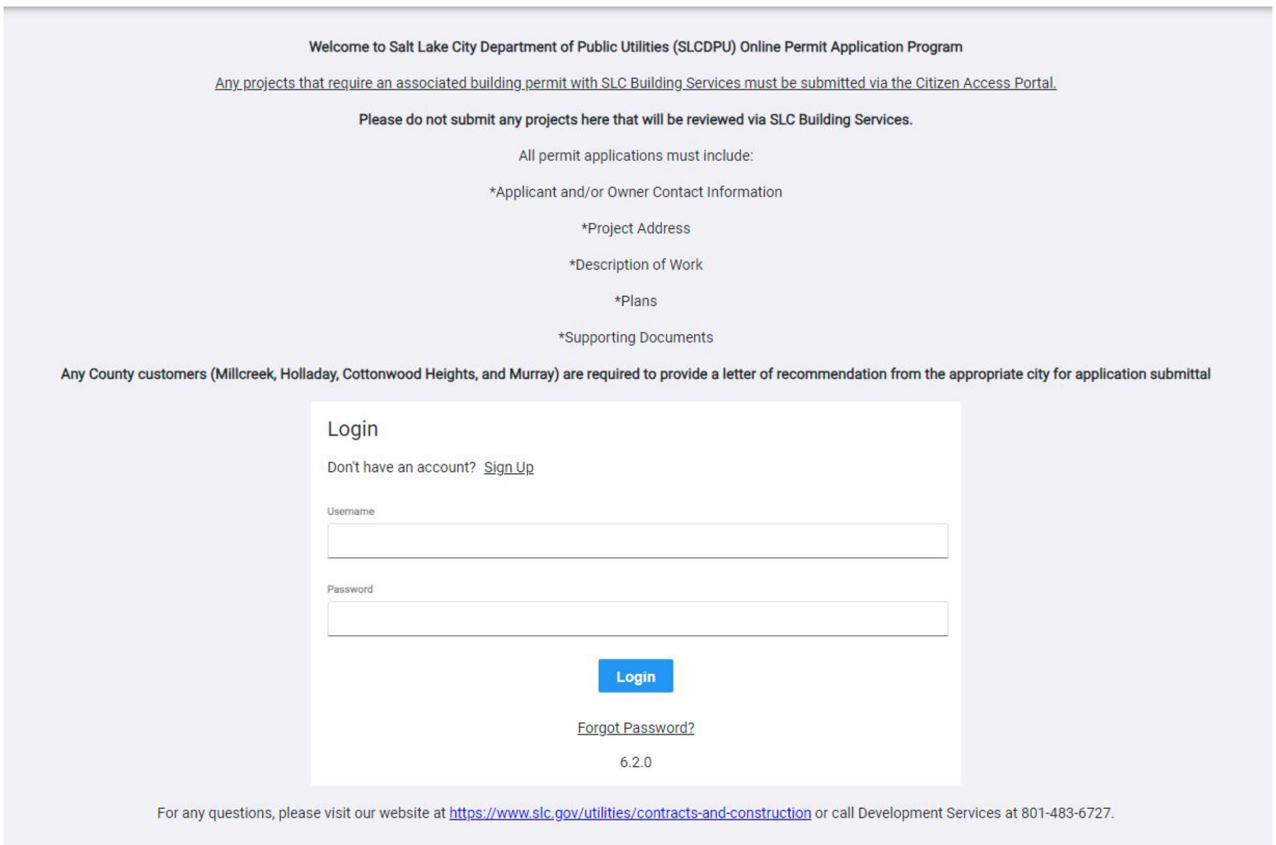
Introduction

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.

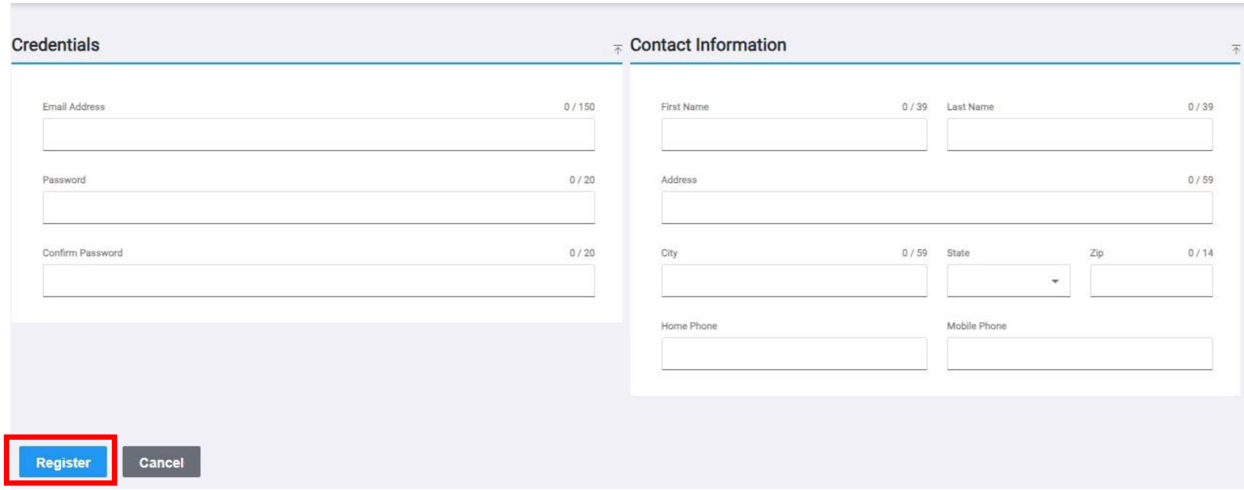
How to Log in to Public Access

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.



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

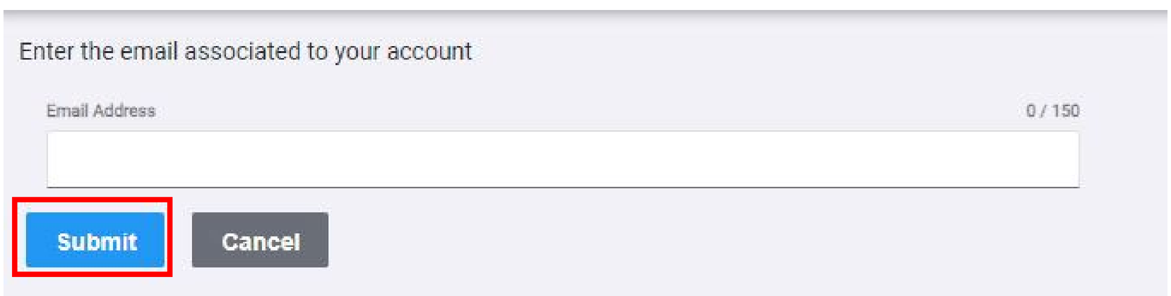


- You will receive a confirmation email shortly. Click the link in the email to activate your account. You may now log in and begin using Public Access.

