Palm Beach Citizen Access Portal – How to Apply for Permits and Plans

1. Sign in to your account on the Citizen Access Portal. If you do not have an account, please create an account following the instructions found here.
2. Select the "Apply" tile or tool bar tab.

3. Search for the type of permit you wish to apply for with the search bar or use the tiles (shown in purple) to see all applications within the categories "License", "Permits", "Plans".

APPLICATION PAGE BASICS

This identifies the application that you are applying for.

Where you are in the application.
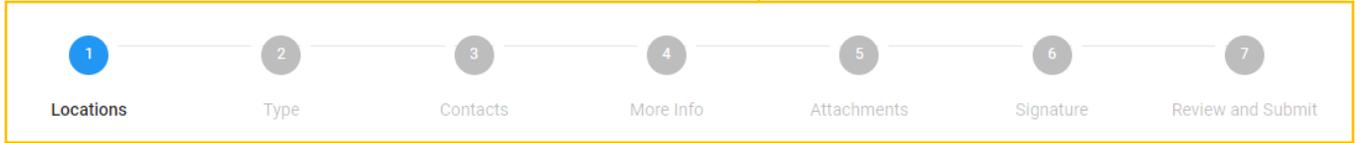
Apply for Permit - Residential New Construction

*REQUIRED

1	2	3	4	5	6	7
Locations	Type	Contacts	More Info	Attachments	Signature	Review and Submit

LOCATIONS

Select "Add Location" then search for the address of the project. You can search by physical address or parcel number. Only one location can be selected. If you are unable to locate the address, contact the permitting department at (561) 838-5431.

IMPORTANT: Parcel Numbers within the Town of Palm Beach begin with "50-43".

Location ⌄

Add
Location

+

REQUIRED
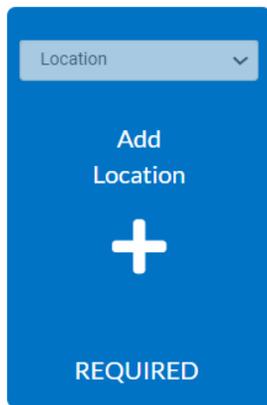
This saves where you are in your current application prior to submittal. This does not submit the application.

Create Template

Save Draft   Next

Create a template of an application for application types (permits/ plans) that you apply for frequently.

Moves to the next page.

How to Apply for License, Permits, Plans

*Note: all Licenses, Permits, Plans follow similar steps (4 - 8). The example being used in this document is a permit application. *

4. For the "Locations" Page: Click the "Add Location" tile. This will take you to a map and search bar. Using the search bar, start typing the subject property's address. As you start to type, a drop down will appear, and you may choose the address from there. Once the address is selected, the map will zoom to that address and will list the main address and any buildings on the parcel. Select the address you are applying for and click "Add".

How to Apply for License, Permits, Plans
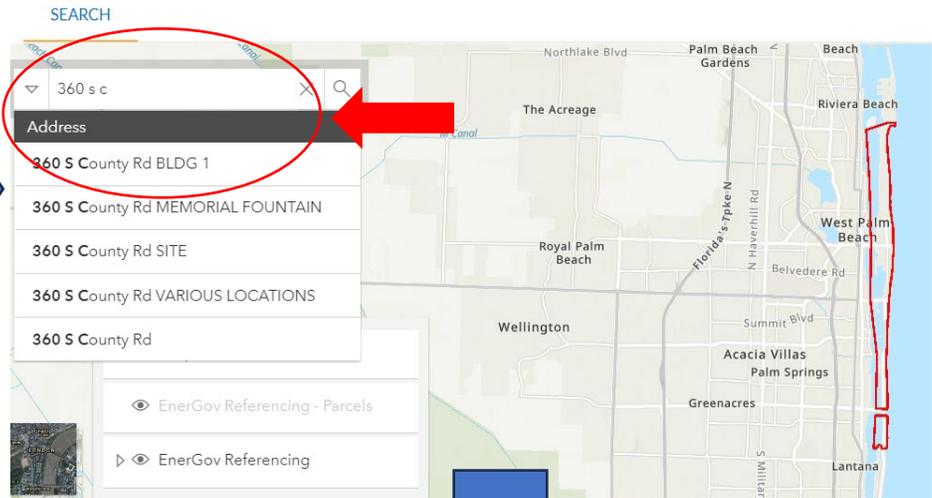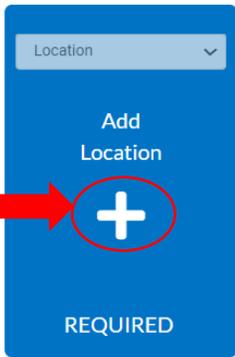
5. Once you have been taken back to the "Locations" page and the correct location is shown in the box (circled in Orange), you may move on using the "Next" button.

