



SMARTGov PORTAL - PUBLIC USER GUIDE

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SMARTGov PUBLIC PORTAL

The public portal allows the general public, such as contractors, home builders, and the general community to apply for and pay for permit fees online via a standard web browser. This is via secured logged on account.

The following recommended browsers should allow for the most optimal experience:
Internet Explorer 8 and higher or Google Chrome

support: 360.779.2400
support@paladindata.com

Permitting
View your permits and inspection results
Go »

Public Notices
Find and review public notice announcements
Go »

Contact Us
Request information or file a complaint
Go »

Other services

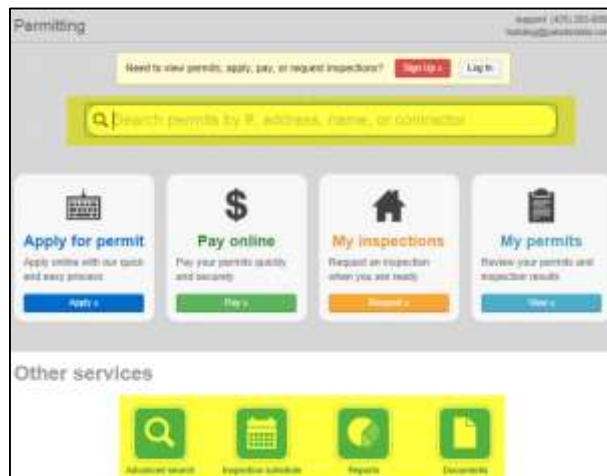
Reports **Documents**

VIEW PORTAL INFORMATION - PUBLIC

Public View - information is available to the public user. Creating an account is not required but the information that can be viewed may be limited depending upon the configuration setup.

Permitting

- Search for Permits (simple and advanced)
 - View Permit Information marked as public
 - View Permit on the map
- View the Inspection Schedule
- View Public Documents
- View Public Reports



Public Notices

- Search for Public Notices (simple and advanced)
 - View Permit Information marked as public notice
 - View Permit on the map
- View Public Documents
- View Public Reports



Contact Us

- Request Information
- File a complaint
- View my request (with confirmation number and PIN)



SIGN UP - CREATE AN ACCOUNT

In addition to seeing general information about permit, online users can create an account giving the user access to the private details of the permit. The user will also have the ability to view and upload files, pay for permits and receive emails and track the permit as it moves through the process.

Sign Up

- Click **Sign Up** in the upper right corner of the **Main Page**
- Click **Sign Up** on the **Permitting Main Page**



Wizard - Step 1 (Account)

- **Email Address** - enter a valid email address
- **Password** - must be a minimum of 8 characters
- **Confirm Password** - re-enter the password
- **Access Code** - this step can be skipped or entered if the user knows the code
- **Next**

A screenshot of a web wizard titled "Account Sign Up". It has three steps: "1 Account", "2 Contact", and "3 Review". The "Account" step is active. The form includes fields for "Email Address", "Password", "Confirm Password", and "Access Code" (with a "Cell:" label). A "Next" button is at the bottom.

Wizard - Step 2 (Contact)

- **Complete the form**
- **Next**

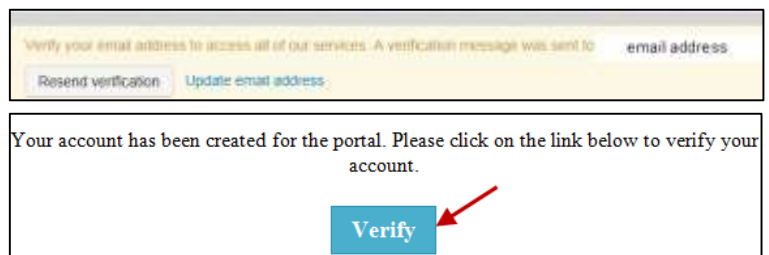
A screenshot of a web wizard titled "Contact Information". It has three steps: "1 Account", "2 Contact", and "3 Review". The "Contact" step is active. The form includes fields for "FirstName", "LastName", "Address", "City", "State" (a dropdown menu showing "AL"), "Zip Code", and "PhoneNumber". "Next" and "Previous" buttons are at the bottom.

