Civic Access

Keeping costs low and integrity high, with our partners at

Juneau Housing and Development Forum
November 4, 2025
Generations Southeast Community Learning Center

Thank you for making time to learn about the Community Development Department's permit management software.

This system is new to us and, like any new system, it has some limitations we have to work around. Thank you for your patience while we address concerns and fine-tune the interaction. This training and a testing period are part of that process.
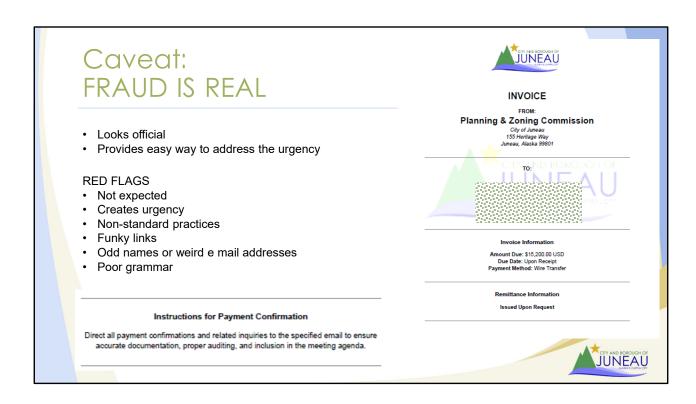
AGENDA

- FRAUD IS REAL
- What is Civic Access?
  - Why?
  - Test period.
- Civic Access…access
- Apply for a Zoning Compliance Review
- General tools
  - Template
  - Draft
- Paying fees
- Tracking your permit

Today we will talk about
- Fraud – it is an ongoing problem with electronic records, so want to discuss how to protect yourselves and your clients.
- We'll provide an overview of the system and how it will look to you.
- We will then go over how to sign in. If you'd like to follow along, you are welcome to.
- Once signed in, we will apply for what we used to call an NCC, or nonconforming certification. It will now be a "Zoning Conformance Review," or ZCR.
- We'll go over some of the tools you have to reduce workload and errors through templates and drafts,
- We'll touch briefly on paying fees – this part won't be working until we "go live," so we'll show you where to look and access the system.
- Finally, we'll show you tools for tracking your permit.

In using Civic Access, there will be numerous e mails generated asking for your participation. Links will be provided.

Fraudsters will use similar-looking e mails to bamboozle you into giving them money. Do not be fooled.

Our customers have had sporadic fraudulent e mails. In the past, fraudsters have collected contact information from application materials posted as part of the public process – so, mostly for Planning Commission cases. The fraudsters wait until the day before the hearing, then send an artful e mail that appears to come from our Director, or someone else in authority. The e mail will advise you that you have thousands of dollars of fees that need to be paid, or your case will not be heard. The e mail then provides handy links – some are links in the document, and some are attachments.

Do not click the link or attachment. It may install malware on your computer.

If you get one of these e mails, please don't pay any money. We will charge you all your fees before we even begin to process your application. We will not contact you the day before a hearing and extor...er, ask for money.

Let's look at some of the red flags on this real life fraudulent invoice:
- To get an invoice right before a Planning Commission meeting is unusual, BUT a well-intentioned applicant may wonder if they missed something. You didn't.
- The e mail accompanying this "invoice" said they had to pay before the hearing. The hearing was the next day. The invoice also indicates that payment information must be included in hearing documents.
- This particular fraud wanted a wire transfer. This victim was a marijuana retailer, and since standard banking practices are not allowed in their business, they were concerned about providing a wire transfer and called to say they'd bring in cash. Also, there is a message in the invoice that indicates all communications must go through the fraudster's e mail, "to ensure accurate documentation." That isolates the victim from the CBJ system.
- There may be some nuances in naming. For instance, we have a Planning Commission, not a Planning and Zoning Commission. We are the City and Borough of Juneau, not the City of Juneau.
- Poor grammar can be hard to spot if you are not used to interacting with the individual, depending on context you may think they are just being casual, or have an abrupt communication style.

Caveat: FRAUD IS REAL

If ever in doubt about a link provided in an e mail OR a request for funds:

- Navigate to the Civic Access web site and see if you have a message or notification there.
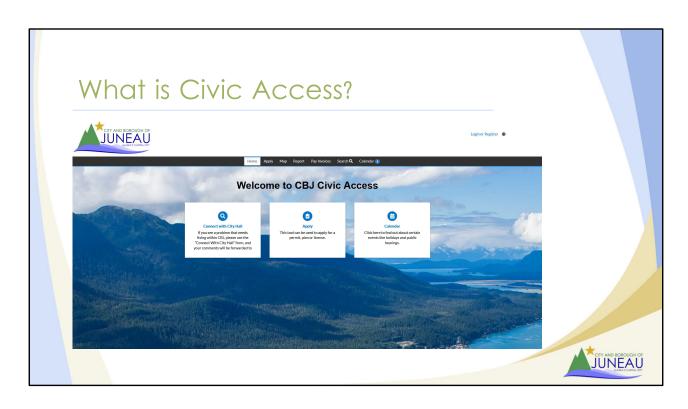- Call the Permit Center at 586-0770 and ask to speak to someone about the message.

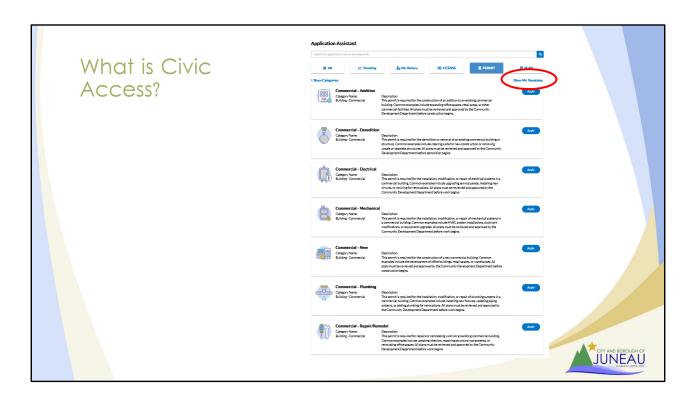### PROTECT YOURSELF AND YOUR CLIENTS!

Again, do not click the link or attachment. It may install malware on your computer.

Again, if you get one of these e mails, please don't pay any money. We will charge you all your fees before we even begin to process your application.

Despite the hazards, automation provides opportunity for greater efficiency, accountability and transparency.
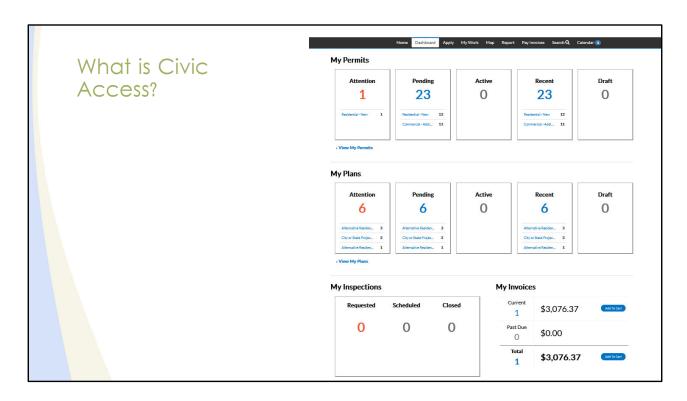
What is Civic Access?

Let's look at an overview of the system before we start getting into details. Civic Access is the public's interface with the Community Development Department's permit management software.

What is Civic Access?

The program provides on-line access to CDD's application library.

If an applicant repeatedly applies for a type of work, or for work at a certain location, a template can be created, making application easier and more efficient. This could be handy if you:
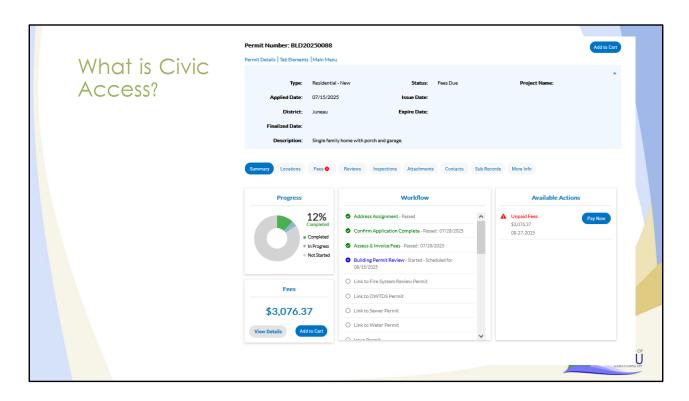- Specialize in a certain sort of installation (windows, plumbing, etc.).
- Are doing phased work, such as multiple phases of a subdivision.
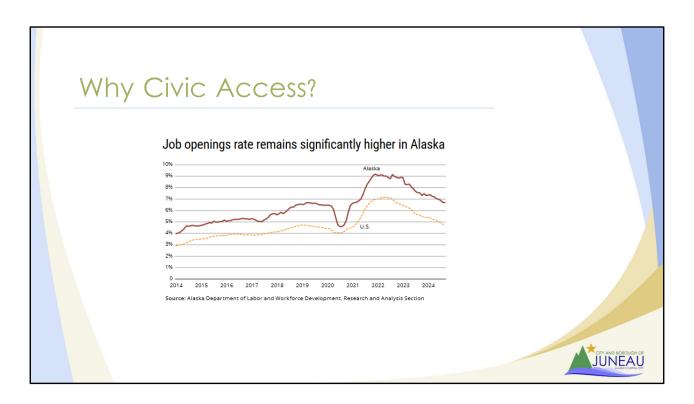
What is Civic Access?

Your dashboard will give you quick reference to permits and plans that need your attention, invoices that need to be paid, or inspections.

Permits are building, utility and right-of-way permits.

Plans are land use actions like subdivisions or conditional use permits.

Each plan or permit you apply for has a summary page showing what has been done, and what needs to be done.

Why Civic Access?

Job openings rate remains significantly higher in Alaska

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section

No one is clamoring to pay more for regulation. The new permitting software will improve staff efficiency. It is not getting easier or cheaper to hire. If we can leverage technology to improve productivity of staff, we save money for all Juneau residents. Civic Access reduces review time by:
- Requiring documents before the application is processed, reducing the need for permit and planning staff to track down complete application materials.
- Automates fee collection.
- Automates updates and communications.

Frees staff to work on qualitative questions rather than task management.

The new permitting software is part of a three-pronged efficiency effort by CDD. One prong is modification to regulations to improve clarity and eliminate redundant or out-of-date code. The other is to update the Comprehensive Plan and then re-evaluate zoning standards.

Civic Access Test Period

- Test period: November through December 28, 2024
  - Practice permits only!
  - You'll need to re-sign up when we "go live."
- **<u>No applications accepted December 29 through January 11, 2024</u>**
- Go Live January 12th, 2026

All practice data entered during the test period will be wiped before the "Go Live" date. Now is your time to experiment!

If you want to experiment with the new system, now is the time. Anything you do now – no harm, no foul.

Any REAL permits or plans, you need to apply for the old way. Anything you do in the new system will be wiped out on December 28, 2025. Up until then, building and permit staff will process your practice applications as if they were real permits, so you can see how the progression works on Civic Access.

Civic Access…access

These instructions show you, step by step, how to sign up for Civic Access. You can find a link to our test platform on <mark>THIS PAGE</mark>.

If you are going to sign into the test platform, KEEP THESE INSTRUCTIONS, because you'll need to re-sign-in when we go live.
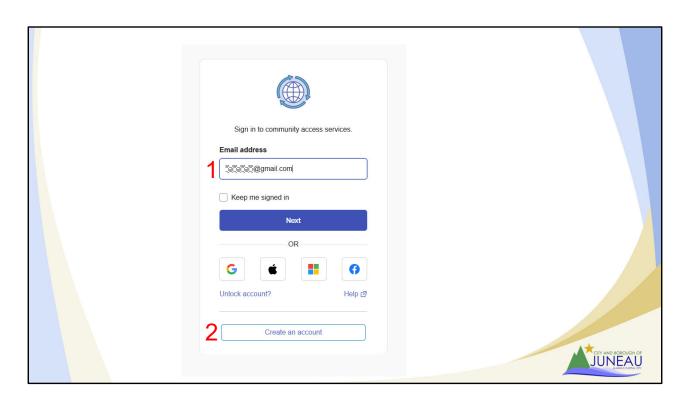
Civic Access…access

- Sign in
- Allow others to see your work
- Ask to see others' work

With the new system you'll be able to share information with your team, or ask to be on someone else's team. That does not need to be determined today, but something to think about, so that when we go live you can establish teams that make sense for your organization.

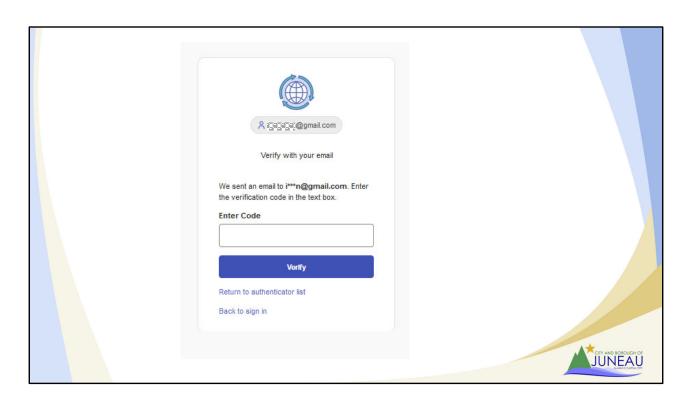In the upper right corner select "Login or Register."

After a little dancing around this box will pop up. Enter your e mail address (1), then choose "Create an account" (2).

Make sure this is an e mail you actually use, because verification will be sent to that e mail. You'll be asked to verify later.

