Citizen Self-Service FAQs - Floodplain Development Applications

1. **How do I set up an account?**
   Scroll to the bottom of the page and click Sign Up directly next to "Don't have an account?". Enter the information required and click Sign Up. Access the email you entered and verify your account using the 6-digit code sent to your email.

2. **How do I sign in?**
   Click the Login or Register button on the upper left-hand side of the webpage. Enter your email associated with your account, or sign in via Google, Apple, Microsoft, or Facebook.

3. **My account is locked.**
   Ensure your username is correct and the password you have entered is correct. If it is still not working, click Unlock Account at the bottom of the login screen. Enter your email associated with your account. Select Email. Click Send me an Email. Enter the 6-digit code sent directly to your email. Recover your account.

4. **I am having trouble logging into my account.**
   Ensure your username and password are correct. Enter the email address associated with the account. Click NEXT. Select the method of logging in you require (email or password). Select Forgot Password? at the bottom of the page. Click Send Me an Email for password verification.

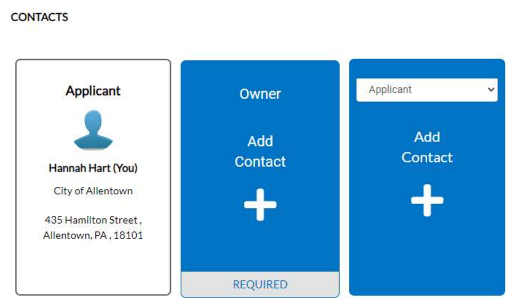
5. **How do I apply for a Floodplain Development Permit application?**
   Login to your account using your username and password. Click Apply, located on the top ribbon of the webpage. Select the "PERMITS" tab to populate a list of permits and scroll down to Floodplain Development Permit. Likewise, you can also type Floodplain Development Permit into the top search bar and click the magnifying glass to locate the application. Click apply and follow the prompts to add the project location, type, contacts, more info, attachments, and signature.

6. **How do I add a project location?**
   Select Add Location. Enter the address of your project in the Search Bar. Select the official location and click Add.

7. **My project has multiple addresses. How do I add multiple addresses?**
   Enter the primary address associated with your project using Add Location. Once you add the primary project address, you will have the opportunity to add any additional addresses associated with your project.

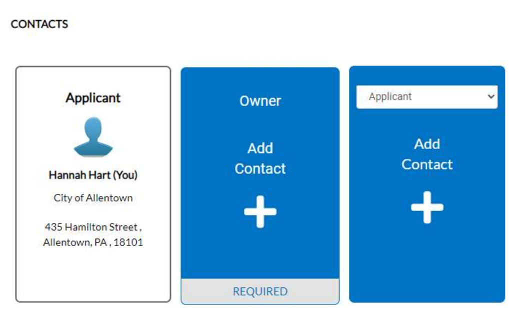
8. **I can't find my project address when I use Add Location.**
   Many Allentown locations span several addresses i.e.: 3301-3359 Tilghman St. Search your address using City of Allentown GIS Public Viewer (arcgis.com) to obtain its Ward Account Number. You can then search and add your location using the Ward Account Number.

9. **How do I add a contact?**
   Click Add Contact on the REQUIRED Contact Card. Enter the contact name in the search field and click the magnifying glass. When the contact populates click Add. For Floodplain Development Permit applications, the following contacts are required: Applicant and Owner.

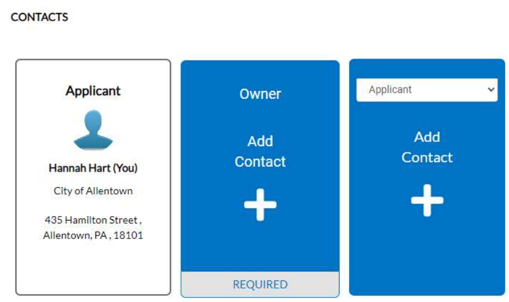


10. **When I try to add a contact using the search function, I get: No records to display. How do I add this contact?**
    Only existing contacts in our permitting system will populate using the search function. On the Add Contact screen, click on Enter Manually. Complete all the fields with a red asterisk. Click Submit and your contact will be added to your application. Now that the contact has been added to our system, you will be able to search this contact when completing future applications.