Wizard - Step 3 (Review)

- **Edit** the account or contact information
- Click the **“I agree to Terms & Conditions”** checkbox
- Click **Create my Account**

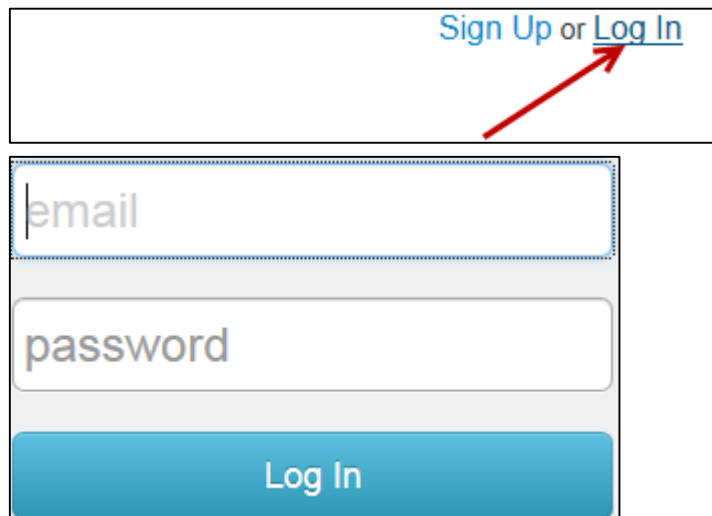


A **verification email** will be sent to the email address used during account setup. A message displays on the screen allowing the user to resend the email or update the email address (typos) Once verified the user will login in to the portal to view private information.



Subsequent Log In

- Click **Log In** in the upper right corner of the **Main Page**
- Enter **Email Address**
- Enter **Password**

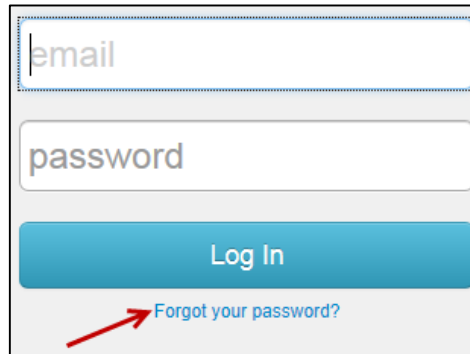
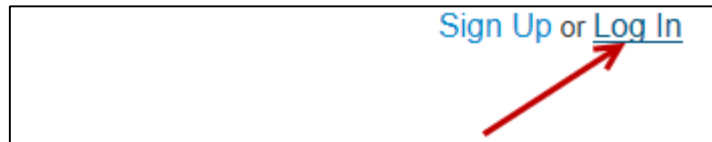


RESET PASSWORD

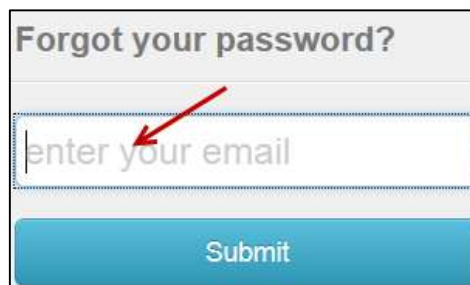
Once the account has been created the user will need to login with the email address and password to see the private details of the case as well as request inspections and see inspection results. If the user forgets the password, please follow these steps:

Reset Password

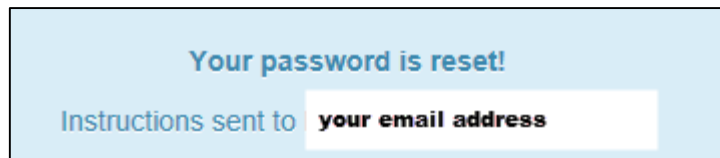
- Click **Log In** in the upper right corner of the **Main Page**
- Click **Forgot your password?**