We've not used Apple, Microsoft or facebook, so not sure if there are nuances to that. Jay has used google and it works well.
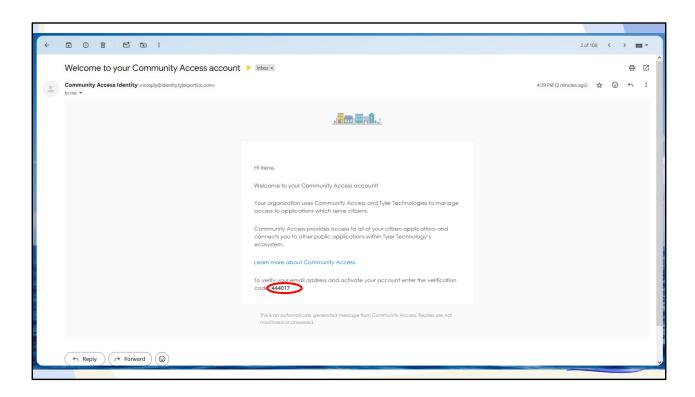
E mail should auto-populate

Enter the information requested – first and last name, phone, and password – then select "Sign up."

You'll receive this message, letting you know that a magic code has been sent to the e mail you provided earlier.

The thing I love about this pop-up is that your e mail is plainly presented in the grey oval, but in the verbiage they use stars to add a sense of integrity and security. They care about your privacy, man!

I'd suggest you leave this pop-up open in one browser tab, and use another browser tab to get to your e mail.

You will then have to go to your e mail and get the code they've presented (red circle above). Note that the code is auto-generated, and if you needed to request a second one, there would be a different code. Thus my indifference to presenting the code in published materials for all to see.
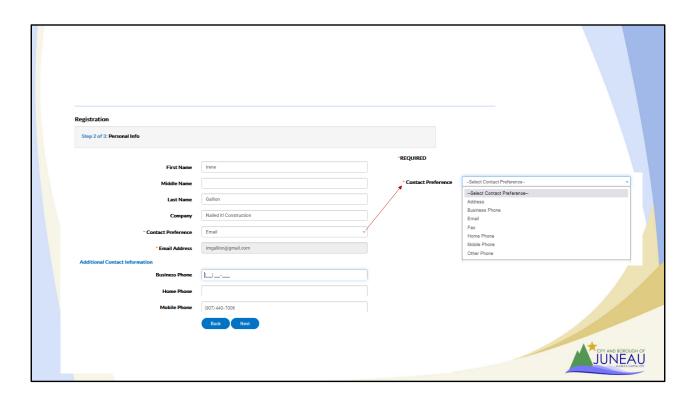
After you've entered the code, you have the option of setting up authentication, but you are not required to. Click "Continue."

This page requires you to acknowledge that you can access the e mail associated with this account. The fact that you were able to get your authentication number from the account indicates you can click this with confidence.
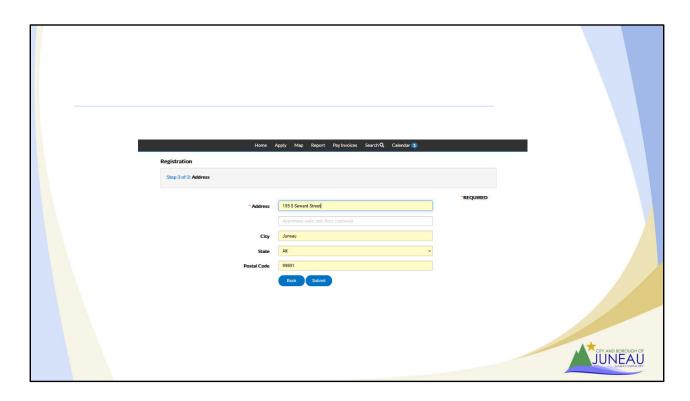
Note that, if you have a disagreement or dispute with CBJ regarding your land action and you claim that you did not get an e mail, we will check our system to see if one was sent to the e mail you signed up with. If an e mail was sent from our system, your inability to get it will not aid in your dispute.

This feels...redundant. And it sort of is, but now you provide more specific information:
- Company name.
- Multiple phone numbers.
- Your preferred means of contact.

When done, select, "Next."

Provide an address, and select "Submit."

This is the ACCOUNT HOLDER's address. So, as a realtor, or as a contractor, this is YOUR address. You'll be able to apply on behalf of your clients and use their addresses for the application location.

Civic Access Dashboard

Voila! You are taken to your dashboard! BOOKMARK THIS!!!

You see in the upper right corner, it shows you are logged in. You can click on your name to get your account details, to update them, or to log out. There is also a cart there, in which you can put invoices you hope to pay.

You will see your data on permits (building permits) or plans (nonconforming certifications, conditional use permits, etc).

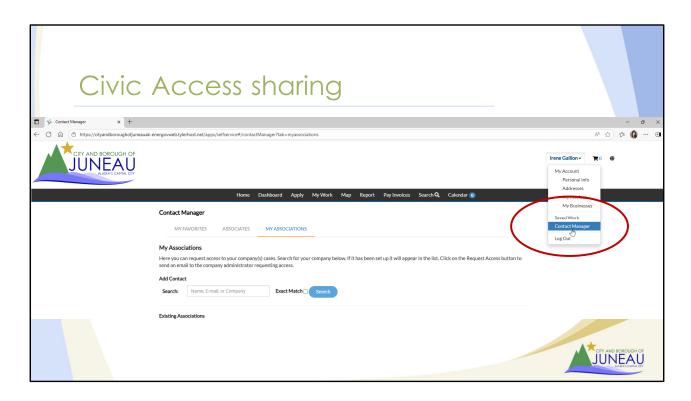For building permits, you'll be able to schedule an inspection through the dashboard.

You will also be able to pay fees on line. The "My Invoices" section will summarize fees due.

Civic Access…access

Ideally, you got to this point without a hiccup. BUT, if something seems to have gone wrong, or if you had to bail out, you may wonder, "Did this work?"
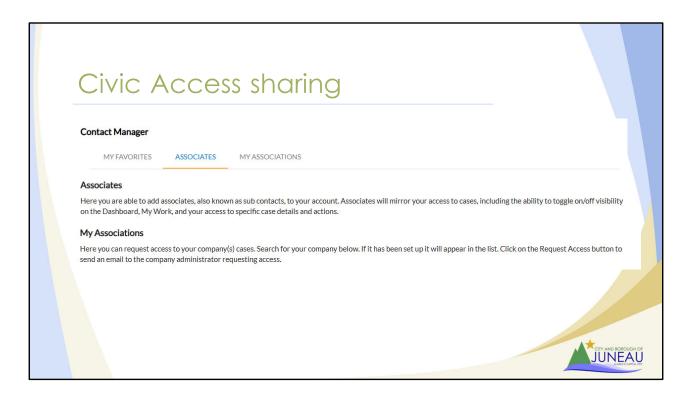
If you were successful in creating an account you will get this e mail. You can log in through the link, if you need to.

Remember the fraud we talked about earlier? Be mindful. In this case, we are anticipating this e mail.

Civic Access sharing

Ok, because I know you will ask – can you share this account with your staff? Short answer – yes. We do not have to do this today – we can do it any time, and you can change it easily with staff fluctuations. Since you may not have your employees signed up today, let's walk through how this would look.

