

Civic Access (CA)

*My Work, Today's
Inspections, Reports,
and Calendars*



**City of
Helena**

Civic Access Overview 1

Home Page, Main Menu Bar..... 1

My Work..... 2

My Permits..... 2

My Plans 4

My Existing Inspections 4

Request Inspections..... 5

Today’s Inspections..... 6

Manage an Inspection..... 7

Public Reports..... 8

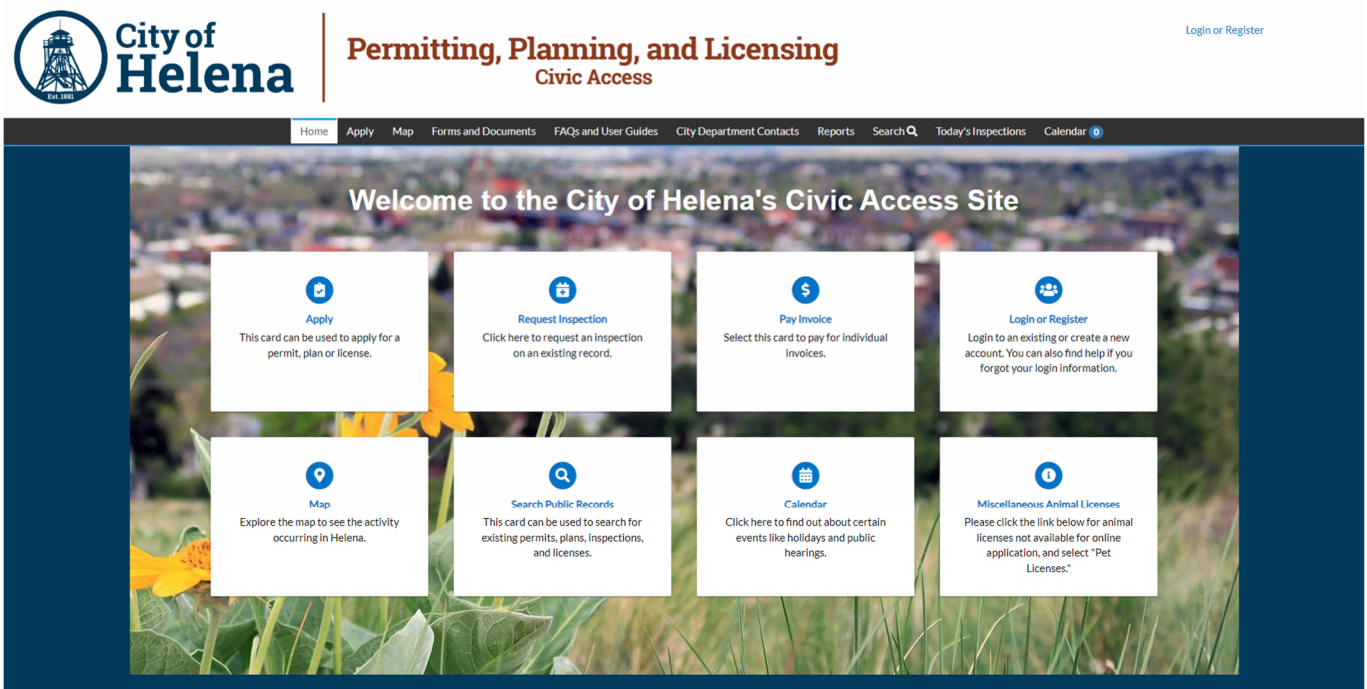
Calendar..... 9

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.



My Work

1. Click **My Work** in the menu to access invoices, permits, plans, inspections, and licenses.

Civic Access displays tabs only if the customer related records.

Invoice Number	Amount Due	Due	Status	Case Number	Address
INV-0000154	\$1,072.50	01/15/2023	Invoiced, Past Due	BLDR-000209-2022	1234 Chalet Rd Naperville, I...
INV-0000251	\$250.00	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, I...
INV-0000252	\$2,961.75	03/01/2023	Due	BLDR-000298-2023	1234 Chalet Rd Naperville, I...
INV-0000253	\$2,000.00	03/01/2023	Due	RZNE-000055-2023	1125 Kings Point Ct Naperv...
INV-0000254	\$34,249.05	03/01/2023	Due	BLDC-000300-2023	1122 S Charles Av Napervill...
INV-0000287	\$825.00	03/11/2023	Due	BLDC-000336-2023	1012 95th St Naperville, IL ...

