



# SMARTGov PORTAL - PUBLIC USER GUIDE

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## Contents

|   |          |
|---|----------|
| <b>SMARTGov PUBLIC PORTAL .....</b>               | <b>3</b> |
| <b>VIEW PORTAL INFORMATION - PUBLIC.....</b>      | <b>4</b> |
| Permitting.....                                   | 4        |
| Public Notices.....                               | 4        |
| Contact Us.....                                   | 5        |
| <b>SIGN UP - CREATE AN ACCOUNT .....</b>          | <b>6</b> |
| <b>MANAGE ACCOUNT .....</b>                       | <b>8</b> |
| <b>VIEW PORTAL INFORMATION - PRIVATE.....</b>     | <b>9</b> |
| Permitting.....                                   | 9        |
| Apply for a Permit.....                           | 10       |
| Pay Online .....                                  | 13       |
| Request an Inspection - My Inspections .....      | 14       |
| Request an Inspection - Inspections Schedule..... | 14       |
| Request an Inspection - My Permits.....           | 16       |
| View Permits.....                                 | 17       |
| Public Notices.....                               | 18       |
| Contact Us.....                                   | 18       |

## SMARTGOV PUBLIC PORTAL

The public portal allows the general public, such as contractors, home builders, and the general community to apply for and pay for permit fees online via a standard web browser. This is via secured logged on account.

The following recommended browsers should allow for the most optimal experience:  
Internet Explorer 8 and higher or Google Chrome

The screenshot displays the SMARTGOV PUBLIC PORTAL interface. At the top right, contact information is provided: support: 360.779.2400 and support@paladindata.com. The main content area features three prominent service cards:

- Permitting**: Represented by a clipboard icon, with the description "View your permits and inspection results" and a "Go »" button.
- Public Notices**: Represented by a megaphone icon, with the description "Find and review public notice announcements" and an "Go »" button.
- Contact Us**: Represented by a speech bubble icon, with the description "Request information or file a complaint" and a "Go »" button.

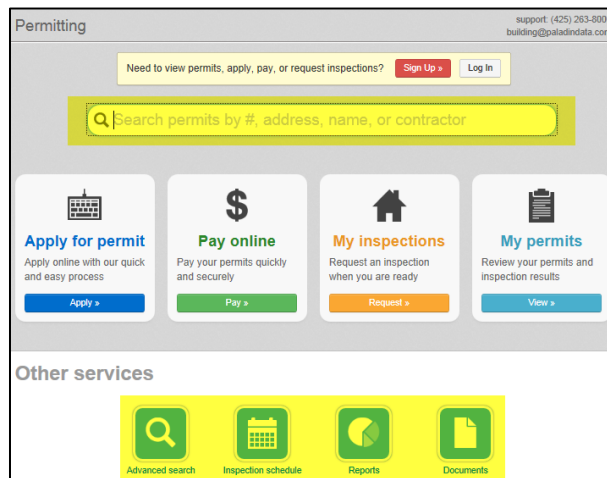
Below these cards is a section titled "Other services" which includes two icons: "Reports" (a pie chart icon) and "Documents" (a document icon).

## VIEW PORTAL INFORMATION - PUBLIC

**Public View** - information is available to the public user. Creating an account is not required but the information that can be viewed may be limited depending upon the configuration setup.

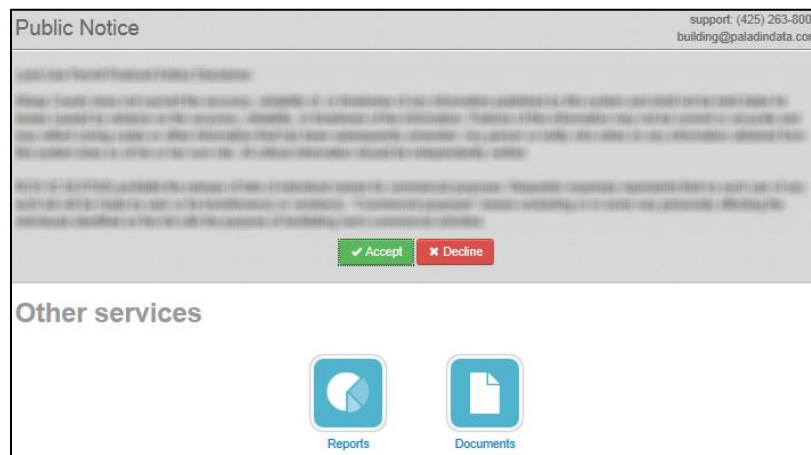
### Permitting

- Search for Permits (simple and advanced)
  - View Permit Information marked as public
  - View Permit on the map
- View the Inspection Schedule
- View Public Documents
- View Public Reports



