

Civic Access – How To Create a Profile

YOU MUST CREATE A PROFILE IN ORDER TO HAVE ONLINE ACCESS TO YOUR PERMITS. CREATING A PROFILE OR *REGISTERING* ON CIVIC ACCESS IS **NOT** THE SAME AS A CONTRACTOR REGISTERING WITH THE BUILDING DEPARTMENT TO APPLY FOR PERMITS. IF YOU ARE A CONTRACTOR AND WISH TO REGISTER TO APPLY FOR PERMITS WITHIN THE CITY OF WEST PALM BEACH, PLEASE EMAIL DS@WPB.ORG A COPY OF YOUR STATE OR COUNTY LICENSE, CERTIFICATE OF LIABILITY INSURANCE, PROOF OF WORKERS COMPENSATION INSURANCE, AND VALID LOCAL BUSINESS TAX RECEIPT.

WELCOME, GUEST – HOW TO CREATE A PROFILE

Navigate to our Civic Access page. You can do so from www.wpb.org/epl or from Development Services' homepage.

Once you are on Civic Access' homepage, look to the top-right hand corner:

Good Afternoon, **Guest** ▼

Please note that you do not have to be logged in to use the Search function of the Menu Bar. But if you want access to your permits, to apply for new permits, or to pay invoices or schedule inspections, you must create a profile and be logged in to that profile to perform those actions.

If you click on **Guest**, you will get the following drop-down menu. If you're new to Civic Access, click Register.

Good Afternoon, **Guest** ▼

Log In

Register

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On the next page, on Step 1 of the 4-step process, enter in your email address and click Next.

IF YOU ARE A CONTRACTOR ALREADY REGISTERED WITH THE CITY, PLEASE USE THE SAME EMAIL ADDRESS YOU ALREADY HAVE ON FILE. THIS WILL LINK YOUR CURRENT/EXISTING PERMITS CONVERTED FROM OUR LEGACY SYSTEM TO YOUR PROFILE, GIVING YOU ACCESS TO YOUR LEGACY PERMITTING RECORDS.

Registration

Step 1 of 4: Email Address

Email

Next

You will then need to go into your email account and check it.

Registration

Step 1 of 4: Email Address

Email

wpbpermits@wpb.org

Next

Please check your e-mail. The confirm email link in the body of the e-mail must be clicked to move to the next step of the registration process.

If you get this error message in red, that means that email address is already associated with a Contact record in our system. That means either you already have a profile, or someone else has already used that email address.

Registration

Step 1 of 4: Email Address

Email

wpbpermits@yahoo.com

Next

This email address is in use.

Forgot your password? [Reset it](#)

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If you did not get that error, once you log into your email account you should see an email like the following:



• Civic Access New User Account Confirmation 2



• **svc.csssmtp@tylerhost.net**
To: wpbpermits@yahoo.com

You are receiving this automated e-mail based on a user registration request that we received for the Civic Access tool for our jurisdiction. The purpose below to continue to the next step of the user registration process.

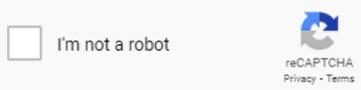
[Confirm](#)

Click Confirm. This will take you to Step 2 of Registration. Fill out the information and then click Next.

Registration

Step 2 of 4: Login information

*REQUIRED



* Username

* Password

* Confirm Password

Email citywpbpermits@gmail.com

Next

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If you have already created a profile, you should see the “Is this you?” question below and you will not get the “Next” option.

Is this you?



Jon Marchant
wpbpermits@yahoo.com

[Log In](#)

Continue with filling out the Registration with Step 3 and click Next. You can add Additional Contact Information such as Business Phone, Fax, or other telephone numbers.

Registration

Step 3 of 4: Personal Info

***REQUIRED**

* First Name
First Name is required.

Middle Name

* Last Name
Last Name is required.

Company

* Contact Preference

* Email Address

Additional Contact Information

[Back](#)

[Next](#)

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Finally, on Step 4, enter in your home or business address and click Submit.

Registration

Step 4 of 4: Address

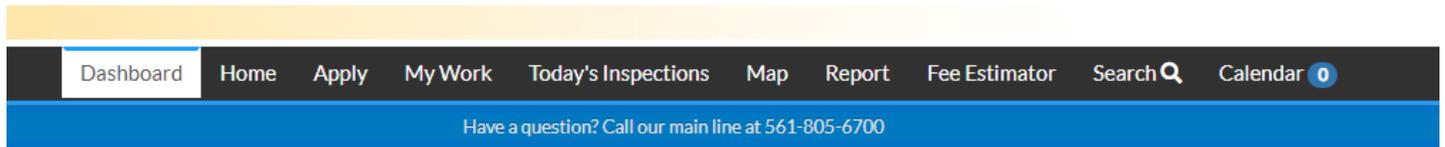
*Address *REQUIRED

City

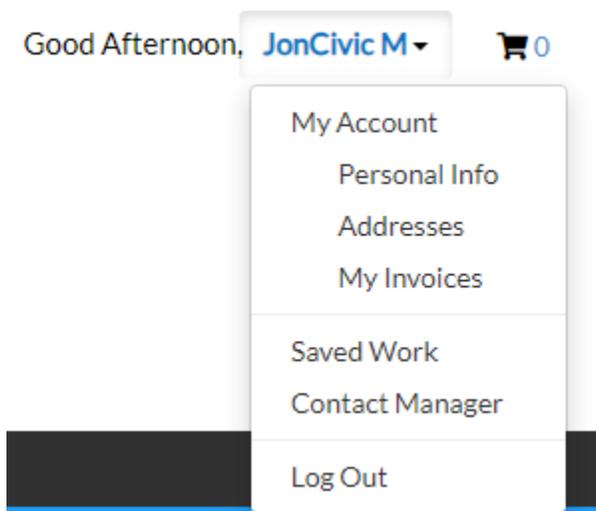
State

Postal Code

You have successfully registered on Civic Access! Please note that now you will have access to your Dashboard as well as the My Work button across the Menu Bar at the top. These will be your main access points to your permits, invoices, and inspections.



If you look again at the top-right hand corner you should see your profile as well as additional options, including a Checkout Cart.



If you have any problems or issues, feel free to email us at ds@wpb.org or call us at 561-805-6700.