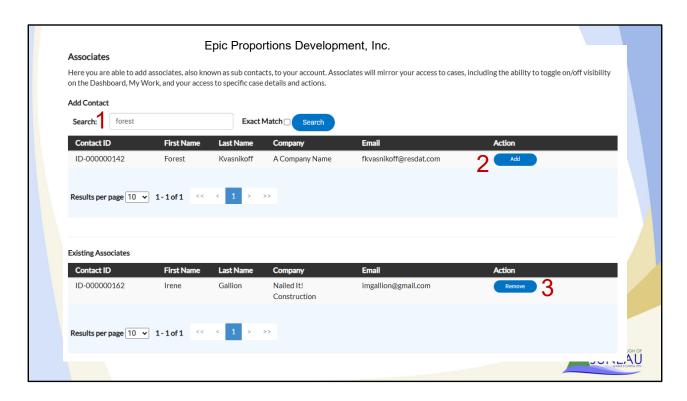First, under your login at the upper right corner, choose "Contacts Manager."

There are multiple tabs under Contact Manager.

"Associates" are people who are looking at your applications.

"My Associations" are people whose applications you are looking at.

There are two ways to set up the relationships that correspond to the type of relationship.
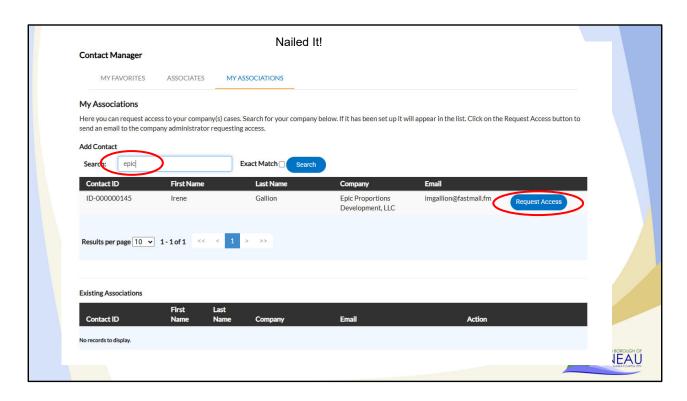
To allow people to look at your applications, under "Associates" you search for them (1), then add them (2).

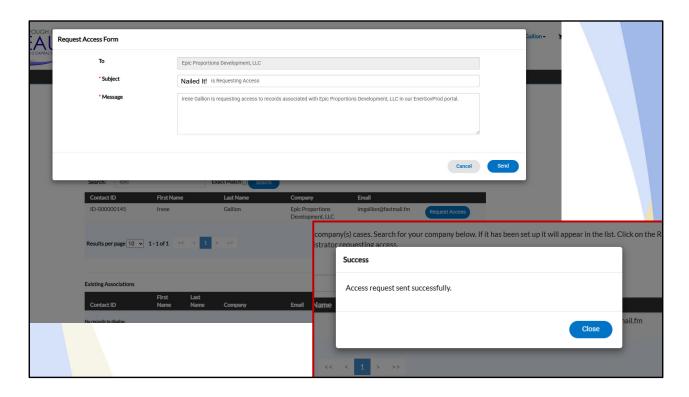If you get tired of the scrutiny, you can easily remove them (3).

For this example, I've created two companies. Epic Proportions is the prime, and Nailed It! is their sub.

In this case, Epic Proportions already has Nailed It! as an Associate, so Nailed It! can review and follow up on permit needs. How did Nailed It! get on the list?
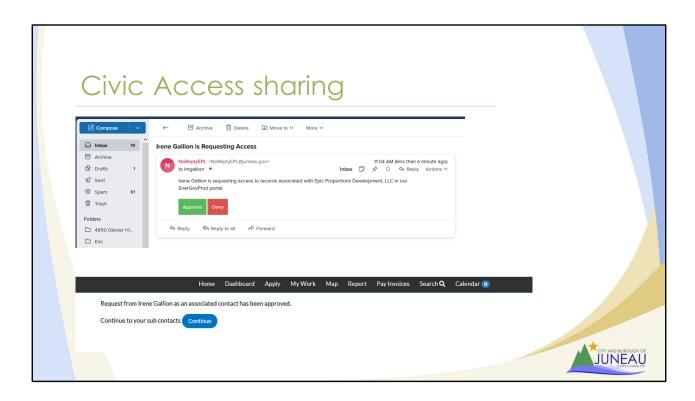
To look at someone else's information, you go to "Associations" and request permission.

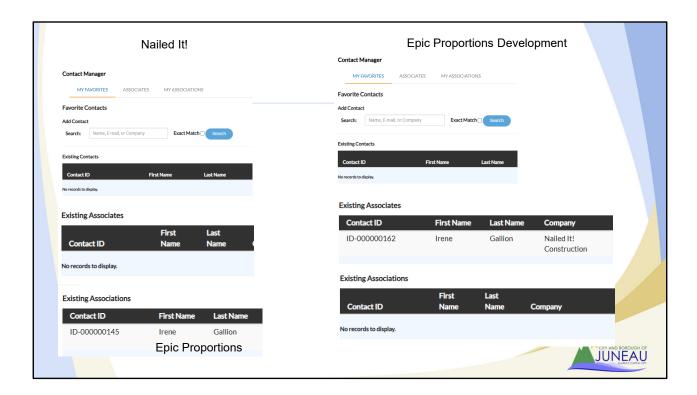In this case, Nailed It! is asking to view Epic Proportions documents.

You get a chance to personalize the e mail…

Civic Access sharing

Meanwhile, the entity you are requesting to view will get an e mail with the request, and can hit "Approve" or "Deny." They'll be briefly routed to the Civic Access site, which will confirm that the Associate has been approved.

In this case, Epic Proportions got the request from Nailed It!, and chose to approve.

Reviewing the contact manager for each company:

In our example, Nailed It!
- Has no existing favorite contacts.
- Has no Associates (no one looking at their applications)
- Has one Association (They are looking at Epic Proportions applications)

Epic Proportions
- Has no existing favorite contacts.
- Has one Associate (Nailed It! Can look at their applications)
- Has no Association (they are not looking at anyone else's data).

Zoning Compliance Review

New name for NCC and LZC

Alrightie, let's apply for a Zoning Compliance Review.

This is the new name for the Nonconforming Certification and the Letter of Zoning Compliance. Both ask for the zoning status of a property.

NCC's and LZC's could be a training program in themselves.

Currently, if you are researching an NCC and find out that actually it does not need one, to change that to an LZC we have to refund the money, have the person apply for an LZC and re-charge them. Because of CBJs systems, this adds a day at least. So, the two have been combined.

CBJ DOES NOT require zoning compliance review for property purchases. That may be a requirement of the mortgage company.

