



SMARTGov PORTAL - PUBLIC USER GUIDE

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SMARTGOV PUBLIC PORTAL

The public portal allows the general public, such as contractors, home builders, and the general community to apply for and pay for permit fees online via a standard web browser. This is via secured logged on account.

The following recommended browsers should allow for the most optimal experience:
Internet Explorer 8 and higher or Google Chrome

The screenshot displays the SMARTGOV PUBLIC PORTAL interface. At the top right, contact information is provided: support: 360.779.2400 and support@paladindata.com. The main content area features three prominent service cards:

- Permitting**: Represented by a clipboard icon, with the description "View your permits and inspection results" and a "Go »" button.
- Public Notices**: Represented by a megaphone icon, with the description "Find and review public notice announcements" and an "Go »" button.
- Contact Us**: Represented by a speech bubble icon, with the description "Request information or file a complaint" and a "Go »" button.

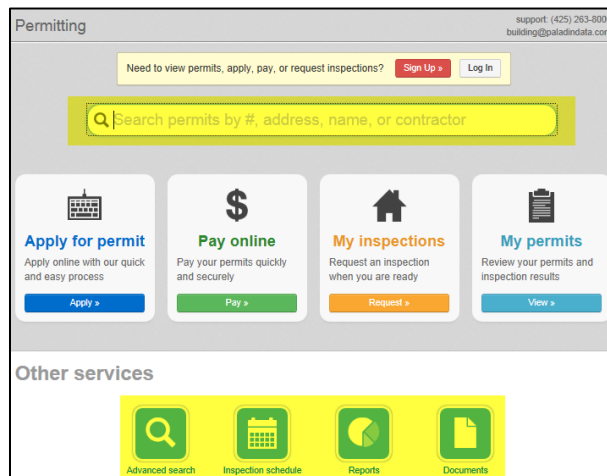
Below these cards is a section titled "Other services" which includes two icons: "Reports" (a pie chart icon) and "Documents" (a document icon).

VIEW PORTAL INFORMATION - PUBLIC

Public View - information is available to the public user. Creating an account is not required but the information that can be viewed may be limited depending upon the configuration setup.

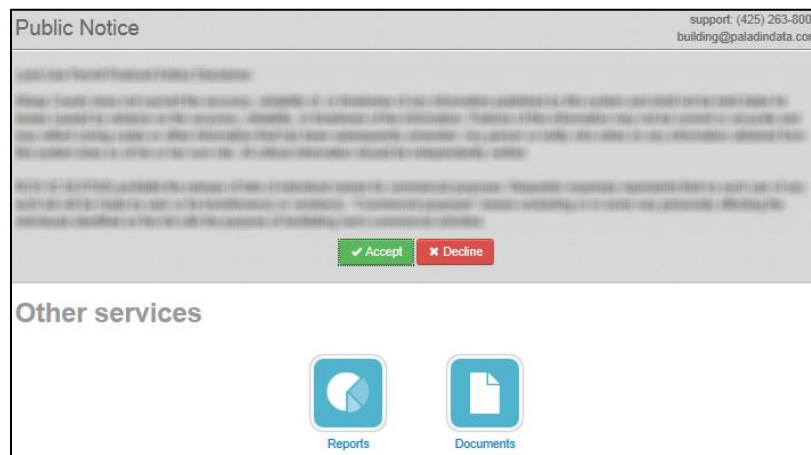
Permitting

- Search for Permits (simple and advanced)
 - View Permit Information marked as public
 - View Permit on the map
- View the Inspection Schedule
- View Public Documents
- View Public Reports