- Enter the **email address**
- Click **Submit**



- A note appears at the top of the screen stating an **email notification has been sent**
- Go to your email to click **Reset Password**



-
- Enter **New password**
 - Re-enter **New Password**
 - Click **Change Password**

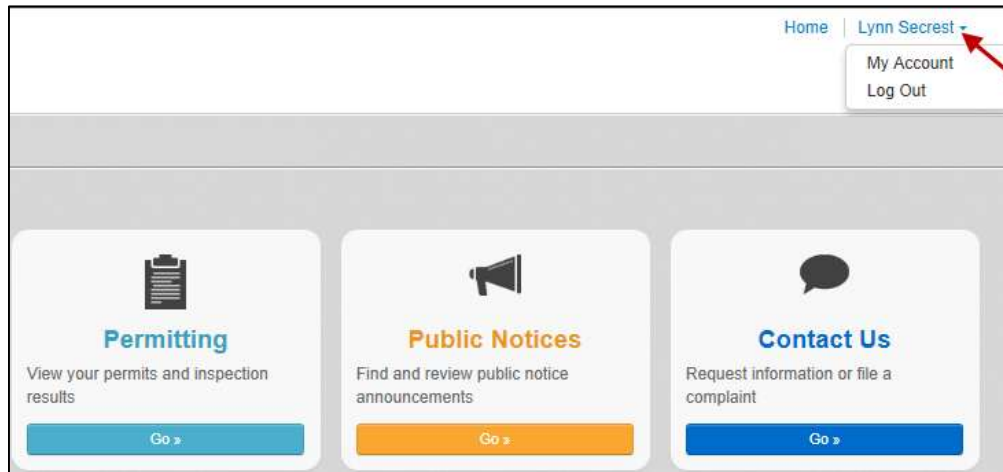
Choose your new password

Choose your new password

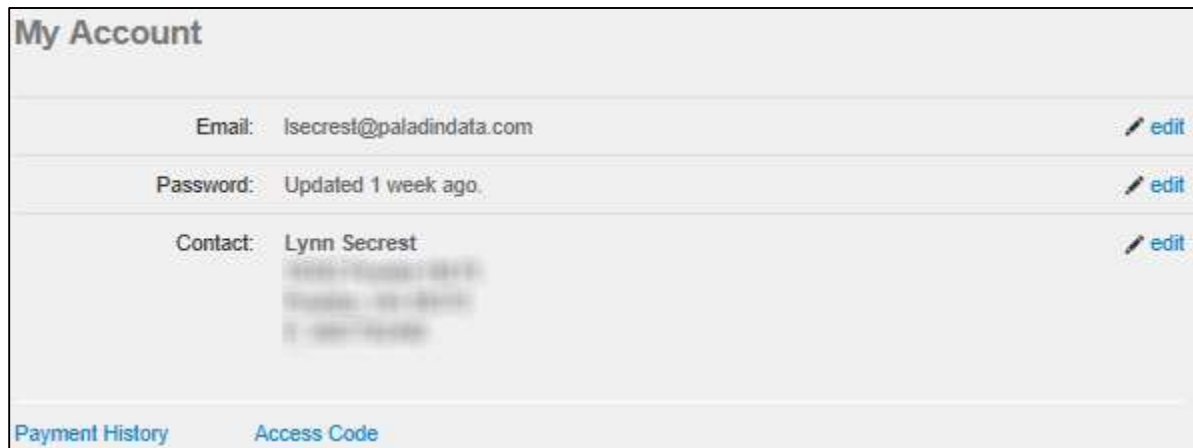
⚠ Must be between 8 and 20 characters

MANAGE ACCOUNT

Once the account has been set up and the user is logged in, account information can be maintained via the “My Account” link.