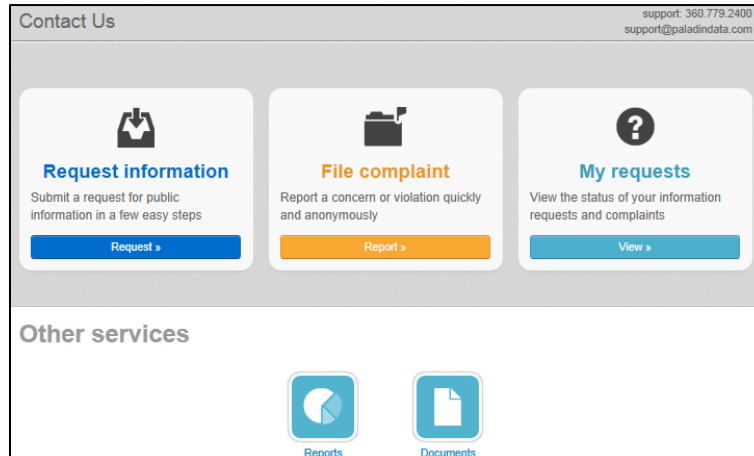
### Public Notices

- Search for Public Notices (simple and advanced)
  - View Permit Information marked as public notice
  - View Permit on the map
- View Public Documents
- View Public Reports



## Contact Us

- Request Information
- File a complaint
- View my request (with confirmation number and PIN)

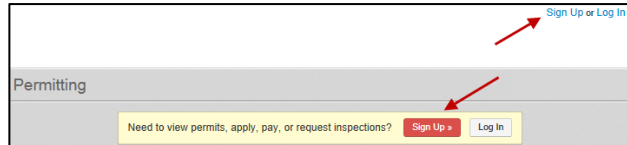


## SIGN UP - CREATE AN ACCOUNT

In addition to seeing general information about permit online users can create an account giving the user access to the private details of the permit. The user will also have the ability to view and upload files, pay for permits and receive emails and track the permit as it moves through the process.

### Sign Up

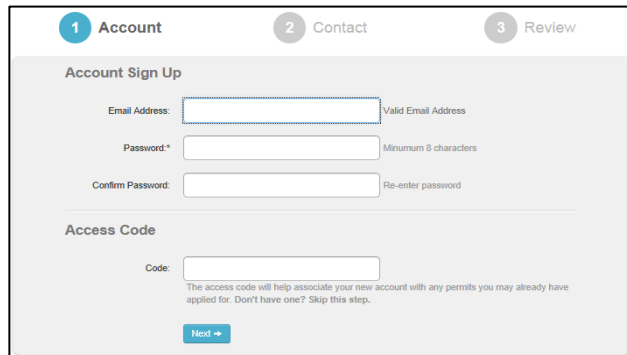
- Click **Sign Up** in the upper right corner of the **Main Page**
- Click **Sign Up** on the **Permitting Main Page**



The screenshot shows the 'Permitting' header. Below it, a yellow banner contains the text 'Need to view permits, apply, pay, or request inspections?' followed by a red 'Sign Up' button and a yellow 'Log In' button. A red arrow points from the top right corner of the page to the 'Sign Up or Log In' link, and another red arrow points to the 'Sign Up' button in the banner.

