

# Introduction

Public Access is the citizen portal to Cityworks PLL. When using Public Access citizens and contractors can apply and track the progress of SLC Public Utilities permits.

## How to Log in to Public Access

Citizens can access the Salt Lake City Public Utilities Public Access login page at <https://slccityworkspxy.slcgov.com/SLCDPU-Permits/login>. Here new users must apply for a login ID before they may use the site.

- To log in to Public Access, enter your username and password and click **Log In**.
- If you do not have an account, click **Sign Up** to create one.

Welcome to Salt Lake City Department of Public Utilities (SLCDPU) Online Permit Application Program

[Any projects that require an associated building permit with SLC Building Services must be submitted via the Citizen Access Portal.](#)

Please do not submit any projects here that will be reviewed via SLC Building Services.

All permit applications must include:

- \*Applicant and/or Owner Contact Information
  - \*Project Address
  - \*Description of Work
  - \*Plans
  - \*Supporting Documents

Any County customers (Millcreek, Holladay, Cottonwood Heights, and Murray) are required to provide a letter of recommendation from the appropriate city for application submittal

### Login

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

Username

Password

[Login](#)

[Forgot Password?](#)

6.2.0

For any questions, please visit our website at <https://www.slc.gov/utilities/contracts-and-construction> or call Development Services at 801-483-6727.

- Choose a Login ID and password and enter your contact information. Then click **Register**.

The registration form is divided into two main sections: 'Credentials' and 'Contact Information'. The 'Credentials' section includes three input fields: 'Email Address' (0 / 150), 'Password' (0 / 20), and 'Confirm Password' (0 / 20). The 'Contact Information' section includes several fields: 'First Name' (0 / 39), 'Last Name' (0 / 39), 'Address' (0 / 59), 'City' (0 / 59), 'State' (a dropdown menu), 'Zip' (0 / 14), 'Home Phone', and 'Mobile Phone'. At the bottom left, there are two buttons: 'Register' (highlighted with a red box) and 'Cancel'.

- You will receive a confirmation email shortly. Click the link in the email to activate your account. You may now log in and begin using Public Access.

## How to Recover Your Password

If you have forgotten your password, you can complete the following steps to recover it:

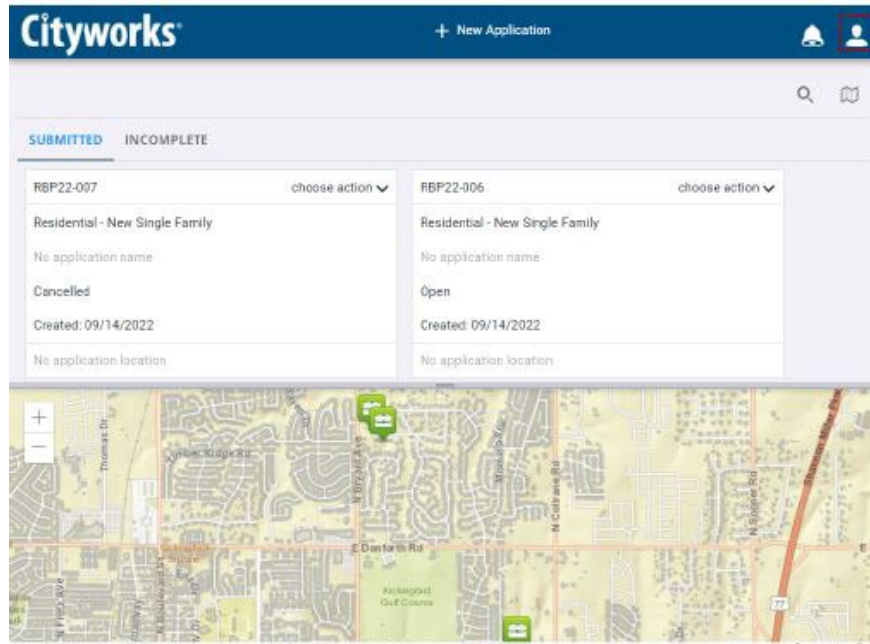
- From the login page click **Forgot Password?** Which is located just below the Log In button.

