

Oracle Public Sector Compliance and Regulation

Using Community Development Permits

April 2019

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Preface

This preface introduces information sources that can help you use the application and this guide.

Using Oracle Applications

This topic explains the text conventions used in this guide and points you to where you can find more information about using Oracle applications.

Conventions

The following table explains the text conventions used in this guide.

Convention	Meaning
boldface	Boldface type indicates user interface elements, navigation paths, or values you enter or select.
<code>monospace</code>	Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.
>	Greater than symbol separates elements in a navigation path.

Additional Resources

- Community: Use [Oracle Cloud Customer Connect](#) to get information from experts at Oracle, the partner community, and other users.
- Guides and Videos: Go to the [Oracle Help Center](#) to find guides and videos.
- Training: Take courses on Oracle Cloud from [Oracle University](#).

Documentation Accessibility

This topic covers accessibility concepts for this guide.

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program website](#).

Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.

Contacting Oracle

This topic explains how to contact Oracle for support and to provide feedback.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit [My Oracle Support](#) or visit [Accessible Oracle Support](#) if you are hearing impaired.

Comments and Suggestions

Please give us feedback about Oracle Public Sector Compliance and Regulation applications help and guides! You can send an e-mail to: PSCR_US@oracle.com.

Oracle Public Sector Compliance and Regulation
Using Community Development Permits

April 2019

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1 Managing Public Users

Overview of Public User Accounts and Profiles

Public users can interact with an agency for either personal projects or for business projects. To distinguish personal activity from business activity, the accounts for registered public users can have multiple profiles.

Accounts Versus Profiles

Accounts for registered public users can include one personal profile and one or more business profiles. The personal profile represents the user's personal dealings with the agency, while the business profiles each represent a business on whose behalf the user interacts with the agency.

Applications are associated with specific profiles rather than with the overall account. When the user starts an application, the application is associated with the currently selected profile. Similarly, when users view their existing applications, the system displays the subset of applications that are associated with the current profile.

The public user registration process creates a default profile for the user. During registration, the user indicates whether the account use is personal or business. Information that is provided during registration is associated with this default profile.

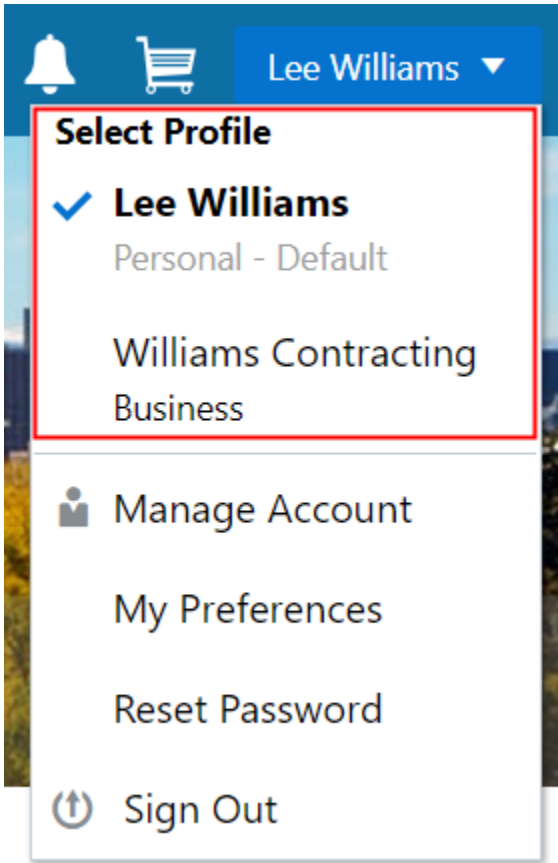
After an account is created, additional profiles can be added. If an account has multiple profiles, any profile can be designated as the default profile. Profiles can be made inactive, but they can't be deleted.

Profile Selection

When a user signs in, the user's default profile is the current profile. The profile name appears in the page header.

To switch profiles, the user clicks the current profile name to display a menu of account-related options. If any additional active profiles exist, the menu includes a Select Profile section that lists all active profiles. To switch to a different profile, the user clicks the desired profile name.

This example illustrates the Select Profile option in the menu under the current profile name.



A user who has multiple profiles can switch to another profile on pages that contain profile-sensitive information. When the user changes profiles on a profile-sensitive page, the data on the page reloads to show the selected profile's data. If the page isn't profile-sensitive, you can go to the landing page if you want to switch your profile.

Account Data Versus Profile Data

Accounts have certain information that applies to all profiles. This account information includes the following:

- Name: the name of the person who owns the account.
- Access: the user name that is used for signing in, and the email address that is used during the registration process
- Additional Information: whether the user is a member of law enforcement or a judicial agency, and whether that information has been verified.
Your agency configures whether to track this information and whether it needs verification.
This information is visible to agency staff, but public users cannot see it in self-service.
- Terms of Use: the terms of use to which the user agreed.

Profiles contain additional information. This profile-specific information does not get synchronized across multiple profiles. Profile information includes the following:

- Profile Basics: the profile name, type, active/inactive status, and whether it is the default profile for the account.
- Profile Information: the business name and business type for a business profile. This category isn't relevant to personal profiles.

- Contact Information: addresses, email addresses, and phone numbers.
- Contacts: people who might be added as contacts for application that are associated with this profile.

When adding contacts to an application, users can quickly pick contacts who are already associated with the profile rather than having to manually add a new contact.

- Licenses: a list of licenses such as contractor licenses, the contractor status for the profile, and any related verification statuses.
- Trust Accounts: a list of payment accounts and any related verification statuses.

Attachments can be associated with either an account or with a specific profile.

- The list of attachments for the account displays both account attachments and profile attachments.

The list displays the attachment description and identifies which profile, if any, the attachment is associated with.

- The list of attachments for a specific profile displays only that profile's attachments.

The Public User Registration Process

Although anonymous public users can access generic information, users must register before they can create permit applications or planning applications.

Here is a summary of the registration process:

1. On the landing page for anonymous users, the public user clicks the Register link in the page header.
2. The user enters information on the Register page.
3. The user accepts the registration terms of use.
4. The user submits registration information.
5. A confirmation page directs the user to complete the registration process by following instructions in an email that the system sends.
6. The user clicks the link in the email to set up the account password.
7. The user submits the password to complete the registration process.
8. The system takes the user to the registered public user landing page.

To sign in again in the future, public users click the **Sign In** link in the header of the landing page for anonymous users.

This example illustrates the Register page.

Register

* Account Use Personal Business

Salutation

* First Name

* Last Name

* Business Name

* Email Address

* User Name

Are You a Contractor?

Phone Ext.

? Are You a Member of Law Enforcement or a Judicial Agency?


[Terms and Conditions](#)
Read and accept the terms and conditions before proceeding

Entering Registration Information

Users enter the following registration information.

Page Element	Description
Account Use	<p>Indicates whether this is a personal account or a business account.</p> <p>Accounts can have both personal and business profiles. The registration process creates a single profile, and additional profiles must be added later. The Account Use setting determines whether the default profile that is created during registration is a personal or business profile.</p> <p>For more information about profiles, see Overview of Public User Accounts and Profiles.</p>
Salutation	<p>A title such as Ms. or Mr. that is used to address the person.</p> <p>This field is optional.</p>
First Name and Last Name	<p>The user's name, which is the same across all of the user's profiles.</p>
Business Name	<p>This field is visible only if the Account Use field indicates that this is a business account. The business name entered here is associated with the business profile that the registration process creates. If additional business profiles are added later, they have their own business names.</p>
Email Address	<p>The user's email address. After the user submits registration information, the system sends an email to this address. The email contains a link that the user needs in order to complete the registration process.</p>

Page Element	Description
	<p>This email address is also associated with the default profile that the registration process creates. If the user registers as a business, the email type is Work. If the user registers a personal account, the email type is blank.</p> <p>If a user attempts to register with an email address that is already associated with an account, an error message appears. The message says to use the Sign In page to access the existing account or to recover a forgotten user name or password.</p>
User Name	<p>The user name that the public user will use to sign in to the system. User names must be unique, and the system displays an error message if the user tries to create an account under a user name that already exists.</p> <p>Note that the user does not select a password at this point. Password creation occurs after the user submits registration information.</p>
Are You a Contractor?	<p>The user's contractor status is associated with the default profile that is created during the registration process.</p> <p>The default contractor status is No. If the user changes the answer to Yes, the adjacent Add License button is enabled so the user can provide contractor license details. License information is required when a user self-identifies as a contractor.</p> <p>Clicking the Add License button opens the Contractor License Details page, which includes these fields: License Type, License Number, Issued On, and Expiration Date.</p> <p>After the user saves license information, the Add License button changes to an Edit License button.</p> <p>During registration, the user can enter information for only one contractor license. After registering, the user can add additional licenses from the Manage Account page. See Managing Public User Accounts.</p>
Phone	<p>A phone number for the account holder. This field is optional.</p>
Are You a Member of Law Enforcement or a Judicial Agency?	<p>This question appears only if it is enabled on the Public User Setup page.</p> <p>The default answer to this question is No.</p> <p>Users can access help for this question by clicking the question mark icon adjacent to the question. The help explains that individuals who serve the public in these professions will have their name and contact information masked from public view.</p>

 **Note:** Depending on the settings on the Public User Setup page, a user's self-identification as a contractor or as a member of law enforcement or a judicial agency might need to be verified by agency staff. Verification requirements do not affect the registration process.


Agreeing to Terms and Conditions

The Public User Setup page specifies whether public users must agree to terms and conditions. If users must agree, the setup page also specifies the Terms of Use definition to use during registration, and public users must accept the terms and conditions before submitting registration information.

When users must agree to the terms of use, the description from the Terms of Use definition appears as a link on the Register page. Instructional text directs the user to read and accept the terms before proceeding.

To view and accept the terms, the user clicks the link to open a new window. The window displays the complete text of the terms followed by a check box labeled **I have read and accepted the terms and conditions**. The user selects the check box, then closes the window using the **x** in the top right corner of the window.

After the terms are accepted and the user is back on the main Register page, the instructional text for the terms link is replaced with a selected check box labeled **I have read and accepted the terms and conditions**. A user who deselects the check box is not allowed to register without first reopening the terms window to accept the terms again.

 **Note:** If the terms of use change, users who have already registered are required to accept the new terms. When a user attempts to sign in after terms have changed, a window with the new terms opens, and the user must select the agreement check box in order to continue. This occurs if a new effective-dated Terms of Use definition goes into effect, either because you change the terms of use definition on the Public User Setup page, or because the definition in use has a new effective date that is after the date that the user most recently signed in.

Completing Registration by Resetting the Password

When the public user clicks the Register button, a confirmation page provides instructions for completing the registration process. The instructions direct the user to an email with the necessary information.

The confirmation page also provides a registration ID number for reference in case the user needs to contact the agency for help. The registration number is the user's party ID.


These are the system actions and user steps that finalize the registration:

1. The system creates user account information in the Oracle Public Sector Compliance and Regulation system and in the Fusion Applications system.
2. The system emails the user a link for completing the registration process.
3. The link takes the user to the Reset Password page in the Oracle Applications Cloud.

Although the page name suggests that the user is resetting a password, the user is actually creating a password for the first time.

4. The user enters a password and confirms it, then clicks the Submit button.
5. The system creates the password, completing the registration process.
6. The system transfers the user to the Public Sector Compliance and Regulation landing page for registered public users.

The emailed link that the user clicked to access the Reset Password page includes the parameter that redirects the user to the appropriate page.

 **Note:** If a user attempts to register with an email address that is already associated with an account, an error message appears. The message says to use the Sign In page to access the existing account or to recover a forgotten user name or password.

Accessing Public User Account Information

Registered public users have self-service access to account management. Agency staff can also update account and profile information for public users.

Account Management Navigation for Agency Staff

Agency staff accesses the Manage Account page using these steps:

1. Select **Public User > Public Access User.**
2. Search for the desired user account.
3. Click the > icon for the row with the desired user account.

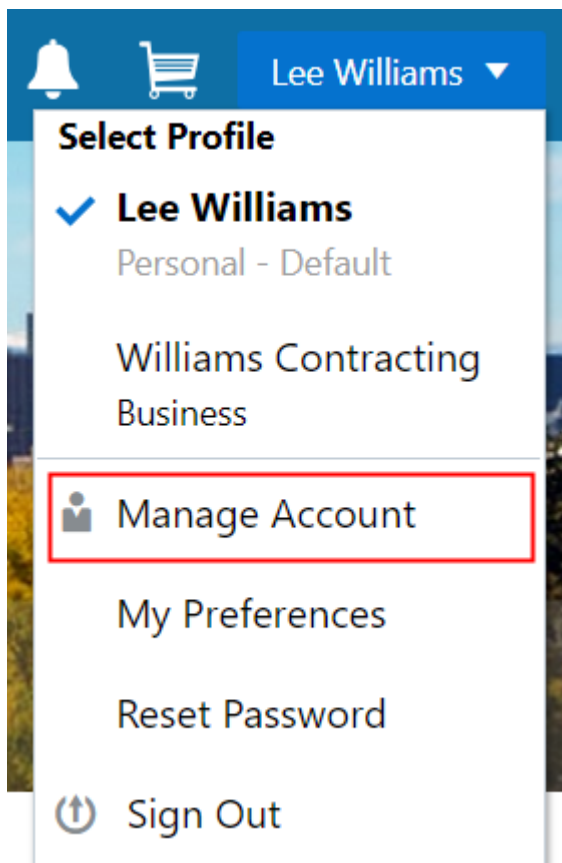
Account Management Navigation for Registered Public Users

To access self-service account management functionality, a public user who has signed in follows these steps:

1. Sign in to access the public user landing page.
2. Click the current profile name that appears in the page header.

A drop-down menu appears.

This example illustrates the drop-down menu under the current profile name.



3. Select **Manage Account.**

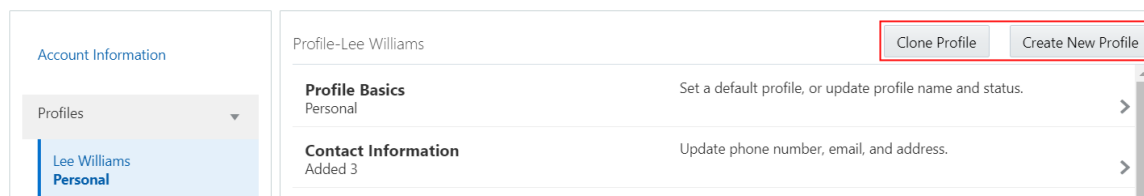
Adding Profiles to a Public User Account

When a public user registers, the new account has a default profile with information supplied during the registration process. The public user can create additional profiles through self-service account management. Agency staff also have access to this account management option.

Create new profiles from the Manage Account page. For information on the different ways that registered public users and agency staff access this page, see [Accessing Public User Account Information](#).

This example illustrates the Manage Account page and the buttons used to create additional profiles.

Manage Account



Creating a New Profile

To create a new profile:

1. Access the Manage Account page.
2. Click any profile name in the left frame of the page.
3. Click the **Create New Profile** button.
4. On the Create New Profile page, enter the following information:

Page Element	Description
Profile Name	Enter a descriptive name. This is the name that appears in the page header when this profile is in use.
Profile Type	If the account does not already have a personal profile, select either Personal or Business. If a personal profile already exists, the profile type is Business and the field is read-only.
Business Name	If the profile type is Business, enter the business name. This field is not visible for personal profiles.
Status	Select Active or Inactive. A profile must be active to be the default profile or for a user to switch to the profile. Inactive profiles are not editable. To add any information other than the basic information on the Create New Profile page, you need to make the profile active.

5. Click **Create**.

The new profile is created. The only profile data is the basic data that you provided, so you need to manually add any additional information such as contact information or licenses. For information about adding additional profile information, see [Managing Public User Accounts](#).

Cloning a Profile

Cloning profiles minimizes data entry when you want to create a new profile that has some of the same information as an existing profile.

If the original profile has verified licenses or trust accounts, cloning the profile ensures that the verification status is carried into the new profile and no new verification is needed.

The cloning process does not copy attachments to the newly created profile.

To clone a profile:

1. Access the Manage Account page.
2. In the left frame of the page, select the profile that you want to clone.
3. Click the **Clone Profile** button.
4. On the Clone Profile page, enter the following basic profile information:

Page Element	Description
Clone From	This read-only field displays the name of the profile that you're cloning.
New Profile	Enter a descriptive name for the new profile. This name appears on the landing page banner when this profile is selected.
Profile Type	If the account does not already have a personal profile, select either Personal or Business. If a personal profile already exists, the profile type is Business and the field is read-only.
Business Name	If the profile type is Business, enter the business name. This field is not visible for personal profiles.

5. Select the check boxes for the types of information that you want to copy into the new profile:

Page Element	Description
Contact Details	Select this check box to automatically select the check boxes for all three specific contact methods: Address, Phone, and Email . Deselect this check box to clear the check boxes for all three specific contact methods. You can also select and deselect the individual check boxes for each contact method.
Contacts	Select this check box to copy contacts into the new profile.
Licenses	Select this check box to copy licenses into the new profile. Verification statuses are also copied to the new profile, so agency staff does not have to re-verify the information.

Page Element	Description
Trust Accounts	Select this check box to copy trust account information into the new profile. Verification statuses are also copied to the new profile, so agency staff does not have to re-verify the information.

6. Click **Create**.

The new profile is created with the profile information that you specified. You can make additional changes manually.

Setting the Default Profile

The default profile is the one that is selected when a user first signs in. The default can't be changed during the creation of a new profile, but after the new profile is saved, it can be made into the default.

To designate a profile as the default profile:

1. Access the Manage Account page.
2. In the left frame of the page, select the profile that you want to use as the default.
3. In the right frame of the page, select **Profile Basics**.
4. On the Profile Basics page, select the **Default** check box.

Only active profiles can be set as the default. If the profile is inactive, change the status to Active and save the new status. This closes the Profile Basics page. When you return to the Profile Basics page, you can select the **Default** check box.

5. Click **Save**.

The new default is saved. The **Default** check box on the previous default profile is deselected when the new default is saved.

Managing Public User Accounts

This topic describes the account and profile information that can be updated using account management functionality. The Manage Account page is available to both public users, who can manage their own accounts, and to agency staff, who can manage information for any public user.

Registered public users access the Manage Account page from the menu under the user's profile name in the page header. Agency staff accesses the Manage Account page from the Public User Access page. For detailed navigation instructions, see [Accessing Public User Account Information](#).

Public User Access Versus Agency Staff Access

For the most part, public users and agency staff have access to the same account management options. These are the exceptions:

- Public users can see the verification status for any data that requires agency verification, but only agency staff can update the verification status.
- Public users do not see the Additional Information section of an account, which displays information about membership in law enforcement or a judicial agency.

- If account attachments are enabled, public users can't delete attachments unless you configure the Public User Setup page to allow this action. Agency staff can always delete attachments.

 **Note:** Agency staff do not have access to user passwords, which are not part of account management.

Managing General Account Information

General account information includes data that is part of the overall user account rather than being related to a profile. General account information is initially provided during the user registration process.

To manage account information :

1. Access the Manage Account page.

This page has two frames. Use the left frame to select either the overall account or a specific profile. Use the right frame to view and update details for the selected item.

2. Select **Account Information** in the left frame.

This is selected by default when you first access the Manage Account page. When it is selected, the right frame list the different types of account information. The row for each type of information includes the section name and instructional text. The **Name** row additionally displays the user's full name.

3. To view or update name information:

- a. Click the **Name** row in the right frame.

The Name page appears.

- b. Review or update information in the following fields: **First Name, Middle Name, Last Name, Salutation, Display Name** (a read-only value that concatenates the user's first, middle, and last names), **Initials, Suffix,** and **Title.**

- c. Click **Save** to save changes and close the page.

4. To view account access information:

- a. Click the **Access** item in the right frame.

The Access page appears.

- b. Review the following read-only fields: **User Name** and **Email.**


This email is the one that was provided during registration. It is used for account access notifications such as those related to setting passwords and changing or verifying account or profile information.

- c. Click **Cancel** to close the page.

5. (Agency staff only) To view or update additional information:

- a. Click the **Additional Information** item in the right frame.

The Additional Information page appears.

 **Note:** The Additional Information item is visible only if the option to track this information is enabled on the Public User Setup page. Even if this option is enabled, the Additional Information item is not visible in public user self-service.

- b. Review or update the setting for the **User is a member of law enforcement or a judiciary agency** check box.

- c. Review or update the **Verification Status** related to the check box.
 - d. Click **Save** to save any changes and close the page.
6. To review the most recently accepted terms of use:
- a. Click the **Terms of Use** item in the right frame.

A window with the full text of the terms of use appears.

There is no indication if the agency has updated the terms since the user last accepted them. However, with public user self-service, the terms are always current as of the time the user signed into the current session. This is because user must agree to any changes in the terms of use when signing in.

- b. Click the **x** in the top right corner of the window to close it.

Managing Account Attachments

Your agency controls whether attachments can be added to accounts. Set this option on the Public User Setup page. Attachments can be associated with either an account or with a specific profile. This procedure describes how to manage attachments that are associated with the overall account.

To manage account attachments:

1. Access the Manage Account page.

This page has two frames. Use the left frame to select either the overall account or a specific profile. Use the right frame to view and update details for the selected item.

2. Select **Account Information** in the left frame.

This is selected by default when you first access the Manage Account page. When it is selected, the right frame list the different types of account information, including attachments. The row for attachments includes information stating how many attachments (if any) have been added. Both account attachments and profile-specific attachments are included in the count.

3. Click the **Attachments** item in the right frame.

The Attachments window opens. It lists all attachments for the account, including both account attachments and profile attachments. The following information appears:

Page Element	Description
File Name / Date	The file name of the attachment, and the date that the attachment was added to the account.
Description	A user-supplied description. Users can optionally add a description while adding the attachment.
Profile Name	If the attachment is associated with a specific profile, the profile name appears. If the attachment is associated with the account in general (and not with a specific profile), this column is blank.
Actions	Click to access a menu with options for viewing attachment information, downloading the file, or deleting the attachment from the account.


4. To add a new attachment:

- a. Click **Add**.
- b. Select a file using your browser's file selection window.
- c. On the Add Attachments page, verify the **File Name** and optionally enter a **Description**.
- d. Click **Upload**.

When the upload is complete, the new attachment appears in the list on the Attachments page.

5. To view or modify attachment information:
 - a. Click the **Actions** icon and select **View Details**.
 - b. On the Attachment page, review the **File Name**, **File Size**, **Profile Name**, and the **Last Updated By** and **Uploaded By** user names.
 - c. Optionally update the **Description**.
 - d. Click **Save** or **Cancel** to return to the Attachments page.
6. To download a file, click the **Actions** icon and select **Download**.
7. To delete a file, click the **Actions** icon and select **Delete**.

You are prompted to confirm the deletion.

 **Note:** Agency staff can always delete attachments. Public users can't delete attachments unless the Public User Setup page is configured to allow this action.

8. To close the Attachments window, click **Cancel**.

Viewing a Profile Summary

On the Manage Account page, the left frame lists all of the profiles that are associated with an account. Below each profile name, the profile type appears. The word Default identifies the default profile. The word Inactive identifies any inactive profiles.

Selecting a profile in the left frame causes the right frame to display summary information about the profile. This information is broken into sections.

Clicking a section opens a detail page with complete information, but you can also see summary data directly beneath the section name on the Manage Account page.

To view the summary information for a profile:

1. Access the Manage Account page.
2. Select a profile in the left frame.

If no profiles are visible, click the **Profiles** header to expand the list of profiles.

3. Review the following summary information:

Profile Section	Information Displayed
Profile Basics	The profile type: Personal or Business.
Profile Information (for business profiles only)	No summary information appears.
Contact Information	The number of contact methods for the profile.

Profile Section	Information Displayed
Contacts	The number of contacts for the profile.
Licenses	The number of licenses for the profile, and whether the profile has contractor status. The self-reported contractor status appears, but you must access license details to see if the status has been verified.
Trust Accounts	The number of trust accounts for the profile.

Updating Profile Basics

To update profile basics:

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Profile Basics** section to open the Profile Basics page.
4. Review and update the following fields:

Page Element	Description
Profile Name	<p>The identifying name for the profile. This name appears in the page header when this is the current profile and in the Select Profile menu for switching profiles. This name also appears in the profile list on the Manage Account page.</p> <p>The default name for the profile that is created during the registration process is the public user's first and last name. This default name is truncated if it is longer than 60 characters.</p>
Default	<p>Select this check box to designate the profile as the default profile for the account.</p> <p>The default profile is the one that's used when the public user signs into the system. The profile that gets created during the registration process is the default profile until you add additional profiles and change the default.</p> <p>Only one profile can be the default, so when you select this check box for one profile, the check box is automatically deselected for the previous default.</p> <p>The check box is read-only for the current default profile. This prevents you from deselecting it and creating a situation where there is no default profile.</p>
Profile Type	Displays either Personal or Business. You cannot change the profile type.
Status	<p>Profiles can be Active or Inactive. Only active profiles appear in the Select Profile menu for switching profiles.</p> <p>Inactive profiles are not editable. To make a profile active after you create it, edit the profile basics using account management functionality. See Managing Public User Accounts.</p>

5. Click **Save** or **Cancel** to return to the Manage Account page.

Updating Profile Information for a Business

To update profile information for a business:

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Profile Information** section to open the Profile Information page.
4. Review and update the following fields:

Page Element	Description
Business Name	A free text field for the business name.
Business Type	A drop-down list of business types. The values for this field are defined on the Lookup Type Details page for the ORA_PSC_CC_BUSN_TYPE lookup type.

5. Click **Save** or **Cancel** to return to the Manage Account page.

Managing Contact Information

Contact information consists of the user's addresses, phone numbers, and emails. Only US addresses are supported.

The primary contact information for a profile is used as the default contact information in the user's applications.

To update contact information:

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Contact Information** section to open the Contact Information page.
4. To add or modify a contact method:
 - a. If you are adding a contact method, click **Add** in the appropriate section (Address, Phone, or Email) to open the Details page.
 - b. If you are updating a contact method, click the **>** icon at the end of an existing row to open the Details page.
 - c. Select the **Type**.

The Details page displays different fields depending on the type of contact method, but all contact methods include the **Type** field. Address types are Home and Work. Email and Phone types are Home and Business.

- d. If you're adding a new address, either enter the **ZIP Code** or click the **don't know** link.

Either action reveals additional address fields.

If you accessed an existing address, the additional address fields are already visible.


- e. Enter the complete contact information: either an address, a **Phone** and **Ext** (extension), or an **Email**.
- f. If this will be the primary address, phone number, or email, select the **Primary** check box.

Only one contact method of each type can be primary, so if you select the check box, the previous primary address, phone number, or email (if any) is updated to no longer be primary.

- g. Click **Save** or **Cancel** to close the Details page and return to the Contact Information page.
5. To delete a contact method, click **Delete** for the appropriate row.
6. Click **Cancel** to return to the Manage Account page.

Managing Contacts

Contacts are people who can interact with the agency regarding business related to the associated profile. If a user wants a person to be a contact for more than one profile, the system provides a simple way to copy contact information between profiles.

 **Note:** When a contact is copied to a new profile, the contact record is duplicated. Information is not kept in sync going forward.

To manage contacts:

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Contacts** section to open the Contacts page.
4. To copy existing contacts from other profiles in this account:
 - a. Click **Copy from Other Profiles**.

The Select Contact List page appears. It lists all contacts that are associated with other profiles for this account. A contact who is already associated with multiple profile appears in the list multiple times.

The contact list displays the contact's name, business name, address, email, and phone number.
 - b. Select one or more contacts to be copied.
 - c. Click **Select**.

The Select Contact List page closes. The selected profile(s) now appear on the Contacts page.
5. To add a new contact or modify an existing contact:
 - a. If you are adding a contact, click **Add** to open the Contact Details page.
 - b. If you are updating a contact, click the **>** icon at the end of the row to open the Contact Details page.
 - c. On the Contact Details page, enter the contact's **First Name, Middle Name, Last Name, and Business**.
 - d. To enter an address, enter the **ZIP Code** or click the **don't know** link to reveal additional address fields, then enter information in those address fields.
 - e. Enter a **Phone** and **Ext** (extension).
 - f. Enter an **Email**.
 - g. Click **Save** or **Cancel** to close the Contact Details page .

Any information you save immediately appears on the Contacts page.
 - h. Click **Cancel** on the Contact page to return to the Manage Account page.

Updating Licenses

The licenses section of the Manage Account page includes both a list of professional licenses and a statement of whether the profile is for a contractor.

If your agency requires staff to verify contractor status and professional licenses, staff members who access the information can update the verification statuses for both types of information. Public users can see but not update the verification statuses.

To update license information:

1. Access the Manage Account page.

2. Select a profile in the left frame.
3. Click the **Licenses** section to open the Licenses page.
4. Review or update these fields related to the user's contractor status:

Page Element	Description
Are you a Contractor?	To indicate the contractor status, select either Yes or No.
Verification Status	<p>This field is visible if the Public User Setup page is configured to require that contractor status be verified.</p> <p>The default value is Pending verification.</p> <p>Agency staff updates the status to either Verified or Verification failed after independently verifying the user's contractor status.</p>



Note:

Although public users and agency staff can both see the verification status, only agency staff can update the value.

5. To add a new license , click the **Add**, or to view an existing license, click the row for the license you want to view. The License Details page opens.
6. Review and update the following fields on the Licenses page:

Page Element	Description
License Type	This is a free text field for entering the type of license, such as a General Contractor license or an Electrical Contractor License.
License ID	Enter the license number that uniquely identifies the license.
Start Date	Enter the date that the license became valid.
Expire Date	Enter the date that the license expires or requires renewal.
Verification Status	<p>This field is visible if the Public User Setup page is configured to require that licenses be verified.</p> <p>The default value for a new license is Pending verification.</p> <p>Agency staff updates the status to either Verified or Verification failed after independently verifying the license.</p>



Note:

Although public users and agency staff can both see the verification status, only agency staff can update the value.

7. Click **Save** or **Cancel** to return to the Licenses page.
8. Click **Save** or **Cancel** to return to the Manage Account page.

Saving on the Licenses page saves changes to the **Are you a Contractor** and **Verification Status** fields. Changes to licenses are saved from the License Details page.

Updating Trust Accounts

The Trust Accounts section of a profile lists trust accounts that are used for payments to the agency.


If your agency requires staff to verify trust accounts, staff members who access the information can update the Verification Status field. Public users can see the verification status, but they can't update it.

1. Access the Manage Account page.
2. Select a profile in the left frame.
3. Click the **Trust Accounts** section to open the Trust Accounts page.
4. To add a new trust account, click **Add**, or to view an existing trust account, click the row for the account you want to view.

The Trust Account Details page opens.

5. Review and update the following fields on the Trust Account Details page:

Page Element	Description
Account Number	Enter the unique account number for the trust account.
Description	The description might include the financial institution name and other important information about the account.
Status	Select Active or Inactive.
Verification Status	<p>This field is visible if the Public User Setup page is configured to require that accounts be verified.</p> <p>The default value for a new account is Pending verification.</p> <p>Agency staff updates the status to either Verified or Verification failed after independently verifying the account information that the user provided.</p>

 **Note:** Although public users and agency staff can both see the verification status, only agency staff can update the value.

6. Click **Save** or **Cancel** to return to the Trust Accounts page.
7. Click **Cancel** to return to the Manage Account page.

Managing Profile-Specific Attachments

Your agency controls whether attachments can be added to user accounts. Set this option on the Public User Setup page. Attachments can be associated with either an account or with a specific profile.

To manage profile-specific attachments:

1. Access the Manage Account page.

This page has two frames. Use the left frame to select either the overall account or a specific profile. Use the right frame to view and update details for the selected item.

2. In the left frame of the page, select a profile.

When a profile is selected, the right frame displays information for that profile. The row for attachments includes information stating how many attachments (if any) are associated with the selected profile.

3. Click the **Attachments** item in the right frame.

The Attachments window opens. It lists the attachments that are associated with the profile.

Page Element	Description
File Name / Date	The file name of the attachment, and the date that the attachment was added to the account.
Description	A user-supplied description. Users can optionally add a description while adding the attachment.
Actions	Click to access a menu with options for viewing attachment information, downloading the file, or deleting the attachment from the account.

4. To add a new attachment:

1. Click **Add**.
2. Select a file using your browser's file selection window.
3. On the Add Attachments page, verify the **File Name** and optionally enter a **Description**.
4. Click **Upload**.


When the upload is complete, the new attachment appears in the list on the Attachments page.

5. To view or modify attachment information:

- a. Click the **Actions** icon and select **View Details**.
- b. On the Attachment page, review the **File Name**, the **File Size**, and the **Last Updated By** and **Uploaded By** user names.
- c. Optionally update the **Description**.
- d. Click **Save** or **Cancel** to return to the Attachments page.

6. To download a file, click the **Actions** icon and select **Download**.
7. To delete a file, click the **Actions** icon and select **Delete..**

You are prompted to confirm the deletion.

 **Note:** Agency staff can always delete attachments. Public users can't delete attachments unless the Public User Setup page is configured to allow this action.

8. To close the Attachments window, click **Cancel**.

Verifying Public User Information

You can configure the system to require verification of various types of public user account and profile data. The actual verification occurs outside of the system, but after the information is verified, agency staff updates verification statuses to indicate whether the information passed or failed the verification process.

Use the Public User Setup page to configure which types of information require verification. There can be up to four types of information that need to be verified:

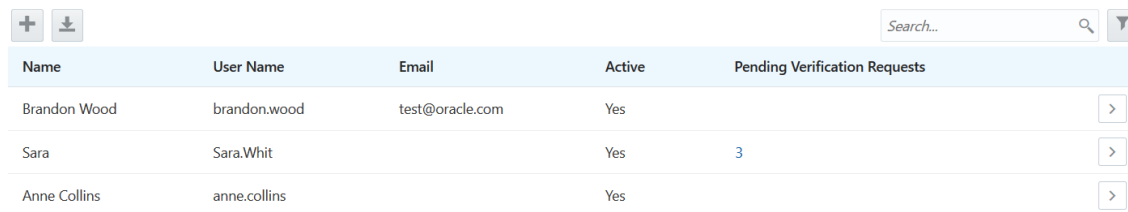
- Whether the user is a member of law enforcement or a judiciary agency.
- Whether the user is a contractor.
- The user's licenses.
- The user's trust accounts.

One option for verifying information is to use the Manage Account page. With this option, agency staff can navigate to the various pages that display each type of information, and they can update the verification status on those pages. For more information, see [Managing Public User Accounts](#).

Alternatively, the Public Access User page provides a convenient way to see and manage pending verification requests. This page displays the number of pending verification requests for each user, and it provides a link to the Pending Verification Requests page where you can update the verification status for individual requests.

This example illustrates the Public Access User page.

Public Access User




Name	User Name	Email	Active	Pending Verification Requests
Brandon Wood	brandon.wood	test@oracle.com	Yes	
Sara	Sara.Whit		Yes	3
Anne Collins	anne.collins		Yes	

This example illustrates the Pending Verification Requests page.

