Welcome to the Public Access Portal for Building and Septic Division Pool and Sign Applications

This guide provides the steps to submit a Pool or Sign application on the online Public Access Portal

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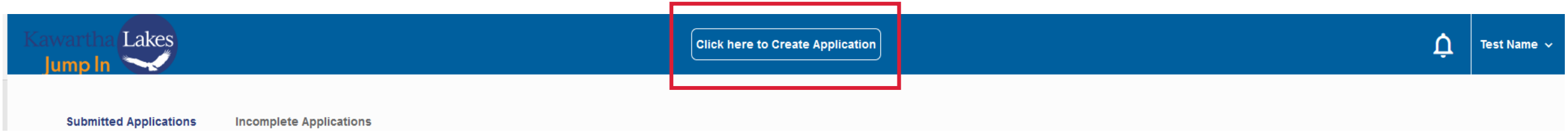
Click any of the links to go directly to that specific topic within this help guide.

Step 1 - Log into the Public Access Portal

Start an application:

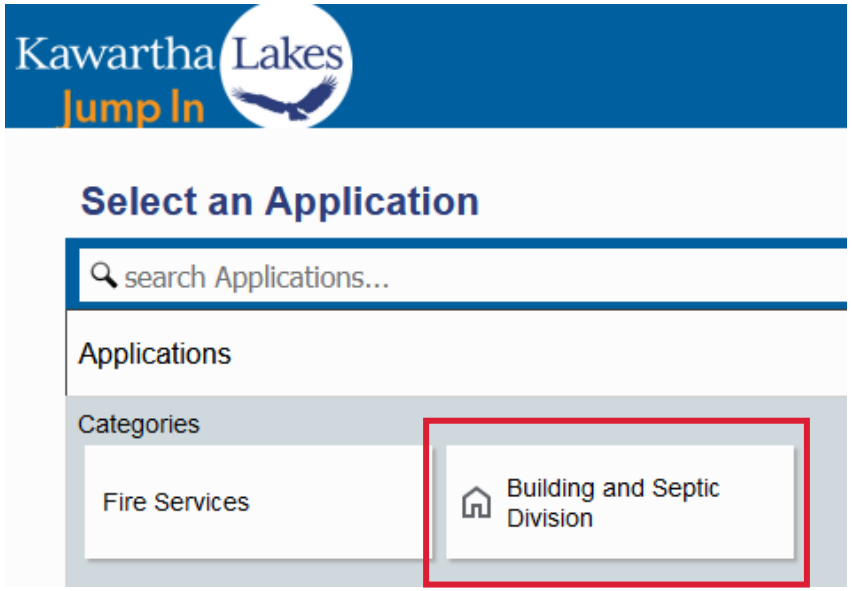
- Log into the Public Access Portal by entering your email and password.
- When you're logged in, the Home Page is displayed.
- Select the 'Click here to Create Application' button (red rectangle in screenshot below)
- The application categories that you can choose from will be displayed.

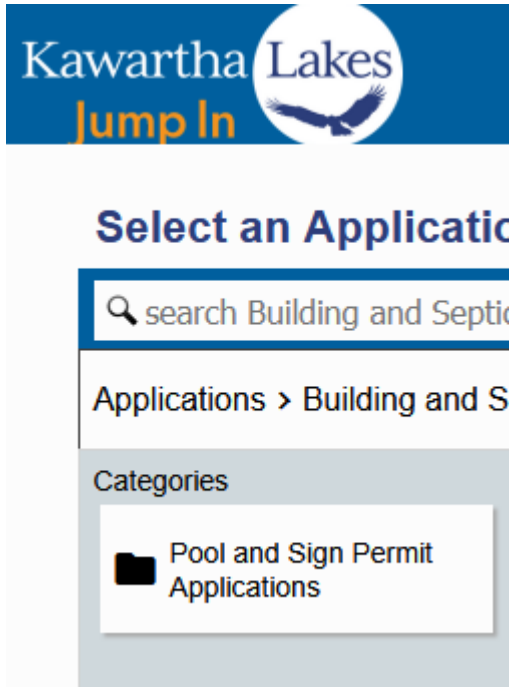


Step 2 – Select Application Category

Application Categories:

- Select 'Building and Septic Division' to access the applications.
- Select 'Pool and Sign Applications' to start the application.



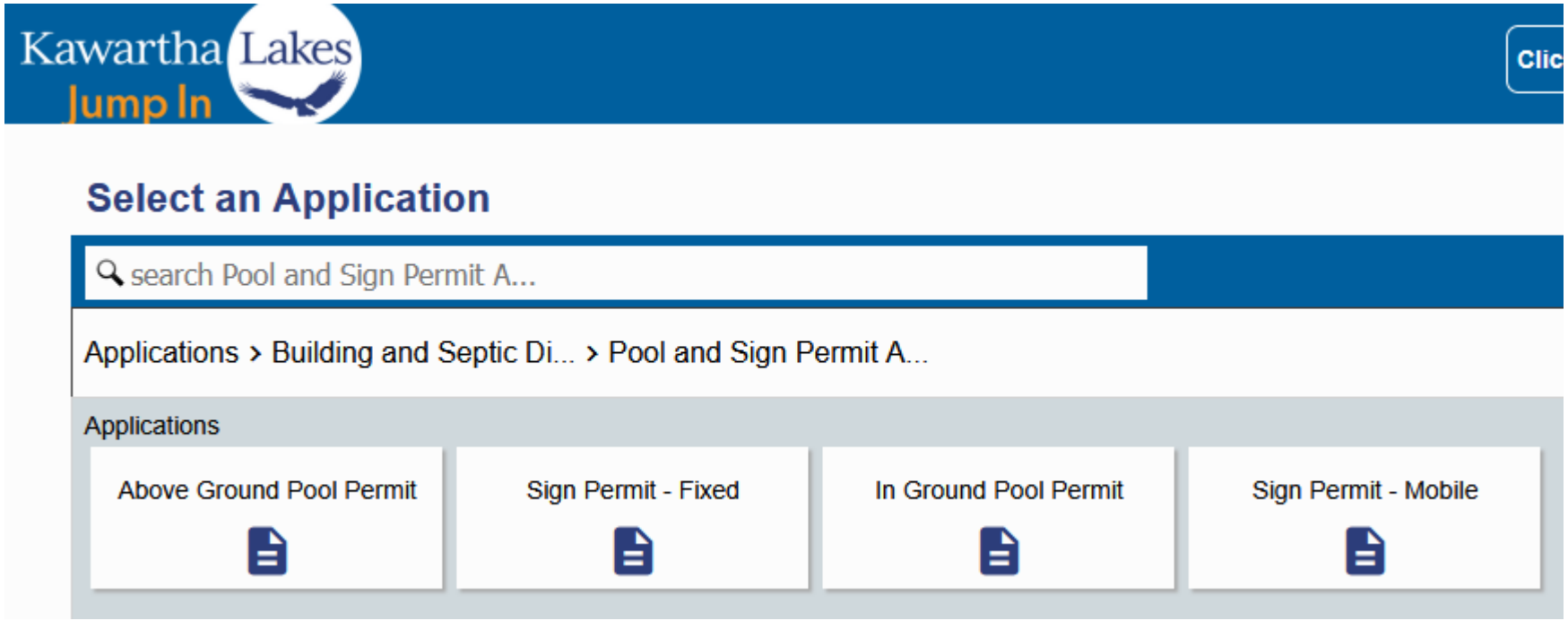


Step 2 – Select Application Category

Application Categories:

- Select one of the following permits to start the application:

- Above Ground Pool Permit
- In Ground Pool Permit
- Sign Permit – Fixed
- Sign Permit – Mobile



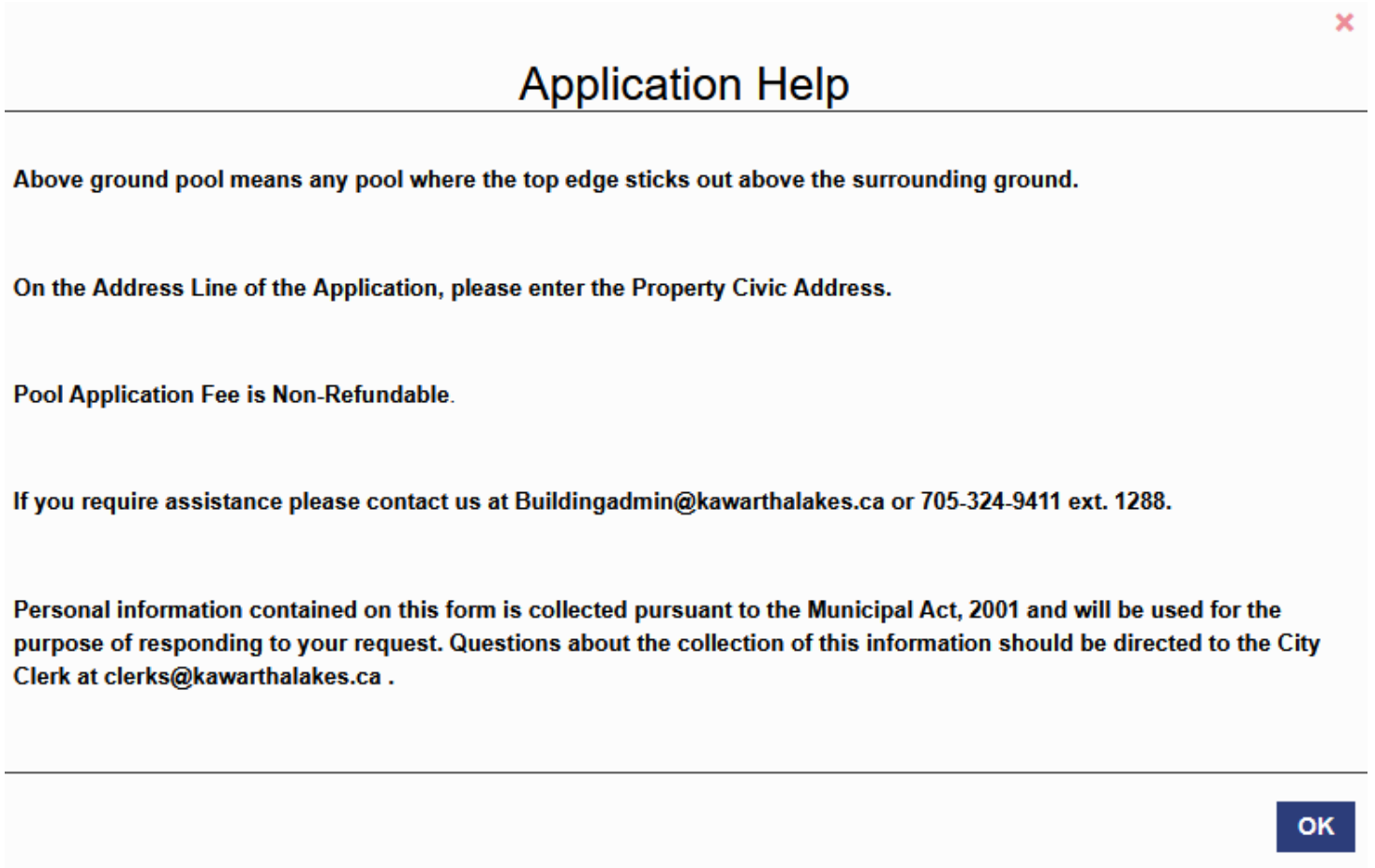
Step 3 - Start an Application

Start an Application

- After selecting the permit you're applying for, the Application Help screen is displayed for your review.

Application Help:

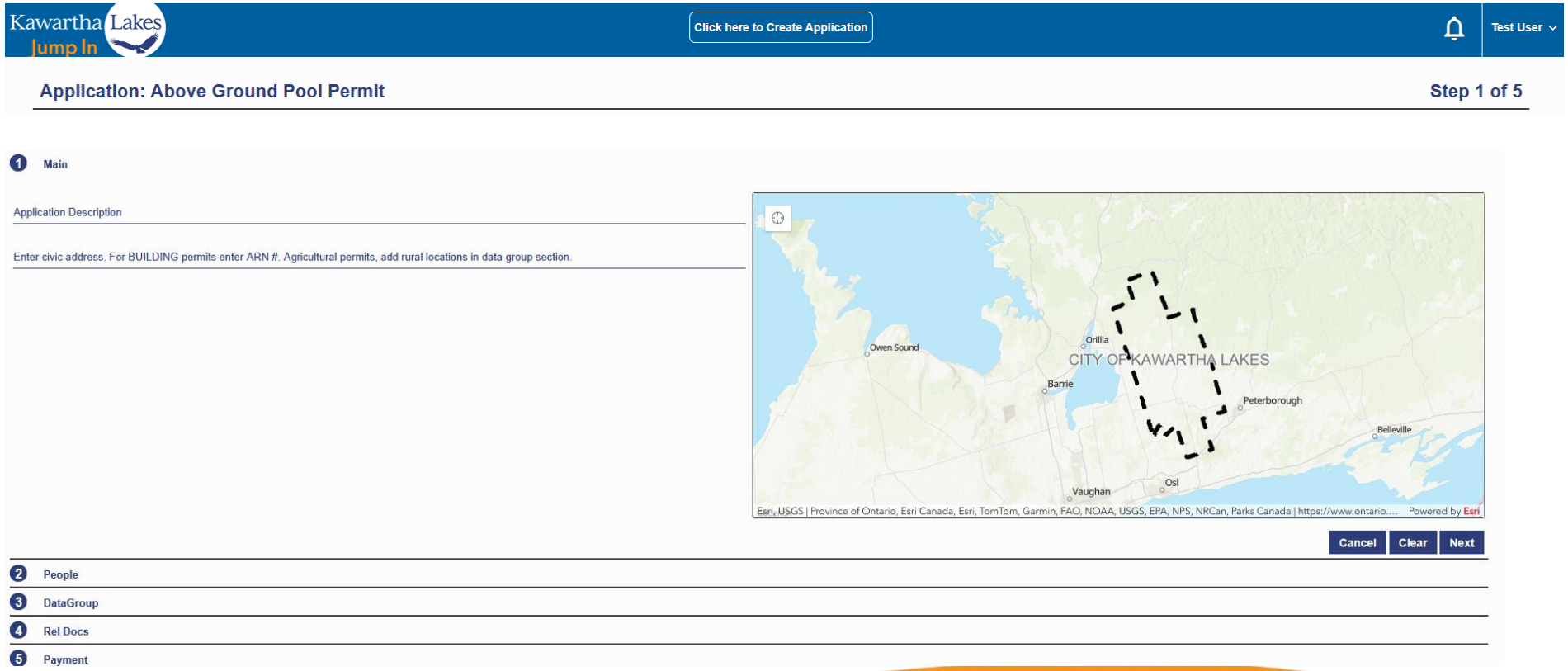
- A help screen containing information about the type of application you selected will appear.
- Click 'OK' to continue or the red 'X' to cancel the application.
- Click 'Begin Application' to start the application process.



Step 4 – Application Overview

Filling in the application form

- There are several sections on the permit application:

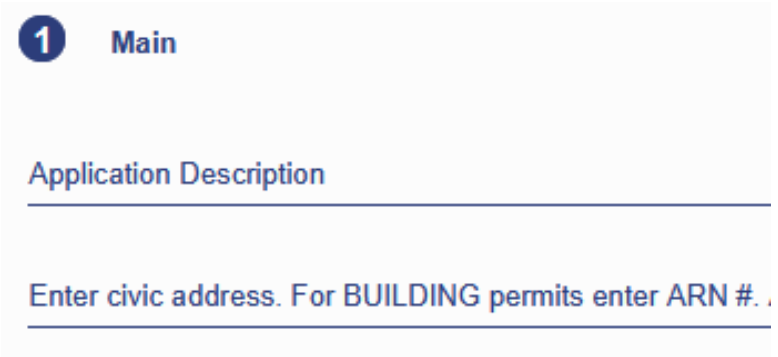


Step 5 – Application Section 1: Main

Filling in the application form – Section 1

Section 1: Main

- Application Description: here you'll enter a description for your application which can be used later to search for previously submitted applications; adding the description is optional.
- Address Line: Enter the Civic Address for the property.
- ** A list of address suggestions will be shown, select the address from the list.
- Click the 'Clear' button to remove entries in the Application Description and Address field.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue.



Step 6 – Application Section 2: People

Filling in the application form – Section 2

Section 2: People

- Application Information:
  - Enter the Building Applicant information for the permit.
  - Enter the Property Owner for the permit.
- If your contact information is the same as your login information, click on the 'Use My Information' button to copy.
- Red font indicates mandatory entry fields.
- Click the 'Clear' button to remove entries in the Applicant fields.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue the application process.

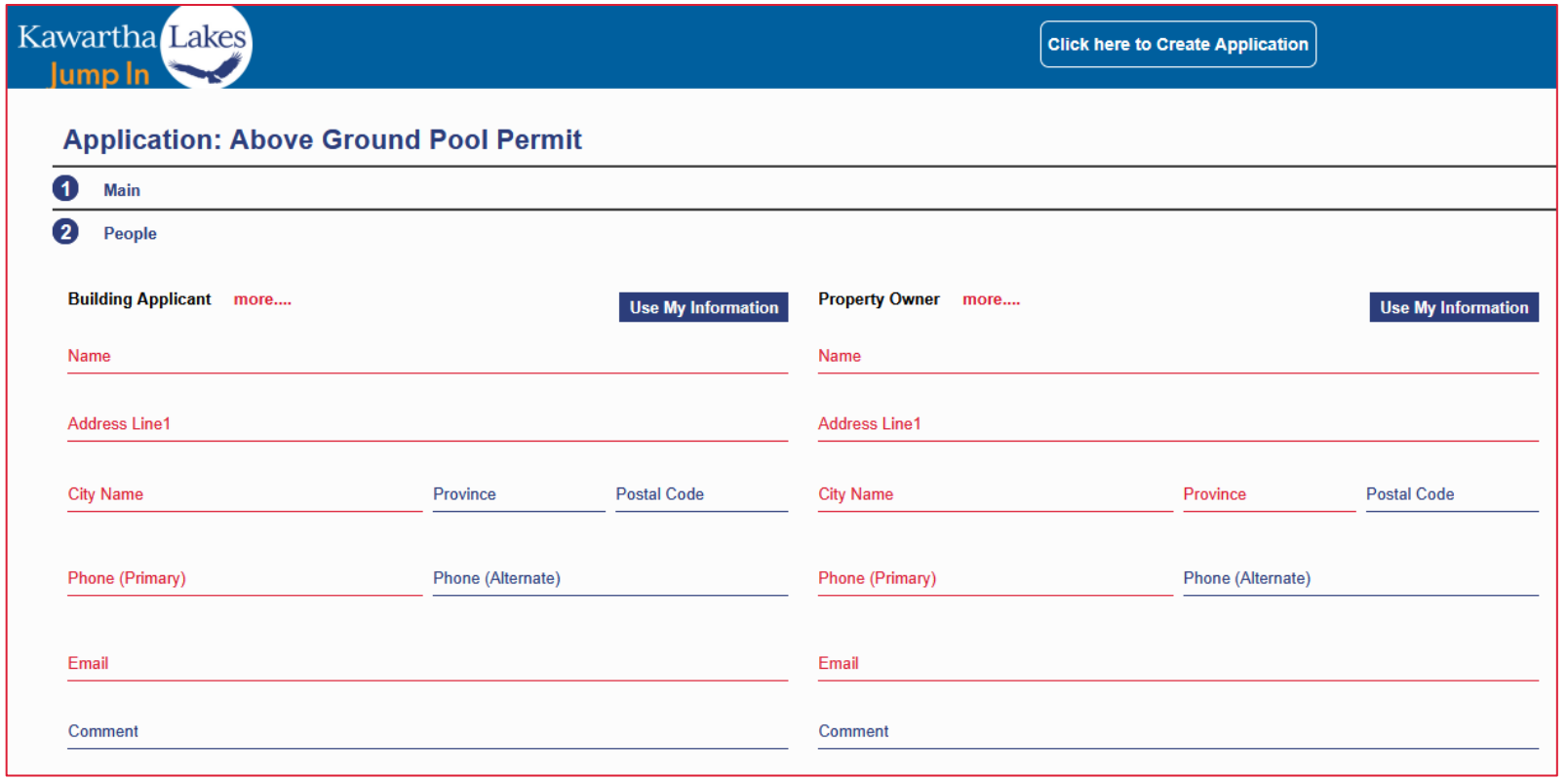
See next page for a screen shot of the People section form.

