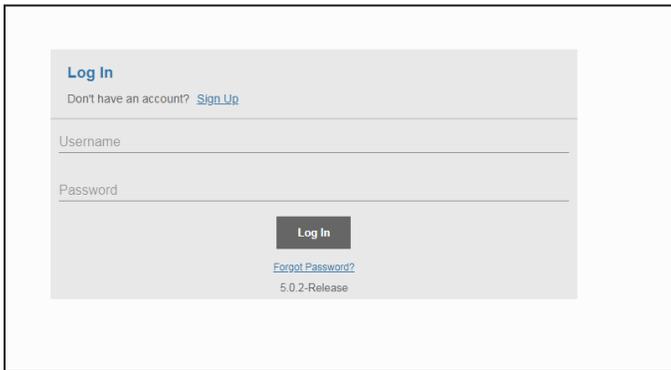
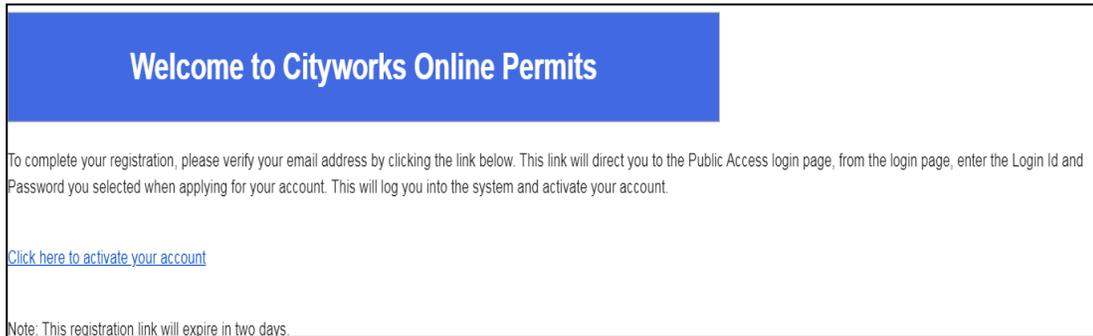


ONLINE PORTAL INSTRUCTIONS

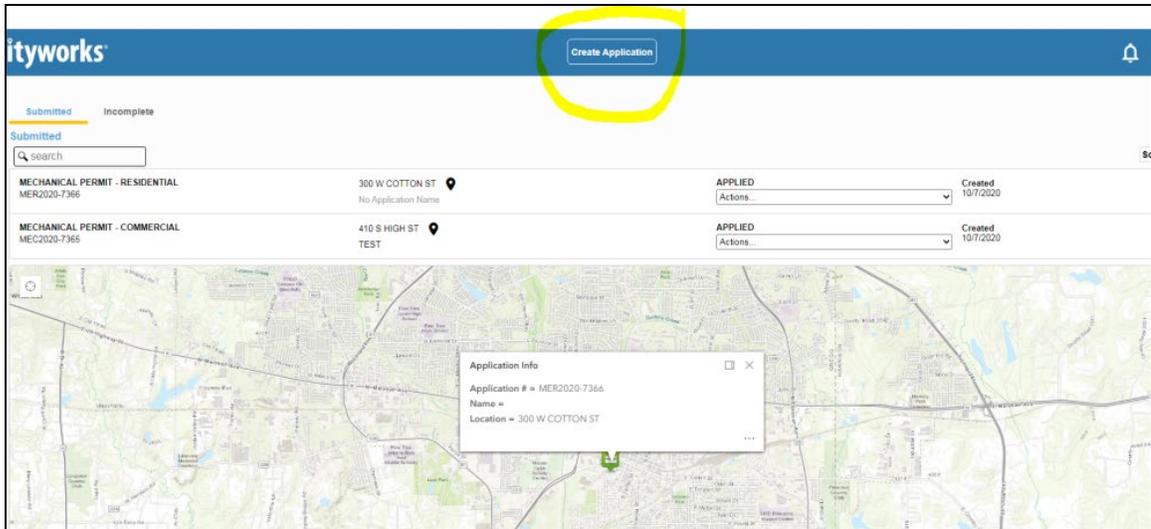
1. <https://cloud.longviewtexas.gov/OnlinePermits/template/login.aspx>
(You will need to use Google Chrome, Firefox, Safari or Microsoft Edge. Internet Explorer is not supported by this software)
2. Click on “Sign Up” and enter a good email address and password (**NOTE: This email address will be associated to all your permits applied for online and in person.**)



3. Once you have completed the registration process, you will need to check your email and activate your account by clicking on the link.