Pending Verification Requests

Sara (null)



Profile Name	Type	Verification Details	Verification Status
Sara Whit	User is a contractor		Pending verification ▼
Sara Whit Enterprises	User is a contractor		Pending verification ▼
Sara Whit Enterprises	User added or updated license	License Number SOL229 License Type Solar Issued On 1/1/17 Expiration Date	Pending verification ▼

Managing Verification Requests

To find and manage pending verification requests:

1. Select **Public User**, > **Public Access User**.
2. Locate accounts with a value in the **Pending Verification Requests** column.
This column displays the number of pending requests for the user. It's blank for users with no pending requests. The surest way to locate accounts with pending verifications is to sort accounts based on the number of pending requests. To sort by a specific column, click the triangle icon in the column header. Click again to reverse the sort order.
3. Click a value in the **Pending Verification Requests** column to access the Pending Verification Requests page.
The page lists the pending verification requests for the selected user. Requests that have already been verified (or failed verification) do not appear.
4. Review the following information for the requests to be verified:

Page Element	Description
Profile Name	<p>Displays the profile that is associated with the data to be verified.</p> <p>A user's membership in law enforcement or a judiciary agency is general account information, not profile information. A pending verification for this information is listed under the default profile name..</p>
Type (type of request)	<p>Explains what type of information must be verified. Values include:</p> <ul style="list-style-type: none"> ○ User is a contractor ○ User is a member of law enforcement or a judiciary agency ○ User added or updated license ○ User added or updated trust account
Verification Details	<p>Displays identifying details for a license or trust account.</p>

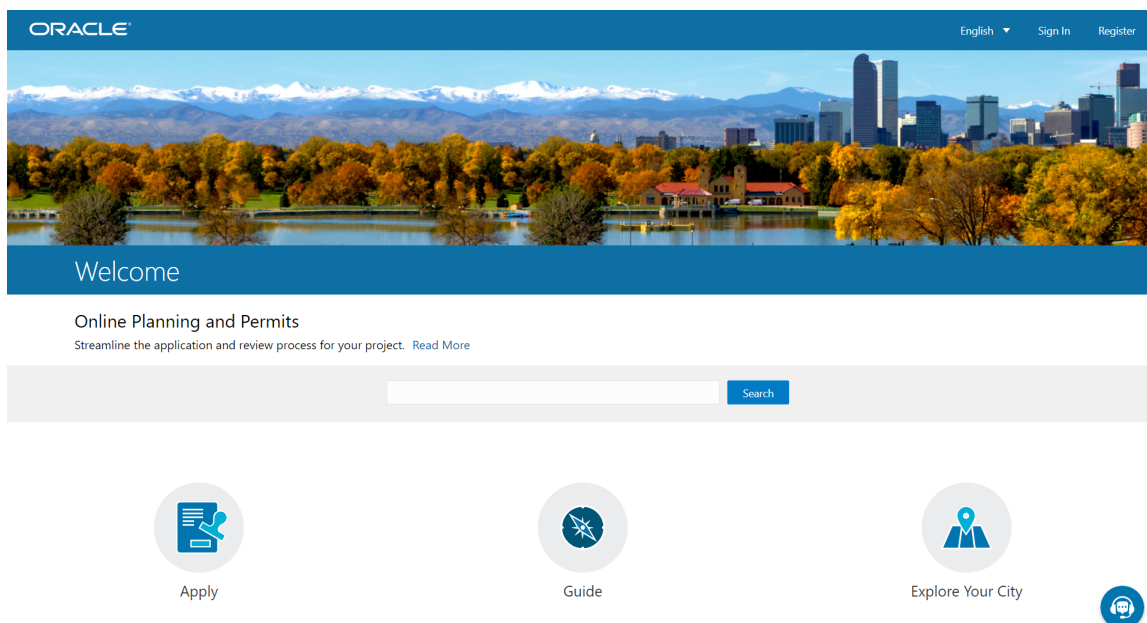
Page Element	Description
	<p>License details include the license number, license type, the date issued, and the expiration date.</p> <p>Trust account details include the account number and status.</p> <p>This column is blank for requests to verify a user’s contractor status or membership in law enforcement or a judiciary agency.</p>
Verification Status	Because this page lists only pending verification requests, all rows initially have the status Pending Verification.

- Update the **Verification Status** for any requests where the verification process is complete.
Select either Verified or Verification failed, depending on whether you were able to verify the information.
- Click the **Save** button.

Overview of Public Landing Page Tiles

The public landing pages provide citizen access to the Oracle Public Sector Community Development Cloud. This topic describes the tiles that can be made available on the public landing pages. The tiles that actually appear depend on how your agency has configured the pages.

This example illustrates the public landing page as it appears to a user who is not signed in. This is known as the anonymous user landing page.



For information about the landing page for agency staff, or Agency Springboard, see [Using the Agency Springboard](#).

Landing Page Configuration

The elements on landing pages vary depending on how you configure the pages.

For information on configuring landing pages, see [Setting Up the Landing Page for Anonymous Users](#) and [Setting Up the Landing Page for Registered Users](#).


For information on setting up alerts to appear on the landing pages, see [Defining Alerts](#) and [Working with Ad Hoc Communications](#)

For information on setting up the digital assistant button, see [Initializing the Digital Assistant](#).

Tiles on the Anonymous User Landing Page

Also known as guests, anonymous public users are residents, business owners, contractors, and so on, who have not signed in or are not registered. From the anonymous user landing page, they can perform common tasks such as starting a permit application or planning application, accessing an interactive guide that provides recommendations for permit application types and planning application types, accessing an interactive map of the city, or starting a chat session using the digital assistant.

As delivered, the anonymous user landing page includes these tiles:

Page Element	Description
Apply	Provides access to a page where the user can choose an application type and then start an application.
Guide	<p>Provides access to a questionnaire. The user provides information about a project, and the guide uses that information to recommend permit application types or planning application types.</p> <p>Your agency defines the guide questionnaire using Oracle Policy Automation (OPA).</p> <p> Note: If your agency is not using OPA, this tile will not appear.</p>
Explore Your City	Provides access to a map where the anonymous user can search for and view property details, including applications related to the property.

Tiles on the Registered User Landing Page

Registered users are residents, business owners, contractors, and so on, who are registered in the system. When a registered user is signed on, the landing page can include additional options related to the registered user's interactions with your agency.

As delivered, the registered user landing page includes all of the tiles that are available to anonymous users and additional tiles for accessing the user's own applications, inspections, and projects.

This example illustrates some of the tiles on the delivered landing page for registered users.



Applications: 99



Inspections: 7



Projects: 73

After registered users log in, they might see all or some of these tiles that are set up by the agency:

Menu Link	Description
Applications	<p>Provides access to a list of the user's own applications, including permit applications and planning applications. From the list, the user can access application details.</p> <p>The number of active applications appears in the tile label. This number includes both permit applications and planning applications.</p> <p>If one or more conditions have been applied to the user's applications, a conditions icon appears below the tile. The icon associated with the most severe condition is displayed. For example, if there is a permit application with a lock condition, which prevents further activity on the permit, and another permit application has a notice or informational condition placed on it, only the lock icon will appear below the tile.</p>
Inspections	<p>Provides access to a list of the user's inspections. From the list, the user can access inspection details and schedule additional inspections.</p> <p>The number of scheduled and requested inspections appears in the tile label.</p>
Projects	<p>Provides access to a list of projects where the user is a contact. Projects are large undertakings that involve multiple applications. Agencies, not users, determine which undertakings are considered projects. A user's own project is a project where the user is the primary contact.</p> <p>This tile is hidden from users who do not have any projects.</p> <p>The number of active and completed projects appears in the tile label.</p>

The Digital Assistant Button

If you implement the digital assistant, a button for invoking the assistant hovers over the public user landing pages.

This image shows the digital assistant button.



Clicking this button opens a chat window where the anonymous user can get help and search for transaction-related information.

For information on setting the digital assistant button, see [Initializing the Digital Assistant](#).

2 Managing Permits

Using the Agency Springboard

The Agency Springboard provides a landing page for agency staff to manage their work.

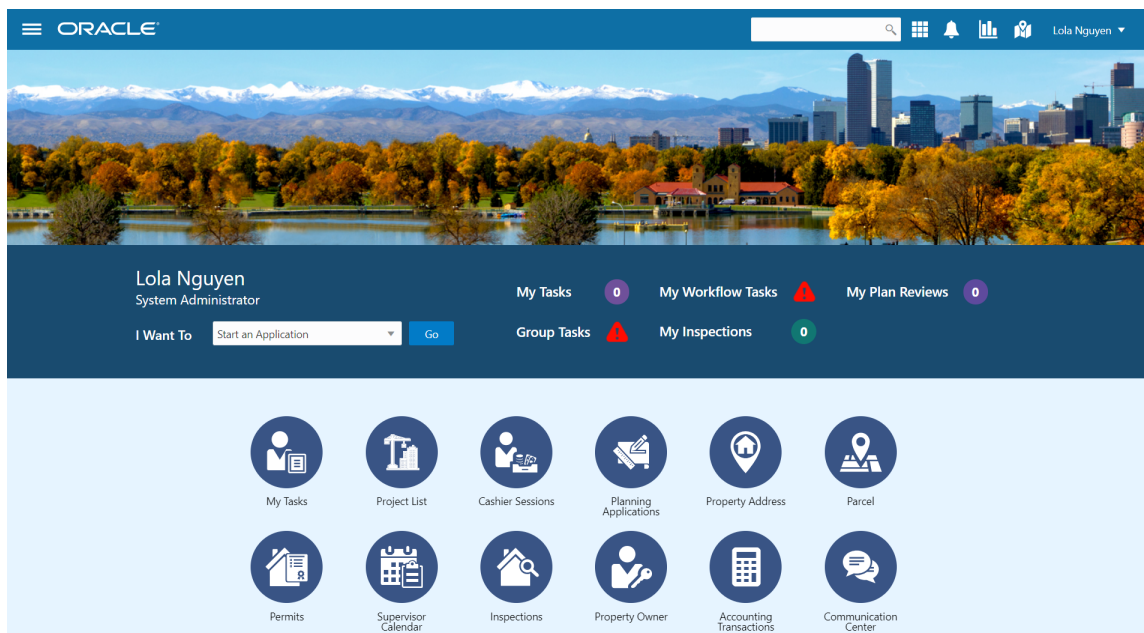
The Agency Springboard offers access to task lists and specific pages based on the staff role in the agency, from supervisors and accounting staff to permit technicians and inspectors.

You use these elements on the Agency Springboard to perform daily tasks:

- Global Banner
- Alerts
- Quick Actions (I Want To)
- Task Lists
- Tiles

Depending on your setup, the Agency Springboard might look like the following example. This example is configured to show the quick actions section, the task list element, and a selection of springboard tiles. Similar elements may appear on the landing pages for public users.

This example illustrates the Agency Springboard. The alerts banner is not shown in the example.




Page Element

Description

Global Banner

The global banner appears as the page header with functionality that might include some or all of these elements:

- Navigator: Access pages using a tree menu navigation.

Page Element	Description
	<ul style="list-style-type: none"> • Global search: Search for applications (in process or completed), inspections (scheduled and completed), and projects (active only). Searching opens the search results page, which has three results lists, one for each type of object. The header for the list of projects is hidden if your agency does not use project functionality. • Page finder: If configured by your agency, you can navigate to pages by searching for the page in the page finder. • Notifications: Review notifications sent based on communication events based on the status of tasks. For example, as a plan coordinator, you and the applicant receive a notification when a plan review is closed or canceled. • Main map: Search applications by address, street, application ID, or parcel on an interactive map. • Profile: Select your preferences, reset your password, or sign out.
Alerts	Alerts are displayed as a banner that broadcasts messages with important information. These alerts are configured by the agency administrators.
Quick Actions (I Want To)	The quick actions section contains a drop-down list from which you choose an action, such as starting an application or scheduling an inspection. The actions in the list and on the tiles can provide access to the same pages.
Task Lists	<p>The task list section provides links to the Task Management page with predefined filters you access to manage tasks. The counts for each type of task help you monitor workload:</p> <ul style="list-style-type: none"> • My Tasks • Group Tasks • My Workflow Tasks • My Inspections • My Plan Reviews <p> Note: The items that appear on the Agency Springboard are determined by the security roles assigned. For example, agency roles specific to the permits service display all of the items above, whereas, roles specific to the planning and zoning service display My Tasks, Group Tasks, and My Workflow Tasks, but do not display My Inspections or My Plan Reviews.</p> <p>For more information about tasks, see Managing Tasks.</p>
Tiles	<p>Tiles appear in the springboard section as icons with links to the pages you use to administer specific types of transactions. For example, you can access pages for accounting, customer payments, plan reviews, inspections, conditions, and so forth.</p> <p>For example, click the Permits tile to open a list of permit applications. For more information, see Overview of Public Landing Page Tiles.</p>

For information about setting up these elements on the Agency Springboard, see [Setting Up the Agency Springboard](#).

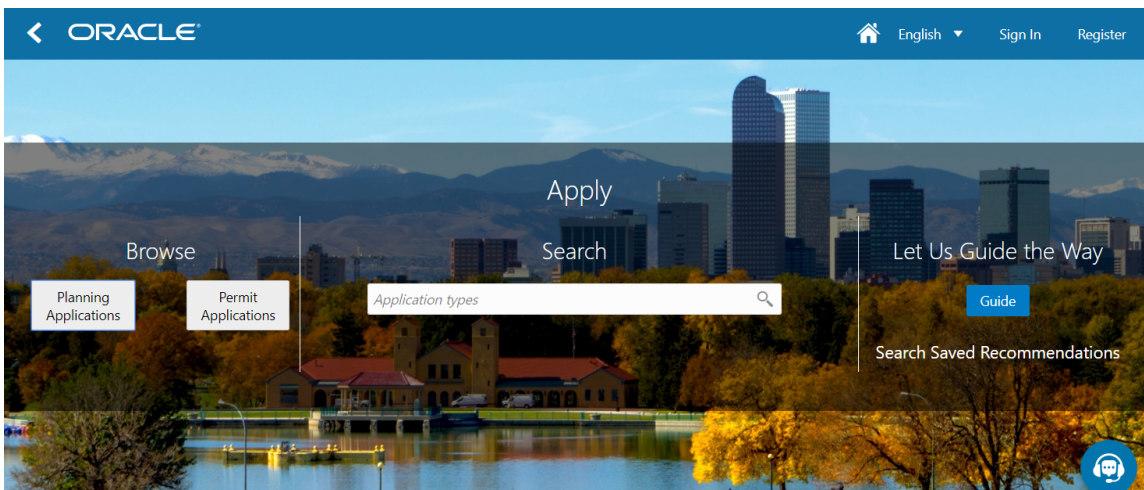
Starting an Application

Before starting an application, users must determine the appropriate type of application. Application types, including types of permit applications and types of planning applications, are configured by the agency during implementation. The Apply page provides multiple tools to help users choose the appropriate application type.

Using the Apply Page for Anonymous Users

Anonymous public users, or guests, can make an informed decision about the type of application needed for their particular project without registering. They can save application types that are recommended by a questionnaire, but they must register before they can access the related intake form.

This example illustrates the Apply page for anonymous public users.



An anonymous users follows these steps to explore application types:

1. On the anonymous user landing page, the user clicks the **Apply** tile.
2. On the Apply page, anonymous users can explore and choose application types using these options:

Page Section	Description
Browse	Click either the Planning Applications or Permit Applications button to display a list of application types. The list appears at the bottom of the page. Initially, it lists groups of application types that your agency set up for either permits or planning. Expanding a group displays the specific application types.
Search	Search for an application type by entering its full or partial name in the Search field. As the user types, a drop-down list shows any matches.
Let Us Guide the Way	Click the Guide button to start a questionnaire that can help identify the recommended applications for a project. The Guide is available only if set up by the agency using Oracle Policy Automation (OPA) or a custom implementation.

Page Section	Description
	An anonymous public user can save the Guide's recommendations. When saving, the user is prompted to supply an email address. The system sends the user an acknowledgement number that can be used to access the saved recommendations later.
Search Saved Recommendations	Click the Search Saved Recommendations link to review previously saved questionnaire results. The guest is prompted to enter the email address and acknowledgement number that are associated with the saved recommendations.

3. To open an application, the user clicks the application type. Only registered users can start applications, so guests are prompted to log in or register when they click an application type.

Guests can also register by clicking the **Register** link in the global header to create an account.

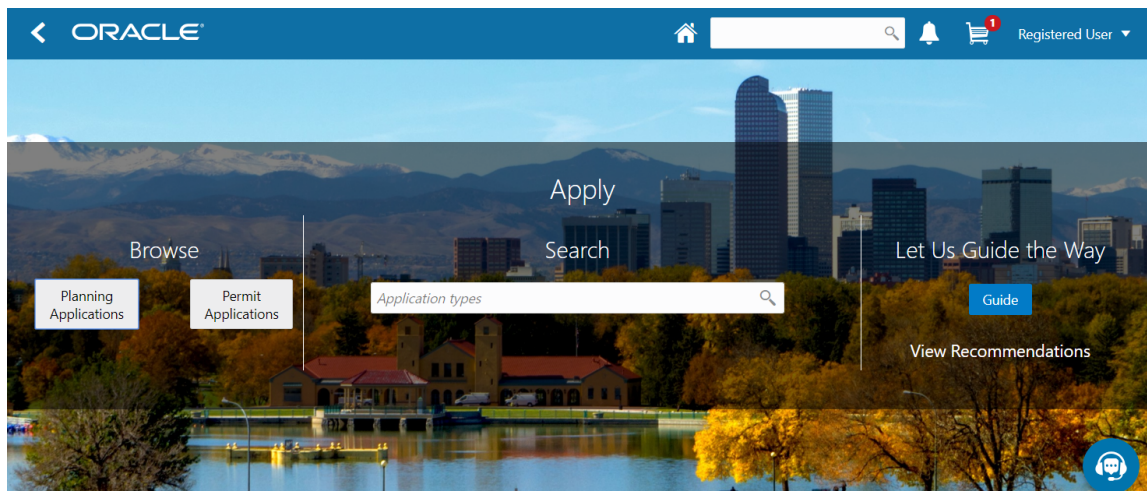
For more information about registering, see [The Public User Registration Process](#).

If a guest saves questionnaire results and then registers, the recommended application types are transferred to their registered user account as saved recommendations.

Using the Apply Page for Registered Users

Registered public users can view application type recommendations saved when they were a guest user, fill out the questionnaire to find more recommendations, and start applications.

This example illustrates the Apply page for registered public users.



A registered users follows these steps to explore application types and start an application:

- To open the Apply page from the registered user landing page, the user can:
 - Click the **Apply** tile.
 - Select the option to start an application in the **I Want To** bar.
- On the Apply page, registered users can explore and choose application types using these options:

Page Section	Description
Browse	Click either the Planning Applications or Permit Applications button to display a list of application types. The list appears at the bottom of the page. Initially, it lists groups of

Page Section	Description
	application types that your agency set up for either permits or planning. Expanding a group displays the specific application types.
Search	Search for an application type by entering its full or partial name in the Search field. As the user types, a drop-down list shows any matches.
Let Us Guide the Way	Click the Guide button to start a questionnaire that can help identify the recommended applications for a project. The Guide is available only if set up by the agency using Oracle Policy Automation (OPA) or a custom implementation. An registered public user can save the Guide's recommendations.
View Recommendations	Click the View Recommendations link to review previously saved questionnaire results.

3. To start an application, the registered user clicks the application type.
In the newly started application, the applicant information is automatically filled in.
4. The registered user proceeds step by step through the application form.
5. The user submits the completed application.

Using the Apply Page for Agency Staff

Agency staff can assist registered users with applications. When an agency staff member submits an application on behalf of a registered user, the application does not appear in the payment cart. The registered user can see the application on their Applications page and add the application fees to their payment cart when they choose. Agency staff can also assist with fee payment.

To start an application:

1. Open the Apply page.
To access the Apply page:
 - o On the Agency Springboard, select the option to start an application in the **I Want To** quick actions bar.
 - o On the Transactions page, which lists existing applications, click the **Apply** button.
2. On the Apply page, use these options to select an application type:


Action	Description
Browse	Click either the Planning Applications or Permit Applications button to display a list of application types. The list appears at the bottom of the page. Initially, it lists groups of application types that the agency set up for either permits or planning. Expanding a group displays the specific application types.
Search	Search for an application type by entering its full or partial name in the Search field. As the user types, a drop-down list shows any matches.

3. Select an application type to initiate a the application.

4. In the first step of the application, select the applicant from a searchable list. The search list includes the applicant name, business name, address, email, and phone.
5. Continue step by step through the application form, entering all necessary information.
6. Click the **Submit** button to submit the application.


Managing Transactions

View application data and statuses for permits and planning applications using the Transactions page. You can also perform actions, such as paying fees and accessing detailed application information from this page.

 **Tip:** As agency staff, you can access this page on a phone as well as on a laptop or desktop computer. The layout changes based on the device you are using.

As agency staff, such as a permit technician or planning and zoning administrator, you use the Transactions page to view a complete list of applications submitted to your agency. Go to the list to perform these tasks:

- Manage application activity.
- Create or resubmit permit and planning applications on behalf of applicants.
- Manually enter fee payments on behalf of applicants.
- Access details about permit and planning application activity.

 **Note:** The Transactions page provides a summary of permits and planning applications to agency staff only. Registered users who have applied for a permit or submitted a planning application for themselves or as a representative for someone else, see only the applications that they are associated with on the Applications page. The Applications page contains basic application information for the logged in user. The user profile controls which application data appear on the Transactions and Applications pages for agency staff and applicants, respectively.

Registered users can access the list by selecting Go to Applications from the quick actions drop-down list or by clicking the **Applications** tile on the landing page for registered users.

Agency staff can access the Transactions page by clicking the **Permits** or **Planning Applications** tile on the Agency Springboard.

This example illustrates the Transactions page as viewed by agency staff and containing the page elements described in the following tables.

Transactions

Permits Planning Applications **All**

Apply [Download Icon] Search [Filter Icon] [Sort Icon] [List Icon] [Location Icon]

Application	Property	Description	Created By	Applicant	Fees	Actions
GRD-2018-00001 PNZ Pre-Application Pending submittal	No parcel information exists		SYSTEM_ADMIN on 12/5/18	Registered User	No fees	
GRD-2018-00002 PNZ Pre-Application Submitted	No parcel information exists		SYSTEM_ADMIN on 12/5/18	Registered User	Fees Paid 500.00 USD	
GRD-2018-00003 TestWorkflow Submitted	No parcel information exists	Test Workflow	Joe Sweeney on 12/6/18	Registered User	No fees	
GRD-2018-00004 LL Pre-Application Submitted	No parcel information exists		Joe Sweeney on 12/6/18	Registered User	No fees	
GRD-2018-00006 LL Pre-Application Submitted	78 Western drive, LOS ANGELES, California		Joe Sweeney on 12/6/18	Registered User	No fees	
GRD-2018-00007 Solar Application Submitted	No parcel information exists		SYSTEM_ADMIN on 12/6/18	Registered User	No fees	

Using the Transactions Page

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. On the Transactions page, select one of the following tabs:
 - o **Permits:** View a list showing active permit applications only.
 - o **Planning Applications:** View a list showing active planning applications only.
 - o **All:** View a list showing all permits and planning applications, including inactive applications.
3. You can perform these actions to display permits or planning applications that meet specific criteria:







Page Element	Description
Download	Click the download button to export the list to a .csv file.
Search	<p>Search by alphanumeric characters on the fields for permits or planning applications in the list. The permits or planning applications that meet the search criteria are displayed on the page.</p> <p>When you search on dates, use this format: MM/DD/YYYY.</p> <p>Search results display only the primary address for the permit or planning application. You can confirm the correct transaction by clicking the row for the permit or planning application and reviewing all of the associated addresses in the application details.</p>
Filter By	Apply filters to display permits or planning applications that contain the selected parameter values in the list. Click the filter button to open the filter options, where you can define, modify, and save your own filters.
Sort By	<p>Select an option to sort the applications in the list by these fields:</p> <ul style="list-style-type: none"> o Application o Type o Status o Creation Date o Created By

Page Element	Description
	<ul style="list-style-type: none"> ○ Applicant ○ Total Fees ○ Total Due
List View	View the inventory of permits or planning applications in a list, on a grid, or on an interactive map. See Using Maps
Grid View	
Map View	



Managing Application Activity

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. On the Transactions page, select one of the following tabs:
 - **Permits**: View a list showing active permit applications only.
 - **Planning Applications**: View a list showing active planning applications only.
 - **All**: View a list showing all permits and planning applications, including inactive applications that are completed or voided.
3. Use the information on the Transactions page to manage applications created by public users.

The icons help you identify application activity as described in the following table:

Icon	Description
	Indicates that there was an error during the submittal process and the application status is pending submittal. There may be a problem initiating workflow. Click the Resubmit button to retry initiating workflow.
	Indicates that the permit or planning application is part of one or more projects. For more information, see Viewing Project Summaries .
	Indicates the planning application is classified as a pre-application.
 (Hold)	Indicates that a condition has been placed on the application. Conditions are set up by the agency and include these: <ul style="list-style-type: none"> ○ Hold ○ Lock ○ Notice For more information about conditions, see Applying Conditions to Applications .
 (Lock)	
 (Notice)	

You can also identify the application and basic information about the application using the following information:

Page Element	Description
Application	<p>View the application ID, application type, and status.</p> <p>Review the application status, for example, Payment Pending, Submitted, Pending, Permit Issued, and so on.</p>
Property	<p>View parcel information.</p> <p>Review the parcel information, including the street address, if available.</p> <p>The transaction list displays only the primary address. You can review all of the addresses associated with the application in the details, which you access by clicking the application row.</p>
Description	View the description of the application entered on the application form or on the Overview page in the permit or planning application details.
Created By	Review the user name of the person who filled out the application and the date the application was created. For example, the application was created by John Doe on 12/20/2018.
Applicant	Review the permit or planning applicant's name. This may not be the same as the person who created the request.
Fees	Review the total fees that may be applicable to the permit or planning application and a fee balance if the total has not been paid.
	Select the Pay button to submit a payment on behalf of the applicant.
	<p>Select the Resubmit button to resubmit an application.</p> <p>The application status is Pending Submit because there may be a problem initiating workflow. Click the Resubmit button to retry initiating workflow.</p> <p>Resubmitting the application does not affect the fee calculations.</p>

Creating or Updating an Application

As agency staff, you can create new applications or update existing applications. Only agency staff can update applications that have already been submitted.

If an application has a pending status, the applicant can make updates to the application. When the applicant selects a pending permit or planning application on their Applications page, the service directs them back to the application form.

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. To create a new application, click the **Apply** button to access the questionnaire and submit the application.
3. To update an existing application, click the row for the selected application to open the pages comprising the details.
4. Go to the page for the information of the existing application that you would like to update, using the links in the left navigation panel. The actions vary by your role and the specific page.

Entering Application Fee Payments

Applicants typically pay their fees online using the payment cart, but if needed, you can initiate a payment on behalf of the applicant using the **Pay** button on the Transactions page.

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. Click the **Pay** button for the selected application with an outstanding fee balance.
3. When using the **Pay** button, you bypass the payment cart and go directly to the Checkout page in payment services.

For paying fees from the Fees and Payments page in the application details, see [Working with Fees and Payments](#).

Accessing Application Details

You can access application details from the Transactions page.

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. Click the row for the selected application on the Transactions page.

The Overview page for the application appears in the content pane of the details page.

For more information about the overview of permit details, see [Viewing the Permit Summary](#).

For more information about the overview of planning application details, see [Viewing the Planning Application Detail Overview](#).

Working with Permit Details

You find permit detail pages in a collection that consolidates all aspects of a permit application, including contacts, communication, parcel information, fees and payments, plan reviews, inspections, and workflow.

The permit detail pages include the functionality you need to manage a permit throughout its lifecycle.

To access the permit detail pages:

1. Select the **Permits** tile on the Agency Springboard.
2. On the Transactions page, click the row for a permit.
3. Navigate to permit information using the links in the left panel.

The information for a permit comprises these pages:

Page Name	Description
Overview	View the core information regarding the selected permit with links to more detail. See Viewing the Permit Summary .
Property Information	View parcel data from the permit application and a map of the parcel location. See Working with Property Information .
Workflow	View the workflow status of each task as defined by the agency using Oracle Autonomous Integration Cloud (OIC).

Page Name	Description
	See Using Workflow .
Permit Details	Review information captured during the application intake that is specific to the permit type. For example, for a solar permit, the applicant enters the number of solar panels to be installed. See Viewing Permit Application Details .
Plan Reviews	Perform administrative tasks for review cycles as a plan coordinator and perform reviews of building plan documents prior to permit issuance as a plan reviewer on the Plan Review page. See Managing Plan Review Cycles and Performing Plan Reviews .
Contacts	Review and add contacts for the permit. See Adding Contacts to Applications .
Conditions	Review conditions placed on the permit or person that must be resolved to complete the permit process. See Applying Conditions to Applications .
Attachments	View a list of files and upload or download documents on this page. See Working with Application Attachments .
Comments	Review or add comments pertaining to this permit. See Working with Application Comments .
Inspections	Review a consolidated list of inspections related to a permit. As a permit coordinator, you manage inspection activity for the permit on this page. See Managing Inspections for a Permit .
Fees and Payments	Review fees assessed and payments due. You can also add additional fee items and pay fee items from this page. See Working with Fees and Payments .
Projects	View the summary of projects associated with a permit in the permit details. The permit can be assigned to multiple projects. See Viewing Project Summaries .
Communications	Send ad hoc email messages and notifications associated with this permit. See Working with Application Communications .

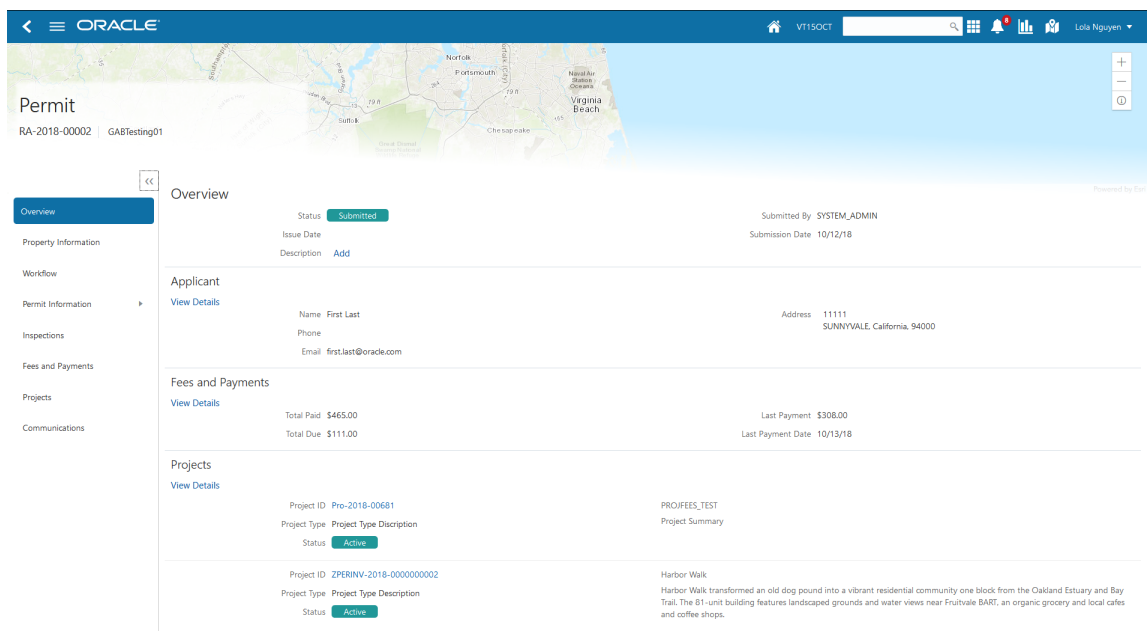
Viewing the Permit Summary

You view a permit summary on the Overview page, where you get a snapshot of the core information regarding a permit with links to more detail.

When you access the details for a permit, you see a summary of the permit activity. This information is updated to show the latest activity.

Tip: As agency staff, you can access this page on a phone as well as on a laptop or desktop computer. The layout changes based on the device you are using.

This example illustrates the Permit Detail Overview page, which is described in the following text.



Using the Overview Page

1. Select **Permits > Permit List** or click the Permit List tile on the Agency Springboard.
2. On the Permits page, select the **View More Details** button for a permit in the grid.
3. Review information about the selected permit in the sections and navigate to more details on the Overview page:

Note: If you're using a phone, you can review a summary and access details for fees and payments, and projects, from the Overview page. For complete details, access permit applications using a laptop or desktop computer.

Page Element	Description
Overview	Review the permit status, who submitted the application, the day the application was submitted, and the permit issue date.

Page Element	Description
	The applicant can enter a description of the permit record by clicking the Add link.
Applicant	View the applicant's name and contact information. Click the View Details link to open the Contacts page, where you can add additional contacts.
Projects	View the projects to which this permit belongs. Click the View Details link to open the Projects page, where you can see the list of projects in more detail. Click the Project ID link to find out more about the project, which may contain other permits.
Workflow	View a list of active and recently completed tasks, including the task status, assignment, last updated date, and number of days in the current status. Click the View Details link to open the Workflow page.
Fees and Payments	View the total fees paid, amount due, and the date and amount of the last payment. Click the View Details link to open the Fees and Payments page.
Inspections	View the number of scheduled, upcoming, and completed inspections, as well as the number of inspections that have passed and failed. Click the View Details link to open the Inspection List page.

Working with Property Information

Property information shows parcel data from the permit or planning application and a map of the parcel location. You can add parcels, and modify or delete the parcel, owner, and address information.

Property information is configured on the application forms by the agency during the design process. When filling out an application, the public user enters information, which is then displayed in the detail pages of the permit or planning application. Only agency staff can update information on the Property Information page after an application has been submitted.

Viewing Parcel Information

You view a list of parcels associated with this permit or planning application in the **Parcel List** section. The list view displays parcel details. You can also view the location of the parcels on a map.

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. On the Transactions page, click the row for the permit or planning application you are working with.
3. On the Property Information page, view the list of parcels in the **Parcel List** section.
4. Click the parcel number button in the list to view the parcel details, owner, and address in the right pane.
5. Click the map icon to find the parcels in the list on a map.

Adding Parcels

The system automatically makes the first parcel added to the permit the primary parcel.

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. On the Transactions page, click the row for the permit or planning application you are working with.
3. On the Property Information page, click the **Search** icon in the **Parcel List** section.
4. Use the search field on the Search Property page to find parcels by parcel number, address, or owner. Only parcels enabled by the agency are available as lookup values.
5. Click the check boxes for one or more parcels.
6. Click the **Add Selected** button.

Updating Parcel Details

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. On the Transactions page, click the row for the permit or planning application you are working with.
3. On the Property Information page, click the **Edit** button in the **Parcel Number** section.
4. On the Parcel Detail page, you can turn on the **Primary** switch to make this the primary parcel for the permit.
5. Update parcel data such as the property description, jurisdiction, subdivision, primary zone, zone description, land use, parent parcel, parcel type, book, section, page, map book page, map name, boundary description, and so on.
6. Click **Save**.

Updating Parcel Owner Details

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. On the Transactions page, click the row for the permit or planning application you are working with.
3. On the Property Information page, click the owner row in the **Owner** section.
4. On the Parcel Owner Detail page, you can turn on the **Primary** switch to make this the primary parcel owner.
5. Enter a value in the **Zip Code** field to add address information.
6. You can also update the owner name, secondary owner name, ownership type, home phone, and email address.

Adding Parcel Addresses

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. On the Transactions page, click the row for the permit or planning application you are working with.
3. On the Property Information page, click the **Search** icon in the **Address** section.
4. Use the search field on the Search Property page to find parcels by parcel number, address, or owner.
Only parcels associated with this permit are available as lookup values.
5. Click the check boxes for one or more parcels.
6. Click the **Add Selected** button.

Updating Parcel Addresses

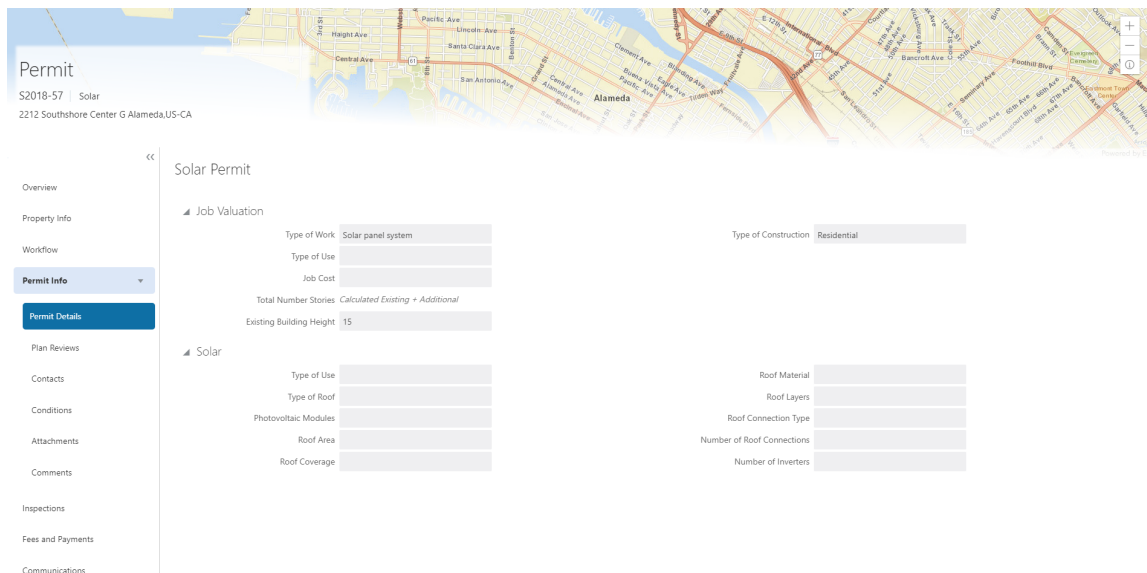
1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. On the Transactions page, click the row for the permit or planning application you are working with.
3. On the Property Information page, click the address row in the **Address** section.
4. On the Parcel Address Detail page, you can turn on the **Primary** switch to make this the primary parcel address.
5. Update parcel address data such as address type, address line 1, address line 2, street number, street, street type, unit, floor, direction, building, municipality, and longitude and latitude.
6. Click **Save**.

Viewing Permit Application Details

You review information captured during the application intake that is specific to the permit type in the application details. Some agency staff can update the permit details captured from the application.

When an agency designs the application form for a specific type of permit, they use elements that capture the information necessary for evaluating adherence to permit requirements. For example, for a solar permit, an applicant would enter data about the job (type of work, job cost, and so on) and solar details (type of roof, roof area, number of solar panels, and so on). These application details are reflected on the Permit Details page for the permit.

This example illustrates the Permit Details page containing the information described in the surrounding text.



Permit Application Details	Description
Construction Information	Captures Information regarding the current construction site and the proposed construction project.
Demolition	Captures information related to the scope of the demolition and if hazardous materials or utilities need to be considered—such as electricity, gas, water, and so on—when demolition is required as part of the job.
Electrical Equipment	Describes electrical features, such as outlet types, amps, voltage, and electric appliances.
Fence Information	Describes the proposed fence attributes, such as type, material, dimensions, location, and so on.
Grading Information	Describes the scope of grading work, such as the acreage affected, materials to be used and the amount of material.
Insurance	Provides a contractor's insurance type and policy information.
License Qualification	Enables a contractor to add any state licences they have.

Permit Application Details	Description
Mechanical Equipment	Describes features of the job site related to ventilation, heating, cooling, fire safety, and so on.
Photovoltaic Information	Describes attributes of a site's solar energy configuration, such as roof area, coverage area, inverter information, and so on.
Plumbing Equipment	Describes attributes of a site's plumbing configuration.
Pool Information	Describes attributes of a pool, such as type, depth, location, surrounding fencing, and so on.
Property Information	Describes the parcel as it is registered with the municipality, such as the parcel ID, parcel type, and so on.
Regulated Business Activity	Enables you to specify any regulated activity or controlled substances allowed on the premises, such as alcohol, carnival rides, casino games, and so on.
Right of Way Use	Enables you to provide any details related to the use of a right-of-way on the property or to gain access to the property, such as traffic, parking, or pedestrian impact.
Roof Information	Describes features of a structure's roof, such as existing roof type, proposed roof type, number of layers, and so on.
Site and Zoning	Describes features of the property related to acreage, flood preparedness, as well as zoning and land usage information.
Special Event	Enables applicants to specify information about an event, including the safety plan, concessions, facilities, potential impacts, and traffic plans.
Yard Sale	Enables applicants to specify yard sale information, such as the start time, end time, and the number of days.

Updating Permit Application Details

The fields available to update depend on the permit details on the application form.

1. Select **Permits > Permit List**.
2. On the Permits page, select the **Details** button for a permit in the grid.
3. Click **Permit Info** to expand the section in the left navigation panel.
4. Click **Permit Details**.
5. On the Permit Details page, click the **Edit** button.
6. Update available fields on the page.
7. Click the **Done** button to save.

Using Workflow

Workflow provides a defined structure for the permit and planning application lifecycles. For example, humans perform manual steps such as approving a permit application and indicating when a plan review is complete, while the workflow engine performs automated steps such as updating permit and inspection statuses.

Managing workflow tasks consists of updating the assignment, status, and priority for a task that a human performs. You can also add comments to a task and edit workflow comments.

You do not, however, use workflow functionality to perform the actual task. If workflow includes a task to review plans, you need to review the plans manually, record your plan review decision in the plan review pages, and mark the workflow task complete. However, as an inspector, when you approve the final inspection, the workflow engine automatically changes the inspection task in the workflow to complete.

Workflow and Non-Workflow Tasks

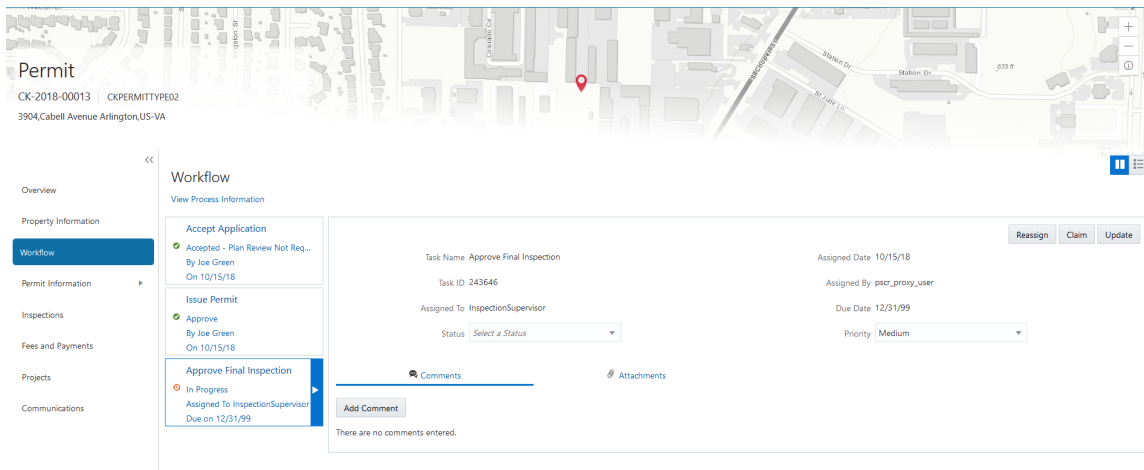
This topic discusses workflow tasks. These are tasks that are defined in workflow process definitions within Oracle Autonomous Integration Cloud (OIC). Agency staff manages these tasks using the Workflow page in the details of a permit or planning application.


Oracle provides an additional page that agency staff can use to review both workflow and non-workflow tasks. For information about this functionality, see [Managing Tasks](#).

Managing Workflow Tasks

Use the two-panel view on the Workflow page to see past and current workflow tasks and to manage task assignments, status, priority, and comments.

This example illustrates the two-panel view of the Workflow page, which is described in the following text.



 **Note:** You can update or assign a task only if it is in progress. You can add comments to tasks that are complete, but you cannot make other changes. You cannot make any changes to a task that is not started.

To manage a workflow task:

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. Click the row for the permit or planning application you want to view.
3. Use the navigation links on the left side of the screen to select **Workflow**.

The Workflow page appears on the right side of the page. This page can be toggled between a two-panel view and a list view. The list view is display-only and visible to both agency staff and registered public users; the two-panel view is for agency staff only. The default two-panel view includes the following:

Panel	Description
Task summary cards on the left.	<p>The left panel lists completed and in progress tasks. Each task appears on a card that lists the following information:</p> <ul style="list-style-type: none"> ○ Task name ○ Task status <p>Although completed tasks can have a variety of statuses based on the outcome of the task, the status of an in progress task is always In Progress. If the workflow process definition uses parallel gateways, you might see multiple in-progress tasks.</p> <ul style="list-style-type: none"> ○ Assignee <p>Tasks can be assigned to an individual, or they can be assigned to a group whose members can claim the task.</p> <ul style="list-style-type: none"> ○ Either the due date (for in progress tasks), or the last-updated date, which is the completion date for past tasks.
Task details on the right.	<p>The right panel displays more details for the task that is selected in the left panel.</p> <p>If the task is in progress, use the right panel to change the task assignment, update the status and priority, or add task comments.</p> <p>Completed tasks are not updatable, but you can add comments to them.</p>

4. Select a workflow task from the left frame to see details in the right frame.
5. Review read-only task information.

These fields are not updatable regardless of the task status:


Page Element	Description
Task Name	The task name as defined in the OIC workflow engine. For example, the Application Acceptance task is for reviewing and accepting a permit or planning application that has been submitted.
Task ID	The identifier for this specific instance of a task. For example, multiple permits or planning applications have an Application Acceptance task, but the Task ID for accepting the application is unique for each permit or planning application.
Assigned To	The name of the individual who is assigned to the task, or, if the task isn't assigned to an individual, displays the name of the group or role that is responsible for the task.
Assigned Date	The date that the task assignment was last updated.

Page Element	Description
Assigned By	The name of the person who last updated the task assignment. When an assignee claims a task, the Assigned To and Assigned By names are the same.
Due Date	The date by which the task must be completed. The workflow process definition in OIC sets the due date. Generally the due date is defined as a specific amount of time after the task is started.

6. If the task is in progress, you can reassign it using these buttons:

Page Element	Description
Reassign	Click to choose an assignee for the task. See Managing Tasks .
Claim	Click to assign the task to yourself. This button is visible only for tasks that are assigned to a group rather than to an individual.
Release	Click to remove yourself as the task assignee. The task is reassigned to its default group so that group members can see and claim the task. This button is visible only for tasks that are assigned to you.

7. To update the status or priority of an in progress task, use these fields:

Page Element	Description
Status	Select a status that represents the final outcome of the task. The task statuses depend on the workflow setup. For example, the available statuses for a task that requires a simple approval might be Approve and Reject. The workflow status of each task is defined by the agency using OIC. Other tasks might require different statuses. The sample workflow that Oracle provides includes these statuses for the task where you review an application: Accepted - Plan Review Not Required, Accepted - Plan Review Required, More Info Needed, and Reject.  Note: Task statuses are not the same as application status. However, the workflow engine can update the application status based on the outcome of a task.
Priority	Set the priority to High, Medium, or Low. The priority is informational only.

8. Click **Update** to save your changes.

When you save your changes, the system does the following:

- Sends an update to the workflow engine in OIC, triggering any subsequent tasks in the workflow.

For example, in a delivered sample workflow, approving a permit application triggers an update to the permit status, which triggers an email to the applicant. The workflow then reaches a decision point that checks whether a plan review is required. The next human step in the process is either completing a plan review or, if no review is required, issuing the permit.

- Refreshes the Workflow page, which becomes read-only if the task is complete.
- Displays a **Refresh** icon on the read-only page so that you can check if any new human workflow tasks get triggered.

9. Click **Refresh** to update the page and see if the completion of the task has triggered another workflow task for the application.

Processing time can vary, so you might need to wait before refreshing the page.

Adding Comments to a Workflow Task

Comments are a useful mechanism for adding information to a workflow task. You can control whether the comment is visible to public users who view their application workflow. The default setting is for comments to be visible, so you must manually hide comments that you do not want the public user to see.

For more information about comments, see [Working with Application Comments](#).

To add a comment to a task:

1. Access the workflow task.
2. Click **Add Comment**.
3. To write a new comment from scratch, enter and format your comment in the rich text field on the page.
4. To create a new comment based on one or more existing comments:
 - a. Click **Select Comments**.
 - b. On the Select Comments page, click **Favorite**, **Standard**, or **Recent** to see the corresponding list of comments.
Favorite, standard, and recent comments are described in the topic [Working with Application Comments](#).
 - c. Locate and select the comments you want to copy, using the search and filter options as needed.
 - d. Click **Insert** to copy the text of the selected comments into the field for the new comment.
 - e. If necessary, modify the copied text.
5. If you want to hide the comment from public users, click the **Hide from Public** icon to toggle the visibility setting. When the icon displays an open lock, the comment is visible to the public. This is the default setting for new comments.
When the icon displays a closed padlock, the comment is hidden from the public.
6. Click **Save** to save the comment and return to the Workflow page.

Modifying a Comment in a Workflow Task

To modify a comment:

1. Access the workflow task.
2. Click an existing comment to view it on the Comment page.
3. Modify the text of the comment as needed.
if you use the **Select Comment** option to add text from an exiting comment, the new text is added after any existing text.

4. To modify the comment visibility, click the **Hide From Public** icon.

Clicking the icon toggles the setting. When the icon displays an open lock, the comment is visible to the public. When the icon displays a closed padlock, the comment is hidden from the public.

5. Click **Save** to save changes and return to the Workflow page.

Deleting a Comment from a Workflow Task

To delete a comment:

1. Access the workflow task.
2. Click an existing comment to view it on the Comment page.
3. Click the **Delete** icon.

The comment is deleted, the window closes, and you return to the Workflow page.

Managing Attachments for a Workflow Task

You can upload files to attach them to specific workflow tasks. File that you associate with a workflow task are visible only on the detail page for that task. That is, workflow attachments are not visible on the general Attachments page for an application.

To manage attachments for a workflow task:

1. Access the workflow task.
2. Click the **Attachments** link to display attachments information.

The **Attachments** link and **Comments** link toggle the display between task comments and task attachments. In Attachments view, a grid displays the **File Name**, a **Description**, and the **File Size** for each attachments.

3. To add a new attachment:
 - a. Click **Add**.
 - b. Select a file using your browser's file selection window.
 - c. On the Add Attachments page, verify the **File Name** and optionally enter a **Description**.
 - d. Click **Upload**.

When the upload is complete, the new attachment appears in the workflow task details.

4. To view or modify attachment information:
 - a. Click the **Actions** icon for the existing attachment.
 - b. Select **View Details**.
 - c. On the Attachment page, review the **File Name**, **File Size**, and the **Last Updated By** and **Uploaded By** user names.
 - d. Optionally update the **Description**.
 - e. Click **Save** or **Cancel** to return to the Attachments page.
5. To download a file, click the **Actions** icon and select **Download**.
6. To delete a file, click the **Actions** icon and select **Delete**.


You are prompted to confirm the deletion.

7. To close the Attachments window, click **Cancel**.

Viewing the Overall Workflow for an Application

Use the list view on the Workflow page to view all of the workflow tasks that a human must perform for a specific permit or planning application. This list does not include system tasks such as updating the application status and sending automated notifications.

The list includes completed, in progress, and not started steps. Showing all of these steps together provides a big-picture view of the process. However, some steps that are not yet started might not be applicable depending on the workflow path.

 **Note:** Unlike the two-panel view, the list view is visible to registered public users who access information for their application. The list view is read-only, so public users are never able to update tasks.

To use the list view:

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. Click the row for the permit or planning application you want to view.
3. Use the navigation links in the left frame to select **Workflow**.
4. Click the **Show List View** icon.
5. Review the task list.

The task list displays:

- o The **Task Name** and **Status**.
- o The **Last Updated Date**.
- o The **Days Taken**, which represents the number of days elapsed while the task is in progress.

The value is the number of days so far for an in progress task, or the total days from start to finish for a completed task. This field is blank for tasks that have not started.

- o **Comments**, which displays the two most recent comments.

For each comment, this column displays the creation date and time, the creator, and the comment text. Lengthy comment text is truncated.

6. To review task history, click a specific task to open the Task Details page.

This page lists the dates that the task was updated along with the task status on that date, the number of days taken as of that date, and all comments that were added on that date.

7. Close the Task Details page to return to the workflow list view.

Managing Tasks

The Task Management page enables you to review both workflow and non-workflow tasks and to reassign tasks (including claiming a task for yourself).

Application-related tasks include workflow tasks related to the overall permit lifecycle and inspections as well as non-workflow tasks related to plan reviews. They also include workflow tasks related to the planning application lifecycle.

Reviewing and Managing Tasks

1. On the agency springboard, select the **My Tasks** tile.

2. On the Task Management page, select the tab that lists the tasks that you want to review:

Task Tab	Description	Available Actions
My Tasks	Lists tasks that are assigned to you.	Release Reassign
Group Tasks	Lists workflow tasks that are assigned to a group to which you belong. Non-workflow tasks (plan review tasks and inspection tasks) do not appear here. Tasks on the Group Tasks tab are not assigned to individual group members. So this list functions as a group work queue from which individuals can claim specific workflow tasks. When a task is claimed, it is assigned to the individual and no longer appear in the list of group tasks.	Claim Reassign
All Tasks	Lists all tasks assigned to groups to which you belong, including tasks that are assigned to you and to other group members.	Reassign

3. Use the search, filter, and sort options to refine the list of tasks as needed.

4. Use these fields to review task information:


Page Element	Description
Task Type	Identifies the nature of the task to be performed. Values include: <ul style="list-style-type: none"> ○ Inspection ○ Plan Review ○ Workflow <p>The Workflow task type represents overall permit workflow.</p>
Transaction	Displays the transaction type number. For example, in the case of a permit, it displays the permit number and permit type for the associated permit.
Tasks	Displays a task name and identifier that depend on the task type: <ul style="list-style-type: none"> ○ For workflow tasks, the workflow process name and task ID appear. The task ID is for the specific instance of the task. ○ For inspection tasks, the inspection name and ID appear. ○ For plan review tasks, the plan review name and cycle count appear.
Status	Displays the task status. Different types of tasks can have different statuses. For example, inspection tasks can have the status Scheduled, which is not applicable to permit workflow tasks.
Assignment	Displays the date that the task assignment was last updated and to whom the task is assigned.

Page Element	Description
>	Click to access details for the permit to which the task is related. The page that appears depends on the type of task. For example, clicking the button for a permit workflow takes you to the Workflow page in the permit details.

5. To update the task assignment, select one of these options from the task's **Actions** menu:
 - o **Claim** assigns the task to yourself. This action is available only for tasks that are currently assigned to a group. It is not relevant on the
 - o **Release** removes the assignment without assigning a new owner. The task will now appear on the Group Task list until it is claimed or reassigned.
 - o **Reassign** opens the Reassign Task page, where supervisors can select a new assignee.

Reassigning a Workflow Task

Claiming a workflow task is a quick shortcut for assigning a task to yourself. To assign a task to someone else, though, you must use the Reassign action.

 **Note:** Only supervisors can reassign tasks. For example, agency staff members with the role PSC Permits Supervisor can reassign tasks, however, agency staff members with the role PSC Permits Technician cannot.

To reassign a workflow task:

1. On the agency springboard, click the **My Tasks** tile.
2. Locate the workflow task on either the **My Tasks** list, the **Group Tasks** list, or the **All Tasks** list.

Use the search, filter, and sort options to help you refine the task list.

3. Click the **Actions** icon, and then select **Reassign**.

The Reassign Task page appears.

4. Confirm that the **Search By** value is User.
5. Enter your search criteria, then click **Search**.

You can search by **Keyword, First Name, Last Name,** and **Email**.

6. Locate the desired assignee in your search results, then click the **Select** button for that assignee.

The system prompts you to confirm the assignment, then reassigns the workflow task and returns you to the task list.


Adding Contacts to Applications

This topic discusses how to add contacts to an application. Users can add contacts to a permit or planning application after submittal.

Adding Contacts to an Application

The Contacts page displays the applicant details entered at the time of creating the transaction and allows you to add additional contacts to be associated with the transaction. Additional Contacts can be:

- Add from Registered Contacts: You just select a contact already registered in the system and include in the transaction .
- Add Brand New Contact Manually: You create a new contact by entering all the contact details and then include in the transaction .

 **Note:** Applicants can add additional contacts at the time of filling the transaction application. See the documentation section for details on adding additional contacts while applying for a permit or submitting a planning application.

1. Select **Permits** or **Planning Applications**. Select **Transactions** and then select a Submitted transaction row.

Select **Permit Information** or **Planning Application Information** and select **Contacts**. The Contacts page displays the applicant information in the top section and Additional Contacts option in the bottom section.

You can make changes to the following fields for the applicant information and save the record:

Salutation, Suffix, Country, Address fields, State, County, City, Zip Code, Phone, and Email.

 **Note:** The address fields are unavailable for entry by default. To enable these fields for entry, click the **Don't know** link or enter a zip code.

2. Click **Add New Contact** to open the Contact Details page and include a new contact. The Contact Details page lists all the registered contacts. The **Create New Contact** button below the Contacts grid allows you to create a new contact and include it in the transaction.

- To add a registered contact, select a contact from the Registered Contact list. A modal window opens, allowing to select the Contact Type and the Primary flag.

Page Element	Description
Select Contact Type	Use the look up to view all the contact types and their description and then select the contact type for the transaction.
Is This Primary Contact	Turn on the switch if you want to make the selected contact person as the primary contact. If you make this contact person as the primary contact, then if there is any earlier contact assigned as Primary, it will automatically change to non primary contact.

Click **OK** to save the record and return to the Contacts page, which lists your newly added registered contact.

- To create a brand new contact, click Create New Contact and manually enter all contact details.

3. Update the additional contacts by clicking the Details button on a contact from the Additional Contacts list.

- For registered contacts, the following fields are not available for edit: First Name, Middle Name, Last Name, and Business.
- For newly created contacts, all the fields are available for edit.


4. Click **Save** to save the contact and return to the Contacts page, which lists your contacts.

Applying Conditions to Applications

This topic describes how your Public Sector Community Development service allows you to view, update, apply, and resolve conditions on an application such as a permit or a planning application.

Viewing and Updating Conditions

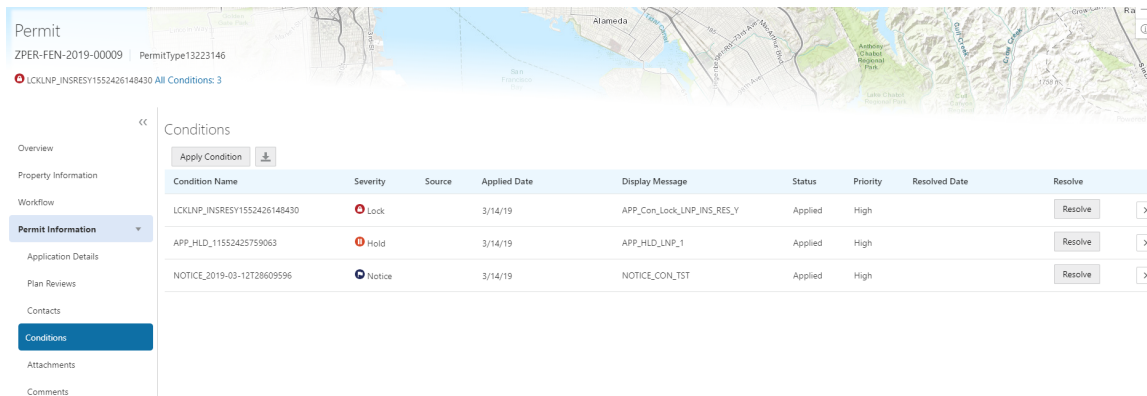
The Conditions page lists all the conditions applied to the selected transaction (such as a permit or a planning application), sorted by the applied ones at the top followed by the resolved ones. The Condition Indicator at the top displays the most severe condition having a high priority. A link – All Conditions allows you to view all the active conditions applied, their severity, applied date, and the display message.

 **Note:** The condition indicator is available on all pages across transactions and appears if one or more active conditions are applied. A condition is active until it is changed to Resolved.

1. Select **Permits** or **Planning Applications** and select a transaction row. On the **Permit** or **Planning Application** page, select **Conditions** under **Permit** or **Planning Application Information**.

The Conditions page lists all the conditions applied to the transaction .

This example illustrates the Conditions page.







Condition Name	Severity	Source	Applied Date	Display Message	Status	Priority	Resolved Date	Resolve
LCKLNP_INSRESY1552426148430	Lock		3/14/19	APP_Con_Lock_LNP_INS_RES_Y	Applied	High		Resolve >
APP_HLD_11552425759063	Hold		3/14/19	APP_HLD_LNP_1	Applied	High		Resolve >
NOTICE_2019-03-12T28609596	Notice		3/14/19	NOTICE_CON_TST	Applied	High		Resolve >

2. Select a condition and click the View More Detail button to open the Condition Details page and view the details of the condition. For a detailed description of all the fields, see the next section..
3. You can also edit the values and click Save to update the condition.

Applying a Condition to a Transaction

You apply conditions to transactions on the Apply Condition page.

1. Select **Permits** or **Planning Applications** and select a transaction row. On the **Permit** or **Planning Application** page, select **Conditions** under **Permit** or **Planning Application Information**. Select **Apply Condition**.
2. On the Condition Details page, enter values for the following fields:

Page Element	Description
Condition Name	Select a condition from a list of conditions that are enabled in setup.
Severity	Displays the level of severity as defined while setting up the condition: At the most severe level, the Lock condition suspends all operations, including workflow advancing, payment processing, inspection scheduling, and inspection results.
 Lock	
Severity	Agency staff can select which rules to apply to conditions with this level of severity.
 Hold	
Severity	This level functions as an alert and has no effect on operations.
 Notice	
Business Rules	Select one or more business rules. Options are: <ul style="list-style-type: none"> ○ Prevent New (applicable to a parcel) ○ Prevent Workflow Advancing ○ Prevent Issue or Final ○ Restrict Payment ○ Prevent Inspection Schedule ○ Prevent Inspection Result <p> Note: The business rules available for selection are based on the severity of the condition you have selected. For example, for a condition whose severity is Hold you must select at least one business rule, and for a condition with Lock severity, all the business rules are automatically applied.</p> <p>For more details on the business rules, see Setting Up Conditions.</p>
Additional Information	Enter additional information regarding the condition applied to the transaction.
Display Message	Displays the message on the Conditions list page as well as on the condition indicator at the top of the page, when you click the All Conditions link.
Priority	Select a priority from options High, Medium, and Low.
Description	Displays the description as entered while setting up the condition. You can change the text here and the condition description is updated when you save the condition.

3. Click **Save** to save the condition and return to the Conditions page.

Resolving a Condition

You can resolve a condition that you applied to a permit.

1. Select **Permits** or **Planning Applications** and select a transaction row. On the **Permit** or **Planning Application** page, select **Conditions** under **Permit** or **Planning Application Information**. Select the condition that you want to resolve and click the **Resolve** button to open the Resolve Condition page.
2. Enter a resolution text in the Resolution Action field and click **Save**. The resolution is applied and the resolved condition is listed at the bottom of the condition list.

Viewing a Resolved Condition

You can view the details of a resolved condition on the Condition Details page.

1. Select **Permits** or **Planning Applications** and select a transaction row. On the **Permit** or **Planning Application** page, select **Conditions** under **Permit** or **Planning Application Information**.
2. Select a row with a status of **Resolved** and click **View Details**.
3. The Conditions Details page opens to display the details of the condition at the top, followed by an additional information about its resolution:
 - o Applied By
 - o Resolution Action
 - o Resolved By
 - o Resolved Date
4. Click **Cancel** to return to the Conditions page.

Working with Application Attachments

You view a list of files and upload or download documents associated with an application on the Attachments page.

Attachments provide supporting documentation needed by agency staff during the permit or planning application process.

Viewing Application Documents

You view a list of application documents on the Attachments page.

1. Select **Permits** or **Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click the **Permit Information** or **Planning Application Information** menu item in the left panel.
4. Click the **Attachments** link to view the Attachments page for the permit or planning application.
5. On the Attachment page, view the list of documents, including this information:

Page Element	Description
File Name	View the following information in the Filename field: <ul style="list-style-type: none">o Filename with file type extension

Page Element	Description
	<ul style="list-style-type: none"> ○ File Size ○ Uploaded By user name ○ Uploaded On date
Description	View the description of the attachment as entered by the person who added the attachment.
Category / Subcategory	View the document category and subcategory for the attachment.
Actions	Click the actions icon to select and perform an action: <ul style="list-style-type: none"> ○ View Details ○ Download ○ Delete

6. Click the **Sort By** to view attachments grouped by these fields: file name, file size, uploaded by, uploaded on, description, category, and subcategory.
7. To find a specific attachment, you can enter values in the search field.

Adding Application Documents

You upload files to the Attachments page using the Add Attachments page. Inspectors can also add documents in Oracle Inspector.

1. Select **Permits** or **Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click the **Permit Information** or **Planning Application Information** menu item in the left panel.
4. Click the **Attachments** link to view the Attachments page for the permit or planning application.
5. Click the **Add** icon.
6. Select the file to upload in the browser dialog box and click **Open**.
The filename appears on the Add Attachments page.
7. On the Add Attachments page, you can enter a description of the file, a document category, and a document subcategory, if desired.
Use the look-up prompt to select a document category and subcategory that have been defined by the agency. For more information, see the implementation documentation for [Setting Up Document Categories and Subcategories](#).
8. Click the **Upload** button.

Viewing Application Document Details

You view document details on the Attachments details page.

1. Select **Permits** or **Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click the **Permit Information** or **Planning Application Information** menu item in the left panel.
4. Click the **Attachments** link to view the Attachments page for the permit or planning application.
5. In the attachments grid, click the **Action** icon for the document you want to download.
6. Select View Details to open the document details page. In addition to the information on the Attachments page, you can see who last updated the document and when.

Downloading Documents

You download a document on the Attachments page.

1. Select **Permits** or **Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click the **Permit Information** or **Planning Application Information** menu item in the left panel.
4. Click the **Attachments** link to view the Attachments page for the permit or planning application.
5. In the attachments grid, click the **Action** icon for the document you want to download.
6. Select Download and save to the location of your choice.

Deleting Documents

You can use this method for deleting one or more documents.

1. Select **Permits** or **Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click the **Permit Information** or **Planning Application Information** menu item in the left panel.
4. Click the **Attachments** link to view the Attachments page for the permit or planning application.
5. Click the **Edit** icon above the grid.
6. Select one or more documents to delete.
7. Click the **Delete** icon.
8. To delete a single document, go to the Attachments page, and select Delete in the **Action** menu for the document you want to delete.

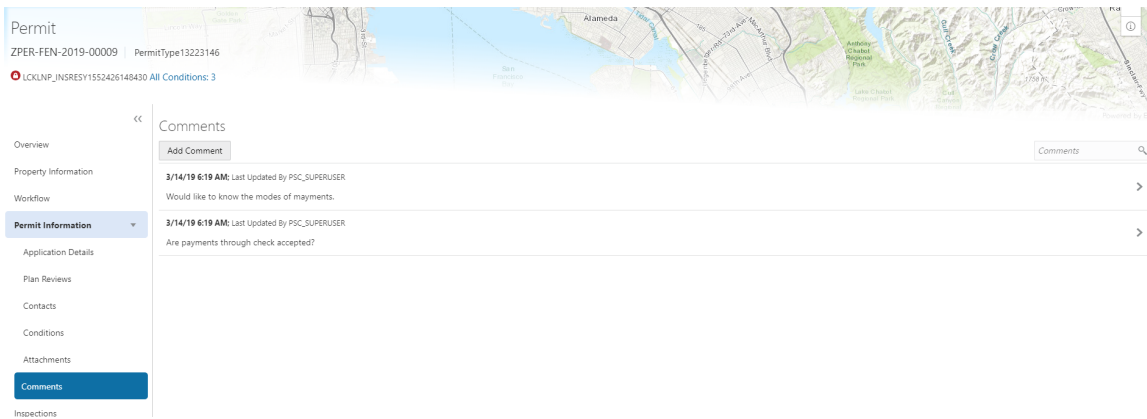
Working with Application Comments

This topic discusses how to use comments. You can view, edit, and add comments on the Comments detail page for an application.

Adding Comments for an Application

You view, edit, and add new comments on the Comments page. You can mark comments you use regularly as your favorite and access them easily from the Favorite comments tab. You can also select and post a comment from the Standard comments tab, which lists all the pre-defined comments. In addition, Recent comments tab allows you to select and post comments from a list of recently posted comments.

This example illustrates the Comments page, which is described in the following text.



Viewing and Editing Comments

1. Select **Permits** or **Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click the **Comments** link in the navigation panel on the left.

You can view the list of comments and select the comment row to view the comment details. The Comment page opens to show the details of the comment.

4. To view the details of a comment entered earlier click the comment row.

You can edit, delete, or hide the comment from public only if it was entered by you.

5. Click **Save** after making changes to the comment.

Adding a New Comment

1. Select **Permits** or **Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click the **Comments** link in the navigation panel on the left.
4. Click the **Add Comment** button to open the Add Comment page and enter a new comment. You can choose to use the **Rich Text Editor** option for formatting your comment. See Managing Comments documentation to enable the option of **Rich Text Editor** formatting.
5. Click **Post** to post the comment and return to the Comments page.

Adding Favorite, Standard, and Recent Comments

1. You can also post a comment that is already available in the Community Development service. Click the **Select Comments** button to open the Select Comments page and select a comment from one of the three tabs of comments – Favorite, Standard, and Recent.