### Wizard - Step 1 (Account)

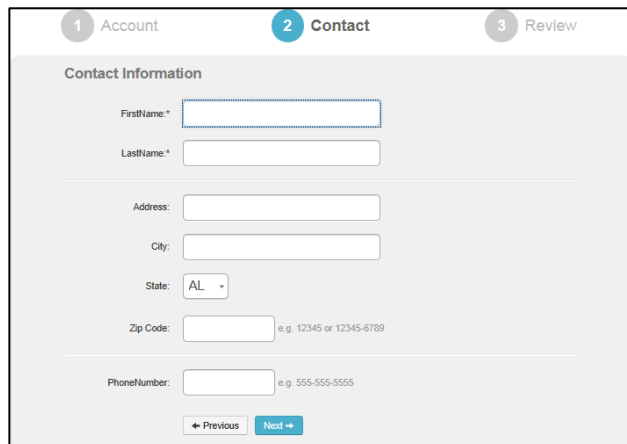
- **Email Address** - enter a valid email address
- **Password** - must be a minimum of 8 characters
- **Confirm Password** - re-enter the password
- **Access Code** - this step can be skipped or entered if the user knows the code
- **Next**



The screenshot shows the 'Account Sign Up' wizard step. It features a progress bar at the top with three steps: 1 Account (active), 2 Contact, and 3 Review. The form includes fields for 'Email Address' (with a 'Valid Email Address' note), 'Password\*' (with a 'Minimum 8 characters' note), and 'Confirm Password' (with a 'Re-enter password' note). Below these is an 'Access Code' section with a 'Code:' field and a note: 'The access code will help associate your new account with any permits you may already have applied for. Don't have one? Skip this step.' A blue 'Next >' button is at the bottom.

### Wizard - Step 2 (Contact)

- **First Name** - enter first name
- **Last Name** - must be a minimum of 8 characters
- **Confirm Password** - re-enter the password
- **Access Code** - this step can be skipped or entered if the user knows the code
- **Next**



The screenshot shows the 'Contact Information' wizard step. It features a progress bar at the top with three steps: 1 Account, 2 Contact (active), and 3 Review. The form includes fields for 'FirstName\*', 'LastName\*', 'Address', 'City', 'State' (a dropdown menu currently showing 'AL'), 'Zip Code' (with a note 'e.g. 12345 or 12345-6789'), and 'PhoneNumber' (with a note 'e.g. 555-555-5555'). At the bottom, there are '← Previous' and 'Next →' buttons.

### Wizard - Step 3 (Review)

- **Edit** the account or contact information
- Click the “**I agree to Terms & Conditions**” checkbox
- Click **Create my Account**

1 Account 2 Contact 3 Review

Review the information below

Account [edit](#)

Contact [edit](#)

I agree to the [Terms And Conditions](#)

[Create my Account](#)

A **verification email** will be sent to the email address used during account setup.

A message displays on the screen allowing the user to resend the email or update the email address (typos)

Once verified the user will login in to the portal to view private information.

Verify your email address to access all of our services. A verification message was sent to [email address]

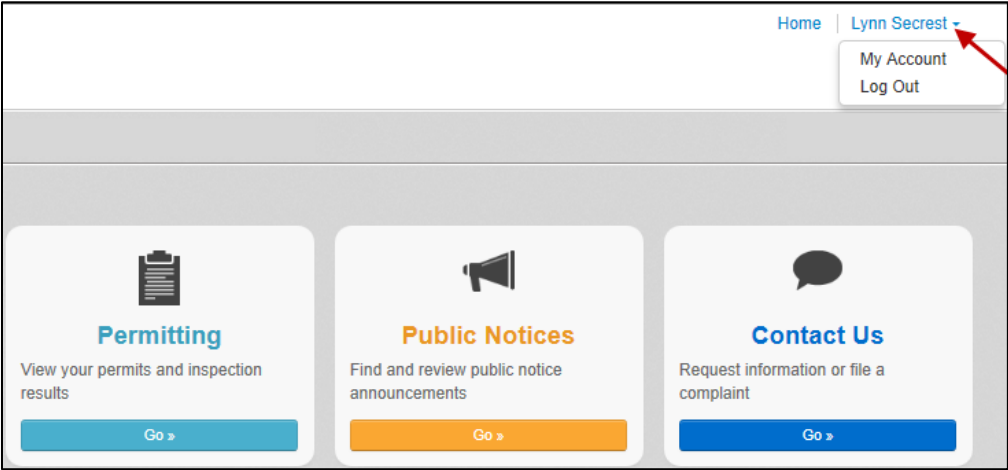
[Resend verification](#) [Update email address](#)

Your account has been created for the portal. Please click on the link below to verify your account.

