FastTrackGov®

Quick Reference Guide

Citizen Portal

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PORTAL USER TASKS

THE FOLLOWING TASKS ARE PERFORMED BY THE PUBLIC

The following tasks are performed by the public when they use the FTG Portal. This guide is to help you assist them if they call your office with questions.

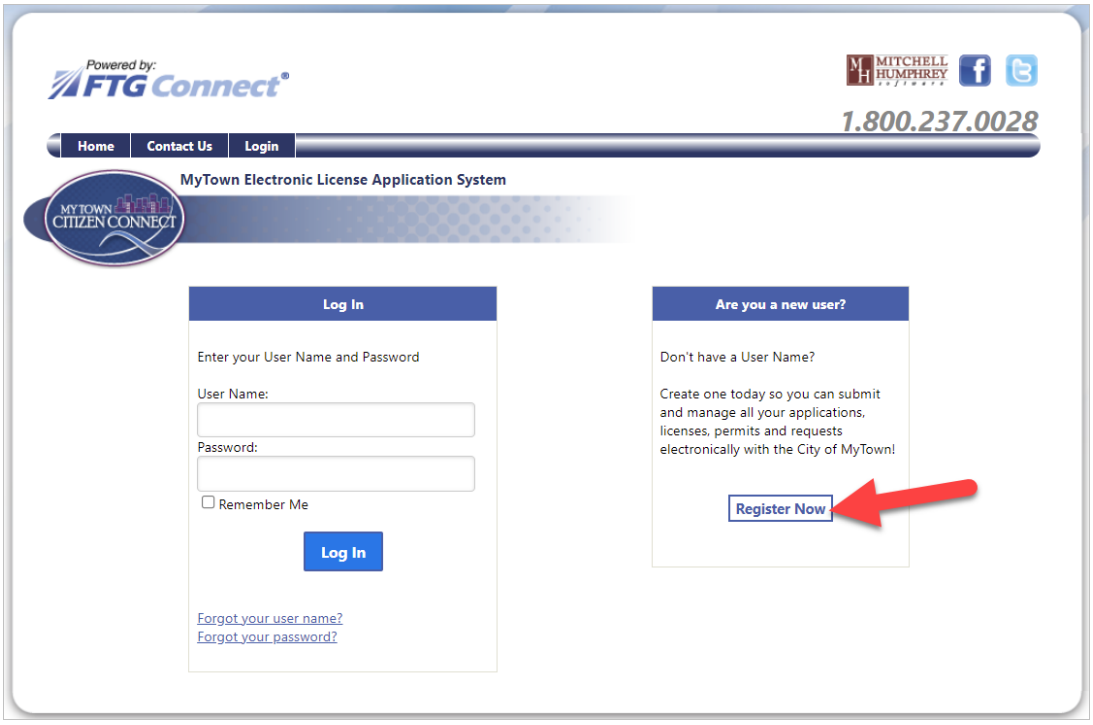
Entering a New Application on the Citizen Portal

When entering applications on the FTG Citizen Portal, the citizen will need to create their Login ID. Just like they would if they were creating an account or id for another website like Amazon, for example. When creating their Login ID, they will need to use a valid email address. After creating the Login ID, the citizen will need to verify their email address. They will be sent an email to the email address used in the login id creation. In that email will be a link, that they need to click the link to verify their email address. After verification, the Login ID will be able to be used.