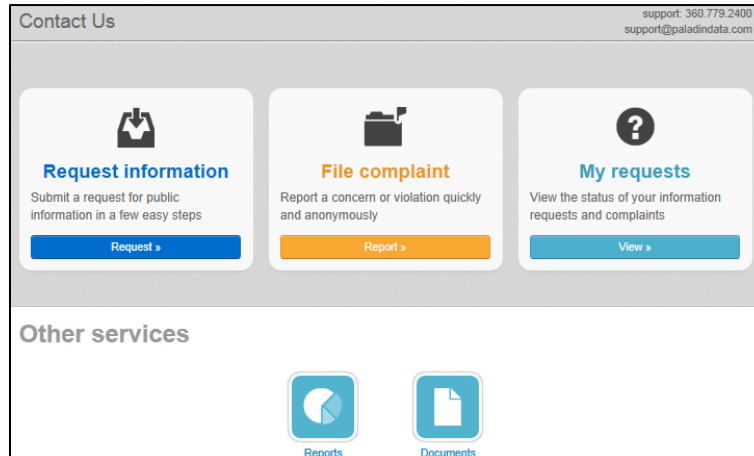
Public Notices

- Search for Public Notices (simple and advanced)
 - View Permit Information marked as public notice
 - View Permit on the map
- View Public Documents
- View Public Reports



Contact Us

- Request Information
- File a complaint
- View my request (with confirmation number and PIN)



SIGN UP - CREATE AN ACCOUNT

In addition to seeing general information about permit online users can create an account giving the user access to the private details of the permit. The user will also have the ability to view and upload files, pay for permits and receive emails and track the permit as it moves through the process.

Sign Up

- Click **Sign Up** in the upper right corner of the **Main Page**
- Click **Sign Up** on the **Permitting Main Page**



Wizard - Step 1 (Account)

- **Email Address** - enter a valid email address
- **Password** - must be a minimum of 8 characters
- **Confirm Password** - re-enter the password
- **Access Code** - this step can be skipped or entered if the user knows the code
- **Next**

A screenshot of the 'Account Sign Up' wizard step. At the top, there are three steps: '1 Account', '2 Contact', and '3 Review'. The 'Account' step is active. The form includes: 'Email Address' field with a 'Valid Email Address' label; 'Password*' field with a 'Minimum 8 characters' label; 'Confirm Password' field with a 'Re-enter password' label; and 'Access Code' section with a 'Code:' field and a note: 'The access code will help associate your new account with any permits you may already have applied for. Don't have one? Skip this step.' A 'Next >' button is at the bottom.

Wizard - Step 2 (Contact)

- **First Name** - enter first name
- **Last Name** - must be a minimum of 8 characters
- **Confirm Password** - re-enter the password
- **Access Code** - this step can be skipped or entered if the user knows the code
- **Next**

A screenshot of the 'Contact Information' wizard step. At the top, there are three steps: '1 Account', '2 Contact', and '3 Review'. The 'Contact' step is active. The form includes: 'FirstName*' field; 'LastName*' field; 'Address' field; 'City' field; 'State' dropdown menu (currently showing 'AL'); 'Zip Code' field with a note 'e.g. 12345 or 12345-6789'; and 'PhoneNumber' field with a note 'e.g. 555-555-5555'. 'Previous' and 'Next >' buttons are at the bottom.

Wizard - Step 3 (Review)

- **Edit** the account or contact information
- Click the “**I agree to Terms & Conditions**” checkbox
- Click **Create my Account**

1 Account 2 Contact 3 Review

Review the information below

Account [edit](#)

Contact [edit](#)

I agree to the [Terms And Conditions](#)

[Create my Account](#)

A **verification email** will be sent to the email address used during account setup.

A message displays on the screen allowing the user to resend the email or update the email address (typos)

Once verified the user will login in to the portal to view private information.

Verify your email address to access all of our services. A verification message was sent to [email address]