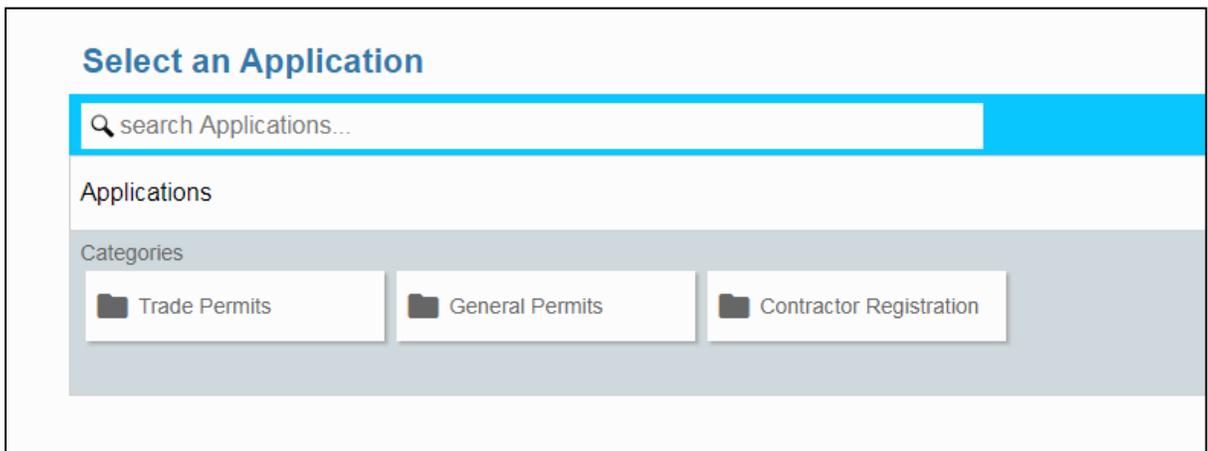
4. Log in to your Cityworks account and click on “Create Application” at the top of the page.



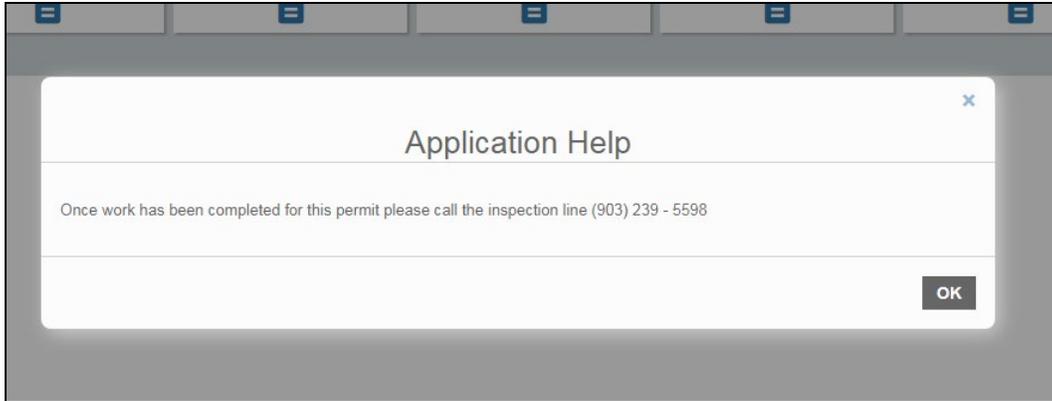
Once you have created permits, you will be able to see all the open/active permits associated to your account/email.

(NOTE: PLEASE MAKE SURE YOU ARE USING THE SAME EMAIL YOU REGISTERED WITH. THIS ENSURES THAT YOU HAVE ACCESS TO ALL YOUR PERMITS.)

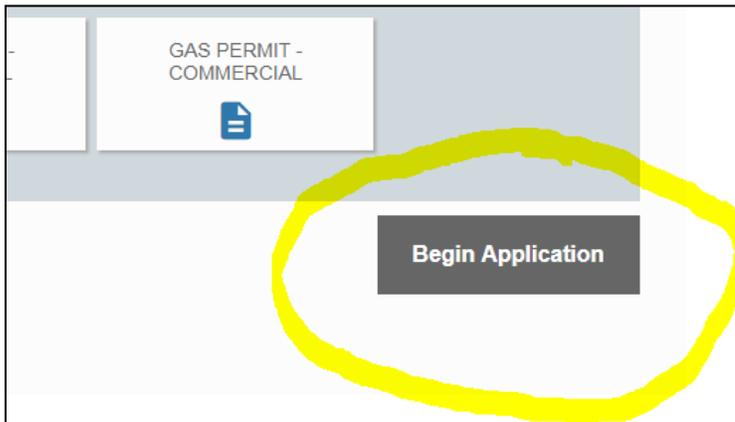
5. After choosing to create an application, you will choose to either register/renew your registration or apply for a trade permit.