Step 6 – Application Section 2: People continued

Filling in the application form – Section 2

Section 2: People

- Click 'more…..' to show the Company Name field.
- Click 'Next' to continue.

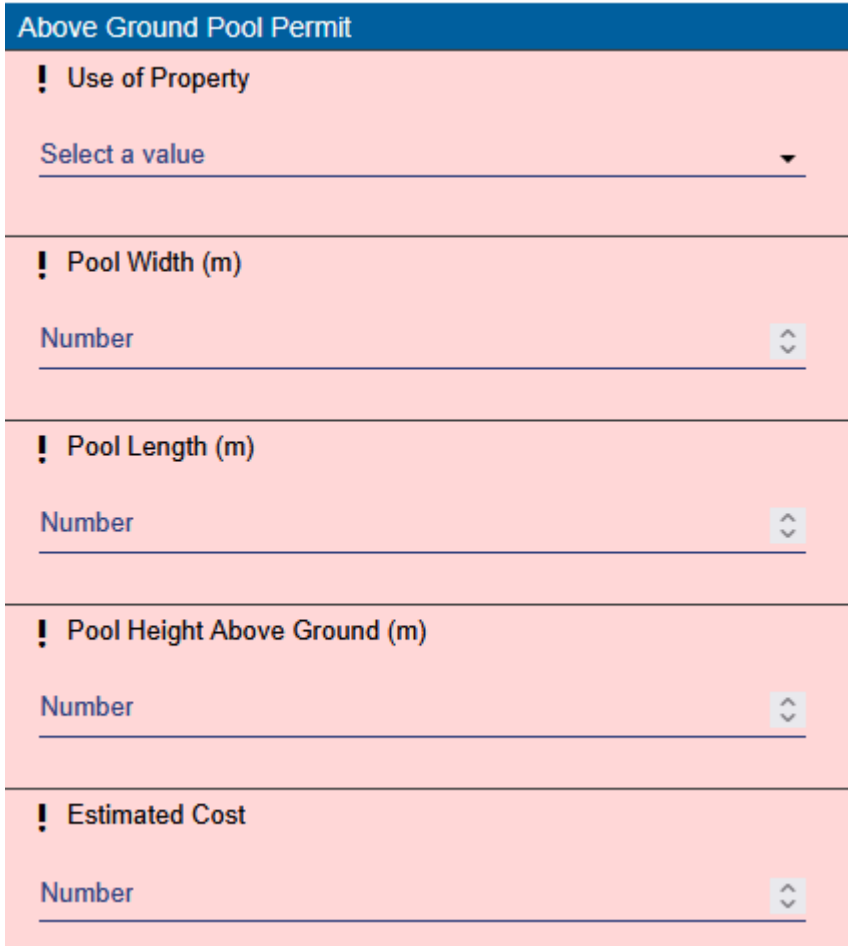


Step 7 – Application Section 3: Data Group

Filling in the application form – Section 3

Section 3: Data Group – `**Above Ground Pool**'
Provide a response to **all** mandatory fields; red indicates mandatory entry fields.

- Enter all fields in (m) metres.
- Select 'Use of Property.'
- Enter Pool: Width, Length, Height Above Ground and Estimated Cost.
- Click the 'Clear' button to remove entries.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue the application process.

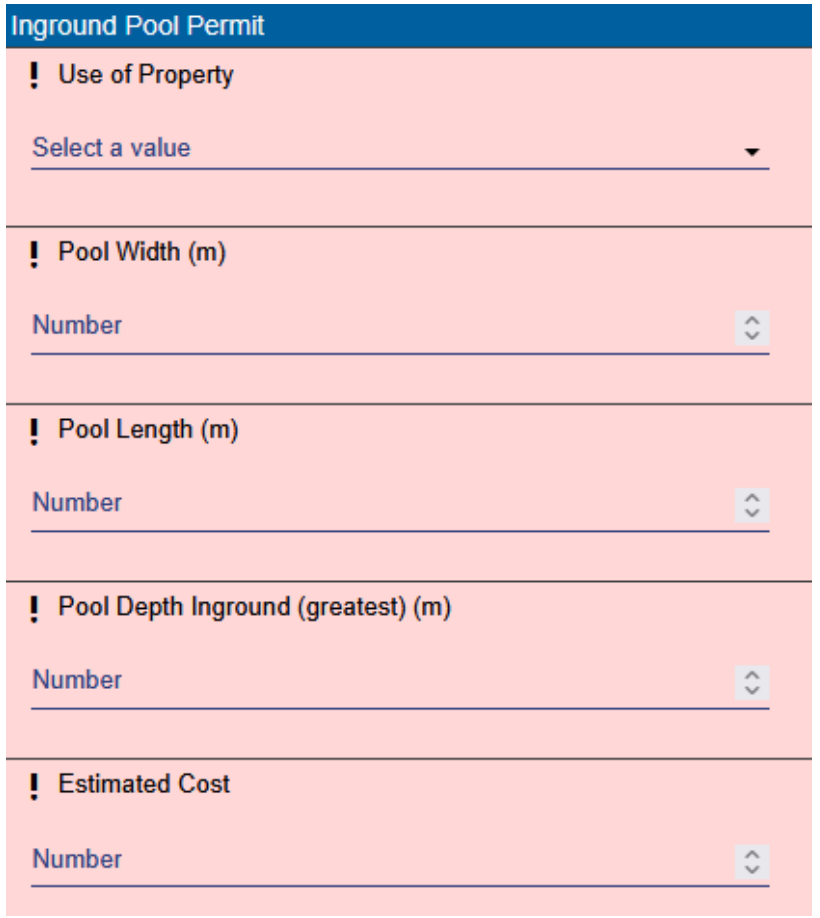


Step 7 – Application Section 3: Data Group

Filling in the application form – Section 3

Section 3: Data Group – `**In Ground Pool**'
Provide a response to **all** mandatory fields; red indicates mandatory entry fields.