The Favorite tab lists all the comments you have marked as favorite. The Standard tab lists all the predefined comments available in the Community Development service. The Recent tab lists all the comments that were recently posted.

2. Select a comment from any of these three categories and click the **Insert** button to post the comment.

Note: If you want to mark a standard comment as your favorite, click the * button on the comment row. The Favorite tab will add the comment to its list. Your agency decides the duration for which a comment can be called Recent. The duration can be set up on the Manage Comments page.

See [Managing Comments](#).

Working with Fees and Payments

You view and manage fees and payments associated with a submitted permit or planning application on the Fees and Payments page in the application details.

Tip: As agency staff, you can access this page on a phone as well as on a laptop or desktop computer. The layout changes based on the device you are using.

Fees are calculated based on agency fee setup.

For more information about setting up automatic fee calculations based on permit or planning application type, see [Creating Decision Models for Fees](#).

This example illustrates the Fees and Payments page containing the field values described in the following table.

Viewing Fees and Payments for an Application

1. Select the **Permits** or **Planning Applications** tile on the Agency Springboard.
2. Click the row for the selected application on the Transactions page.
3. Click **Fees and Payments** in the left panel or click the **View Details** link in the **Fees and Payments** section on the Overview page for the application.
4. On the Fees and Payments page, view a list of fees, including this information:

Page Element	Description
Fee Description	The description of the fee item as defined when creating a fee item.
Amount	The amount due for each fee item.
Currency	The currency in which the transaction will be paid.
Status	<ul style="list-style-type: none"> ○ Canceled: Indicates the fee payment is no longer required.

Page Element	Description
	<ul style="list-style-type: none"> ○ Pending: Indicates the payment transaction is currently in process. ○ Hold: Indicates the fee requirement has been put on hold until an issue or condition associated with the application or a permit inspection has been resolved. ○ Due: Indicates the current fee request is due and needs to be paid.
Department	The department within the agency requiring the payment.
Assessed Date	The date the request for payment was issued.
Payment Date	The date payment was received.
Payment Reference	The payment reference issued for the transaction.
Invoice	The invoice number of the agency associated with the application.
Total Fees	The total amount of fees that may be applicable to the application.
Total Payable	<p>The amount of fees that are designated as payable.</p> <p>The agency may generate fees that are not due upon application submission and are therefore not payable. For example, plan review or inspection fees may be applied based on whether a plan review or inspection is required or not. Or the agency may place a due fee on hold.</p>
Total Paid	The amount of the total fees already collected.
Balance Due	The remaining portion of the fees yet to be collected.

Adding a Fee Item

Using the Fees and Payments page, you can add additional fees to an application if the situation arises, such as a late fee, an unforeseen processing fee, an addition to the project request, and so on. These fees are assessed outside of the automatic fees process. The **Add Fees** button is not available when the application status is Pending Payment or Pending Submittal. When the fee status changes to Due, the system sends a notification to the applicant that new fees have been assessed and are due.

To add a fee item:

1. Click **Add Fees** in the Fees and Payments grid to display the Add Fee Item page.
2. Select the appropriate fee from the **Fee Item** lookup list.
3. Enter the fee required for the item in the **Amount** field.
4. Set the status of the fee item using the **Status** drop-down list, such as Due.
5. Use the **Department** lookup list to select the department to collect the fee.
The department defaults from the fee item, if specified. Otherwise, the system uses the department from the Permit Type or Planning Application Type setup.
6. Set the appropriate date for the fee item using the **Assessed Date** field.
7. Use the **Memo** field to add any additional description to help identify the nature of the newly added fee, which can help answer questions regarding why a fee was added during the application process.

8. Click Save.

Paying Fees

To add a payment for all fees that are due, click the **Pay** button. Doing so takes you to the Checkout page, where you can select the payment method.

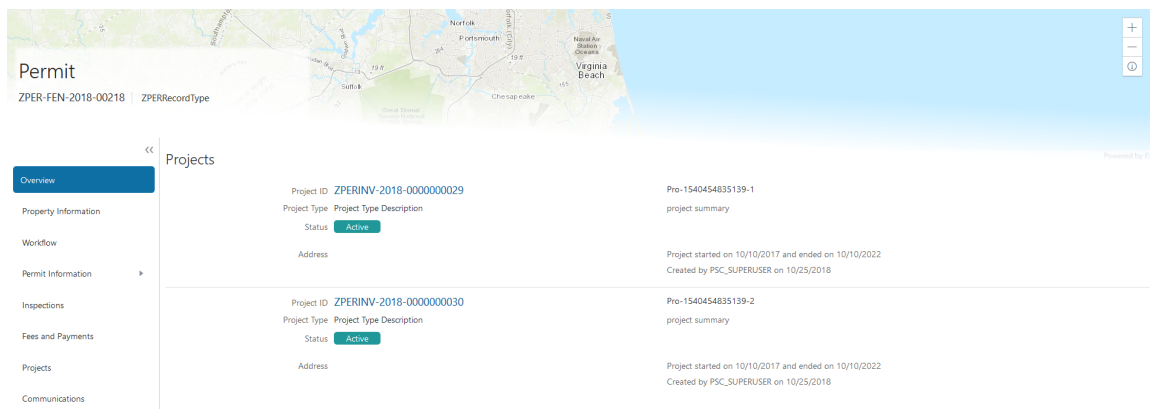
For more information about paying fees, see the [Payment Flow Overview](#).

Viewing Project Summaries

If a permit or planning application is assigned to a project, agency staff and public users can view a summary of the project in the application details. The permit or planning application can be assigned to multiple projects.

Agencies create projects to group various applications. A project provides a summarized, consolidated view across project-related records, for example, a construction project for a residential building or commercial development. Projects can be simple or more complex, including permits and various compliance requirements through to completion.

This example illustrates the Projects summary page in the permit details, which is described in the surrounding text.



Viewing the Project Summary

As an agency employee, you can navigate to the project summary in the application details through the Agency Springboard:

1. Select **Permits** or **Planning Applications** on the Agency Springboard.
2. Click the row for a permit or planning application to access the detail.
3. Click **Projects** in the left navigation panel.
4. On the Projects page, you see a summary of the project that was created by the agency staff on a master projects page.

Page Elements	Description
Project ID	Click the project ID link to access the projects page that was created by agency staff. The project ID is automatically generated after saving the project.
Project Type	Review the project type. A project type is based on the nature of the project and is set up during implementation, for example, Commercial Project or Residential Project.

Page Elements	Description
Status	Review the status of the project. For example, Active, Canceled, On Hold, Inactive, or Completed.
Address	Review the address of the project.
Project Name	Review the name of the project.
Project Summary	Review a summary of the project. The summary can be a long description of the project, as entered by the agency staff.
Project Start Date and Project End Date	Review the start and end dates.
Project Created By	Review the name of the person who created the project.

Related Topics

- [Adding a New Project](#)
- [Setting Up Project Types](#)
- [Viewing and Updating Project Details](#)

Working with Application Communications

Application-specific ad hoc messages enable agency staff and applicants maintain correspondence regarding the progress of applications.

Agency users can send ad hoc emails and notifications associated with a specific application on the Communication Details page. Agency staff and applicants can also use the Communication Details page to view a record of the messages associated with a application.

Sending Application Communications




1. Click **Permits** or **Planning Applications** on the Agency Springboard.




Select an application on the Transactions page.

Click Communications in the navigation bar.

2. On the Communication Details page, click **Add**.
3. On the Ad Hoc Message page, enter values for the following fields:

Page Elements	Definition
Channel Type	Specify what type of ad hoc message you want to send. Values are:

Page Elements	Definition
	<ul style="list-style-type: none"> ○ Email: Generates an email that is sent to users. ○ Notification: Generates a notification that appears when users click the notification icon in the application. <p> Note: The fields that are available to define on this page vary depending on the channel type that you select.</p>
Visibility	<p>Select which type of user can see this message. Values are:</p> <ul style="list-style-type: none"> ○ Account owner ○ Public user ○ Agency staff only
MIME Type (Multipurpose Internet Mail Extensions type)	<p>Select the format of the message. Values are:</p> <ul style="list-style-type: none"> ○ HTML ○ Text
Priority	<p>Turn this switch on to display the notification at the top of the notification list.</p> <p> Note: This field appears only for the Notification channel type.</p>
User Can Delete	<p>Turn this switch on to enable users to delete this notification from their notification lists.</p> <p> Note: This field appears only for the Notification channel type.</p>
Select and Insert	<p>These fields enable you to insert variable attributes into your message. You select the field and the attribute that you want to insert in that field, and click Insert to enter a variable for that attribute.</p> <p>For example, if you select the Body field and the Status attribute, and click Insert, the \$(Status) variable is inserted into the Message Body field of the message. When you send this message, the status of the application associated with the message is included in the body text.</p>
Create Web Form	<p>Click to access the Web Form modal page where you create a questionnaire that you can insert into your message. For each row of the web form, enter the Question text along with the Answer Type that you expect from the recipient for that question. Possible answer types are:</p> <ul style="list-style-type: none"> ○ Date ○ Text ○ Number

Page Elements	Definition
	Click OK to save your web form questionnaire and return to the Ad Hoc Message page. The Create Web Form button displays the number of questions included on the web form in parentheses.
Insert Web Form	Click to insert the web form questions into the body of your message along with a link that the recipient can use to access and respond to the questionnaire.
From	Enter the email address or user ID of the person or organization who is sending the generated email.  Note: Enter email addresses for the Email channel type, and user IDs for the Notification channel type.
To	Enter the email addresses or user IDs of the people or organizations that you want to receive the message.  Note: Enter email addresses for the Email channel type, and user IDs for the Notification channel type.
Cc	Enter the email addresses of the people or organizations that you want to receive a copy of the message.  Note: This field appears only for the Email channel type.
Subject	Enter a brief description of the purpose and content of the message.
Message Body	Enter the main body text of the message. For the Text MIME type, you can enter only plain, unformatted text. For the HTML MIME type, you can enter rich text, links, and images.

4. Click **Send**.

Viewing Application Communications

1. Click **Permits** or **Planning Applications** on the Agency Springboard.

Select an application on the Transactions page.

Click Communications in the navigation bar. The Communication Details displays all of the messages that are associated with the application.

2. For each row on the Communication Details page you can:

- o Click the **Actions** icon to resend or forward the message.

Select the **Resend** action to access the message in the Message Details modal page in display-only mode. Click **Resend** to send the message another time to the same list of recipients.

Select the **Forward** action to access the message in the Message Details modal page. Enter new recipient email addresses, update the message if necessary, and click **Forward** to send the updated message to the new recipients.


- o Click the **View More Details** button to view detailed information about the message.

Working with Ad Hoc Communications

Ad hoc communications enable agency staff to create and distribute alerts, emails, and notifications.

Agency staff can create and update ad hoc communications on the Communication Center page.

Alerts appear as text in the banner of the Agency Springboard or the landing pages for anonymous or registered users. Emails are messages sent to anonymous or registered users, and accessed through an email client. Notifications appear when registered and signed-in users click the notification icon at the top of the page in Oracle Public Sector Community Development.

 **Note:** Agency staff can also create application-specific ad hoc emails and notifications on the Communication Details page, which is accessed from the Transactions page. For more information, see [Working with Application Communications](#).

Adding Ad Hoc Alerts

1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. On the Alerts tab of the Communication Center page, click **Add**.
3. On the Alert Details page, enter values for the following fields:

Page Element	Description
Reference Name	Enter a unique name for the alert.
Start Date Time and End Date Time	Enter the date and time when the alert starts and stops displaying.
Enabled	Turn on the switch to activate the alert.
To	Enter a value for the target recipients of the alert: <ul style="list-style-type: none"> o Individual Registered Users Enter comma-separated user IDs for the registered users, for example, SYSTEM_ADMIN,BUSINESS_ANALYST. o All Registered Users

Page Element	Description
	<p>Enter this attribute: #{User}. The application displays the alert when the registered user logs in.</p> <ul style="list-style-type: none"> o All Anonymous Users <p>Enter this attribute: #{Anonymous}.</p> <ul style="list-style-type: none"> o A Combination of Users <p>Enter a string including comma-separated user IDs for the registered users, #{User} for all registered users, and #{Anonymous} for all anonymous users.</p>
Message Body	Enter the main body of the alert using plain, unformatted text.
Select and Insert	<p>These fields enable you to insert variable attributes into your message. You select the field and the attribute that you want to insert in that field, and click Insert to enter a variable for that attribute.</p> <p>For example, if you select the Body field and the Current Date attribute, and click Insert, the #{Current Date} variable is inserted into the Message Body field of the alert. When the application displays this alert, the current date is included in the body text.</p>
Remarks	Enter any reference information for agency use. These remarks are not included in the displayed alert.

4. Click **Save**.

Modifying Ad Hoc Alerts

1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. Select an alert on the Alerts tab of the Communication Center page.
3. On the Alert Details page you can:
 - o Update the alert field values.
 - o Delete the alert. You will be prompted to confirm the permanent deletion.
4. Click **Save**.




Deleting Ad Hoc Alerts


1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. On the Alerts tab of the Communication Center page click **Edit**.
3. Select the check boxes next to the alerts that you want to delete.
4. Click **Delete**. You will be prompted to confirm the permanent deletion.

Sending Ad Hoc Notifications and Emails

1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. On the Emails and Notifications tab of the Communication Center page, click **Add**.
3. On the Message Details page, enter values for the following fields:

Page Elements	Definition
Channel Type	Specify what type of ad hoc message you want to send. Values are:

Page Elements	Definition
	<ul style="list-style-type: none"> ○ Email: Generates an email that is sent to users. ○ Notification: Generates a notification that appears when users click the notification icon at the top of the page in the application. <p> Note: The fields that are available to define on this page vary depending on the channel type that you select.</p>
Visibility	<p>Select which type of user can see this message. Values are:</p> <ul style="list-style-type: none"> ○ Account owner ○ Public user ○ Agency staff only
MIME Type (Multipurpose Internet Mail Extensions type)	<p>Select the format of the message. Values are:</p> <ul style="list-style-type: none"> ○ HTML ○ Text
Priority	<p>Turn this switch on to display the notification at the top of the notification list.</p> <p> Note: This field appears only for the Notification channel type.</p>
User Can Delete	<p>Turn this switch on to enable users to delete this notification from their notification lists.</p> <p> Note: This field appears only for the Notification channel type.</p>
Reference	<p>Enter a unique alphanumeric reference for the communication.</p>
Select and Insert	<p>These fields enable you to insert variable attributes into your message. You select the field and the attribute that you want to insert in that field, and click Insert to enter a variable for that attribute.</p> <p>For example, if you select the Body field and the Current Date attribute, and click Insert, the #{Current Date} variable is inserted into the Message Body field of the alert. When the application displays this alert, the current date is included in the body text.</p>
Create Web Form	<p>Click to access the Web Form modal page where you create a questionnaire that you can insert into your message. For each row of the web form, enter the Question Text along with the Answer Type that you expect from the recipient for that question. Possible answer types are:</p> <ul style="list-style-type: none"> ○ Date ○ Text

Page Elements	Definition
	<ul style="list-style-type: none"> Number <p>Click OK to save your web form questionnaire and return to the Message Details page. The Create Web Form button displays the number of questions included on the web form in parentheses.</p>
Insert Web Form	Click to insert the web form questions into the body of your message along with a link that the recipient can use to access and respond to the questionnaire.
From	Enter the email address or user ID of the person or organization who is sending the generated email.
To	<p>Enter a value for the target recipients of the message.</p> <p>For notifications, enter comma-separated user IDs for the registered users, for example, SYSTEM_ADMIN, BUSINESS_ANALYST.</p> <p>For emails, enter comma-separated email addresses for the recipients, for example, john.doe@example.com</p>
Cc	Enter the email addresses of the people or organizations that you want to receive a copy of the message.
	<p> Note: This field appears only for the Email channel type.</p>
Subject	Enter a brief description of the purpose and content of the message.
Message Body	<p>Enter the main body text of the message.</p> <p>For the Text MIME type, you can enter only plain, unformatted text.</p> <p>For the HTML MIME type, you can enter rich text, links, and images.</p>

4. Click **Send**.

Viewing Ad Hoc Emails and Notifications

1. Select **Communication Center** in the Navigator, or click **Communication Center** on the Agency Springboard.
2. For each row on the Emails and Notifications tab of the Communication Center page you can:

- o Click the **Actions** icon to resend or forward the message.

Select the **Resend** action to access the message in the Message Details modal page in display-only mode. Click **Resend** to send the message another time to the same list of recipients.

Select the **Forward** action to access the message in the Message Details modal page. Enter new recipient email addresses, update the message if necessary, and click **Forward** to send the updated message to the new recipients.

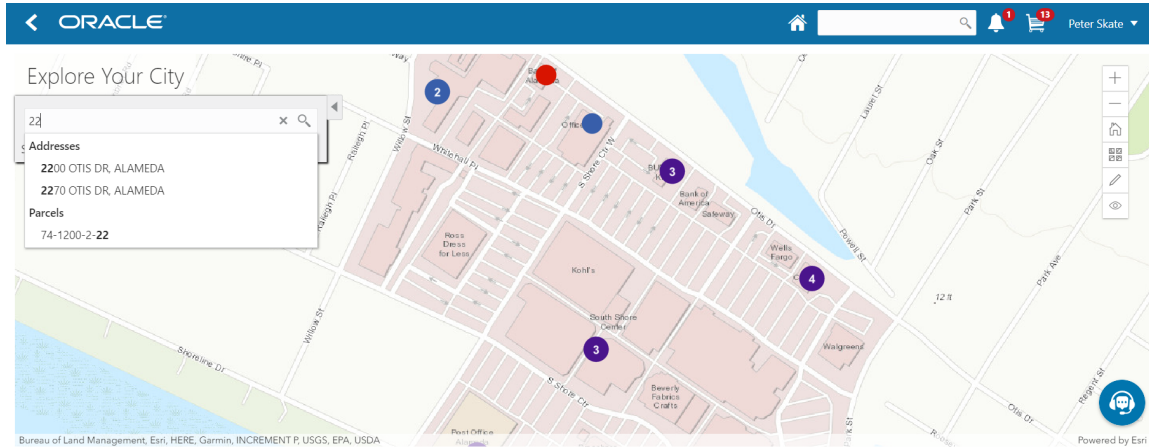
- o Click the **View More Details** button to view detailed information about the message.

Using Maps

Maps provide a convenient way for both agency staff and public users to see application locations and to select parcels when starting an application.

Map functionality relies on integration with a third-party map service such as Esri Global Information Systems (GIS).

This example shows some of the options on the Explore Your City map for registered public users.



Pages With Maps

The following table describes how you access and use maps throughout the system:

Page and Users	Navigation	Usage
Main Map page (agency staff)	Click the Main Menu icon in the page header.	View application locations on a map. Select parcels by searching or by drawing on the map, and start applications for selected parcels. Search applications by address or parcel number, and filter applications by start date, end date, and application type.
Explore Your City page (anonymous and registered public users)	Click the Explore Your City tile on the landing page.	All public users can view and search applications and select parcels. Registered users can additionally filter applications so that only the user's own applications appear on the map. Also, registered users can start new applications for parcels that they select.
Application list pages: <ul style="list-style-type: none"> Transactions page (agency staff) 	<ul style="list-style-type: none"> Agency staff: click either the Permits tile or the Planning Applications on the agency springboard, then click the 	View map markers for listed applications. The map view of these pages has a left frame that lists the applications. Clicking a specific

Page and Users	Navigation	Usage
<ul style="list-style-type: none"> Applications page (registered public users) 	<p>Map View icon on the Transactions page.</p> <ul style="list-style-type: none"> Registered public users: click the Applications tile on the public user landing page, then click the Map View icon on the Applications page. 	<p>application zooms the map to the application location.</p>
<p>Detail pages for an individual application (agency staff and registered public users):</p> <ul style="list-style-type: none"> Permit page Planning Application page 	<p>From the Applications page or the Transactions page, access an individual application in the list.</p>	<p>If the application is associated with a parcel address, the map at the top of the page includes a map marker to indicate the primary address for the application.</p> <p>If the application is not associated with a location, the map displays a default area that your agency configures.</p>
<p>Property Picker map (agency staff and registered public users)</p>	<ul style="list-style-type: none"> Start a new application, and continue until you reach the Property section. Click the Find Parcel on Map icon. Access the details for an existing application, and click the Property Information link to display the Property Information page. Click the Find Parcel on Map icon in the Parcel List section. 	<p>Choose a parcel on the map, then add it to the current application.</p>
<p>Generate Notifications List page (agency staff)</p>	<p>From the Planning Application detail page, click Planning Application Information in the left panel, then click the Hearing link.</p> <p>Locate the hearing, then select the Actions button and choose Generate Notifications from the menu that appears.</p>	<p>Create a notification zone by specifying a distance from selected parcels.</p> <p>This page is accessed from a hearing for an application, and the parcels from the application are automatically selected. You can change the selection if necessary.</p> <p>After creating a notification zone, download .csv files with parcel, address, and owner information for all parcels that are at least partially within the zone.</p>
<p>Parcel detail pages (agency staff)</p>	<p>Click the Parcel tile on the agency springboard to access the parcel list, then drill into an individual parcel</p>	<p>The map above the parcel detail pages displays a marker at the parcel address.</p>
<p>Address detail pages (agency staff)</p>	<p>Click the Property Address tile on the agency springboard to access the address list, then drill into an individual address.</p>	<p>The map above the address detail pages displays a marker at the specified address.</p>

Generic Map Tools

The main toolbar on any map has tools that relate to the map itself, without regard to applications.

Use map profiles to configure which tools are available on the main toolbar. Different maps support different tools. For information on configuring which tools appear in the main map toolbar, see [Setting Up Map Profiles](#)

These are the generic map tools that can appear on the main map toolbar:

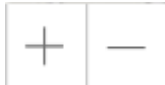













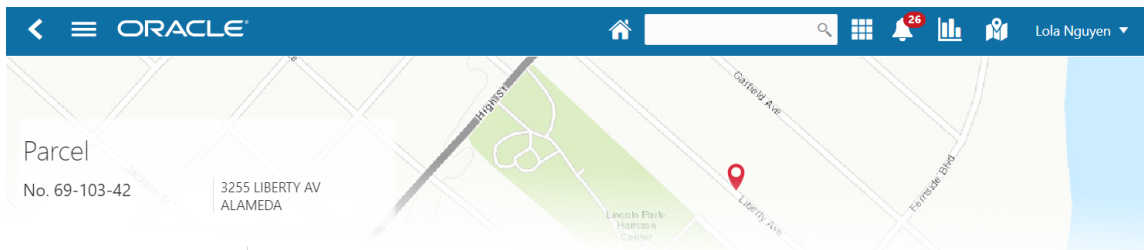
Image	Name	Description
	Zoom In and Zoom Out	<p>These standard zoom controls are available for all maps.</p> <p>You can also double-click a map location to zoom in.</p>
	Show Default Map View	<p>Click to restore the map to its default display area.</p>
	Select Base Map	<p>Click to display a pop-up window with a gallery of map options such as Streets or Topographic.</p>
	Select Layers	<p>Click to display a pop-up menu for changing the visibility of various map layers. Examples of layers include the parcel layer and address layer provided by the map service.</p>
		<p>To hide the pop-up menu, click the button again.</p>
		<p>Use map profiles to configure whether this button appears on the toolbar.</p>
	Show Attribution (for maps in page headers)	<p>Click to display a pop-up window that identifies the third-party map sources.</p>
		<p>This toolbar button is not configurable. Some maps have this button, while other maps, such as Explore Your City, display attribution information across the bottom of the map page.</p>
	Identify GIS Information (for maps that are not in page headers)	<p>Click to enable the display of object details for map objects (such as parcels) that you click. Details appear in a pop-up window. To stop displaying object details, click the button again to turn off the option to identify GIS information.</p>
		<p>The location of the pop-up window depends on the docking settings in the map profile.</p>
		<p>Use map profiles to configure whether this button appears on the toolbar.</p>
	Show Selection Tools or Hide Selection Tools	<p>Click to show or hide a toolbar with drawing tools. Use the drawing tools to select parcels on the map.</p>
		<p>This button is not configurable. It appears on the Main Map and Explore Your City map.</p>

Image	Name	Description
	Show Transactions	Click to display the Show Transactions pop-up window. This window has controls for showing or hiding transactions on the map and for filtering those transactions by date or by the kind of application (permit application or planning application)

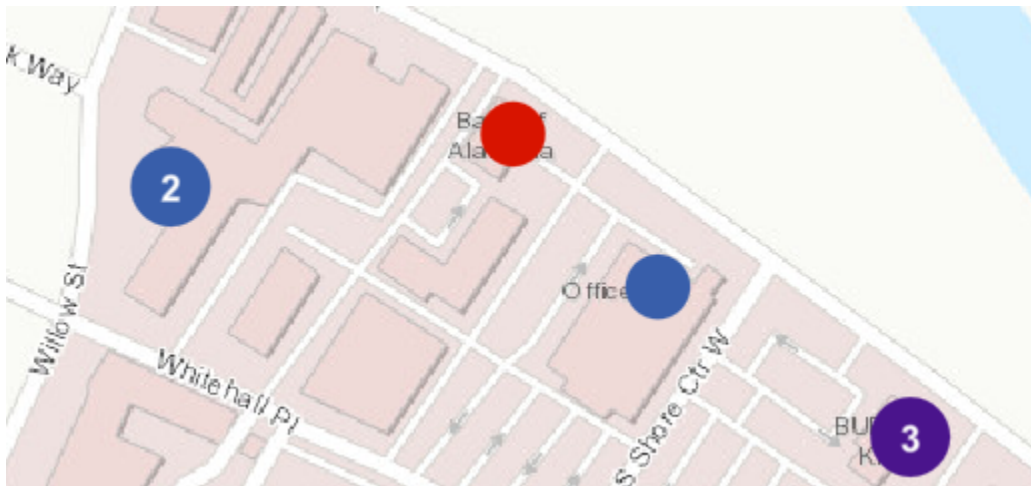
Map Markers

Map markers identify the location of an object such as an application, a parcel, or an address.

This example illustrates the Parcel page, where the map marker shows the parcel’s location. Similar markers appear on the detail pages for applications, addresses, and property owners.



This example illustrates the Explore My City page, where map markers show application locations. Numbers on markers indicate the number of applications associated with the location. When there is just one application, the marker does not have a number.



Each color represents different types of transactions:

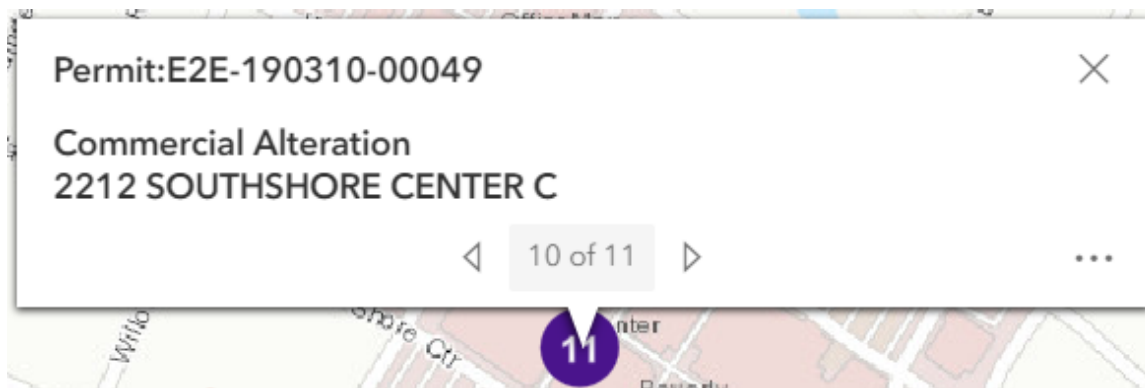
Application Map Marker	Description
Red	One or more permit applications for the same location.
Blue	One or more planning applications for the same location.

Application Map Marker	Description
Purple	A mix of permit applications and planning applications for the same location.

Viewing Application Details

Clicking an application marker displays a pop-up window with additional details. (However, if the selection toolbar is visible and there is an active selection tool, clicking performs the selection action rather than opening the details pop-up.)

This example illustrates the detailed information for a map marker. The location of the pop-up window depends on the docking settings in the map profile



The detail window includes this information:

Map Marker Detail	Description
Permit or Planning Application followed by the application number	Identifies whether this is a permit application or a planning application, and identifies the individual application.
<Application Type>	Identifies the specific permit application type or planning application type.
<Address>	Identifies the location for the application.
<sequence number> of <total number of applications> and controls for paging through multiple applications.	Indicates that there are multiple applications associated with the marker, and enables you to page through the applications.
...	Click to open a menu with these actions:
Button to display an action menu.	<ul style="list-style-type: none"> • Zoom To: select to zoom in on this applications' location on the map. • Go: select to open the corresponding application details page in a new window.

Searching for Applications and Parcels On Maps

This table describes search, filter, and selection functions on various maps.

Map	Description
Main Map (agency staff)	These maps have robust options for working with parcels and applications, including:
Explore My City (public users)	<ul style="list-style-type: none"> • Viewing all applications in the map area. • Filtering applications by date and kind of application (permit applications or planning applications). • For registered public users, filtering applications to show only the user's own applications. • Selecting parcels by searching either addresses or parcel numbers. • Selecting parcels using tools for drawing point, polylines, or polygons. • Starting applications for selected parcels. <p>For more detailed information about working with the Main Map and the Explore My City map, see Using the Main Map and Explore Your City Map.</p>
Transactions (agency staff)	On these list pages, the map view shows the location of the listed applications. The search and filter options in the map view are the same options that you have in the list view.
Applications (registered public user)	The map view includes a left frame with a list of permits, and you can click a permit to zoom to its marker on the map.
Generate Notifications List (agency staff)	<p>This maps has the same parcel selection options as the Main Map, including:</p> <ul style="list-style-type: none"> • Selecting parcels by searching either addresses or parcel numbers. • Selecting parcels using tools for drawing point, polylines, or polygons.
Property picker map within an application (all users)	<p>The property picker map has a single search field where users can enter an address. If a match is found, the map zooms to the to the desired location and displays a pop-up box that points to the location so the user can click it to select the parcel.</p> <p>Clicking a parcel on the map retrieves the parcel identifier from the map service. This value is used as criteria for searching the Parcel table, and the search results appear in a modal window. As long as the parcel number has a unique match in the Parcel table, the search results include just one value, representing the selected parcel. From the search results window, you can select the parcel and add it to the application.</p>

Using the Property Picker to Select a Parcel for an Application

The property picker is a map-based tool for choosing the parcel to association with an application.

To select a parcel using a map:

1. Access the page where you select a parcel to associate with the application:
 - In an unsubmitted application, find the **Property** section and click the **Select** button.
 - In a submitted application, access the application detail page, click the Property Information link, and find the **Parcel List** section.
2. Click the **Find Parcel on Map** icon to open the map-based property picker.
3. Use map tools such as searching or zooming to locate the parcel on the map.
4. Click the parcel.

The map closes, and the Search Property window opens. The system searches properties using the parcel ID provided by the map service, so the list of search results shows the parcel that you selected.
5. Select the check box for the parcel.

6. Click the **Add Selected** button.

The selected parcel is now added to the application.

Using the Main Map and Explore Your City Map

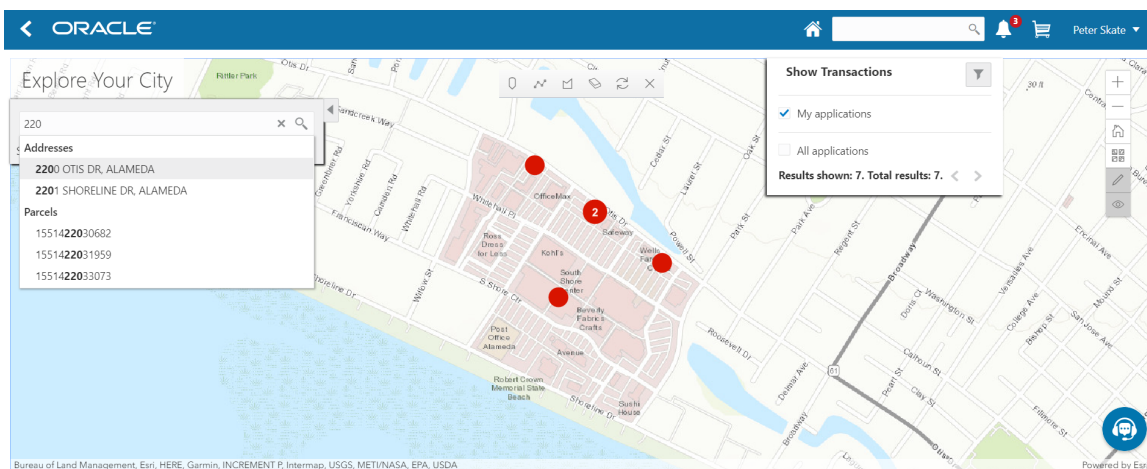
The agency-facing Main Map and the public-facing Explore Your City map provide a variety of options for viewing existing applications on the map and for selecting parcels so that you can start new applications.

To provide different types of users with the most appropriate interface, there are separate main maps for agency users, registered public users, and anonymous public users. These maps have different map profiles, giving you control over whether various map options are available to each audience. However, these maps provide the same functionality, enabling users to:

- Search for and select parcels, and then start an application for the selected parcels.
- View transaction locations on the map.

There are some differences depending on whether the user is a registered public user, an anonymous user, or agency staff. These differences are noted in the documentation.

This example shows the Explore Your City map for registered public users.



Selecting Parcels

Selecting parcels on the map enables you to start applications for those parcels. The system brings the parcel information into the application intake form.

To select parcels, use the search feature, or the drawing tools on the selection toolbar, or a combination of both. When parcels are selected:

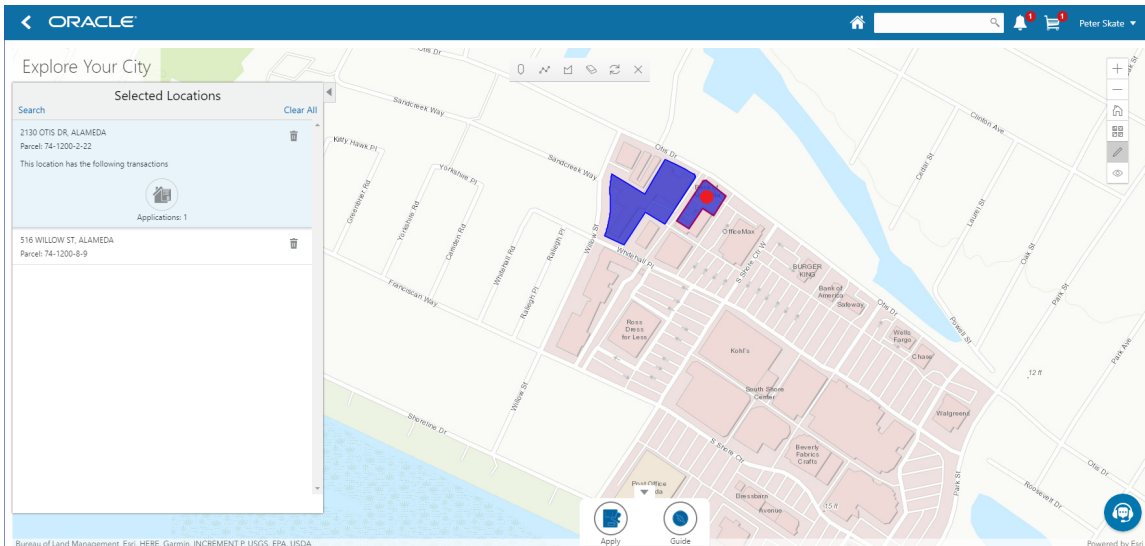
- The parcel polygons on the map are solid blue, and parcels with existing applications have an application marker (a circle).
If a parcel has multiple applications, the circle displays the number of applications.
- The Selected Locations overlay replaces the Search overlay and provides additional information about the selected locations.

