This document provides an overview of how to use Cityworks Public Access 6.2 for Right of Way permit applications.

Contents

1. Log In to Public Access

New users must apply for a login before they may use the site.

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

3. Enter your email address, password, and contact information
4. Click **Register**

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

1.1. Recover Your Password

If you cannot log in because you have forgotten your password, follow these steps to recover it:

1. Click **Forgot Password?** on the login page.

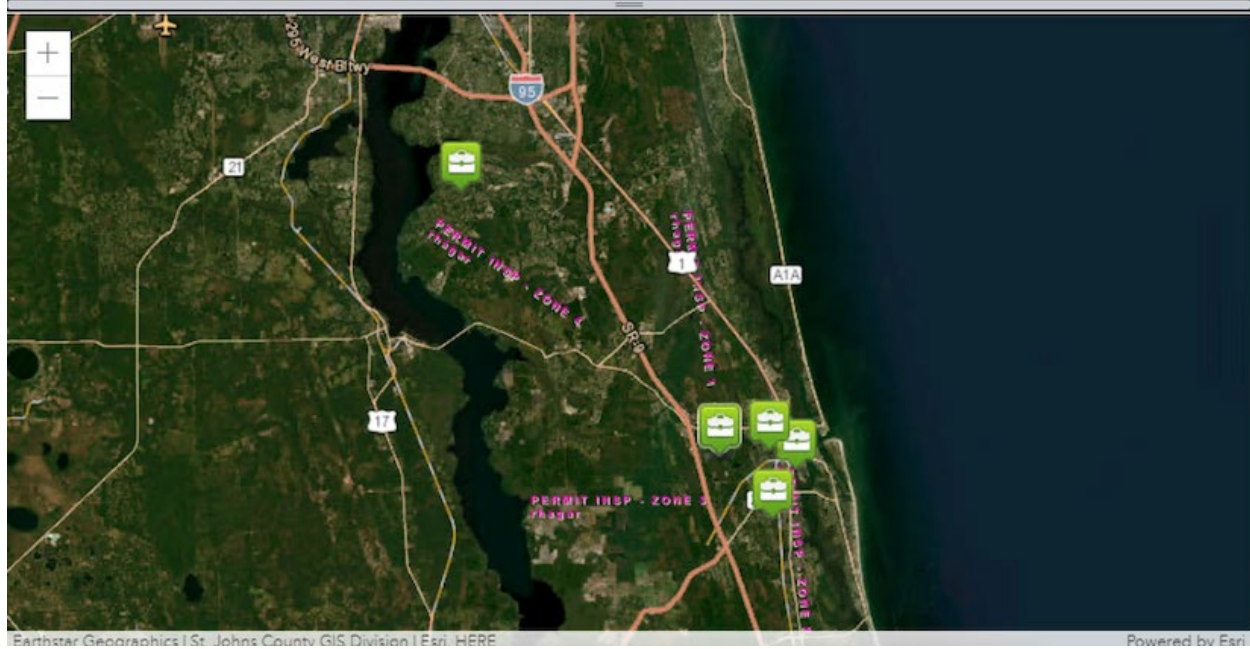2. Enter your email address and click **Submit**.

A notification shows to confirm that an email has been sent with instructions to reset your password

2. Navigate Public Access

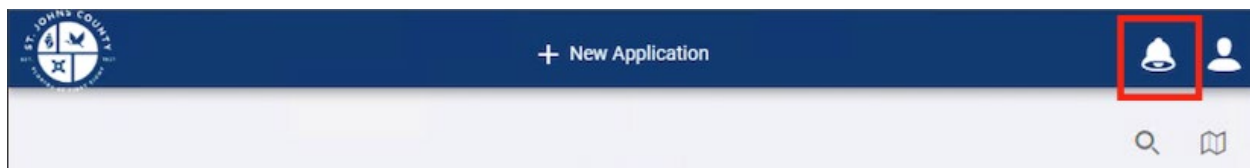The Public Access home page is the first screen you see after logging in:

The home page displays a list of cases the user has opened and submitted. If the Administrator has posted any new notices or announcements on the message board, the bell icon next to the user menu turns red.
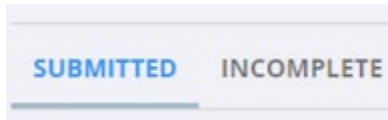

1. Click the bell icon to view the message board.

2. Click **more** to read more about the announcement.

After any new messages have been viewed, the bell icon turns white again.

From the home page, users may view both submitted and incomplete applications and begin a new application.

2.1. Access Your Account Information

From time to time, you may wish to update your account information. Users who use Public Access can access their account information from inside Public Access.

1. Click the user menu in the upper-right corner.
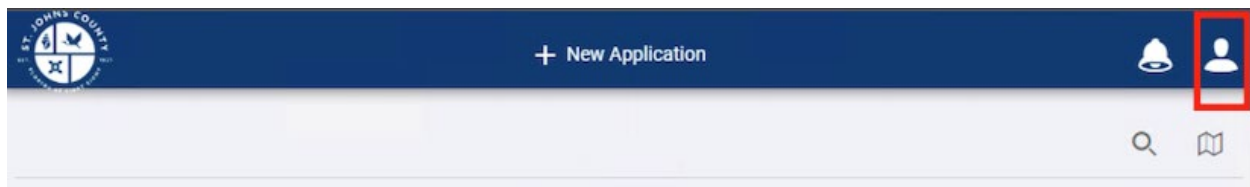
2. Click the profile icon below your login name. This will open a box displaying your name and email address, as well as **Account Details** and **Log Out** buttons.
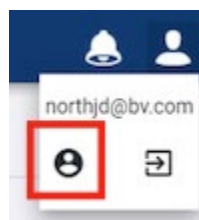
3. Click **Edit Account Details** to view your account. From the **Edit Account Details** tab, you may update your name, address, and security question and answer. Enter your new account information and click **Update**.