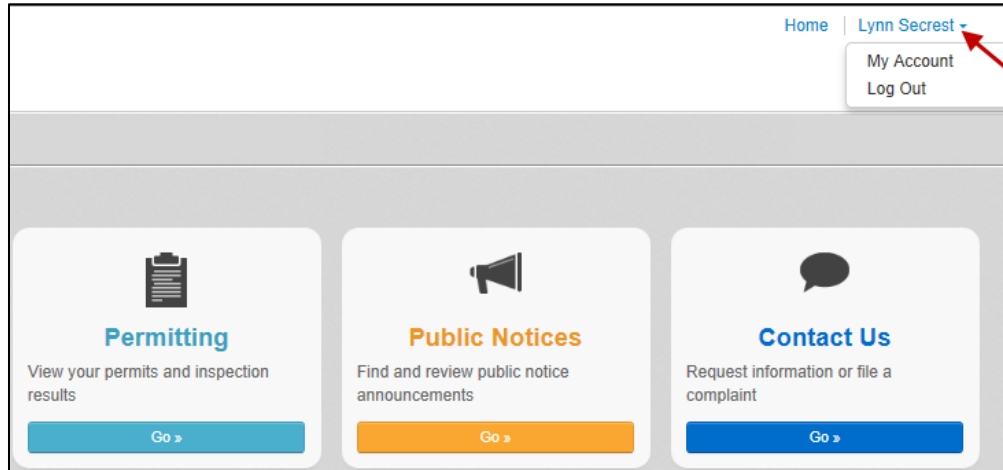
[Resend verification](#) [Update email address](#)

Your account has been created for the portal. Please click on the link below to verify your account.

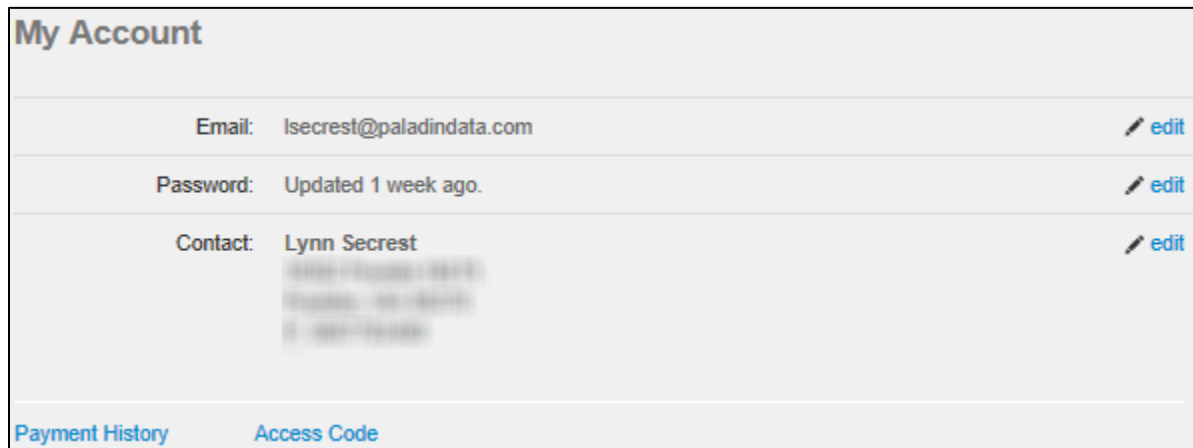
[Verify](#)

MANAGE ACCOUNT

Once the account has been set up and the user is logged in, account information can be maintained via the “My Account” link.



The contact information can be edited, payment history can be viewed and access codes can be updated.



VIEW PORTAL INFORMATION - PRIVATE

Private View - Once the account is created and the user is logged in, additional information and functionality is available. Any portions of the permit or public notice marked as private will display.

Permitting

- Search for Permits (simple and advanced)
 - View Permit Information marked as public and private
 - View Permit on the map
 - Upload files
 - View notes attached to the permits
 - **Receive notification emails when events happen against a permit**
- Apply for permits
- Pay for Permits
- View the Inspections attached to the permit
- Request an Inspection
- View permits attached to the account
- View the Inspection Schedule
- View Public Reports
- View Public Documents

The screenshot shows the 'Permitting' portal interface. At the top right, there is contact information: 'support: (425) 263-8000' and 'building@paladindata.com'. Below this is a search bar with the placeholder text 'Search permits by #, address, name, or contractor'. The main content area is divided into four columns of service cards:

- Apply for permit:** Features a calendar icon, the text 'Apply online with our quick and easy process', and a blue 'Apply >' button.
- Pay online:** Shows a total due amount of '\$40⁰⁰', the text 'Pay your permits quickly and securely', and a green 'Pay >' button.
- My inspections:** States 'You have 1 inspection upcoming' with details '06/05 4:00 pm 13 120TH ST SE'. It includes the text 'Request an inspection when you are ready' and an orange 'Request >' button.
- My permits:** States 'You have 2 permits' with a breakdown: '1 pending', '1 issued', and '0 closed'. It includes the text 'Review your permits and inspection results' and a blue 'View >' button.