- **Apply** and **Guide** buttons appear so that you can start an application for the selected parcels.

The **Guide** button tile links to a questionnaire set up with Oracle Policy Automation (OPA). It appears only if your agency has implemented this functionality.

Anonymous public users cannot start applications, so they don't see the **Apply** button. They still see the guide button.

This example shows a map with selected parcels.



To select and deselect parcels using the Search overlay:

1. Enter a full or partial address or parcel number in the search field.

As you type in the search field, up to five matching addresses parcels appear in a type-ahead drop-down list. The type-ahead list includes headings to indicate which items are **Addresses** and which are **Parcels**.

2. Press the Return key or click the magnifying glass icon to perform a full search.

The Search window expands to show lists for Addresses and Parcels with a count for each type of result. Initially a maximum of five items appears in each list.

If more results exist, click the **More** link to show all results in a scrolling list. When the list is expanded, click the **Less** link to shrink the list back down to five locations.

3. To select a parcel, click a single address or parcel number from either the type-ahead list or the full results list.

The corresponding parcel on the map is selected, and the search field is replaced by the Selected Locations list.

4. To deselect a single parcel from the Selected Locations list, click the **Delete** icon for that parcel.
5. To deselect all parcels from the Selected Locations list, click the **Clear All** link at the top of the list.
6. To re-display the search field without losing your selection, click the **Search** link.

Perform as many searches as needed to select the desired parcels. Each time you select a parcel, it is added to the Selected Locations list.

7. To return to the Selected Locations overlay from the Search overlay without performing a search, click the **Selected Locations** link.








This link appears if at least one parcel is selected.

To select and deselect parcels using drawing tools:

1.  Click the **Show Selection Tools** button on the map's general toolbar.

The drawing toolbar appears.

2. Use these tools to make your parcel selection:

Selection Toolbar Button	Description
 Draw a Point	Click one or more points on the map to select the parcels that contain the points.
 Draw a Polyline	Click two or more points on a map to draw a multi-segment line (a polyline) connecting the points that you click. Double-click on the final point to stop drawing. All parcels that intersect the resulting polyline are selected.
 Draw a Polygon	Click three or more points on a map to draw a polygon. The system redraws the polygon after each click. Double-click on the final point to stop drawing. All parcels that are at least partially within the resulting polygon are selected.
 Deselect One	Click a selected parcel to deselect it.
	<p> Note: Selecting a parcel does not deselect previously selected parcels. You must use the Deselect One or the Deselect All tool to remove parcels from your selection.</p>
 Deselect All	Click this button to deselect all parcels.
 Close	Click to close the toolbar.

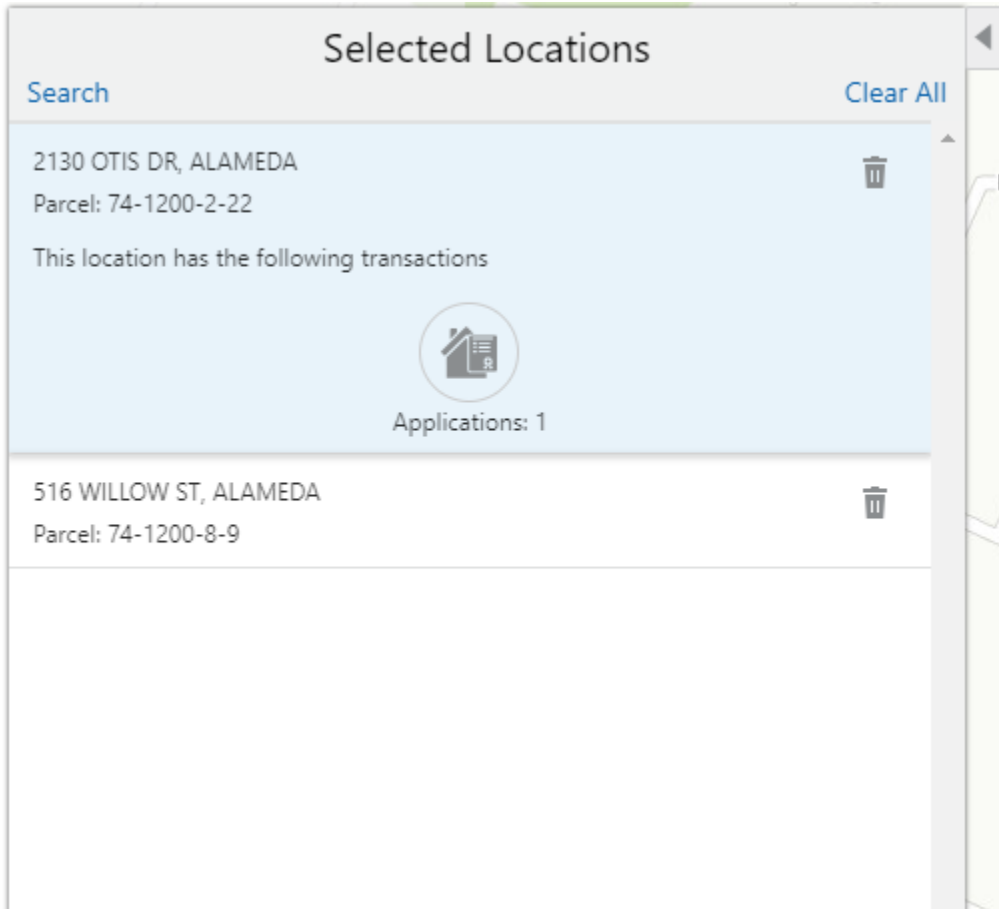
3. Review details of your selections on the Selected Locations list.

The Selected Locations list replaces the search window whenever parcels are selected.

Working With the Selected Locations List

The Selected Locations overlay enables you to review information about the locations you have selected. It also provides options for deselecting individual locations or all locations.

This example illustrates the Selected Locations overlay.



To use the Selected Locations overlay:

1. Review the address and parcel information for locations that you selected.

Each selected location appears on a card.

When you select a parcel, the card represents the parcel. If the parcel has multiple addresses, a link on the card shows the number of addresses, and clicking the link displays the complete list of addresses.

2. Click a location card to select it and learn more about the parcel.


On the map, the polygon for the selected location is outlined. If the parcel is associated with existing applications, an application marker also appears on the selected parcel.

If the selected parcel is associated with applications, the card expands and displays an **Applications** icon with an application count. If the parcel is not associated with any applications, the selected card looks the same as it does when it's collapsed.

3. To see a list of applications for a parcel, click the **Applications** icon.

The Applications list replaces the Selected Locations list. The list includes these elements:

Page Element	Description
<Address> and Parcel ID for the parcel.	The identifying information for the parcel appears at the top of the list.

Page Element	Description
<Application ID> and Application Type>	The first column in the application list displays identifying information about the application.
<Application Status>	The second column in the application list displays the application status.
	The last column in the application list displays the Go icon. Click this icon to open the appropriate application details page (the Permit page or the Planning Application page) in a new window.

4. To return to the Selected Locations list, click the return button in the window header.

Starting an Application

The purpose of selecting parcels on a map is to start an application for the specified location.

To start an application:

1. Confirm that the correct parcels are selected.
2. To go to the Apply page, click the **Apply** button.

This button is not visible to anonymous public users.

The Apply page provides multiple options to help you choose the correct application type and start the application.

As long as the application intake form includes a Property section, the property information will be pre-filled based on the parcels that were selected when you clicked the **Apply** button.

See also [Starting an Application](#).

3. To use the Guide to choose an application type, click the **Guide** button.

The Guide is a questionnaire to help identify the recommended applications for a project. The Guide button is available only if an Oracle Policy Automation (OPA) definition is associated with the agency record. For more information, see [Setting Up Agencies](#) and [Managing OPA Policies for Agency](#).

If you start an application at the end of your guided questionnaire, the property information section of the intake form will be pre-filled based on the parcels that were selected when you clicked the **Guide** button.

Showing Transactions

Agency staff, registered public users, and anonymous public users can all view transaction markers on the map. Registered public users can additionally filter the map to show only their own transactions.

To show transactions on the map:

1.  Click the **Show Transactions** button on the map's general toolbar.

The Show Transactions overlay appears.

2. In the Show Transactions overlay, use these check boxes to choose if map markers identify application locations:


Page Element	Description
All Applications	When you select this check box, the map displays markers for all applications in the mapped area. Deselecting this check box clears the map markers.
My Applications	<p>Only registered public users see this check box. They can select this check box to filter applications so that only the user's own applications are marked on the map. Deselecting this check box clears the map markers.</p> <p>This check box and the All Applications check box are mutually exclusive, so selecting one deselects the other.</p>

3. If you choose to show map markers, use the **Results Shown** message at the bottom of the window to see how many map markers are shown.

The message informs you how many results have been mapped and how many total results exist. The number of results shown is based on the whole map extent and does not change as you zoom and pan.

Users can see up to 200 results at a time. If more than 200 results exist, use the Previous (<) and Next (>) icons to scroll to a different block of results and update the map to show markers for the new block of results.

4. To filter applications by date or by the type of application (permit versus planning):

- a.  Click the **Filter By** button to display additional filter fields.
- b. Enter filter criteria in these fields:

Page Element	Description
Start Date	If you enter a start date, only applications that were submitted on or after this date are included.
End Date	If you enter an end date, only applications that were submitted on or before this date are included.
Type	Select Permit or Planning Application to show just one kind of application. To go back to seeing all applications, clear the selection by choosing Type.

- c. Click **Apply**.

The filter section of the window is hidden, and the **Filter By** icon changes from gray to blue to show that filters are active.

5. To clear filters, display the filter area and click the **Clear** button.

6.  To close the Show Transactions overlay, click the **Show Transactions** button on the map's general toolbar again.

3 Reviewing Permit Plans

Managing Plan Review Cycles

Building projects require a permit plan review to evaluate the projects before permits are issued. You perform administrative tasks for review cycles as a plan coordinator on the Plan Review page.

The plan coordinator manages the plan review cycle, which is a building plan review completed by multiple reviewers who work with plan reviews for different types of permits. As a plan coordinator, you perform these review cycle tasks on the Plan Review page in the permit details component:

- Add plan review cycles.
- Cancel plan review cycles.
- View the different plan review cycles.

Plan Review Cycle Workflow

The plan review workflow for the plan coordinator appears on the Task Management page. As a plan coordinator, you sort tasks by Workflow.

Plan review cycles for a permit are automatically closed when the last reviewer provides a decision status for a permit. Upon closing, the overall review status changes to Complete, the plan coordinator receives a notification, and the status of assigned tasks is updated on the Task Management page. The system also updates the plan review cycle details with the most severe decision status from the individual plan reviewers. The decision statuses are listed here, from most to least severe: Rejected, Revision Required, Approved with Comments, Approved, and Not Required. If plans have one or more rejections, or revisions are required, the plan coordinator may require the applicant to correct the plans and resubmit them for another review cycle.

The applicant receives an email notification when the plan coordinator cancels the review cycle or the plan review cycle is closed. The plan coordinator, similar to the applicant, also receives a notification if the plan review is canceled, but the status is only updated at the cycle level.

Once a plan review cycle or permit is closed or canceled, you can no longer edit comments.

Adding Plan Review Cycles

Before assigning reviewers, you add plan review cycles for a permit on the Plan Review page.

1. Select **Permit List** on the Agency Springboard.
2. On the Permits page, select the **Details** button for a permit record.
3. In the navigation panel, select **Permit Information > Plan Reviews**.
4. Click the **Add Review Cycle** button to add a new plan review cycle.

This button is available only when:

- You're adding the first plan review cycle for a permit.
 - All other plan review cycles for the permit are complete or canceled.
5. For the initial plan review cycle, the default review cycle name is the Permit Type value, but you can enter a different cycle name on the Add Review Cycle page.

6. If you are resubmitting a plan review, select the check box on the Add Review Cycle page to copy the reviewers from the most recent review cycle.
7. Click the **Add** button.

The cycle must be canceled or complete before you can add another new plan review cycle. That is, you can have only one active plan review cycle at a time. The number of review cycles is shown in the Plan Review page header details, and you can switch between multiple cycles to view reviewer and decision details.

Canceling Plan Review Cycles

You cancel a plan review cycle for a permit on the Plan Review page.

Canceling a cycle sets the review cycle status to Canceled. After canceling, the cycle and review details are read-only.

1. Select **Permit List** on the Agency Springboard.
2. On the Permits page, select the **Details** button for a permit record.
3. In the navigation panel, select **Permit Information > Plan Reviews**.
4. Click the **Cancel Review Cycle** button to cancel a plan review cycle that is active.
This button is available only when the plan review cycle is In Progress.

Viewing the Different Plan Review Cycles

You can switch between plan review cycles to view the **Reviewers** grid for each cycle.

1. Select **Permit List** on the Agency Springboard.
2. On the Permits page, select the **Details** button for a permit record.
3. In the navigation panel, select **Permit Information > Plan Reviews**.
4. Click the **Switch Cycle** link in the plan review header details.
This link is available only when there are two or more plan review cycles.
5. On the **Switch Cycle** page, click the **Select** button for the cycle you would like to view.
The refreshed page shows the cycle header details and reviewers for the selected cycle.

Assigning Plan Reviewers


The agency's plan coordinator assigns or removes plan reviewers from different departments on the Plan Review page in the permit details.

Adding Plan Reviewers

After creating a plan review cycle, you add plan reviewers on the Plan Review page.

1. Select **Permit List** on the Agency Springboard.
2. On the Permits page, select the **Actions** button for a permit record.
3. In the navigation panel, select **Permit Information > Plan Reviews**.
4. In the **Add Plan Reviewer** field, enter a reviewer name and select from the available reviewers, or look up and select a reviewer using the prompt.
Reviewers are available in the list only when the permit type in their job attribute matches the permit type of the permit. For more information, see the documentation for setting up agency job groups.

5. Click the **Add Reviewer** button.
This button is available only when the review cycle is active.
When the **Reviewers** grid refreshes, you'll see the reviewer with an In Progress status.
6. Repeat steps 4 and 5 to add more reviewers.

 **Note:** If you're resubmitting a plan for review, you can elect to copy the original set of reviewers when you add a new plan review cycle. See [Managing Plan Review Cycles](#).

Removing Plan Reviewers


As a plan coordinator, you can remove or delete plan reviewers from a plan review cycle on the Plan Review page.

1. Select **Permit List** on the Agency Springboard.
2. On the Permits page, select the **Actions** button for a permit record.
3. In the navigation panel, select **Permit Information > Plan Review**.
4. In the **Reviewers** grid, click the **Delete** button for a reviewer.

You can remove reviewers when:

- o The plan review cycle is active.
- o The reviewer's status is In Progress.
- o You entered an override decision for a reviewer, but the reviewer did not enter comments or a decision before the override.

You cannot delete a reviewer if the reviewer has added comments or entered a decision.

 **Note:** Removing the last plan reviewer who hasn't yet submitted a decision permanently closes the plan review cycle. If desired, you can add a new reviewer before removing the last reviewer, or close the cycle and open a new one.

Performing Plan Reviews

Plan reviewers perform reviews of building plan documents prior to permit issuance.

As a plan reviewer, you view a list of plans assigned to you on the Task Management page and provide your plan review decision on the Plan Reviewer Decision Details page.

An agency's plan coordinator can also override a plan reviewer's decision on the Plan Reviewer Decision Details page.

The plan review functionality derives the overall plan review status from the individual plan reviewer decisions, inclusive of plan coordinator overrides, and updates the overall plan review with the most severe decision status.

Viewing Plan Reviews Assigned to Me

As a plan reviewer, you can find the plan reviews assigned to you on the Task Management page.

1. Select **My Plan Reviews** on the Agency Springboard.
2. The Task Management page opens with a predefined filter to select tasks with the Plan Review type.

You can also use the filter button to filter by additional parameters, including task name, permit ID, permit type, status, last updated date, or assigned by.

3. Plan review assignments appear in the task grid. Click the **Details** button for a permit record to open the Plan Reviews page.

The plan review workflow tasks for plan coordinators also appear on the Task Management page. Plan coordinators sort tasks by Workflow.

Adding a Plan Review Decision

As a plan reviewer, you can add your plan review decision on the Plan Reviewer Decision Details page in the permit details pages. You can modify your decision until the plan review cycle is closed or canceled, but you cannot modify your decision if the plan coordinator overrides your decision.

The system derives the overall plan review status from the individual plan reviewer decisions, and updates the overall plan review with the most severe decision status. The system-defined decision statuses are listed here from most to least severe: Rejected, Revision Required, Approved with Comments, Approved, and Not Required. If plans have one or more rejections, or revisions are required, the plan coordinator may require the applicant to correct the plans and resubmit them for another review cycle.

1. Select **Permit List** on the Agency Springboard.
2. On the Permits page, select the **Details** button for a permit record.
3. In the navigation panel, select **Permit Information > Plan Reviews**.
4. In the **Reviewers** grid, click the **Details** button for your row.
5. On the Plan Reviewer Decision Details page, select a value from the **Decision** list.

You can select from these system-defined decision statuses:

- o Approved
- o Approved with Comments
- o Revision Required
- o Rejected
- o Not Required


The decision status names in the **Decision** list may not match the system status names, because displayed statuses can be modified by the agency. For example, if the agency changes the displayed status of Rejected, you might see Declined or Failed. However, the severity of the decision remains the same. Any displayed status associated with the system status Rejected, for example, is always calculated as the most severe status.

6. Enter comments in the Comments field.

You can't edit comments once the plan review cycle or permit is closed or canceled.

7. Click the **Save** button.

The system updates the **Decision Date** field with a timestamp.

-  **Note:** An agency's plan coordinator can override a plan reviewer's existing decision but can't change decisions. When a plan coordinator overrides a decision, the decision status and timestamp appears in the **Reviewers** grid in the reviewer's row.

Overriding Plan Reviewer Decisions

In some cases, the agency's plan coordinator overrides a plan reviewer's existing decision.


As a plan coordinator, you can override the individual plan reviewer's decision on the Plan Reviewer Decision Details page.

1. Select **Permit List** on the Agency Springboard.
2. On the Permits page, select the **Details** button for a permit record.
3. In the navigation panel, select **Permit Information > Plan Reviews**.
4. In the **Reviewers** grid, click the **Details** button for the selected plan reviewer.
5. On the Plan Reviewer Decision Details page, select a value from the **Override Decision** list.

You can select from these decisions:

- o Approved
 - o Approved with Comments
 - o Revision Required
 - o Rejected
 - o Not Required
6. Click the **Save** button.

The system updates the plan reviewer's **Decision Date** timestamp and enters Yes in the **Override** field.

-  **Note:** If the plan coordinator overrides the last review in the plan review cycle, the override action changes the status of the plan review cycle to complete.

4 Working with Permit Inspections

Managing Inspections for a Permit

The permit information includes a consolidated list of inspections related to a permit. As a permit coordinator, you manage inspection activity for a permit—including status, inspection results, code or requirement violations, and more—on the Inspection List page.

As agency staff or a registered public user, you use the Inspection List page to view a complete list of inspections for a permit application. Go to the inspection list in the permit details to perform these tasks:

- Manage inspection activity.
- View inspections in a calendar format.
- Perform actions, including access inspection details, and request and schedule an inspection.

This example shows the Inspection List page for a permit containing the field values for inspections described in the following table.

Inspection	Status	Inspector	Property	Result	Schedule	View Details
CKFNL-2018-00173 FNL Inspection Requesting Inspections	Requested		3904, Cabell Avenue, Arlington		Schedule	>
CKFNC-2018-00031 FNC Scheduling Inspections	Cancelled	Gautam Mahadeo	3904, Cabell Avenue, Arlington		Schedule	>
CKFNL-2018-00172 FNL Inspection Requesting Inspections	Requested		3904, Cabell Avenue, Arlington		Schedule	>

Monitoring Inspection Activity

1. Select the **Permits** tile on the Agency Springboard.
2. On the Transactions – Permits page, click the row for the permit application you are working with.
3. Click **Inspections** in the left navigation panel of the permit details.
4. On the Inspection List page, you can monitor inspection activity in these fields:


Page Element	Description
Inspection	View the inspection number that was automatically generated based on the autonumbering definition in the inspection type. The inspection type is displayed beneath the inspection number. Inspection types determine the scheduling method, assessment type, passing rule, rating method, scoring method, type of inspection checklist, and so on. For more information, see Setting Up Inspection Types .
Status	View the inspection status, which can be one of these, depending on the inspection statuses defined by your agency:

Page Element	Description
	<ul style="list-style-type: none"> ○ Scheduled ○ Requested ○ Completed ○ Canceled <p>Beneath the status, the date associated with its current status is displayed. For example, the Scheduled status displays the date on which the inspection is scheduled to occur.</p>
Inspector	Identify the inspector assigned to the inspection.
Property	View the address of the property associated with the inspection.
Result	View whether the inspection passed or failed.

Viewing the Inspection Calendar

You can view the inspections for a permit in the list format or on a calendar. To view the inspections on a calendar, follow these steps:

1. Select the **Permits** tile on the Agency Springboard.
2. On the Transactions – Permits page, click the row for the permit application you are working with.
3. Click **Inspections** in the left navigation panel of the permit details.
4. On the Inspection List page, click the calendar view button above the list grid:

Page Element	Description
	Click this button to view inspections on a calendar. Click the inspection entry in the calendar to view more inspection information.

Performing Actions from the Inspection List


1. Select the **Permits** tile on the Agency Springboard.
2. On the Transactions – Permits page, click the row for the permit application you are working with.
3. Click **Inspections** in the left navigation panel of the permit details.
4. You can perform these actions from the Inspection List page:

Page Element	Description
Request Inspection	Click this button to request an inspection on the Inspection Request page. See Requesting Inspections .



Note:

This button appears only for permits with a status of Permit Issued, Inspection, or About to Expire.

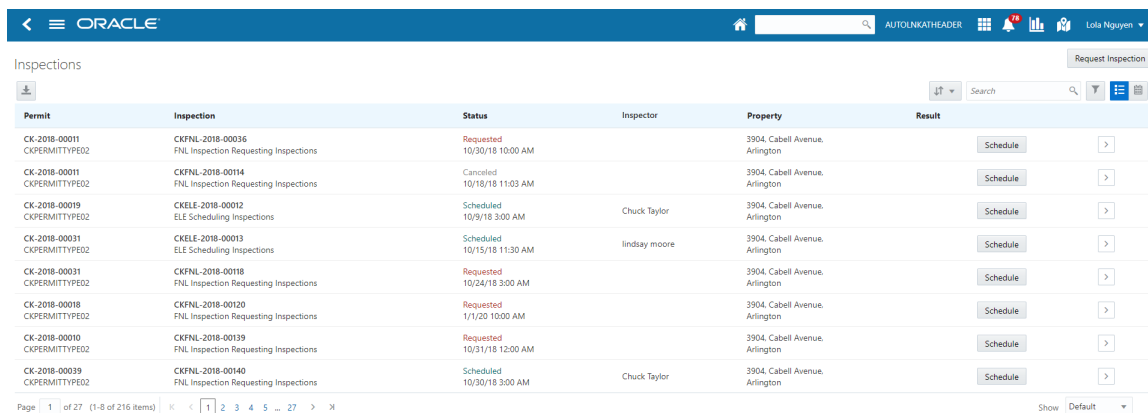
Page Element	Description
Schedule	Click to review, update, or cancel an inspection on the Inspection Request page. See Requesting Inspections .
	Click the View Details button to view the inspection details. See Reviewing Inspection Details .

Managing Inspections for an Agency

Agency staff and system administrators manage activity for all of their agency’s inspections on the Inspections page.

Use the Inspections page to view a complete list of inspections for the entire application. From this page you can access inspection details, view inspection schedules, and submit inspection requests.

This example shows the Inspections page.



Permit	Inspection	Status	Inspector	Property	Result
CK-2018-00011 CKPERMITTYPE02	CKFNL-2018-00036 FNL Inspection Requesting Inspections	Requested 10/30/18 10:00 AM		3904, Cabell Avenue, Arlington	Schedule >
CK-2018-00011 CKPERMITTYPE02	CKFNL-2018-00114 FNL Inspection Requesting Inspections	Cancelled 10/18/18 11:03 AM		3904, Cabell Avenue, Arlington	Schedule >
CK-2018-00019 CKPERMITTYPE02	CKELE-2018-00012 ELE Scheduling Inspections	Scheduled 10/9/18 3:00 AM	Chuck Taylor	3904, Cabell Avenue, Arlington	Schedule >
CK-2018-00031 CKPERMITTYPE02	CKELE-2018-00013 ELE Scheduling Inspections	Scheduled 10/15/18 11:30 AM	lindsay moore	3904, Cabell Avenue, Arlington	Schedule >
CK-2018-00031 CKPERMITTYPE02	CKFNL-2018-00118 FNL Inspection Requesting Inspections	Requested 10/24/18 3:00 AM		3904, Cabell Avenue, Arlington	Schedule >
CK-2018-00018 CKPERMITTYPE02	CKFNL-2018-00120 FNL Inspection Requesting Inspections	Requested 1/1/20 10:00 AM		3904, Cabell Avenue, Arlington	Schedule >
CK-2018-00010 CKPERMITTYPE02	CKFNL-2018-00139 FNL Inspection Requesting Inspections	Requested 10/31/18 12:00 AM		3904, Cabell Avenue, Arlington	Schedule >
CK-2018-00039 CKPERMITTYPE02	CKFNL-2018-00140 FNL Inspection Requesting Inspections	Scheduled 10/30/18 3:00 AM	Chuck Taylor	3904, Cabell Avenue, Arlington	Schedule >

Viewing Inspection Information


1. Select **Inspections** on the Agency Springboard.
2. On the Inspections page, you can view inspection information in these fields:

Page Element	Description
Permit	Displays the automatically generated permit number associated with the inspection. The permit type is displayed beneath the permit number. For more information on permit types, see Setting Up Permit Types .
Inspection	Displays the automatically generated inspection number. The inspection type is displayed beneath the inspection number. For more information on inspection types, see Setting Up Inspection Types .
Status	Displays the inspection status. Valid values are:

Page Element	Description
	<ul style="list-style-type: none"> Scheduled Requested Completed Canceled <p>Beneath the status, the date associated with its current status is displayed. For example, the Scheduled status displays the date on which the inspection is scheduled to occur.</p>
Inspector	Displays the name of the inspector assigned to the inspection.
Property	Displays the address of the property associated with the inspection.
Result	Indicates whether the inspection passed or failed.

Performing Actions for Inspections

1. Select **Inspections** on the Agency Springboard.
2. On the Inspections page, you can perform the following actions:

Page Element	Description
Request Inspection	Click to request an inspection on the Inspection Request page. See Requesting Inspections .
Schedule	Click to review, update, or cancel an inspection on the Inspection Request page. See Requesting Inspections .
	Click View Details to view the inspection details. See Reviewing Inspection Details .

Requesting Inspections


Agency users can request inspections for permits to ensure that they are in compliance.

You request, modify, and cancel inspection requests on the Inspection Request page.


Requesting an Inspection

1. Click the **Request Inspection** button from one of the following locations:
 - o Inspection List page of the permit details, which you can access by clicking **Permit List** on the Agency Springboard. See [Managing Inspections for a Permit](#).


- o Inspections page, which you can access by clicking **Inspections** on the Agency Springboard. See [Managing Inspections for an Agency](#).

 **Note:** The button is also available to registered public users on the Inspection List page, which they access from the Registered Public Landing Page by clicking **Inspections** or by selecting Schedule an Inspection from the **I Want To** field.



2. On the Inspection Request modal page, select the **Permit** for which you want to request an inspection and an **Inspection Type**.

 **Note:** If you are requesting an inspection from the Inspection List page for a specific permit, the **Permit** is already selected on the modal page. Additionally, the inspection types available to select on the modal page are determined by the inspection group that is associated with the permit type. See [Setting Up Inspection Types](#).

3. Click **Continue**.

 **Note:** If you selected a permit for which a condition has been applied that prevents inspection scheduling, you will receive an error when you click **Continue** and you won't be allowed to request the inspection. For more information on applying and resolving conditions, see [Applying Conditions to Applications](#).

4. On the Inspection Request page, enter values using the following fields:

Page Element	Description
Ready by Date and Ready by Time	Enter the date and time by which the permit will be ready for the inspection you are requesting.  Note: These fields appear only for inspection types with a Scheduling Method of Request. See Setting Up Inspection Types .
Comments	Enter any comments for the inspection.
Address	Displays the address associated with the inspection. For new inspection requests, this field displays the default address associated with the permit record. The default address is the primary address for the primary parcel associated with the permit record. For more information on parcel addresses, see Setting Up Parcel Addresses
Change Address	Click to associate the inspection with another address that is already defined for the permit record.  Note: This button appears only if multiple addresses have been defined for the permit record.

Page Element	Description
Inspection Location	Enter location information associated with the inspection.
Location Contact	By default, the system populates this field with the name of the permit's applicant. You can update this field with a different contact name.
Contact Method, Email, and Phone	<p>Select a contact method from the following values:</p> <ul style="list-style-type: none"> ○ None ○ Email <p>When you select this value, the Email field becomes available. Use it to enter the contact's email address.</p> <ul style="list-style-type: none"> ○ Phone <p>When you select this value, the Phone field becomes available. Use it to enter the contact's phone number.</p>

- Click **Select a Time** to access the Scheduling modal page where you can select a date and time for the inspection.

The dates and times that are available for inspection scheduling are based on the type of inspection and when the inspection can be performed, the district of the parcel, the inspectors assigned to the district and inspection type, and the availability of the inspectors. For more information, see [Setting Up Inspection Scheduling](#).


 **Note:** This button appears only for inspection types with a **Scheduling Method** of Schedule

- Click **Save**.


If the Inspection Requested communication event is configured, the system can automatically create an email notification to the permit technician that an inspection request has been created. For more information, see [Delivered Communication Events](#).

Modifying an Inspection Request


- Click the **Schedule** button from one of the following locations:
 - Inspection List page of the permit details, which you can access by clicking **Permit List** on the Agency Springboard. See [Managing Inspections for a Permit](#).
 - Inspections page, which you can access by clicking **Inspections** on the Agency Springboard. See [Managing Inspections for an Agency](#).

 **Note:** The button is also available to registered public users on the Inspection List page, which they access from the Registered Public Landing Page by clicking **Inspections** or by selecting Schedule an Inspection from the **I Want To** field.

- Update the field values on the Inspection Request page.

 **Note:** You can't edit the **Inspection Type** field. In addition, you can't edit any fields on this page if the status of the inspection is Canceled or Completed.

3. If an inspection time has already been selected, you can click **Select a Different Time** to select a different inspection date and time on the Scheduling modal page. For more information on the Scheduling modal page, see [Assigning Inspections Using the Supervisor Calendar](#).

 **Note:** The **Select a Different Time** button appears only for inspection types with a **Scheduling Method** of Schedule. The button is not available if the status of the inspection is Canceled or Completed. In addition, the button is not available once the time to the scheduled inspection is less than the number of hours defined in the **Schedule Change Policy** field for the inspection type. For more information on inspection types, see [Setting Up Inspection Types](#).

4. Click **Save**.


When you or the applicant reschedule an inspection, the applicant, inspection contact, inspector, and inspection supervisor can receive a notification, depending on the communication template setup.

Canceling an Inspection Request

1. Click the **Schedule** button from one of the following locations:
 - o Inspection List page of the permit details, which you can access by clicking **Permit List** on the Agency Springboard. See [Managing Inspections for a Permit](#).
 - o Inspections page, which you can access by clicking **Inspections** on the Agency Springboard. See [Managing Inspections for an Agency](#).

 **Note:** The button is also available to registered public users on the Inspection List page, which they access from the Registered Public Landing Page by clicking **Inspections** or by selecting Schedule an Inspection from the **I Want To** field.

2. Click **Cancel Inspection**.

 **Note:** The **Cancel Inspection** button does not appear for inspections with a status of Canceled or Completed. In addition, the button is not available once the time to the scheduled inspection is less than the number of hours defined in the **Schedule Change Policy** field for the inspection type. For more information on inspection types, see [Setting Up Inspection Types](#).

3. Enter a **Cancellation Reason** on the Cancel Inspection modal page.
4. Click **Confirm**.

When you or the applicant cancel an inspection, the applicant, inspection contact, inspector, and inspection supervisor can receive a notification, depending on the communication template setup.

Assigning Inspections Using the Supervisor Calendar

Inspections supervisors assign and schedule inspections using the Supervisor Calendar page.

Assigning Inspections

1. Click **Supervisor Calendar** on the Agency Springboard.

This example shows the Unassigned tab of the Supervisor Calendar page.


Supervisor Calendar

Permit	Inspection	District	Property	Duration in Hours	Ready by Time	Assign
CK-2018-00017	CKGRD-2018-00011 GRD Inspection Requesting Inspections	CK_INSPECTION_DISTRICT_GRD	4292 Rhode Island Avenue HANNA	3	12/14/18 10:00 AM	Assign
CK-2018-00017	CKFNL-2018-00022 FNL Inspection Requesting Inspections	CK_INSPECTION_DISTRICT_FNL	3904 Cabell Avenue Arlington	2	12/14/18 5:00 PM	Assign

The Unassigned tab of the Supervisor Calendar page lists inspections that meet all of the following criteria:

- o No inspector is assigned.
- o The status is Requested.
- o The inspection request ready by date is less than or equal to the date selected at the top of the page.
- o The inspections are associated with the district or inspection types that are assigned to the current supervisor user.

Inspections are sorted by ready by time, in ascending order, and display the following information:

Page Element	Description
Permit	Displays the permit ID associated with the inspection. Click to access the Permit Details page.
	 Note: Because this page displays the permit ID for inspections, you may see multiple inspections with the same permit ID.
Inspection	Displays the inspection number that was automatically generated based on the autonumbering definition in the inspection type. The inspection type is displayed beneath the inspection number. Inspection types determine the scheduling method, assessment type, passing rule, rating method, scoring method, type of inspection checklist, and so on. For more information, see Setting Up Inspection Types .
District	Displays the district associated with the inspection.
Property	Displays the address of the property associated with the inspection.
Duration in Hours	Displays the expected duration of the inspection in hours.
Ready by Time	Displays the date and time when the permit is ready for the inspection.

