

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

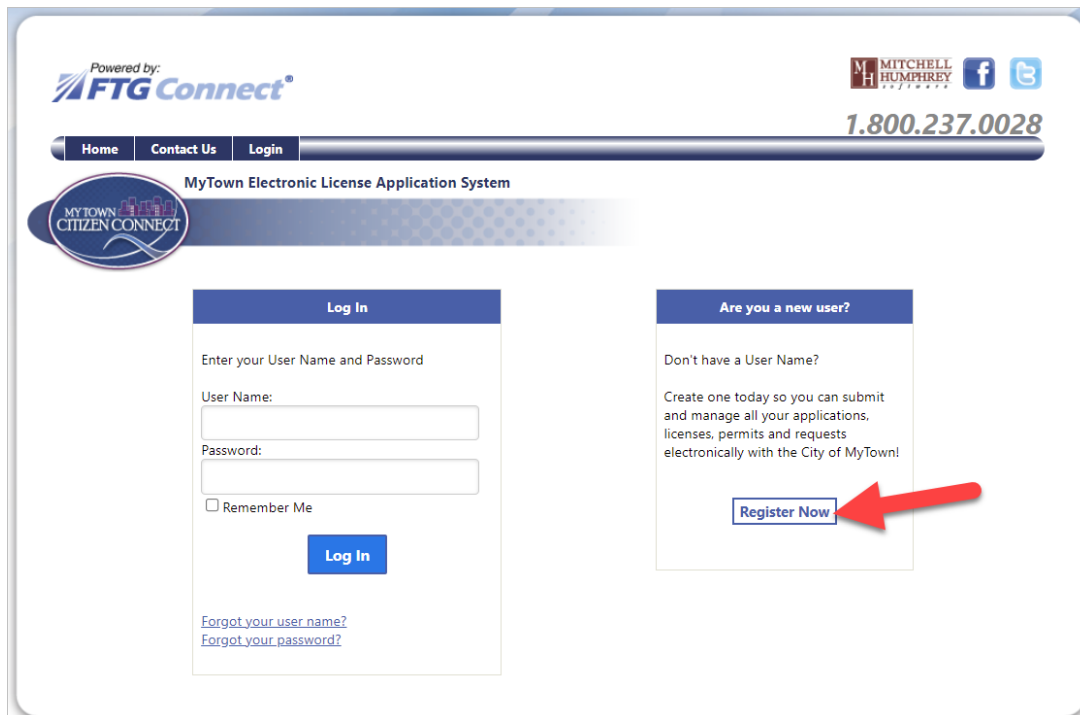
When entering applications on the FTG Citizen Portal, the citizen will need to create their Login ID. Just like they would if they were creating an account or id for another website like Amazon, for example. When creating their Login ID, they will need to use a valid email address. After creating the 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**.

Powered by: **FTG Connect**

MITCHELL HUMPHREY SOFTWARE

1.800.237.0028

Home Contact Us Login

MyTown Electronic License Application System

MYTOWN CITIZEN CONNECT

Log In

Enter your User Name and Password

User Name:

Password:

☐ Remember Me

Log In

[Forgot your user name?](#)
[Forgot your password?](#)

Are you a new user?

Don't have a User Name?

Create one today so you can submit and manage all your applications, licenses, permits and requests electronically with the City of MyTown!

Register Now

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**.

Start a New Permit

[View My Records](#)

➤ Zoning Permit This application is used to apply for a Zoning Development Permit. Applicants will need to attach the appropriate worksheet(s) in order to process. Incomplete applications will be returned.

7. Click **Create Application**.

- Click **1. Enter Application Details**.

The screenshot shows a web application interface. At the top is a navigation bar with links: Citizen Menu, Maintain Contact Information, Contact Us, and Logout. Below this is a breadcrumb trail: Home >> Record Overview. The main content area displays application details: Application ID: 2022-ZA-0002, Application Date: 6/28/2022, Permit Status: Pending Submission, Permit Type: Zoning Permit, Closed On: (blank), and Balance Due: 0.00. A message bar states 'You have no new messages.' with a 'Send a New Message' link. Below this is the 'Application Progress (0%)' section. It features a legend with 'Incomplete' (red square) and 'Complete' (green square). Three steps are listed: 1. Enter application details (red background, 'Edit' link), 2. Add attachments (grey background, 'Completed?' checkbox), and 3. Submit Application (grey background, 'Completed?' checkbox). A red arrow points from the '1. Enter application details' step to the 'Add Attachments' step.

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

Adding Attachments

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

The screenshot shows the '2. Add attachments' form. It contains a table with columns: SUBJECT, DOCUMENTATION REQUIRED?, DESCRIPTION, and ATTACHED?. The table lists several attachment types: Business Registration, Fire Registration, Insurance Certificate, Property Survey Sketch, Property Owner Consent, and Refuse/Recycling Hazard/Contract. The 'Property Survey Sketch' and 'Property Owner Consent' rows are marked as 'Required' and have 'View Attached' links. The 'Add Attachment' button is highlighted with a red arrow. A red 'OR' is placed next to the 'Add Attachment' button, indicating an alternative way to add attachments.

SUBJECT	DOCUMENTATION REQUIRED?	DESCRIPTION	ATTACHED?
Business Registration	Optional		No
Fire Registration	Optional		No
Insurance Certificate			No
Property Survey Sketch	Required		Yes View Attached
Property Owner Consent	Required		Yes View Attached
Refuse/Recycling Hazard/Contract	Optional		No

- Select **Attachment Type** if it is not already selected.
- Optionally, enter a **Description**.
- You may add attachments one of two ways:
 - Drag and Drop:
 - Locate the attachment file on your machine.
 - 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

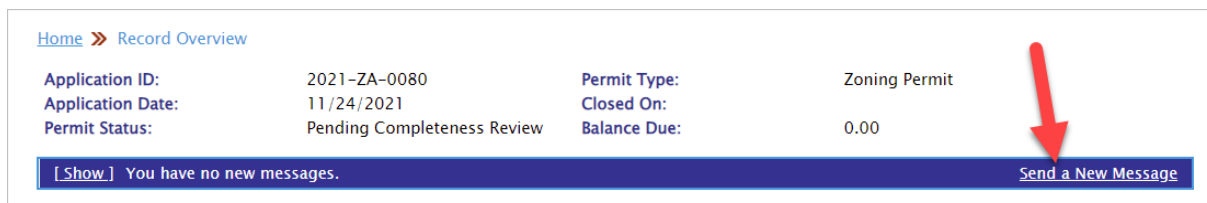
1. In the **What would you like to do next?** field select **Submit this Application**.
2. Click **Continue**.
3. Scroll to the bottom of the screen and click **Exit**.
4. The application will be sent to the back office for the back office to review and assess fees.

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**.



Home » Record Overview

Application ID:	2021-ZA-0080	Permit Type:	Zoning Permit
Application Date:	11/24/2021	Closed On:	
Permit Status:	Pending Completeness Review	Balance Due:	0.00

[Show] You have no new messages. [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.

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

[Home](#) >> [Record Overview](#)

Application ID:	2021-ZA-0080	Permit Type:	Zoning Permit
Application Date:	11/24/2021	Closed On:	
Permit Status:	Pending Completeness Review	Balance Due:	0.00

[Hide.]


Send a New Message

New Messages

Date Sent	Topic	
06/28/2022	RE: Other	View Details

Previous Messages

Date Sent	Topic	Reply Received	
11/24/2021	Status of this application	No	View Details



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