How to Recover Your Password

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

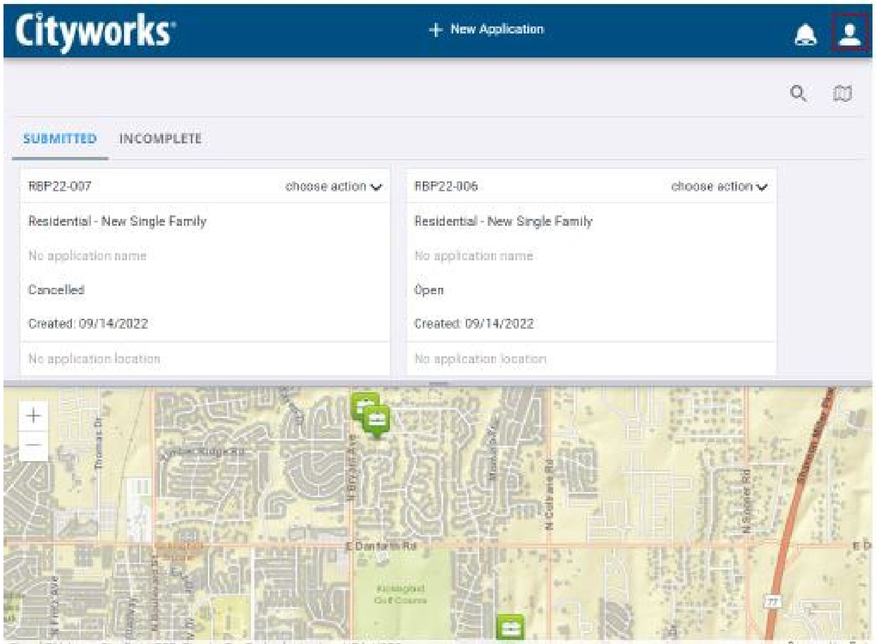
- From the login page click **Forgot Password?** Which is located just below the Log In button.



- 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.



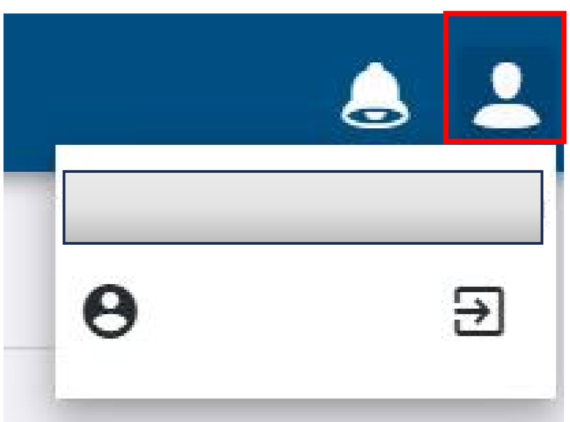
This homepage displays a list of cases the user has opened and submitted.

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

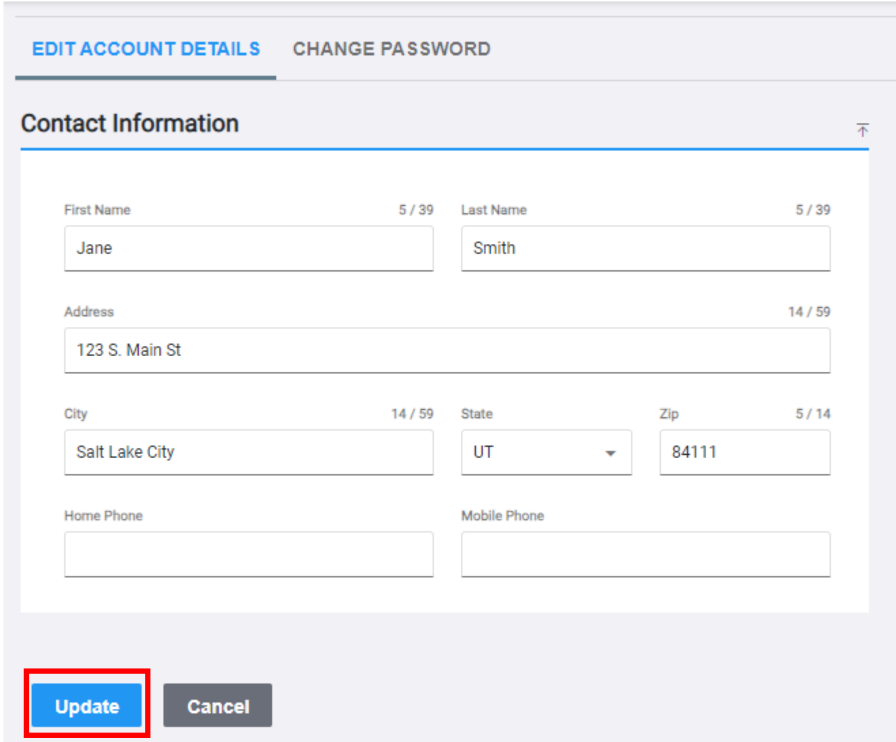
Access Your Account Information

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.