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

EDIT ACCOUNT DETAILS   **CHANGE PASSWORD**

Change Password

| Old Password | 0 / 20 |

| New Password | 0 / 20 |

| Confirm New Password | 0 / 20 |

Update   **Cancel**

6. To return to the home screen, click the St. Johns County logo at the top left of the screen.

3. Begin A New Application

This topic walks you through the process of creating and submitting a Right of Way permit application.

1. Click **New Application**
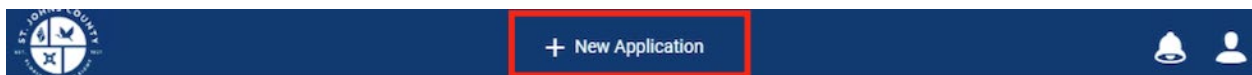
+ New Application

2. Select the Right of Way category. Once selected, choose the RoW Permit that you want to create.

Categories

Case Categories

📁 **Right of Way**

Begin Application

3. Click **Begin Application**
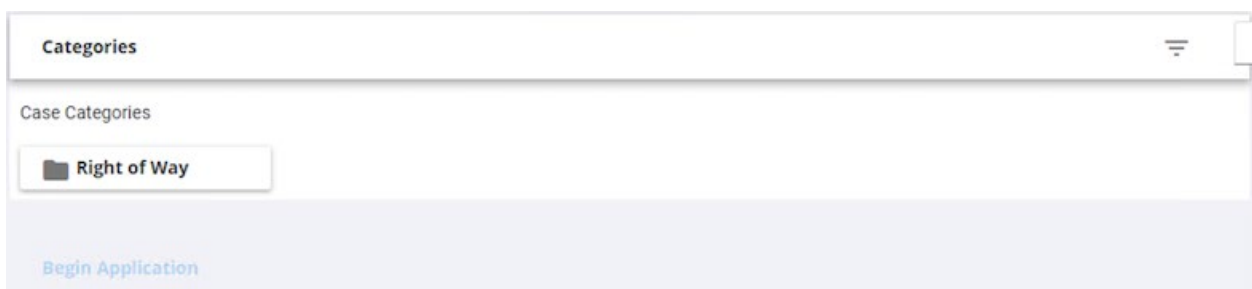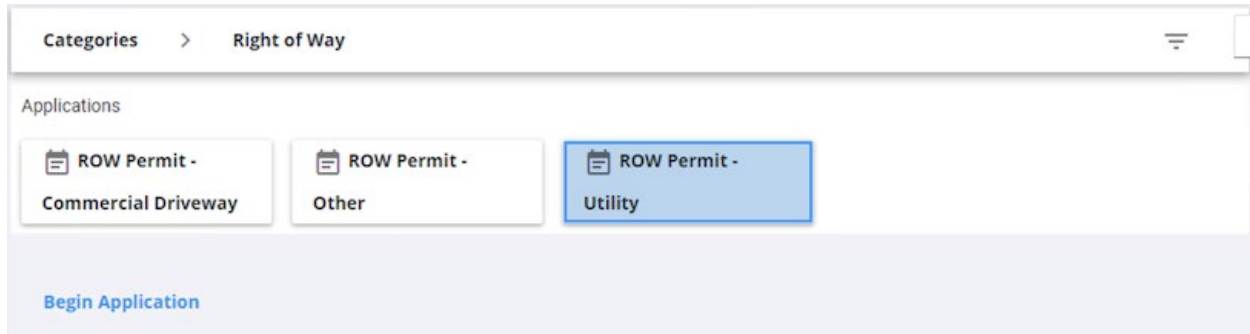4. The **Main** panel contains the name and location of the application. Enter a **Name** (i.e., a brief description) of the application.
5. Enter the **Location** of the application. Once you have entered the address, the map displays the geographical location for your permit. Once your application is complete, you can open it at any time by clicking it on the map.
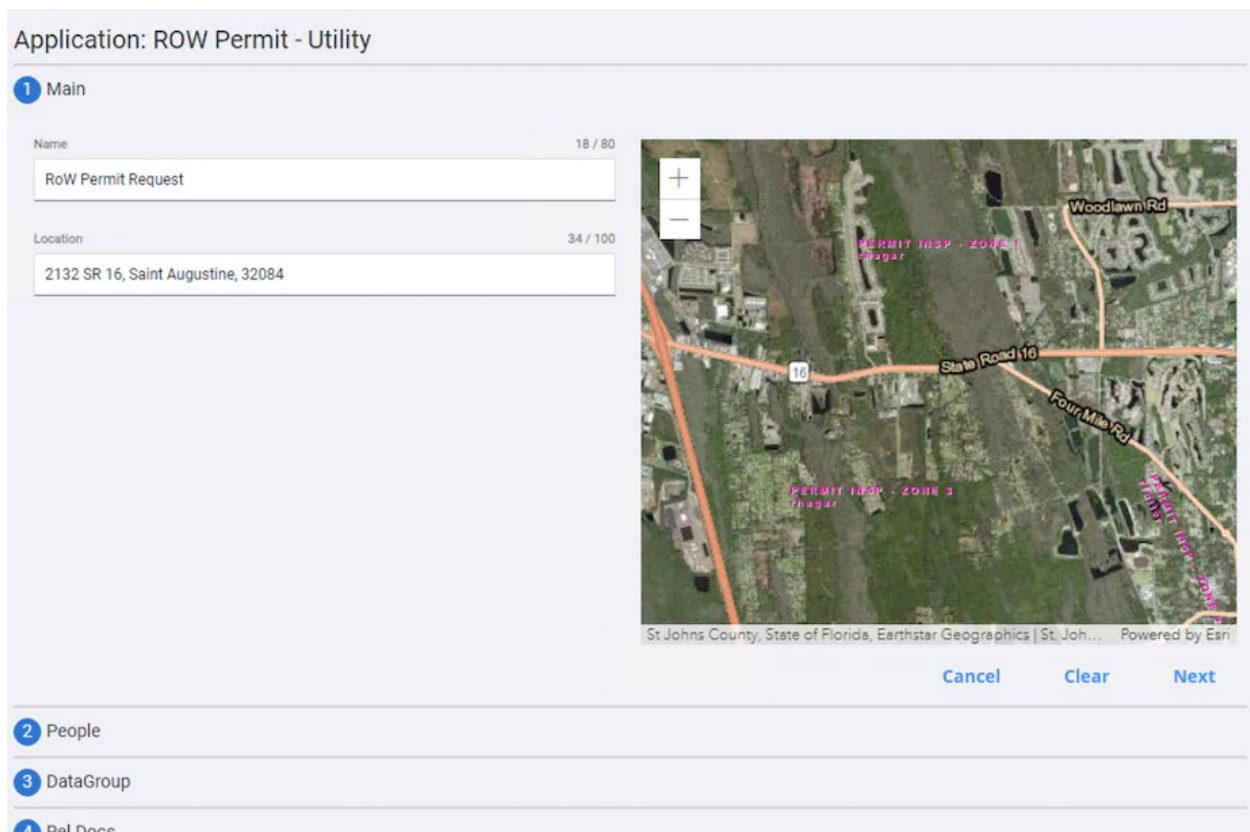
6. You may also select a location by clicking the map. Doing so marks the location with a map pin and displays the address associated with that location.