- Enter all fields in (m) metres.
- Select 'Use of Property.'
- Enter Pool: Width, Length, Pool Depth Inground and Estimated Cost.
- Click the 'Clear' button to remove entries.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue the application process.



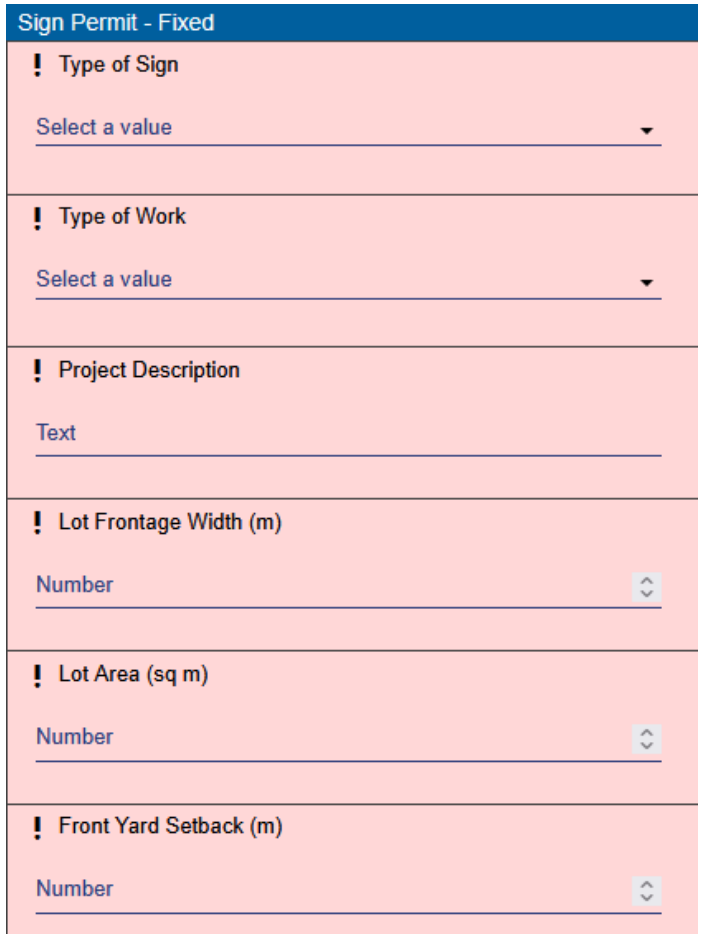
Step 7 – Application Section 3: Data Group

Filling in the application form – Section 3

Section 3: Data Group – `**Fixed Signs**'
Provide a response to **all** mandatory fields; red indicates mandatory entry fields.

- Enter all fields in (m) metres.
- Select 'Type of Sign and Work.'
- Enter Project Description
- Enter Lot Frontage
- Enter Lot Area (sq m)
- Enter Front Yard Setback (m)

- See next page for further required information

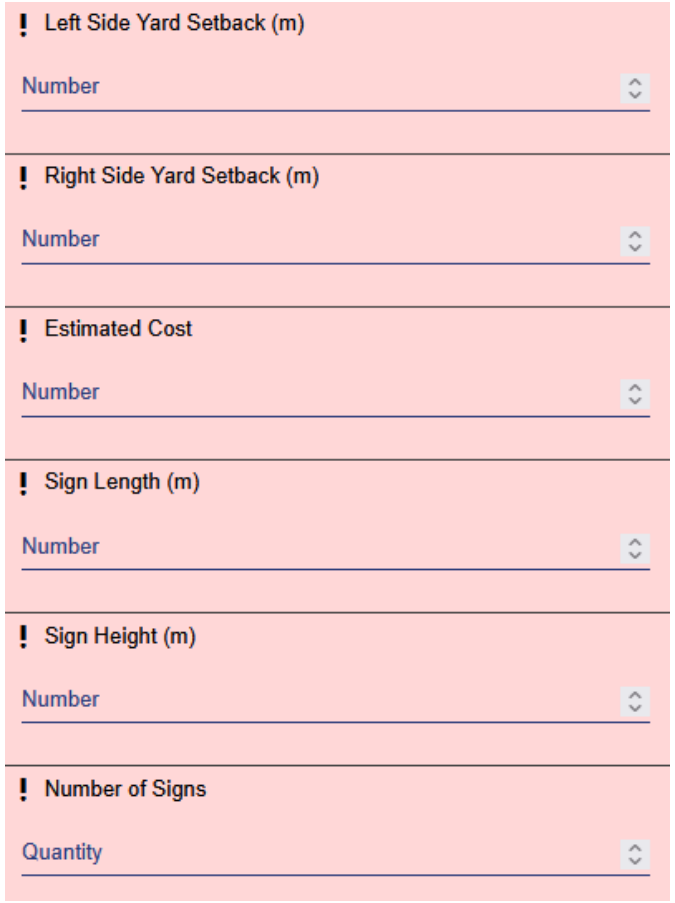


Step 7 – Application Section 3: Data Group

Filling in the application form – Section 3

Section 3: Data Group – `**Fixed Signs**' continued
Provide a response to **all** mandatory fields; red indicates mandatory entry fields.

- Enter all fields in (m) metres.
- Enter Left Side Yard Setback (m)
- Enter Right Side Yard Setback (m)
- Enter Estimated Cost
- Enter Sign Length (m)
- Enter Sign Height (m)
- Enter Number of Signs
- Click the 'Clear' button to remove entries.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue the application process.