11. **I have additional contacts but do not see a Contact Card for them. Where can I add them?**
    There is a Contact Card with a dropdown menu. Using the dropdown menu, select the type of contact you need to add and click Add Contact. You can search the contact or manually add their information if they are not an existing contact in our permitting system.



12. **How do I add myself as both the owner and the applicant?**
Since you are completing the application, you will already be listed as the applicant on the Contacts Screen. To add yourself as the Owner, click Add Contact on the Owner Card. Enter your name in the search field and click the magnifying glass. When your name populates click Add.



13. **Which attachments do I need to include with my application?**
Refer to the attachment descriptions on the Attachments screen.

14. **How do I upload files?**
Use the dropdown menu on the attachment card to select the type of file you are uploading. For example, when uploading architectural plans, you would select Architectural Plans from the dropdown menu. After selecting an attachment type, click on the attachment card. Select your file and upload.

15. **I don't see an attachment type for one of my files. How do I upload it?**
    Using the dropdown menu, select Other Documentation. Please ensure that when using Other Documentation that your file name is descriptive enough to indicate the type of attachment you are uploading.

16. **I have multiple files for one attachment type. How do I upload multiple files?**
    You can only upload one file at a time. Using the dropdown menu on the attachment card, select your attachment type, click on the attachment card and upload one of your files. Repeat the process for all additional files, selecting the same attachment type on the dropdown menu.

17. **When do I pay my application fee?**
    The application fee will be calculated after the application is submitted. Immediately after submittal you will have the option to add the fee to your cart and pay with a credit card at checkout. ***Note: Processing fee will apply for all credit card payments.***

18. **I did not pay my application fee after I submitted my application. How can I pay my application fee?**
    Login to your account using your username and password. Click on My Dashboard, found on the top ribbon. Under Permits, click on Attention. A list of permits requiring your attention will be listed. Find the unpaid permit using the permit number. A link for Unpaid Fees will be under the State Column. Click the link and follow the instructions to pay your application fee. ***Note: Processing fee will apply for all credit card payments.***

19. **I received an invoice for an application fee. How do I pay an invoice online?**
    Login to your account on a PC (you cannot pay using a mobile device) using your username and password. Click Pay Invoice on the right-hand top row of the page. Enter the invoice number into the search bar (located at the top of the page beginning with INV-) and click Search. Select the invoice once it appears. Ensure all information on the invoice matches the invoice in hand.

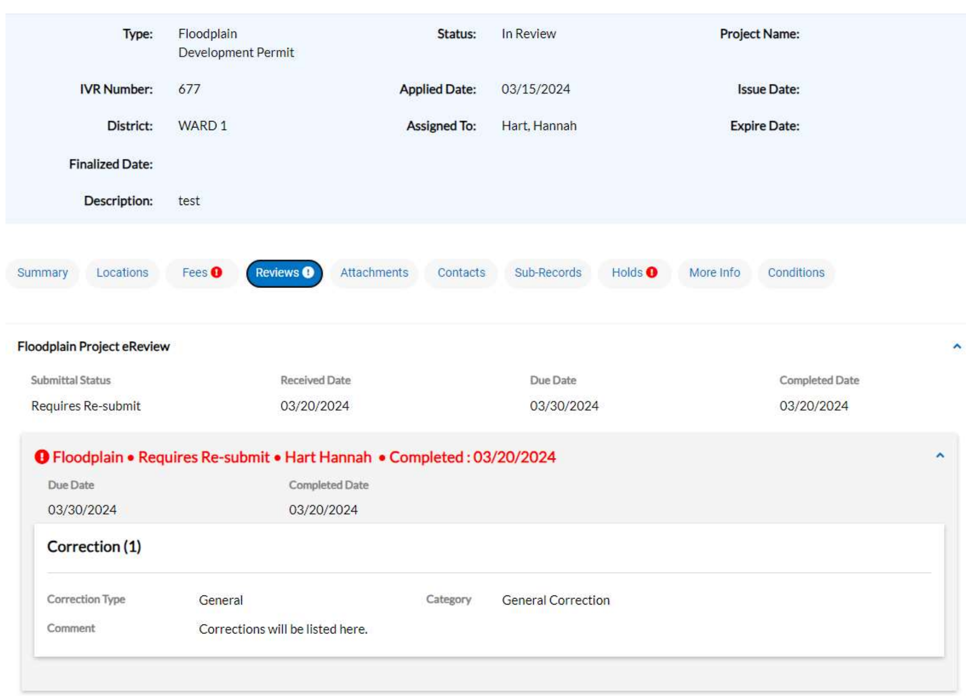
Click Add to Cart at the top right-hand corner of the page. Enter your payment information and click Continue. Finalize order and checkout. **NOTE: Processing fee will apply for all credit card payments.**