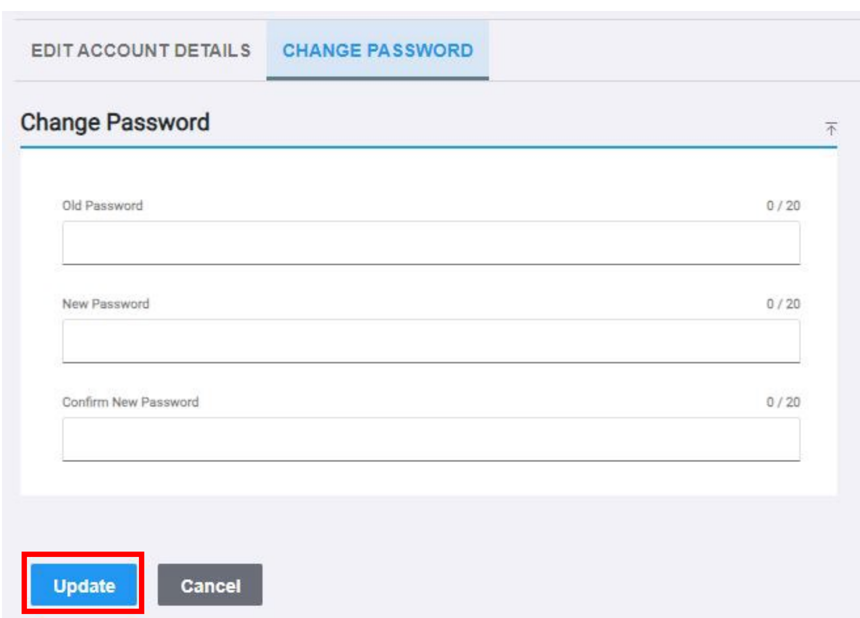
- Click the person icon on the toolbar at the top right of this page. This will open a box displaying your email addresses well as **Account Info** and **Log Out** buttons.



- 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

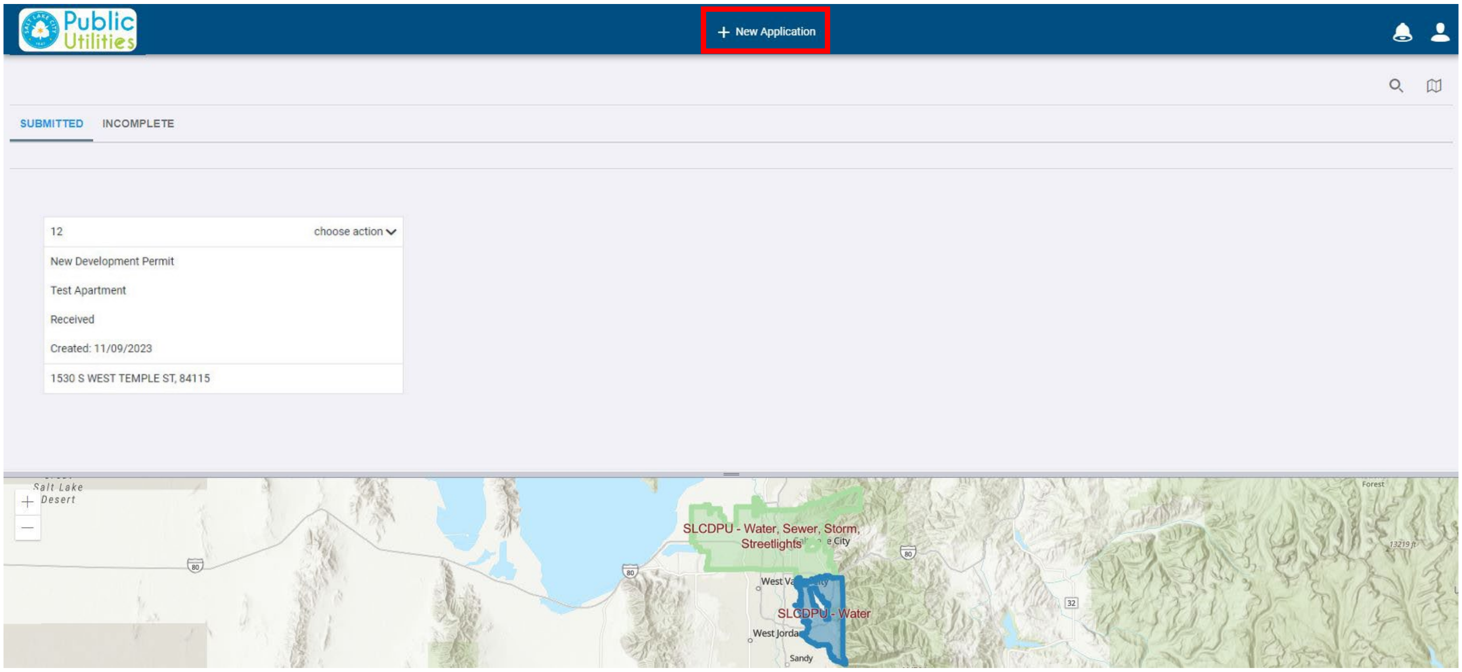
- Click the **Change Password** tab to create a new password for your account.
- Click **Update**.