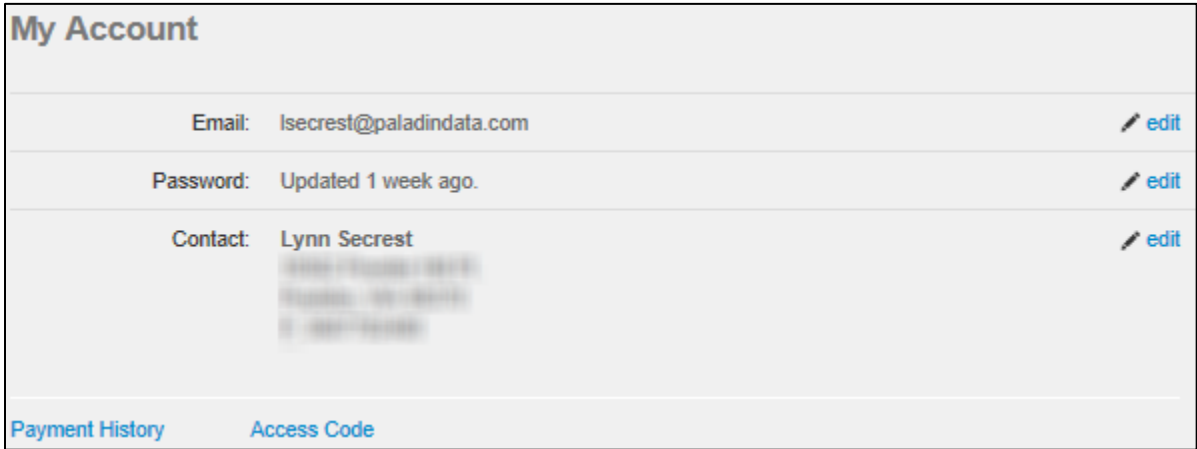
[Verify](#)

# MANAGE ACCOUNT

Once the account has been set up and the user is logged in, account information can be maintained via the “My Account” link.



The contact information can be edited, payment history can be viewed and access codes can be updated.





## VIEW PORTAL INFORMATION - PRIVATE

**Private View** - Once the account is created and the user is logged in, additional information and functionality is available. Any portions of the permit or public notice marked as private will display.

### Permitting

- Search for Permits (simple and advanced)
  - View Permit Information marked as public and private
  - View Permit on the map
  - Upload files
  - View notes attached to the permits
  - **Receive notification emails when events happen against a permit**
- Apply for permits
- Pay for Permits
- View the Inspections attached to the permit
- Request an Inspection
- View permits attached to the account
- View the Inspection Schedule
- View Public Reports
- View Public Documents

The screenshot shows the 'Permitting' portal interface. At the top right, it displays 'support: (425) 263-8000' and 'building@paladindata.com'. A search bar is present with the text 'Search permits by #, address, name, or contractor'. Below the search bar are four main service tiles: 1. 'Apply for permit' with a calendar icon, text 'Apply online with our quick and easy process', and an 'Apply >' button. 2. 'Pay online' with a '\$40<sup>00</sup>' icon, text 'Total due' and 'Pay your permits quickly and securely', and a 'Pay >' button. 3. 'My inspections' with text 'You have 1 inspection upcoming' and '06/05 4:00 pm 13 120TH ST SE', and a 'Request >' button. 4. 'My permits' with text 'You have 2 permits' and a breakdown: '1 pending', '1 issued', '0 closed', and a 'View >' button. Below these tiles is a section titled 'Other services' with four icons: 'Advanced search' (magnifying glass), 'Inspection schedule' (calendar), 'Reports' (pie chart), and 'Documents' (document icon).