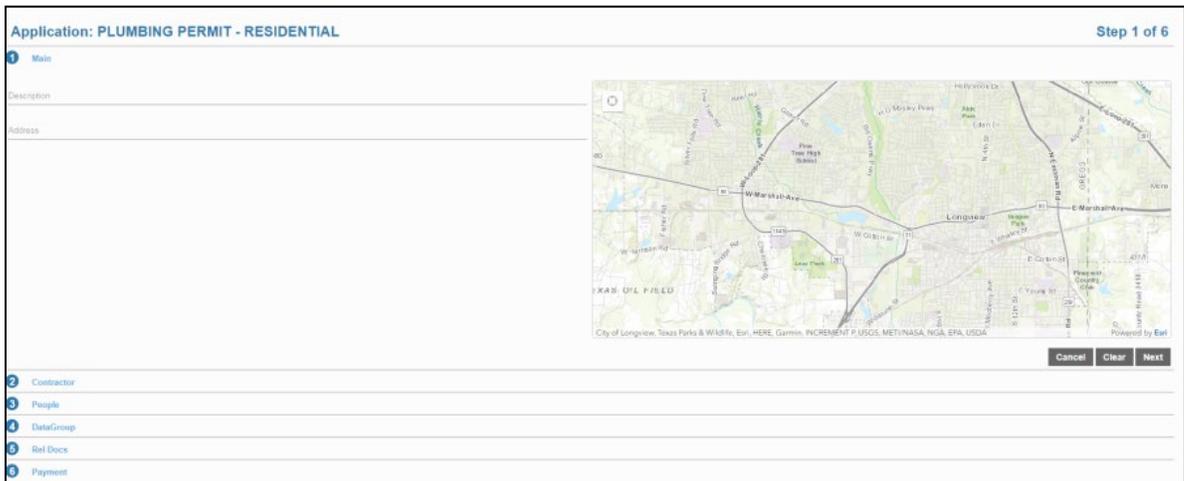
6. After selecting the appropriate permit, you will get a screen with a message regarding inspections. Click "OK".



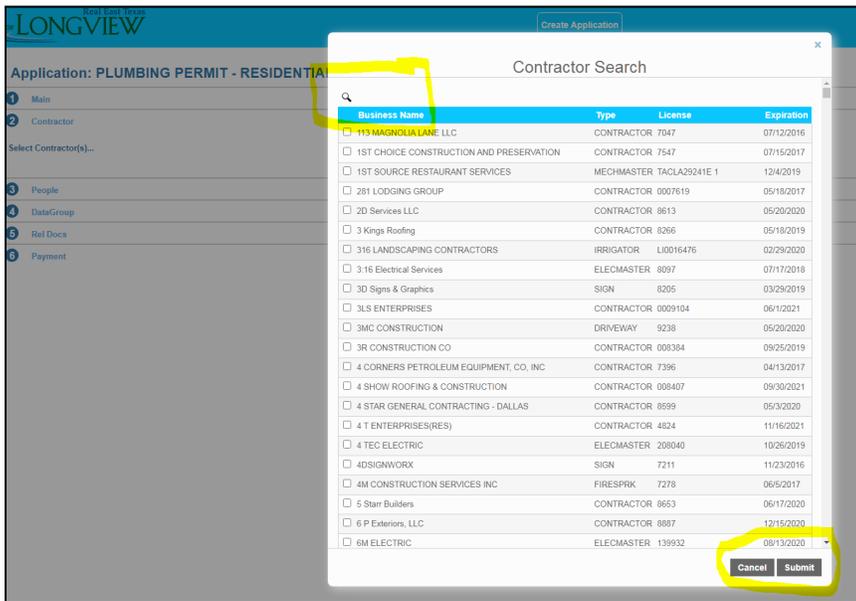
7. Once you click "OK", you will click on "Begin Application".