20. I have an existing project; how do I access my Floodplain Development Permit?
Login to your account using your username and password. Click on My Dashboard, found on the top ribbon. You can check the status of your permit using the cards and links under My Permits. if you do not have an account, see FAQ 1 – How do I set up an account?

21. If I already made a submission, can I add new files to the submission?
No, uploading new files to an existing submission may prevent all reviewers from seeing your files. Contact the Review Coordinator. The Review Coordinator will ensure that all reviewers see the new files. ***Only upload new files as a part of a resubmission – see FAQ 25***.

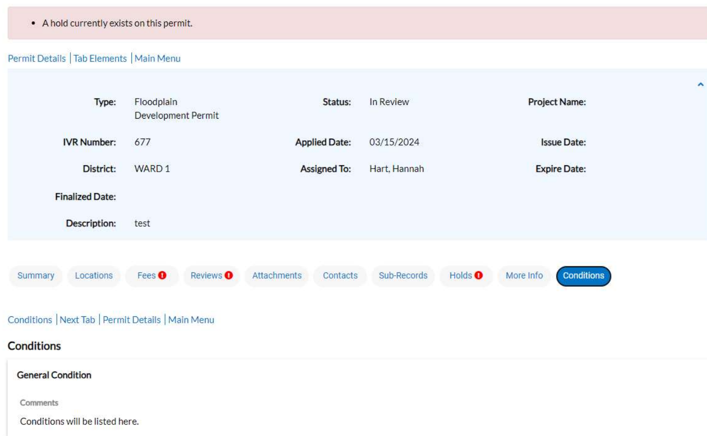
22. I have submitted multiple permits. How can I view a comprehensive list of all my permits?
Login to your account using your username and password. Click on My Dashboard, found on the top ribbon. Under My Permits, click on View My Permits. ***Note: This search will populate all permits associated with your account, such as building permits, zoning permits, etc.***

23. How do I view the corrections for my Floodplain Development Permit Application?
Login to your account using your username and password. Click on My Dashboard, found on the top ribbon and use the cards and links under My Permits to access your permit application. Comments and corrections will be located under Reviews. You will see a red circle with an exclamation if there are outstanding corrections or comments associated with your plan. Click on Review. Click on the dropdown next to Floodplain Requires Resubmit to view access corrections:



24. How do I view the conditions for my Floodplain Development Permit:

Login to your account using your username and password. Click on My Dashboard, found on the top ribbon and use the cards and links under My Permits to access your permit application. Click on Conditions to view any conditions associated with your permit application.



25. How do I resubmit plans?

Login to your account using your username and password. Click on My Dashboard, found on the top ribbon and use the cards and links under My Permits to access your permit application. If your plans or any other documentation needs to be resubmitted there will be a red circle with an exclamation next to the Attachments. Click on Attachments to access your submitted files. Files that require resubmittal will have a red circle with an exclamation. You can upload your revised files by clicking on Resubmit on the attachment card and following the prompts: