HOW TO CREATE A NEW PROJECT IN CITIZEN ACCESS

1) Login with your User Name and Password (if you do not have one, click on the “New Users: Register for an Account” link. For a tutorial on creating an account, please click on the “Create A New Account” link.

2) Click “Create an Application”
3) Read the disclaimer and then check the box to accept the terms. Then click the “Continue Application” button.

4) Select the Project Type then click “Continue Application”
5) Enter the street number and street name OR you can enter the parcel number with dashes. (example 093-000-000, 1418-00-000-000, 125-000-00) There is no need to enter any further information to search.

6) When you click search the system will fill in all of the property and owner information. Only change owner information if it displays incorrect name and address.
7) When all information is verified press “Continue Application” button

8) Select applicant information. You may choose “Select from Account” which will give you the choice of your contact information and/or the owner information. When one of these individuals is chosen, the system will populate the contact information fields for you. Select “Continue” after your choice.
8A) You may also add a new contact to the applicant section or look up a contact/consultant in our database. To look up a contact, enter just the last name or the name of the business and the system will populate the information for you. When entering the name of business please use the wild card symbol “%”. An example would be %tahoe%regional%. When Complete, select “Save and Close”, then “Continue Application”
9) Fill out all the required information for the application. Be sure to add all attachments such as site plans, authorization forms, calculation spreadsheet, etc. These documents must be in PDF format. Press the “Add” button to attach a file from your computer. When completed with all attachments, click the “Continue Application” button.

10) On the review page, verify all the entered information is correct. If all information is correct click “Continue Application”.

11) You are now at the Fees screen. This screen will display the fee amount due for the type of application you are requesting. Click the “Continue Application” button to begin your credit card payment.

12) You are now on the payment screen. Enter all credit card information here. If the card holder is the same as the contact logged in for this project you can auto fill all of your information. When completed, press “Submit Payment”.
13) When you have completed your project you will see a green bar that informs you that the application has been built successfully. This page will also include your File/Record number for future queries on this project. This completes the application process.

If you have additional questions about using our online Citizen’s Access portal, please contact our planner on-call during normal business hours at 775-588-4547.

Thank you for helping to reduce paper by using our electronic application submittal.