The contact information can be edited, payment history can be viewed and access codes can be updated giving the user access to permits. **Contact your jurisdiction to obtain the Access Codes.**

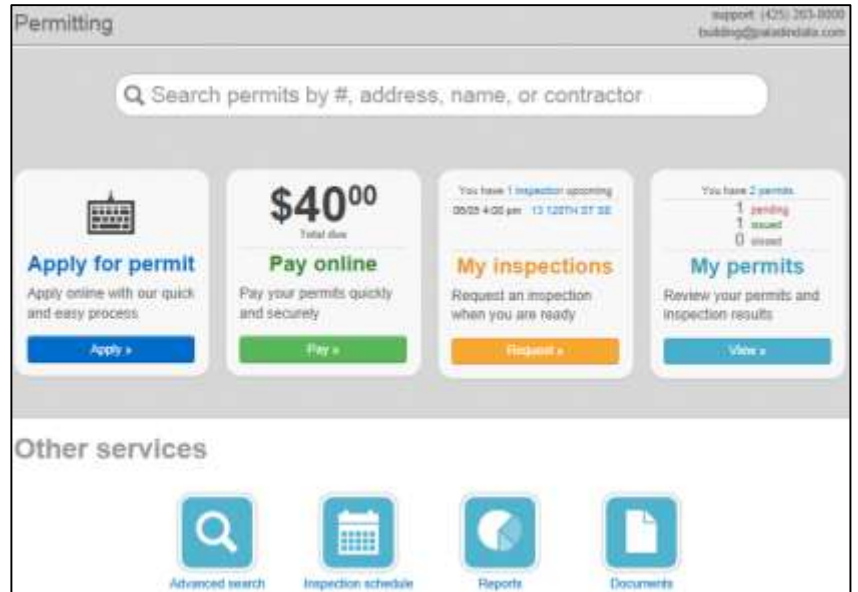


VIEW PORTAL INFORMATION - PRIVATE

Private View - Once the account is created and the user is logged in, additional information and functionality is available. Any portions of the permit or public notice marked as private will display.

Permitting

- Search for Permits (simple and advanced)
 - View Permit Information marked as public and private
 - View Permit on the map
 - Upload files
 - View notes attached to the permits
 - Receive notification emails when events happen against a permit
- Apply for permits
- Pay for Permits
- View the Inspections attached to the permit
- Request an Inspection
- View permits attached to the account
- View the Inspection Schedule
- View Public Reports
- View Public Documents



Apply for a Permit

Step 1 (Type)

- Select a **Permit Type** from the drop down box
- Describe the work to be done
- Click **Next**

The screenshot shows the 'Type' step of the permit application process. At the top, there is a progress bar with five steps: 1. Type (highlighted), 2. Location, 3. Contractor, 4. Details, and 5. Review. Below the progress bar, the text reads 'Start your application by selecting a permit type'. Underneath, it says 'Please select the correct permit type'. There is a 'Permit Type' dropdown menu with 'Select an Option' as the current selection. Below that is a 'Describe work:' text input field. At the bottom right, there is a blue 'Next' button with a right-pointing arrow.

Step 2 (Location)

- Enter the **Parcel Number** or
 - Click **No** to enter the **Site Location**
 - Edit the address information (if necessary)
- Click **Next**

The screenshot shows the 'Location' step of the permit application process. At the top, there is a progress bar with five steps: 1. Type, 2. Location (highlighted), 3. Contractor, 4. Details, and 5. Review. Below the progress bar, the text reads 'Site location'. Underneath, it says 'Do you know the Parcel #?'. There are two buttons: a green 'Yes' button and a red 'No' button. At the bottom right, there is a blue 'Next' button with a right-pointing arrow.

The screenshot shows the 'Location' step of the permit application process. At the top, there is a progress bar with five steps: 1. Type, 2. Location (highlighted), 3. Contractor, 4. Details, and 5. Review. Below the progress bar, the text reads 'Site location'. Underneath, there is an 'Address' input field with '%141' entered. Below the input field is a dropdown list of addresses. A red arrow points to the first address in the list: '1133 14137 PL SW LYNNWOOD, WA 98087-6703'. To the right of the dropdown list, there is a red text annotation: 'a drop down list displays and the wildcard % search is available'.