The form is titled 'Enter the email associated to your account'. It features a single 'Email Address' input field (0 / 150). Below the input field are two buttons: 'Submit' (highlighted with a red box) and 'Cancel'.

- Enter your email address and click **Submit**. You will receive an email with instructions to reset your password.

## Navigating Public Access

The Public Access home page is the first screen you will see after logging in. Below is an example of the default setup for the Public Access homepage.



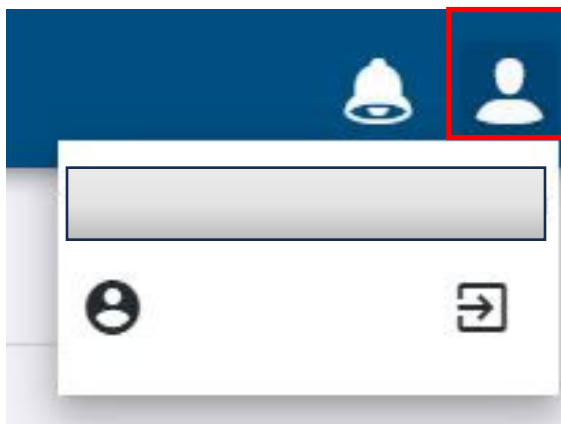
This homepage displays a list of cases the user has opened and submitted.

From the homepage users may view both submitted and incomplete applications and begin a new application.

## Access Your Account Information

From time to time, you may want to update your account information such as an address or phone number.

- Click the user menu in the top-right corner.



- Click the person icon on the toolbar at the top right of this page. This will open a box displaying your email addresses well as **Account Info** and **Log Out** buttons.

The screenshot shows the 'EDIT ACCOUNT DETAILS' tab with the 'CHANGE PASSWORD' sub-tab selected. The main heading is 'Contact Information'. The form contains the following fields:

- First Name: Jane (5 / 39)
- Last Name: Smith (5 / 39)
- Address: 123 S. Main St (14 / 59)
- City: Salt Lake City (14 / 59)
- State: UT (dropdown menu)
- Zip: 84111 (5 / 14)
- Home Phone: (empty)
- Mobile Phone: (empty)

At the bottom, there are two buttons: 'Update' (highlighted with a red box) and 'Cancel'.

- Click **Account Info** to view your account. From the **Edit Account Details** tab, you may update your name, address, and phone number. Enter your new account information and click **Update**.

## Account Information – Change Password

- Click the **Change Password** tab to create a new password for your account.
- Click **Update**.

The screenshot shows the 'CHANGE PASSWORD' tab. The main heading is 'Change Password'. The form contains the following fields:

