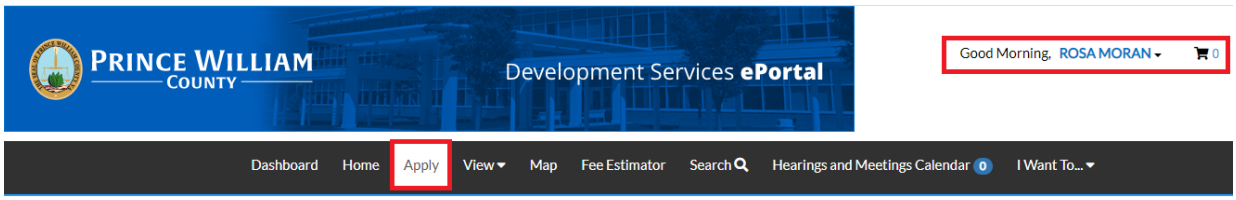
APPLYING FOR A ZONING APPROVAL

Updated 7/28/2022

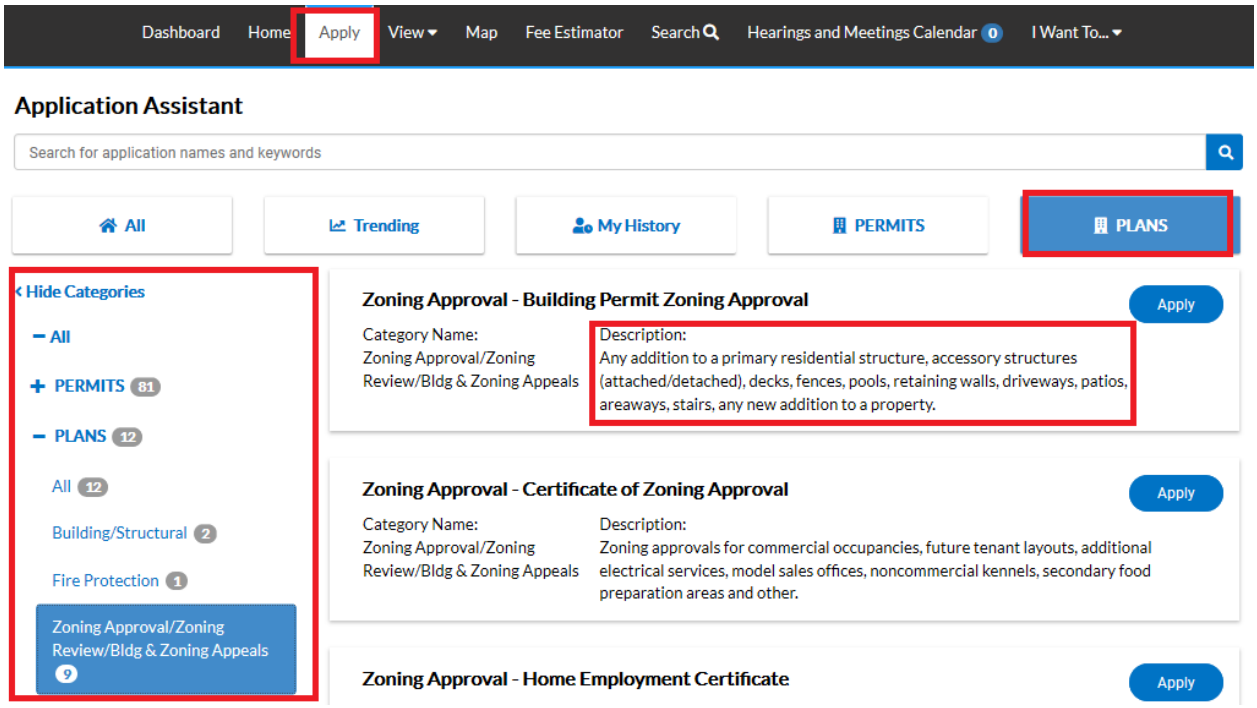
Submitting for a Zoning Approval

1. Please log into your ePortal account, and click on the APPLY menu item.



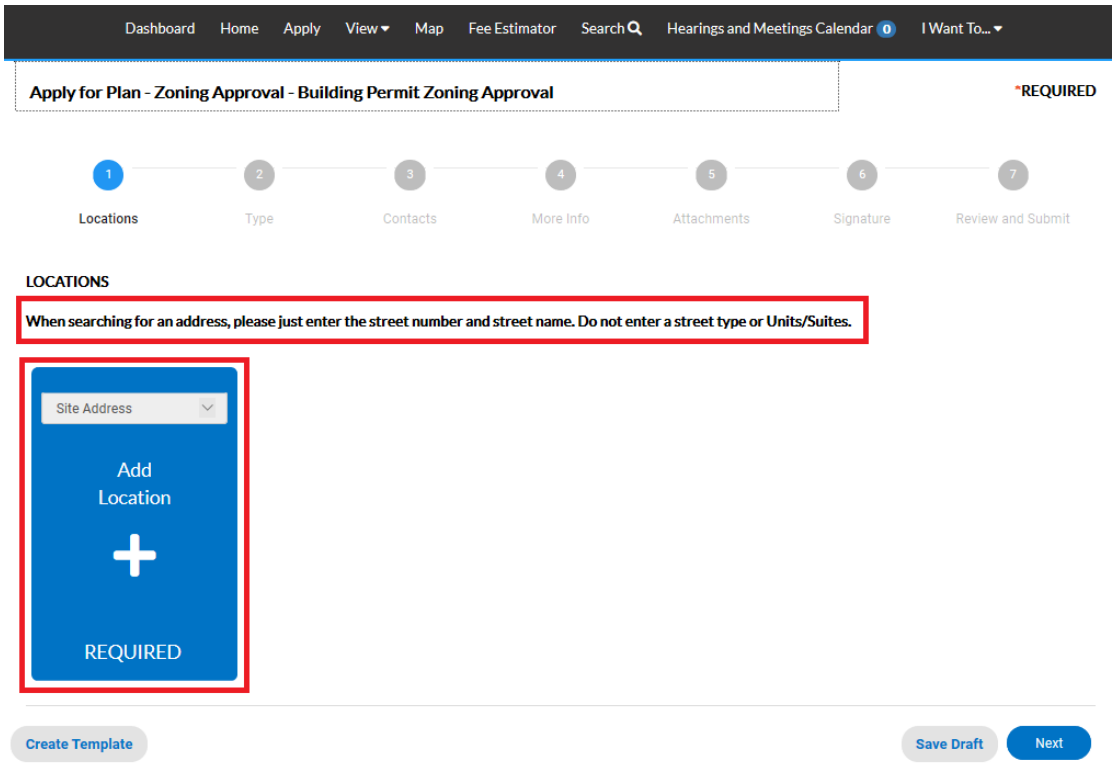
2. Select PLANS (zoning approval applications are located within the "plans" section NOT "permits"). From the list of available plans you can apply for, you can filter from the category list to narrow the list or scroll down the full list until you find the plan you need. Once you have found the plan you need, click on the APPLY button to start the process.

> ***Please note:*** *Each plan has a detailed description listed. Please take a moment to read the description to make sure you have selected the appropriate zoning approval application for the job.*



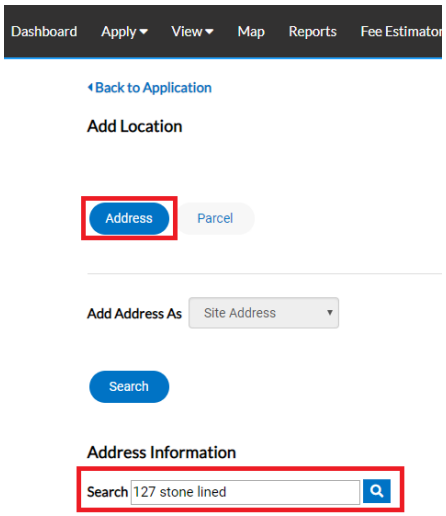
3. The first step in the process is to add a location for the zoning application. You'll note that at least one location is required. Click on ADD LOCATION.