Below these cards is a section titled 'Other services' with four icons and labels: 'Advanced search' (magnifying glass), 'Inspection schedule' (calendar), 'Reports' (pie chart), and 'Documents' (document icon).

Apply for a Permit

Step 1 (Type)

- Select a **Permit Type** from the drop down box
- Click **Next**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Start your application by selecting a permit type

Permit Type:* Select an Option

Next →

Step 2 (Location)

- Enter the **Parcel Number** or
 - Click **No** to enter the **Site Location**
 - Edit the address information (if necessary)
- Click **Next**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Site location

Do you know the Parcel #?

Yes No

← Previous Next →

1 Type 2 Location 3 Contractor 4 Details 5 Review

Site location

Address: %141

City: 1002 141ST PL SW
LYNNWOOD, WA 98087
1003 141ST PL SW
LYNNWOOD, WA 98087

State: 1007 141ST PL SW
LYNNWOOD, WA 98087
1101 141ST PL SW
LYNNWOOD, WA 98087-6064

Zip Code: 1105 141ST PL SW
LYNNWOOD, WA 98087-6064
1111 141ST PL SW
LYNNWOOD, WA 98087-6064
1121 141ST PL SW
LYNNWOOD, WA 98087-6064
1122 141ST PL SW
LYNNWOOD, WA 98087-6064

a drop down list displays and the wildcard % search is available

Site location

Parcel #:

Address: 1 143RD ST SW
LYNNWOOD, WA 98087-6703

[Edit Information](#)

← Previous Next →

Step 3 (Contractor)

- Enter the **Contractor Name** or **License #** (optional step)
- Click **Next**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Primary contractor

Name or license #: (optional)

4EVERGREEN FABRI 1402 LAKE TAPPS PIKWY E
4EVERFL925K9 AUBURN, WA 98092
A & B ASPHALT INC PO BOX 5280
ABASPM239JM BENTON CITY, WA 99320-5
A & B CARPET INC 2306 118TH PL SE
ABCARI9950S EVERETT, WA 98208
A & B CONSTRUCTION PO BOX 27
ABSONC9699L VAUGHN, WA 98394
A & B CONTRACT 7424 BROADWAY
ABSONC9580O EVERETT, WA 98203-6800
A & B ELECTRIC INC 4202 W 34TH
ABELEH362LJ KENNEWICK, WA 99337

a drop down list displays and the wildcard % search is available

Step 4 (Details)

- Enter **Details**
- Enter the **Fixture Amounts**
- Enter the **Valuation Amounts**
- Click **Next**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Permit details

UBI # General:

Existing SF Bldg Footprint:

Proposed SF Bldg Footprint:

Basement?:

Any Non-conforming Use:

Grading Quantities Outside:

How Much Material Imported:

Height Certified?:

Fixtures

Class	Description	Per Unit	Quantity
PLUMBING	medical gas inlet(s)/outlet(s) > 5	\$6.65	<input type="text" value="0"/>
PLUMBING	Medical gas piping serving 1 to 5 inlet (s)/outlet(s) for a specific gas	\$69.25	<input type="text" value="0"/>
PLUMBING	Cross connection test of reclaimed water system (excluding initial)	\$58.60	<input type="text" value="0"/>
PLUMBING	Backflow protective device(Over 2 inch (51 mm) diameter)	\$19.70	<input type="text" value="0"/>
PLUMBING	Backflow protective device(Less Than 2 inch (51 mm) diameter)	\$9.00	<input type="text" value="0"/>

Valuations

Valuation Quantity

Step 5 (Review)