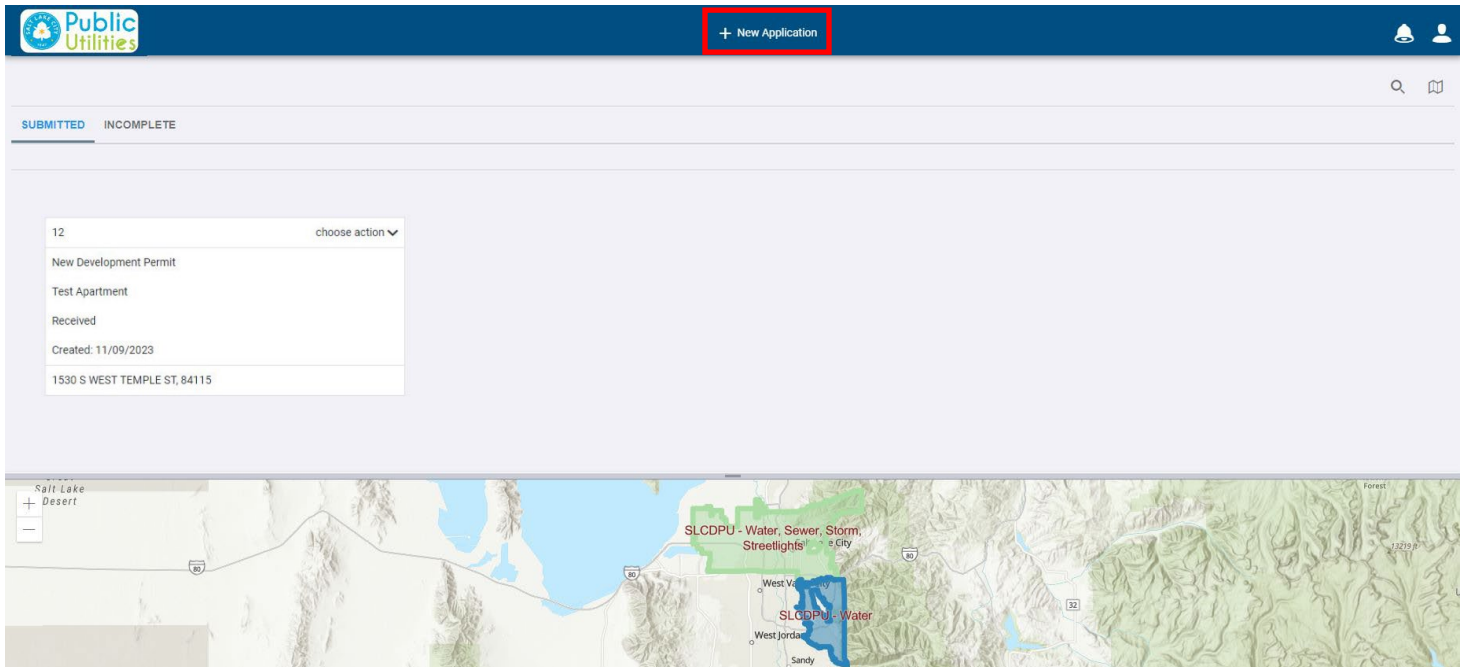
- Old Password: (empty) (0 / 20)
- New Password: (empty) (0 / 20)
- Confirm New Password: (empty) (0 / 20)

At the bottom, there are two buttons: 'Update' (highlighted with a red box) and 'Cancel'.

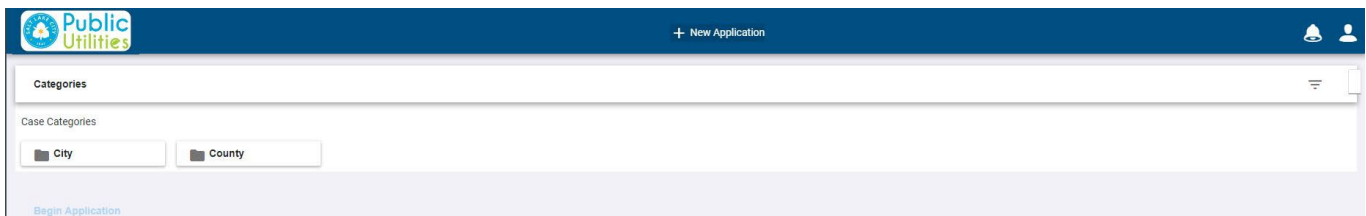
To return to the home screen, click the Cityworks logo at the top of the screen.

# Begin a New Application

- Click **New Application** on the home screen.



This is the first page or panel that will appear when you begin a new application. This panel allows you to choose the kind of permit you want to apply for. As you click on the buckets, such as **City**, you will see new applications that you can click on to apply.



When you click on a bucket, such as **City**, it will open other buckets that contain several permit types.

You may use the search tool to look for a specific permit or you may browse the list provided.