> ***Please note:*** *There will be messages or instructions listed at the top of each page. In most cases it will provide direction on what we expect you to do on this page.*

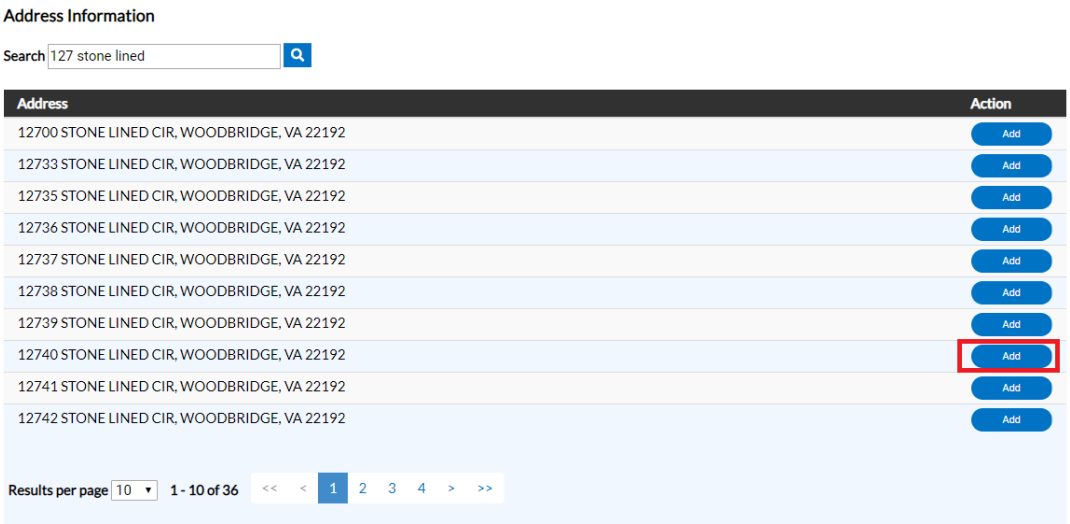


You may either add a location using the parcel number or address. Under most circumstance the address is the way to go and the search section defaults to Address search.

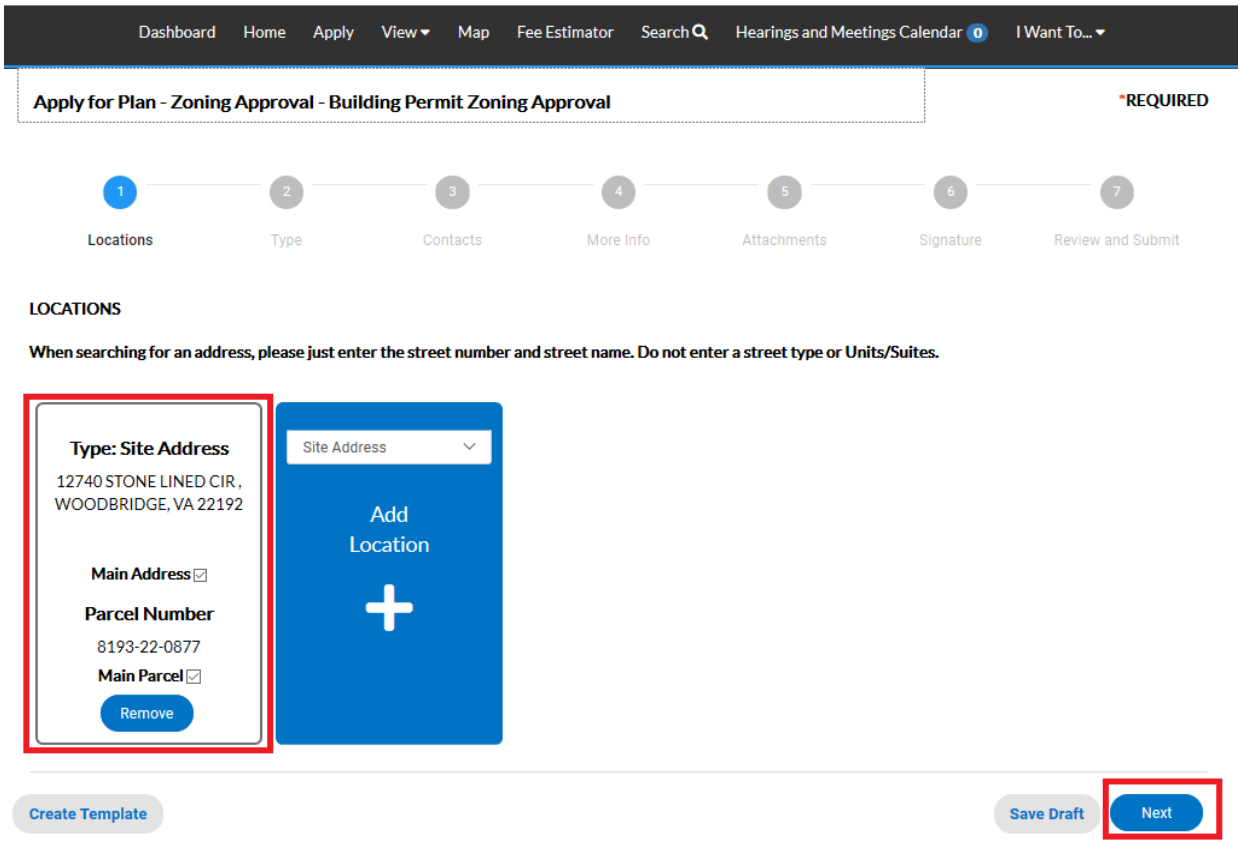
In the search box enter the address you are looking for. Please limit the information to just the street number and street name. DO NOT enter a unit or suite or street type (like DR, ST, RD, etc.). You do not need to enter the full address it can be a partial address.



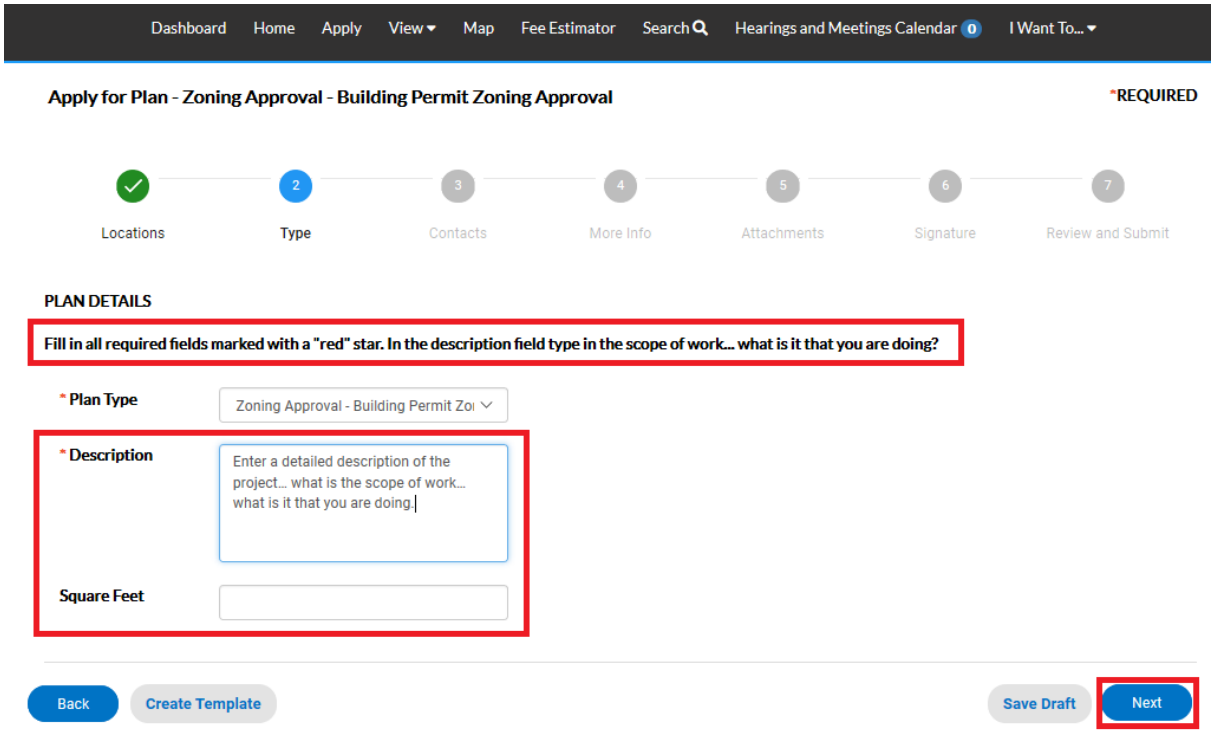
From the results of the search, select the address you want to add to the zoning approval application.



