


# Civic Access (CA)

*Connect to Existing  
Permit Records*



**City of  
Helena**



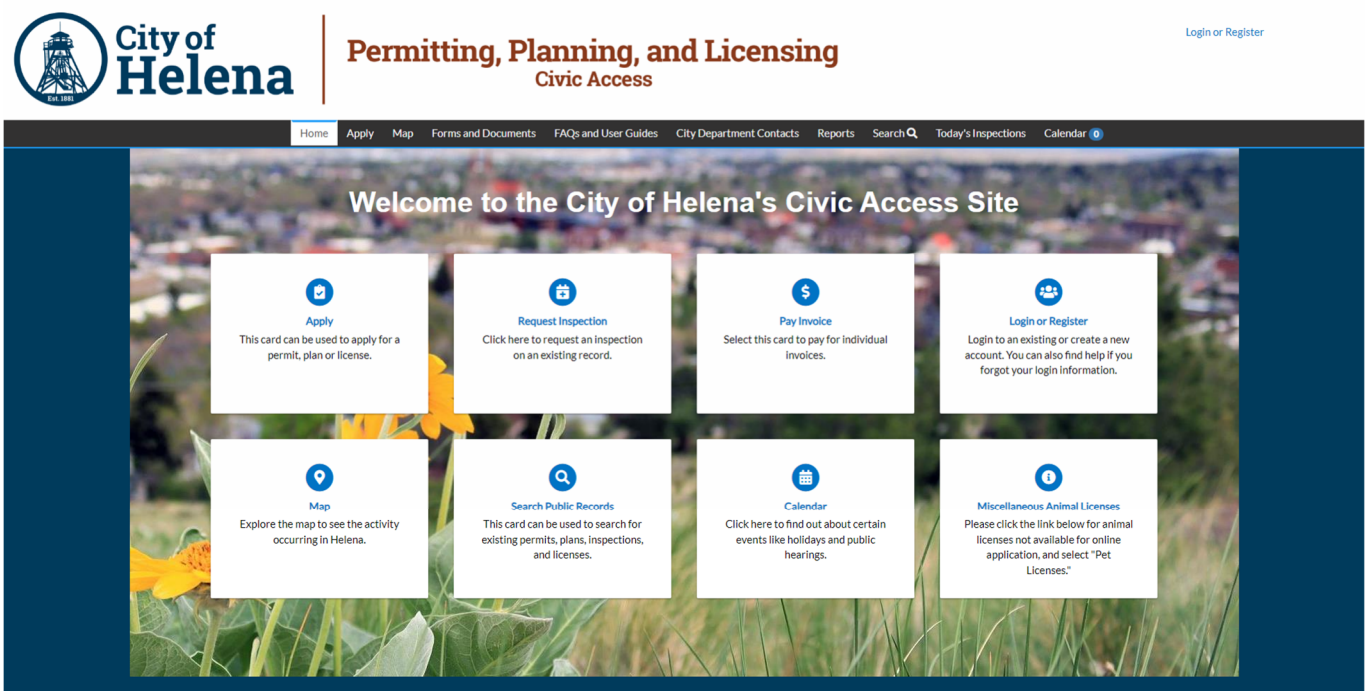
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# Civic Access Overview

These series of guides describe how public users and registered users access the City of Helena’s Civic Access online portal. Civic Access is a public-facing application that allows our customers to interact with land management, permitting, planning, and licensing processes administered by the City of Helena. Users can search and apply for permits, plans, and licenses; search for parcels, projects, construction projects; renew licenses, and schedule inspections.

## Home Page, Main Menu Bar

Our public can view the Home, Apply, Map, Report, Pay Invoices, Search, Calendar, and other options from the menu bar.



# Trakit to EPL (EnerGov)

If you have created a new Civic Access account, you may have noticed that your existing permits created in our legacy permitting system, Trakit, are not visible on your dashboard or under My Work. Under our old system, email address connection to your Trakit account wasn't standard procedure. Even if your email address was attached to your contact information, this "connection" between the old and new system isn't automatic. Staff must manually make the connection between your permits issued in Trakit and the converted records that are now in EnerGov (EPL).

A request form has been created that can be used to indicate to staff which open permits, plans, or licenses you need access to. Online access to existing, open records will allow you to schedule any remaining inspection, review current workflow, submit files and attachments for projects under review, or to renew existing licenses.

After you have created a Civic Access account, you may use the attached form to request access to your existing records or click on the following link ([link here](#)) to request access.

Please allow staff up to two business days to process any request. Larger connection request may require additional staff time to complete. During this time that you do not have access to your permit, plan or license record, please call the appropriate department (Building, Planning, or Licensing) to schedule remaining inspections or to complete remaining tasks.



### Contact/Case Connection Form

Prior to completing this form, please read our best practices for managing company and individual contact records in the Civic Access (CA) portal.  
<https://cityofhelenamt-energovweb.tylerhost.net/apps/selfservice>

Select one:

- Primary Company Contact Record     Individual Contact Record

Have you created a CSS account?     Yes     No. If no, please refer to the applicable guide for step-by-step guidance

Complete the applicable fields. Please note, first and last name is not required for a company record, and company name is not required for an individual contact record. **Email addresses are required for all contact record types in order to use CA.**

First Name:

Last Name:

Company Name:

Street Address:

City/State/Zip:

Business Phone:

Cell Phone:

Email Address:

Contractor License No:    LIC:

List the permit and/or development review CASE NUMBERS (inactive or active) or Business/Professional License Number that you cannot view at this time and would like to see through CA. Please note, we must have a case number, an address does not provide enough detail for us to effectively connect these records to your account.


For Plan Records, submit form to: [citycommunitydevelopment@helenamt.gov](mailto:citycommunitydevelopment@helenamt.gov)

For Permit Records, submit form to: [CityBuilding@helenamt.gov](mailto:CityBuilding@helenamt.gov)

For Licenses, submit form to: [citywater@helenamt.gov](mailto:citywater@helenamt.gov)

This form may also be submitted in person to the related department.

Please allow up to 2 business days (additional time may be needed) for your request to be processed.



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**Last Name:**

**Company Name:**

**Street Address:**

**City/State/Zip:**

**Business Phone:**

**Cell Phone:**

**Email Address:**

**Contractor License No:** LIC-

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