

CPD-DS KivaCitizen Permit System

User Guide

October 24, 2005

CPD-DS KivaCitizen Customer Guide

Registration and Accessing KivaCitizen

To access KivaCitizen, go to <http://kivaweb.kcmo.org/kivanet/citizen/index.cfm>

To register for KivaCitizen, fill out Information Bulletin No. 145 (<http://www.kcmo.org/codes/ibs/IB145.PDF>) – Registration for KivaCitizen Online Permitting. A KivaCitizen user must be entered as an Additional Party in a Professionals account.

Once you are logged in the system shows you a screen titled "Public Access" and two titles "Online Permits" and "Log Out." You know your login worked if it says log out. When you complete your access here you need to exit to the main menu and click "Log out."

Entering new permit applications

To submit permits, click "Online Permits." Then follow these instructions:

1. Click "Apply for a new permit;"
2. Click "I don't know the permit code;"
3. Step 1 screen has a drop down list of permit types and scopes of work, for LSR alarm permits select "Electrical Limited Service & Repair Permits," choose the scope of work that fits your request;
4. Click the "Next" button;
5. Step 1.a. lets you select the license held by your company, make sure the Attach? Yes box is checked;
6. Step 1.a. select the Role as "Applicant for Owner;"
7. Click the "Next" button;
8. Step 2. lets you enter the address where the work is being done, enter the house number in the Number box and the Street Name in the Street box (its is not necessary to enter the Prefix which is the Street Direction or the Type or the APN on this form);
9. Click the "Next" button;
10. If the address you entered is a valid Kansas City, MO address, the next form will be Step 3 Basic Information. If the address does not match, you will see the "No Address Matches" form. Click the "Back" button and you can try the address again. Entering the direction or type may cause problems if the City record does not contain this information. If the address does not work, verify that it's in the City limits and then call CPD-DS staff for assistance;

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11. Step 3. Basic Information, this form is made easy because the system knows who you are by your login userid. All you have to do is click "My Information" and the Applicant information is automatically filled out. Check to see that we have the correct information for you, if we don't you can change it here. You should also send us an e-mail so we can correct the information in the system for future use. You don't need to enter any information in the Contact portion of this form;
12. Click the "Next" button;
13. Step 4. What Work Are You Going To Do? Fill in the blanks on the type of work to be done and enter the use of the building, such as "single family residence;"
14. Click the "Next" button;
15. Step 5 Enter Detailed Information. Enter the value of the work to be permitted;
16. Click the "Next" button;
17. Step 5. a. Fee Selection. Click the box to remove the check mark in the fee that is not applicable to your permit;
18. Click the "Next" button;
19. Step 6. Permit Summary. Review this form to make sure the information you have entered is correct. If there are corrections to be made you can use the "Back" button or the numbered steps in the left toolbar to make corrections. The Property Owner shows as the information contained in the City's system and may not be current, don't worry about that here. If everything is as you like it move on to payments;
20. Click the "Next" button;
21. Step 7. Enter Payment Information. Enter information in all the asterisked boxes;
22. Click the "Next" button;
23. Your credit card transaction is being processed, this may take 1 or 2 minutes;
24. Application Received. This form gives you a temporary permit number and allows you to print a receipt. If this form appears it means your application has been accepted into the system and we will process it within one business day.

Verifying Permit Issuance

You will receive an e-mail when CPD-DS staff has issued your permit. The e-mail will provide you with the issued permit type and number. CPD-DS staff will call or e-mail you with any questions in the permitting process. To verify that your permit has been issued by CPD-DS staff or to check the status go back to the Main Menu or where you logged on and click "Online Permits", then:

1. Click "Look up a permit I've already applied for;"
2. On the Permit Search form you can enter the temporary permit type and number given earlier or you can enter the address;
3. Your permit will be displayed if you used the temporary number to look it up, if you used address you will have to click the permit issued to your company to view the Permit Summary;

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4. On the permit summary, your permit has been issued if there is a number in the Permit field to the left of the Temporary field and there is a date in the Issued field;
5. Review this form to verify the information is correct and give us a call or e-mail if there are any questions.
6. If you did not pay us enough in permit fees there will be a "Pay Outstanding Fees" button above the Fees box, this takes you to the credit card form so you can make the additional payment. CPD-DS staff will also call or e-mail you if there is a question about the value of the work and the applicable fees;
7. At the bottom of the form there is a link to KivaNet, this gives you access to more information about the permit including inspections status and the status of any open conditions of approval.

Paying Outstanding Fees

KivaCitizen can also be used to pay outstanding fees on applications that have already been filed or have already been issued. Reinspection fees, Plans Review Resubmittal Fees, Penalty Fees are examples of fees that can be paid online.

To pay outstanding fees, login to KivaCitizen and click "look up a permit I've already applied for." On the Permit Search form, enter the permit number and click "Search." When the permit appears, scroll down to the Fees box and there will be a "Pay Outstanding Fees" link at the top right of the box if outstanding fees are due. Enter your credit card payment information on the payment form and click "Pay Fees." Your payment will be processed and posted to the system.

Once you have paid your fee, please e-mail or call CPD-DS staff to clear any permit holds placed due to the outstanding fee. If the fee is a reinspection fee, please inform CPD-DS staff that you have paid the fee online when making your inspection request.

Logging Out of KivaCitizen

When you are done always remember to go back to the main menu and click "Logout."

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