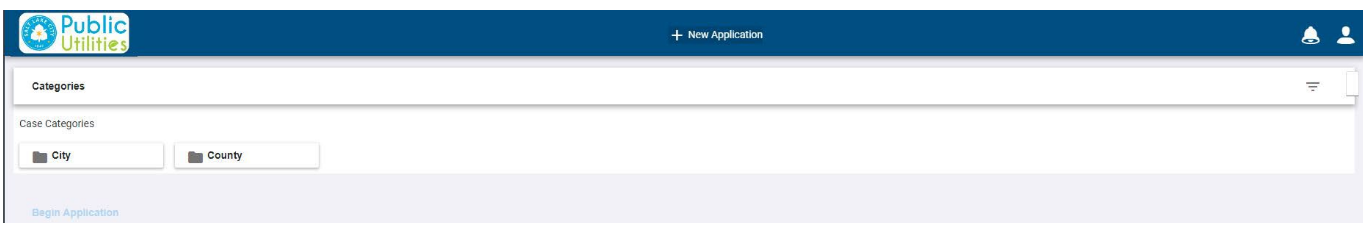
To return to the home screen, click the Cityworks logo at the top of the screen.

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.

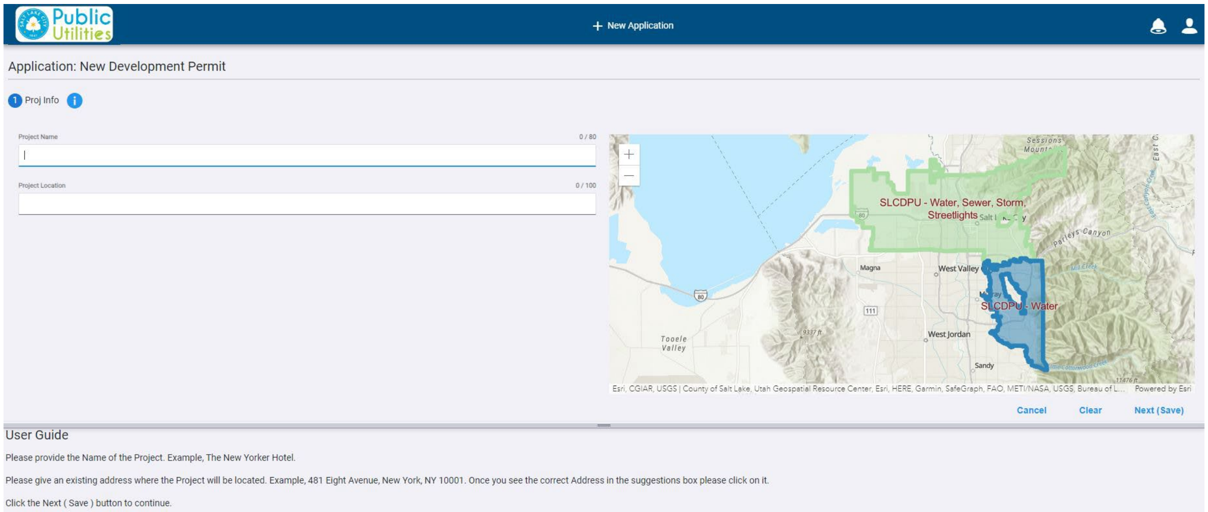
NOTE: When you click on an application you may see a text box with important information relating to the application type you clicked.

