



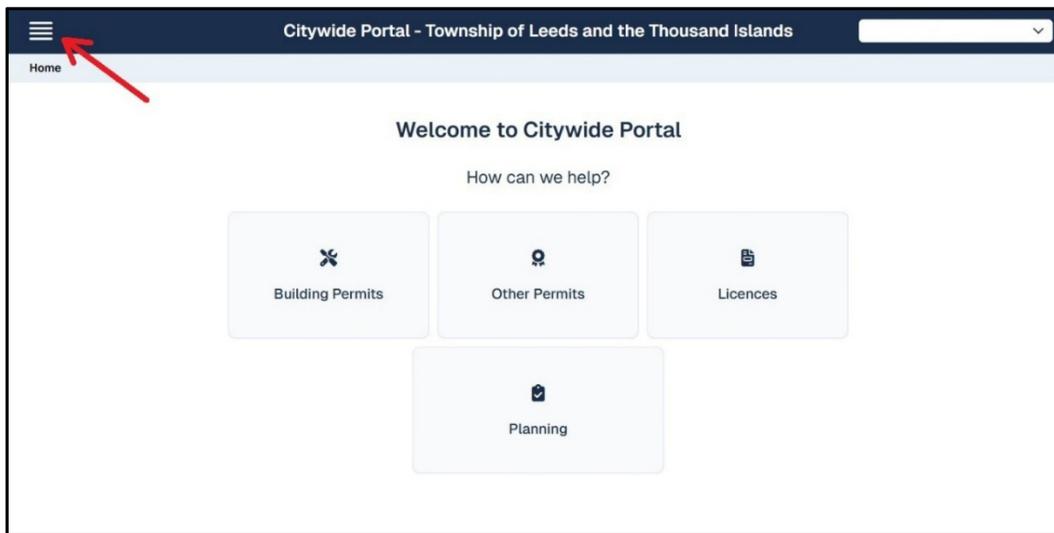
Township of
Leeds and the
Thousand Islands

How to Guide to Reviewing Your Building Permit and Sewage System Permit Application Submission

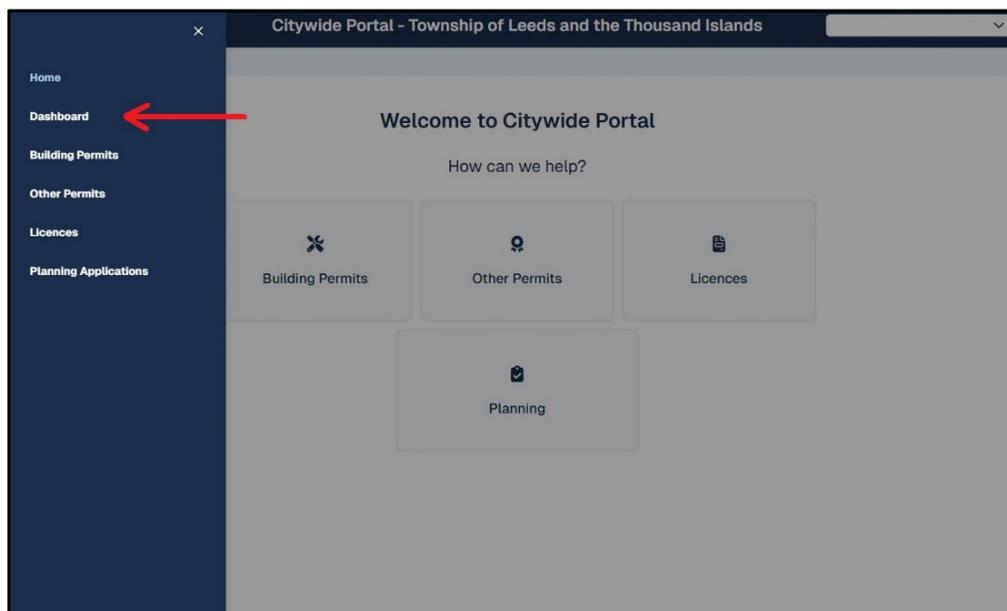
Step 1 Go to the Citywide Portal for online submission:
<https://citywideportal.com/auth/login>

Step 2 Enter your email address and your password and click Login.

