



Township of Leeds and the Thousand Islands

How to Submit an Online Application

(entranceway, municipal consent, oversize load, road cut, temporary road closure, water-sewer connection, wharf access)

Step 1 Go to the Citywide Portal for online submission:
<https://citywideportal.com/auth/login>

Step 2 To register a new account, click "Don't have an account? Click to Signup".

Enter your email address and create a password.

- Go to your email account
- Click on the email from Citywide Portal Account Verification
- Click Verify and then login to the portal

For Returning Clients enter your email address and your password

Note: Staff encourage you to create an account so you can monitor the status of your permit and previous submissions. If you submit your application as a guest, you will not be able to interact through the portal.

Step 3 On the landing page, select
Permits – Entrance, Road Cut/Use, Oversize Load, Municipal Consent-Utilities, Water/Sewer Service

Step 4 If this is your first time logging in, complete your profile.

- Name
- Address information
- Contact information
- Professional information
- Once complete, click Update Profile
- Click the Home button to start an application and click Other Permits

If you have previously logged in, select New Application on the right side of the screen.

Step 5 Confirm Your Municipality

- Choose Province – Ontario
- Choose Municipality – Township of Leeds and the Thousand Islands
- Click Apply

Step 6 New Project

- Enter the Project Name (Type of Project is recommended)
- Enter the Project Description (Brief description of what you are proposing)
- Click Next

Step 7 Location

- Enter the address in the text field or select it on the map
- Click Next



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Sept 8 Contacts

- Click on the pencil on the right side of the page
- Enter your name, phone number, email address and role regarding the application (e.g., owner, applicant etc.). Check all that apply
- If you are an agent, not the owner, leave new roles unselected and applicant will automatically be applied to it
- Click Next

Step 9 Application Type

- Choose your application type (e.g., entranceway, road cut, water service installation, municipal consent, oversize load, etc.)
- Complete the required fields, providing as much detail as possible

Step 10 Attachments

- Upload all required attachments
- Click Upload
- Drag and drop the attachment into the box. Enter a file name and description
- Click Add Attachment
- Repeat until all attachments are uploaded. The 'Next' button will appear when all required documents are uploaded

Step 11 Final Summary

- Review the information and ensure it is correct
- Click Submit

Step 12 Email Notification

Once you have submitted your application, you will receive an email notification advising that the application has been received.

Step 13 Paying the Required Fees and Refundable Deposits

A follow-up email from staff will be sent advising you of the administration fee, if applicable. This fee can be paid at the office by cash, cheque or debit. It can also be paid online.

<https://ipn.paymentus.com/rotp/TLTI>

Please note: online payments are subject to a 3% convenience fee which is paid directly to Paymentus, our online payment service. The 3% payment fee is non-refundable for any payment received by the Township.