Citizen Portal User Account Guide

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Dashboard Overview
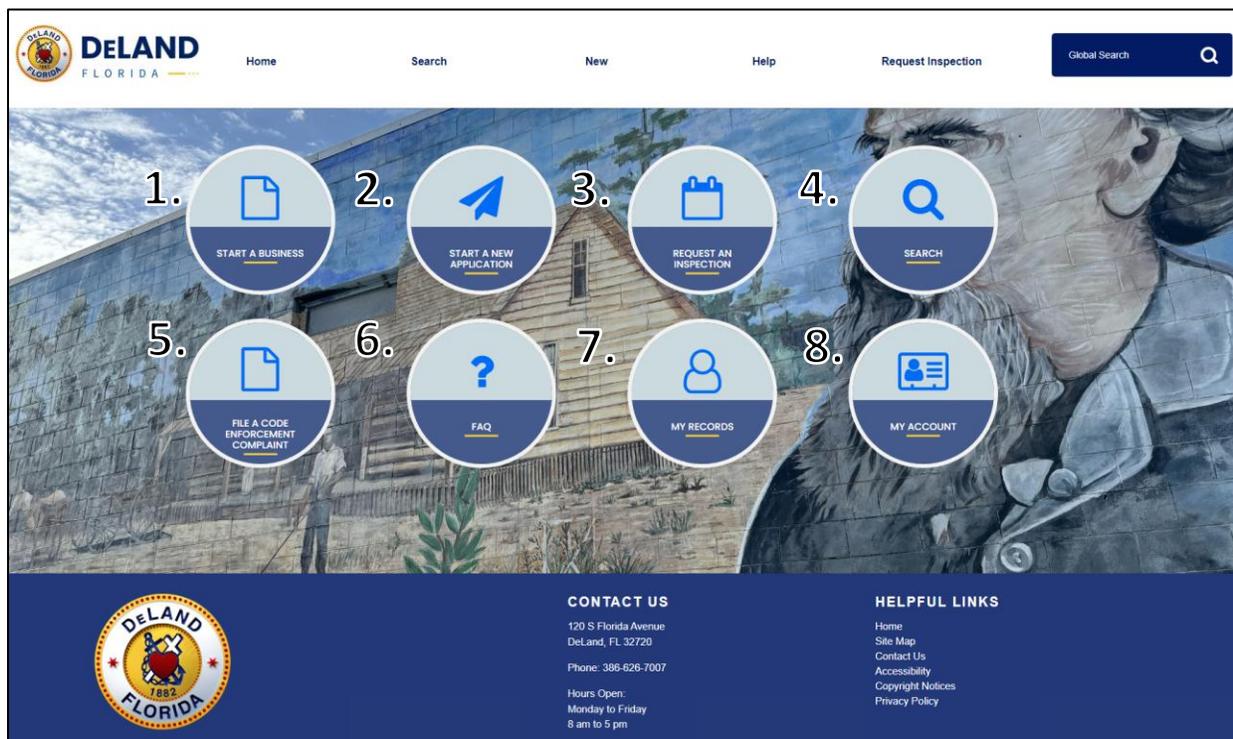
1. Use a wizard to help you apply for a Business Tax Receipt/Annual Fire Safety Permit.
2. Start a new permit application either using a wizard or by selecting from a list.
3. Request page for inspections.
4. Search for general Building Information pertaining to a permit application.
5. File a Building Code Enforcement complaint.
6. A page containing Frequently Asked Questions.
7. Navigate directly to your applications and permits.
8. Manage your account information.

Creating an Account

1. To create an account, navigate to the Citizen Portal and click **"Create an Account"**.
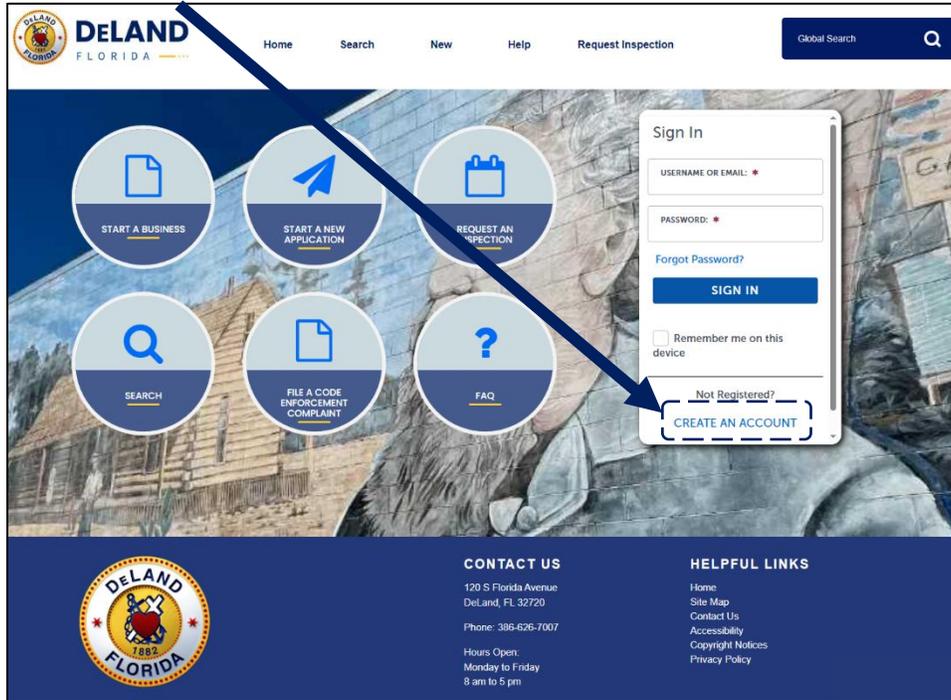
The information you enter here is strictly used for the citizen portal account and is only used for the purpose of adding a primary contact to an application. Additional contact information will be needed for any contacts on the application.