The screenshot shows the 'Location' step of the permit application process. At the top, there is a progress bar with five steps: 1. Type, 2. Location (highlighted), 3. Contractor, 4. Details, and 5. Review. Below the progress bar, the text reads 'Site location'. Underneath, there is a 'Parcel #' field. Below that is an 'Address' field with the text '1 143RD ST SW LYNNWOOD, WA 98087-6703'. At the bottom right, there is a blue 'Edit Information' link with a red arrow pointing to it. At the bottom, there are two buttons: a 'Previous' button with a left-pointing arrow and a 'Next' button with a right-pointing arrow.

Step 3 (Contractor)

- Enter the **Contractor Name** or **License #** (optional step)
- Click **Next**

Primary contractor

Name or license # (optional)

a drop-down list displays and the wildcard % search is available

HEBERGREN F&C	1102 LAKE OAKS PARK E
4000FL2204S	AUBURN, WA 98002
A & B APPLMT INC	PO BOX 5288
8849P1218M	BENTON CITY, WA 99101
A & B CABRET INC	2208 118TH PL SE
82CAG192008	EVERETT, WA 98203
A & B CONTRA	PO BOX 27
ABOONC1969PL	VAUGHN, WA 98294
A & B CONTRAC	7424 2820CORWAY
83CONC15520	EVERETT, WA 98203-8906
A & B ELECTRIC INC	4102 W 24TH
83C11182U	EDMUNDS, WA 98027

Step 4 (Details)

- Enter **Details**
- Enter the **Fixture Amounts**
- Enter the **Valuation Amounts**
- Click **Next**

Permit details:

UB # General:

Existing SP Blg Footprint:

Proposed SP Blg Footprint:

Basement?:

Any Non-combusting Gas:

Grading Quantities Outside:

How Much Material Imported:

Height Certified?:

Fixtures

Class	Description	Per Unit	Quantity
PLUMBING	medical gas inlet(s) (rodlets) > 5	36.00	<input type="text" value="1"/>
PLUMBING	Medical gas piping serving 1 to 5 inlet (rodlets) for a specific gas	869.25	<input type="text" value="1"/>
PLUMBING	Cross connection test of retained water system (including initial)	558.00	<input type="text" value="1"/>
PLUMBING	Backflow protective device Over 2 inch (51 mm) diameter	518.70	<input type="text" value="1"/>
PLUMBING	Backflow protective device Less Than 2 inch (51 mm) diameter	33.00	<input type="text" value="1"/>

Step 5 (Review)

- **Edit** Permit Information
- Click **Submit my Application**
- **A confirmation email will be sent to user**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Review your permit application

General Information [edit](#)

Applicant: Secret, Lynn

Permit Type: Single Family Residence - Garage

Site Address: Parcel #: 01039100000800
2310 115TH PL SW
EVERETT, WA 98204

Permit Details [edit](#)

Fixtures [edit](#)

Class	Fixture	Quantity	Value
MECHANICAL	Ventilation Fan	2	\$18.00
Total:			\$18.00

Valuations [edit](#)

Valuation	Quantity	Value
Entered Valuation	1500	\$1,500.00
Total:		\$1,500.00

[✔ Submit my Application](#)

SFR-GAR-2013-002 Single Family Residence - Garage [Map](#) [Contact](#)

Address: 2310 115TH PL SW EVERETT, WA 98204 Parcel #: 01039100000800	Status: Application is under initial review	Submitted: 6/11/2013 Approved: Issued: Closed: Expires: 12/8/2013	Inspections: Required: 19 Requested: 0 Reinspect: 0 Complete: 0	Total Due: \$183⁸⁸ Pay »
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Pay Online

From the permit click the **Green Pay** button

- **Add** on one or more permits to the cart
- **Proceed to Checkout**

Pay Online Click "add" to add the item to your shopping cart.

SFR-GAR-2013-002 Single Family Residence - Garage	→ + Add
Fees: \$183.88	
COMM-PLM-2013-001 Commercial Plumbing	→ + Add
Fees: \$131.18	
COOP-2012-003 Chicken Coop License	+ Add
Fees: \$40.00	

Cart

Your cart is empty.