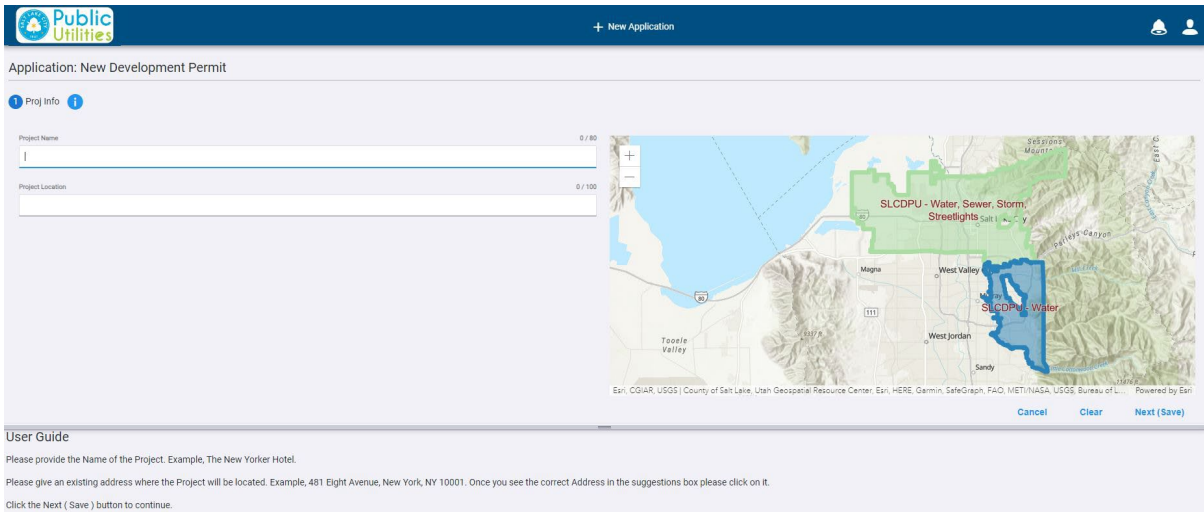
*NOTE: When you click on an application you may see a text box with important information relating to the application type you clicked.*

- When you find the application you want, select it and click **Begin Application**.

The **Main** panel allows you to create a name or description for the application. This is especially useful for users who are submitting multiple applications.

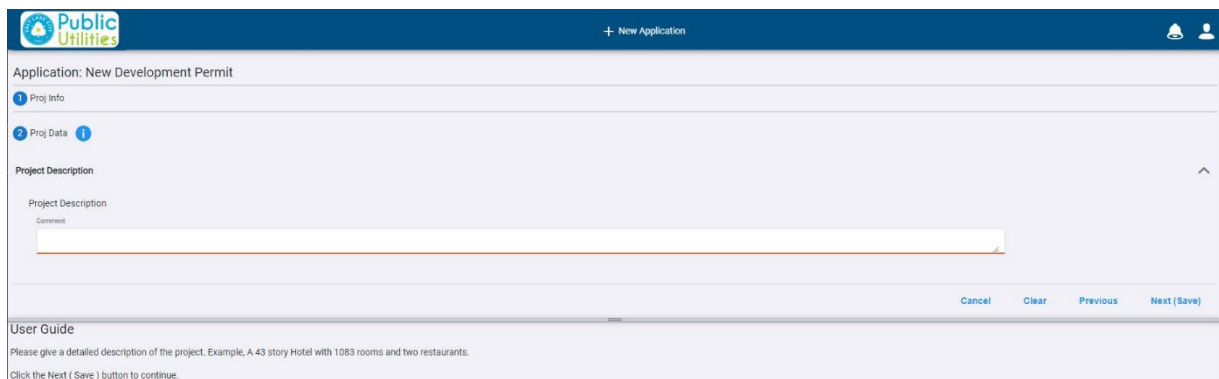
- Enter a **Project Name** for the application.
- Enter the address into the **Project Address** field. Once you have entered the address, the map displays the geographical location for your permit. Once your application is complete, you can

open it at any time by clicking it on the map. You may also select a location by clicking the map. Doing so marks the location with a map pin and displays the address associated with that location.