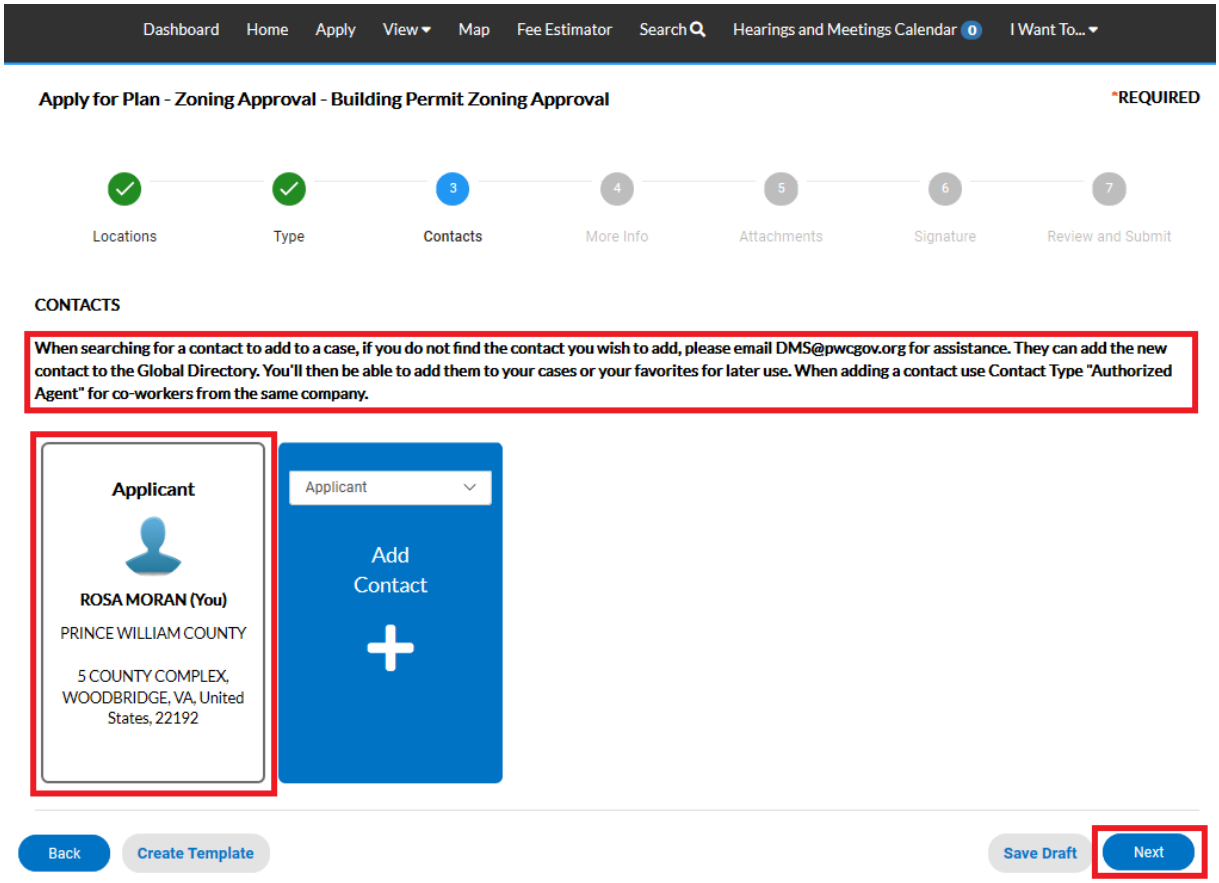
Once you have verified the location information is correct, click on NEXT to go to the next step.



4. After verifying the location, the next step is Type. You'll notice the "Plan Type" is already populated for you based on the plan you selected. The fields with an asterisk, such as Description are required. In some cases the square footage will be required as well. Enter a detailed description of the project... what is the scope of work... what is it that you are doing. If entering square footage, please do not use commas or decimal points, just whole numbers. When you are finished, click NEXT.

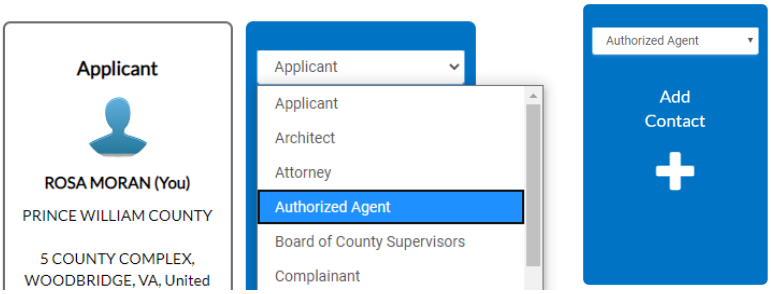


5. The next step is to verify and add any additional contacts related to your zoning approval application. You as the person logged into the application are automatically added as the Applicant. You are the only person/contact that cannot be removed.

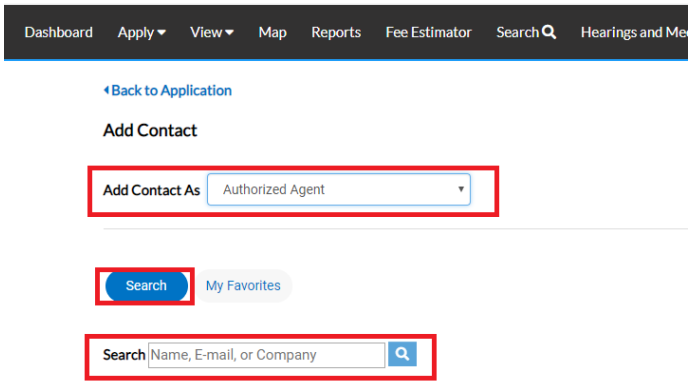


If you need to add an additional contact, first select the contact type from the dropdown list, then click on the "card" to ADD CONTACT.

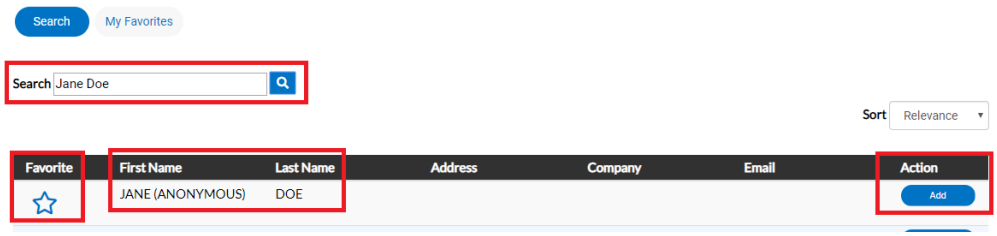
Please note: *For co-workers within the same company or organization, please select Authorized Agent.*

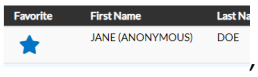


The Contact Type you selected appears at the top. There are two ways to find the contact you want to add... first by searching for a contact using the name, email or company.

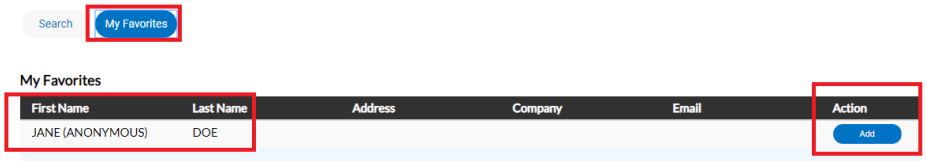


You can then "ADD" the contact... AND if it's a contact you use on a regular basis... you can also ADD that contact to your Favorites by clicking on the STAR in the Favorites column.

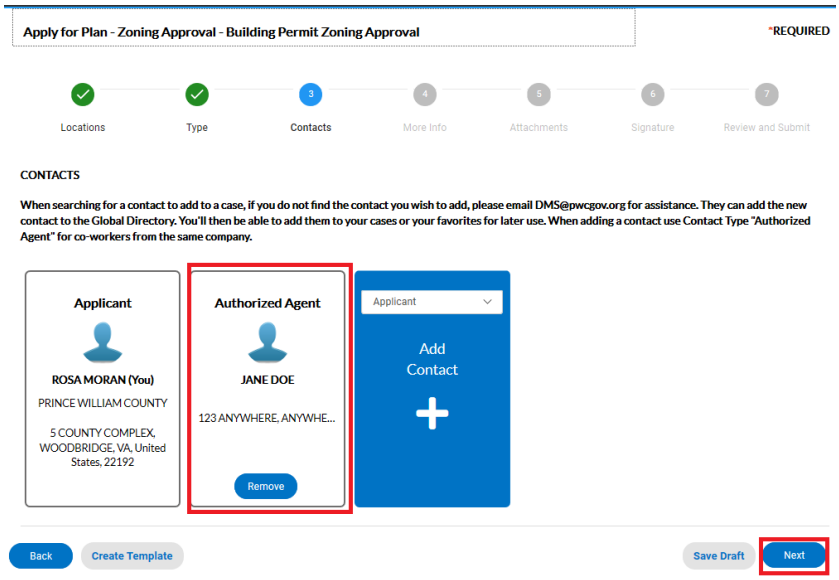


Pro Tip! *If you add the contact to your favorites* 

, then the next time you need to add that contact to a zoning approval, select MY FAVORITES, and your list of most used contacts appears and you don't have to search for them.