Proceed to checkout »

- Click **Edit Invoice** to make changes
- Click **Proceed to Payment**

Review your payment

Permit	Amount Due	Payment Amount
SFR-GAR-2013-002	\$183.88	\$183.88
COMM-PLM-2013-001	\$131.18	\$131.18
Total:	\$315.06	\$315.06

→ edit invoice

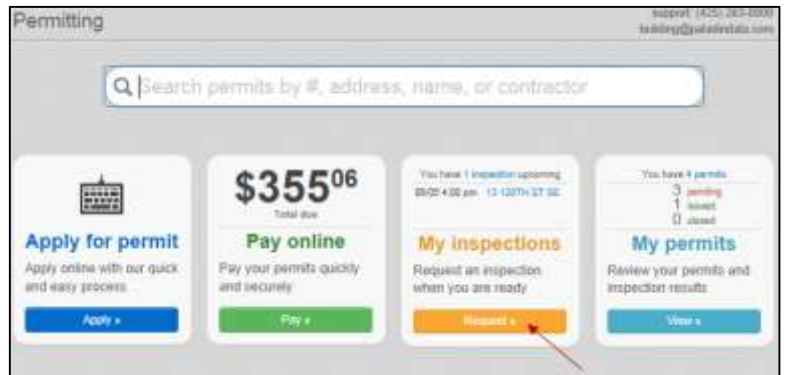
Proceed to Payment »

Request an Inspection - My Inspections

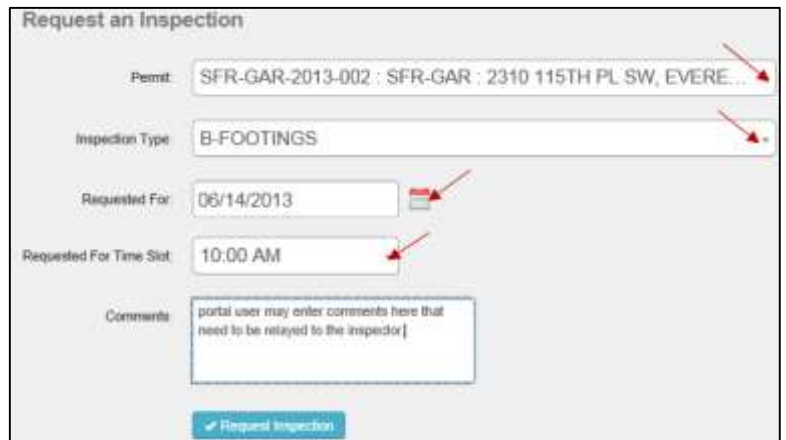
NOTE: Inspections will only be available to request after the permit is in an ISSUED state.

From the Main Page of Permitting

- Click the **Request** button under My Inspections



- Select the **Permit Number** from the drop down list
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- A confirmation email will be sent to user

A screenshot of a web form titled 'Request an Inspection'. The form contains several input fields: 1. 'Permit:' with a dropdown menu showing 'SFR-GAR-2013-002 : SFR-GAR : 2310 115TH PL SW, EVERE...'. A red arrow points to the dropdown arrow. 2. 'Inspection Type:' with a dropdown menu showing 'B-FOOTINGS'. A red arrow points to the dropdown arrow. 3. 'Requested For:' with a date input field containing '06/14/2013'. A red arrow points to the calendar icon. 4. 'Requested For Time Slot:' with a time input field containing '10:00 AM'. A red arrow points to the time field. 5. 'Comments:' with a text area containing the placeholder text 'portal user may enter comments here that need to be relayed to the inspector'. At the bottom of the form is a blue button with a checkmark icon and the text 'Request Inspection'.

