



# CITY OF ORMOND BEACH

## CITIZEN ACCESS PORTAL REGISTRATION GUIDE

Before we get into the specifics of setting up your account, it is important to note that there are two types of accounts.

Individual Contacts and Company Accounts.

A company account is recommended for companies that have more than 1 person in the organization that processes permits.

Whereas smaller organizations that have only 1 person processing permits may choose to create an individual contact.

The key in making this decision is understanding that each e-mail address is account specific and that it will receive emails such as invoices, receipts, permits, inspection results and items needed to process permits, etc.

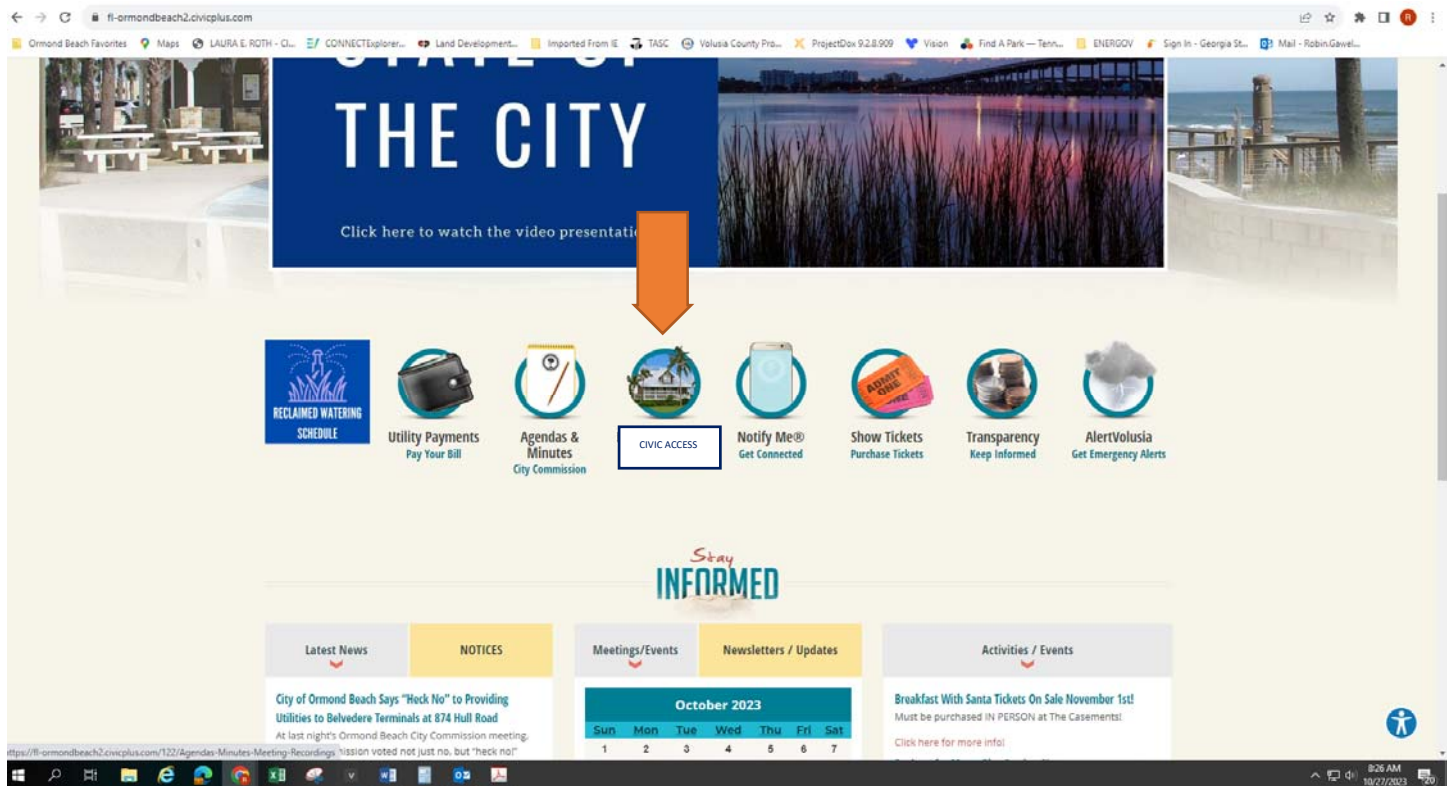
Having a general e-mail eliminates the need to update/change the company's contact information if an employee leaves and allows one or multiple individuals to have access to forward emails to a specific person within the company for processing.