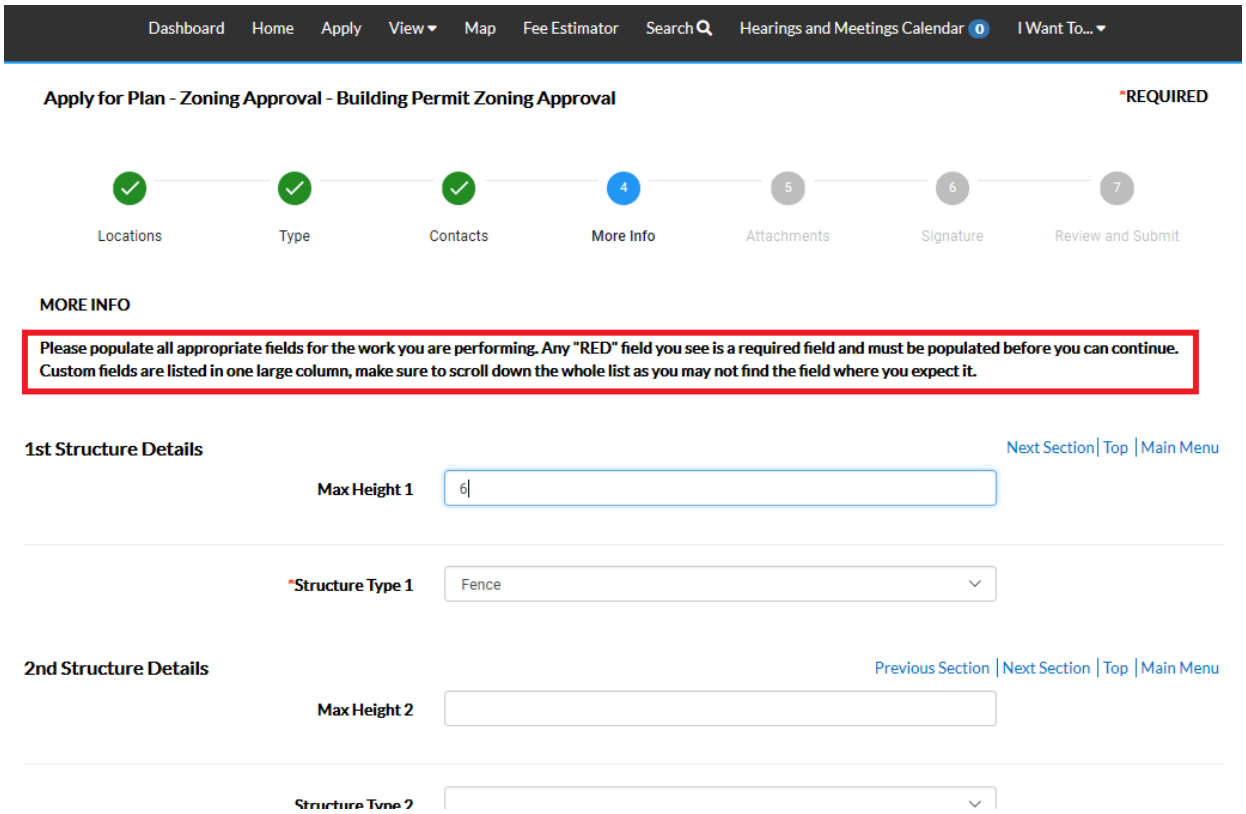


Once you are finished adding in your contacts, select NEXT to move on.

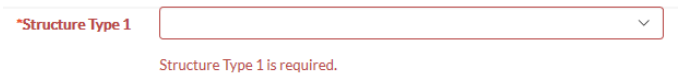


6. The next step is to update the zoning approval application with the details of what you are applying for. You do that by populating the appropriate fields on the application. Scroll down the list of custom fields and update those that are appropriate for the type of work you are submitting.

Please note: *There will be messages or instructions at the top of some sections within the list of custom fields. Please take a moment to read the notes/messages as some will provide instructions on what we expect you to enter within some custom fields.*

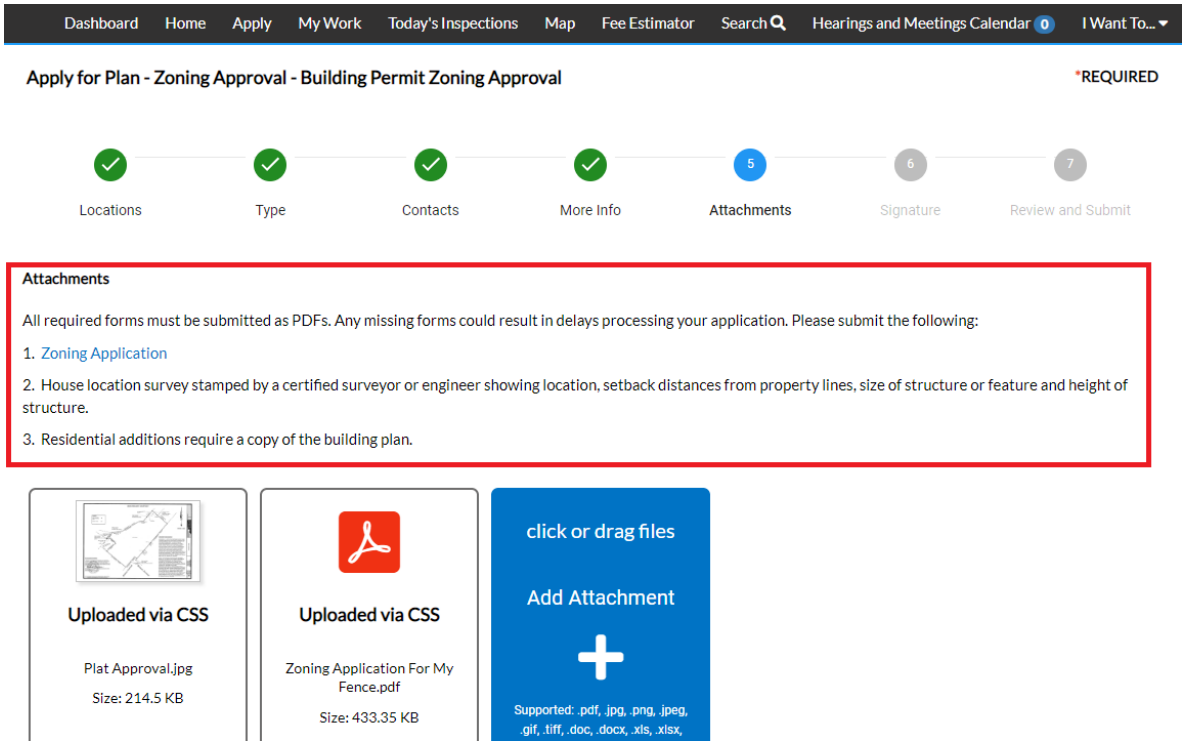


Please note: *In some cases, depending on the plan case you selected, you will see fields which are highlighted in "red"... those are required custom fields and need to be populated prior to proceeding to the next step. Below is an example of what one might look like.*



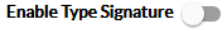
Once you are finished updating the fields, select NEXT to move on.

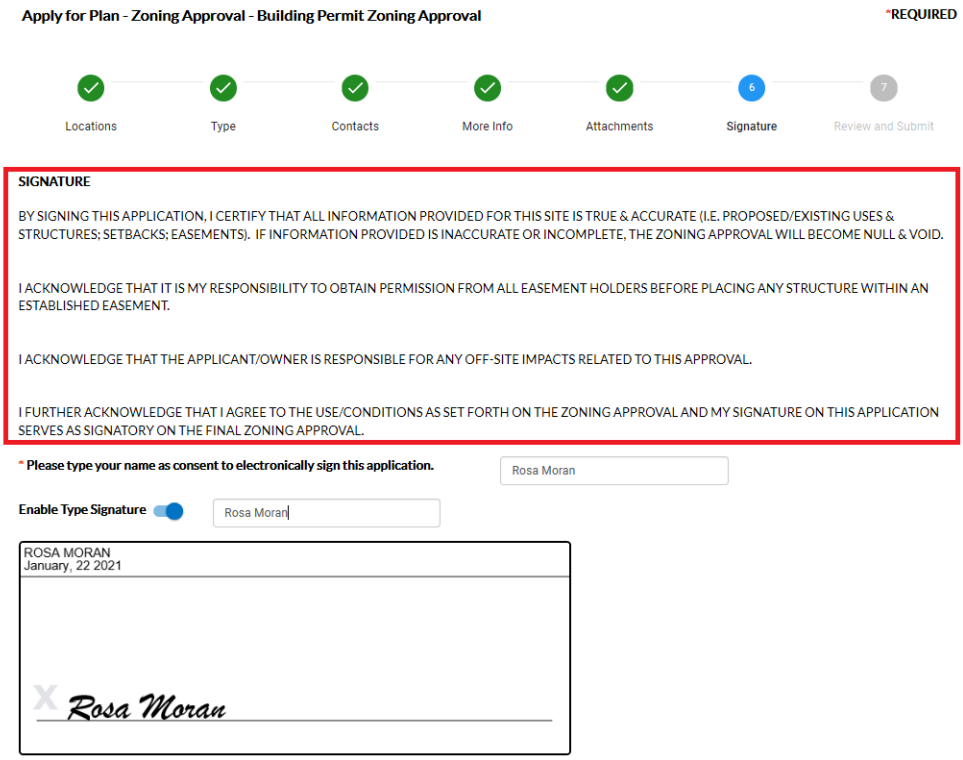
7. The next section are for your attachments. It is VERY IMPORTANT that you review the note/message at the top of the section. This note will list the documents you will need to attach to the zoning approval application in order pass quality control and not delay the review of your application. Select NEXT to continue after you have attached your documents.