Login Information

STEP 1 OF 2: ACCOUNT DETAILS

✱ Required Fields

USERNAME: ✱
ExampleUser

E-MAIL ADDRESS: ✱
Example@deland.org

PASSWORD: ✱
••••••

TYPE PASSWORD AGAIN: ✱
••••••

ENTER SECURITY QUESTION: ✱
What was your favorite food as a child?   ✕▼

ANSWER: ✱
Pasta

☑ I agree Terms of Service ☐

CONTINUE

Please make sure this email is accurate as this is the primary method of contact.

Fill out your contact type based on the account this will represent.

Select Contact Type

STEP 2 OF 2: CONTACT DETAILS

○ Individual
○ Organization

＊Required Fields

FIRST: ＊
Example

MIDDLE:

LAST: ＊
User

PRIMARY/CELL PHONE ＊
(386) 626-7000

MOBILE PHONE:

E-MAIL: ＊
example@deland.org

PREFERRED CHANNEL:
Email   ✕ ▼

COUNTRY: ＊
United States   ✕ ▼

ADDRESS LINE 1: ＊
120 S. Florida Ave

ADDRESS LINE 2:

CITY: ＊
DeLand

STATE: ＊
FL

ZIP: ＊
32720

SUBMIT

Individual: Use this option if creating a contact for personal use not on behalf of a company or corporation.

Organization: Use this option if creating a contact at a corporation or business.

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DeLAND
FLORIDA

Home   Search   New   Help   Request Inspection

Global Search

Announcements ▾   Reports (1) ▾

Search...

✓ Your account has been created successfully. You can login immediately using your User Name and Password

Your account has been successfully created.
Congratulations. You have successfully created an account with the City of DeLand and can login immediately. If you have registered as a licensed professional, additional activation by the City of DeLand may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name: mendezn
E-mail: mendezn@deland.org
Password: ******
Security Question: question

Contact Information

Nelson Mendez Droney   Work Phone: 3866267015
120 S. Florida Ave   Mobile Phone:
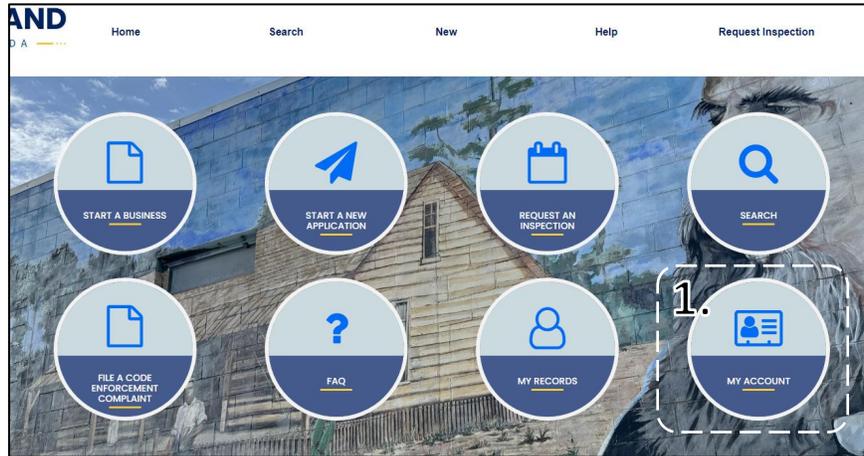mendezn@deland.org   Preferred Method of Contact: Email

Login Now

Once you see this page your account has been created and you may login by clicking the link at the bottom.