My Permits

To view details of a permit:

2. Click **MY PERMITS**.
3. Type a **permit number, project name, or address**.

Permit Number	Project	Address	Permit Type	Status	State
BLDR-000298-2023		1234 Chalet Rd Naperville, I...	Building (Residential) - Addition	In Review	Attention, Recent, Pending (Unpaid Fees, Review Not Approved)
BLDR-000308-2023		1214 Cheshire Av Napervill...	Building (Residential) - New Single Family	Issued	Active, Recent
BLDC-000336-2023		1012 95th St Naperville, IL ...	Building (Non-Residential) - New Construction	Submitted - Onli...	Attention, Recent (On Hold, Unpaid Fees)
BLDC-000335-2023		1122 S Charles Av Napervill...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending

Civic Access displays records that meet the criteria.

4. Click the **Display** dropdown to select and filter the list by the **State** of the permit.
5. Click the **Records** and **In** dropdowns to filter further.

The screenshot shows the Civic Access interface with the 'MY PERMITS' tab selected. A search bar contains '1122'. Below it, there are three dropdown menus: 'Display' (set to 'All'), 'Records' (set to 'Updated'), and 'In' (set to 'Last 120 Days'). An 'Export to Excel' button is visible. The table below has columns: Permit Number, Project, Address, Permit Type, Status, and State. Three records are shown:

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending
BLDC-000300-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Attention, Recent, Pending (Unpaid Fees)
BLDR-000138-2022		1122 Starlite Ct Naperville, ...	Building (Residential) - Addition	Submitted	Recent, Pending

6. Click **filter** in a column to filter the list by additional options.
7. Click the **column header** to sort the list by that column.

The screenshot shows the Civic Access interface with the 'MY PERMITS' tab selected. A search bar is empty. Below it, there are three dropdown menus: 'Display' (set to 'All'), 'Records' (set to 'Updated'), and 'In' (set to 'Last 120 Days'). An 'Export to Excel' button is visible. The table below has columns: Permit Number, Project, Address, Permit Type, Status, and State. Two records are shown:

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000139-2022		2400 Clifton Ct Naperville, I...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending

8. Click a **permit number** to open the record.

The screenshot shows the Civic Access interface with the 'MY PERMITS' tab selected. A search bar is empty. Below it, there are three dropdown menus: 'Display' (set to 'All'), 'Records' (set to 'Updated'), and 'In' (set to 'Specified Range'). There are also date pickers for 'Start Date' (1/22/2023) and 'End Date' (2/10/2023). An 'Export to Excel' button is visible. The table below has columns: Permit Number, Project, Address, Permit Type, Status, and State. Two records are shown:

Permit Number	Project	Address	Permit Type	Status	State
BLDC-000139-2022		2400 Clifton Ct Naperville, I...	Building (Non-Residential) - Accessory Structure	Submitted	Attention, Recent, Pending (On Hold)
BLDC-000335-2023		1122 S Charles Av Naperville...	Building (Non-Residential) - Alteration	Submitted - Onli...	Recent, Pending

9. Select the **number of records** to display on each page in the Results per page dropdown.
10. Click the **page navigation arrows** to move between pages of records.

The screenshot shows the page navigation controls. It includes a 'Results per page' dropdown set to '10', a '1 - 1 of 1' indicator, and navigation arrows: '<<', '<', '1', '>', and '>>'.

My Plans

To view details of a plan:

1. Click **MY PLANS**.
2. Follow [steps 3-8](#) in the My Permits section to locate a plan.

Plan Number	Project	Address	Plan Type	Status	State
PLAT-000057-2023			Subdivision - Major	Submitted	Recent, Pending
RZNE-000055-2023		1125 Kings Point Ct Naperv...	Rezoning	Submitted - Online	Attention, Recent, P (Unpaid Fees)

NOTE: Not all plan data is available to all customers.

My Existing Inspections

To view details of a requested or scheduled inspection:

1. Click **MY EXISTING INSPECTIONS**.
2. Follow [steps 3-8](#) in the My Permits section to locate an inspection.

Inspection Number	Inspection Type	Address	Status	State	Case Number	Requested	Scheduled	Comp
IBLD-000263-2022	Concrete Slab	2400 Clifton C...	Requested	Scheduled	BLDC-000139-2022	11/17/2022	12/16/2022	
IBLD-000299-2022	Footing	1500 Tulane D...	Scheduled	Scheduled	BLDR-000184-2022	12/08/2022	12/20/2022	

Request Inspections

You can request inspections through Civic Access. Customers must be registered users and a contact associated with the case. Multiple related/unrelated inspections can be requested simultaneously. Inspection requests interact with the inspection-related data on the dashboard.

To view details of requested inspections:

1. Click **REQUEST INSPECTIONS**.
2. Follow [steps 3-8](#) in the My Permits section to locate an inspection.

<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Concrete Slab
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Wall Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Foundation Wall
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Floor Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Fire
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Building

3. Click a **Case Number** to open the associated record.
 - a. Follow [steps 4-9](#) in the Request Inspections section.
4. Or mark the **desired case(s)** for which inspections are needed.
 - a. Click **Request Inspection**.
 - b. Follow [steps 7-9](#) in the Request Inspections section.

<input type="checkbox"/>	Case Number	Address	Type	Inspection Type
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Concrete Slab
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Wall Framing
<input checked="" type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Foundation Wall
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Floor Framing
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Fire
<input type="checkbox"/>	BLDR-000184-2022	1500 Tulane Dr Naperville, IL 60565	Building (Residential) - New Single Family	Final Building

Today's Inspections

To view inspections schedule for a specific day:

1. Click **Today's Inspections** in the menu.
2. Type a **case number, inspection type** or **address** to locate a specific inspection.
3. Click **search**.

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Status	Order	
	000035-2020	000004-2020	Business License	Business Registration	55 S Main St Naperville IL 60540	Bush, Mark	01:00 PM	01:00 PM	Scheduled	0
	000021-2019	000006-2019	Business License	Business Registration	1608 Fender Rd Naperville IL 60565	Roper, Britney	01:00 PM	01:00 PM	Scheduled	0
	000036-2020	000007-2020	Business License	Business Registration	1223 Rickert Dr Naperville IL 60540	Jones, Jean	01:00 PM	01:00 PM	Scheduled	0
	IFIRE-000013-2019	BLDC-000055-2019	Permit	Final Fire	1404 Sunnybrook Dr Naperville IL 60540	Kesler, Matt	01:00 PM	01:00 PM	Scheduled	0

4. Click the **calendar** to select an inspection due date or type the **date** to narrow the list.
5. Mark **Exclude Completed** to have the results not include inspections that are complete.
6. Click **Export** to save the list to your computer.

7. Click the **sort** dropdown to sort the inspections within the search.

Manage an Inspection

1. To navigate to an **inspection**:
 - a. Click the **Inspections** tab on the parent record.
 - b. Search for a **specific inspection**.
 - c. Click a **specific inspection** in a results list.
2. Click the **Inspection Number** to view the inspection details.

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Status	Order
FOOD-000235-2022	FOOD-000039-2022	Operational Permit	Retail Food	10 W Bauer Rd Naperville IL 60563	Biron, Heidi	04:00 PM	04:00 PM	Scheduled	0
IPLM-000163-2020	PLMC-000123-2020	Permit	Final Plumbing	1033 W Jefferson Av Naperville IL 60540	Lopez, Spencer	04:00 PM	04:00 PM	Scheduled	0
FOG-000239-2022	INDWA-000135-2022	Permit	Fat/Oil/Grease Interceptor Inspection	1033 W Jefferson Av Naperville IL	Kesler, Matt	04:00 PM	04:00 PM	Scheduled	0

3. Click **Location, Contacts, Checklist, Fees, Attachments, Previous Inspections, and More Info** to view inspection information.

Inspection Number: IFIRE-000013-2019

[Inspection Details](#) | [Tab Elements](#) | [Main Menu](#)

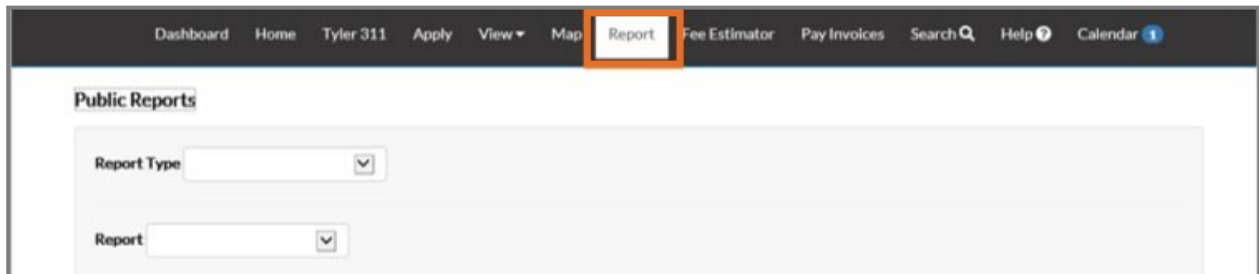
Inspection Type: Final Fire	Requested Date: 06/03/2019	
Inspection Status: Scheduled	Scheduled Date: 01/24/2024	Scheduled Time: 05:00 PM
Permit Number: BLDC-000055-2019	Completed Date:	Completed Time:
Inspector Name: Matt Kesler		
Main Address: 1404 Sunnybrook Naperville,IL 60540		

Locations
Contacts
Checklist
Fees
Attachments

Public Reports

The Report menu allows anyone, registered or not, to access public-facing reports relative to Permits, Inspections, Plans, and Licensing. To view a report:

1. Click **Report** in the menu on the Civic Access Home page.
2. Select the desired **module** in the Report Type dropdown.
3. Select the desired **report** in the Report dropdown.



The screenshot shows the top navigation bar of the Civic Access Home page. The 'Report' menu item is highlighted with an orange box. Below the navigation bar, the 'Public Reports' section is visible. It contains two dropdown menus: 'Report Type' and 'Report', both of which are currently empty.

4. Type a **Start Date** or click the **calendar** and select a **date**.
5. Type an **End Date** or click the **calendar** and select a **date**.
6. Click **Generate Report**.



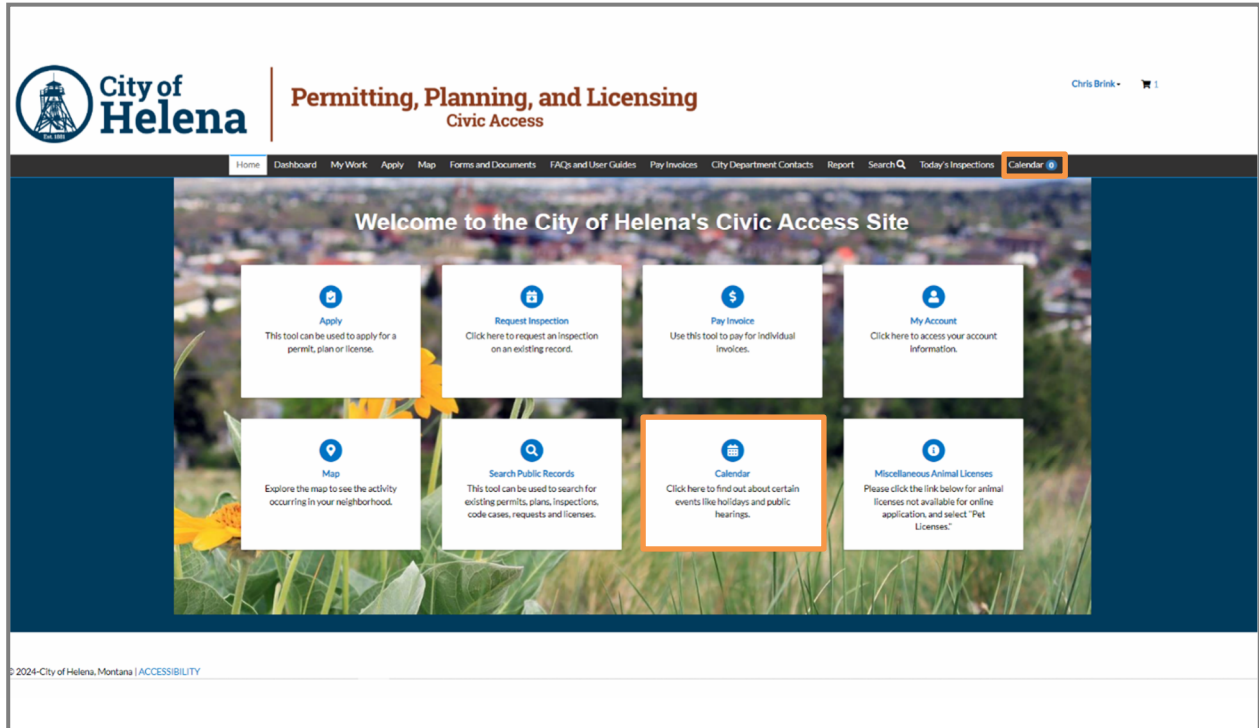
The screenshot shows the 'Public Reports' form with the following selections: 'Report Type' is set to 'Permit Management' and 'Report' is set to 'Permit Issuance Summary'. Below these are two required date fields, '*Start Date' and '*End Date', each with a calendar icon. The 'Generate Report' button is highlighted with an orange box.

NOTE Required fields are noted with a red asterisk.

Calendar

The calendar displays public hearings, public meetings, and City of Helena holidays. These categories are visible to all everyone, not just registered users. If logged in, you also can view your scheduled inspections, expiration dates for plans and permits, and invoice due dates. To view the calendar:

1. Click **Calendar** in the menu on the Civic Access Home page.
2. Or click the **Calendar card**.



3. Click an **event** on the calendar to display event details.
4. Click **Close** to close the event details box.

