Civic Access (CA)
Dashboard Navigation

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.

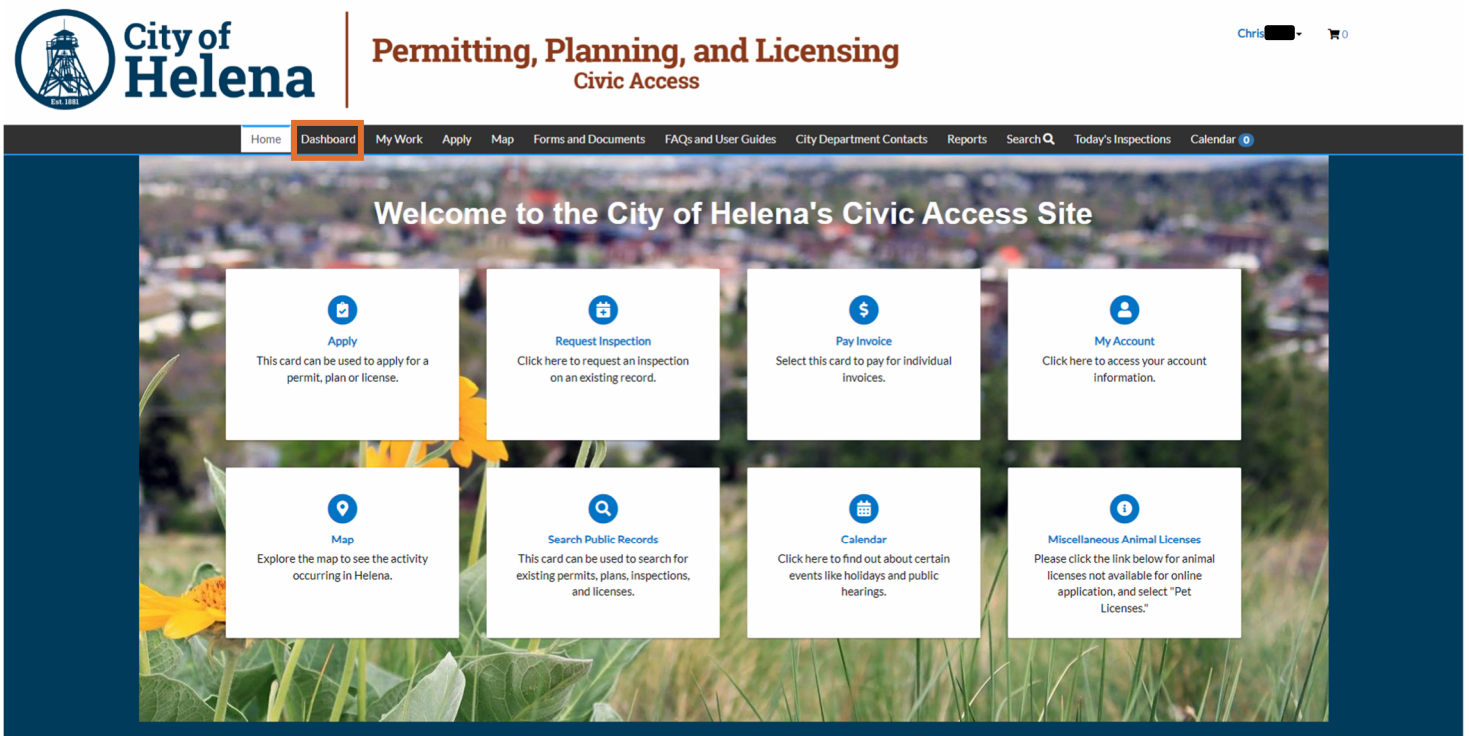© 2024 - City of Helena, Montana | ACCESSIBILITY
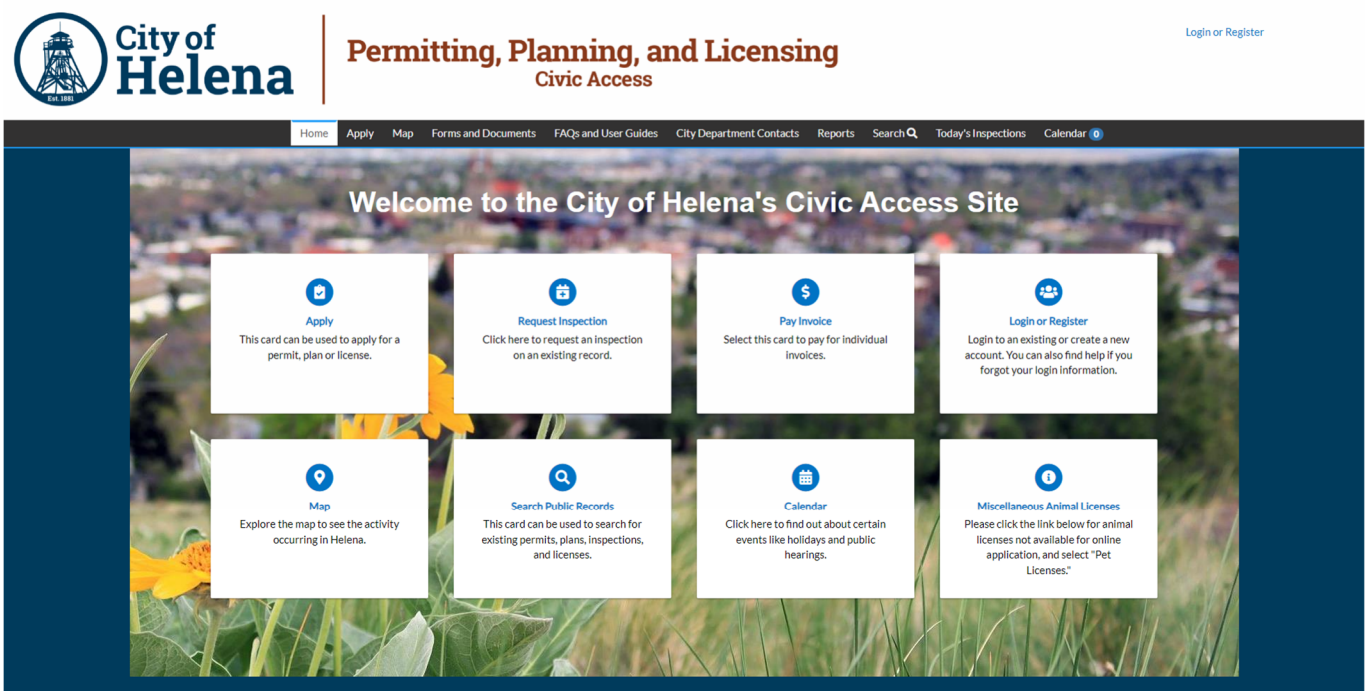
Dashboard

