

Citywide Portal FAQs

Below is a list of the most Frequently Asked Questions about electronic submission of applications and electronic review of applications.

Process overview – how it works

Submit your complete Application through the Public Portal

How do I register?

1. From the [portal homepage](#), click on 'Register' on the left menu.
2. Enter the email address you will be using for the portal.
3. Create a password and re-enter to confirm.
4. Click 'Register'.
5. Once you click on 'Register' you will receive an email from notifications@psdcitywide.com at the address you used to register to confirm your account.
6. Click on 'Verify' or copy the URL into your browser. The link in the message will validate your account. Make sure you are using the email address you registered with.
7. You can now sign into the public portal and update your profile and begin to submit Application.

Troubleshooting and common issues:

- Registering with a different email than the one you are using on your cell phone.
- Expecting your confirmation email but looking into an email box not associated with registration.

I have registered but I did not receive my registration email. Now what do I do?

There are a couple of things to check:

- You should receive an email within 15 minutes of registering. However, sometimes emails can be delayed for reasons out of our control. Please be patient.
- Did you spell your email address correctly? Are you accessing the email address you used to register with? If you are not sure, you could try registering again with the same email address. If we already have that email on file, you will see a message indicating "An account already exists for this username."
- Check your junk/spam folder. Sometimes messages end up in places we don't intend.

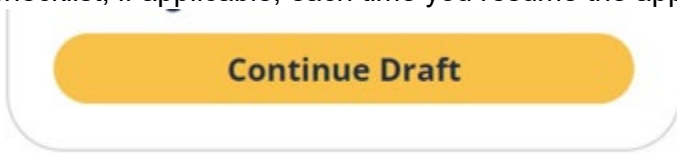
I forgot my password - what do I do now?

From the Home page:

- Click the 'Forgot Password' link.
- Enter the email address for your account.
- Click the 'Send Link' button.
- You will receive an email with a link to change your password.

Can I start and save an Application to complete later?

Yes. If you have started an application, you can select “Save” at the bottom of the application webpage. Your progress will be saved. To resume your application, select My Other Permits from the dashboard. A listing of all draft applications will be presented. Select the “Continue Draft” button under the selected appropriate draft application. You will need to complete the checklist, if applicable, each time you resume the application.



How do I see the items I submitted?

- Log into the [Public Portal](#)
- Click on Other Permits
- The Permits will be listed under “My Other Permits”

How do I upload documents to my Application?

If you need to upload more documents to your existing application:

- Sign in to the [Public Portal](#) and click on “Other Permits”
- Find the Application and click on it to open it.
- Select the “Upload” button and follow the prompts.