Creating a Login ID

1. In the Portal, on the menu bar, click **Login**.

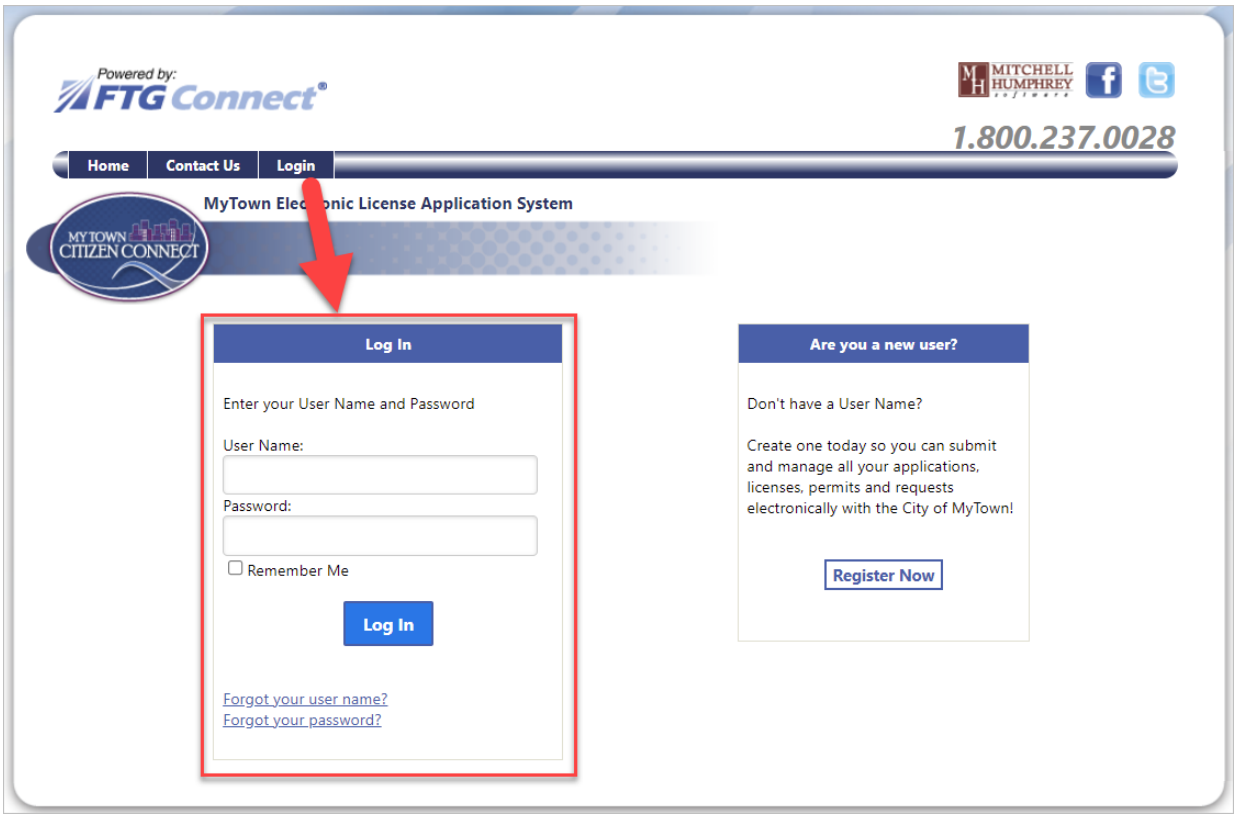
2. In the **Are you a new user?,** box on the right, click **Register Now**.



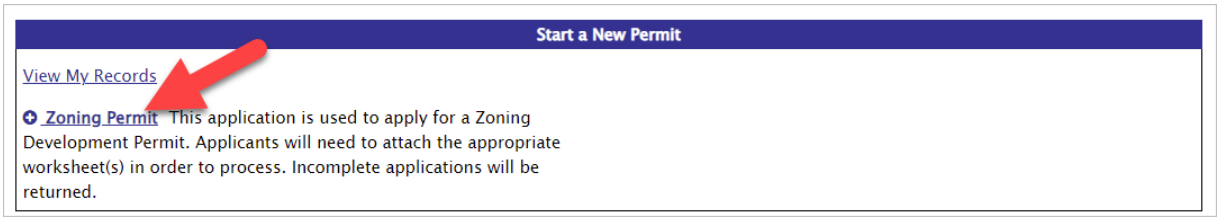
3. In the **Sign Up for Your New Account** screen complete the red asterisk required fields.
4. Click **Create User**.
5. Go to your email box and look for an email to verify your email address. NOTE, you may need to check your Junk or Spam folder. Open the email and click the link to verify your email address.