The Civic Access Dashboard allows our customers to view a visual representation of aggregated data. It displays data about permits, plans, inspections, invoices, and licenses. 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.

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

Attention	Pending	Active	Recent	Draft
58	**99+**	**50**	**99+**	**0**
Building (Resident... 21	Building (Resident... 37	Building (Resident... 16	Building (Resident... 42	
Building (Non-Resi... 13	Building (Non-Resi... 21	Building (Non-Resi... 9	Building (Non-Resi... 19	
Other 24	Other 57	Other 25	Other 57	

▸ View My Permits

My Plans

Attention	Pending	Active	Recent	Draft
6	**4**	**1**	**4**	**0**
Planned Unit Devel... 2	Site Plan - New 4	Planned Unit Devel... 1	Site Plan - New 3	
Land Use - Special U... 1			Planned Unit Devel... 1	
Other 3				

▸ View My Plans

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

Expired	Expires in	Expires in	Expires in	Draft
33 DAYS	**255** DAYS	**296** DAYS	**304** DAYS	**0**
Test Business	PBG Construction, Tim Taylor	Yellow Rose Florist	Test Co.	
No. HOME-000072-2023	No. CON-000001-2020	No. RETL-000052-2023	No. RETL-000060-2023	
Type Home Business - Pho...	Type Contractor - General	Type Retail - Florist	Type Tobacco License	
Renew	Renew	Renew	Renew	

▸ 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.

My Permits

Attention	Pending	Active	Recent	Draft
58	**99+**	**50**	**99+**	**0**
Building (Resident... 21	Building (Resident... 37	Building (Resident... 16	Building (Resident... 42	
Building (Non-Resi... 13	Building (Non-Resi... 21	Building (Non-Resi... 9	Building (Non-Resi... 19	
Other 24	Other 57	Other 25	Other 57	

▸ View My Permits

My Plans

Attention	Pending	Active	Recent	Draft
6	**4**	**1**	**4**	**0**
Planned Unit Devel... 2	Site Plan - New 4	Planned Unit Devel... 1	Site Plan - New 3	
Land Use - Special U... 1			Planned Unit Devel... 1	
Other 3				

▸ View My 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 Permits

1. Click the **Attention card** to view a list of all permit applications that requires your 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 your 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 you have applied for in the last 90 days.

5. Click the **Draft card** to view a list of all permits you have saved, but have not submitted for review. These drafts may be incomplete, and action may resume at any point.

My Permits

Attention	Pending	Active	Recent	Draft
5	**6**	**2**	**8**	**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

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

Saved Work

MY TEMPLATES   MY DRAFTS

My Drafts

Module [Permit ⌄]   Sort [Module ⌄]

Module	Type	Last Update	Action
Permit	Electrical (Residential) - New Construction	02/06/2023 02:24:53 PM	Resume Delete

Results per page [10 ⌄]   1 - 1 of 1   <<   <   **1**   >   >>

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.