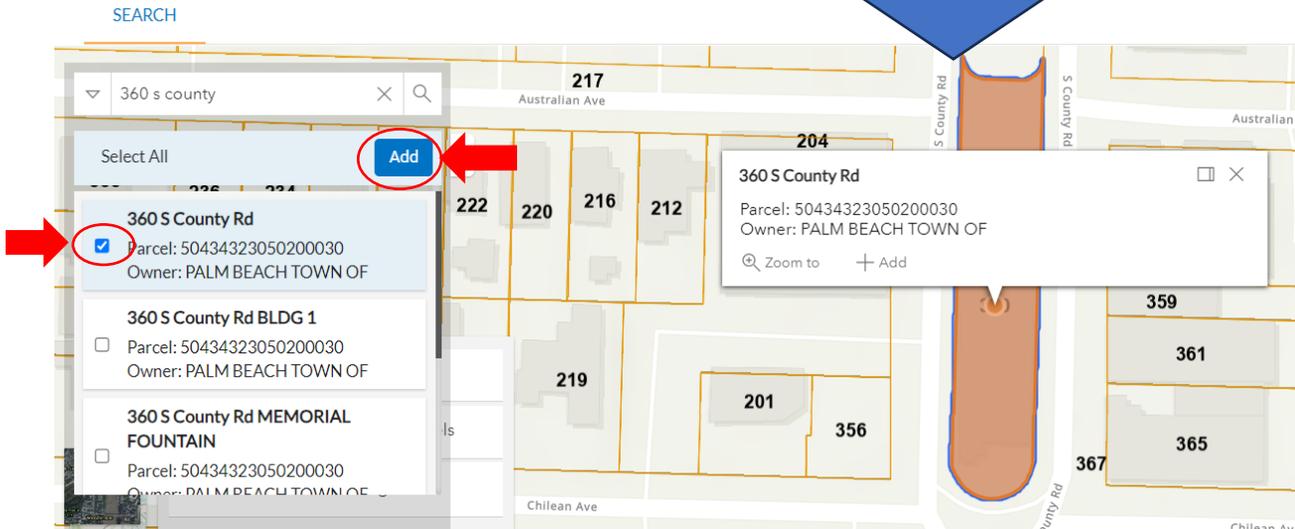**LOCATIONS**

Select "Add Location" then search for the address of the project. You can search by physical address or parcel number. Only one location can be selected. If you are unable to locate the address, contact the permitting department at (561) 838-5431.

IMPORTANT: Parcel Numbers within the Town of Palm Beach begin with "50-43".

Type: Location

360 County Rd, Palm Beach, FL 33480

Main Address ☑

Parcel Number

50434323050200030

Main Parcel ☑

Remove

Create Template   Save Draft   Next

6. For the "Type" page, you will need to fill out the description and any other information on the page. Then select "Next".
   NOTE: The "Permit Type"/ "Plan Type"/ "Company Type" cannot be changed as it is tied to the application you are applying for (circled in purple).

① Locations ② Type ③ Contacts ④ More Info ⑤ Attachments ⑥ Signature ⑦ Review and Submit
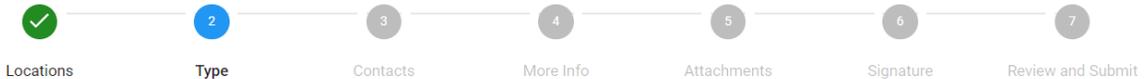
PERMIT DETAILS

In the below description field, provide a detailed explanation of work that will be performed.

IMPORTANT: Please do not use a comma or dollar sign when entering valuation.

* Permit Type   Residential New Construction ⌄

* Description   [   ]

* Valuation   [   ]

Back   Create Template   Save Draft   Next

How to Apply for License, Permits, Plans

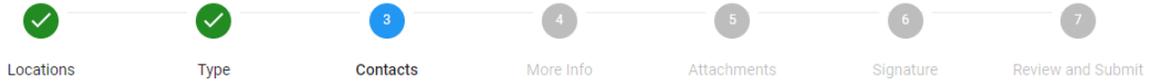7. "Contacts" page, whoever is signed in and applying for the application will be the applicant. You will need to select the Owner and any other required contacts. Also, you may add additional contacts by clicking "Add Contact".

CONTACTS

All contact cards displayed below must be provided. Please perform a search first to find your contact, If you are unable to locate the required contacts, after selecting the "Add Contact" card, click the Enter Manually tab to create the new contact.

** Please note that contractors will need to submit a contractor registration application prior to being added as a contractor contact type on any permit application records**

SAVE TIME ON FUTURE SUBMISSIONS....
After clicking the "Add Contact" card, you can search for your contacts which you regularly reference and click the star located to the left of their name. This contact will now display under the My Favorites tab.

8. After clicking "Add Contact", you can select contacts using the following:
   a. "Search" for contact using the search bar,

Back to Application

Click here, to not select a contact and go back to the Application.

Add Contact

Add Contact As : Owner

This is the contact type that you are selecting.

| Search | Enter Manually | My Favorites |

Search [Name, E-mail, or Company]
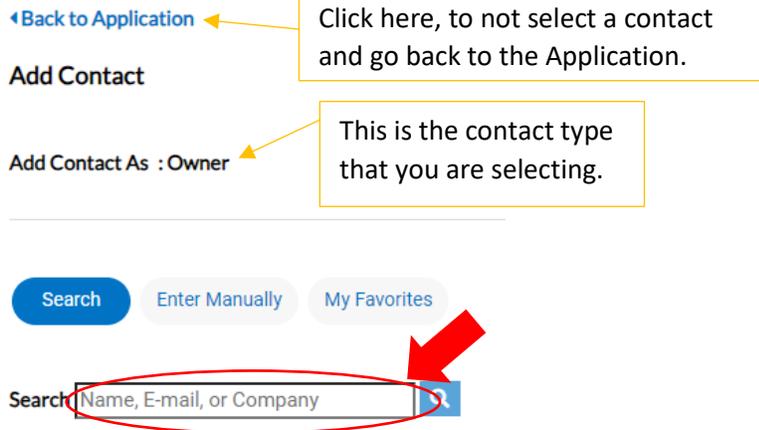
b. "Enter Manually" by filling out the information and if applicable add certifications. Then click "Submit".

| Search | Enter Manually | My Favorites |

Enter Manually

Certificates
Click here to add Certified Residential Contractor certificate
Click here to add Registered General Contractor certificate
Click here to add Certified Building Contractor certificate
Click here to add Registered Building Contractor certificate
Click here to add Certified General Contractor certificate
Click here to add Registered Residential Contractor certificate

* First Name
* Last Name
Company Name
Email
* Home Phone
* Mobile Phone
* Business Phone

Submit

c. "My Favorites" can be used once saved to favorites for contacts that you use often. To select a contact as a favorite, use the search bar to search for the person and then select the blue star to favorite.

After completing the above, you can find your favorites under "My Favorites". And select "Add".

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9. The "More Info" page is different for each plan, permit, or license application. Please read the instructions at the top of the page and select / fill out any all the fields to the best of your knowledge. Any item with a red asterisk is required to be filled out / selected prior to moving on to the next page. Once you have finished filling out the information, click the blue "Next" button to move on to the next page.

    *** For this example, a Permit for Residential New Construction is being applied for. ***
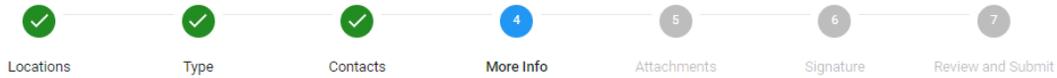
MORE INFO

Please provide additional details about your project using the fields below.

NOTE: Fields with an asterisk (*) and outlined in red are required.

General Info   Next Section | Top | Main Menu

*Select reviewer and inspector

If PP Is Selected, provide PP name

Note: If Private Provider (PP) is selected, a Notice to Building Official (NOBO) document is required when submitting a new application. The initial permit percentage for your permit fees will vary depending on the services you contracted with the private provider. Refer to our fee schedule for the different percentage categories.

Development review file number

Is this project combining parcels?

If Yes, provide unity of title.

Property Attributes   Previous Section | Next Section | Top | Main Menu

*Type of roof

10. For "Attachments", read the "FILE REQUIREMENTS", "DIGITAL SIGNATURE", and "NOTICE OF COMMENCEMENT" information on the top of the page prior to submitting documents. Once you are ready to submit documents, select the document tile you wish to upload. Document tiles with the label are required to be submitted prior to moving on to the next page.