## Apply for a Permit

### Step 1 (Type)

- Select a **Permit Type** from the drop down box
- Click **Next**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Start your application by selecting a permit type

Permit Type:\* Select an Option

Next →

### Step 2 (Location)

- Enter the **Parcel Number** or
  - Click **No** to enter the **Site Location**
  - Edit the address information (if necessary)
- Click **Next**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Site location

Do you know the Parcel #?

Yes No

← Previous Next →

1 Type 2 Location 3 Contractor 4 Details 5 Review

Site location

Address: %141

City: 1002 141ST PL SW  
LYNNWOOD, WA 98087  
1003 141ST PL SW  
LYNNWOOD, WA 98087

State: 1007 141ST PL SW  
LYNNWOOD, WA 98087  
1101 141ST PL SW  
LYNNWOOD, WA 98087-6064

Zip Code: 1105 141ST PL SW  
LYNNWOOD, WA 98087-6064  
1111 141ST PL SW  
LYNNWOOD, WA 98087-6064  
1121 141ST PL SW  
LYNNWOOD, WA 98087-6064  
1122 141ST PL SW  
LYNNWOOD, WA 98087-6064

a drop down list displays and the wildcard % search is available

Site location

Parcel #:

Address: 1 143RD ST SW  
LYNNWOOD, WA 98087-6703

[Edit Information](#)

← Previous Next →

### Step 3 (Contractor)

- Enter the **Contractor Name** or **License #** (optional step)
- Click **Next**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Primary contractor

Name or license #:  (optional)

4EVERGREEN FABRI 1402 LAKE TAPPS PIKWY E  
4EVERFL925K9 AUBURN, WA 98092  
A & B ASPHALT INC PO BOX 5280  
ABASPM239JM BENTON CITY, WA 99320-5  
A & B CARPET INC 2306 118TH PL SE  
ABCARI9950S EVERETT, WA 98208  
**A & B CONSTRUCTION PO BOX 27**  
ABSONC9699L VAUGHN, WA 98394  
A & B CONTRACT 7424 BROADWAY  
ABSONC9580O EVERETT, WA 98203-6800  
A & B ELECTRIC INC 4202 W 34TH  
ABELEH362LJ KENNEWICK, WA 99337

a drop down list displays and the wildcard % search is available

### Step 4 (Details)

- Enter **Details**
- Enter the **Fixture Amounts**
- Enter the **Valuation Amounts**
- Click **Next**

1 Type 2 Location 3 Contractor 4 Details 5 Review

Permit details

UBI # General:

Existing SF Bldg Footprint:

Proposed SF Bldg Footprint:

Basement?:

Any Non-conforming Use:

Grading Quantities Outside:

How Much Material Imported:

Height Certified?:

Fixtures

| Class    | Description  | Per Unit | Quantity                       |
|----------|--|----------|--------------------------------|
| PLUMBING | medical gas inlet(s)/outlet(s) > 5                                       | \$6.65   | <input type="text" value="0"/> |
| PLUMBING | Medical gas piping serving 1 to 5 inlet (s)/outlet(s) for a specific gas | \$69.25  | <input type="text" value="0"/> |
| PLUMBING | Cross connection test of reclaimed water system (excluding initial)      | \$58.60  | <input type="text" value="0"/> |
| PLUMBING | Backflow protective device( Over 2 inch (51 mm) diameter)                | \$19.70  | <input type="text" value="0"/> |
| PLUMBING | Backflow protective device( Less Than 2 inch (51 mm) diameter)           | \$9.00   | <input type="text" value="0"/> |

valuations

Valuation Quantity

-- Select a Valuation Type --

## Step 5 (Review)

- **Edit** Permit Information
- Click **Submit my Application**
- **A confirmation email will be sent to user**

1 Type 2 Location 3 Contractor 4 Details 5 Review

### Review your permit application

**General Information** [edit](#)

Applicant: Secrest, Lynn

Permit Type: Single Family Residence - Garage

Parcel #: 01039100000800  
Site Address: 2310 115TH PL SW  
EVERETT, WA 98204

**Permit Details** [edit](#)

**Fixtures** [edit](#)

| Class      | Fixture         | Quantity | Value   |
|------------|-----------------|----------|---------|
| MECHANICAL | Ventilation Fan | 2        | \$18.00 |
| Total:     |                 |          | \$18.00 |