8. Prior to getting to the final "Summary" page for your review, you will be required to "sign" the application you are submitting. Please read the statement and sign the application in order to continue. Depending on the zoning approval type you are applying for, the signature statement will be different with each type of application.

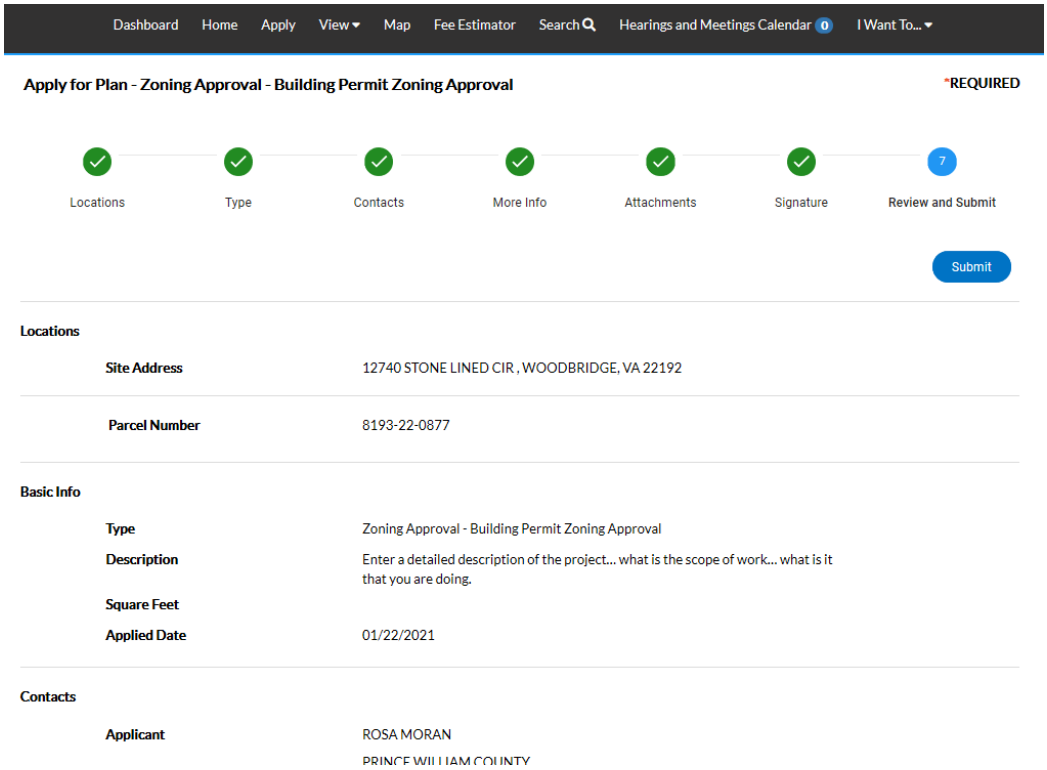
Please note: *You do not need to "draw" the signature. You can switch the "Enable type signature" on and that will allow you to "type" the signature.*



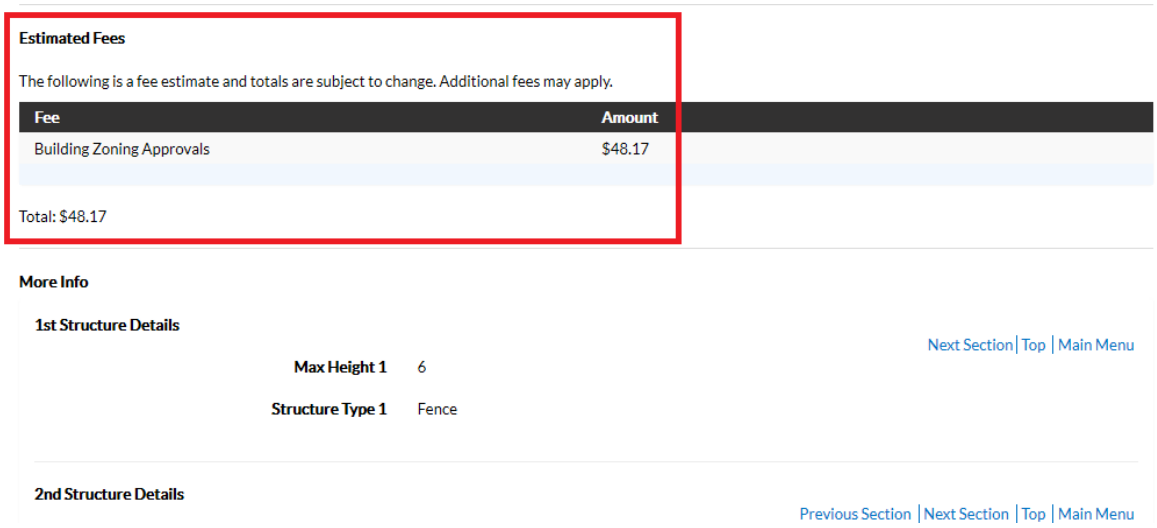


9. The final page is a Summary page for your review. Carefully scroll down the information and confirm everything is correct prior to submitting. If you need to make changes you can go "BACK" by clicking on the BACK button at the bottom of the page. (Back)

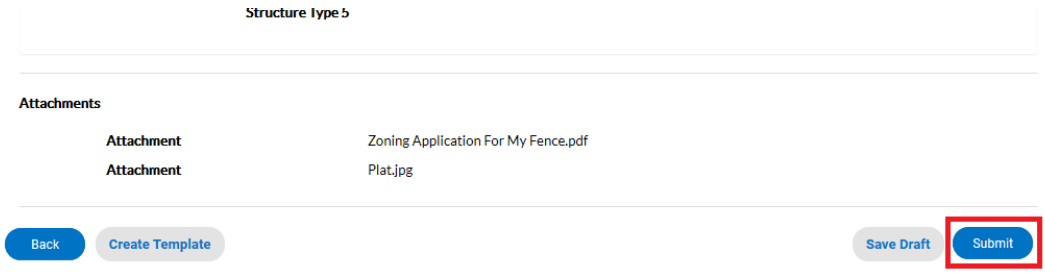
Please note: *DO NOT click on the browser "back" button or you will lose the updates you have made up until that point. If you need to go back to fix something, please click on the "BACK" button at the bottom of the screen.*



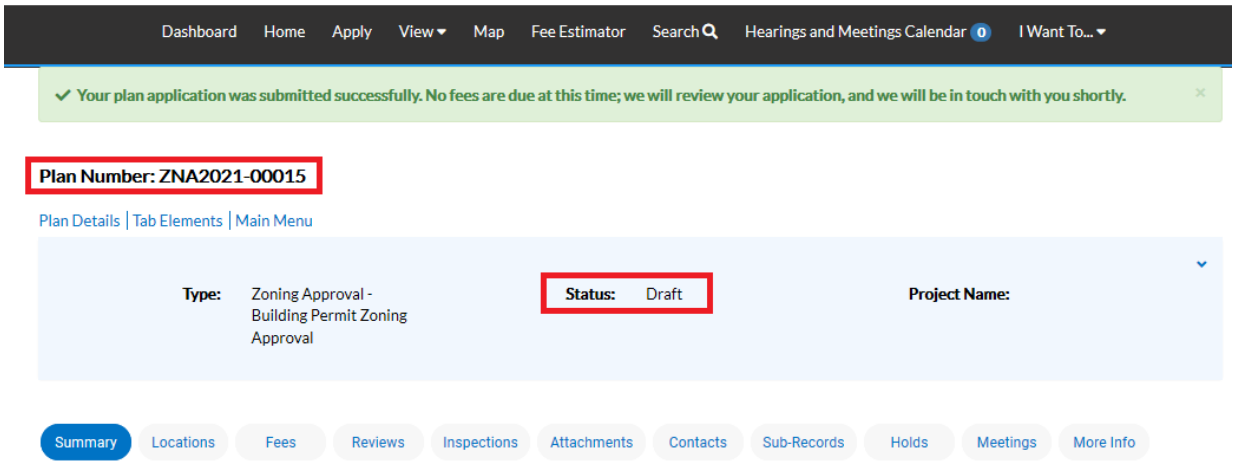
Please note: *The system does display "estimated fees". These are just "estimated" and may be subject to change once the application has been reviewed.*



Once you are satisfied with the application, click on the SUBMIT button.