CBJ DOES require a certification of a nonconforming property if someone is modifying the exterior or pursuing a land use action, like a Conditional Use Permit. That way, we do not end up with expensive modifications to illegal structures.
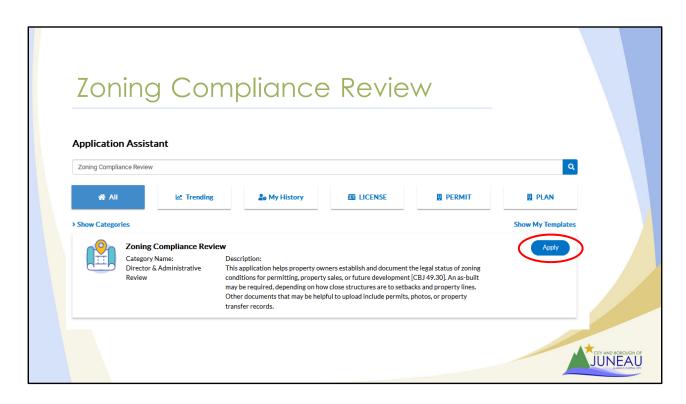
Zoning Compliance Review

On the home page, choose "Apply," either in the tool bar or the tile.
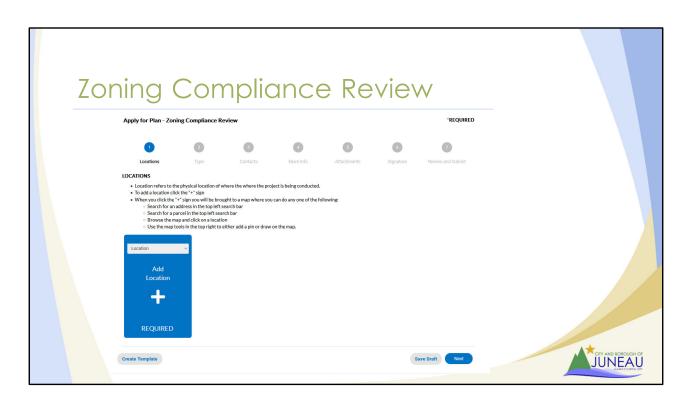
Zoning Compliance Review

On the home page, choose "Apply," either in the tool bar or the tile.

If you start typing "zoning" into the search bar on the Application Assistant, it will bring up any applications that include that word.
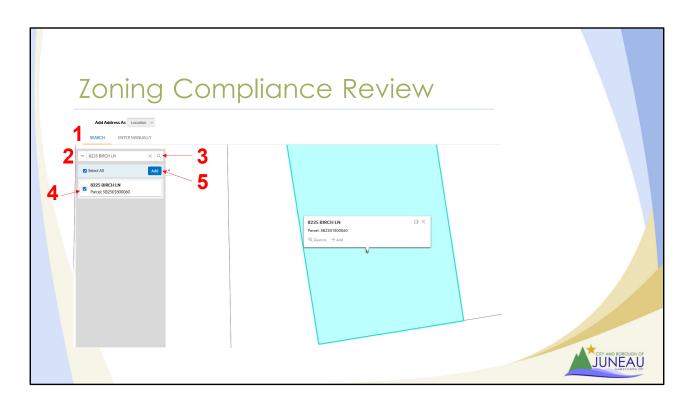
We see the application description come up, and can verify it is the correct application. Select "Apply."
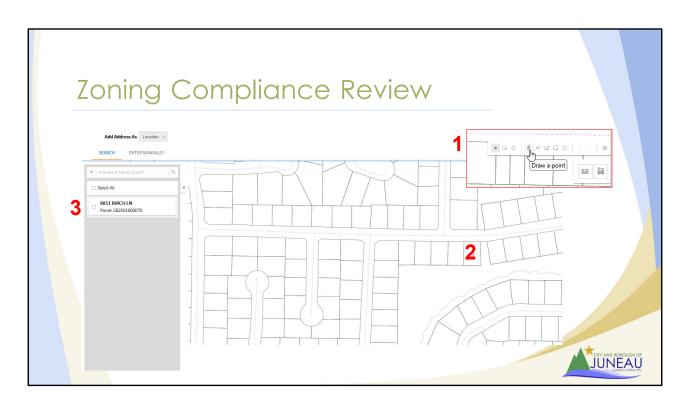
The first thing we will do is select the location. There are three ways to do that. Click on "Add Location."

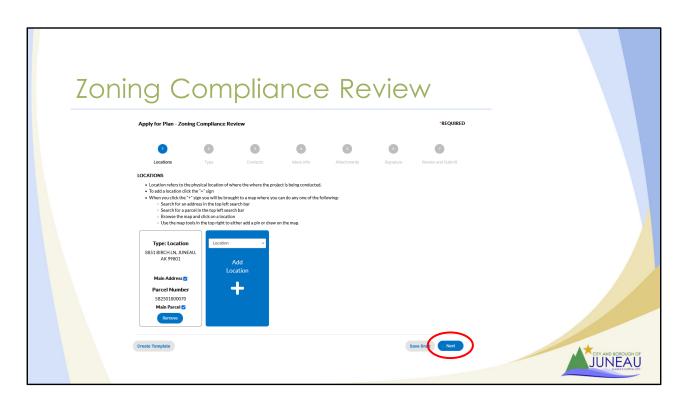Reminder, this is the PERMIT or PLAN address, not your office address.

Zoning Compliance Review

The system defaults to the "Search" tab (1). You can either enter the address in the search bar (2) and hit the magnifying glass (3). When your parcel is displayed, check the box (4) and then "Add" (5).
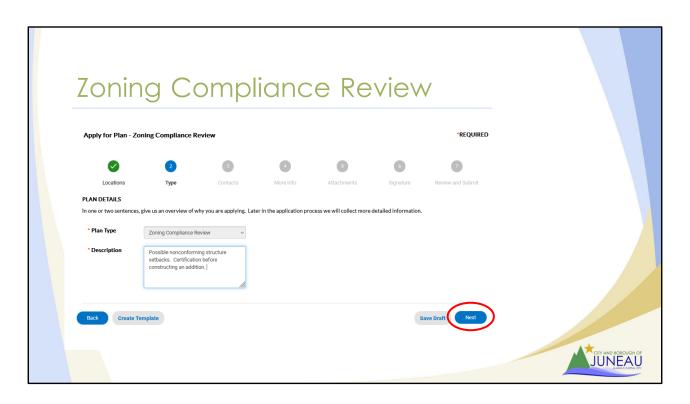
Or, under "Search," you can select your lot in the map by grabbing the pin in the upper right corner (1) and clicking where you want it (2). You can then select the lot in the left panel (3).

Finally, you can go to the "Enter Manually" tab (1) and do just that. Select "Save" (2)
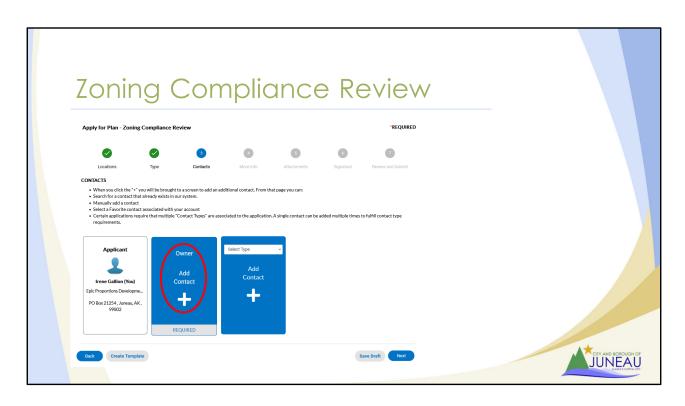when done.

Location information is populated in the tile. If there are more than one parcel involved in your project, you can select multiple parcels. When complete, select "Next."