If you have multiple people that apply, pay, or request inspections, it is recommended that a Company Account is created using a generic company email address that is monitored and employees create their own individual accounts using their email addresses and then associate their Civic Access user account with the company through the portal. This will be explained in a later slide.



Once you are ready to set up an online CSS account, please visit:

<https://ormondbeachfl-energovweb.tylerhost.net/apps/selfservice> or from the City website at [www.OrmondBeach.com](http://www.OrmondBeach.com)



These links will take you to the Civic Access portal where you can begin registration:



Click the "Login or Register"

Home Apply Today's Inspections Map Report Search Q Calendar

## Welcome to Self Service

**Custom**  
Custom

**Search Public Records**  
This tool can be used to search for existing permits, plans, inspections, code cases, requests and licenses.

**Apply**  
This tool can be used to apply for a permit, plan or license.

**Login or Register**  
Login to an existing or create a new account. You can also find help if you forgot your login information.

**Pay Invoice**  
Use this tool to pay for individual invoices.

**Map**  
Explore the map to see the activity occurring in your neighborhood.

<http://ormondbeachfltrain.energysweb.tylerhost.net/apps/selfservice/OrmondBeachFLTrain/home>

Sign in to community access services.

[Sign in with Google](#)

[Sign in with Apple](#)

[Sign in with Microsoft](#)

[Sign in with Facebook](#)

OR

Email address

[Next](#)

[Unlock account?](#)  
[Help](#)

Don't have an account? [Sign up](#)

Once you click the Login Register link, you will be taken to this screen.

Enter in the e-mail address for the company if you are creating a company account or your name if you are creating a name account and click sign up.

It is not recommended that you utilize the other sign in methods (such as google) as it will prevent city staff from being able to provide login and password assistance if there is an issue.

It will then prompt you for the users name, phone and a password.

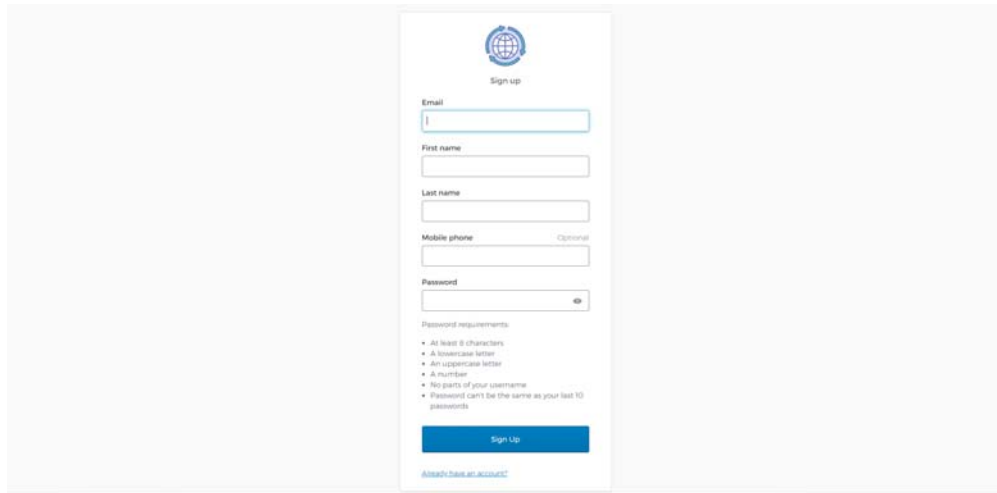
If you are creating a company account, you must enter something in the first and last name. There is no right or wrong but a company might consider adding the account as;

First Name: Company Name, Inc.