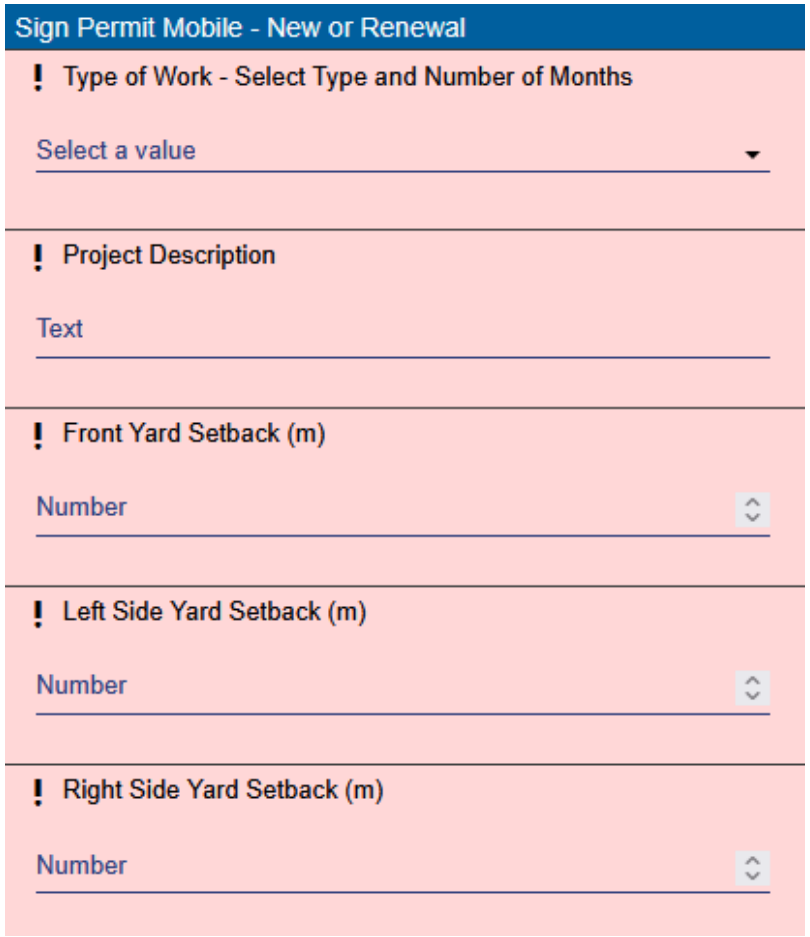
Step 7 – Application Section 3: Data Group

Filling in the application form – Section 3

Section 3: Data Group – `**Mobile Signs**'
Provide a response to **all** mandatory fields; red indicates mandatory entry fields.

- Enter all fields in (m) metres.
- Select 'Type and Number of Months'
- Enter Project Description
- Enter Front Yard Setback (m)
- Enter Left Side Yard Setback (m)
- Enter Right Side Yard Setback (m)

- See next page for further required information



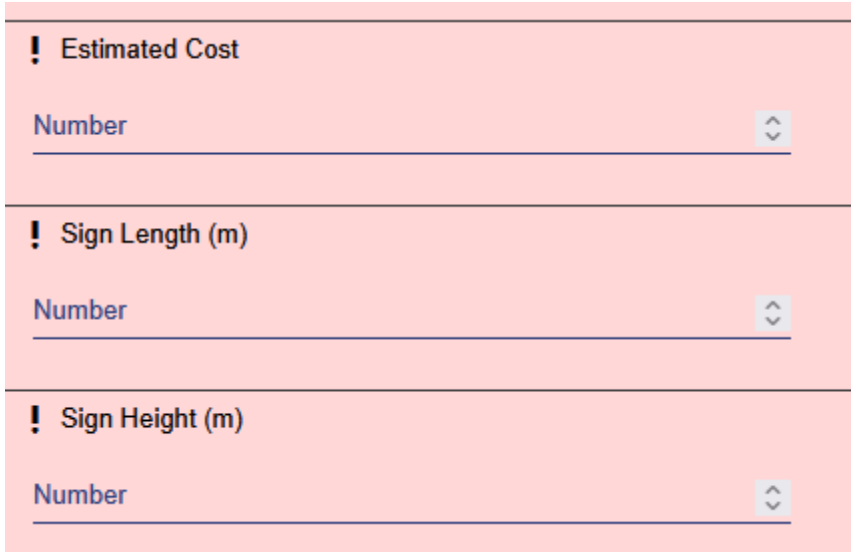
Step 7 – Application Section 3: Data Group

Filling in the application form – Section 3

Section 3: Data Group – `**Mobile Signs**' continued
Provide a response to **all** mandatory fields; red indicates mandatory entry fields.

- Enter all fields in (m) metres.
- Enter Estimated Costs
- Enter Sign Length (m)
- Enter Sign Height (m)

- Click the 'Clear' button to remove entries.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue the application process.

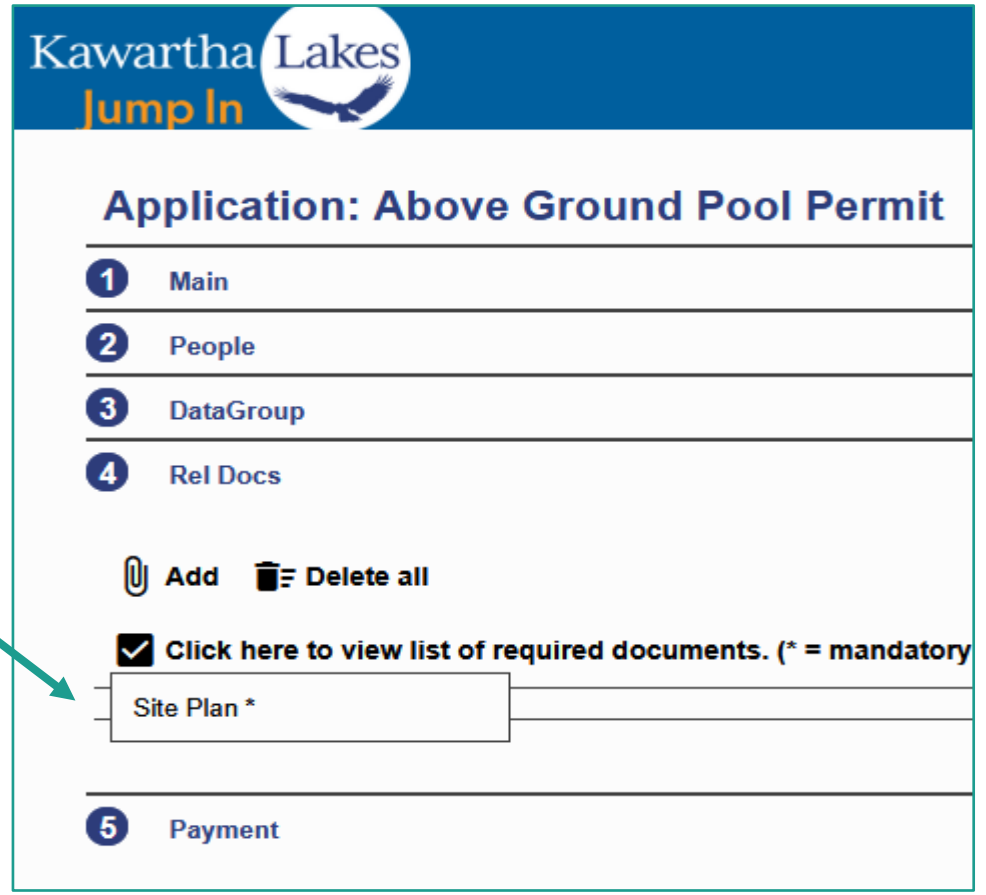


Step 8 – Application Section 4: Related Documents

Upload required documents – Section 4

Section 4: Related Documents
This process requires documents to be attached to the application:

- To view the list of required documents, click here
  - Note that the example lists only one required document for this permit. See next page for list of required documents.
- To upload a document. Click 'Add' .
- Select the document you want to add.
- Select 'Open' to upload the document to the application
- Once uploaded, you will see the document attached to the application.
- If needed, repeat the above steps to attach all required documentation for the permit. Once documents are uploaded you **must** update the label name. See next page for instructions.