- **Edit** Permit Information
- Click **Submit my Application**
- **A confirmation email will be sent to user**

1 Type
2 Location
3 Contractor
4 Details
5 Review

Review your permit application

General Information [edit](#)

Applicant: Secret, Lynn

Permit Type: Single Family Residence - Garage

Parcel #: 01039100000800
Site Address: 2310 115TH PL SW
EVERETT, WA 98204

Permit Details [edit](#)

Fixtures [edit](#)

Class	Fixture	Quantity	Value
MECHANICAL	Ventilation Fan	2	\$18.00
Total:			\$18.00

Valuations [edit](#)

Valuation	Quantity	Value
Entered Valuation	1500	\$1,500.00
Total:		\$1,500.00

✓ Submit my Application

SFR-GAR-2013-002 Single Family Residence - Garage [Map](#) [Contact](#)


Address: 2310 115TH PL SW EVERETT, WA 98204 Parcel #: 01039100000800	Status: Application is under initial review	Submitted: 6/11/2013 Approved: Issued: Closed: Expires: 12/8/2013	Inspections: Required: 19 Requested: 0 Reinspect: 0 Complete: 0	Total Due: \$183⁸⁸ Pay »
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Pay Online

From the permit click the **Green Pay** button

- **Add** on one or more permits to the cart
- **Proceed to Checkout**

Pay Online Click "add" to add the item to your shopping cart.

SFR-GAR-2013-002 Single Family Residence - Garage	→ + Add	 Cart <i>Your cart is empty.</i> Proceed to checkout »
Fees: \$183.88		
COMM-PLM-2013-001 Commercial Plumbing	→ + Add	
Fees: \$131.18		
COOP-2012-003 Chicken Coop License	+ Add	
Fees: \$40.00		

- Click **Edit Invoice** to make changes
- Click **Proceed to Payment**

Review your payment

Permit	Amount Due	Payment Amount
SFR-GAR-2013-002	\$183.88	\$183.88
COMM-PLM-2013-001	\$131.18	\$131.18
Total:	\$315.06	\$315.06

→ [edit invoice](#)

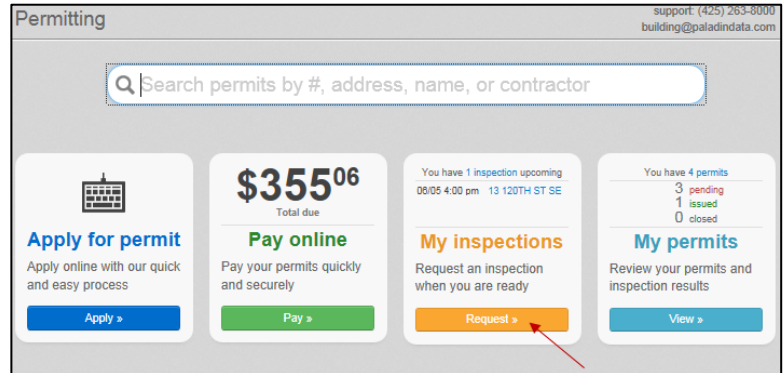
[Proceed to Payment »](#)

Request an Inspection - My Inspections

NOTE: Inspections will only be available to request after the permit is in an ISSUED state.