**Valuations** [edit](#)

| Valuation         | Quantity | Value      |
|-------------------|----------|------------|
| Entered Valuation | 1500     | \$1,500.00 |
| Total:            |          | \$1,500.00 |

**SFR-GAR-2013-002** Single Family Residence - Garage [Map](#) [Contact](#)


|  |  |   |  |  |
|--|--|---|--|--|
| <b>Address:</b><br>2310 115TH PL SW<br>EVERETT, WA<br>98204<br>Parcel<br>#: 01039100000800 | <b>Status:</b><br>Application<br>is under<br>initial<br>review | <b>Submitted:</b> 6/11/2013<br><b>Approved:</b><br>Issued:<br>Closed:<br>Expires: 12/8/2013 | <b>Inspections:</b><br>Required: 19<br>Requested: 0<br>Reinspect: 0<br>Complete: 0 | <b>Total Due:</b><br><b>\$183<sup>88</sup></b><br><input type="button" value="Pay"/> |
|--|--|---|--|--|

## Pay Online

From the permit click the **Green Pay** button

- **Add** on one or more permits to the cart
- **Proceed to Checkout**

**Pay Online** Click "add" to add the item to your shopping cart.

|  |         |  |
|--|---------|--|
| SFR-GAR-2013-002<br>Single Family Residence - Garage | → + Add | <br>Cart<br><i>Your cart is empty.</i><br><a href="#">Proceed to checkout »</a> |
| Fees: <b>\$183.88</b>                                |         |  |
| COMM-PLM-2013-001<br>Commercial Plumbing             | → + Add |  |
| Fees: <b>\$131.18</b>                                |         |  |
| COOP-2012-003<br>Chicken Coop License                | + Add   |  |
| Fees: <b>\$40.00</b>                                 |         |  |

- Click **Edit Invoice** to make changes
- Click **Proceed to Payment**

**Review your payment**

| Permit            | Amount Due      | Payment Amount  |
|-------------------|-----------------|-----------------|
| SFR-GAR-2013-002  | \$183.88        | \$183.88        |
| COMM-PLM-2013-001 | \$131.18        | \$131.18        |
| <b>Total:</b>     | <b>\$315.06</b> | <b>\$315.06</b> |

→ [edit invoice](#)

[Proceed to Payment »](#)

## Request an Inspection - My Inspections

**NOTE:** Inspections will only be available to request after the permit is in an ISSUED state.

## From the Main Page of Permitting

- Click the **Request** button under My Inspections

The screenshot shows the 'Permitting' main page with a search bar at the top. Below the search bar are four main navigation cards: 'Apply for permit', 'Pay online' (showing a total due of \$355.06), 'My inspections' (with a 'Request' button highlighted by a red arrow), and 'My permits'. The 'My inspections' card also displays 'You have 1 inspection upcoming' with details: '06/05 4:00 pm 13 120TH ST SE'.

- Select the **Permit Number** from the drop down list
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- **A confirmation email will be sent to user**

The 'Request an Inspection' form contains the following fields: 'Permit' (dropdown menu with 'SFR-GAR-2013-002 : SFR-GAR : 2310 115TH PL SW, EVERE...' selected), 'Inspection Type' (dropdown menu with 'B-FOOTINGS' selected), 'Requested For' (calendar icon with date '06/14/2013'), 'Requested For Time Slot' (dropdown menu with '10:00 AM' selected), and 'Comments' (text area with placeholder text: 'portal user may enter comments here that need to be relayed to the inspector'). A 'Request Inspection' button is at the bottom.

## Request an Inspection - Inspections Schedule

## From the Main Page of Permitting

- Click the **Inspection Schedule** icon (the calendar displays)

The 'Other services' section features four icons: 'Advanced search' (magnifying glass), 'Inspection schedule' (calendar icon highlighted with a red arrow), 'Reports' (pie chart), and 'Documents' (document icon).