Submitting an Application

1. In the Portal, click **Login**.
2. On the left, in the **Log In** box, type your **User Name** and **Password**.

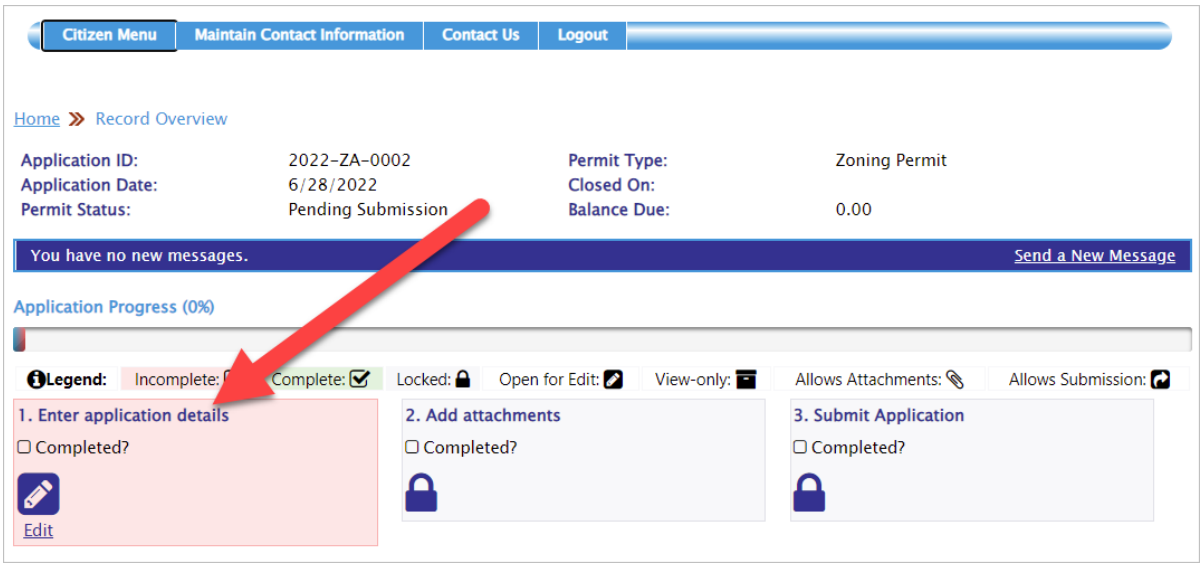


3. Click **Log In**.
4. Depending on what the citizen needs to apply for, they will be selecting one of the items on the screen. This example will use Zoning Permits.
5. In the Zoning Permits area, click the link for **Apply or Pay Invoices on Zoning Permits**.
6. Click **Zoning Permit**.



7. Click **Create Application**.

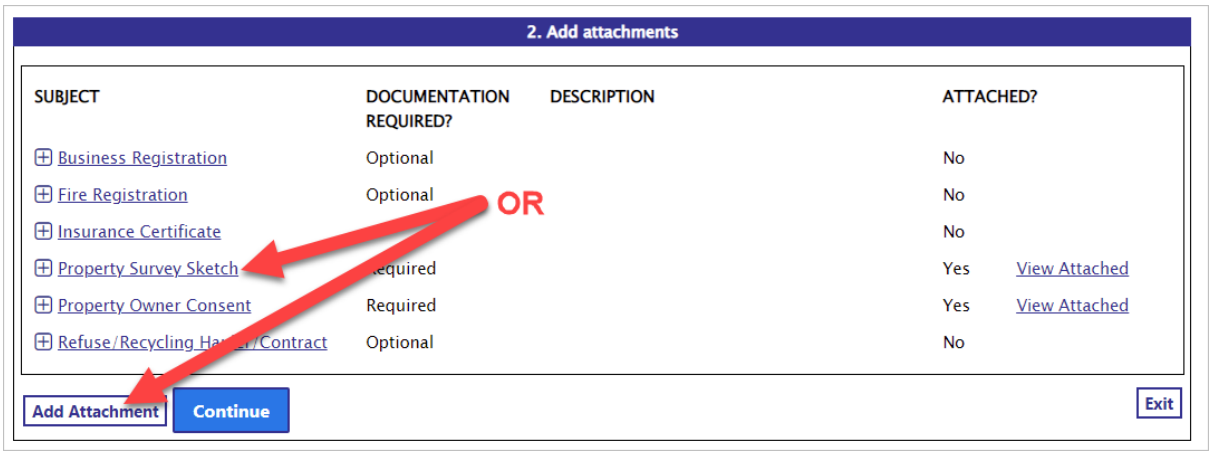
8. Click **1. Enter Application Details**.



9. The application will appear on the screen. Complete the application. Red asterisks are required fields.
10. At the bottom of the form, check the I agree box.
11. In the **Click Submit**.
12. Add attachments as instructed below.