7. Click **Next**
8. The **People** panel is used to enter the name and contact information of people involved with the permit. Items in red are required fields. Enter information for each person.
9. Click **Use My Info** to automatically enter the information from your user account into the corresponding fields.
10. Click **more** or **less** to view more or less people fields. Required fields are always visible regardless of this setting.

11. Click **Next**

12. The DataGroup panel requests specific information about your application. The fields here vary depending on the type of Right of Way permit chosen. Required fields are marked in red.

Application: ROW Permit - Utility

1 Main

2 People

3 DataGroup

Applicant: Project Details ︿

Construction Start Date

Date Value

[📅]

Project Description

Comment

[   ]

Cancel   Clear   Previous   Next

4 Rel Docs

13. Enter the applicable information
14. Click **Next**
15. The Rel Docs panel allows you to attach any relevant files to your permit application. To add an attachment, click in the box that says Drop Here to browse to the attachment or drag and drop the attachment in that same box.
16. To remove an attachment, click Delete attachment next to the attachment. Once the case is created, attachments can only be removed by the user who added them.

17. Once all related documents have been uploaded, click **Submit**. This submits the application and takes you to the summary page for your case.

18. Once submitted, your application can be reviewed and monitored, but **the information submitted within the application cannot be changed**. New related documents, however, can be uploaded after application submission.

