » Phone | 208.887.2211

Citizen Access Portal

- » For applications, inspections, and permits see the link below.
- » <https://citizenportal.meridiancity.org/citizenaccess/>



Create an application

Instructions

1. Select the Building Services tab on the Citizen Access Portal page.

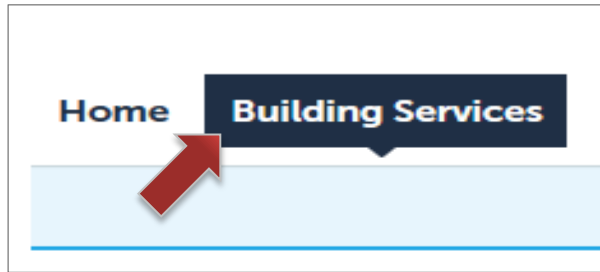


Figure 2: screenshot of example citizen access portal department tabs

2. Select the Create an Application link.

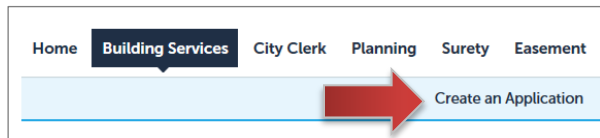


Figure 3: screenshot of example citizen access portal create application link

3. Check the box to accept terms, and select continue application.

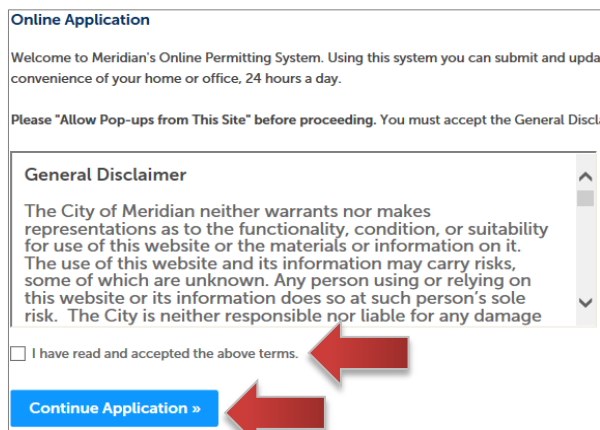


Figure 4: screenshot of example citizen access portal create application step.

4. Follow the instructions in the next few windows choosing a permit category (DS Commercial or DS Residential); A specific permit type and subtype (if applicable).
5. On the application page, select Autofill to see if your information is available to autofill forms; if not, select Add New and add your information. The software will require a ten-digit telephone number. You must fill in all fields that are marked with a red asterisk. After adding your information, select the Continue Application tab.

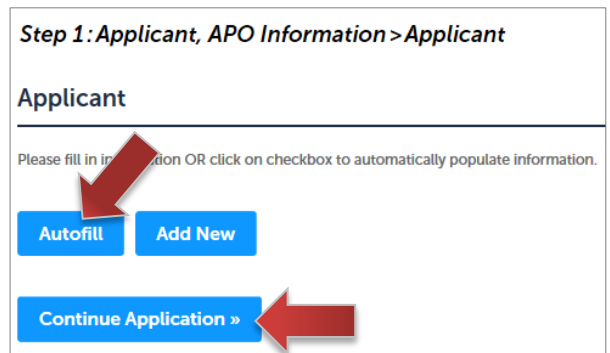


Figure 5: screenshot of example citizen access portal applicant information input.

6. On the street address page, enter only the street number and the first letter of the street name then select the Find Address button. If the search provides more than one result, choose the correct one for your project.

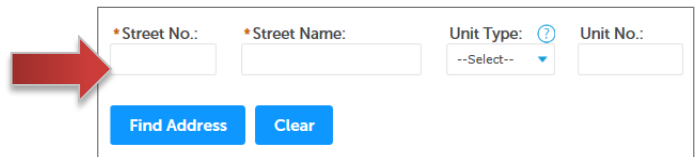


Figure 6: screenshot of example citizen access portal address search.

7. On the licensed professional page, the software should have filled your professional information. If it is correct, select the continue application button.
8. On the contact page, you can select Auto Fill if the contact in your profile is the correct one. Select Add New if you need a different contact for this project.

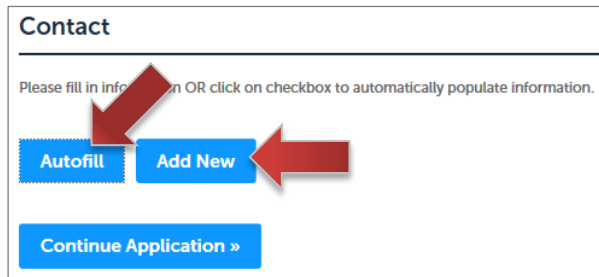


Figure 7: screenshot of example citizen access portal contact input field.

9. On the detail information page, provide the name of your project. This will be the homeowners name or the name of the business/company for whom you are doing the work.



Figure 8: screenshot of example citizen access portal application name input field.

10. On the application information page, fill in the required fields (those with red asterisks) for your particular permit type. The related permit number is the application number for the larger project that you are working on. You can find it before you begin this process by searching for the address of the project in the search box (at the top of your screen – the one with the magnifying glass next to it.) Enter the related building permit here.

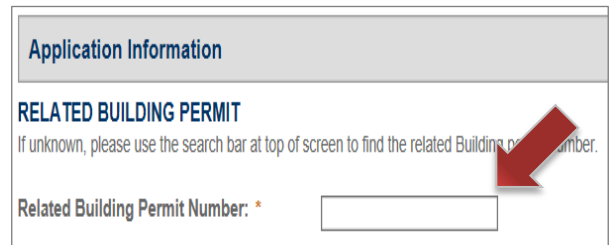
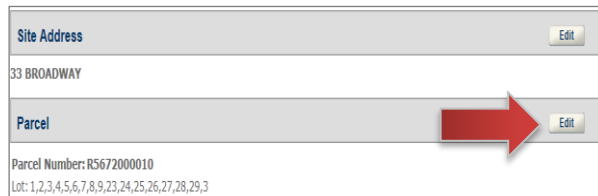


Figure 9: screenshot of example citizen access portal application related building permit number input field.

11. On the attachments page, if you have attachments, select the upload tab and add documents you have previously saved in your computer. If you are not attaching documents, select the continue application tab. Note: Attachments are required for all commercial applications. Please see the list of examples listed under the attachments section. If attachments are required and no attachments are provided this could delay the approval of your permit issuance and/or inspections.

- The next page is the review page. If all information is correct, select the continue application button. This will take you to a page where you will be able to check out and pay for the permit. If you wish to change any of the permit information or details, this is where you can make changes by selecting on the edit button in any section of this review page.



The screenshot shows a web form with two main sections. The first section is titled "Site Address" and contains the text "33 BROADWAY". To the right of this section is a small "Edit" button. The second section is titled "Parcel" and contains the text "Parcel Number: R5672000010" and "Lot: 1,2,3,4,5,6,7,8,9,23,24,25,26,27,28,29,3". To the right of this section is another "Edit" button. A large red arrow points from the left towards the "Edit" button in the "Parcel" section.

Figure 10: screenshot of example citizen access portal application review and edit input field.

- When you have paid for the permit, it will be complete and ready for you to schedule inspections. For additional questions or assistance please contact Building Services at 208-887-2221.