2. (Optional) Use the **Previous Day**, **Next Day**, and **Select a Date** buttons at the top of the page to adjust which inspections are displayed. The tab displays unassigned inspections with a ready by date that is less than or equal to the selected date.
3. Click **Assign** for the inspection that you want to assign.
The Scheduling modal page lists the dates that are available for you to schedule the inspection.

This example shows the Scheduling modal page.

Scheduling ×

Permit ZPER-FEN-2019-00176

Inspection Type MBL_INSTYPE_1 Description

Duration in Hours 2

District MBL_DISTRICT1

▲ **Override Availability**

Inspector ▼

Date 📅

Select

Time ⌚

Date	Inspector	Time	Select
Friday, February 22, 2019	Roger Penrose	11:00 AM ▼	Select
Saturday, February 23, 2019	Roger Penrose	9:00 AM ▼	Select
Sunday, February 24, 2019	Roger Penrose	9:00 AM ▼	Select
Monday, February 25, 2019	Roger Penrose	9:00 AM ▼	Select
Tuesday, February 26, 2019	Roger Penrose	9:00 AM ▼	Select

4. Select an available **Time** from the drop down list and click **Select** next to the inspector and date on which you want to schedule the inspection.

If an inspector is not available for the date and time that you want, you can expand the **Override Availability** section of the modal page to manually assign an inspector for a specific date and time. Select the **Inspector**, **Date**, and **Time** and click **Select** to assign the inspection. This is useful when supervisors need to load balance inspectors and ensure that each inspection is assigned to an inspector.

If the Inspection Scheduled communication event is configured, the system can automatically create an email notification to the inspector and inspection contact when the inspection has been scheduled and assigned to the inspector. For more information, see [Delivered Communication Events](#).

Reassigning Inspections

1. Click **Supervisor Calendar** on the Agency Springboard.
2. Select the **Assigned** tab.

This example shows the Assigned tab of the Supervisor Calendar page.


Supervisor Calendar

Permit	Inspection	District	Property	Duration in Hours	Inspector	Schedule Start Date	Schedule End Date	Reassign
ZPER-FEN-2019-00409	MBL-190315-00011 MBL_INSTYPE_1 Description	MBL_DISTRICT1	3904 Cabell Avenue Arlington	2	Roger Penrose	3/15/19 7:00 PM	3/15/19 9:00 PM	Reassign
CK-2019-00051	CKELE-2019-00009 ELE Scheduling Inspections	CK_INSPECTION_DISTRICT_ELE	3904 Cabell Avenue Arlington	3	Gautam Mahadeo	3/15/19 1:00 PM	3/15/19 4:00 PM	Reassign
CK-2019-00048	CKELE-2019-00008 ELE Scheduling Inspections	CK_INSPECTION_DISTRICT_ELE	3904 Cabell Avenue Arlington	3	Gautam Mahadeo	3/15/19 9:00 AM	3/15/19 12:00 PM	Reassign
ZPER-FEN-2019-00414	MBL-190315-00020 MBL_INSTYPE_1 Description	MBL_DISTRICT1	3904 Cabell Avenue Arlington	2	Roger Penrose	3/15/19 11:00 AM	3/15/19 1:00 PM	Reassign
ZPER-FEN-2019-00413	MBL-190315-00017 MBL_INSTYPE_1 Description	MBL_DISTRICT1	3904 Cabell Avenue Arlington	2	Roger Penrose	3/15/19 1:00 PM	3/15/19 3:00 PM	Reassign

The Assigned tab of the Supervisor Calendar page lists inspections that meet all of the following criteria:

- An inspector is assigned.
- The status of the inspection is Scheduled.
- The inspection scheduled start date is equal to the date selected at the top of the page.
- The inspections are associated with the district or inspection types that are assigned to the current supervisor user.

Assigned inspections display the following information:

Page Element	Description
Permit	Displays the permit number associated with the inspection. Click to view detailed information about the permit.
	 Note: Because this page displays the permit ID for inspections, you may see multiple inspections with the same permit ID.
Inspection	Displays the inspection number that was automatically generated based on the autonumbering definition in the inspection type. The inspection type is displayed beneath the inspection number. Inspection types determine the scheduling method, assessment type, passing rule, rating method, scoring method, type of inspection checklist, and so on. For more information, see Setting Up Inspection Types .
District	Displays the district associated with the inspection.
Property	Displays the address of the property associated with the inspection.
Duration in Hours	Displays the expected duration of the inspection in hours.
Inspector	Displays the name of the inspector assigned to the inspection.
Schedule Start Date and Schedule End Date	Displays the dates and times when the inspection is scheduled to start and end.

3. (Optional) Use the **Previous Day**, **Next Day**, and **Select a Date** buttons at the top of the page to adjust which inspections are displayed. The tab displays assigned inspections with a scheduled start date that equal to the selected date.
4. Click **Reassign** for the inspection that you want to reassign.

The Scheduling modal page lists the dates that are available for you to reschedule the inspection.

This example shows the Scheduling modal page.

Scheduling
×

Permit ZPER-FEN-2019-00176

Inspection Type MBL_INSTYPE_1 Description

Duration in Hours 2

District MBL_DISTRICT1

▲ Override Availability

Inspector ▼

Date 2/20/19

Select

Time

Date	Inspector	Time	Select
Friday, February 22, 2019	Roger Penrose	11:00 AM ▼	Select
Saturday, February 23, 2019	Roger Penrose	9:00 AM ▼	Select
Sunday, February 24, 2019	Roger Penrose	9:00 AM ▼	Select
Monday, February 25, 2019	Roger Penrose	9:00 AM ▼	Select
Tuesday, February 26, 2019	Roger Penrose	9:00 AM ▼	Select

5. Select an available **Time** from the drop down list and click **Select** next to the inspector and date on which you want to schedule the inspection.

If an inspector is not available for the date and time that you want, you can expand the **Override Availability** section of the modal page to manually assign an inspector for a specific date and time. Select the **Inspector**, **Date**, and **Time** and click **Select** to assign the inspection. This enables supervisors to assign inspectors outside the hours of their normal work schedules, schedule inspectors on holidays, or double book inspectors by assigning them to two inspections at the same time. Double booking may be occur when multiple inspections are required at the same address.

Viewing Assigned Inspections

Inspectors access property inspections assigned to them and inspection supervisors can view their inspectors' assignments on pages they access on their laptops or desktops, and also through the Oracle Inspector mobile inspections application on their phones.

Viewing Inspections Assigned to Me

As a building inspector, you can find the inspections assigned to you on the Task Management page on your desktop or laptop.

Your scheduled inspections on a phone appear on the My Inspection Tasks page when access the application, Oracle Inspector. For more information, see [Oracle Inspector Overview](#).

To view a list of the scheduled inspections assigned to you on the Task Management page:

1. Select the **My Inspections** link on the Agency Springboard.
2. The Task Management page opens with a predefined filter to select tasks with the Inspection type.

You can also use the filter button to filter by additional parameters, including task name, permit ID, permit type, status, last updated date, or assigned by.

Inspection assignments appear in the task grid.

3. Click the **View More Details** button for a permit record to open the Inspection Detail page.

For information about inspection details for a permit, see [Reviewing Inspection Details](#).

Viewing Inspections Assigned to My Inspectors

As an inspection supervisor, you can view the assignments for your inspectors on the Inspections page on your desktop or laptop.

This example illustrates the Inspections page with these field values: permit ID and permit type, inspection ID and inspection type, inspection status, assigned inspector, property address, and inspection results.

Permit	Inspection	Status	Inspector	Property	Result
CK-2018-00012 CKPERMITYPE02	CKFNL-2018-00010 FNL Inspection Requesting Inspections	Cancelled 10/15/18 11:51 PM		3904, Cabell Avenue, Arlington	Schedule
CK-2018-00014 CKPERMITYPE02	CKELE-2018-00010 ELE Scheduling Inspections	Scheduled 10/19/18 5:00 AM	Gautam Mahadeo	3904, Cabell Avenue, Arlington	Schedule
CK-2018-00013 CKPERMITYPE02	CKFNC-2018-00012 FNC Scheduling Inspections	Cancelled 10/16/18 11:35 PM	Gautam Mahadeo	3904, Cabell Avenue, Arlington	Schedule
CK-2018-00017 CKPERMITYPE02	CKFNC-2018-00014 FNC Scheduling Inspections	Scheduled 10/16/18 12:00 AM	Chuck Taylor	3904, Cabell Avenue, Arlington	Schedule
CK-2018-00018 CKPERMITYPE02	CKFNC-2018-00015 FNC Scheduling Inspections	Scheduled 10/16/18 1:00 AM	Gautam Mahadeo	3904, Cabell Avenue, Arlington	Schedule
CK-2018-00012 CKPERMITYPE02	CKFNL-2018-00011 FNL Inspection Requesting Inspections	Scheduled 10/16/18 3:00 AM	Chuck Taylor	3904, Cabell Avenue, Arlington	Schedule
CK-2018-00012 CKPERMITYPE02	CKFNC-2018-00010 FNC Scheduling Inspections	Cancelled 10/15/18 11:55 PM	Chuck Taylor	3904, Cabell Avenue, Arlington	Schedule
CK-2018-00016 CKPERMITYPE02	CKFNL-2018-00013 FNL Inspection Requesting Inspections	Requested 10/10/20 12:00 AM		3904, Cabell Avenue, Arlington	Schedule

To view a list of inspections:

1. Select the **Inspections** tile on the Agency Springboard or in the menu go to **Inspections > Inspections**.
2. The Inspections page opens. You can sort by these values in the list:

- Permit
- Permit Type
- Inspection
- Inspection Type
- Status

- Date
 - Inspector
3. Click the **Schedule** button to open the Inspection Request page, where you can view the inspection schedule as well as schedule a different time or cancel the inspection.

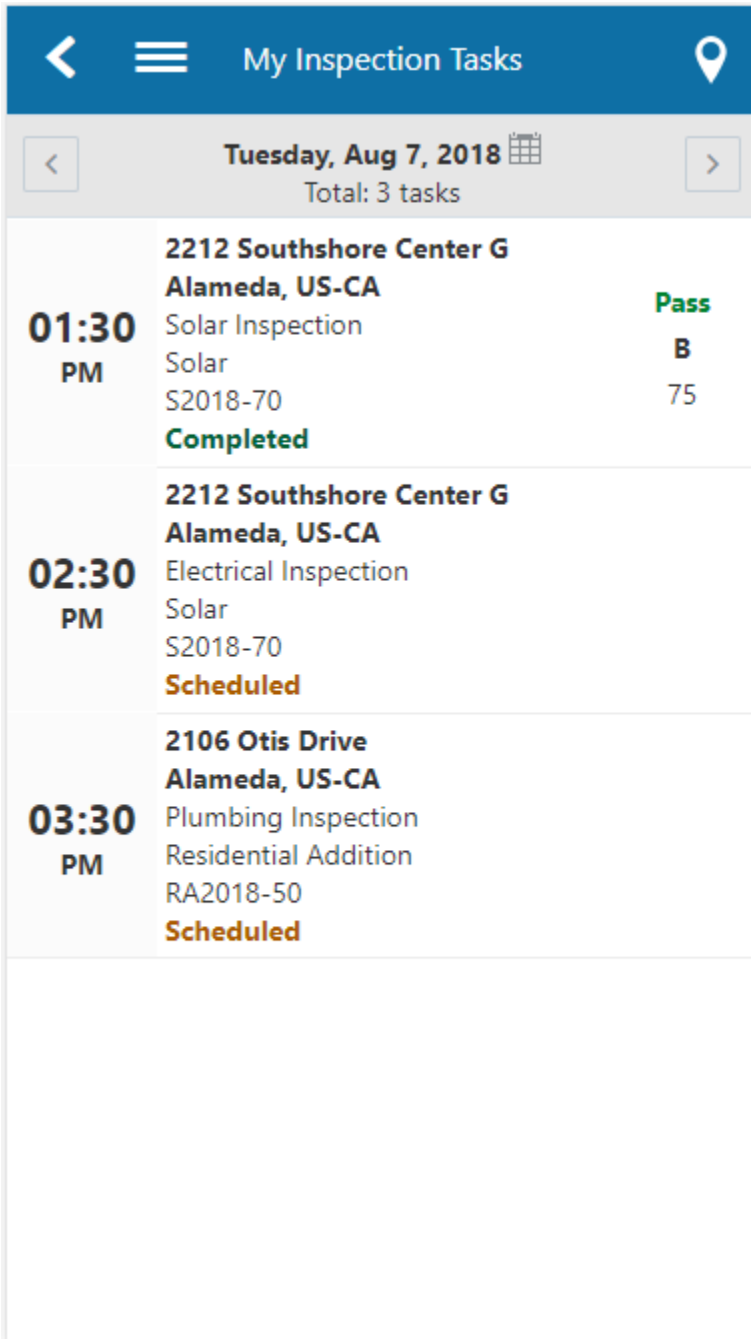
For more information the schedule for an inspection, see [Requesting Inspections](#).

4. Click the **View More Details** button to open the inspections information for a permit in the permit details pages.

Viewing the Daily Schedule for Inspections Assigned to My Inspectors

As an inspection supervisor, you can view the inspection assignments for a selected day on the My Inspection Tasks page on your desktop, laptop, or phone. The My Inspection Tasks page provides access to the Oracle Inspector mobile inspections application. You see the inspections that are assigned to inspectors in your inspection district.




This example illustrates the My Inspection Tasks page containing the field values described in the following table. There is no inspection result, rating, or score for the scheduled inspections, because the inspector has not entered results. The inspection isn't complete until the inspector submits the inspection results with required signatures.



To view the daily inspection schedule:

1. Click the **Navigator** button in the global banner on your desktop, laptop, or phone.
2. Select **Inspections > Mobile Inspections** .
3. The My Inspection Tasks page opens in Oracle Inspector. On the My Inspections Task page, you can:
 - o View the daily inspection job list on a calendar or map for the inspectors in your inspection district.
 - o View property address, inspection type, permit type, and permit ID for each inspection.
 - o View the inspection status and results for completed inspections.

- o Identify inspections with conditions or restrictions.
4. You can perform these actions:

Page Element	Description
	Click to view the inspections for the day on a map.
	Click to open a calendar where you can navigate to a specific date to see the inspections scheduled for that day.
	Click the icons to navigate to the previous day and next day, where you can see the inspections scheduled for the day.

5. Click the inspection task row to open the Inspection Details page. From here you can make changes to the inspection, such as update attachments, add or update comments, and add inspection results.

Related Topics

- [Oracle Inspector Overview](#)

Reviewing Inspection Details

You keep track of the details for an inspection, including the inspection location, schedule, results, and contact, on the Inspection Detail page.

This example illustrates the Inspection Detail page for a completed inspection. The fields are described in the following table.

Inspection

MBL-190213-00002
MBLINSTYPE_1

JCPERMANUAL
CK-2019-00017

Details

Comments

Attachments

Inspection Detail

[View Summary Report](#)

Address 2130 OTIS DR
ALAMEDA, US-CA, 94501 USA

Inspection Location

Status Completed

Schedule Date 10:00 AM, Thursday, February 14, 2019

Last Updated Date 01:12 AM, Thursday, February 14, 2019

Last Updated By BUILDING_INSPECTOR

Result

Result MBLPass

Contact

Inspector Roger Penrose
Location Contact William Brown
Phone +1 (541) 754-3010 Ext.3236

Comments

Signature

Inspector Roger Penrose >

Contractor >

Owner >

Agency staff can access details for a permit inspection from the permits in the transactions list or through task management on their desktop or laptop. This topic discusses accessing inspection details for a permit from the agency Transactions page. For information about accessing inspection details from the Task Management page, see [Viewing Assigned Inspections](#).

When you perform an inspection using Oracle Inspector on your phone, you access the inspection details from your inspection task calendar. For more information, see [Oracle Inspector Overview](#).

Reviewing the Inspection Details for a Permit

To navigate to details for an inspection from the permit list:

1. Select the **Permits** tile on the Agency Springboard.
2. On the Transactions – Permits page, click the row for the permit application you are working with.
3. Click **Inspections** in the left navigation panel.
4. On the Inspection Detail page, review the address and property location. You can also review inspection information in these sections:

Page Elements	Description
Schedule section	Review the inspection schedule, including the inspection status, the scheduled date and timeframe for the inspection, and the person who last updated the schedule and when. For more information about inspection schedules, see Requesting Inspections .
Result section	Review the inspection results, rating, score, and number of major violations of completed inspections. For more information about results, see Viewing Inspection Results .
Contact section	Review the contacts, including the assigned inspector, and the location contact and email address. Any comments added by the requester during scheduling appear in this section.
Signature section	View the signatures added when the inspection is complete in the Oracle Inspector mobile application. Signatures are required depending on the inspection setup.

5. To view a report of the summary, click **View Summary Report**.
6. To access other details about the permit, click the permit number link under the Inspection heading. For more information, see [Working with Permit Details](#).

Viewing Inspection Documents

You view documents attached to the inspection at the inspection, checklist, or checklist item levels. The documents are for reference after the inspector added them during the inspection using the Oracle Inspector mobile application.

This example illustrates the Inspection Attachments page, which is described in the surrounding text. You can view documents added during the inspection on the Attachments page.

File Information	Description	Source	Reference	Actions
Payload1.txt File Size: 3.332 Uploaded On: 2/14/19 1:50 AM Uploaded By: BUILDING_INSPECTOR	Result			⋮
Payload1.txt File Size: 3.332 Uploaded On: 2/13/19 8:42 AM Uploaded By: BUILDING_INSPECTOR	Details page	Inspection		⋮
Payload2.txt File Size: 3.332 Uploaded On: 2/13/19 8:43 AM Uploaded By: BUILDING_INSPECTOR	checkboxlist item2	Checkbox Item	Checklist: MBL_CHKLIST_1 Description Checklist Item: MBL_ListItem1	⋮
Payload2.txt File Size: 3.332 Uploaded On: 2/13/19 8:43 AM Uploaded By: BUILDING_INSPECTOR	checkboxlist item	Checkbox Item	Checklist: MBL_CHKLIST_1 Description Checklist Item: MBL_Item2	⋮
AttachUploadDummyFile.txt File Size: 118 Uploaded On: 2/14/19 5:14 AM Uploaded By: BUILDING_INSPECTOR	Attach Item1	Checkbox	Checklist: MBL_CHKLIST_1 Description	⋮

Reviewing Inspection Documents

You view documents attached to the inspection at the inspection, checklist, or checklist item levels on the inspection attachments page.

1. Select the **Permits** tile on the Agency Springboard.
2. Click the row for a permit application to access the details.
3. Click the **Inspections** menu item in the left panel.
4. On the Inspection List page, click the **View Details** button to access the details for the selected inspection.
5. Click the **Attachments** menu item in the left panel to review the following information on the Attachments page:

Page Element	Description
File Information	View the following information in the Filename field: <ul style="list-style-type: none"> ○ Filename with file type extension ○ File Size ○ Uploaded By user name ○ Uploaded On date
Description	View the description of the attachment as entered by the person who added the attachment.
Source	View the level at which the document was added. In the Oracle Inspector mobile application, inspectors can add documents at the inspections level, at the checklist level, and at the checklist item level.
Reference	View the checklist name and checklist item name associated with the document, if applicable.
Actions	Click the actions icon to select and perform an action: <ul style="list-style-type: none"> ○ View Details - Open the details modal page to view the attachment details. ○ Download - Click to save the document to your computer.

6. Click the **Sort By** to view attachments grouped by the available fields:

- o File Name
- o File Size
- o Uploaded On
- o Uploaded By
- o Source
- o Checklist
- o Checklist Item
- o Description

You can also filter by these fields except for file size and description.

7. To find a specific attachment, you can enter values in the search field.

Viewing Inspection Results

The inspector performs an inspection by assessing whether building requirements for the permit have been met. This topic discusses how results are calculated when using automatic calculation.

The inspector evaluates a building site for adherence to codes and regulations required for a permit. The agency can setup up inspections to use manual scoring or automatic score calculation with the bottom up scoring method. Scoring bottom to top indicates that the inspector starts with a zero score and adds points for each criterion that is met. The higher the score, the better the results.

A permit might require one or more inspections, each inspection might have one or more checklists, and each checklist might have checklist items or not, depending on the inspection configuration. The inspector performs an inspection by assessing the checklist items, if any, then checklists, and up to the inspection level. The evaluation results that the inspector enters are rolled up to the next level until final inspection results are calculated.

At the end of an inspection, comments and the final assessment determined during the inspection are displayed in the permit details for the agency staff and the permit applicant, on a desktop or laptop. Review these permit pages:

- Overview page
- Inspection List page
- Inspection Detail page

You can both submit and review inspection results for your inspections on your mobile device in Oracle Inspector. For more information, see [Oracle Inspector Overview](#).

Page Element	Description
Result	View the final result of the inspection based on the passing rule defined by your agency. If scoring is used, the result appears after you complete the inspection checklists and submit a complete inspection with required signatures. If scoring is not used, the result displayed is the result you enter manually.
Rating	View the inspection rating, which is based on the range of scores defined by the agency.

Page Element	Description
Score	View the inspection score, if scoring is used, as defined on the inspection type by the agency. The score is calculated from your entries for the checklist items.
Major Violation	Identify the number of major violations on the inspection.

This example illustrates the Inspection Detail page containing the field values for inspection results described in the preceding table.

Inspection
MBL-180814-00037
MBL_INSTYPE_4

GAB0716A
PE_GP-00003-JUL17

Address: 2212 SOUTHWEST CENTER C
ALAMEDA, 06001_US-CA-USA

Inspection Location

Schedule

Status: Completed

Schedule Date: 01:00 AM, Wednesday, Aug 15, 2018
ETA: 01:00 AM

Last Updated Date: 10:07 AM, Tuesday, Aug 14, 2018
Last Updated By: First.Last

Result

Result	Yes	Rating	F	Score	25	▶ 1 Major Violation
--------	-----	--------	---	-------	----	---------------------

Contact

Inspector: First Last
Location Contact: Tester Art Van Ganger

Comments

Signature

*Inspector: First Last
Signed: 11:13 PM, August 14, 2018

Contractor: First Last

Owner: First Last

For more information about the pages used to set up the inspection evaluation calculations, see the Implementing Oracle Public Sector Permits guide.

5 Managing Projects

Using Projects

This topic discusses how to use the Public Sector Compliance and Regulation Projects.

A Project is a collection of various records from transactions, which include permits, planning applications, and pre-applications. It provides a summarized, consolidated view across project-related records.

Agency staff create and manage such inventory of projects comprising of various records and their attributes, and maintain detailed project information – all easily accessible from one location – the Projects page.

You use the Projects page to manage a complete list of projects with all the details, and perform various tasks.

This example illustrates the Projects page:

Project	Summary	Contact	Status	Start Date	End Date
Pro-2018-00522 AAA-2018	AAA Constructions present a all new corporate office building on the Sunvale Highway - the hub for IT companies. The offices are enabled with state-of-the art equipment, allowing new offices to just plug and play their systems.	SIMMONS Robert +1 (751) 852-9632	Completed	10-21-15	
Pro-2019-04462 Pro2469	Connuire Builders are coming up with villas in a 250 acre plot consisting of 2 lakes and a breath-taking view of the meadows. The 40 odd villas with an expanse of landscape are supported by a community that has been living in the area for over two decades.	Robert M Jacob +1 (751) 852-9562	On Hold	10-04-17	11-20-19
PROJ-OCT2018-4 John Tumac	Harbor Rocks transformed an old plot into a vibrant residential community one block from the Oakland Estuary and Bay Trail. The 81-unit building features landscaped grounds and water views near Fruitmingle BART, an organic grocery, and local cafes and coffee shops.	ALBERT MICHAEL SIMMONS +1 (951) 852-9632	Inactive	09-05-17	11-01-19

Use the project list on the Projects page to perform these tasks:


- Manage project activity
- Create new or update existing project details
- Assign or Unassign transactions
- Add and maintain project contacts
- Access comprehensive project record details

You can access the Projects page by clicking the **Project List** tile on the Agency Springboard, or by clicking **Projects > Project List** in the navigation bar.

Using the Projects Page

1. Select the **Project List** tile on the Agency Springboard.
2. On the Projects page, you can perform these actions:

Page Elements	Description
Add	Click to add a new project, assign transactions, and create contacts.
Search	Search by alphanumeric characters on the fields for projects in the list. The projects that meet the search criteria are displayed on the page.
Filter	Apply filters to display projects that contain the selected parameter values in the list. Click the filter button to open the Filter By options, where you can define and save your own filters.

Page Elements	Description
Sort by	<p>Select an option to sort the projects in the list by these fields:</p> <ul style="list-style-type: none"> ○ Project ○ Project Summary ○ Contact ○ Status ○ Start Date ○ End Date
	Click the Details button to access the details for the selected project.

Adding a New Project

As an agency staff, you can create new projects to include transactions and contacts.

1. Select the **Project List** tile on the Agency Springboard.
2. On the Projects page, select the **Add** button.
3. On the Project Details page, add values for the fields in the Projects section:

Page Elements	Description
Project ID	Displays the system generated project ID after you save the project.
Name	Enter the name of the project.
Summary	Enter a detailed description of the project.
Type	Select the type of project from the list of options.
Status	<p>Select the status of the project:</p> <ul style="list-style-type: none"> ○ Active ○ Canceled ○ On Hold ○ Inactive ○ Completed
Estimated Valuation	Enter an estimated amount for the project.
Start Date	Enter the start date for the project.


Page Elements	Description
End Date	Enter the end date of the project.
Primary Contact	<p>Click the prompt to open the Look Up page, which lists all the registered contacts. You can search for your desired contact using the Search option.</p> <p>Select the desired contact and use the Select Contact Type option to select the type of contact.</p>

4. In the **Primary Address** section, click the prompt to open the Search Property page.
5. Use the Search box to filter the parcel, address, or owner values by keyword. Select the record you want by clicking the **Select** button. The Search Property page closes and the selected address appears on the Project Details page.
6. Click **Save** to save the new project and return to the Projects page. The new project record now appears in the projects list.

Assigning Transactions to a Project

As an agency staff, you assign permits to a project that you have created. You use the Assign page to assign transactions to your project. Transactions include permits, planning applications, and pre-applications.

1. Select the **Project List** tile on the Agency Springboard.
2. On the Projects page, select the **Details** button on the project record that you want to assign transactions to.
3. On the Project Detail page, click **Transactions** on the left panel.
4. On the Transactions page, click the **Assign** button.
5. The Assign page opens with a list of all transactions available in the system. Use the **Search** option to search transactions by address, applicant, or transaction ID.
6. The **Filter** allows you to refine your search results further using the permit applicant's name and address.
7. Select the transactions using the check box available against each transaction record.
8. Click the **Assign** button to assign the selected transactions and return to the Transactions page, which lists the new transaction assignments.

 **Note:** As a project manager, you can assign transactions to your project. The **Assign** page lists only those permits, planning applications, and pre-applications that were applied by you. The system ensures that project managers can assign only those transactions that were created by them. See the documentation on Security.

Unassigning Transactions from a Project

As an agency staff, you can unassign transactions from a project that you have created. You use the Transactions page to unassign transactions from your project.

1. Select the **Project List** tile on the Agency Springboard.
2. On the Projects page, select the **Details** button on the project record from which you want to unassign transactions.
3. On the Project Detail page, click **Transactions** on the left panel.
4. On the Transactions page click the **Edit** button, which enables you to select transaction records to unassign.
5. Use the check box available against each transaction record that you want to unassign and then click the **Unassign** button.

Viewing and Updating Project Details

You view and manage projects comprising of transaction assignments and project contacts on the Project Details page.

The header displays the project code, project type description, and the project primary address. A map marker displays the primary location of the selected project on the map.

The left panel lists the five links to the project detail pages – Overview, Transactions, Inspections, Fees and Payments, and Contacts. Clicking each link opens the detail view on the right panel.

This example illustrates the Project Details page:

The screenshot shows the Project Details page for a Residential Development Project. The project code is Pro-2018-00520, located at 2200 OTIS DR, ALAMEDA US-CA. The map shows the project location in Alameda, CA. The Overview section includes the following information:

- Name:** Harbor Walk
- Summary:** Harbor Walk transformed an old dog pound into a vibrant residential community one block from the Oakland Estuary and Bay Trail. The 81-unit building features landscaped grounds and water views near Fruitvale BART, an organic grocery and local cafes and coffee shops.
- Start Date:** 5/27/09
- End Date:** (empty)
- Status:** Active
- Primary Address:** 2200 OTIS DR, ALAMEDA US-CA
- Estimated Valuation:** (empty) USD
- Created By:** PSC_SUPERUSER today

The 'Fees by Transaction' pie chart shows the following distribution:

Transaction Code	Percentage
CC-2018-00003	31.1%
E2E-181005-00001	28.2%
SP-181005-00004	22.7%
PHG-00001-0CT03	18.0%

The Project Contact section shows the contact name as SIMMONS Robert and the address as USA.

Using the Overview Page

1. Select the **Project List** tile on the Agency Springboard.
2. On the Projects page, select the **Details** button for a project in the grid.
3. The Overview page displays the information about the selected project in three sections – Overview, Primary Contact, and Fees and Payments.
4. The Overview section lists the basic information about the project. You can edit values for all the fields except for the **Project ID** and the **Created By** fields, which are system generated. The field descriptions are detailed under [Adding a New Project](#).
 - o A graphical chart displays the top five transactions and their percentage fees distribution, calculated using the transaction total fees from all the assignments for the project.. Others accounts to the fees from the rest of the transactions assigned to the project.
 - o The Primary Contact section displays the details of the contact that was entered at the time of creating the project. You cannot edit the values for these fields on this page.

Note: You can change the primary contact from the Contacts page.

- o The Fees and Payments section displays:

Page Elements	Description
Total Fees	The sum of all the fee values from all the transactions assigned to the project.
Total Payable	The sum of the payable amounts from all the transactions assigned to the project.
Total Paid	The sum of the amounts paid for all the transactions assigned to the project.
Balance Due	The sum of the amounts that is due for all the transactions assigned to the project.



Note:

Balance amount is the difference between the total payable amount and the total paid amount.


The fields in this section are displayed if there is at least one assignment (permit, planning application, or pre-application) for the project. You cannot edit the values for these fields on this page.

5. Click **Save** to save your changes, if any.

Using the Transactions Page


1. Select the **Project List** tile on the Agency Springboard.
2. On the Projects page, select the **Details** button for a project in the grid.
3. Click **Transactions** on the left panel to access the list of transactions that are assigned to the project. The Transactions page provides these details:

Page Elements	Description
Edit	Click to enable the selection of transactions for unassigning them from the project. See Unassigning Transactions from a Project under Adding a New Project .
Assign	Click to open the Assign page and select transactions to assign to the project. See Assigning Transactions under Adding a New Project .
Filter	Apply filters to display projects that contain the selected parameter values in the list. Click the filter button to open the Filter By options, where you can define and save your own filters.
Sort	Sort the list of transactions by: <ul style="list-style-type: none"> ○ Date ○ Transaction ID ○ Status
Alert icon	Identify transactions with a status affected by a condition or if they are pending submit.
Transaction	Displays the name and description of the transaction.

Page Elements	Description
Status	Displays the status of the transaction.
Created By	Displays the name of the user who created the transaction, with the date and time of creation.
Applicant	Displays the name, email ID, and contact number of the applicant associated to the transaction.
Property	Displays the address of the property for which the transaction is applied.
Fees	Displays the total fees paid and the balance due, if any.
	Click to access the Transaction page and view the details of the transaction assigned the project. All sections on this page are display-only. See Navigating to Planning Application Details .

Using the Inspections Page


1. Select the **Project List** tile on the Agency Springboard.
2. On the Projects page, select the **Details** button for a project in the grid.
3. Click Inspections on the left panel to access the list of permit inspections that are assigned to the project. The Inspections page provides these details:

Page Elements	Description
Permit	Displays the permit ID.
Inspection	Displays the inspection ID.
Status	Displays the schedule status of the inspection, for example, Scheduled, Requested, Completed, and Canceled.
Inspector	Displays the inspector assigned to the inspection.
Property	Displays the property associated with the inspection.
Result	Displays the result of the inspection, Pass or Fail.
	Click to access the Inspection Detail page and review the details of the inspection assigned the project. All sections on this page are display-only. See Reviewing Inspection Details .

Using the Fees and Payments Page

1. Select the **Project List** tile on the Agency Springboard.

- On the Projects page, select the **Details** button for a project in the grid. Click Fees and Payments on the left panel to access the details of the fees and payments associated with a submitted transaction. The Fees and Payments page provides these details:

Page Elements	Description
Total Fees	Displays the total amount of fees that may be applicable to the transaction.
Total Payable	Displays the amount of fees that is designated as payable. Fees that are not payable include fees on hold, for example.
Total paid	Displays the amount of the total fees already collected.
Balance Due	Displays the remaining portion of the fees yet to be collected.
Transaction	Displays the transaction ID.
Fee Description	Displays the description of the fee item as defined when creating a fee item.
Amount	Displays the amount due for each fee item.
Currency	Displays the currency in which the transaction will be paid.
Status	Displays the status of the fees and payment transaction, for example Canceled, Pending, Hold, and Due.
Assessed Date	Displays the date the request for payment was issued.
Payment Date	Displays the date payment was received.
Payment Reference	Displays the payment reference issued for the transaction.
Invoice	Displays the invoice number of the agency associated with the permit transaction application.
	Click to access the Fee Item Details page and review the details of the fees.

Using the Contacts Page

- Select the **Project List** tile on the Agency Springboard.
- On the Projects page, select the **Details** button for a project in the grid.
- Click **Contacts** on the left panel to access the list of contacts that are added to the project. You will see the primary contact that was added at the time of creating the project.
- Click the **Details** button for the contact record to open the Contact Details page. You can view the contact details and edit certain fields. **Note:** You cannot delete a primary contact or turn off the Primary Flag option. However, when

you are adding a contact from registered contacts, you can assign that contact as Primary. Such an assignment will automatically update the earlier primary contact as not primary.

5. Click **Save** to save your changes to the Contact Details page and return to the Contacts page.
6. Click **Add New Contact** to access the Contact details page. You can:
 - o Add a contact from registered contacts: You just select a contact from a list of contacts that are already registered in the system and include in the project. Click **Select** on the row to open the Select Contact Type page. You can select the contact type and set the contact as primary contact. The primary contact that was selected at the time of creating the project will longer be a primary contact.
 - o Add a brand new contact manually: You create a new contact by entering all the contact details and then include in the transaction.

Related Topics

- [Applying Conditions to Applications](#)

6 Managing Property Information

Working with Parcel Attachments

Attachments provide supporting documentation needed by agency staff to manage parcels. You view a list of files and upload or download documents on the Attachments page.