- 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.

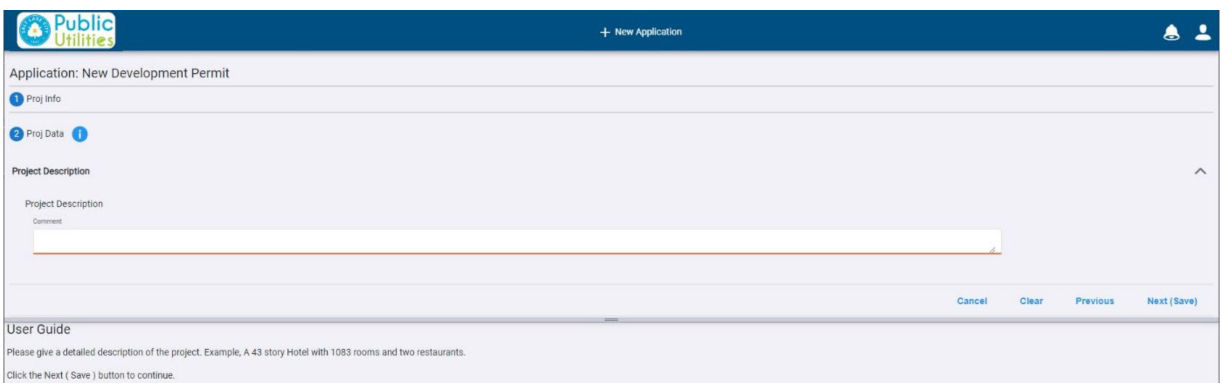
- Enter a **Project Name** for the application.
- Enter the address into the **Project Address** field. Once you have entered the address, the map displays the geographical location for your permit. Once your application is complete, you can

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.

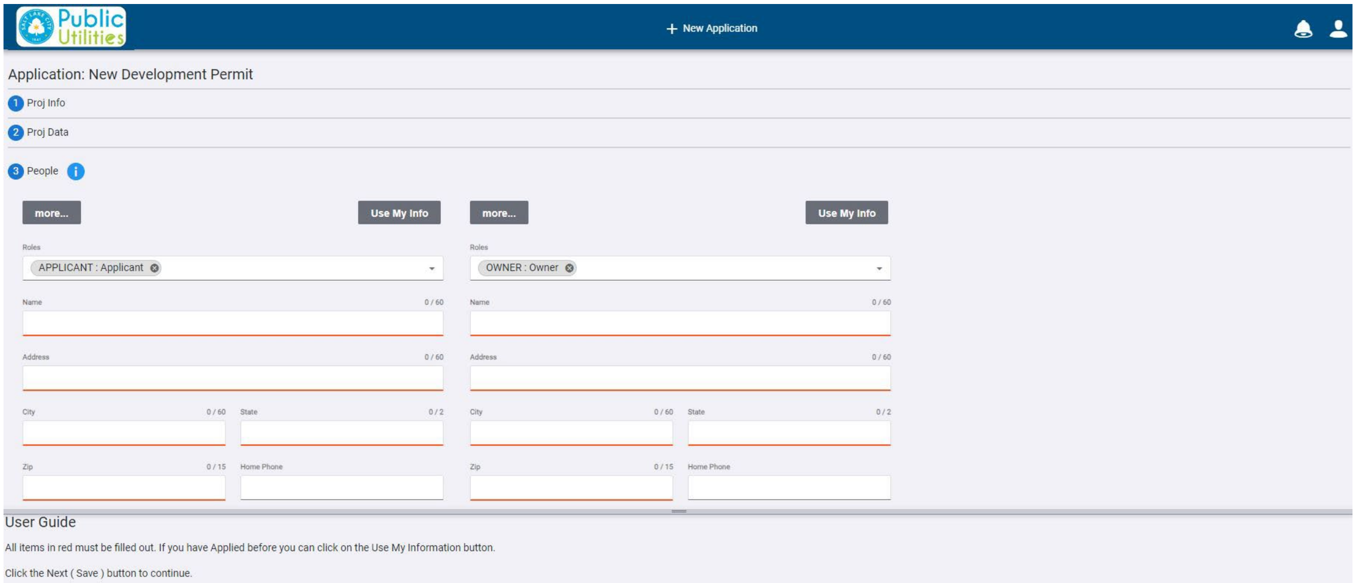


Click **Next (Save)**.

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.

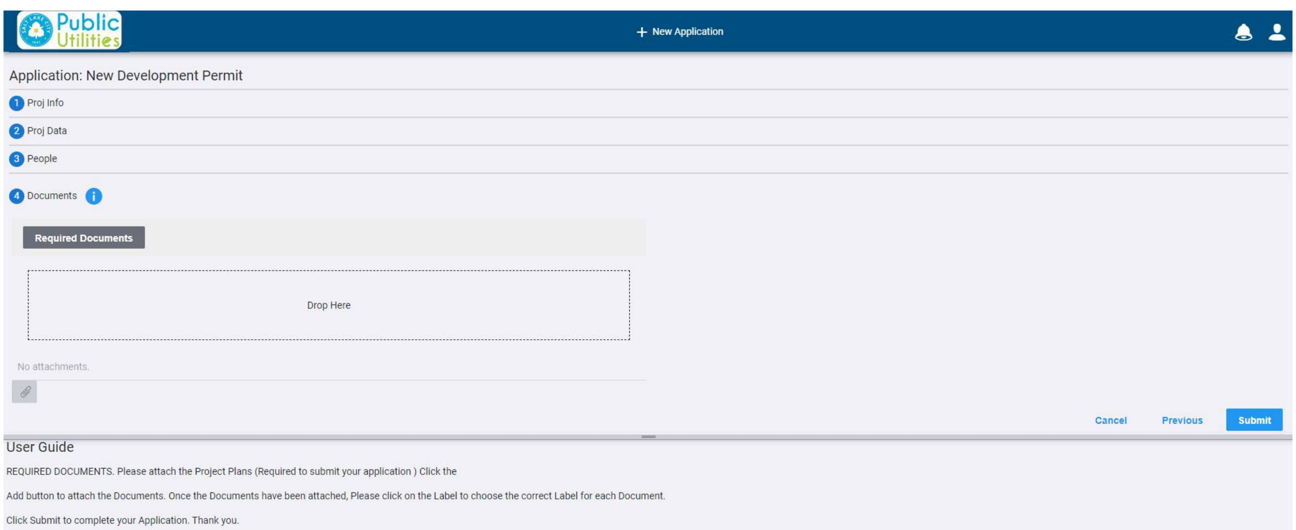
- Enter information for each person.
- Click **Use My Info** to automatically enter the information from your user account into the corresponding fields.
- Click **more** or **less** to view more or less people fields. Required fields are always visible regardless of this setting.

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



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.

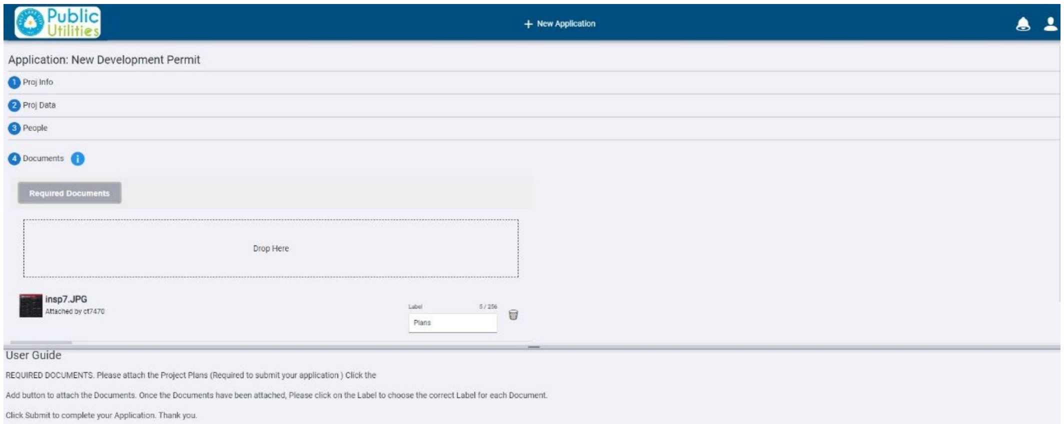


TIP: Click Required Documents to view a list of documents that are required or recommended for this permit type.

- 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.*

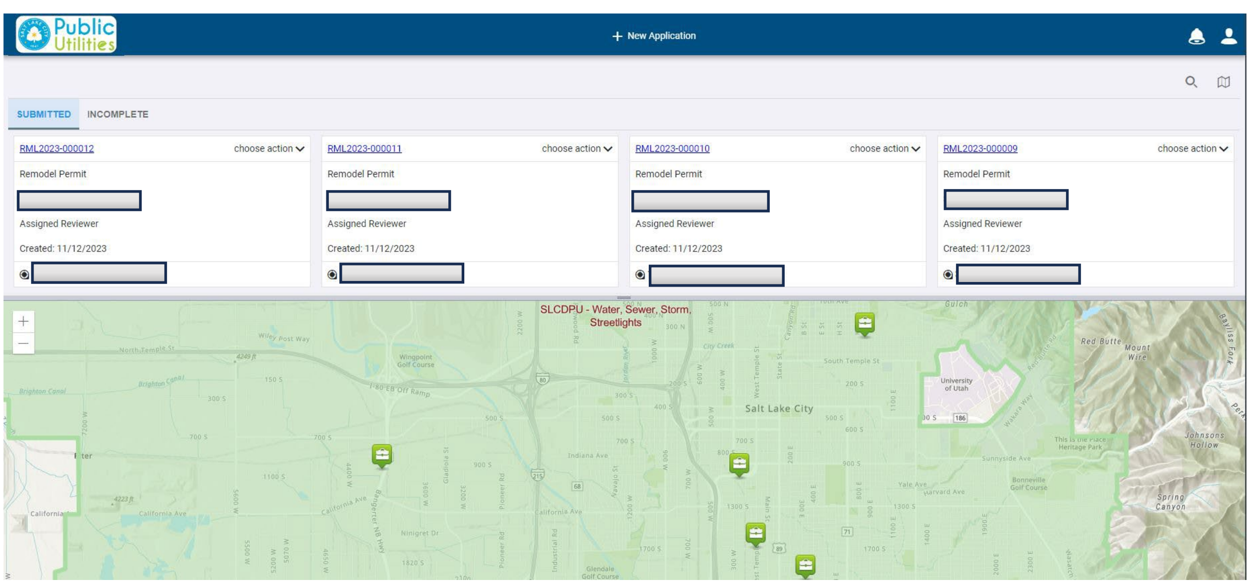
Review Submitted Applications

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).