4. Review Submitted Applications

4.1. Check the Status and Progress of Your Application

Once you submit an application, you can check on its progress any time. The Submitted tab shows your cases and the current status of the case appears below the application name. This status will change as your case progresses.
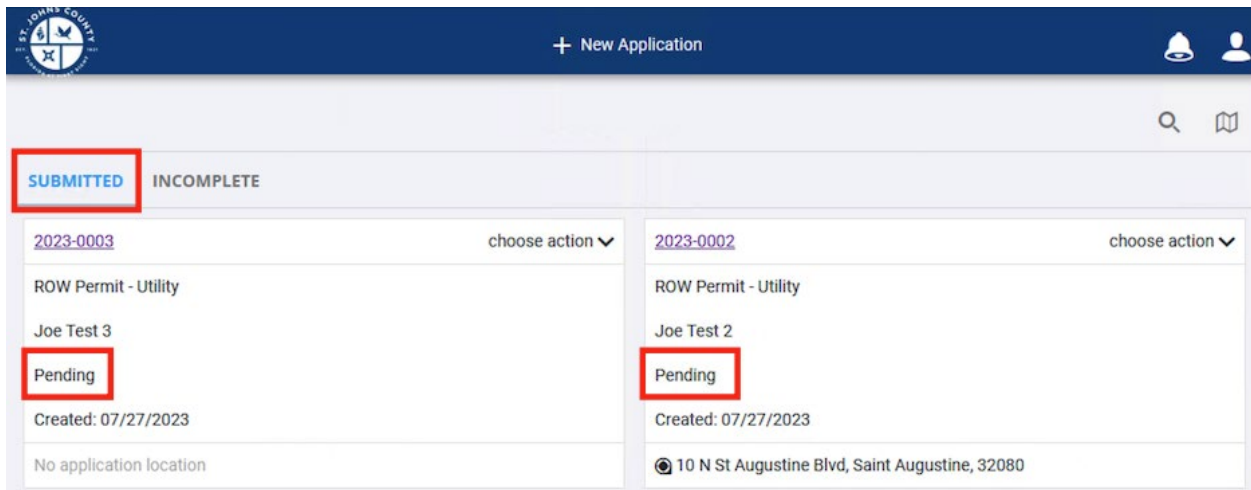
1. Click the case number to open that case. You can also enter the case number in the search box at the top right of the page.
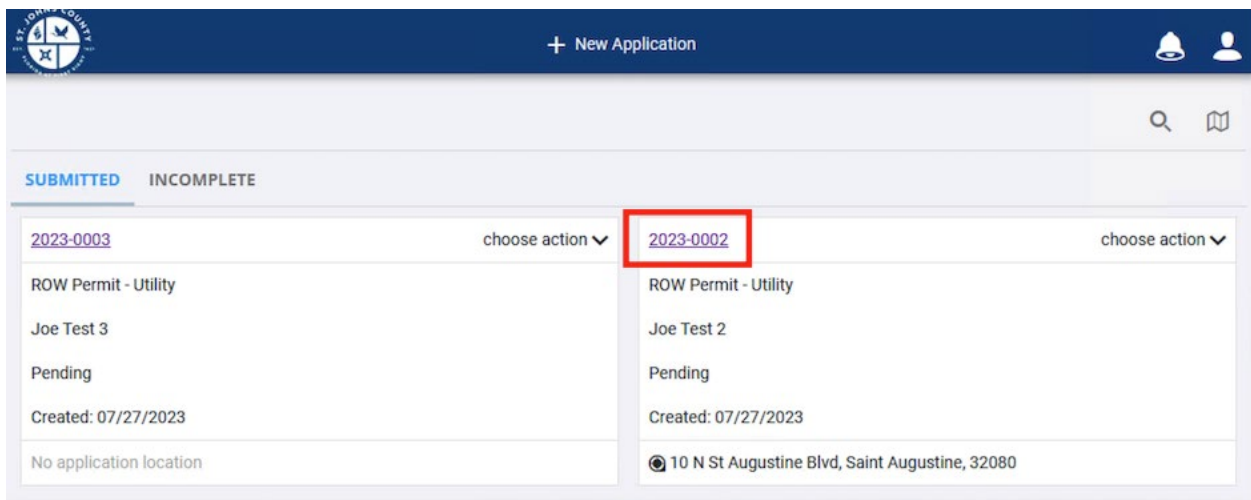
2. To see more case details, click the choose action drop-down list and select Check Case Status. The Case Summary page opens
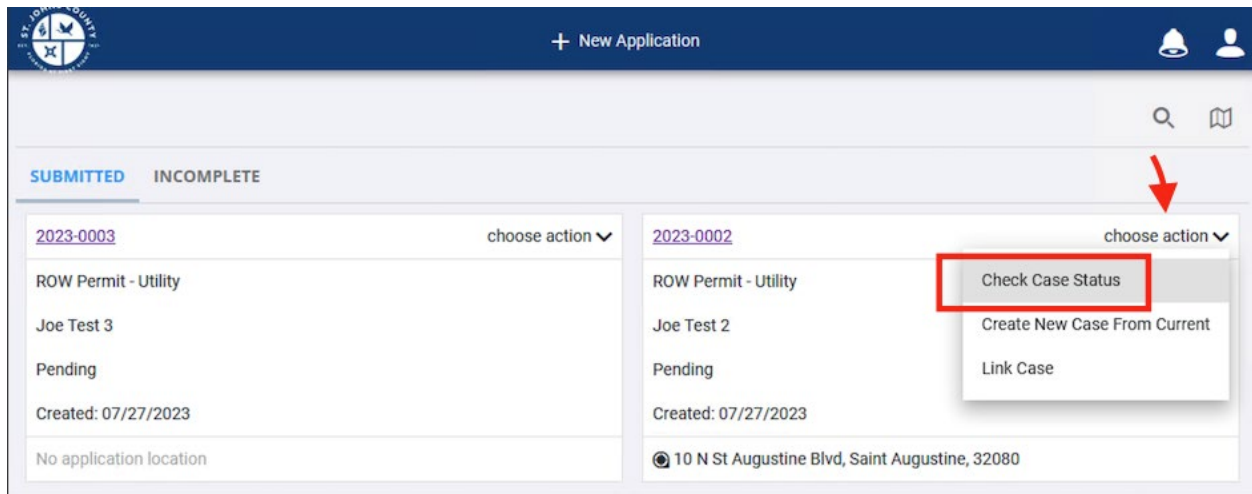
3. In addition to displaying all data entered during the application process, the Case Summary screen allows users to track the progression of their case in the Workflow panel. This panel lists eac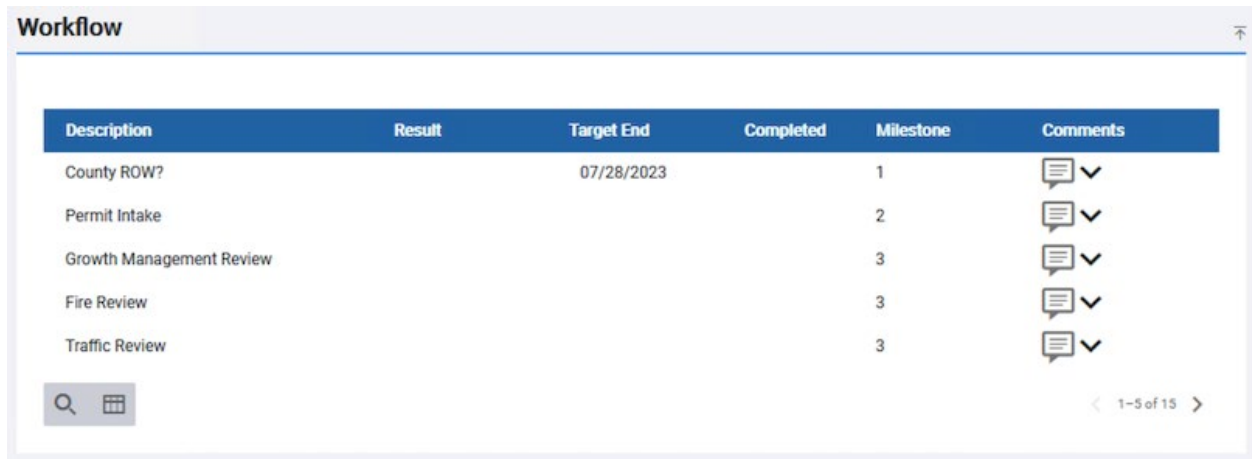h task that must be completed, the estimated completion date for each task, the result of each task, and the date and time each task was completed.