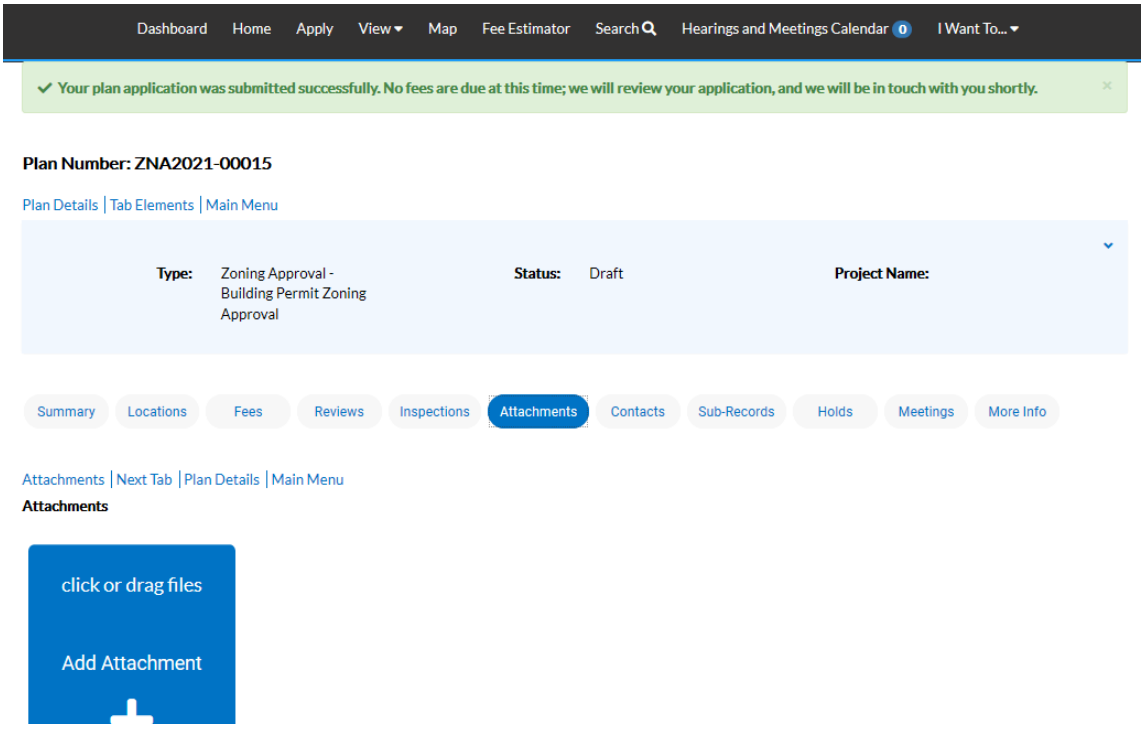


10. After a short wait, the zoning approval application screen will re-appear with a plan number and all the information that was submitted. Note that the application Status is shown as Draft.



At this point, the application has been submitted to the county to be processed. It may take 1-3 or 3-5 business days for quality control to be completed depending on the application type applied for. You will receive notification when your fee has been invoiced for payment. **Any delay in payment of the fees could delay the processing of your application.**

Please note: *If you review your case online after submitting it and do not see any of your attachments, don't worry. They were received but they need to be reviewed by staff and made available to the customer before you'll be able to see them on your case.*

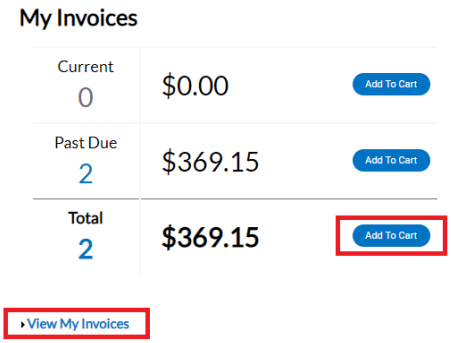


How to Pay for the Zoning Approval Fee (or any other fee related to any case)

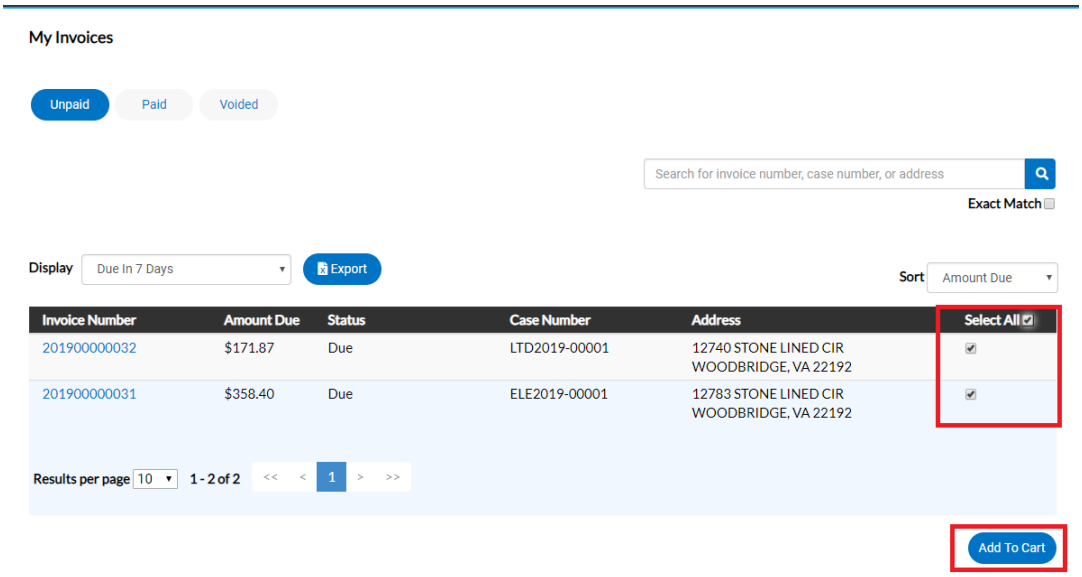
When your fee is ready for payment, you will receive an email to let you know that payment can now be made. To do so, log into ePortal and go to your DASHBOARD.

> ***Please note***: *If for some reason you do not receive an email after a couple of days, but notice your plan case is in* ***Awaiting Fees*** *status, then that is an indicator that the fees are ready to be paid. In addition, if you go to your DASHBOARD and see items in the* ***My Invoices*** *area, that is also a clue that your fees are ready for payment.*

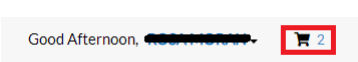
1. Scroll down to MY INVOICES on the DASHBOARD. You can add all due fees at the same time by adding the total to the cart. Or if you wish to view the invoices first, click on VIEW MY INVOICES.

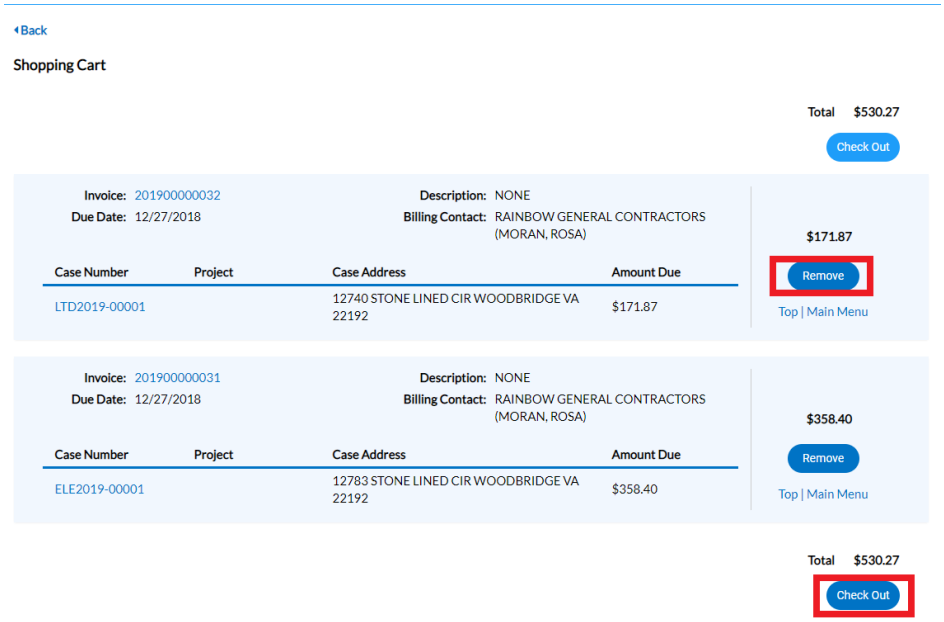


2. From the list of invoiced fees, you may select all you wish to pay for. From this screen you can select to pay for more than one invoice at a time.