Enter a brief description of why you are applying for the Zoning Compliance Review. Possible reasons include certification for:
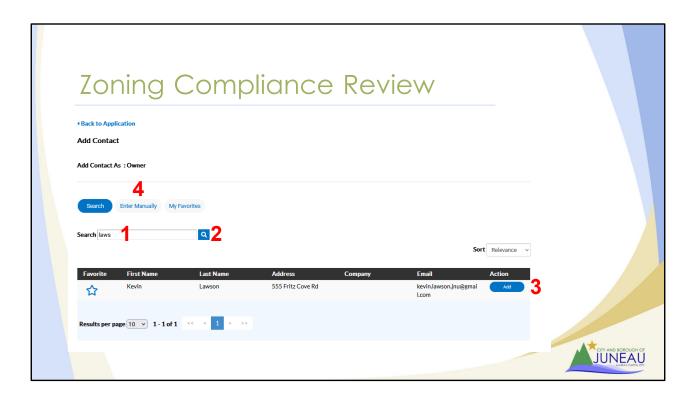- Major construction.
- Refinance.
- Finance of new purchase.
- Land use action (conditional use permit, subdivision, etc.).

There are two required contacts: The Applicant and the Owner. The Applicant populates with your information, so then you need to add the owner.

Keep in mind that if you are applying on behalf of the owner you need them to sign a DPA, and you need to attach it later in the process.
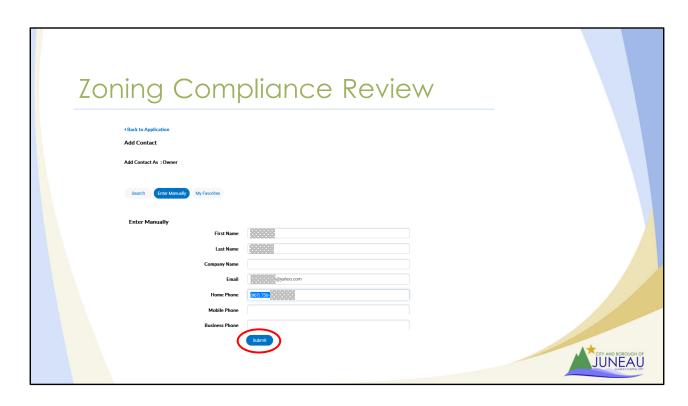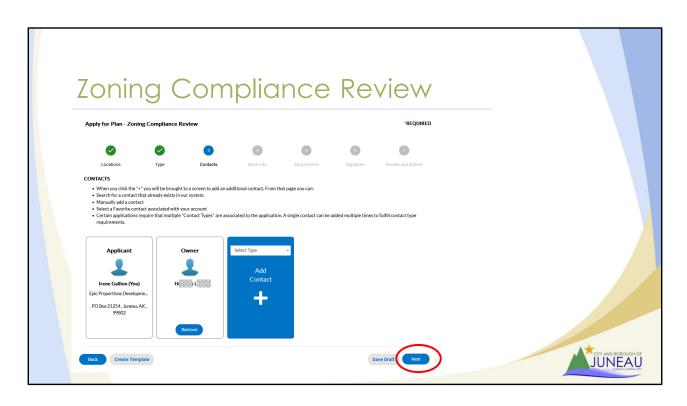
Click the tile...

Always "Search" for your owner first. Enter their name (1) and select the magnifying glass (2).

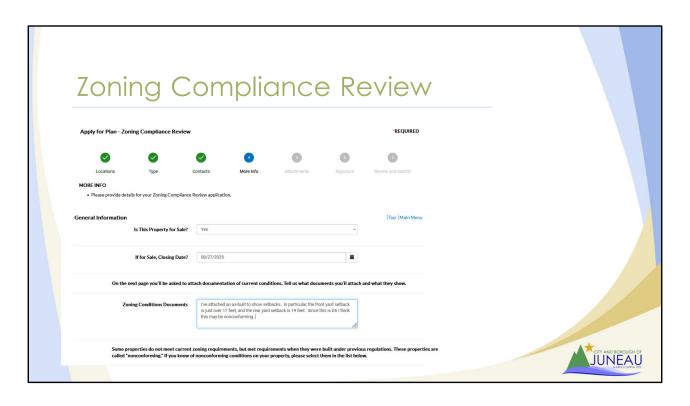If they come up in the search, you simply "Add" (3).

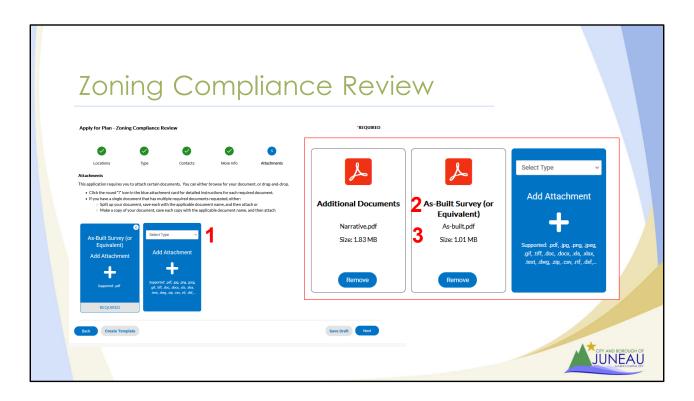If you do not see them on there, you go to "Enter Manually" (4).

Zoning Compliance Review

When done, hit "Submit."

Your owner has been added. Select "Next."

Zoning Compliance Review

Apply for Plan - Zoning Compliance Review   *REQUIRED

Locations — Type — Contacts — More Info — Attachments — Signature — Review and Submit

MORE INFO
- Please provide details for your Zoning Compliance Review application.

General Information |Top |Main Menu

Is This Property for Sale?   Yes

If for Sale, Closing Date?   08/27/2025

On the next page you'll be asked to attach documentation of current conditions. Tell us what documents you'll attach and what they show.

Zoning Conditions Documents   I've attached an as-built to show setbacks. In particular, the front yard setback is just over 17 feet, and the rear yard setback is 19 feet. Since this is D5 I think this may be nonconforming.

Some properties do not meet current zoning requirements, but met requirements when they were built under previous regulations. These properties are called "nonconforming." If you know of nonconforming conditions on your property, please select them in the list below.

The next section will ask questions pretty typical of a nonconforming certification or letter of zoning compliance.

- Is the property for sale?
- What is the closing date? PLEASE PROVIDE THIS! If we can, we will try to make a closing date.
- On the next page you'll be asked to attach documentation of current conditions. Tell us what documents you'll attach and what they show.
- Some properties do not meet current zoning requirements, but met requirements when they were built under previous regulations. These properties are called "nonconforming." If you know of nonconforming conditions on your property, please select them from the list below. (List includes use, structure, density, parking, lot, or other).
- For each of the nonconforming conditions selected above, describe the situation in the space provided below.
- To be nonconforming, a situation must be continued from the time it was established. For instance, has a residence been continually occupied? Has a use continued since it was established? Please describe how the situation has been maintained, and describe any documents you'll attach to document continued use.

Notice that a narrative is not required to be attached. That is because you just did it!

An as-built or equivalent is required.

If you are applying on behalf of the owner, you'll need a signed Development Permit Application to attach as "other document."