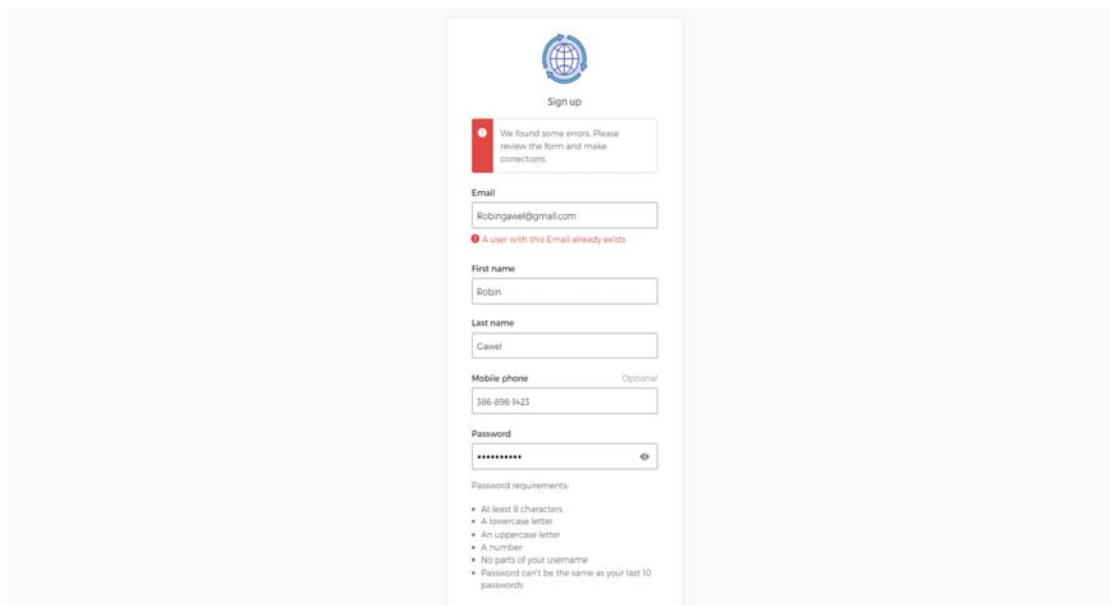
Last Name: General User

Once you have input the information, click “Sign Up”

An e-mail with a code will be sent to your inbox to complete the registration process.



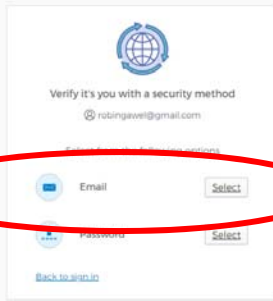
The screenshot shows a 'Sign up' form with the following fields: Email, First name, Last name, Mobile phone (Optional), and Password. Below the fields are password requirements: At least 8 characters, A lowercase letter, An uppercase letter, A number, No parts of your username, and Password can't be the same as your last 10 passwords. A blue 'Sign Up' button is at the bottom, and a link 'Already have an account?' is below it.



The screenshot shows the 'Sign up' form with an error message: 'We found some errors. Please review the form and make corrections.' The error message is red and points to the Email field. The Email field contains 'Robingawel@gmail.com' and has a red error message: 'A user with this Email already exists'. The other fields (First name: Robin, Last name: Cavet, Mobile phone: 386-898 1423, Password: \*\*\*\*\*) are filled out. The password requirements and the 'Sign Up' button are also visible.

If when you enter the e-mail address and receive the message “A user with this e-mail already exists”, go back to the sign in page and click forgot password and reset your password.