4. Click on the down arrow next to the comment bubble icon to reveal any SJC staff comments about each step.
5. The Case Summary screen also shows if any special conditions or permit-level notes have been added to your application.

Conditions

Condition	Applied	Completed
No records found		

Notes

Note	Date
No records found	

6. Some permit applications (e.g., the Right of Way Permit – Other) contain a list of fees. These fees (and any payments that have been recorded by SJC) can be tracked via the Case Summary.

Fees

	Fee	Waived	Amount	Amount Paid	Amount Due
	Commercial Driveway Connection		$0.00	$0.00	$0.00
	Conduit Service Lateral Installation Fee		$0.00	$0.00	$0.00
	House Moving Fee		$0.00	$0.00	$0.00
	Irrigation Fee		$0.00	$0.00	$0.00
	Jack & Bore Location Fee		$0.00	$0.00	$0.00
Total:			**$0.00**	**$0.00**	**$0.00**

1–5 of 15

Payments

| Payment Type	Received By	Amount
No records found		
Total:		**$0.00**

4.2. Create a New Application Based on the Current Application

Users can create child applications based on existing applications. This automatically populates the new application with selected data from the existing application.
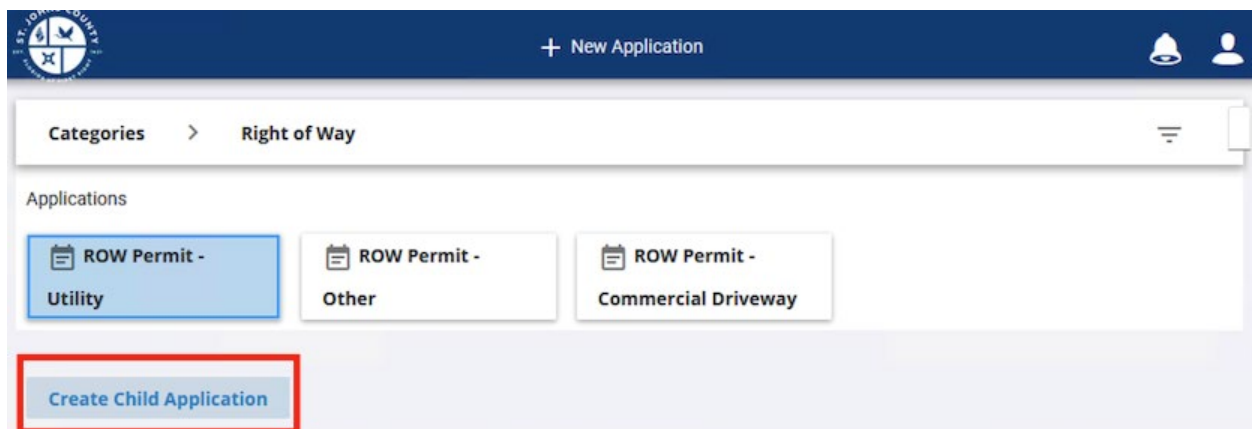
1. Make sure the home page is set to display submitted applications.
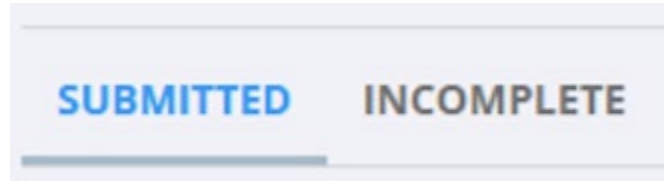
2. Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.
3. Click the **choose action** drop-down list and select **Create New Case From Current**.
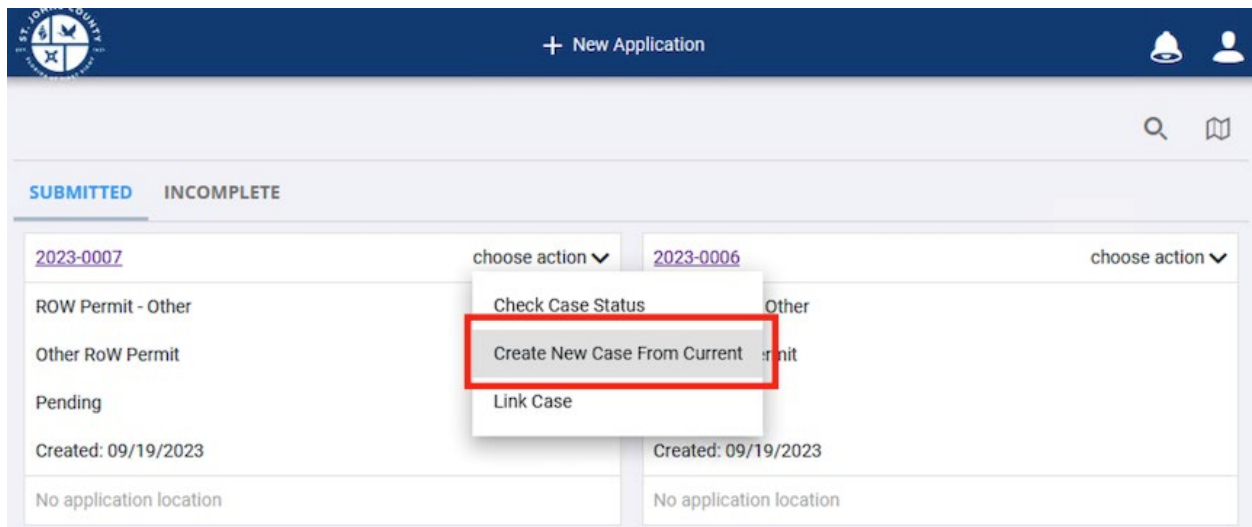
4. Selecting this option takes you to the application selection page. Choose Right of Way.
5. Choose your Right of Way permit type.
6. Click on Create Child Application