My Work

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

[non-residential]   ☒ Export to Excel

Display [All ⌄]   Records [Updated ⌄]   In [Last 120 Days ⌄]

Permit Number	Project ▼	Address ▼	Permit Type ▼	Status ▼	State
BLDC-000300-2023		1122 S Charles Av Napervill...	Building (Non-Residential) - Alteration	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDC-000139-2022		2400 Clifton Ct Naperville, I...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)

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

MY INVOICES   MY PERMITS

[Search...]

Display [Recent ⌄]

    All
    Active
Permit N   Attention (All)   ct
    Inspection Not Passed
    On Hold
    Pending
BLDR-0   **Recent**
    Record Not Approved
    Resubmit File
BLDR-0   Review Not Approved
    Unpaid Fees

BLDC-0

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 requires your 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. You may delete drafts if they are no longer needed.

5. Click the **Recent card** to view a list of all plans you have applied for in the last 90 days.

My Plans

Attention	Pending	Active	Recent	Draft
6	**4**	**1**	**4**	**0**
Planned Unit Devel... 2	Site Plan - New 4	Planned Unit Devel... 1	Site Plan - New 3	
Land Use - Special U... 1			Planned Unit Devel... 1	
Other 3				

▸ View My Plans
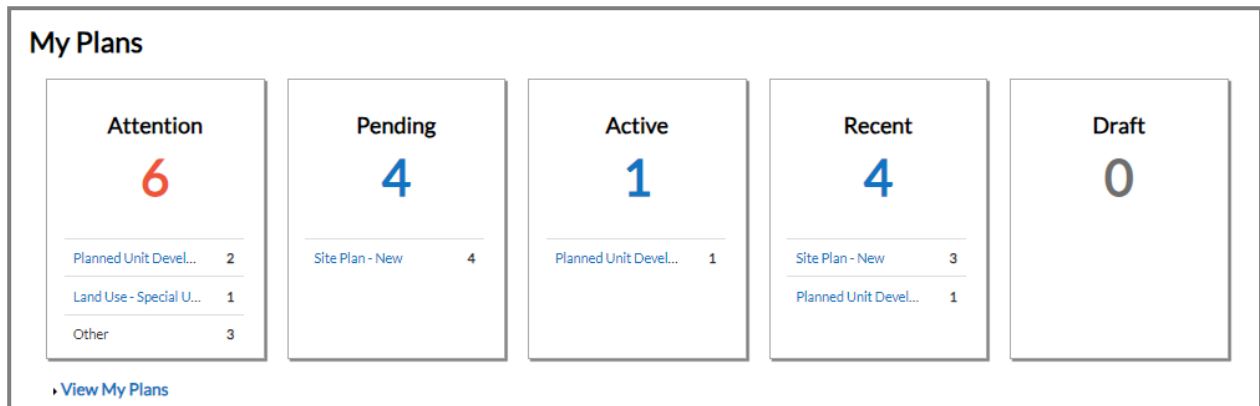
My Inspections

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.

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

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.
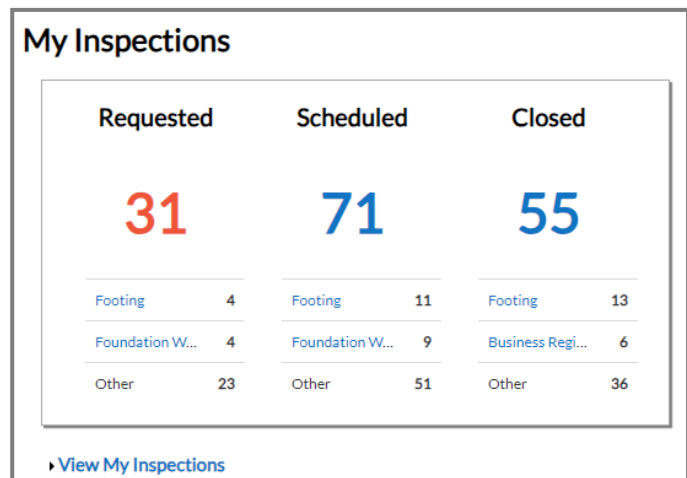
My Invoices

The My Invoices section allows you to access paid, voided, or unpaid invoices through the Dashboard and add them to an electronic shopping cart. You are able to 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-00000154   Description: BLDR-000209-2022
Due Date: 01/15/2023

$1,072.50

Case Number	Project	Case Address	Amount Due
BLDR-000209-2022		1234 Chalet Rd Naperville IL 60563	$1,072.50

Remove

Top | Main Menu

Total $1,072.50

Check Out

My Licenses

Our 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.

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.