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Changing Your Password

1. **Select "My Account".**
2. **Click "Edit".**

3. **Change any information you'd like to here and click "Save" at the bottom.**

Navigating to Your Records

Navigate to your applications by clicking on the **"My Records"** icon or;
The **"My Records"** link under the **"Home"** tab.

From this page you will be able to access any of your applications.

▶ Planning

Showing 1-4 of 4 | Download results | Add to collection | Add to cart

	Date	Record Number	Record Type	Project Name	Address	Status	Action	Short Notes
☐	08/20/2024	AN24-006	Annexation	test	120 S FLORIDA AV, DELAND 32720	Incomplete Submittal	Upload Plans	
☐	08/20/2024	Z24-007	Rezoning	test	120 S FLORIDA AV, DELAND 32720	Incomplete Submittal	Upload Plans	
☐	08/14/2024	24TMP-000290	Zoning Determination		120 S FLORIDA AV, DELAND 32720		Resume Application	
☐	08/14/2024	Z24-005	Rezoning	test	120 S FLORIDA AV, DELAND 32720	Incomplete Submittal	Upload Plans	

▶ Business Tax Receipts and Temporary Permits

Showing 1-3 of 3 | Download results | Add to collection | Add to cart

You can upload plans directly from this link.

Open your record by clicking on the record number, it is also a link.

				Address	Expiration Date	Status	Action	Short Notes
				1380 FLIGHTLINE BLVD, DELAND 32724			Resume Application	
☐	24TMP-000268	Receipt/Annual Fire Safety Permit Application		1380 FLIGHTLINE BLVD, DELAND 32724			Resume Application	
☐	24TMP-000270	Business Tax Receipt/Annual Fire Safety Permit Application		1380 FLIGHTLINE BLVD, DELAND 32724			Resume Application	

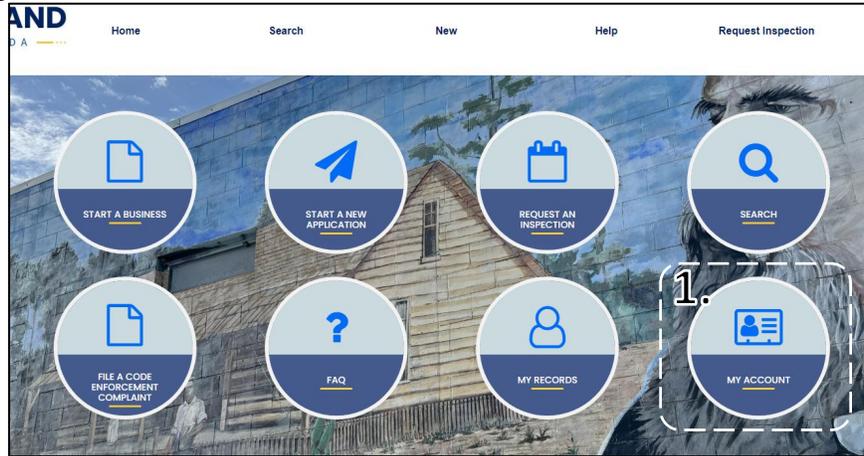You can resume a record by clicking this link.

If you don't see your application listed in your records:
1. Make sure you are logged into the correct account
2. Contact the department processing your account to verify the application.
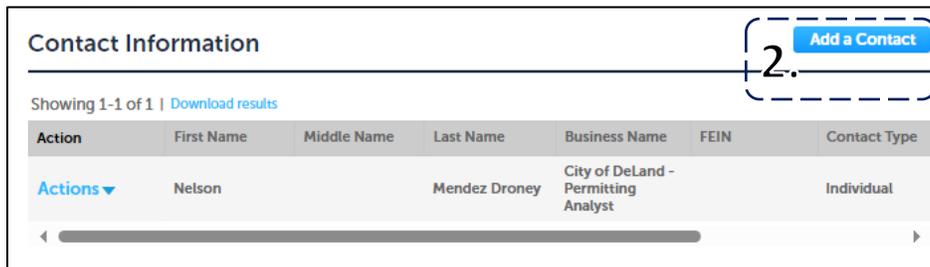
Adding Additional Contacts to an account