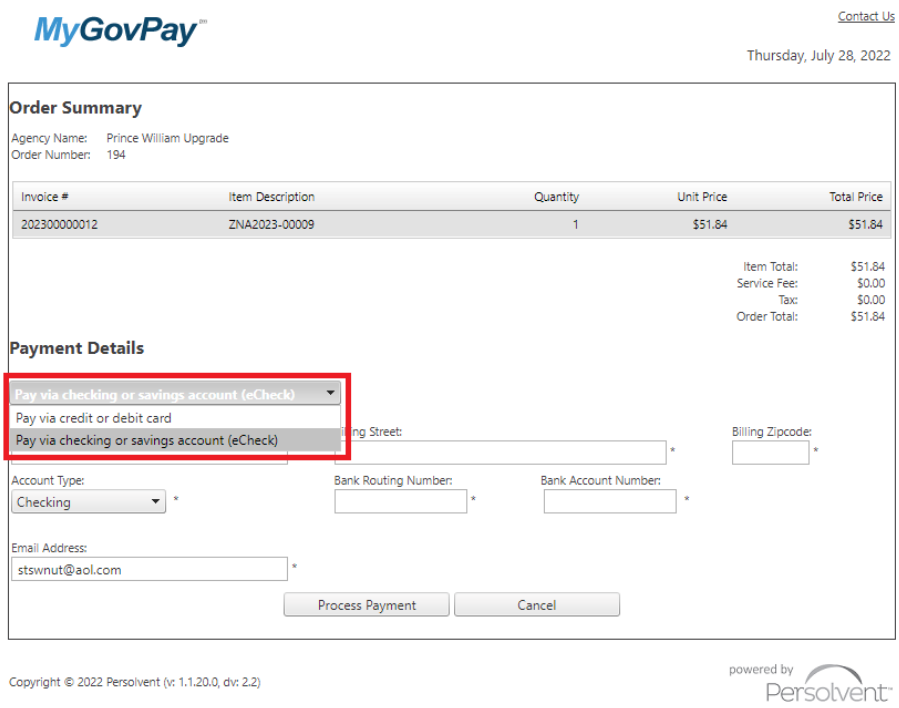
3. Once you have added fees to your cart, you'll notice that the cart icon next to your name appears with the number of invoices in the cart. If you click on that cart, the list of what is in your cart displays. From this list you can remove invoices from the cart or proceed with check out.

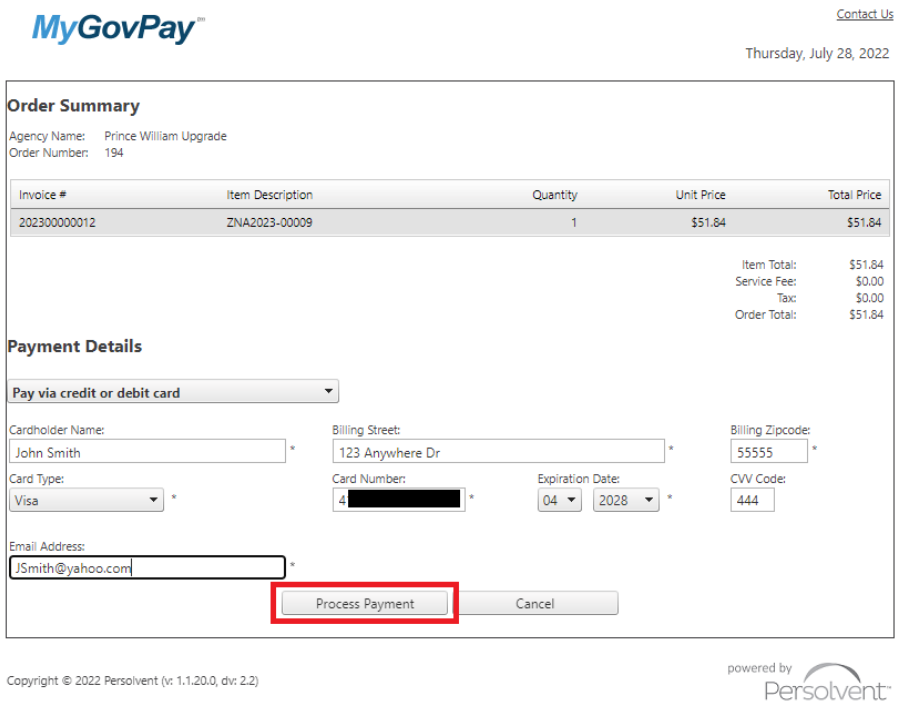




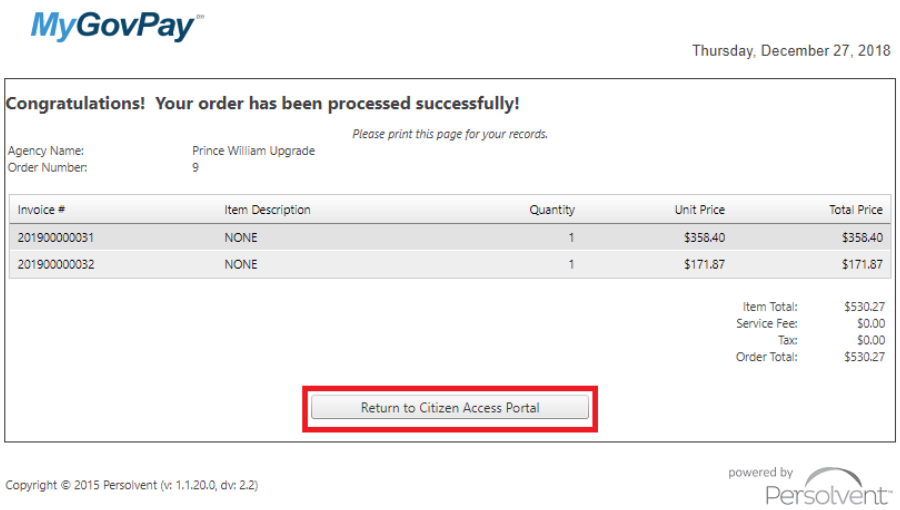
4. Click on "Check Out" button… the MyGovPay screen will open. Fill in the required fields, then select Process Payment.

Happy News! *We now accept both Credit Card and eCheck payments! It defaults to Credit Card so make sure to change it to eChecks if that's the method you wish to use.*

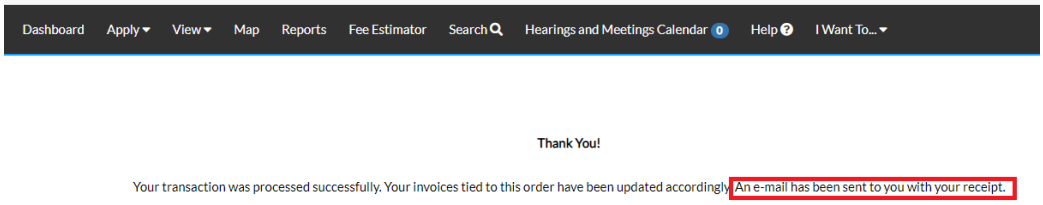




A confirmation page will appear. Select Return to Citizen Access Portal to return to CSS.



You should receive a copy of your receipt in your email.

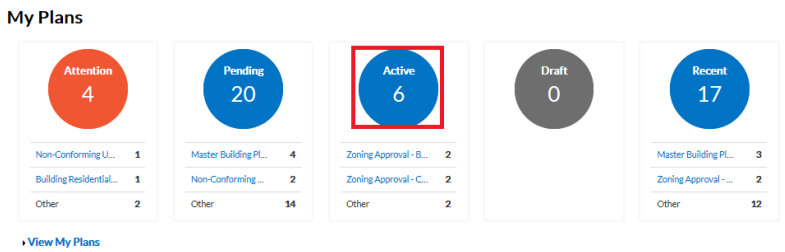


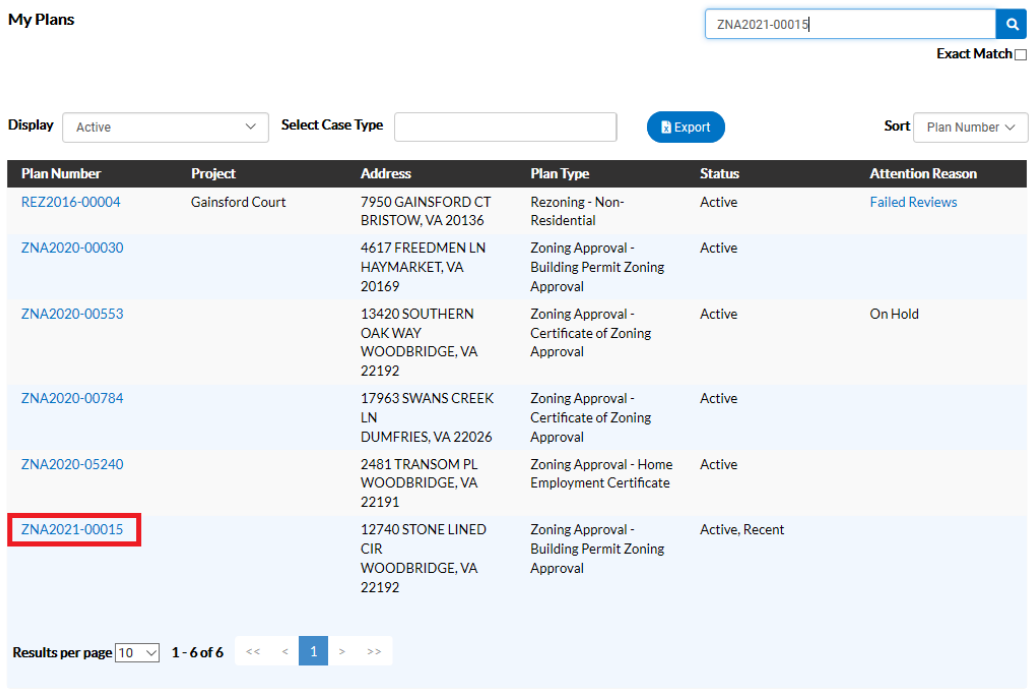
Please note: *There is anywhere from 30 seconds to a two minute delay from the time the payment is completed and it displays as "paid" on your case(s) and Dashboard. Please be patient and refresh your browser screen after a couple of minutes and you'll see that the screen updates.*

