City of West Palm Beach

Civic Access Guide – Requesting Associate Access

The city's Civic Access Online Portal will allow contacts to request access to another account's records. A prime example of this scenario would be a business that wishes to allow staff within their organization to act on behalf of their company to manage permit records using their own login. In this guide, we will cover how to request access from the parent contact account.

1. Sign into Civic Access by clicking on the Login or Register link and then using credentials you previously setup. See appropriate guide or video for setting up your username and password on our EPL site (Enterprise Permitting & Licensing (EPL) | West Palm Beach, FL (wpb.org))

2. Once logged in, click your account name in the upper right corner and select Contact Manager from the drop-down
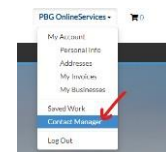
3. Select the My Associations tab

4. Under the Add Contact header, type in a portion of the business name you wish to be linked to and click Search

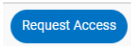5. If the business is registered within our system, the results section will display the business name

6. Click Request Access

7. In the Request Access Form window, edit the Subject and Message fields to include the message you wish to relay to the company's contact email address on file

8. Click Send
   <<At this point, you must wait for the company contact to approve the request>>

9. A contact will display under the Pending contacts section of the Contact Manager. Clicking Resend will again display the Request Access Form if you wish to send the company contact another email