Otherwise, you will arrive at this screen, click the e-mail button if you are registering for the first time. Once your account is created, you will click the “password option”



Verify it's you with a security method

rottingawell@gmail.com

Choose a security method

 Email	Select
 Password	Select

[Back to sign in](#)

The image shows a security verification dialog box. At the top is a globe icon. Below it is the text "Verify it's you with a security method" and the email address "rottingawell@gmail.com". A red oval highlights the "Email" option, which includes an envelope icon and a "Select" button. Below it is the "Password" option, which includes a key icon and a "Select" button. At the bottom left is a "Back to sign in" link.

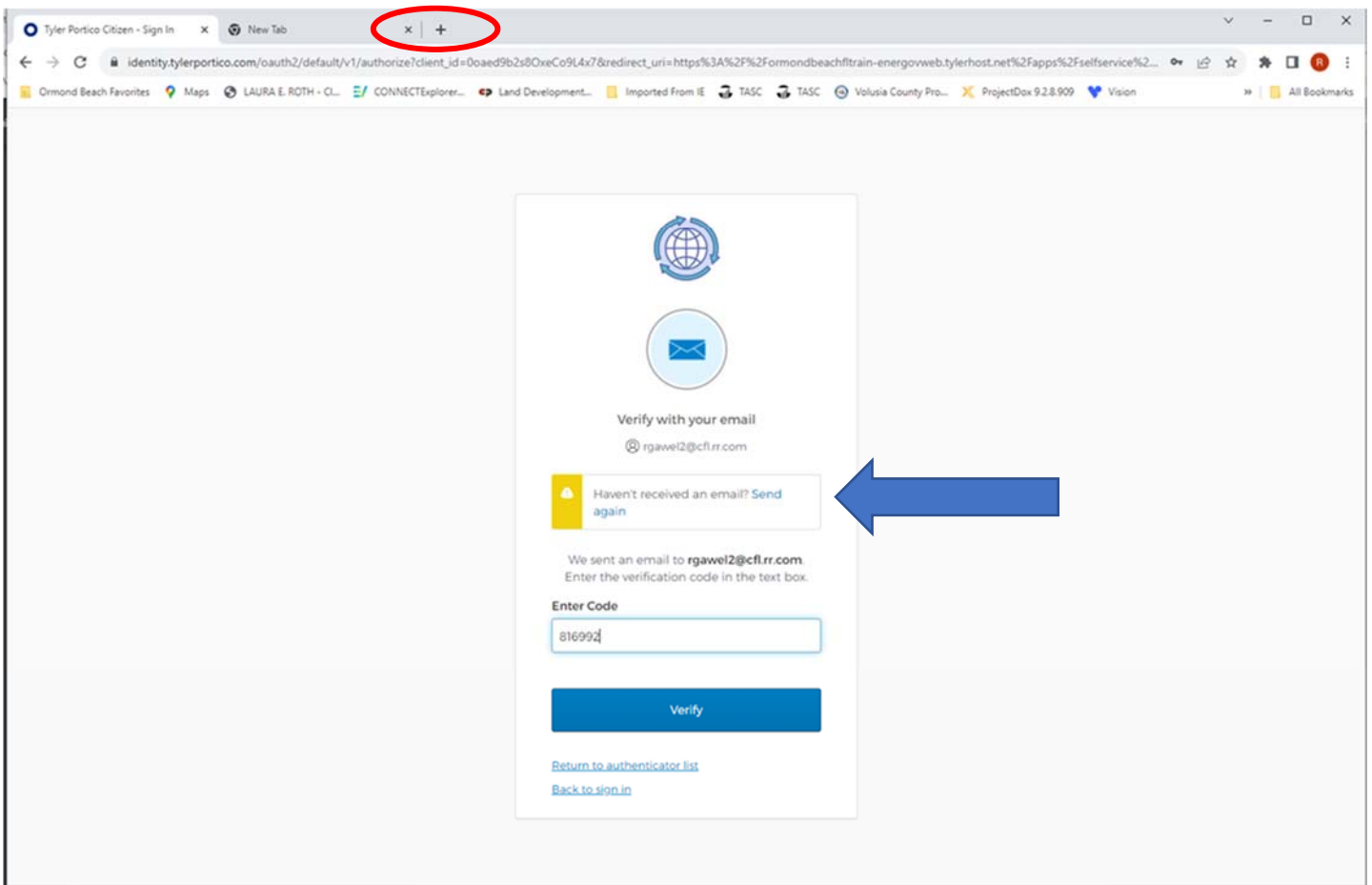
If you are successful, you will arrive here at the verification screen and an e-mail will be sent to the address provided.