- Click **Next (Save)**

The **DataGroup** panel requests specific information about your project. The fields vary depending on the kind of case you are creating. If a field is located within a red shaded box, then that field is required and must be filled out to proceed.



Click **Next (Save)**.

The **People** panel is used to enter the name and contact information of people involved with the permit. This panel varies depending on the type of case. Items in red are required fields.

- Enter information for each person.
- Click **Use My Info** to automatically enter the information from your user account into the corresponding fields.
- Click **more** or **less** to view more or less people fields. Required fields are always visible regardless of this setting.

If an invalid email address or phone number is entered, the field containing the invalid entry is highlighted.

Application: New Development Permit

1 Proj Info

2 Proj Data

3 People **i**

more... Use My Info more... Use My Info

Roles

APPLICANT: Applicant

Roles

OWNER: Owner

Name 0 / 60

Name 0 / 60

Address 0 / 60

Address 0 / 60

City 0 / 60 State 0 / 2

City 0 / 60 State 0 / 2

Zip 0 / 15 Home Phone

Zip 0 / 15 Home Phone

User Guide

All items in red must be filled out. If you have Applied before you can click on the Use My Information button.

Click the Next ( Save ) button to continue.

Click **Next (Save)**

The **Documents** panel allows you to attach any relevant files to your application.  
*NOTE: The administrator can specify which kinds of attachments you can attach.*

Application: New Development Permit

1 Proj Info

2 Proj Data

3 People

4 Documents **i**

Required Documents

Drop Here

No attachments.

Cancel Previous Submit

User Guide

REQUIRED DOCUMENTS: Please attach the Project Plans (Required to submit your application ) Click the Add button to attach the Documents. Once the Documents have been attached, Please click on the Label to choose the correct Label for each Document.

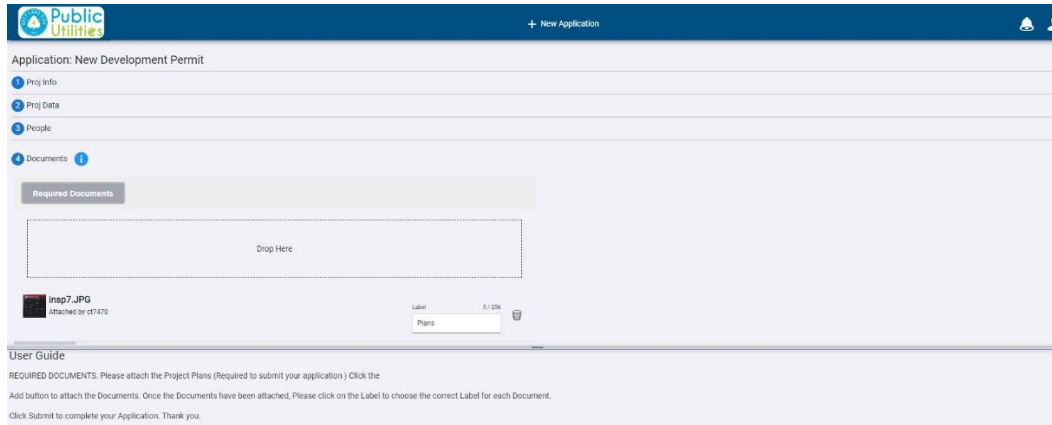
Click Submit to complete your Application. Thank you.

*TIP: Click Required Documents to view a list of documents that are required or recommended for this permit type.*

- To add a file, you can click and drag a document into the **Drop Here Box** or click **Paperclip Icon** to open a selection window. Click the **Delete icon (trashcan)** to the right of a file to remove it.

*TIP: Attachments may also be deleted from the case's summary page, but only by the user who originally attached them.*

- After a file has been attached, if it is a required or recommended item, click **Label** to select the appropriate requirement or recommendation tag.



Once you have attached all required documents click **Submit**.