REQUIRED

Attachments

FILE REQUIREMENTS
Before submitting items for review, files must follow the below guidelines:

- Remove all special characters from the file name (use of an underscore or dash is acceptable)
- Unnecessary content removed.
- Layers removed/file flattened.
- Files attached within PDFs must be removed.
- Remove unnecessary markups such as SHX Text when PDFs are generated in CAD type applications.
- Reduce the file size as much as possible without reducing clarity below 300 DPI.
- Remove any file security.
- If a file's size is greater that 1000MB, split pages into multiple 1000MB files.
- Documents uploaded cannot have the same file name, if you see the message "**File already exists:**" please rename one of the files and attempt to upload the file again.
- IF APPLICABLE: Take note of the different plan types associated with this application. Certain applications require plan types to be separated (EXAMPLE: Architectural, Electrical, Mechanical, etc.)

Failure to follow all above requirements will cause a delay in processing your application for review.

DIGITAL SIGNATURE
Any plans done by a design professional will require a digital signature certificate by the Architect, Engineer on Record or Land Surveyor.

NOTICE OF COMMENCEMENT
For a direct contract greater than $2,500 (Except for HVAC system repair or replacement less than $15,000), Florida Statues requires the applicant to file a Notice of Commencement. The recorded Notice of Commencement must be on your jobsite prior to first inspeciton. The Notice of Commencement must contain the name and address of the owner, the name and address of the contractor, and the location or address of the property being improved.

Application	Complete Building Plan (Building,...	Select Type ⌄
Add Attachment	Add Attachment	Add Attachment
✛	✛	✛
Supported: .pdf	Supported: .pdf	Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf,...
REQUIRED	REQUIRED	

Document tiles

This area shows what types of documents are supported or allowed to be uploaded.

Back   Create Template   Save Draft   Next

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11. After clicking the tile, your computer will open your file explorer, find the document you want to upload and select it, so that the file name is shown within the highlighted box. Once the file is selected, click "Open". Repeat for all other attachments you would like to upload. Click the blue "Next" button at the bottom of the page to move to the next page.
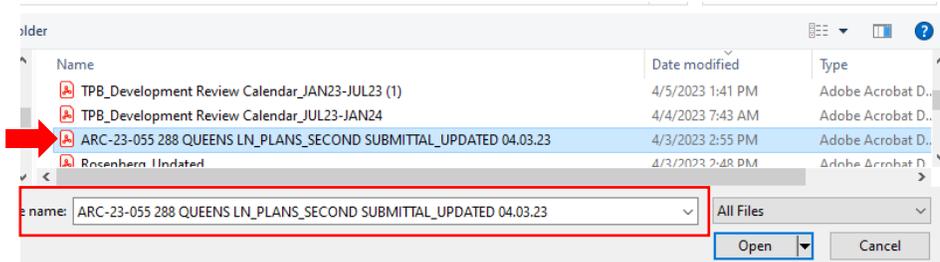
12. Read the "Signature" page carefully prior to typing your name in the smaller box. You may sign / draw your signature in the large box with your mouse or finger (depending on what type of device you are currently using). Or you may toggle the "Enable Type Signature" to on and type your name within the "Type Name Here" box. Click "Next" button when finished.

Type Signature:

SIGNATURE

By submitting this application, I am hereby applying to obtain a permit to do the work and installations as indicated. I certify that no work or installation has commenced prior to the issuance of a permit, and that all work will be performed to meet the standards of all laws regulating construction including Town Ordinances.

By signing below under the Florida State Statute, Section 668.50 (2) (h) and under penalty of perjury, I declare that the information contained in this building permit application is true and correct. I certify that all the foregoing information is accurate and that all work will be done in compliance with all applicable laws regulating construction and zoning.

* Please type your name as consent to electronically sign this application.

Enable Type Signature   Type Name Here

Name
March, 01 2024

X

13. On the "Review and Submit" page, review that the information you have provided is correct. If it is not and you need to go back to an earlier page, select the "Back" button at the bottom of the page.

Projects larger than 10 acres or 2 acres impervious shall require an Environmental Resource Permit (ERP) from the South Florida Water Management District.

ERP required ☐

Attachments

| Application | ARC-23-055 288 QUEENS LN_PLANS_SECOND SUBMITTAL_UPDATED 04.03.23_v1.pdf |
| Complete Building Plan (Building, Electrical etc) | ZON-23-090 235 SUNRISE AVE_UPDATE_SURVEY_v1.pdf |

Back   Create Template   Save Draft   Submit

If the information is correct, please click the "Submit" button at the bottom or top of the page.

14. You will receive the following message once the application has been submitted.

✓ Your application was successfully submitted!

Congratulations! Your application has been successfully submitted. After application review, an invoice will be generated. Payment will be required at that time which will allow your permit to proceed to plan review.

Continue to permit

Accessing Your Templates and Drafts

Once signed in to your account, if you have created a template or saved a draft application you will follow the directions in this section.

1. Go to the drop-down menu in the top right corner of the portal page.
2. Select "Saved Work"
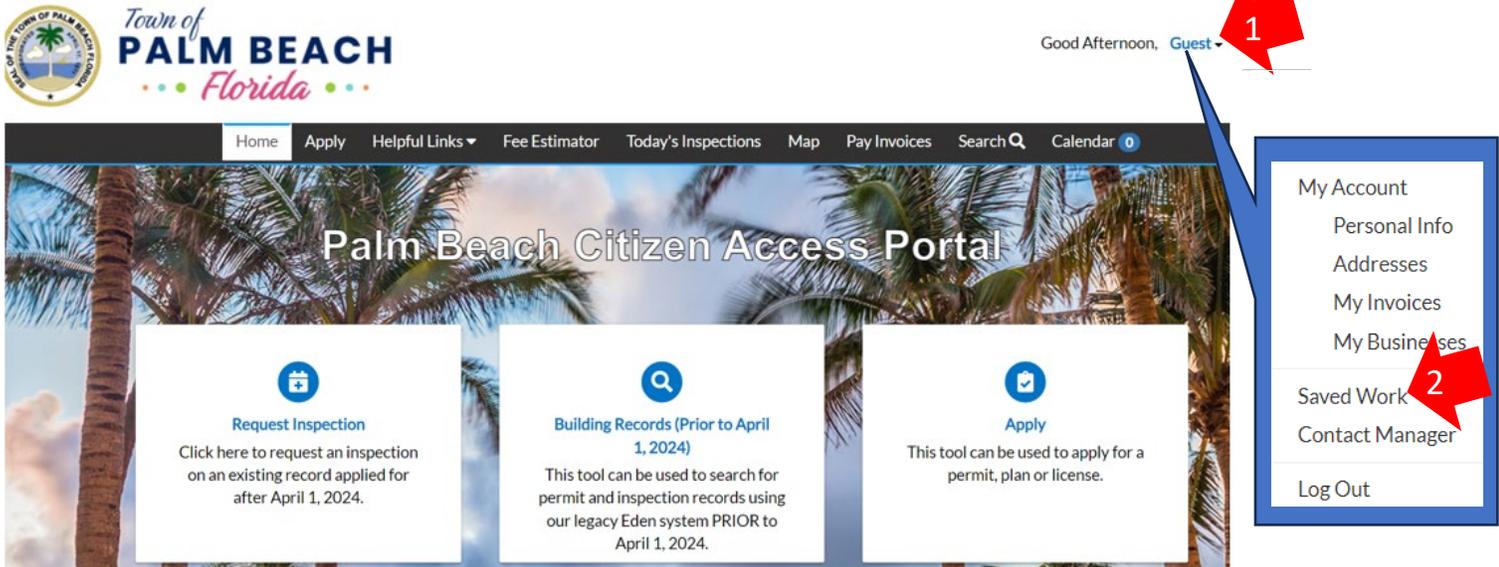
3. From the "Saved Work" page, you will be able to use templates or continue drafts. Use the two tabs to change between "MY TEMPLATES" and "MY DRAFTS".
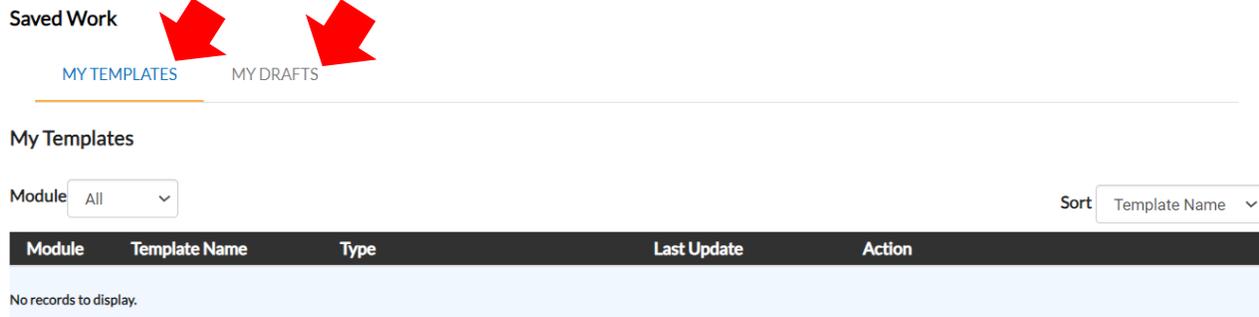
From the "MY TEMPLATES" and "MY DRAFTS" pages, you can use, update, resume, or delete your template or draft using the blue "Action" buttons (circle

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