It is important to note that if you need to access your e-mail from the web browser, open a new tab. Do not navigate away from this page. You will need to come to enter the code from your welcome e-mail.

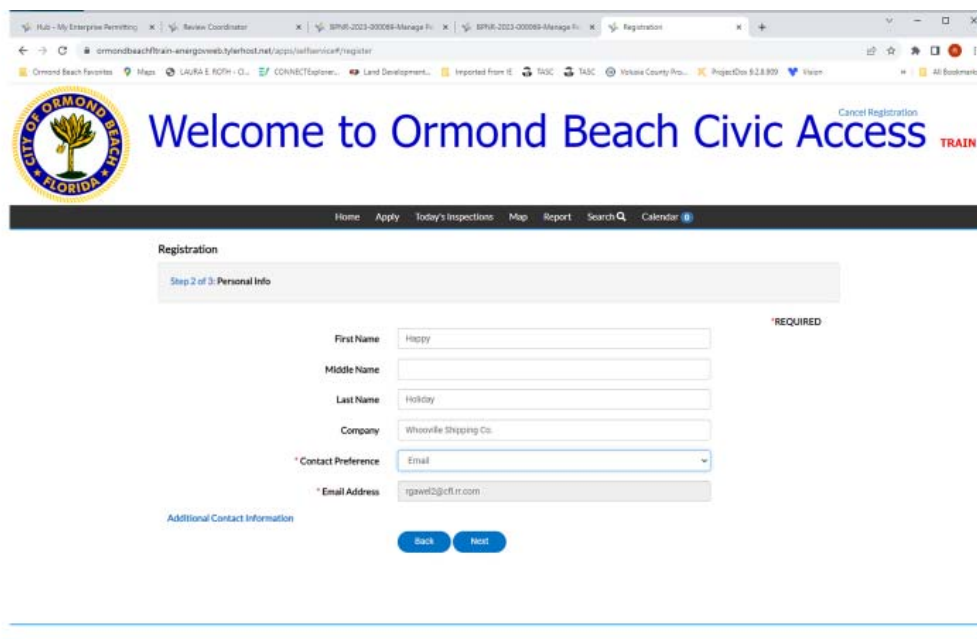
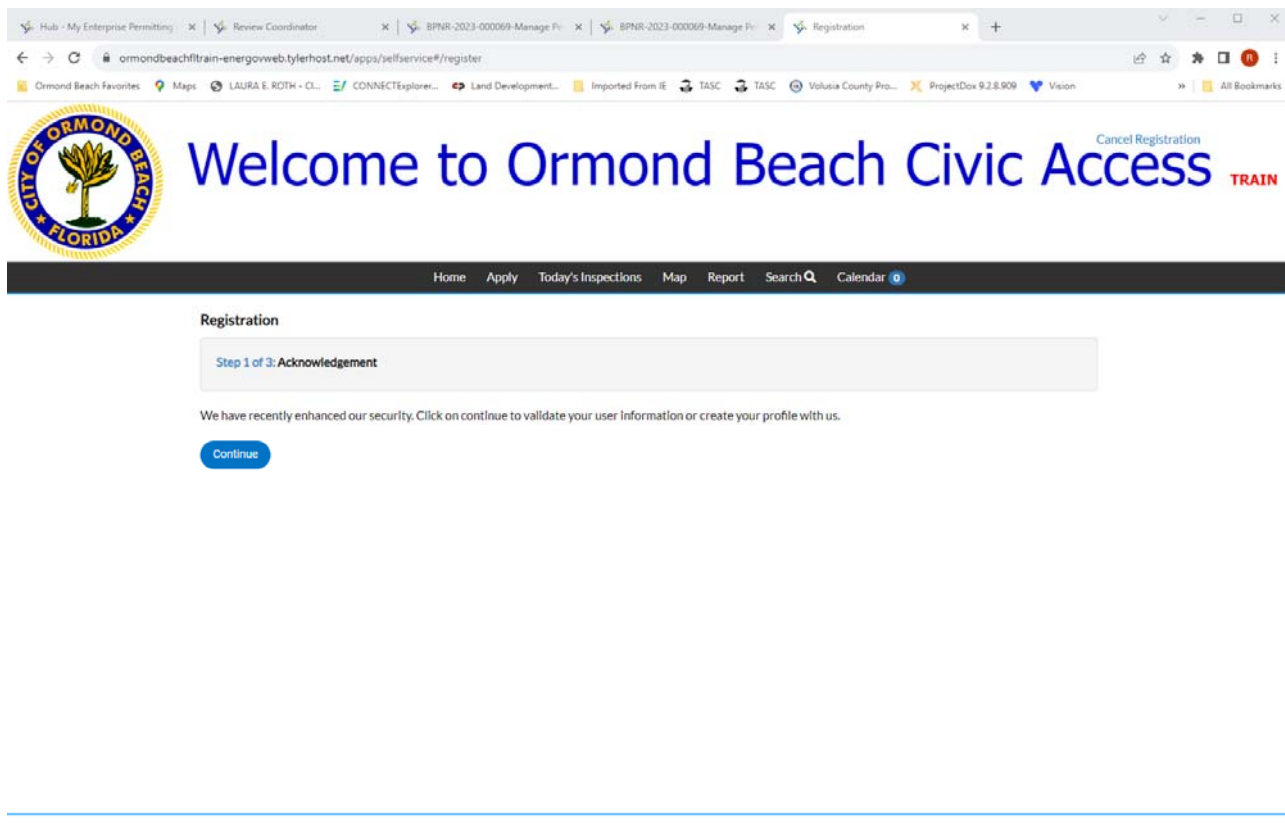
Once you have entered the code, click verify.