For other documents, there is a drop-down (1) to select the type of document you are going to attach. SELECT THE TYPE OF DOCUMENT FIRST. Then you can attach by browsing, or by drag-and-dropping.

In this case I added the required As-built survey, and an Additional Document. The system's document name is in bold (2). The name of the document I've uploaded from my own system is below it, with the size information (3).

REPAIRS IN PROGRESS

By signing the application, you acknowledge:
- You are the land owner OR you have landowner permission.
- CBJ can access the site during normal business hours to verify conditions.
- If you are asked for additional information, delay in providing the information may delay the permit.
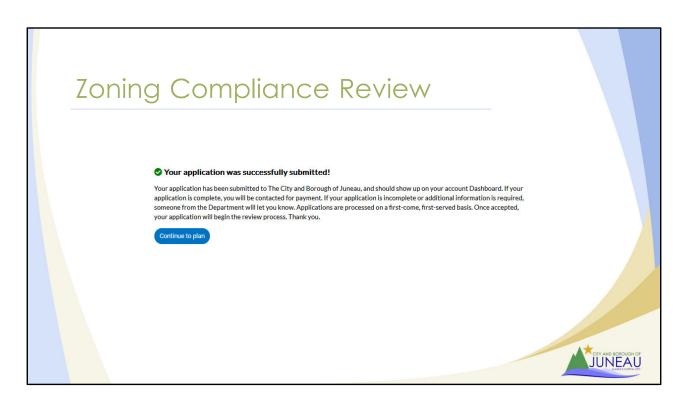- Application materials are public records.

You'll type your name as the person who electronically signs (1), then you can either:
- Draw your signature in the box (2).
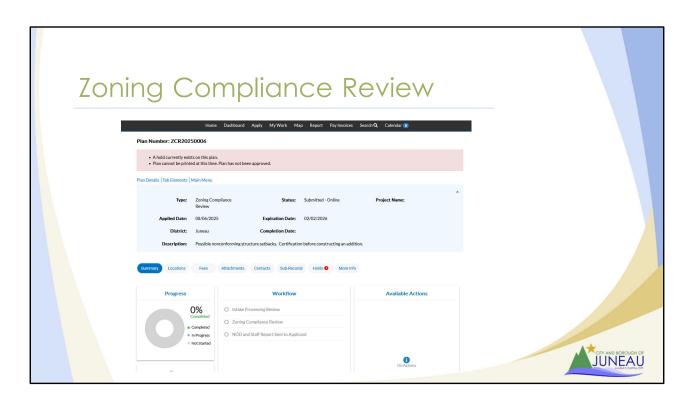- Enable a type signature by selecting the toggle (3).

Select "Next."

Zoning Compliance Review

One last chance to check what you've done. If you need to correct something, you can use the "Back" button at the bottom of the screen (1). Otherwise, choose "Submit" at the top or bottom right of the screen (2).
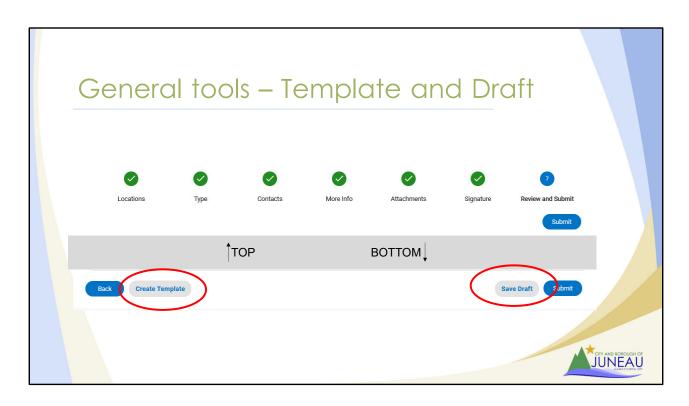
You will receive a "Success" message, so enthusiastic you'll wonder why it is surprised. Isn't this how it should go? If you select, "Continue to Plan"...

Zoning Compliance Review

You'll be taken to the project summary page.

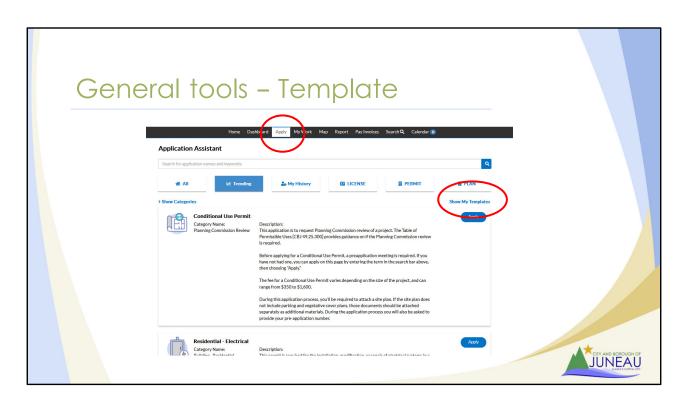It will take at least overnight for the system to process the fees.

Now is a good time to discuss two buttons at the bottom of every screen, from "Locations" to "Review and Submit."

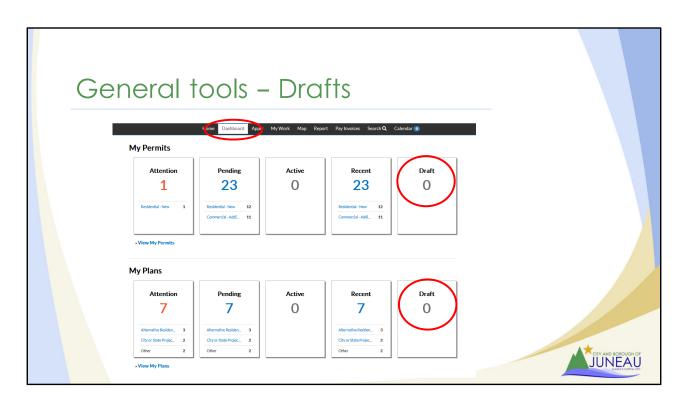"Create template" allows you to do just that. This will be handy if:
- You do the same sort of work over and over again. For instance, window installation.
- You work with the same client over and over again. For instance, if you had a multi-building condominium project, but all the structures were basically the same.

"Save Draft" allows you to save your work if you get interrupted.

Neither allows you to save attachments, so keep those handy in a file.
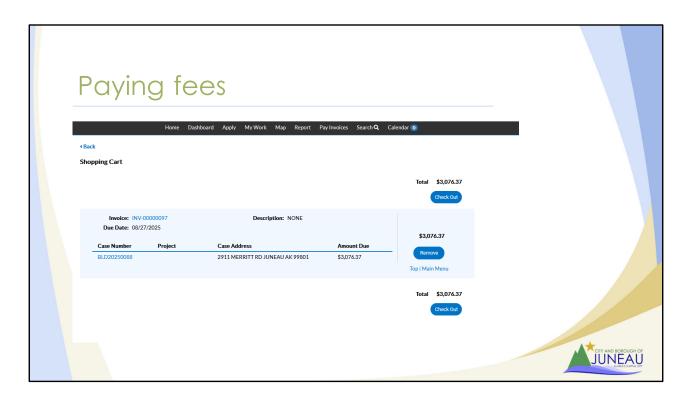
General tools – Template

To see your templates, you choose "Apply" from the tool bar, and you'll see "Show My Templates" at the right before the list of applications.