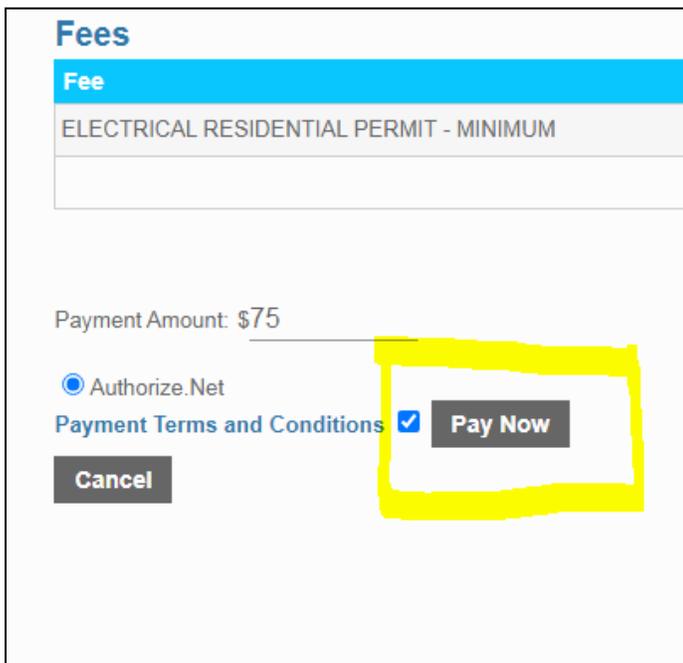
8. Every permit will bring you to this screen. Here you will enter the Description of the project, for example, Walmart, ABC Apartments, Zippy J's, etc. Enter the project address and click "Next".

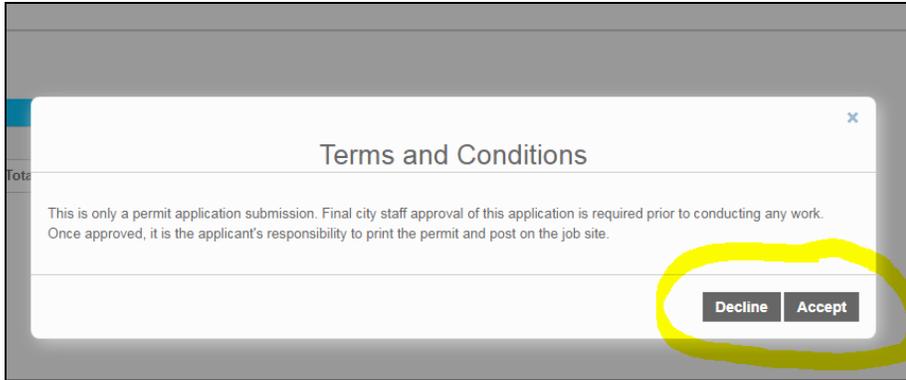


- In the second section you will enter Contractor information. To search for your business, click Select Contractor(s) and go to the upper left corner and start typing the name of your business. After you have found your business name, click in the box and select "Submit".



- Section 3, you will have the option to enter Homeowner information if applicable.
- Section 4 is the Datagroup. Here you will enter the Work Description for your project.
- In section 5 you will have the option to attach any documents if applicable.
- Section 6 is your payment. You will need to accept the Payment Terms and Conditions first and then click "Pay Now". You will need to accept the Terms and Conditions in the pop up as well.

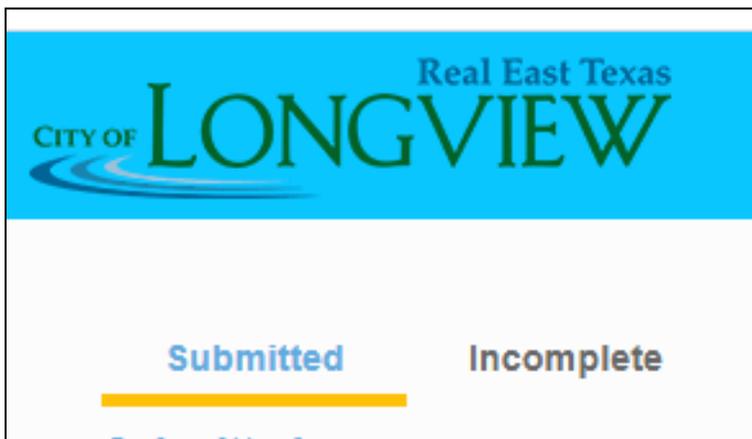




14. You will be redirected to Authorize.net where you will be able to enter payment information. Once you have entered the appropriate information, you will select PAY.