Viewing Parcel Attachments

1. Select **Parcel**, **Property Address**, or **Property Owner** on the Agency Springboard.

 **Note:** You can also access these pages through the Property Information menu in the Navigator.

2. Click the **Details** button to access the details for a parcel, parcel address, or parcel owner.
3. Click **Attachments** in the navigation bar.
4. On the Attachments page, view the list of parcel attachments, including this information:

Page Element	Description
Filename and Description	View the filename and description entered by the user upon upload.
File Size	View the size of the attachment.
Category and Subcategory	View the document category and subcategory for the attachment.
Actions	Click to select an action: <ul style="list-style-type: none"> ○ View Details: Select to view detailed information about the attachment. ○ Download: Select to download the attachment. ○ Delete: Select to delete the attachment. You will be prompted to confirm the permanent deletion.

Adding Parcel Attachments


1. Select **Parcel**, **Property Address**, or **Property Owner** on the Agency Springboard.

 **Note:** You can also access these pages through the Property Information menu in the Navigator.

2. Click the **Details** button to access the details for a parcel, parcel address, or parcel owner.
3. Click **Attachments** in the navigation bar.
4. Click **Add**.
5. Select the file to upload in the browser dialog box and click **Open**.

The filename appears on the Add Attachments page.

6. On the Add Attachments page, enter a description of the file, a document category, and a document subcategory.

 **Note:** The description, document category, and document subcategory fields are optional and can be left blank.

For more information on document categories and subcategories, see [Setting Up Document Categories and Subcategories](#).

7. Click the **Upload** button.

Deleting Parcel Attachments

1. Select **Parcel**, **Property Address**, or **Property Owner** on the Agency Springboard.

 **Note:** You can also access these pages through the Property Information menu in the Navigator.

2. Click the **Details** button to access the details for a parcel, parcel address, or parcel owner.
3. Click **Attachments** in the navigation bar.
4. Click **Edit**.
5. Select the check boxes next to all the attachments that you want to delete.
6. Click **Delete**. You will be prompted to confirm the permanent deletion.

 **Note:** You can delete a single attachment on the Attachments page by selecting **Delete** in the **Actions** menu.

Applying Conditions to Parcels


Agency staff can apply conditions to parcels so that users interacting with that parcel are notified of any issues with the parcel.

Agency staff apply, modify, and resolve parcel conditions on the Conditions page. The Conditions page lists all of the conditions applied to the selected parcel, with applied conditions at the top followed by resolved conditions. The condition indicator at the top displays the most severe condition having a high priority. Click the **All Conditions** link at the top of the page to open a modal window that displays all the active conditions applied along with their severity, applied date, and display message.

Applying a Condition to a Permit

1. Click **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Conditions in the navigation bar.
2. Click **Apply Condition**.
3. On the Condition Details page, enter values for the following fields:

Page Element	Description
Condition Name	Select the condition that you want to apply. For more information on conditions, see Setting Up Conditions .

Page Element	Description
Severity	<p>Displays the level of severity defined for the selected condition.</p> <ul style="list-style-type: none"> ○ Lock: This severity suspends all operations and selects all business rules for the condition. ○ Hold: This severity enables agency staff to select the business rules that apply to the condition. ○ Notice: This severity functions as an alert and has no effect on operations.
Business Rules	<p>Select the Prevent New business rule.</p> <p> Note: The business rule is available for selection based on the severity of the condition you select. For example, for a condition with a Hold severity you must select the business rule, and for a condition with a Lock severity, the business rule is automatically applied.</p>
Additional Information	Enter additional information for the condition.
Display Message	Displays the message associated with the selected condition.
Priority	Select a priority for the condition. Values are High, Medium, and Low.
Description	Displays the description associated with the selected condition. You can edit this text.

4. Click **Save**.

Resolving a Condition


You can resolve a condition that you applied to a permit.

1. Click **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Conditions in the navigation bar.
2. Click Resolve for the condition you want to resolve.
3. On the Resolve Condition page, enter a description of how the condition was resolved in the **Resolution Action** field.
4. Click **Save**.

Modifying a Condition

1. Click **Parcel** on the Agency Springboard.
Select a parcel on the Parcel page.
Click Conditions in the navigation bar.
2. Click the View More Details button for the condition you want to modify.

3. On the Condition Details page you can update the priority, description, and additional information for the condition.

 **Note:** You can't edit any fields for a resolved condition.


4. Click Save.

7 Using Oracle Inspector

Oracle Inspector Overview

Use the Oracle Inspector mobile application to manage a variety of property inspections on a daily basis.

Oracle Inspector provides government field staff the ability to enforce code compliance using productivity tools to perform and report on inspections from a mobile device. Before you begin, You must download the Oracle Inspector application for your mobile device from the iOS App Store for Apple iOS devices or Google Play for Android devices. For information about installing the application and configuring the agency's host URL, see [Installing and Configuring Oracle Inspector](#).

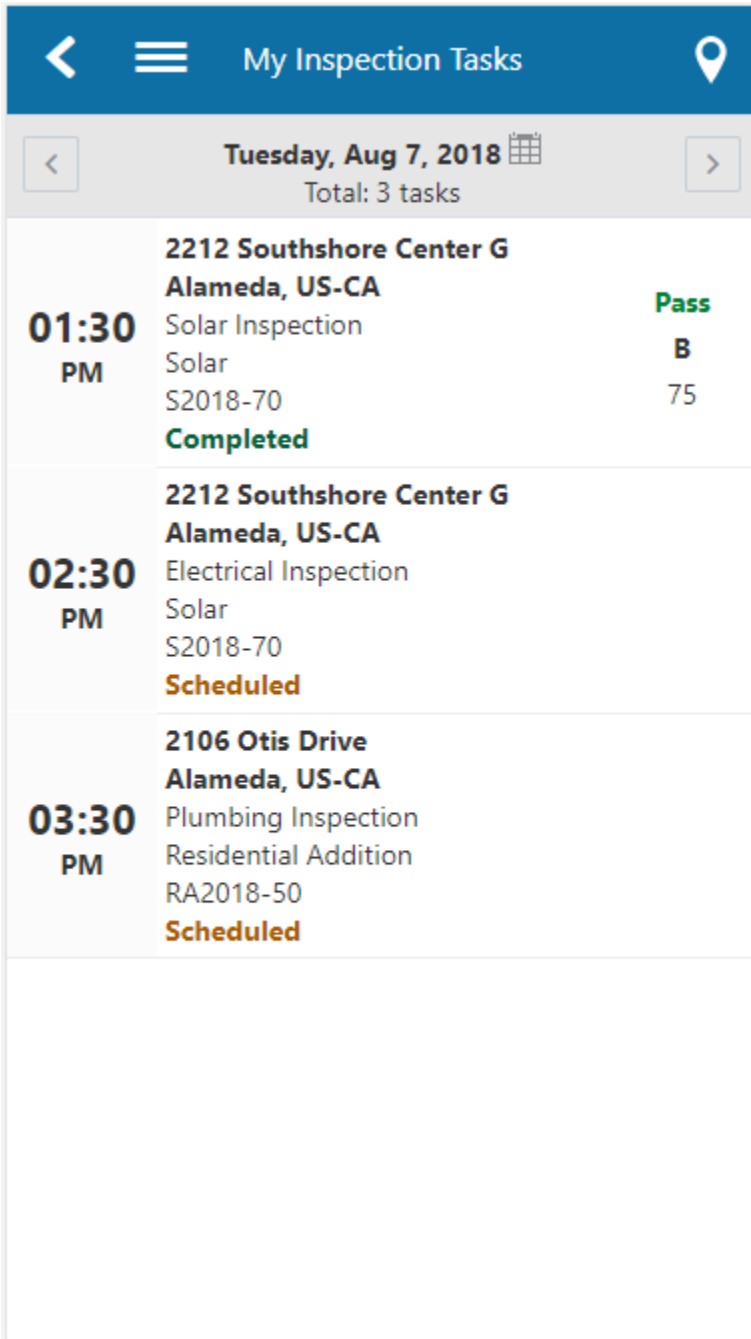
 **Note:** Agency administrators must explicitly grant mobile application access to the necessary agency user roles before you can install and configure Oracle Inspector. For more agency setup information, see [Setting Up Users for the Oracle Inspector Mobile Application](#).

Viewing My Inspection Tasks

You start on the My Inspection Tasks page when you log into Oracle Inspector. On the My Inspections Task page, you can:


- View the daily inspection job list on a calendar or map.
- View property address, inspection type, permit type, and permit ID for each inspection.
- View the inspection status and results for completed inspections.
- Identify inspections with conditions or restrictions.

This example illustrates the My Inspection Tasks page containing the field values described in the following table. There is no inspection result, rating, or score for the scheduled inspections, because the inspector has not entered results. The inspection isn't complete until the inspector submits the inspection results with required signatures.



The My Inspections Tasks page provides a daily calendar view with inspections organized by scheduled time.

Left Column	Middle Column	Right Column
Time using 12-hour clock AM or PM	Summary of Assigned Inspection: <ul style="list-style-type: none"> Property Location Inspection Description Permit Type 	Results for Completed Inspection: <ul style="list-style-type: none"> Result - Did the inspection pass? For example, Pass. Rating - What is the inspection grade? For example, F.

Left Column	Middle Column	Right Column
	<ul style="list-style-type: none"> Permit Number Inspection Status – For example, Scheduled, Completed, or Canceled.	<ul style="list-style-type: none"> Score - What is the overall total score of the inspection? For example, 0. Condition - Is there any condition applied on the permit? The most severe condition is displayed. For example, if there are three conditions including Notice, Hold, and Lock, the Lock icon is displayed. <p> Note: Values for Inspection results are configured by the agency.</p>

To update your estimated time of arrival at the property, swipe an inspection from left to right. Click the **Update ETA** button. A notification with the updated time of arrival is sent to the contact for the inspection.

You can navigate to the previous and next day’s schedule using the buttons in the header, or click the calendar icon next to the date in the header to go to the schedule for a specific date.

Working with Inspection Details

You view inspection details, such as inspection number, location, and description, and initiate actions for performing inspections on the Inspection Detail page. You can:

- Access permit details associated with the inspection.
- Locate the inspection site on a map.
- Review inspection status, rating, score, and number of major violations of completed inspections.
- Identify the inspector and location contact.
- Read requester comments and special location instructions.
- Update your estimated time of arrival at the property.
- View the inspection summary report.

This example illustrates the Inspection Detail page containing the field values described in the following table.

Inspection Detail

Plumbing Inspection
INS2018-20
Residential Addition : RA2018-40

2106 Otis Drive
Alameda, 6001, US-CA

Scheduled
12:00 PM, Wednesday, Jul 18, 2018
ETA 12:00 PM

Inspector Martha Paxton
Location Contact Ernesto Rodriguez
Phone (925) 694-3046

Checklists 1

Conditions

Attachments

Comments


Result Submit

In addition to the inspection ID and inspection type, you can view these inspection details:

- Location
- Status
- Scheduled date and time
- Estimated time of arrival (ETA)
- Inspector
- On-location contact person

- Comments added by the inspection requester

You can also perform these actions on the Inspection Detail page:

Page Element	Description
Permit number	Click the permit number link to access permit details.
	Click the map icon to view the location of the property on a map.
Checklists	Click to open the Inspection Checklist page. The button displays the number of checklists to complete for the inspection.
Conditions	<p>Click to open the Conditions page in the permit details. Review permit conditions that might affect the inspection status and apply conditions.</p> <p>An icon indicates the type of condition that was applied, such as a lock. If there are multiple conditions applied to the permit, the most severe condition is displayed here.</p> <p>For more information about conditions, see Applying Conditions to Applications.</p>
Attachments	<p>Click to open the Attachments page. Review or upload attachments related to the inspection, such as videos or annotated photos.</p> <p>You can select which inspection attachments you want to view.</p>
Comments	<p>Click to open the Comments page. Review or add comments related to the inspection.</p> <p>Inspector comments are visible to the public unless the agency selects an option to hide them.</p> <p>Go to the Inspection Checklist and Checklist Items pages to view the comments made for checklists and checklist items.</p>
More	<p>Click the More icon at the bottom of the page to do the following:</p> <ul style="list-style-type: none"> • Update ETA – Update your estimated time of arrival at the property. When an inspection is scheduled, the system automatically assigns an estimated time of arrival (ETA). On the Update ETA page, enter or scroll to a time in 5-minute intervals. You can only update the ETA before the inspection is complete. • View Summary Report – View the inspection summary report.
Result	<p>Click this button to calculate the inspection results, based on the evaluation rules set up by the agency.</p> <p>If an inspection is set up with checklists, you can select the result only after all checklists have results.</p> <p>If your inspection is set up by the agency to calculate scores automatically, the system totals the scores for checklists and checklist items. The higher the score, the better the inspection results.</p>
Submit	Click this button to access the Inspection Result page, where you sign off on the inspection and submit signatures for the contractor and property owner, if required.

Working with Conditions

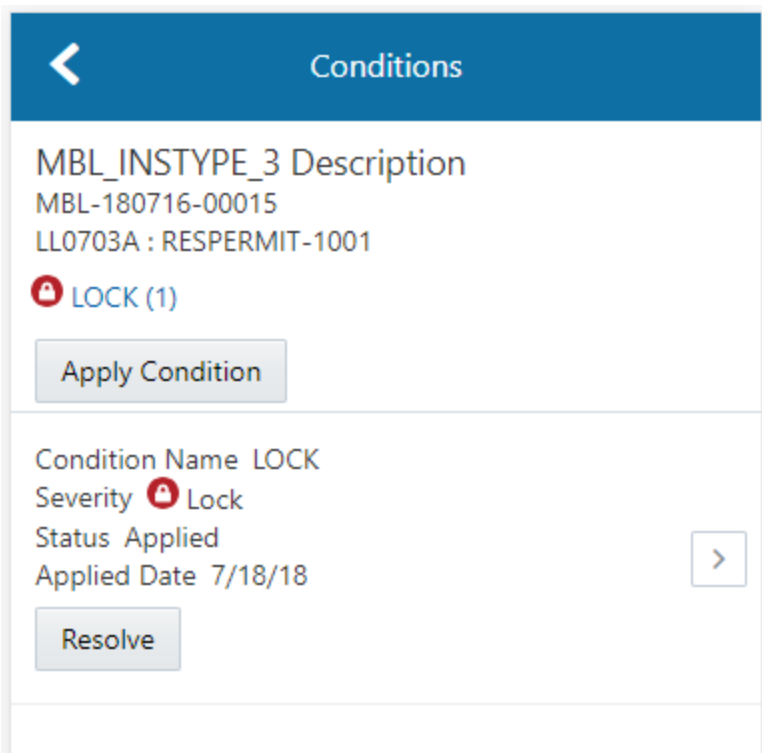
If conditions have been applied to a permit, an icon appears on various pages to indicate the type of condition, such as lock, hold, or notice. If there are multiple conditions applied to the permit, the most severe condition is displayed, that is, a lock.


When you access the Conditions page, you can:

- Review existing conditions applied to the permit.
- Review condition details.
- Resolve existing conditions.
- Apply new conditions.

A permit condition can prevent an inspector from submitting the inspection results. In that case, a message indicates details about the condition that was applied.

This example illustrates the Conditions page containing the field values described in the following table.



Page Element	Description
Apply Condition	Click this button to add a new restriction to the permit. See Applying Conditions to Applications .
Resolve	Click this button to resolve the restriction that was applied to the permit.
	Click the detail icon to access condition details. You can resolve the condition on the details page.

Opening the Map View

Use the map icon to open a map view on these pages:

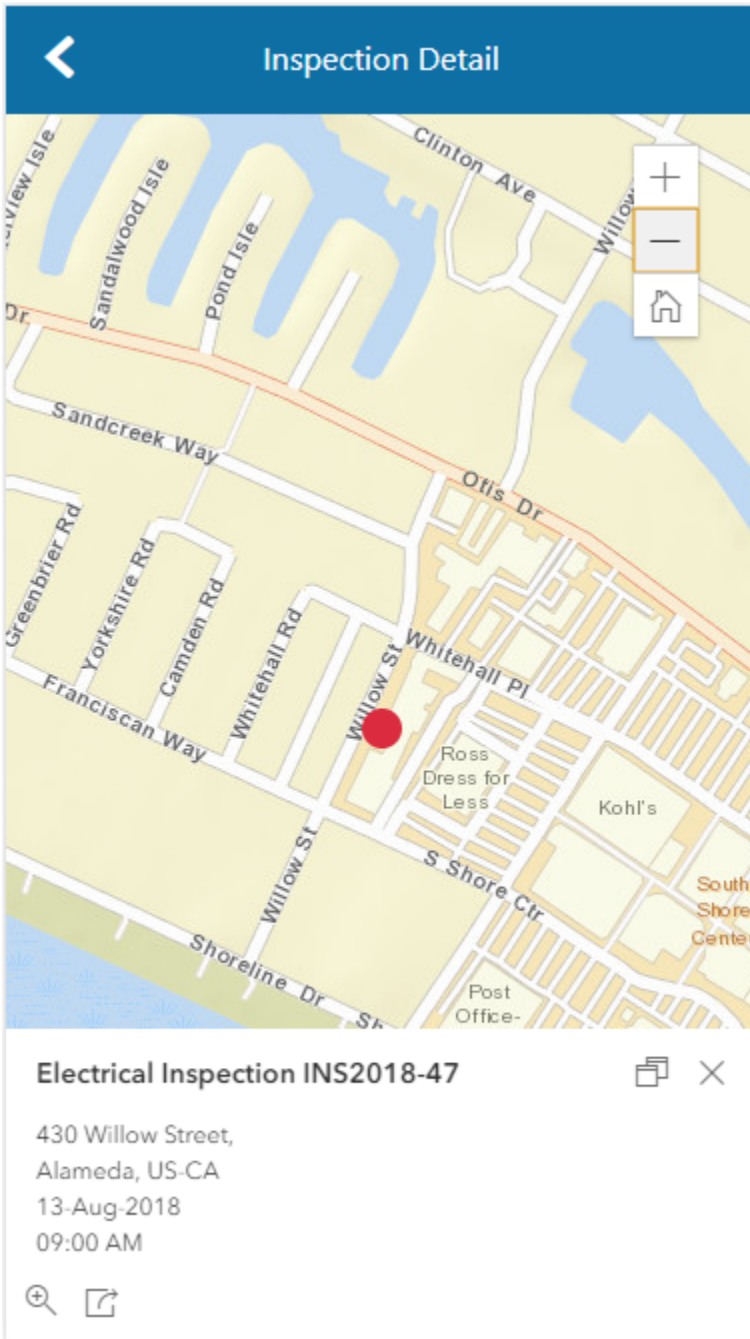
- My Inspection Tasks
- Inspection Detail

The map icon looks like this:



Click the map icon on the My Inspection Tasks page to view the location of inspections scheduled for the day.

Click the map icon on the Inspection Detail page to view the property location of the selected inspection:



In addition to an interactive map, the map view includes the inspection name, inspection number, property address, and scheduled date and time of the inspection.

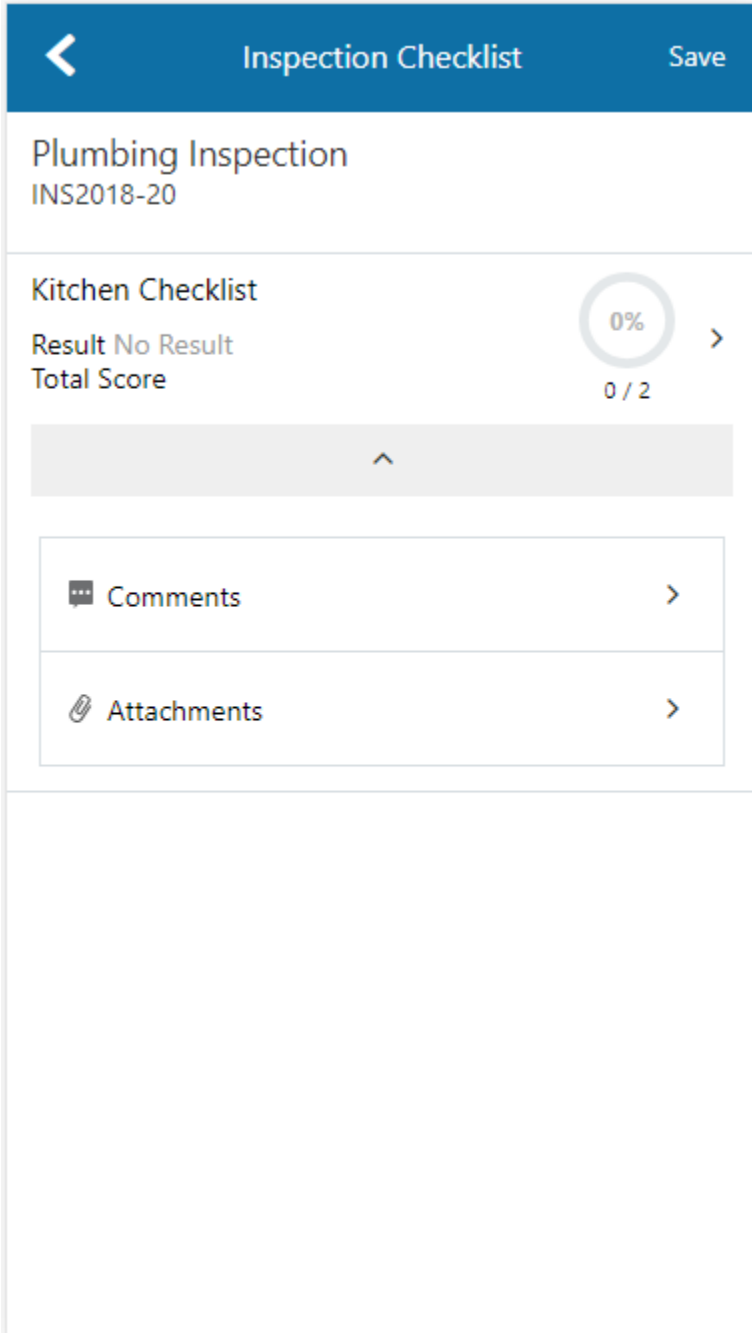
Using Inspection Checklists

An inspection can have one or more checklists that cover the scope of the codes and requirements. At the checklist level, you can:

- View results progress, if the inspection has checklist items.
- Access checklist items.

- Provide a result for the checklist.
- Review or add checklist attachments.
- Review or add checklist comments.

This example illustrates the Inspection Checklist page containing the field values described in the following table.



Page Elements

Description

Checklist

Click the checklist row to open the Checklist Items page.

Page Elements	Description
Result	Displays No Result, Pass, or Fail after calculating the entered checklist results, where No Result is the default value if the checklist results have not been added. Results are defined by the agency. Common results are Pass, Fail, Corrected on Site, Not Applicable, and Not Observed. If the inspection was set up by the agency to use scoring, the system automatically populates the result based on the scoring method. If scoring is not used, the inspector must manually add the result.
Progress indicator	Displays percentage in a progress ring and count how many of the checklist items have been evaluated.
Comments	Click to open the Comments page for the checklist level. Review or add comments related to the checklist.
Attachments	Click to open the Attachments page. Review or upload attachments related to the checklist, such as videos or annotated photos.

Working with Checklist Items

Depending on the permit requirements, an inspection may have checklists with one or more checklist items, or none at all. On the Checklist Items page, you can:

- View a list of checklist items.
- Enter a result for each checklist item.
- Click a checklist item to access the Checklist Item Results page.

This example illustrates the Checklist Items page described in the surrounding text.

Checklist Items Save

Kitchen Checklist
Result No Result Edit

▲ Kitchen

▲ Plumbing

1. * Dishwashing machines shall be connected to the drainage system with an approved air gap on the discharge side of the dishwashing machine. >
Result No Result
Score

Pass Fail

2. * Kitchen faucets with flexible water connections shall have an anti-siphon device. >
Result No Result
Score

Pass Fail

Select a result for each checklist item. When you choose a failing result for a checklist item, the Inspection Result Items page opens so that you can add comments and attachments as support documents for the failing result.

You can also select a result for multiple checklist items by using the **Edit** button. In this case you must assign the same result to all of the selected items.

Click the checklist item row to open the Checklist Item Result page.

On the Checklist Item Result page, you can:

- Review or add checklist attachments.

- Review or add checklist comments.
- Scroll through the item results.

This example illustrates the Checklist Item Result page described in the surrounding text. No results have been provided for this inspection.

Checklist Item Result Save

< Previous 1 / 2 Next >

Kitchen Checklist
Kitchen - Plumbing

1. Dishwashing machines shall be connected to the drainage system with an approved air gap on the discharge side of the dishwashing machine.

*** Result**

Pass Fail

Score

Comments (0) Attachments


There are no comments entered.

Add a comment


Submitting Inspection Results

On the Inspection Result page, you can:

- Sign off on the inspection.
- Capture the contractor and property owner signatures.
- Add inspection comments and attachments as support documents.

 **Note:** Inspectors can't submit a completed inspection if required signatures are missing. The agency determines which signatures are required during the implementation of Oracle Public Sector Permits.

This example illustrates the Inspection Result page with inspector and contractor signatures.


 **Inspection Result** Save


Electrical Inspection
INS2018-17

Result **Fail**


Score 0


Major Violation **1**

 Comments >

 Attachments >

Provide Signature Below

* **Inspector:** Martha Paxton  >
Signed on: 7/24/18 10:13 AM

Contractor: Er  >
Signed on: 7/24/18 10:12 AM

Click the row for **Inspector**, **Contractor**, or **Property Owner** to access the field for adding a signature. Click **Save**.

When you complete an assigned inspection and submit inspection results, the applicant or agency staff receive a notification that the inspection is complete, regardless of the inspection results. The communication includes an overview of the inspection status change and the result of the inspection. Your agency determines whether the notification is sent by email or online notification when the user logs into the permits service.

When you submit the final inspection for a permit with a passing result, the permit technician or applicant receives a notification or email, depending on the communication template setup.

Installing and Configuring Oracle Inspector

You must install and configure the Oracle Inspector to use the mobile inspections application in the field.

Oracle Public Sector Community Development Permits provides a mobile inspections application for agency staff to download and install on their mobile devices. The Oracle Inspector mobile application is not intended for use by the public. Although the Oracle Inspector mobile application is intended mainly for phones, you can download the application to other mobile devices, such as tablets.

Before You Begin

Before you begin installing and configuring the Oracle Inspector mobile application, you must have:

- An agency staff profile
Make sure that you have an agency staff profile to log into the mobile application. Because the application package configuration is secure, you must enter your login credentials before the environment begins to download. Agency administrators set up the agency staff profiles.
- Appropriate security
Agency administrators must explicitly grant mobile application access to you. You can open the application but need the proper credentials. The only roles that have access to the mobile application are building inspector and inspector supervisor.

For more information for agency system administrators setting up profiles and security, see [Setting Up Users for the Oracle Inspector Mobile Application](#).

Installing Oracle Inspector

You must install the Oracle Inspector mobile application on your mobile device from the iOS App Store for Apple iOS devices or Google Play for Android devices. Follow the instructions for installing Oracle Inspector provided by the application store.

Configuring the Oracle Inspector Environment

When you configure Oracle Inspector, keep the application host URL provided by your agency system administrator handy.

To set up the application host URL:

1. Click the Oracle Inspector icon to open Oracle Inspector on your mobile device.
This example illustrates the icon for Oracle Inspector as seen in an application store:



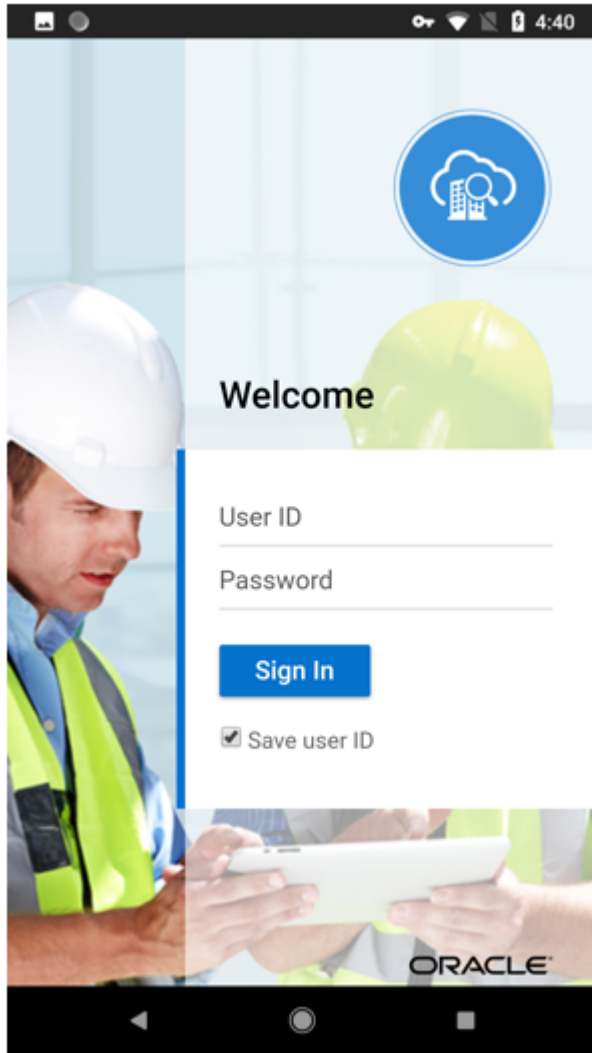
2. Click the **Agree** button on the End User License Agreement page the first time you open Oracle Inspector or when you reinstall the mobile application.
You must agree to proceed to the next step.
3. Enter the URL provided to you by your agency into the **Application Host URL** field.

This example illustrates the page in Oracle Inspector where the user enters the host or agency URL that connects to the agency permits service.



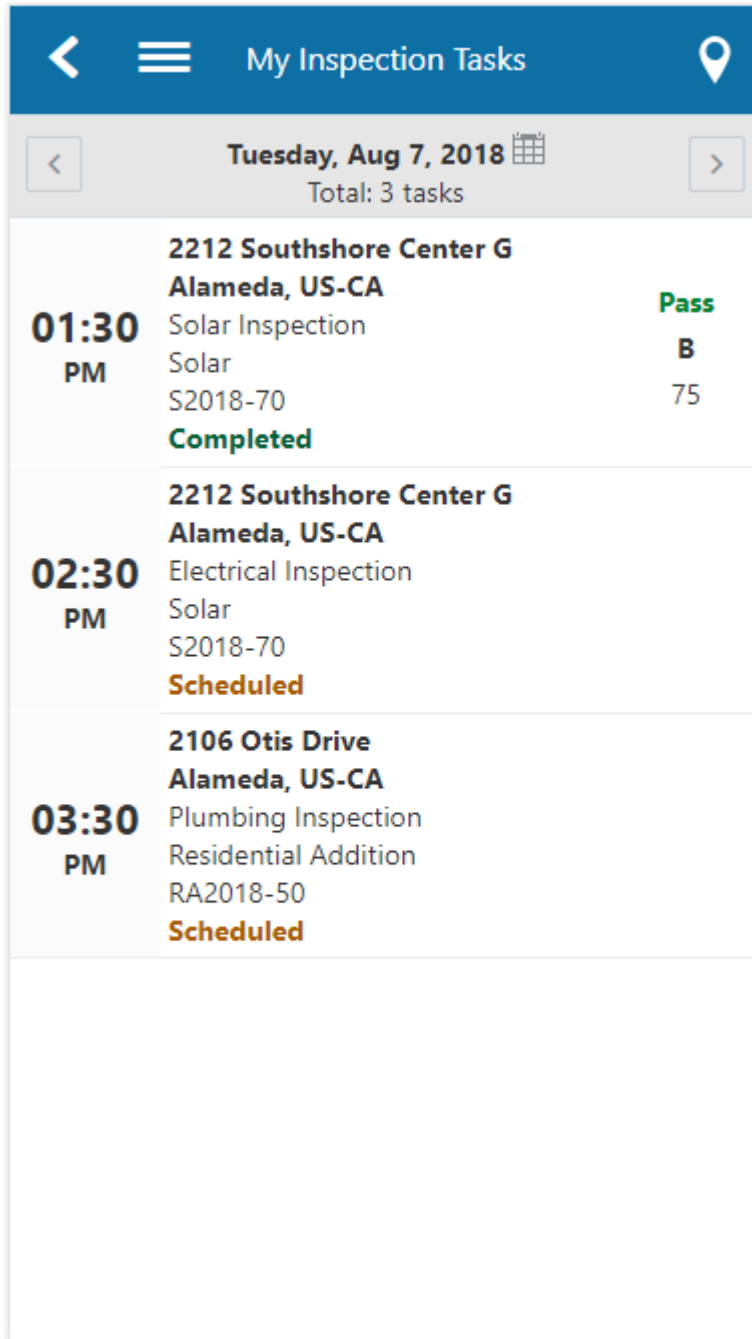
4. Click the **Get Started** button.
5. Because the application package configuration is secure, you must enter your login credentials before the environment begins to download. Enter your user ID and password.

This example illustrates the user login page for Oracle Inspector.



6. Select the **Save user ID** check box, if desired. The next time you return after logging out, you don't have to reenter your user ID.
7. After your login credentials are successfully authenticated, the setup page appears with a progress bar displaying the progress of the package download.
8. After installation completes, the application home page – My Inspection Tasks – appears for the current day.

This example illustrates the My Inspection Tasks page, which is the first page the user sees when entering the Oracle Inspector application. For inspectors, the page shows the assigned inspections for the day. For supervisors, it shows inspections assigned to inspectors within their district.



For more information about inspection tasks in Oracle Inspector, see [Oracle Inspector Overview](#).

Resetting the Application Host URL

If the agency administrators want you to use a new URL, you can reset the URL through the application.

To change the host URL:

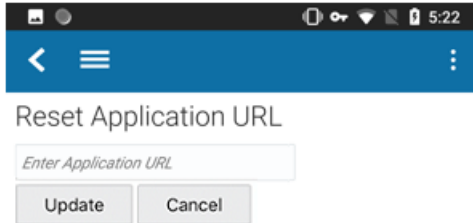
1. Log in to Oracle Inspector using your Community Development Permits login credentials.
2. Click the global navigation button in the upper left corner of the application:



When you click the button, you'll see a list of menu items.

3. Click the **Reset Application URL** link in the menu to open the Reset Application URL page.

This example illustrates the Reset Application URL page, which is described in the surrounding text.



4. Enter the desired application host URL in the field.
5. Click the **Update** button.
6. Log back into Oracle Inspector using your login credentials.

8 Working with Payments

Payment Flow Overview

This topic provides a high-level overview of fees and the payment flow. Applicants can make payments online, and agency staff can assist applicants with payments.

After completing an application for a permit, the fees are calculated and applied to the applicant's account. The applicant manually adds fees to the payment cart, and selects which fees to pay in one transaction. Agency staff can initiate payment from the Permits list page or from the fees and payments page in the permit details. System processing for payments triggers workflow and generates accounting and invoices.

For information about setting up fees and payments, see the documentation for Implementing Oracle Public Sector Permits.

Understanding Fees

Some basics about fees include the following:

- Fees for a permit are determined by decision modeling and associated with fee schedules.
- Fees may be applied during the application process or later for additional fees or adjustments.
- Fees appear on the My Permits page for applicants, on the Permits list page for agency staff, and on the Fees and Payments page in the permit details for both agency staff and applicants.
- If a condition is applied to the permit, such as a hold or lock on the permit, the applicant may not be able to pay until the condition is resolved.
- Agency staff can add or adjust fees on the Fees and Payment page in the permit details.