Step 3 On the landing page, please select the Menu Button:



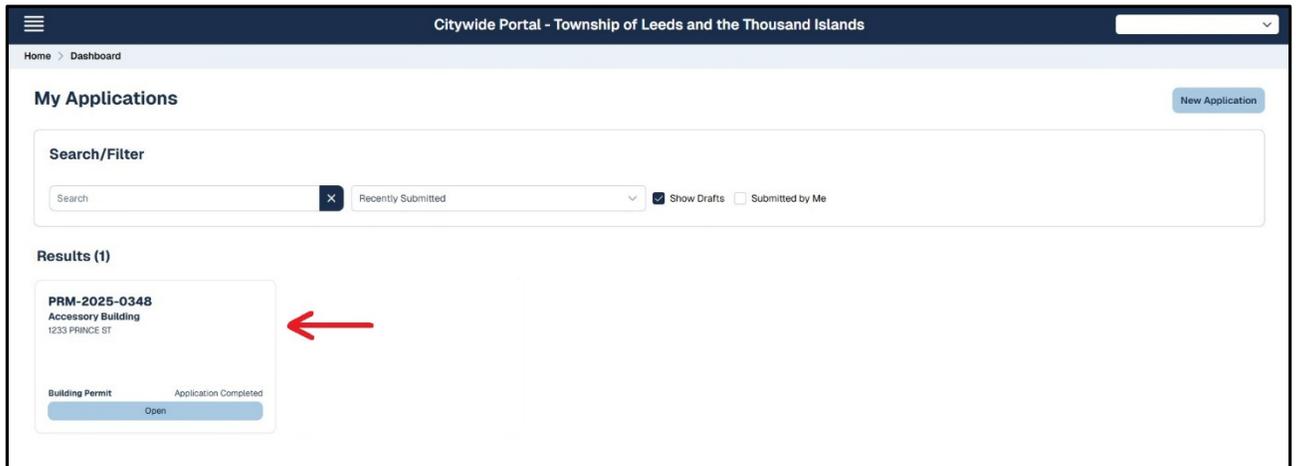
Select Dashboard from the Menu Options:



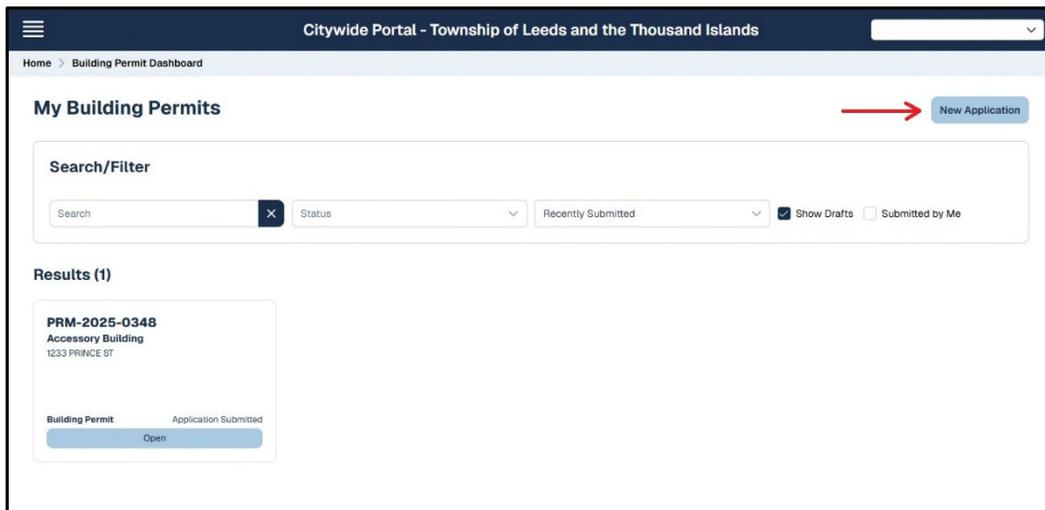
Step 4 If this is your first time in the system, you will be prompted to enter a building permit or sewage system permit application (See the How to Guide for Submitting a Building Permit and Sewage System Permit Application). Once the application is submitted, you will be able to access the Dashboard.

Step 5 Status of Applications or submitting a New Application

When you enter the Dashboard, you will be able to view your submission. You can filter the applications to find the one you are looking for. To see the status of your building permit application please click on 'Open' located under the application number.



The Dashboard includes a button to submit a new application under your profile. Submitting all of your applications under your profile will allow you to access all of your applications from one location.



Step 6 Application Information

You can use this section to update the information that you submitted through the online submission portal. You can also attach any other documents you may have missed uploading through the portal or new documents that are requested by staff.

Contacts: Add a new agent, designer, contractor or payee under this section. If you need to update an existing contact, please contact staff.

Work Fields: This confirms the estimated project value and work area that you included in your submission. This information cannot be updated on the dashboard. Please contact staff if you need to update the information.

Attachments: New documents can be uploaded and already submitted documents can be downloaded.

Fee Summary: The Fee Section demonstrates an accumulation of the fees that are required to be paid for building permit fees and for refundable deposit fees. This does not mean that this is the amount owing at a certain time. Staff will follow up with you when fees are due and provide you with the link to pay online through Paymentus or at the office. Please note that online payment submissions are subject to a 3% administration fee from Paymentus above the permit fee provided to you.

Comments: You can correspond with Staff through the comments section. Enter a comment and it will automatically be added to your file. Staff can correspond with you and reply directly to your inquiry in this section. Staff will receive an email notification of the updated comment and respond as soon as possible.