How to Print a Copy of Your Zoning Approval (and other forms) after Paying Fees

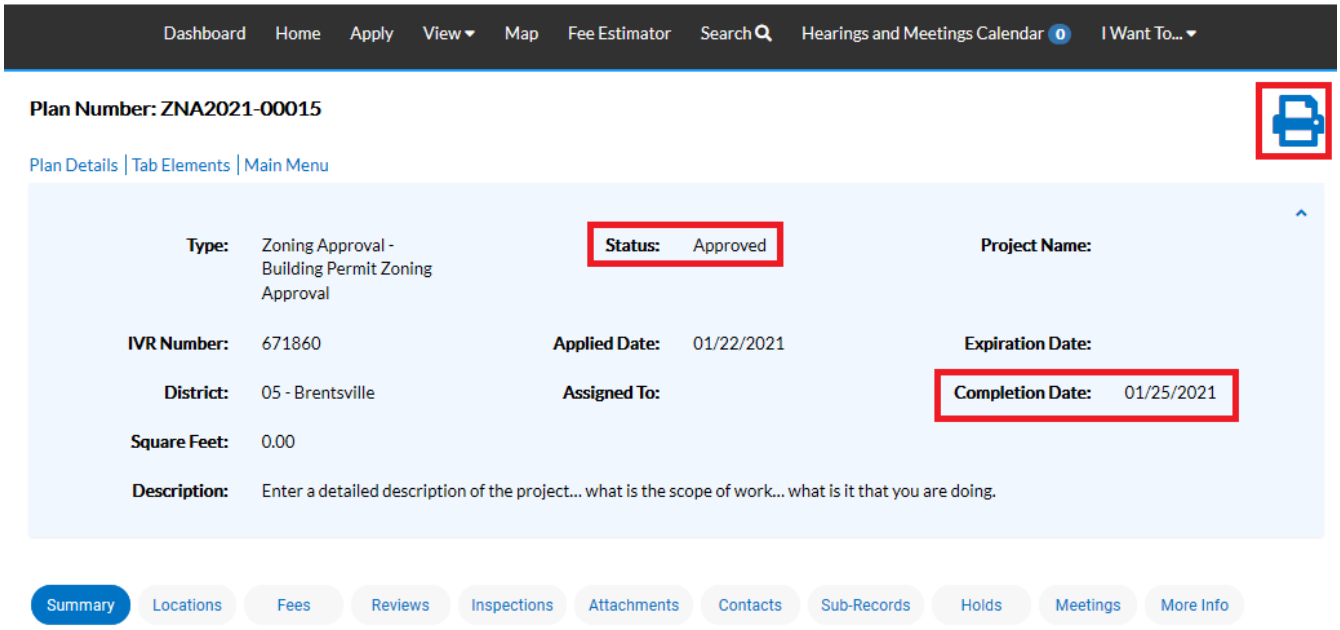
1. To print your zoning approval, and obtain any other approval documents, you'll need to return to the **DASHBOARD** after payment of the fees are completed. You can either "search" for your zoning approval plan, or click on **ACTIVE** to see a full list.

> ***Please note:*** *You may need to "refresh" the webpage after payment is made for the case to jump from the "pending" bucket list to the "active" bucket list. You should also see your zoning approval case within* ***RECENT*** *if it was submitted or paid for in the last couple of weeks.*



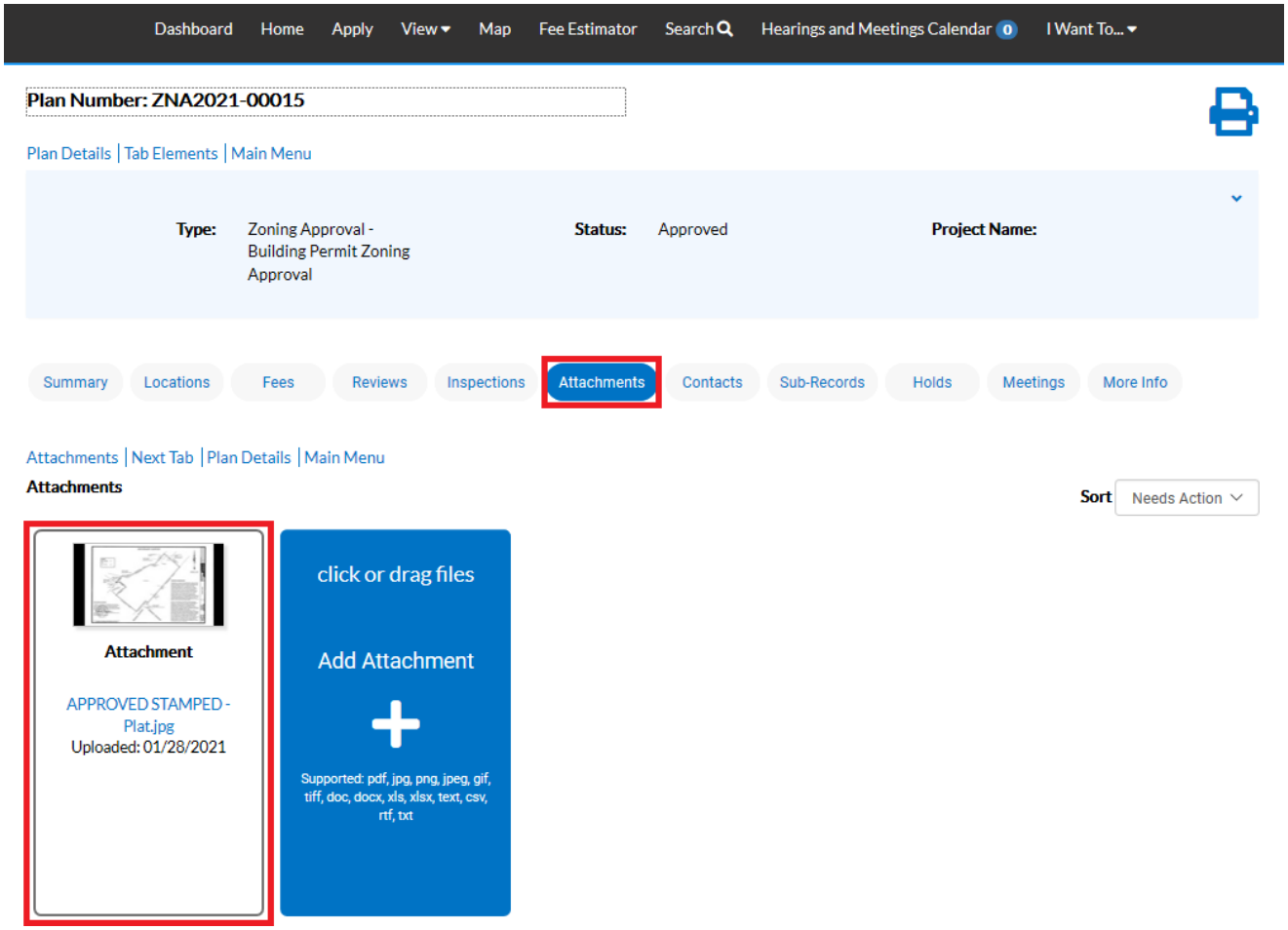


2. Click on the plan case you want to open. You'll notice the status of the Zoning Approval is now APPROVED, and there is a COMPLETION DATE. You'll also notice there is now a print icon.



3. Select the print icon from the top of the screen to print the approval.

4. To get a copy of any other approval documents such as a copy of your stamped approved "plat/plan", proceed to the Attachment tab on the case, and you'll see any important documents that you might want to get copies of attached. Some of these documents may need to be provided to other agencies to proceed with your project.


Dashboard
Home
Apply
View
Map
Fee Estimator
Search
Hearings and Meetings Calendar 0
I Want To...
Plan Number: ZNA2021-00015
Plan Details | Tab Elements | Main Menu
Type: Zoning Approval - Building Permit Zoning Approval
Status: Approved
Project Name:
Summary
Locations
Fees
Reviews
Inspections
Attachments
Contacts
Sub-Records
Holds
Meetings
More Info
Attachments | Next Tab | Plan Details | Main Menu
Attachments
Sort
Needs Action
Attachment
APPROVED STAMPED - Plat.jpg
Uploaded: 01/28/2021
click or drag files
Add Attachment
Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, csv, rtf, txt