Step 8 – Application Section 4: Related Documents cont.

Required Attachments and Adding Labels to Attachments

Section 4: Related Documents
Required Documents:
For Above and Inground Pool Applications:

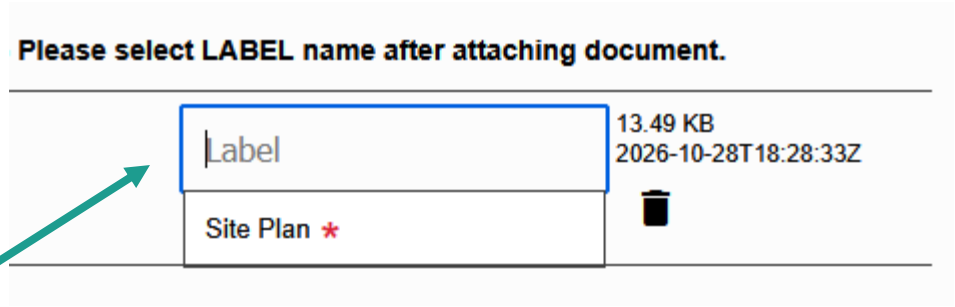
- Site Plan

For Fixed and Mobile Signs

- Site Plan
- Construction Details

Once all documents have been uploaded, the label for the attachment will require updating before continuing with the application:

- Click 'Label' and the document list is displayed.
- Select the appropriate label name for the attachment.
- Once the label for all the attachments has been completed, click 'Next' to continue.

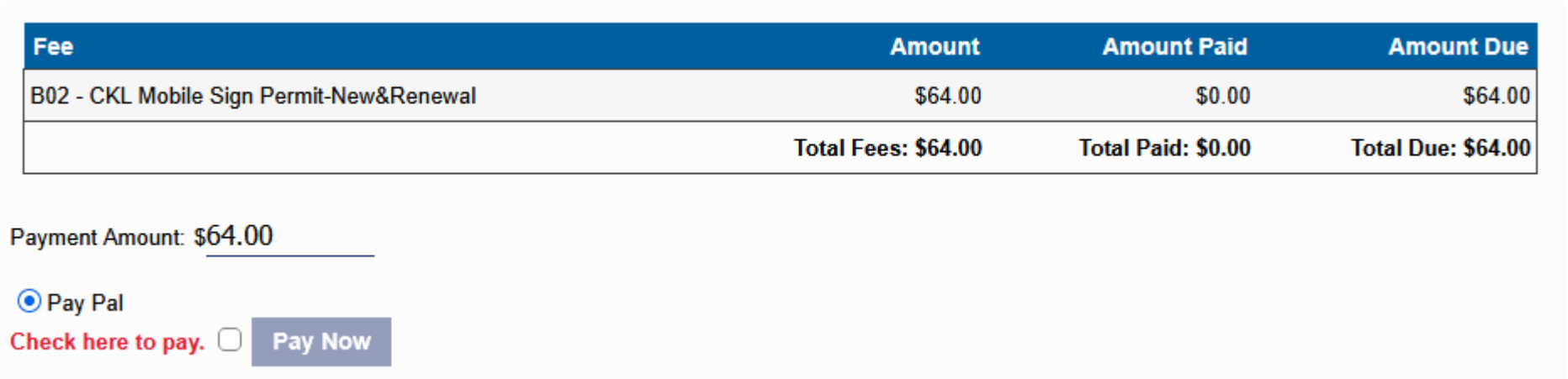


Step 9 – Application Section 5: Fees & Payments

Filling in the application form – Section 5

Section 5: Fees

- The fee for the permit is required to be paid with the application submission.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Previous' button to return to the previous page.
- To continue with a payment:
- Click 'Check here to pay'. Pay Now button is enabled. Click 'Pay Now'.
- Click the 'Submit' button to submit the application.



Fee	Amount	Amount Paid	Amount Due
B02 - CKL Mobile Sign Permit-New&Renewal	$64.00	$0.00	$64.00
	Total Fees: $64.00	**Total Paid: $0.00**	**Total Due: $64.00**

Payment Amount: $64.00

Pay Pal

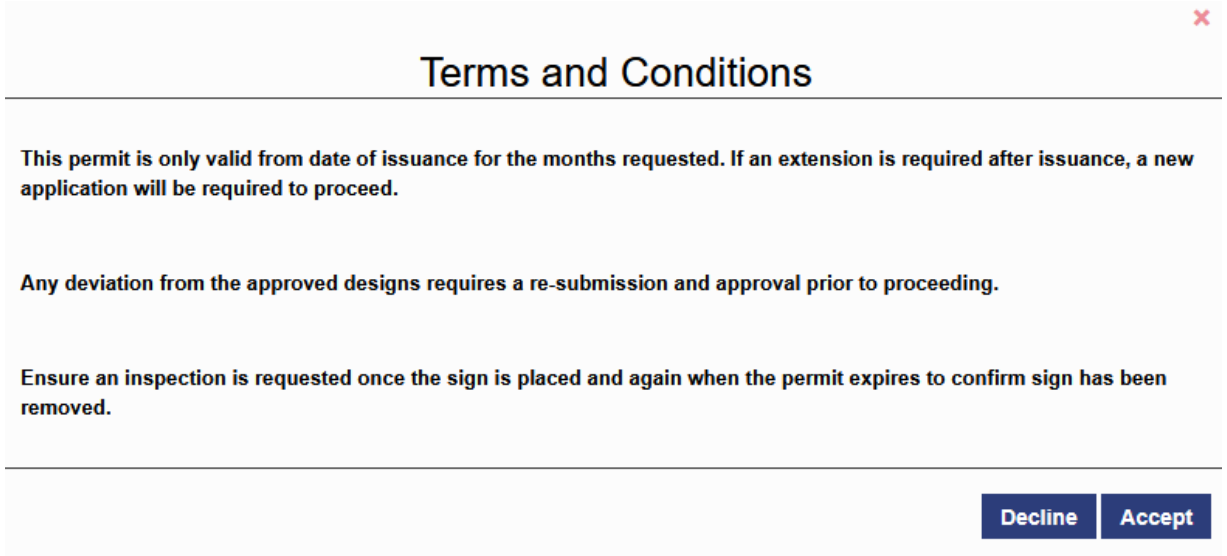
Check here to pay. Pay Now

Step 10 – Terms and Conditions with Payment

Submitting the application with Payment

Once you've submitted the application, the Terms and Conditions page will be displayed for your review:

- It states the responsibilities of the Permit Holder; click 'Accept' to agree with the Terms and Conditions.
- Once you've accepted the terms and conditions, you will be directed to Paypal gateway to make your payment.
- After payment has been processed, the application will be created. See next page.
- Click 'Decline' to return to the previous section.