Adding Attachments

1. Click **Add Attachments**. (Or click the attachment **Subject**, to add that attachment type.)



2. Select **Attachment Type** if it is not already selected.
3. Optionally, enter a **Description**.
4. You may add attachments one of two ways:
    a. Drag and Drop:
        i. Locate the attachment file on your machine.
        ii. Click on the file and drag it over the to the Attachments box for Drop Files Here and then drop it.

iii. Click the **Upload** button.

b. Click **Choose File**.

i. Navigate to where the attachment is saved on your computer, select the file, and click **Open**.

ii. Click the **Upload** button.

5. Repeat steps 1 – 4 for additional Attachments.
6. After all required attachments are attached, click **Continue**.

Submitting the Application

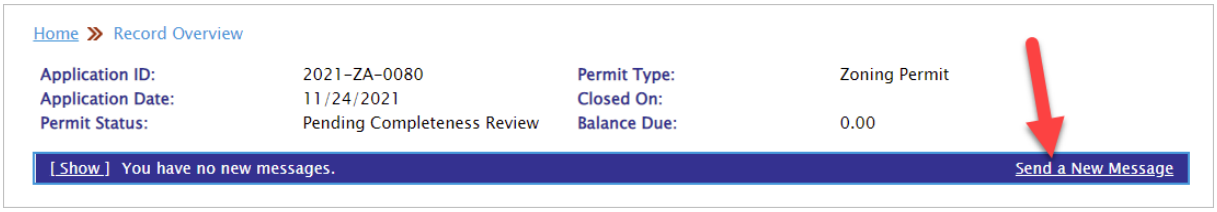
1. In the **What would you like to do next?** field select **Submit this Application**.
2. Click **Continue**.
3. Scroll to the bottom of the screen and click **Exit**.
4. The application will be sent to the back office for the back office to review and assess fees.

Online Payments via the Portal

1. Find and open the application.
2. On the **Record Overview** screen, click **Pay Charges**.
3. In the field **What would you like to do next?**, select **Add to Cart**.
4. Click **Continue**. (or Cancel the Payment)
5. Click **Checkout**.
6. Review the amount to pay, click **CHECKOUT**. The applicant will be taken to the payment screen.
7. Complete the Cardholder Information and Payment Information.
8. Click **SUBMIT PAYMENT**.
9. Complete the remaining screens.

Send Messages to Backoffice from Portal

1. In the Portal in **Your Permits**, open an application.
2. Click **Send a New Message**.

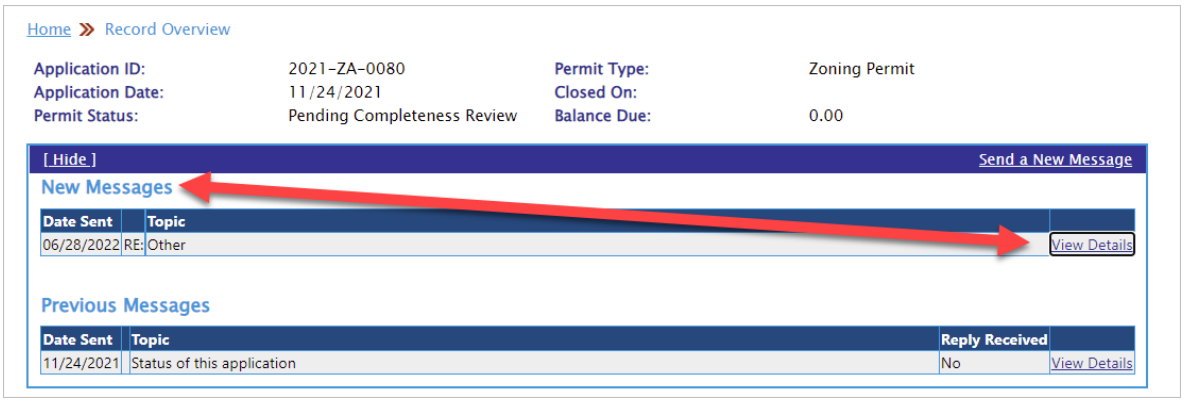


3. Select a **Subject** from the drop down.
4. Enter text in the **Your Message** box.
5. Click **Send** (or Close to cancel).

Viewing Messages from the Backoffice on the Portal

1. In the Portal, open the application.

2. You may need to click **[Show]** if you have 1 new message.



3. In the New Messages area, click **View Details** (on the right) to read the message.
4. When finished, click **Close Details** and/or **Exit**.