7. PLL will **create and submit** the new child permit with applicable data copied automatically from the parent permit

4.3. Add a Link to Another Application

Public Access users can create links between applications. Users can also specify if the link is a parent/child relationship or just a general relationship.
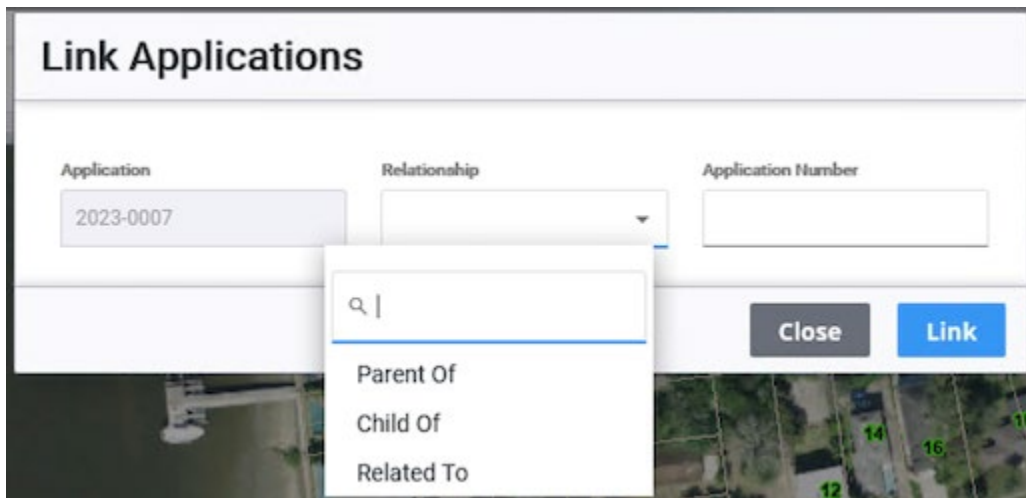
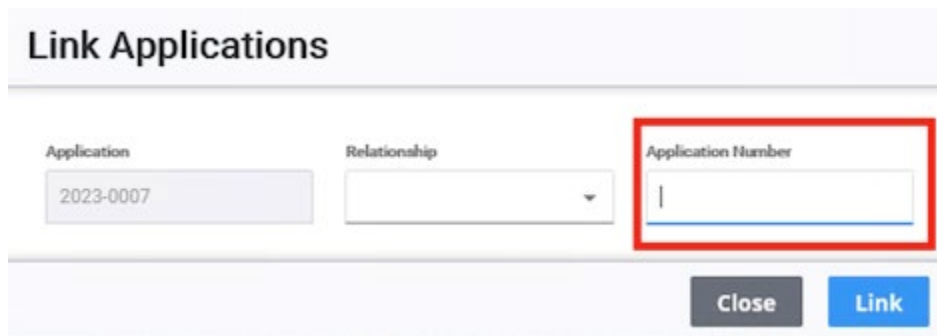1. Make sure the home page is displaying submitted applications
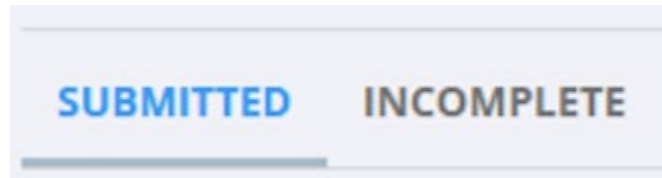
2. Scroll through the list of submitted applications or enter the application number in the search box at the top of the page.
3. Click the **choose action** drop-down list and select **Link Case**
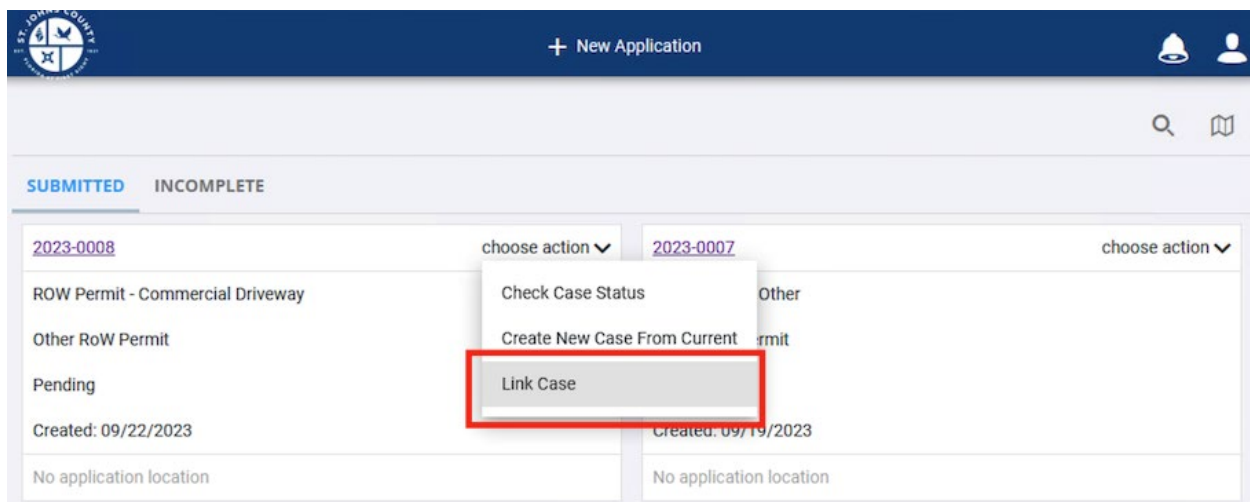
4. On the **Link Applications** panel, the Application field displays the number of the case you are linking from. Use the **Relationship** drop-down list to select the kind of relationship that you wish to create between the two cases. **Parent Of** indicates the application you are linking from is the parent of the case you are linking to. **Child Of** indicates the application you are linking from is a child of the case you are linking to. **Related To** means there is not a parent/child relationship between the two cases but that they are still related.

5. In the Application Number field, enter the number of the case you want to link to. As you begin typing the case number, a list of cases matching what you have typed will appear. You may select the case you want from this list.
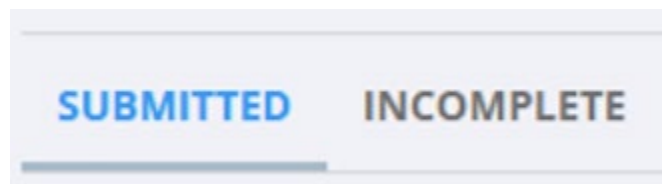

6. Click **Link**. The summary page for these applications will now include the **Related Applications** panel, which lists the other applications each case is linked to.

4.4. Remove a Link to Another Application

To remove a link between cases, follow these steps:

1. Make sure the home page is displaying submitted applications

2. Select the application you want to modify by scrolling through the list of submitted applications or by entering the application number in the search field.
3. Open the case so the summary page is displayed
4. Scroll to the **Related Applications** section of the Summary Page and select the link to be removed

5. Click the **Delete selected records** icon (trash can)

6. When the dialogue box asks if you want to remove the selected relationship, click **Remove**.

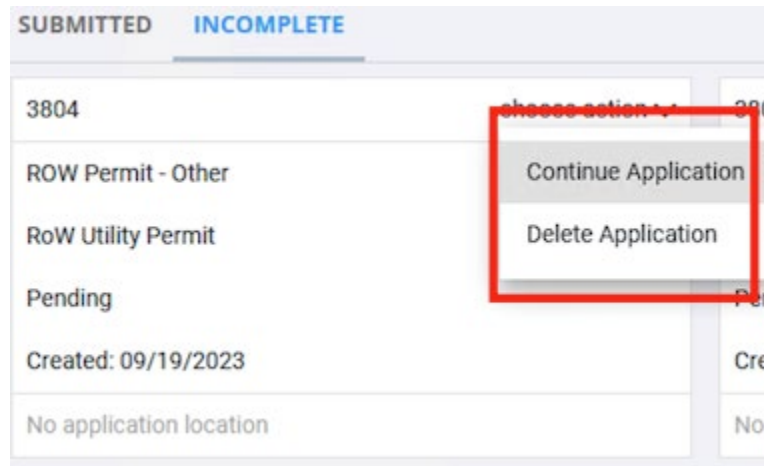## 5. Finish an Incomplete Application

If you have applications that have not been completely filled out and submitted, you may find them by selecting the Incomplete tab on the home page.
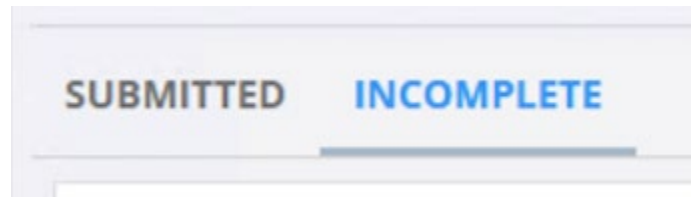
The panel below will now list all your incomplete applications. You may also open an incomplete application by clicking on it in the map. Incomplete applications are represented by a gray icon on the map.

1. Click the choose action drop-down list to either **Continue Application** or **Delete Application**.

2. Click **Continue Application** to open the application input screen
3. Click **Delete Application** to discontinue the selected application and remove it from your Incomplete list

6. Map

The map displays all your applications geographically. Green application icons represent your submitted applications and gray icons represent incomplete applications.

1. Click the map icon to open or close the map
2. Click and drag the slider bar to resize the map
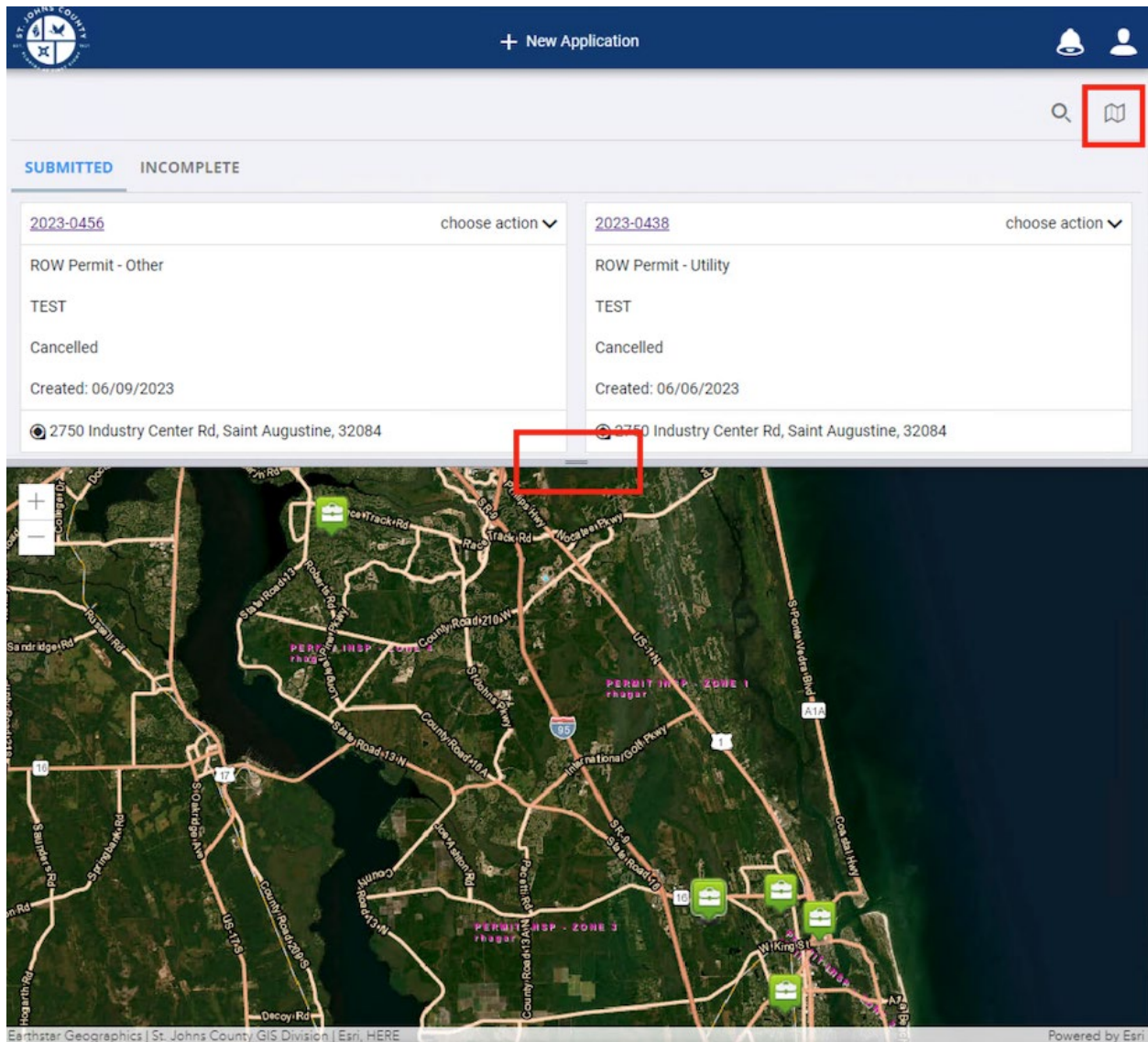
3. The map has zoom controls in the top-left corner. Click the zoom in or zoom out icons to zoom in and out. If your mouse has a scroll wheel, you can also use it to zoom in and out.
4. To pan in any direction, click and drag the map in the direction you want to pan or use the directional keys on your keyboard.
5. Click an application icon to see more information. Click Open to open the application or zoom to the application's location.