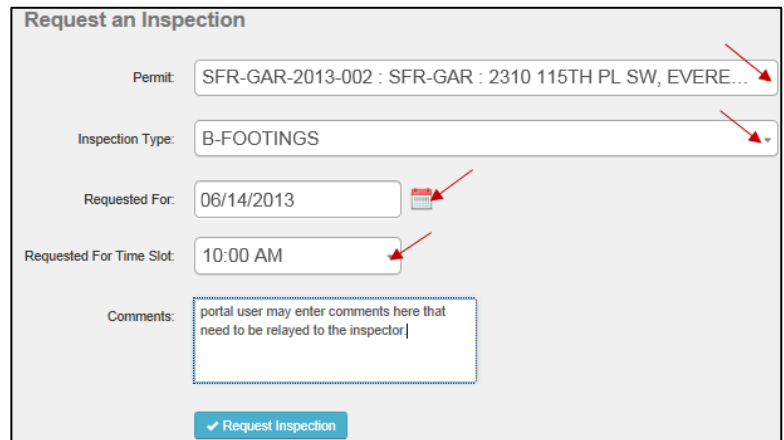
From the Main Page of Permitting

- Click the **Request** button under My Inspections



The screenshot shows the 'Permitting' main page. At the top right, there is contact information: 'support: (425) 263-8000' and 'building@paladindata.com'. Below this is a search bar with the placeholder text 'Search permits by #, address, name, or contractor'. The main content area is divided into four cards: 1. 'Apply for permit' with a building icon and an 'Apply >' button. 2. 'Pay online' showing a total due of '\$355⁰⁶' and a 'Pay >' button. 3. 'My inspections' showing 'You have 1 inspection upcoming' on '06/05 4:00 pm' at '13 120TH ST SE' and a 'Request >' button. 4. 'My permits' showing 'You have 4 permits' (3 pending, 1 issued, 0 closed) and a 'View >' button. A red arrow points to the 'Request >' button in the 'My inspections' card.

- Select the **Permit Number** from the drop down list
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- **A confirmation email will be sent to user**

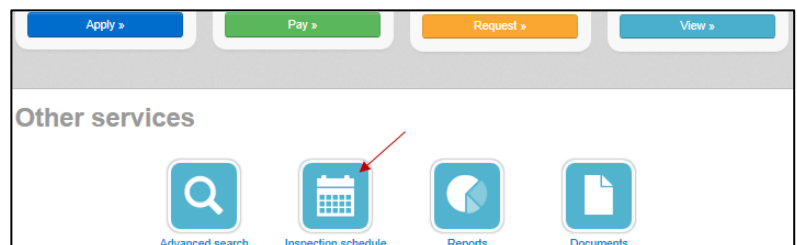


The screenshot shows the 'Request an Inspection' form. It has the following fields: 1. 'Permit:' with a dropdown menu showing 'SFR-GAR-2013-002 : SFR-GAR : 2310 115TH PL SW, EVERE...'. 2. 'Inspection Type:' with a dropdown menu showing 'B-FOOTINGS'. 3. 'Requested For:' with a date input field showing '06/14/2013' and a calendar icon. 4. 'Requested For Time Slot:' with a time input field showing '10:00 AM'. 5. 'Comments:' with a text area containing the placeholder text 'portal user may enter comments here that need to be relayed to the inspector'. At the bottom is a blue button with a checkmark and the text 'Request Inspection'. Red arrows point to the dropdown arrows of the Permit and Inspection Type fields, the calendar icon, and the time slot input field.

Request an Inspection - Inspections Schedule

From the Main Page of Permitting

- Click the **Inspection Schedule** icon (the calendar displays)



The screenshot shows the 'Other services' section on the Permitting main page. It features four icons in a row: 1. 'Advanced search' with a magnifying glass icon. 2. 'Inspection schedule' with a calendar icon. 3. 'Reports' with a pie chart icon. 4. 'Documents' with a document icon. A red arrow points to the 'Inspection schedule' icon.

- Select an available **date**

Inspection Schedule

Jun 2013

6/14/2013 [Request Inspection »](#)

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

Available
 Full
 Closed
 Historical

SFR-2011-018
B-Floor Framing
13715 MANOR WAY

Inspector	Time Slot
Joe Paladin	

- Click the **Request Inspection** button
- Select the **Permit Number** from the drop down list
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- **A confirmation email will be sent to user**

Request an Inspection - My Permits

From the Permit

- Click the **Request** button

SFR-GAR-2013-002 Single Family Residence - Garage Map Contact

Address: 2310 115TH PL SW EVERETT, WA 98204 Parcel #: 01039100000800	Status: Permit has been issued	Submitted: 6/11/2013 Approved: 6/11/2013 Issued: 6/11/2013 Closed: Expires: 12/8/2013	Inspections: Required: 17 Requested: 0 Reinspect: 0 Complete: 0	Total Due: \$0⁰⁰
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[Request](#)