Request an Inspection - Inspections Schedule

From the Main Page of Permitting

- Click the **Inspection Schedule** icon (the calendar displays)



- Select an available **date**

Inspector	Time Slot
Joe Paladin	

- Click the **Request Inspection** button
 - Select the **Permit Number** from the drop down list
 - Select an **Inspection Type** from the list
 - Click the **Calendar** to view availability
 - Enter the Requested For Time (optional)
 - Enter Comments (optional)
 - Click **Request Inspection**
 - **A confirmation email will be sent to user**
-

Request an Inspection - My Permits

From the Permit

- Click the **Request** button

SFR-GAR-2013-002 Single Family Residence - Garage Map Contact

Address: 2310 115TH PL SW EVERETT, WA 98204 Parcel #: 01039100000800	Status: Permit has been issued	Submitted: 6/11/2013 Approved: 6/11/2013 Issued: 6/11/2013 Closed: Expires: 12/8/2013	Inspections: Required: 17 Requested: 0 Reinspect: 0 Complete: 0	Total Due: \$0⁰⁰
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[Request >](#)

- The **Permit Number** defaults
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- **A confirmation email will be sent to user**

Inspections	Date	Status	
B-Footings	6/14/2013 10:00 am requested	Awaiting Inspection	Cancel >
B-Stem/Foundation Wall/Piers and Masonry			Request >
Storm and Footing Drains at Building Perimeter			Request >
Building - Under Slab (Covers Ground Plumbing and Mechanical)	6/18/2013 10:00 am requested	Awaiting Inspection	Cancel >
B-Floor Framing			Request >
B-Rough Electrical			Request >

NOTE: Users may send cancellation requests for Inspections that have been requested but not scheduled.

View Permits

All details flagged as Public and Private View display

SFR-GAR-2013-002 Single Family Residence - Garage Map Contact

Address: 2310 115TH PL SW EVERETT, WA 98204 Parcel #: 01039100000800	Status: Permit has been issued	Submitted: 6/11/2013 Approved: 6/11/2013 Issued: 6/11/2013 Closed: Expires: 12/8/2013	Inspections: Required: 17 Requested: 2 Reinspect: 0 Complete: 0	Total Due: \$0⁰⁰
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[Request »](#)

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click links to quickly jump to sections of the permit

Approval Steps

Contacts

OWNER: WABALUKU GEDEON N & BUKA PEMBA C
2310 115TH PL SW
EVERETT, WA 98204

APPLICANT: Secret, Lynn
19362 Powder Hill Pl.
3607792400

Parcels

Parcel	Owner	Address
01039100000800	WABALUKU GEDEON N & BUKA PEMBA C	2310 115TH PL SW EVERETT, WA 98204

Submittals

Required Submittals

Submittal	Required	Received	Accepted
Application	Yes	6/11/2013	n/a
Business License	Yes	6/11/2013	n/a
Contractors License	Yes	6/11/2013	n/a
Building Plan-2 Copies	Yes	6/11/2013	n/a
Site Plan - 4 copies	Yes	6/11/2013	n/a

Approval Steps

These steps track the City's approvals. If you have any questions contact us at (425) 263-8000.

Step	Status	Date
Building Department	Approved	6/11/2013
Engineering Department	Approved	6/11/2013
PW Director or Designee Approval	Approved	6/11/2013
Planning Department	Approved	6/11/2013
Planning Director or Designee Approval	Approved	6/11/2013
Fire Department/Fire Marshal	Approved	6/11/2013

Conditions

These are the conditions of your permit.

All Contractors & Subcontractors are required to have a City of Mukilteo Business License.

Per the IBC the City may require that the property owner obtain a special inspection (such as topography, foundation types, unstable conditions, or soil types) prior to City approval. The cost of these inspections will be the responsibility of the property owner.

All improvements shall be constructed in accordance with the approved site, civil and building plans.

Notes

Relay information via notes then publish on the portal	6/11/2013	Appendix A .pdf
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Public Notices

- Search for Public Notices (simple and advanced)
 - View Permit Information marked as **public notice**
 - View Permit on the map
- View Public Documents
- View Public Reports



Contact Us

- Request Information
- File a complaint
- View my request (with confirmation number and PIN)
 - The confirmation number is stored on the case so it can be supplied to the user after a verification process
 - View Status
 - View Notes

A form titled "Enter your confirmation number and PIN". It has two input fields: "Confirmation Number:" and "PIN:". Below the input fields is a blue button labeled "View »".

