



Township of
Leeds and the
Thousand Islands

How to Guide to Submitting an Online Planning Application

Step 1 Complete all necessary documents including, but not limited to the planning application form, the plot plan, construction details etc. Scan each document and save it in a pdf format.

Step 2 Go to the Citywide Portal for online submission:
<https://citywideportal.com/auth/login>

Step 3 To register a new account, click "Don't have an account? Click to Signup".

Enter your email address and create a safe password.

- Go to your email account.
- Click on the Email from Citywide Portal Account Verification.
- Click Verify.
- Once verified, you can login to the portal.

Or

For Returning Clients enter your email address and your password and click Login.

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

Step 4 On the landing page, please select Planning Applications

Step 5 If this is your first time logging in, you will be prompted to complete your profile. Required Information:

- Name
- Address Information
- Contact information
- Professional Information
- Once Complete, click Update Profile
- Click the Home button to start an application and click Planning Applications

If you have previously logged in, then you will be taken to the Planning Application Dashboard. On the right side of the page, please select New Application.

Step 6 Confirm Your Municipality

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

Step 7 New Project

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

Step 8 Location

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

Note: For a vacant lot, please email a copy of your application to Staff as you will not be able to proceed past this step.

Step 9 Contacts

- Click on the pencil on the right side of the page
- Enter your name, phone number, email address and role regarding the application (i.e. 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.
- Add as many contacts as you would like the permit to be associated with.
- Click Next.

Step 10 Application Type

- From the down arrow, choose your application type (i.e. minor variance, zoning amendment)
- Answer each of the required questions.
- Click Next

Step 11 Attachments

- Upload all applicable 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.
- Only the applications under the required column are mandatory, however if you have been advised by staff that other documents are required to be submitted with your application, please upload them here, or email it directly to staff.

Step 12 Final Summary

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

Step 13 Email Notification

Once you have submitted your application, you will receive a notification email advising that the permit application has been received. Please see the 'How to Guide to Review Your Planning Application Submission' for further information.

Step 14 Paying the Required Application Fee

Once you have submitted your application, you will receive a follow-up email from staff advising you of the application fee that is required to be paid. This fee can be paid at the office by cash, cheque or debit. It can also be paid online. Please note that online payments are subject to a convenience fee which is paid directly to Paymentus, our online payment service. The convenience fee is non-refundable for any payment received by the Township.

To pay online follow these steps:

To make a customer one-time payment, please use the following link:

(Insert link)

Payment Type: Please choose Planning.

Application Number: Please enter your application number as provided by Staff. This number can also be found on your CityWide Dashboard.

Email and Re-Enter email: Please enter the email address where you would like your receipt to be sent to.

Click Continue.

Contact Information: Enter your First and Last Name and your Phone Number.

Amount to be Paid: Enter the amount required to be paid. This will be provided to you by staff.

Payment Method: Please choose debit card or credit card and enter the applicable information.

Click Continue.

Confirm Payment

Please review the summary. It will include the Payment Amount and a convenience Fee.

Review the Payment Authorization Terms and Privacy Notice.

Click the box that states that I authorize and agree per Payment Authorization Terms.

Click Pay. The total amount to be paid will also appear on this button.