- The **Permit Number** defaults
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- **A confirmation email will be sent to user**

Inspections	Date	Status	
B-Footings	6/14/2013 10:00 am requested	Awaiting Inspection	Cancel
B-Stem/Foundation Wall/Piers and Masonry			Request
Storm and Footing Drains at Building Perimeter			Request
Building - Under Slab (Covers Ground Plumbing and Mechanical)	6/18/2013 10:00 am requested	Awaiting Inspection	Cancel
B-Floor Framing			Request
B-Rough Electrical			Request

NOTE: Users may send cancellation requests for Inspections that have been requested but not scheduled.

View Permits

All details flagged as Public and Private View display

SFR-GAR-2013-002 Single Family Residence - Garage Map Contact

Address: 2310 115TH PL SW EVERETT, WA 98204 Parcel #: 01039100000800	Status: Permit has been issued	Submitted: 6/11/2013 Approved: 6/11/2013 Issued: 6/11/2013 Closed: Expires: 12/8/2013	Inspections: Required: 17 Requested: 2 Reinspect: 0 Complete: 0	Total Due: \$0⁰⁰
--	--	--	--	---

[Request »](#)

👤
📍
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📅
🔍
+
📧
📄

click links to quickly jump to sections of the permit

Approval Steps

Contacts

OWNER: WABALUKU GEDEON N & BUKA PEMBA C
2310 115TH PL SW
EVERETT, WA 98204

APPLICANT: Secret, Lynn
19362 Powder Hill Pl.
3607792400

Parcels

Parcel	Owner	Address
01039100000800	WABALUKU GEDEON N & BUKA PEMBA C	2310 115TH PL SW EVERETT, WA 98204

Submittals

Required Submittals

Submittal	Required	Received	Accepted
Application	Yes	6/11/2013	n/a
Business License	Yes	6/11/2013	n/a
Contractors License	Yes	6/11/2013	n/a
Building Plan-2 Copies	Yes	6/11/2013	n/a
Site Plan - 4 copies	Yes	6/11/2013	n/a

Approval Steps

These steps track the City's approvals. If you have any questions contact us at (425) 263-8000.

Step	Status	Date
Building Department	Approved	6/11/2013
Engineering Department	Approved	6/11/2013
PW Director or Designee Approval	Approved	6/11/2013
Planning Department	Approved	6/11/2013
Planning Director or Designee Approval	Approved	6/11/2013
Fire Department/Fire Marshal	Approved	6/11/2013

Conditions

These are the conditions of your permit.

All Contractors & Subcontractors are required to have a City of Mukilteo Business License.

Per the IBC the City may require that the property owner obtain a special inspection (such as topography, foundation types, unstable conditions, or soil types) prior to City approval. The cost of these inspections will be the responsibility of the property owner.

All improvements shall be constructed in accordance with the approved site, civil and building plans.

Notes

Relay information via notes then publish on the portal 6/11/2013 [Appendix A .pdf](#)

Public Notices

- Search for Public Notices (simple and advanced)
 - View Permit Information marked as **public notice**
 - View Permit on the map
- View Public Documents
- View Public Reports

The screenshot shows a 'Public Notice' window. At the top right, it displays 'support: (425) 263-8000' and 'building@paladindata.com'. The main area contains a large block of text, likely the notice content. Below the text are two buttons: a green 'Accept' button with a checkmark icon and a red 'Decline' button with an 'X' icon. Underneath these buttons is a section titled 'Other services' which contains two icons: a pie chart icon labeled 'Reports' and a document icon labeled 'Documents'.

Contact Us

- Request Information
- File a complaint
- View my request (with confirmation number and PIN)
 - The confirmation number is stored on the case so it can be supplied to the user after a verification process
 - View Status
 - View Notes

The screenshot shows a form titled 'Enter your confirmation number and PIN'. It has two input fields: 'Confirmation Number:' with a dotted border and a vertical cursor, and 'PIN:' with a solid border. Below the input fields is a blue button labeled 'View »'.