- Select an available **date**

**Inspection Schedule**

Jun 2013

6/14/2013 [Request Inspection »](#)

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
|    |    |    |    |    |    | 1  |
| 2  | 3  | 4  | 5  | 6  | 7  | 8  |
| 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 |    |    |    |    |    |    |

Available  
 Full  
 Closed  
 Historical

**SFR-2011-018**  
B-Floor Framing  
13715 MANOR WAY

| Inspector   | Time Slot |
|-------------|-----------|
| Joe Paladin |           |

- Click the **Request Inspection** button
- Select the **Permit Number** from the drop down list
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- **A confirmation email will be sent to user**

## Request an Inspection - My Permits

## From the Permit

- Click the **Request** button

SFR-GAR-2013-002 Single Family Residence - Garage Map Contact

|   |   |   |   |                                       |
|---|---|---|---|---------------------------------------|
| Address:<br>2310 115TH PL SW<br>EVERETT, WA<br>98204<br>Parcel<br>#: 01039100000800 | Status:<br>Permit<br>has been<br>issued | Submitted: 6/11/2013<br>Approved: 6/11/2013<br>Issued: 6/11/2013<br>Closed:<br>Expires: 12/8/2013 | Inspections:<br>Required: 17<br>Requested: 0<br>Reinspect: 0<br>Complete: 0 | Total Due:<br><b>\$0<sup>00</sup></b> |
|---|---|---|---|---------------------------------------|

[Request](#)

- The **Permit Number** defaults
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the Requested For Time (optional)
- Enter Comments (optional)
- Click **Request Inspection**
- **A confirmation email will be sent to user**

| Inspections   | Date                            | Status                 |                         |
|---|---------------------------------|------------------------|-------------------------|
| B-Footings  | 6/14/2013 10:00<br>am requested | Awaiting<br>Inspection | <a href="#">Cancel</a>  |
| B-Stem/Foundation Wall/Piers and Masonry                      |                                 |                        | <a href="#">Request</a> |
| Storm and Footing Drains at Building Perimeter                |                                 |                        | <a href="#">Request</a> |
| Building - Under Slab (Covers Ground Plumbing and Mechanical) | 6/18/2013 10:00<br>am requested | Awaiting<br>Inspection | <a href="#">Cancel</a>  |
| B-Floor Framing   |                                 |                        | <a href="#">Request</a> |
| B-Rough Electrical  |                                 |                        | <a href="#">Request</a> |

**NOTE:** Users may send cancellation requests for Inspections that have been requested but not scheduled.



**View Permits**

All details flagged as Public and Private View display

**SFR-GAR-2013-002** Single Family Residence - Garage Map Contact

|  |  |  |  |   |
|--|--|--|--|---|
| <b>Address:</b><br>2310 115TH PL SW<br>EVERETT, WA<br>98204<br>Parcel<br>#: 01039100000800 | <b>Status:</b><br>Permit<br>has been<br>issued | <b>Submitted:</b> 6/11/2013<br><b>Approved:</b> 6/11/2013<br><b>Issued:</b> 6/11/2013<br><b>Closed:</b><br><b>Expires:</b> 12/8/2013 | <b>Inspections:</b><br>Required: 17<br>Requested: 2<br>Reinspect: 0<br>Complete: 0 | <b>Total Due:</b><br><span style="font-size: 2em; font-weight: bold;">\$0<sup>00</sup></span> |
|--|--|--|--|---|

[Request »](#)

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📅
🔍
+
📧
📄

click links to quickly jump to sections of the permit

**Approval Steps**

---

**Contacts**

OWNER: WABALUKU GEDEON N & BUKA PEMBA C  
 2310 115TH PL SW  
 EVERETT, WA 98204

APPLICANT: Secret, Lynn  
 19362 Powder Hill Pl.  
 3607792400

---

**Parcels**

| Parcel         | Owner                            | Address                               |
|----------------|----------------------------------|---------------------------------------|
| 01039100000800 | WABALUKU GEDEON N & BUKA PEMBA C | 2310 115TH PL SW<br>EVERETT, WA 98204 |