General tools – Drafts

To see your drafts, you choose "Dashboard" from the tool bar, and you'll see "Draft" at the right for Plans and Permits.

Paying fees
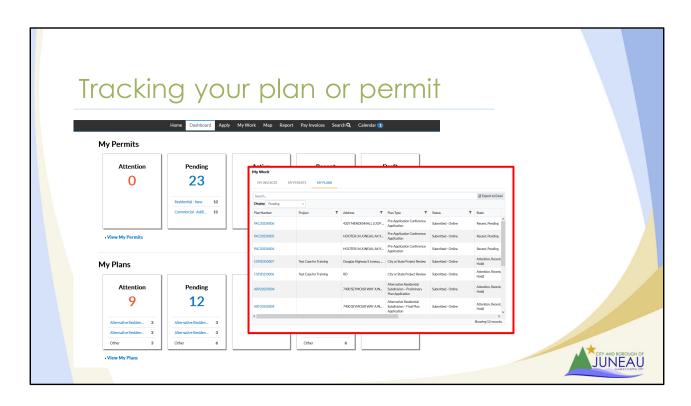
My Invoices

Current 1	$3,076.37	Add To Cart	
Past Due 0	$0.00		
Total 1	$3,076.37	Add To Cart	

› View My Invoices

Keep checking your dashboard, and eventually you'll see sums in "My Invoices" section of your Dashboard. For now, click "Add to cart."
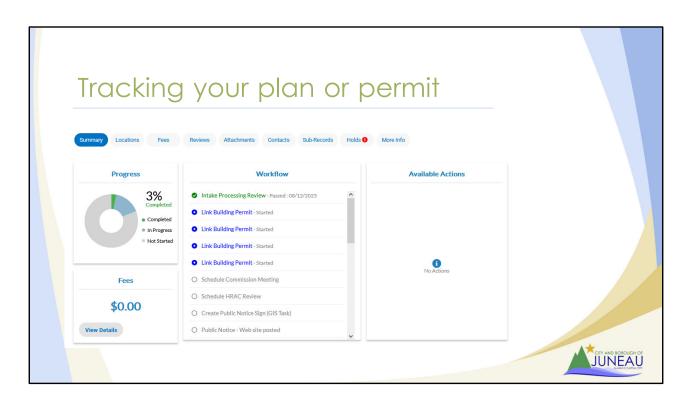
For now, that is as far as you can go, since we don't have the fee payment working, and since we don't want you to pay for fictitious work.

During the training sessions, when you apply we will just "pay" your fees. That offer does not extend beyond the test period. Ahem.
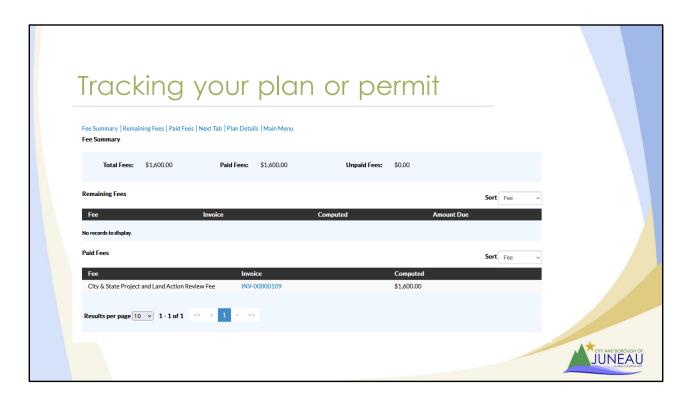
Tracking your plan or permit

You can track the progress of your permits through the Dashboard, accessed via the menu at the top of the page. When you click on a plan or permit tile, a list of "My Work" will be presented. Click the blue plan number to pull up the case file.
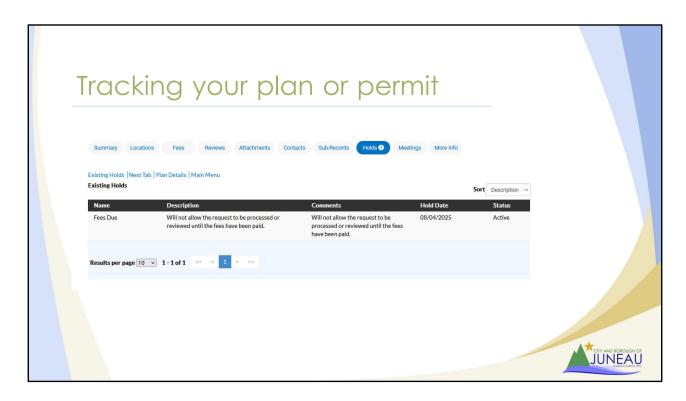
You can track progress with the doughnut, and the workflow shows what steps are currently under way.

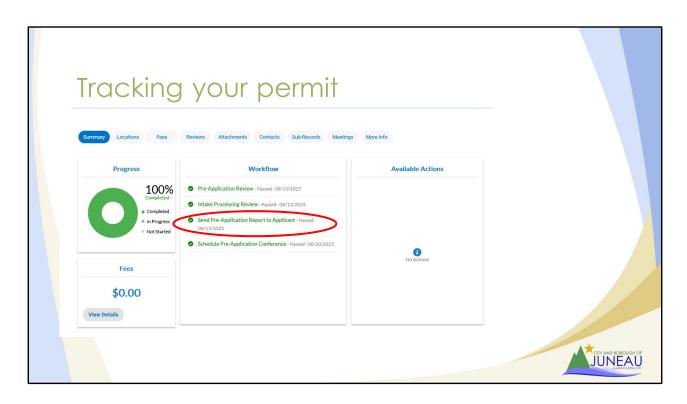Green means "complete," and blue indicates "In progress."

During the testing period, we'll be handling your permit like we would normally, so you'll be able to see the progress.

You can check the status of fees, access invoices, and link to payment options.

If there are holds on the project, you'll see that.

When your plan is complete, you'll get a green doughnut. In this case, you can also see the date on which we sent the document to the applicant.

AGENDA

- FRAUD IS REAL – *Call 586-0770 if you have concerns.*
- What is Civic Access?
  - Why?
  - Test period.
- Civic Access…access – *Need to create new account when we go live!*
- Apply for a Zoning Compliance Review
- General tools
  - Template
  - Draft
- Paying fees
- Tracking your permit

To summarize:
- Fraud – we gave you a few tools to recognize it. If ever in doubt, call us!
- We had an overview of the system...
- Then walked through signing up. Just a reminder – after the test period, you'll need to re-sign in and make a new account. All your mistakes will be wiped out, so now is the time to push some buttons.
- We walked through applying for a Zoning Compliance Review....
- And the tools you have to track your project.

Thank you!

If you have not grabbed a printed set of sign-in directions, get them as you leave!

Questions? Send them to permits@juneau.gov

Thank you for being here, and for those who will make the time to do some test runs. Changing systems is a big lift, we'll definitely have some bugs, but we are confident that a test period will make it a better transition for all of our partners.