This will submit the application and take you to the summary page for your case.

***IMPORTANT: You will need to accept the terms and conditions before you can submit the application.***

## Review Submitted Applications

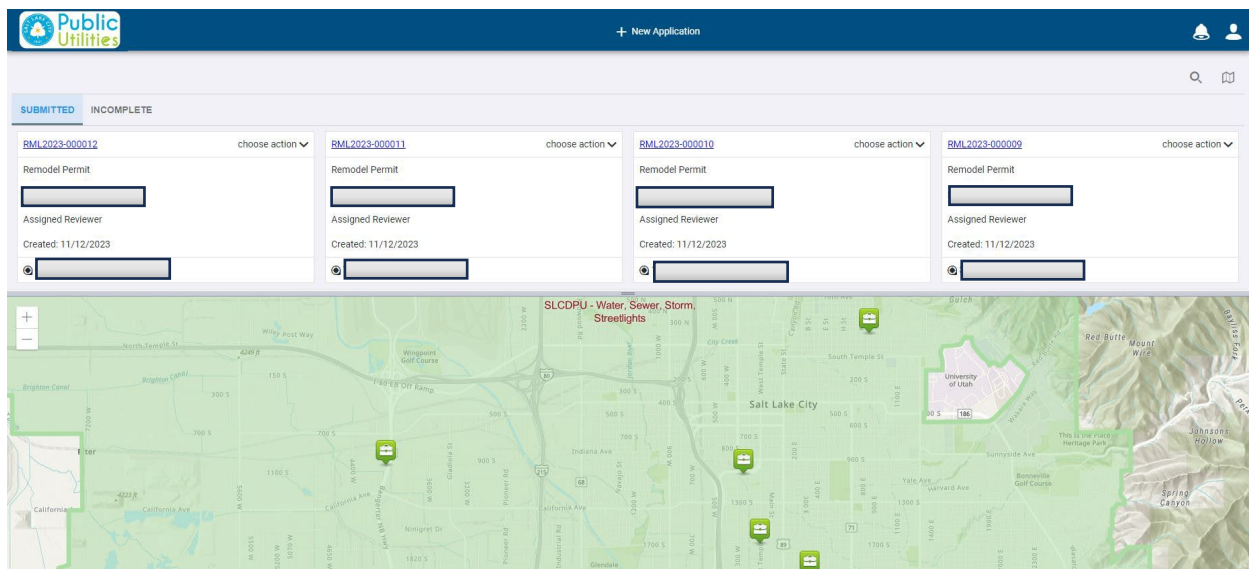
To see those applications that you have completed and submitted, select the Submitted tab on the Public Access home page.

- The panel below lists all your submitted applications.
- It also displays your cases geographically on a map.

Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.

To review information related to your case, follow these steps:

- Click the Permit Code to go to your application's summary page. Here you have the option to change the name of your case by clicking the edit icon.
- Click on the Case Number to open the case.





- To see the status of the case click on the **Choose Action** drop-down list. The status will change as your case progresses, so check back from time to time.

Each application is listed with its basic information (such as its name, address, status, submittal date, creation date, and comments).

The screenshot displays the Public Utilities case management interface. At the top, the Public Utilities logo is on the left, and a '+ New Application' button and user profile icon are on the right. The main header area shows the case ID 'CIT2023-000013', the application type 'New Development Permit', and the status 'Received'. A 'choose action' dropdown menu is open, showing options: 'Check Case Status', 'Create New Case From Current', and 'Link Case'. Below the header, the address '1530 S WEST TEMPLE ST, 84115' is listed. The interface is divided into several sections: 'Comments' (no records found), 'Address' (1530 S WEST TEMPLE ST, 84115), 'Related Documents' (a 'Required Documents' section with a 'Drop Here' area and a PDF document 'trolley.pdf' attached by tricia.cannon72@gmail.com), 'Related Applications' (no records found), 'Data Groups' (Project Description with a comment 'test'), and 'Location'.