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**Submittals**

Required Submittals

| Submittal              | Required | Received  | Accepted |
|------------------------|----------|-----------|----------|
| Application            | Yes      | 6/11/2013 | n/a      |
| Business License       | Yes      | 6/11/2013 | n/a      |
| Contractors License    | Yes      | 6/11/2013 | n/a      |
| Building Plan-2 Copies | Yes      | 6/11/2013 | n/a      |
| Site Plan - 4 copies   | Yes      | 6/11/2013 | n/a      |

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**Approval Steps**

These steps track the City's approvals. If you have any questions contact us at (425) 263-8000.

| Step                                   | Status   | Date      |
|--|----------|-----------|
| Building Department                    | Approved | 6/11/2013 |
| Engineering Department                 | Approved | 6/11/2013 |
| PW Director or Designee Approval       | Approved | 6/11/2013 |
| Planning Department                    | Approved | 6/11/2013 |
| Planning Director or Designee Approval | Approved | 6/11/2013 |
| Fire Department/Fire Marshal           | Approved | 6/11/2013 |

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**Conditions**

These are the conditions of your permit.

All Contractors & Subcontractors are required to have a City of Mukilteo Business License.

Per the IBC the City may require that the property owner obtain a special inspection (such as topography, foundation types, unstable conditions, or soil types) prior to City approval. The cost of these inspections will be the responsibility of the property owner.

All improvements shall be constructed in accordance with the approved site, civil and building plans.

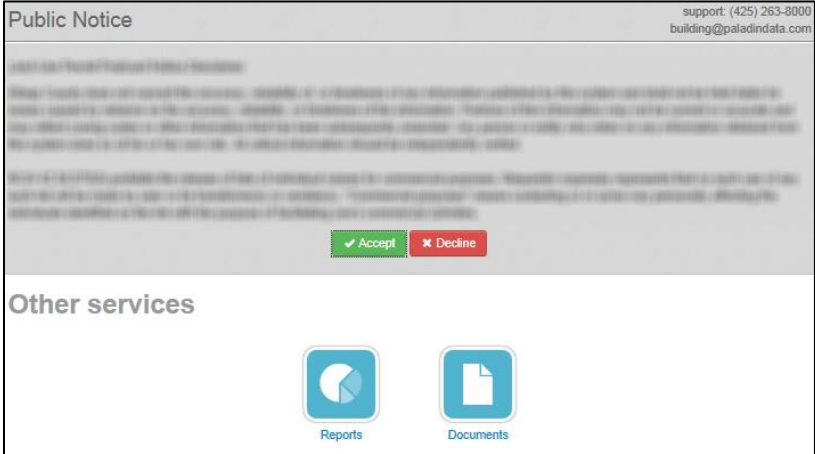
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**Notes**

Relay information via notes then publish on the portal 6/11/2013 [Appendix A .pdf](#)

## Public Notices

- Search for Public Notices (simple and advanced)
  - View Permit Information marked as **public notice**
  - View Permit on the map
- View Public Documents
- View Public Reports



Public Notice support: (425) 263-8000  
building@paladindata.com

Public Notice

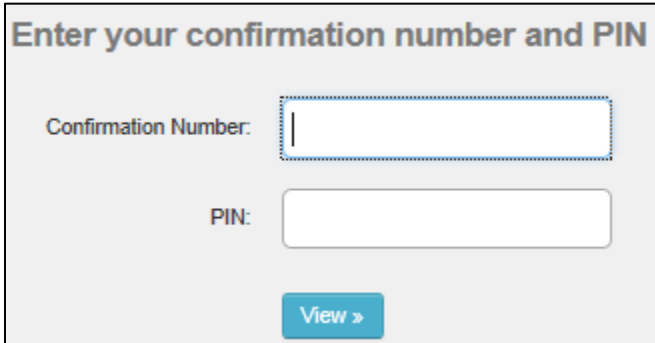
Accept Decline

Other services

Reports Documents

## Contact Us

- Request Information
- File a complaint
- View my request (with confirmation number and PIN)
  - The confirmation number is stored on the case so it can be supplied to the user after a verification process
  - View Status
  - View Notes



Enter your confirmation number and PIN

Confirmation Number:

PIN:

View »