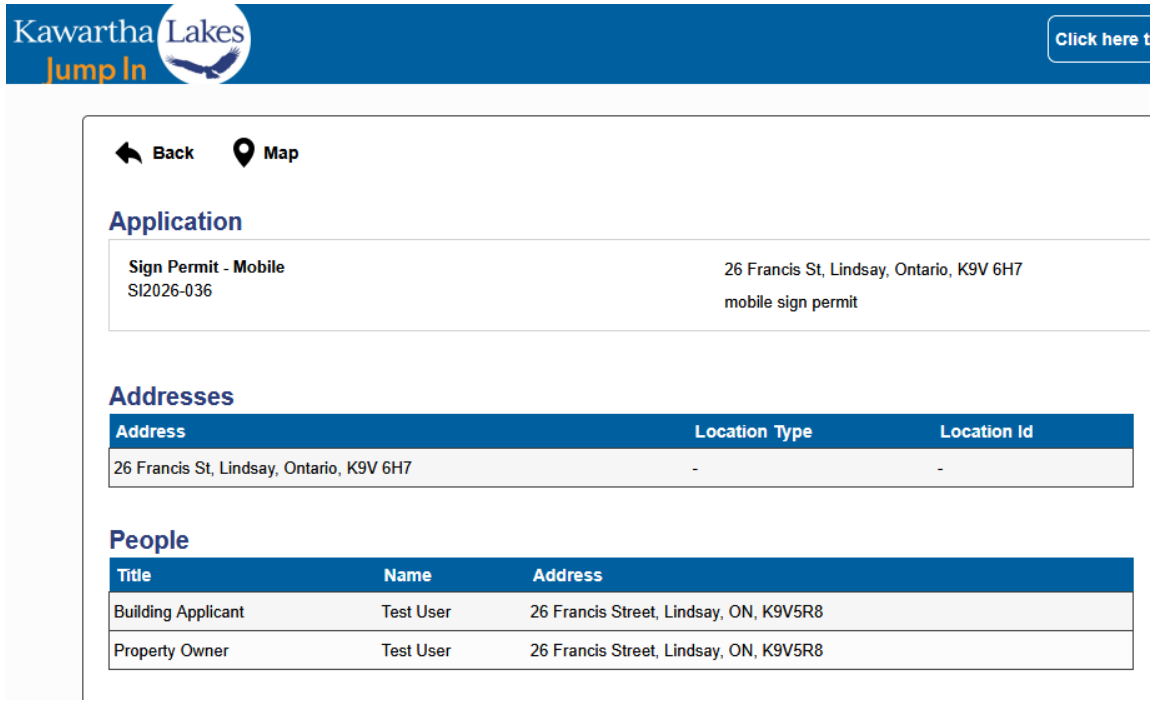


Submitted Application

After submitting your application and making your payment, the application will be created and details will be displayed

A thank you email with the application number will be forwarded by email.

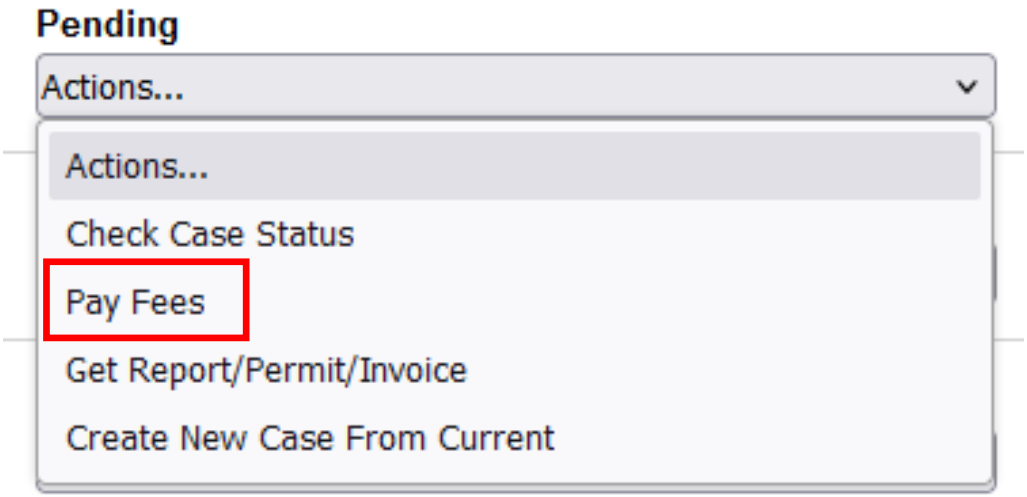
- Application status is Pending.
- Application will be reviewed.
- Click on the 'Kawartha Lakes' logo to return to the Home Page.
- During the review and approval process of your application, you may receive emails at various stages to provide further instructions and next steps.



Making a Payment After Application Submission

If you submitted your application before making a payment, please follow the steps below to make your payment.

- Log into the public access portal.
- To make a payment, in the Actions field, click the drop down and select 'Pay Fees' (red rectangle).
- The fees page will open. To continue, check the box next to 'Check here to pay' and select 'Pay Now'.
- You will now be directed to the PayPal gateway.
- See the **Online Portal User Guide** for further PayPal instructions.
- Once payment has been made, you will be returned to the application details page.



Issued Permit Card and/or Documents

After your application has been issued, you will receive an email with instructions on how to access your Permit Card and/or other documents through the public portal.

Accessing your permit card and/or documents:

- Your permit card and/or documents will be uploaded to the Related Documents section on the public portal.
- Log into the portal.
- On the list of submitted applications, click on the application number to open the application details.
- Navigate to the Related Documents section.
- Click on the document to download to your computer.

Online Portal Options and Logging Out

- To return to the Public Access Portal Home Page, click on the ‘Kawartha Lakes’ logo.
- To create another permit application, click the ‘Click here to Create Application’ button or,
- To log out, click the drop down arrow on the right side of your user name and select ‘Log Out’.

Thank you for using our online Public Access Portal

If you have any questions, please contact Customer Experience or the Building & Septic Division by using the contact information below:

Customer Experience
705-324-9411
extension 0
inquiries@kawarthalakes.ca

Building and Septic Division
705-324-9411
extension 1288
buildingadmin@kawarthalakes.ca