1. Click on "My Account".

2. Click "Add a Contact".

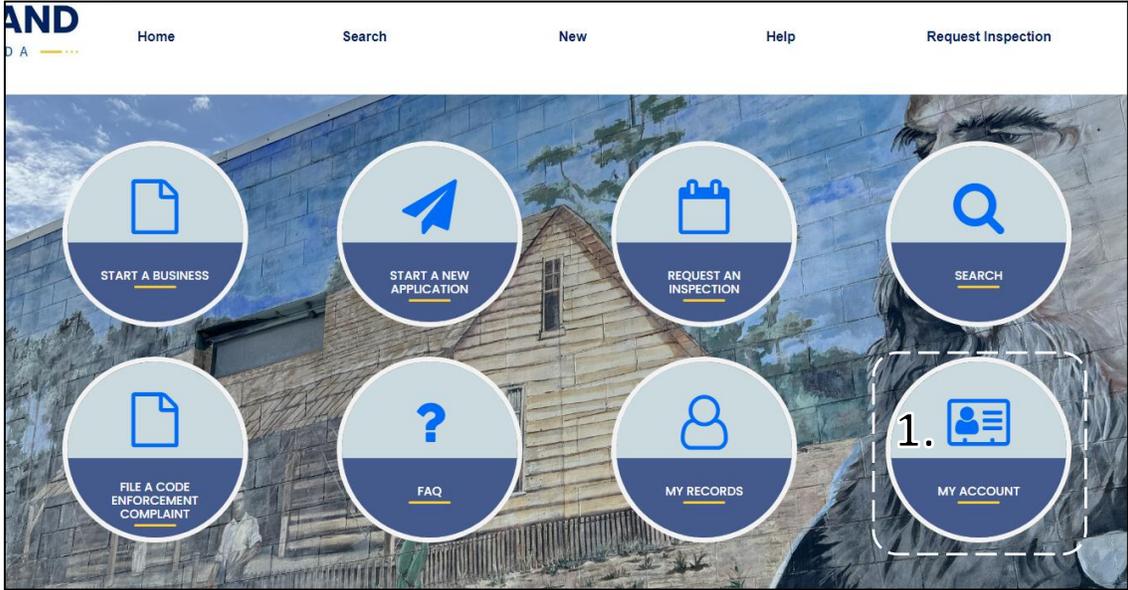3. Select individual or Organization and fill out the related information and click "Continue" when finished.
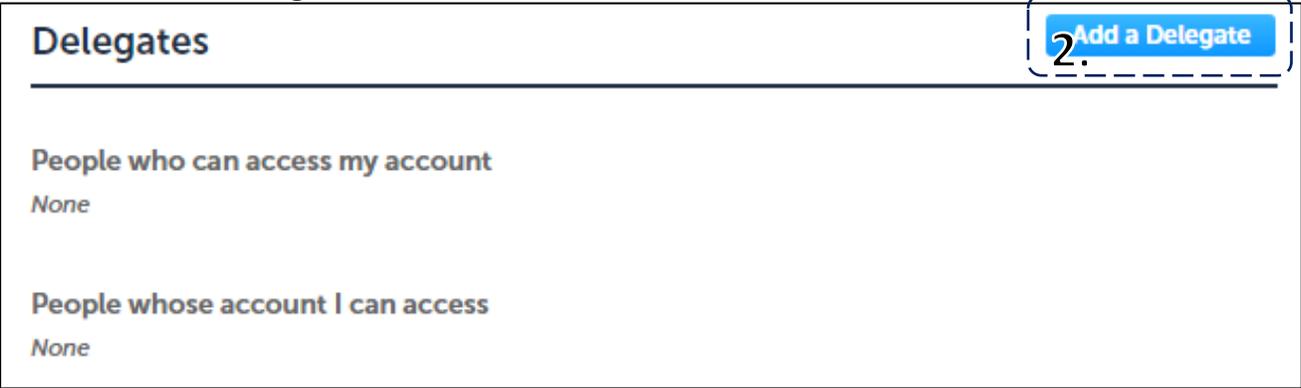
Adding Delegates to Your Account

Delegates in the system can be created by sending delegate requests to one or more users, where the specified usernames must be valid citizen users.

1. Click on **"My Account"**.

2. Click **"Add a Delegate"**.

3. Select individual or Organization and fill out the related information and click **"Continue"** when finished.

Add a Delegate   ✕

Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

*Name   ***E-mail Address**

Set Delegate Permission

Delegates can view records across all categories unless you choose to restrict categories.

View Records in all categories (Change)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

☐ Create Applications in all categories (Change)

☐ Renew Records in all categories (Change)

☐ Amend Records in all categories (Change)

☐ Manage Inspections in all categories (Change)

☐ Manage Documents in all categories (Change)

☐ Make Payments in all categories (Change)

Add Personal Note

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

Invite a Delegate   Cancel

> Enter another user's account information that you wish to give permissions to.

> Set the permissions you wish to give the user.

Trust Account Information

Showing 0-0 of 0

Account ID	Agency	Balance	Description	Status	Ledger Account
No records found.					

Add a Delegate

Delegates

People who can access my
None

People whose account I can access

▓▓▓▓▓▓▓▓▓▓▓▓   Accept Reject
Invitation received on 04/22/2022
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓   Accept Reject
Invitation received on 04/18/2022

> The invited user will still need to login to their account and accept the invitation before they can begin interacting with you records.