If you don't receive the e-mail within a few minutes, **be sure to check the spam folder.**

If you don't receive an e-mail, click the "Haven't received an e-mail" resend button



Once you are logged in, complete the acknowledgement portion of the registration by clicking continue.

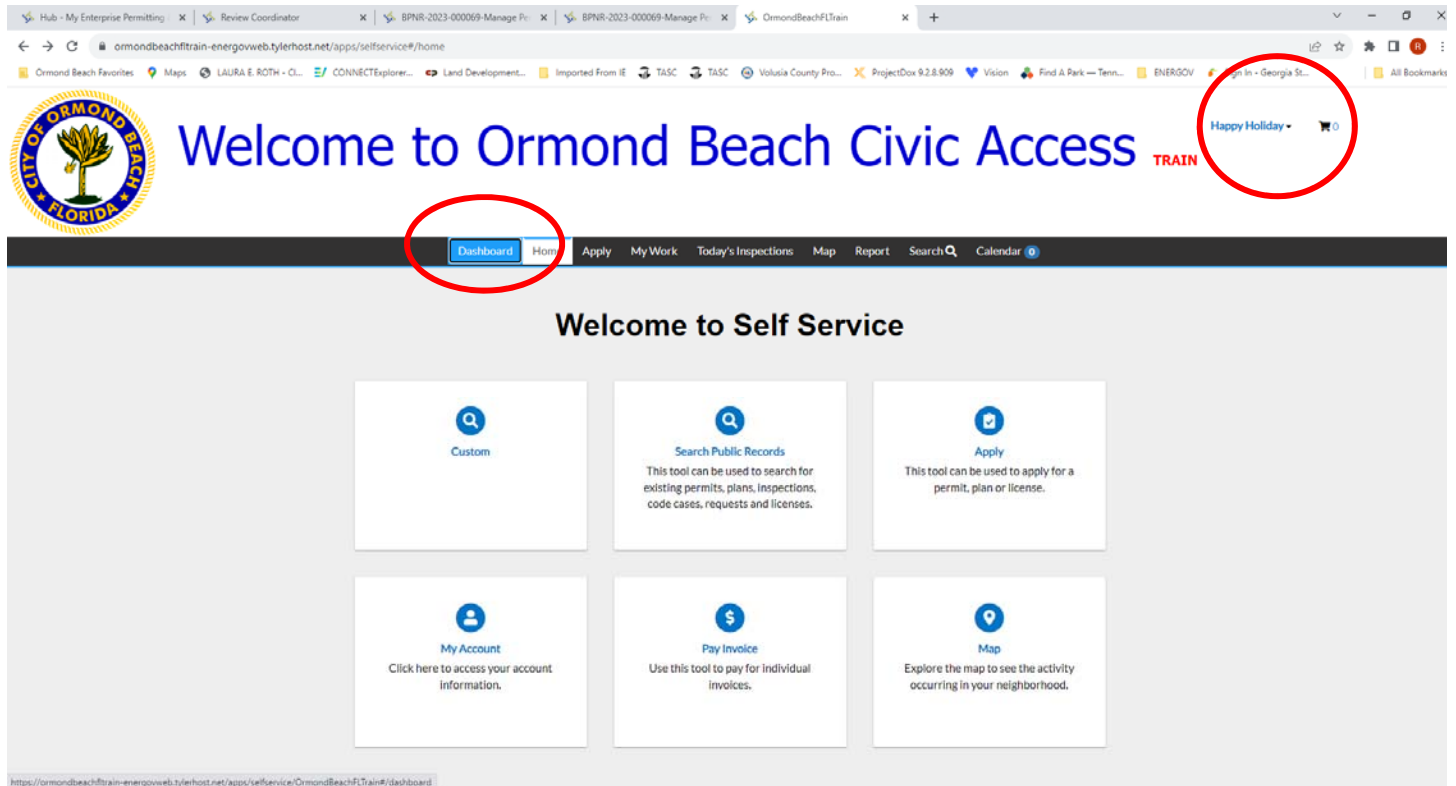


**If a contact with your same e-mail address and name has imported in the conversion, you may receive a message asking if you are the same contact, please verify the information and click yes. This will then link you to your existing contact and consequently any records/permits that you are linked to.**



Once all of your accounts have been created, you can link your users here by clicking on the user name on the top right and choosing “Manage Contacts” from the drop down menu and follow the prompts.

Next, click “Dashboard”



If your new user account linked to your existing contact, you should see all of the items associated with your account such as permits, plans, Business Tax Receipts, etc.

If you did not have an existing record please e-mail a request to [bponline@ormondbeach.org](mailto:bponline@ormondbeach.org) so that your user account can be linked.



# Welcome to Ormond Beach Civic Access TRAIN

Guest

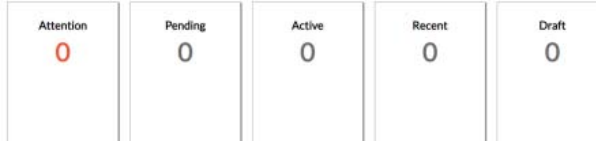
Dashboard Home Apply My Work Today's Inspections Map Report Search Q Calendar

## My Permits



View My Permits

## My Plans



Click on the card to see the list of cases included



Dashboard Home Apply My Work Today's Inspections Map Report Search Q Calendar

Click on permit number to view the record

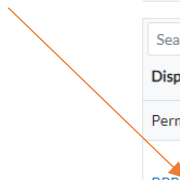
MY PERMITS MY EXISTING INSPECTIONS REQUEST INSPECTIONS

Search... Export to Excel

Display: Attention (All)

Permit Number	Project	Address	Permit Type	Status	State
<a href="#">BPR-2023-000020</a>		123 BEAR FOOT TRL OB, F...	Building Residential Complete Demolition	Submitted - Onli...	Attention, Recent, Pending (Review Not Approved, Resubm File)
<a href="#">BPNR-2023-000072</a>		12 OAK BROOK DR OB, FL...	Non-Residential Mechanical	Fees Due	Attention, Recent, Pending (On Hold, Unpaid Fees)
<a href="#">BPR-2023-000021</a>		123 BEAR FOOT TRL OB, F...	Building Residential Complete Demolition	Submitted - Onli...	Attention, Recent, Pending (Review Not Approved)
<a href="#">BPR-2023-000019</a>		125 BEAR FOOT TRL OB, F...	Building Residential Complete Demolition	In Review	Attention, Recent, Pending (Resubmit File)
<a href="#">BPR-2023-000018</a>		130 BRIARGATE LOOK OB, ...	Building Residential Complete Demolition	Submitted - Onli...	Attention, Recent, Pending (Resubmit File)

Showing 5 records.



Click on the various tabs across here to view other helpful information such as maps, inspections and reports and apply for new permits.

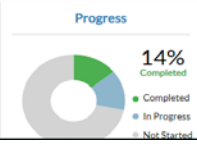
Click on the various tabs across to view specific information about the project in process.

Permit Number: **BPNR-2023-000072** Add to Cart

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

Type:	Non-Residential Mechanical	Status:	Fees Due	Project Name:	
IVR Number:	164599	Applied Date:	10/06/2023	Issue Date:	
District:	VOLUSIA COUNTY	Assigned To:	Emestica, Carolyn	Expire Date:	
Square Feet:	2,500.00	Valuation:	\$100,000.00	Finalized Date:	
Description:	dvlksn kvdsvs				

- Summary**
- Locations
- Fees 1
- Reviews
- Inspections
- Attachments
- Contacts
- Sub-Records
- More Info



- ### Workflow
- Prescreen for Completeness - Mechanical (NR) - Passed: 10/06/2023
  - Building (NR) Mechanical - Started - Scheduled for 10/20/2023
  - Collect Fees

### Available Actions

<span>▲</span> Unpaid Fees	<span>Pay Now</span>
\$114.00	
11-05-2023	

### Application Assistant

Search for application names and keywords

All Trending My History

Show Categories

#### Building Residential Reroof

Category Name: Residential Building  
Description: Replacement of a roof covering on an existing residential building with framing alterations.

#### Building Residential Exterior

Category Name: Residential Building  
Description: This application includes any residential exterior work such as doors, windows, shutters, siding, soffit, and stucco.

Apply

#### Building Residential Mechanical

Category Name: Residential Building  
Description: This application includes any new or replacement mechanical work, including ductwork.

Apply

#### Business Registration

Category Name: Non-Residential Business  
Description: This application for registration of businesses located outside of the city per City Code of Ordinances Section 12-33.

Apply

#### Garage Sale

Category Name: Residential Building  
Description: Yard Sale

Apply

Be sure to view the description of the permit type. There is a Residential and Non-Residential for each type of permit. If you don't see the permit you are looking for or for a quick search, type in the key words. For example, fence, shed or driveway. These are all now classified as and LDC (Land Development Code) permit.

Once you locate the application type, click apply

Be sure to complete all of the required fields, upload attachments and submit.

You will be able to view all the steps in the process of your application review, review approvals, schedule inspections and see inspection results from this Civic Access portal.

If you have trouble logging in, please call (386) 676-3233 or visit room 104 for assistance.