

## INSTRUCTIONS FOR SUBMITTING FOR PERMIT VIA CAP > PERMIT > CREATE

### Best Practices:

\*ALWAYS MAKE SURE YOU ARE LOGGED ON FIRST.

\*To get the latest information access CAP via [cityofmarcoisland.com](http://cityofmarcoisland.com) > Government > Building Services > Citizen Access Portal or sign up for Building Notices at the [cityofmarcoisland.com](http://cityofmarcoisland.com) > Living > Subscribe to eNotifications

### Before online permitting with Marco Island:

- 1) Register your contractor license with the City. Go to the Forms and Applications page and complete the Contractor Registration form. It contains instructions.
- 2) Register at the Citizen Access Portal (CAP).
- 3) Submit the Password Security Form. Go to Building Services Page, choose Citizen Access Portal, and click on Password Security Form. Once completed by the license holder submit the form via [permitsubmittals@cityofmarcoisland.com](mailto:permitsubmittals@cityofmarcoisland.com) Receipt will be confirmed during permit processing.

*Note: If you have purchased Book Permits you will need to continue emailing your permit applications to [permitsubmittals@cityofmarcoisland.com](mailto:permitsubmittals@cityofmarcoisland.com) until online payment processing is turned on. The update for this is at least 6 months away.*

## INSTRUCTIONS FOR SUBMITTING FOR PERMIT VIA Citizen Access Portal > PERMIT > CREATE

*These instructions only include information about CREATING YOUR PERMIT SUBMITTAL VIA CAP. If your permit requires plans, you will submit them via eReview after the related plan case has been created by staff. You will be notified within 24 to 48 hours. If you do not hear from us in that time you may check the status online or contact us directly.*

- 1) Logon, Go to Permits, in the top Menu Bar, and choose Create from the pick list.
- 2) Permit Fields Section:
  - a. Select the Type first.
  - b. And then the Work Class. Try to pick the best fit. If your selection is not correct for your scope of work a new record will be created with a new number.
  - c. Fill in a description. Try to be clear and concise. The description will probably be modified by staff to meet standards but we still want your description filled in.
  - d. Fill in Valuation field with the estimated job cost. Numeric Values only! No \$ sign.
- 3) Address to use Section:
  - a. This purpose of this field is to identify the Job Location Address
  - b. The information here will be verified against the attached permit application and the Collier County Property Appraiser records.
  - c. You may search for the address.
    - i. After searching click Select on the correct address.
    - ii. Address type is Location.
    - iii. Click Save if correct or Cancel to try again.
  - d. If you have difficulty searching fill the information using Manual Entry.

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- i. Each field with an Asterisk\* is required.
    - ii. Address type is Location.
    - iii. Click Save if correct or Cancel to try again.
  - e. The X at the left of the address will let you delete an address.
- 4) Contact Search Section:
  - a. About Contacts
    - i. The person logged in will be listed as Applicant.
    - ii. You'll do this twice. Once for the contractor record and once for the owner record.
    - iii. If there are multiple Contractor Types that may apply for the permit you should look at the Manage My Account section, found in the on the right side of the page below the banner. Find the Title field. We will be updating this field to include your Contact Type.
  - b. Adding a Contact.
    - i. Choose Add Contact.
    - ii. Select the Contact Type from the pick list.
    - iii. For the contractor search by the license holder name or the company name.
    - iv. For owner search by the same criteria as on the Collier County Property Appraiser site.
    - v. Remember to clear fields from previous searches before performing new searches.
    - vi. Do not use the Add Me function. You are already added as the Applicant automatically.
    - vii. Do not use Add Favorite.
  - c. The X at the left of a contact will let you delete the contact.
- 5) Upload Attachments Section
  - a. **The permit application is required** to be attached here. You may also submit sub forms.
  - b. Do not submit plans here. You will be directed to upload your plans at the ereview portal.
  - c. File Type is .pdf only. Note Google Chrome allows saving as .pdf.
  - d. The application should be a scanned copy with a current notary.
  - e. Digital signatures are only allowed if the signer sends his digital key to the City via [permitsubmittals@cityofmarcoisland.com](mailto:permitsubmittals@cityofmarcoisland.com)
  - f. Max file size is currently 5mb.
- 6) Submit Button
  - a. Once you hit the Submit button you will see "Please wait..." in the screen. Do not do anything while this message is visible.
    - i. Either your assigned permit number will come up at the top of your page (just below the banner) or you will see messages indicating corrections need to be made.
    - ii. If you need to make corrections do so, then hit Submit again.
- 7) Once you have your permit number you may click the close button. You can pull this information back up in your Permits Section.
  - a. *Payment processing is still about 6 months out so continue paying as normal.*

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If you have any questions or issues please contact the Building Services Division at 239-389-5059.