Fee Payments Process for Applicants

Applicants can make a payment by following this process:

1. On the My Permits page, add fees items to the payment cart.
2. Select fees for payment in the payment cart.
Fees not selected for payment remain in the cart.
3. Click the **Continue to Checkout** button.
4. Review the Checkout page, which lists the different secured payment methods available.
Only agency staff can process cash and check payments.
5. Select one of the payment methods for payment processing.
Depending on the payment service being used, the payment steps differ.

After successful payment, the applicant is returned to the My Permits page.

Fee Payments Process for Agency Staff

Agency staff can use the following process to assist an applicant with a payment:

1. Click the **Pay** button for a permit listed on the Permits page or on the Fees and Payments page in the permit details.

Agency staff skip the payment cart and go directly to the Checkout page.

2. Review the Checkout page, which lists the different payment methods available, such as cash or check.
3. Select one of the payment methods for payment processing.


Depending on the payment service being used, the payment steps differ.

After successful payment, the agency user is returned to the Permits list page.

Payment Cart Overview

Applicants can pay fees over the Internet using a payment cart and checkout process. The Cart page is used to accumulate fees and review them before making a payment.

The payment cart shows fees associated with applications belonging to one customer profile at a time. When a user switches profiles, the payment cart is updated to show fees for the selected profile.

 **Note:** The payment cart is available only to applicants. Agency staff can process payments from the agency's Applications page as well as from the Fees and Payments page for a specific application. When an agency staff member submits an application on behalf of a registered user, the registered user can see the application on the Applications page and then add the application fees to their payment cart.

Viewing Fees in the Payment Cart Summary

The payment cart icon appears in the global header when a registered user logs into Oracle Public Sector Community Development. The number of items in the payment cart, if any, appears on the icon:

This is an example that illustrates the payment cart icon, showing 17 items for payment in the cart.



Clicking the payment cart icon opens the Payment Cart summary page, which lists the fees that are awaiting payment:

This example illustrates the Payment Cart summary page.

Payment Cart ×

[View Cart](#)

Application Type	Application	Amount
CV Permit	CK-2019-00007	25.00 USD
E2EResPermit	E2E-190218-00011	50.00 USD

Total Amount 75.00 USD

If the cart is empty, the summary of fees is not available.

Clicking the **View Cart** button opens the Cart page.

Paying Fees in the Payment Cart

The system applies fees to the user's account when an application is submitted. The applicant can then move fees into the payment cart, where the fees remain until the applicant pays the fees. Fee adjustments are automatically reflected in the cart before checkout processing.

This example illustrates the Cart page. In this example, the items belong to one or more projects defined by the agency.

Page Elements

Usage





Click to group the fees by Address or Application Type.



Click to sort the fees by Added Date, Application Type, or Application.

Total Amount

Review the number of items to pay now and the total amount selected for payment.

Page Elements	Usage
Application number	Click the application number—for example, RA-2018-0008—to open a page with the application details.
 All projects: <Number of projects>	Click the projects link next to the application number to see a list of the projects to which this application belongs.
Application type	View the type of application, such as Residential Addition.
Fee amount	View the fee amount for the application, for example: \$215.17. Click the fee amount link to open the Fee Detail page, which shows a breakdown of the fees and the total fees due for the application.
	The Fee Amount Changed alert indicates the fee has been adjusted. Adjusted fees are updated automatically in the cart before checkout processing.
Property address	View the location of the property to which the fee applies.
Aging information	View the aging information for the fee, for example: Added 5 days ago.

Conditions that have been applied to the application appear as icons next to the application ID. For more information about conditions, see [Applying Conditions to Applications](#) and [Setting Up Conditions](#).

After reviewing fees, the applicant can choose from several actions:

Page Element	Usage
Continue to Checkout	Click the button to continue to checkout with the fees selected to pay now.
Pay Now	Select the fees for payment by turning on the Pay Now switch.
Remove from Cart	Click to remove a fee from the cart. Removing fees from the cart does not affect the application. The user can make changes to the application if needed and add the fees to the cart later.
Return to Applications	Click the link to return to the user’s Applications page.

The system validates the application in the payment cart and identifies applications with a conditional status. The applicant must correct any conditions associated with an application before proceeding to checkout.

Users cannot make any changes to the application and associated fees submitted for payment during processing. After the payment processing is complete, the items are removed from the cart, and the system directs the user back to the Cart page to pay remaining fees. If the cart is empty after a successful payment, the user is directed their Applications page. If the payment fails, the fees remain in the cart and can be updated or resubmitted for payment.

Working with Cashier Sessions

Cashier sessions are instances of a cashier using a specific cash drawer to receive payments from customers. Cashiers add and modify cashier sessions on the Cashier Session page.

Opening a Cashier Session


1. Select **Billing and Payment** > **Cashier Sessions** .
2. On the Cashier Session page, click **Add**.
3. On the Cashier Session Details page, enter values for the following fields:

Page Element	Description
Cashier Drawer ID	Select the cash drawer that you want to use for this session.
Session ID	Displays the unique, system-generated ID for the cashier session.
Start Time	Displays the date and time the session was created.
Status	All new cashier sessions have a status of Open.
Cashier ID	Displays the unique ID of the cashier who is opening the cashier session. Administrators assign cashier IDs to agency staff on the Agency Staff page. You cannot open a cashier session if you do not have a cashier ID assigned to you.
Opening Balance	Enter the amount in the cash drawer at the beginning of the cashier session.

4. Click **Save**.

Modifying a Cashier Session

1. Select **Billing and Payment** > **Cashier Sessions** .
2. Click a row with a status of Open or Suspended on the Cashier Session page.

 **Note:** You view cashier sessions with a status of Closed, but you can't edit them.

3. On the Cashier Session Details page you can:
 - o Suspend an open cashier session by setting the **Status** to Suspended.
 - o Reopen a suspended cashier session by setting the **Status** back to Open.
 - o Close a cashier session by setting the **Status** to Closed. When you close a cashier session enter an amount for the **Closing Balance**.

 **Note:** The system populates the **End Time** field with the date and time the session was closed.

4. Click **Save**.

Printing Deposit Slips

Agencies that collect payments use deposit slips to deposit the money collected in the form of cash and checks into the Agency's bank account.

You print deposit slips using the Print Deposit Slip page.


Prerequisites

Before you generate deposit slips for your agency, you must define the P_DEPOSIT_SLIP_NUMBER parameter for the DepositSlip001 report. For more information on defining report parameters, see [Setting Up Reports](#).


Generating Deposit Slips

1. Select **Billing and Payment, Deposit Slip**.
2. On the Print Deposit Slip page, enter values for the following fields:

Page Element	Description
Agency ID	Select the agency for which you want to print a deposit slip.
From Receipt Date and To Receipt Date	Select the date range of receipts that you want to include in the deposit slip.
Payment Method	Select the payment methods that you wanted to include in the deposit slip. Options are Cash, Cashier Check, and Personal Check .
Cash Drawer ID	Select a value to print a deposit slip for the receipts of a specific cash drawer. If you leave this field blank, the deposit slip will include all cash drawers for the specified date range.
Session ID	Select a value to print a deposit slip for the receipts of a cashier session. If you leave this field blank, the deposit slip will include all cashier sessions for the specified date range.
Cashier ID	Select a value to print a deposit slip for the receipts of a specific cashier. If you leave this field blank, the deposit slip will include all cashiers for the specified date range.

 **Note:** The values available in the Cash Drawer ID, Session ID, and Cashier ID drop down fields represent the cash drawer payment history rows within the entered date range that have not yet been printed. Therefore, the values available in the drop down fields change based on the entered date range. If a selected drop down value becomes invalid because you change the date range, the field with the invalid value becomes blank. If the selected drop down value remains valid after changing the date range, the drop down value is unchanged.

3. Click **Print**. The generated deposit slip PDF opens in a separate browser tab.

 **Note:** If your browser has a popup blocker, make sure it allows popups from the URL associated with Oracle Public Sector Compliance and Regulation.

9 Working with Accounting

Viewing Accounting Transactions

You can view accounting transactions on the Accounting Transactions page.

This page displays the fee items for agency transactions that require accounting journals. Each fee item row displays the transaction ID of the transaction from which it originated and the name of the source table that contains the detail for that transaction. These accounting transactions are processed by the Generate Accounting process.

Viewing Accounting Transactions

1. Select **Accounting > Accounting Transactions** , or click **Accounting Transactions** on the Agency Springboard.
2. Select an accounting transaction on the Accounting Transactions page to view additional information about the transaction.

Each accounting transaction has one of the following statuses:

- o Created: The Generate Accounting process couldn't create a journal for the accounting transaction because there is no applicable accounting rule.
- o Generated: The Generate Accounting process created a journal for the accounting transaction.

For accounting transactions with a status of Generated:, the **Journal** grid displays information about the journal entry associated with it including the Journal ID, Accounting Event, and Journal Status. For more information on journal entries, see [Reviewing Journal Entries](#).

The **Accounting Transaction Errors** grid displays any error messages associated with the accounting transaction. These errors must be corrected before a journal can be created for the transaction.

Generating Journal Entries

You generate journal entries from the accounting transactions that are created in Oracle Public Sector Compliance and Regulation.

You run the process that generates journal entries on the Generate Accounting page, which you can access by selecting **Accounting > Generate Accounting** .

The Generate Accounting process includes only accounting transactions with a status of Created. The status of processed transactions is changed to Generated. The process groups accounting transactions into journals based on the combination of ledger, accounting date, accounting event, and accounting rule.




Entering Generate Accounting Process Parameters




1. Access the Parameters tab on the Generate Accounting page.
2. Select the **Accounting Event** for which you are generating journal entries.

- Use the **Accounting Date From** and **Accounting Date To** fields to specify the range of accounting dates for which you are generating journal entries.

Scheduling the Process

- Access the Schedule tab.
- To immediately add the process to the queue, select the **As soon as possible** option.
- To create a schedule for the process, select the **Using a schedule** option, and enter values using the following fields:

Page Element	Description
Frequency	<p>Select how frequently you want to run the process. Values are:</p> <ul style="list-style-type: none"> ○ Once: Select to run the process one time only. ○ Hourly or minute: Select to run the process at regular time intervals. ○ Daily: Select to run the process at regular intervals in days. ○ Weekly: Select to run the process at regular intervals in weeks. ○ Monthly: Select to run the process on specific days of the month. ○ Yearly: Select to run the process during specific months.
Start Date	Enter the date on which you want to begin your scheduled processing.
End Date	Enter the date on which you want to end your scheduling processing. You can leave this field blank to make the process schedule open-ended.
Hours and Minutes	<p>Enter the time interval between scheduled processes. For example, if you enter 2 in the Hours field and 30 in the Minutes field, the process will run every 2 hours and 30 minutes beginning on the specified start date.</p> <p> Note: These fields are available only if you select a process frequency of Hourly or minute.</p>
Days	<p>Enter the number of days between scheduled processes. For example, if you enter 3, the process will run every 3 days beginning on the specified start date.</p> <p> Note: This field is available only if you select a process frequency of Daily.</p>
Weeks	<p>Enter the number of weeks between scheduled processes. For example, if you enter 6, the process will run every 6 weeks beginning on the specified start date.</p> <p> Note: This field is available only if you select a process frequency of Weekly.</p>

Page Element	Description
By day	<p>Select this option to run the process on specific days of the month irrespective of the date. For example, if you select the Second and Wednesday options, the process will run on the second Wednesday of every month.</p> <p>You can select more than one week of the month and day of the week option. For example, you could schedule the process to run on the first and third Monday of every month.</p> <p> Note: This option and its associated fields are available only if you select a process frequency of Monthly or Yearly.</p>
By date	<p>Select this option to run the process on specific dates of the month. You can select more than one date.</p> <p> Note: This option and its associated fields are available only if you select a process frequency of Monthly or Yearly.</p>
Month	<p>Select the months in which you want your process to run.</p> <p> Note: This option and its associated fields are available only if you select a process frequency of Yearly.</p>

Setting Up Process Notifications

You can set up the process to send notifications to you and others when it runs.

1. Turn on the **Notify Me When This Process Ends** switch to send yourself a notification when the process finishes.
2. Access Notification tab.
3. Click **Add**.
4. On the Create Notification page, enter the email address of the person you want to receive notifications.

By default, the recipient will receive a notification when the process ends with the following conditions:

- o On success
- o On error
- o On warning

You can remove any of these process notification conditions.

5. Click **OK** to save the notification recipient.
6. (Optional) To delete a notification recipient, select the recipient in the Notification tab and click **Delete**.

Submitting the Process

Once you've entered your process parameters, scheduling information, and notification recipients, you're ready to submit the process. Enter any additional information in the **Submission Notes** field and click **Submit**. Click **Process Monitor** to check the status of your process.

Reviewing Journal Entries

You view and edit journal entries on the Journal page.

Journals contain debit and credit accounting entries created by the Generate Accounting process for the accounting transactions that it processes. You can export journals that do not contain errors to an Enterprise Resource Planning (ERP) system.

Viewing Journal Entries

Select **Accounting > Journal**, or click **Journal** on the Agency Springboard.

The grid on the Journal page displays all of your journal entries and their current status by the accounting date. Valid journal entry statuses are:

- **Created:** Indicates that the journal has been created but not validated.
- **Error:** Indicates that the journal has one or more validation errors.
- **Valid:** Indicates that the journal has been validated and is ready to be exported.
- **Sent:** Indicates that the journal has been exported to a file that can be used to update an ERP system.

Reviewing Accounting Lines

1. Select **Accounting > Journal**, or click **Journal** on the Agency Springboard.
2. Select a journal entry on the Journal page.
3. In the Lines tab of the Journal Details page, select an accounting line.
4. On the details page, you can update the following accounting fields:
 - **Account**
 - **Division**
 - **Department**
 - **Fund**
 - **Function**
 - **Program**
5. Click **Save**.
6. On the Journal Details page, click **Validate** to ensure that the accounting lines are still valid after the changes you made.

Viewing Journal Entry Errors


1. Select **Accounting > Journal**, or click **Journal** on the Agency Springboard.

2. Select a journal entry on the Journal page.
3. Access the Header Errors tab to view any header errors for the accounting line.
4. Access the Line Errors tab to view any line errors for the accounting line.

You can correct these errors on the Lines tab. Once you correct and validate a line error, it no longer appears on the Line Errors tab.

Exporting Journal Entries

You can create a file containing accounting transactions that can be imported into an Enterprise Resource Planning (ERP) system.

 **Note:** If you use Oracle Financials Cloud as your ERP system, we recommend using the Financials Cloud Subledger Accounting feature to enable ERP accounting integration instead of using the Export Journals to ERP process.

You run the process that exports journal entries on the Export Journals to ERP page, which you can access by selecting **Accounting > Export Journals**.

Entering Export Journals to ERP Process Parameters





Access the Parameters tab on the Export Journals to ERP page and enter values using the following fields:



Page Element	Description
Mapping Name	Select the Data Format Exchange mapping that you want to use to generate the file. For more information on the Data Format Exchange utility, see Setting Up Data Format Exchange Maps .
All Open Periods	Select to include journals for all open accounting periods.
Specify Dates	Select to include journals for a specific accounting date range.
Accounting Date From and Accounting Date To	Specify the range of accounting dates for which you are exporting journal entries.
Select Ledgers	Select the ledgers for which you want to export journal entries.

Scheduling the Process

1. Access the Schedule tab.
2. To immediately add the process to the queue, select the **As soon as possible** option.
3. To create a schedule for the process, select the **Using a schedule** option, and enter values using the following fields:

Page Element	Description
Frequency	Select how frequently you want to run the process. Values are:

Page Element	Description
	<ul style="list-style-type: none"> ○ Once: Select to run the process one time only. ○ Hourly or minute: Select to run the process at regular time intervals. ○ Daily: Select to run the process at regular intervals in days. ○ Weekly: Select to run the process at regular intervals in weeks. ○ Monthly: Select to run the process on specific days of the month. ○ Yearly: Select to run the process during specific months.
Start Date	Enter the date on which you want to begin your scheduled processing.
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Days	<p>Enter the number of days between scheduled processes. For example, if you enter 3, the process will run every 3 days beginning on the specified start date.</p> <p> Note: This field is available only if you select a process frequency of Daily.</p>
Weeks	<p>Enter the number of weeks between scheduled processes. For example, if you enter 6, the process will run every 6 weeks beginning on the specified start date.</p> <p> Note: This field is available only if you select a process frequency of Weekly.</p>
By day	<p>Select this option to run the process on specific days of the month irrespective of the date. For example, if you select the Second and Wednesday options, the process will run on the second Wednesday of every month.</p> <p>You can select more than one week of the month and day of the week option. For example, you could schedule the process to run on the first and third Monday of every month.</p> <p> Note: This option and its associated fields are available only if you select a process frequency of Monthly or Yearly.</p>

Page Element	Description
By date	<p>Select this option to run the process on specific dates of the month. You can select more than one date.</p> <p> Note: This option and its associated fields are available only if you select a process frequency of Monthly or Yearly.</p>
Month	<p>Select the months in which you want your process to run.</p> <p> Note: This option and its associated fields are available only if you select a process frequency of Yearly.</p>

Setting Up Process Notifications

You can set up the process to send notifications to you and others when it runs.

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2. Access Notification tab.
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By default, the recipient will receive a notification when the process ends with the following conditions:

- o On success
- o On error
- o On warning

You can remove any of these process notification conditions.

5. Click **OK** to save the notification recipient.
6. (Optional) To delete a notification recipient, select the recipient in the Notification tab and click **Delete**.

Submitting the Process

Once you've entered your process parameters, scheduling information, and notification recipients, you're ready to submit the process. Enter any additional information in the **Submission Notes** field and click **Submit**. Click **Process Monitor** to check the status of your process.

10 Using the Digital Assistant

Overview of Digital Assistant

Create your own digital assistant from scratch using your Oracle Digital Assistant instance and configure its parameters to suit your requirement before making it available for your users.

Create and add skills to your digital assistant. You can also use the Oracle delivered sample skill and re-configure its parameters, or clone the skill for the digital assistant you create.

Enable your digital assistant to provide generic information about processes or answer specific questions about your offerings, and enlist your own set of frequently asked question with answers.

Asking Details

The delivered digital assistant skill, for example, facilitates responses to questions raised by an anonymous user regarding the permitting process.

The digital assistant can access information from the Permit implementation and list the permits that match one of the search parameters – Permit Number, Parcel ID, and Street. Users can also review the permit detail page, if they want to look into a permit they just searched.

For details on configuring your digital assistant for use, such as intents and the dialog flow, see the documentation on [Configure for Use in a Digital Assistant..](#)

Asking Questions

Your digital assistant can store a list of questions and answers to be available as Frequently Asked Questions (FAQs) regarding the processes your agency follows.

The content for the FAQs are entered in a spreadsheet and attached to the digital assistant. The Oracle delivered spreadsheet can be updated with information from your knowledge-base.

For details on configuring your digital assistant to add questions and answers, see the documentation on [Q&A..](#)

11 Using Accessibility Features

Overview of Accessibility

This topic provides an overview of the approach towards accessibility in the Public Sector Compliance and Regulation services.

The Public Sector Compliance and Regulation services are developed with the latest industry standards for accessibility in mind, which is in keeping with the overall development approach within Oracle.

Oracle recognizes the need for our applications, and our customers' and partners' products built with our tools, to be usable by the disabled community. The Oracle Accessibility Program Office, reporting to the office of the Chief Corporate Architect, is responsible for defining the corporate standards for accessibility, and developing materials to train all employees so that they can successfully create products that meet those standards.

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/us/corporate/accessibility/index.html>.

Oracle uses the Voluntary Product Accessibility Template (VPAT) to represent the degree of conformance to various accessibility standards and guidelines, including Section 508 (as released in 2001), WCAG 1.0, and WCAG 2.0. Depending on when a product was developed and released, different standards may be listed. Oracle is an active member on the ITI group that is working to enhance the VPAT to address future standards.

For more information about Oracle's published VPAT documents, see the Product Status (VPATs) page at <http://www.oracle.com/us/corporate/accessibility/vpats/index.html>.

Using General Keyboard Shortcuts

This topic lists and describes the supported general keyboard shortcuts.

Keyboard Shortcut	Description
<TAB>	This is the primary key used by all keyboard users to move from each control that can accept focus. <ul style="list-style-type: none">• Use <TAB> to select any actionable or field just like you can use the mouse to select any field on the page.• For folder tabs, the <TAB> key will take you to a tab, and then you have to use other keys to select and navigate within that tab.• For radio buttons the <TAB> key will take you to the first radio button in a radio button set, and then you have to use other keys to select items within the radio button set.• For drop-down lists, the <TAB> key will take you to the list field, and then you have to use other keys to move through values and select values.
<SHIFT>+<TAB>	This keyboard combination works the same as <TAB>, except it works in the opposite direction. For example, it enables you to switch focus to the previous control or field, rather than the next control or field.

Keyboard Shortcut	Description
<SPACEBAR>	Use for: <ul style="list-style-type: none"> • Selecting a tab • Activating a button • Selecting a check box • Selecting a radio button that is not selected
<ENTER>	Use to: <ul style="list-style-type: none"> • Press a button. • Click a link. • Select an item from a drop-down list.
<DOWN ARROW>	Use for: <ul style="list-style-type: none"> • Moving through values in a drop-down list • Selecting different values in a set of radio buttons • Moving between different folder tabs
<UP ARROW>	Works the same as the <DOWN ARROW>, except it enables you to move in the opposite direction (previous instead of next).
<LEFT ARROW>	Works similar to the <UP ARROW>.
<RIGHT ARROW>	Works similar to the <DOWN ARROW>.
<HOME>	When in the context of tabs, sets focus to the first tab.
<CTRL>+<HOME>	Takes you to the very top of a page.

Using the Keyboard with Data Collections

This topic describes examples of how to use keyboard shortcuts to navigate within the various collections, such as tables and lists, and select actionable items.

Tables

This section describes how to navigate within tables appearing on a page. The example below uses the Country table for illustration.

Country

Country Code	ISO Alpha 2 Code	ISO Numeric 3 Code	Country Name
COG	CG	178	Congo >
COK	CK	184	Cook Islands >
COL	CO	170	Colombia >
COM	KM	174	Comoros >
CRI	CR	188	Costa Rica >
CUB	CU	192	Cuba >
CUW	CW	531	Curacao >
CXR	CX	162	Christmas Island >
CYM	KY	136	Cayman Islands >
CYP	CY	196	Cyprus >
DEU	DE	276	Germany >

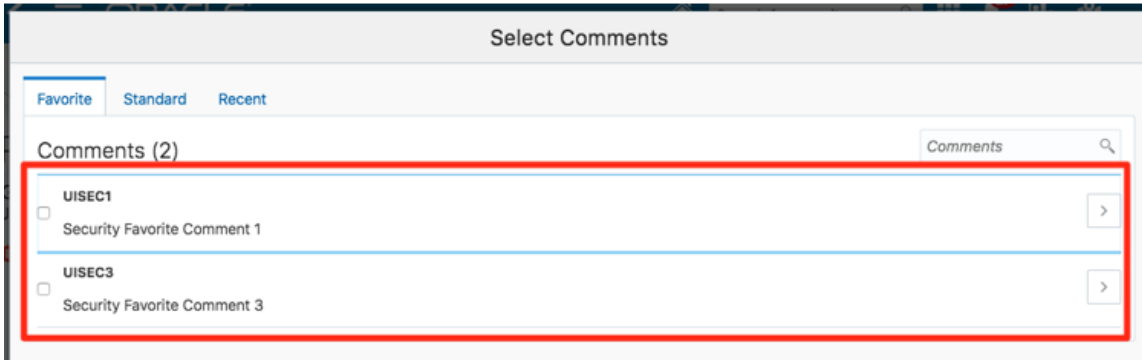
Page 1 of 22 (1-11 of 240 items) | < 1 2 3 4 5 ... 22 >

Target	Key	Description
Cell	Tab	The first Tab into the table moves focus to the first column header.
		The second Tab moves focus to the next focusable element outside of the table.
		If focus is on a row and the row has been placed in actionable mode using the F2 key, then Tab moves focus to the next focusable element within the row.
		If focus is already on the last focusable element, then focus will wrap to the first focusable element in the row.
	Shift + Tab	The first Shift+Tab into the table moves focus to the first column header.
		The second Shift+Tab moves focus to the previous focusable element outside of the table.
		If focus is on a row and the row is actionable, then Shift+Tab moves focus to the previous focusable element within the row.
		If focus is already on the first focusable element, then focus will wrap to the last focusable element in the row.
	Down Arrow	Move focus to the next row.
	Shift + Down Arrow	Select and move focus to the next row.

Target	Key	Description
	Up Arrow	Move focus to the previous row. If at the first row, then move to the column header.
	Shift+Up Arrow	Select and move focus to the previous row.
	Home	Move focus to first row.
	End	Move focus to last row.
	Space	If chevron icon is used, drill down to the detail.
	Enter	Toggle the current row to actionable mode if there exists a tabbable element in the row. Once toggled to actionable mode, focus will be moved to be first tabbable element in the row.
	F2	Toggle the current row to actionable mode if there exists a tabbable element in the row.
Column Header	Tab	Navigate to next focusable element on page (outside table).
	Shift+Tab	Navigate to previous focusable element on page (outside table).
	Down Arrow	Move focus to the first row.
	Left Arrow	Move focus to previous column header.
	Right Arrow	Move focus to next column header.
	Home	Move focus to first column header.
	End	Move focus to last column header.
	Space	Select column.

List View

This section describes how to navigate within tables appearing on a page. The example below uses the Country table for illustration.



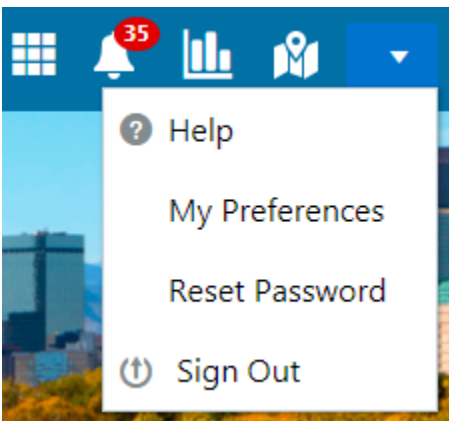
Target	Key	Description
List Item	F2	Enters Actionable mode. This enables keyboard action on elements inside the item, including navigation between focusable elements inside the item.
	Esc	Exits Actionable mode.
	Tab	When in Actionable Mode, navigates to next focusable element within the item. If the last focusable element is reached, shift focus back to the first focusable element. When not in Actionable Mode, navigates to next focusable element on page (outside ListView).
	Shift+Tab	When in Actionable Mode, navigates to previous focusable element within the item. If the first focusable element is reached, shift focus back to the last focusable element. When not in Actionable Mode, navigates to previous focusable element on page (outside ListView).
	Down Arrow	Move focus to the item below.
	Up Arrow	Move focus to the item above.
	Left Arrow	When display in card layout, move focus to the item on the left.
	Right Arrow	When display in card layout, move focus to the item on the right.
	Shift+F10	Launch the context menu if there is one associated with the current item.
	Enter	Selects the current item. No op if the item is already selected.

Using the Keyboard to Work with Page Controls

This topic describes examples of how to use the keyboard to work with various controls in the interface and select actionable items. Controls are UI constructs such as buttons, accordions, page tabs, and so on.

Buttons

This section describes how to use the keyboard to control buttons in the global header or on pages.



Key	Description
Enter, Space, or Down Arrow	Open the menu.
Esc	Close the menu.

Calendar

This section describes the hot keys you can use when working with the calendar control and date picker to select date field values.

Auto Number Rule | Electrical Permit 🔍

* Valid from Date 📅

Valid to Date

Public User Enabled

* Department

Workflow Space Name

Workflow Application ID

< July 2018 >

M	T	W	T	F	S	S
						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	31					

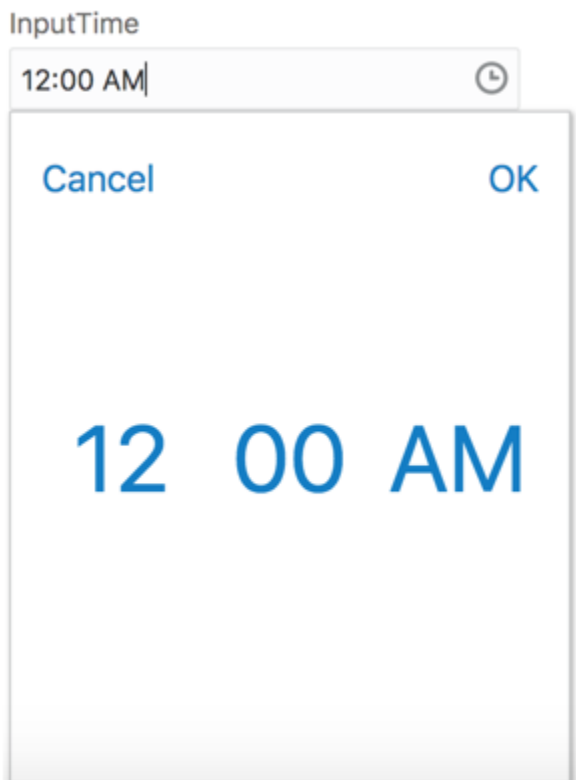
Today

Target	Key	Description
Input Element	Down Arrow or Up Arrow	Shows the calendar grid and moves the focus into the expanded grid
	Esc	Close the grid.
	Tab In	Set focus to the input. If hints, title or messages exist in a note window, displays the note window.
Picker	Enter	Select the currently focused day
	Up Arrow	Move up in the grid.
	Down Arrow	Move down in the grid.
	Right Arrow	Move right in the grid.
	Left Arrow	Move left in the grid.
	Esc	Close the grid.

Target	Key	Description
	Home	Move focus to first day of the month.
	End	Move focus to last day of the month.
	Page Up	Switch to previous month.
	Page Down	Switch to next month.
	Alt + Page Up	Switch to previous year.
	Alt + Page Down	Switch to next year.
	Ctrl + Alt + T	Places focus on Today button if it exists.

Time

This section describes the hot keys you can use when working with the time picker control to select time field values.



Key	Description
Down Arrow or Up Arrow	Shows the time picker and moves the focus into the expanded time picker

Key	Description
Tab In	Set focus to the input. If hints, title, or messages exist in a note window, displays the note window.

Accordion

This section describes the hot keys you can use when working with the accordion control to expose and access items. An accordion is a set of expandable sections where only one section can be expanded at a time. When a new section gets expanded, the previous section automatically closes.

Elements

- ▶ Predefined Elements
- ▲ User-Defined Elements

Group box

Text field

Number field

Date time field

Switch

Text area

Radio button set

Check box set

Drop-down list

Multi-Select list

The following table lists the keyboard options for working with the collapsible headers.

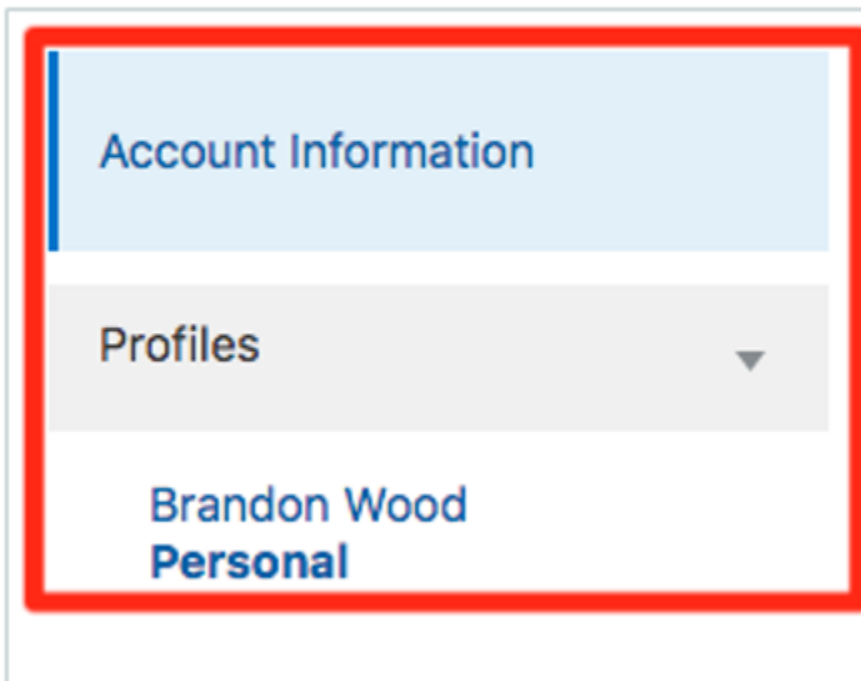
Key	Description
Space or Enter	Toggle disclosure state.
Tab	Navigate to next collapsible header and if none then the next element on page.
Shift + Tab	Navigate to previous collapsible header and if none then the previous element on page.
Up Arrow or Left Arrow (Right Arrow in right-to-left languages)	Move focus to the previous collapsible header with wrap around.
Down Arrow or Right Arrow (Right Arrow in right-to-left languages)	Move focus to the next collapsible header with wrap around.

Key	Description
Home	Move focus to the first collapsible header.
End	Move focus to the last collapsible header.

Navigation Lists

This section describes how to use the keyboard to work with navigation lists to access items used take you to different locations or display additional content.

Manage Account



The following table lists the keyboard options used for accessing list items.

Key	Description
Enter or Space	Selects list item.
Up Arrow	Moves focus to the previous visible list item.
Down Arrow	Moves focus to the next visible list item
Right Arrow (Left Arrow in right-to-left languages)	For horizontal navigation list, focus will be moved to next visible item.

Key	Description
Left Arrow (Left Arrow in right-to-left languages)	For horizontal navigation list, focus will be moved to previous visible item.
Home	Moves focus to the first visible list item.
End	Moves focus to the last visible list item.
F2	If focus is on a list item, pressing F2 will make its contents accessible using Tab.
Esc	When F2 mode is enabled, press Esc to exit F2 mode.
Shift + Tab	Move focus to hierarchical menu button. Only applicable for sliding navigation list and when hierarchical menu button is enabled.

Tab Bars

This section describes how to use the keyboard to work with tab bars.



Key	Description
Enter or Space	Selects list item.
Up Arrow	Moves focus to the previous visible list item.
Down Arrow	Moves focus to the next visible list item.
Right Arrow (Left Arrow in right-to-left languages)	For horizontal tab bar, focus will be moved to next visible item.
Left Arrow (Left Arrow in right-to-left languages)	For horizontal tab bar, focus will be moved to previous visible item.
Home	Moves focus to the first visible list item.
End	Moves focus to the last visible list item.
F2	If focus is on a list item, pressing F2 will make its contents accessible using Tab.
Esc	When F2 mode is enabled, press Esc to exit F2 mode.
Ctrl + X	Marks the current item to move if reorderable is enabled.

Key	Description
Ctrl + V	Paste the item that are marked to directly before the current item
DELETE	Delete the current item.