IMPORTANT: We will NOT receive your permit until payment has been made.

15. Once payment has been made, you will be able to return to your account where it will show all your active/open permits. To do this, you will need to click on the City of Longview logo on the top left corner.



16. Go to the dropdown box under “Applied” and select the appropriate Action you need (Check Case Status, Schedule Inspection, Pay Fees, Print Permit, Create new case from Current, or Link Case). **At this point you can print both your permit and receipt.**

The screenshot shows three rows of a table or list. Each row has the word 'APPLIED' in bold. Below it is a dropdown menu with 'Actions...' and a downward arrow. To the right of each row is a 'Created' date: 10/19/2020, 10/13/2020, and 10/13/2020 respectively.

17. When you are ready to schedule an inspection, you will choose “Schedule Inspection” from the drop box. You will come to this screen.

The screenshot shows the 'Schedule Inspection For Application' screen. At the top, it says 'ELECTRICAL RESIDENTIAL PERMIT ELR2020-10823'. There is a 'No Location Specified' warning with a 'delete - portal test' link. An 'ISSUED' status is shown with an 'Actions...' dropdown. The 'Created' date is 10/19/2020 and 'Expires' is 05/17/2021. Under 'Select An Inspection:', there is a table with two columns: 'Inspection Type' and 'Scheduled Time'. The table lists: ROUGH-IN INSPECTION, UNDERGROUND INSPECTION, METER LOOP INSPECTION, GROUNDING, TEMPRARY ELECTRIC POWER INSPECTION, and OTHER INSPECTION.

For example, if you are scheduling a Rough-In inspection, you will click on it and it will give you the following option.

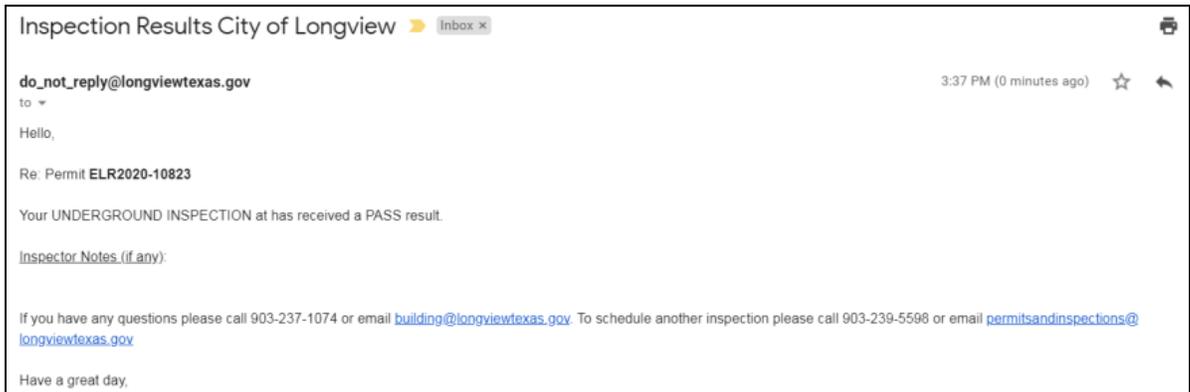
This screenshot shows the 'Availability' section of the 'Schedule Inspection For Application' screen. It features a calendar for the week of Monday, October 26, to Monday, October 29. The date 'Tue 27' is highlighted. Below the calendar, there are buttons for 'AM' and 'PM'. At the bottom left, there is a 'Schedule' button.

You will be able to choose the date you would like your inspection and it will give you the option to choose either AM or PM. You will then click on “Schedule” and it will show you that your inspection has been scheduled. **(Note: The inspectors try their best to accommodate the AM/PM request but it is not a 100% guaranteed they can conduct inspection during that time slot)**

18. After scheduling the inspection, it will show the date and time preferences.

Inspection Type	Scheduled Time
ROUGH-IN INSPECTION	10/27/2020 AM
UNDERGROUND INSPECTION	
METER LOOP INSPECTION	
GROUNDING	
TEMPRARY ELECTRIC POWER INSPECTION	
OTHER INSPECTION	

19. Once an inspection has been conducted, it will send you an automated email notifying you of the results and any comments if applicable.



20. This will continue for every inspection scheduled and conducted until the Final Inspection request. Once your permit has had a “Final Pass”, it will be closed out and you will no longer see it on your dashboard.

If you have questions regarding the online permit submittal process, please contact the City of Longview at 903-237-1060 and we will be more than happy to assist you.