



CITIZENSERVE
DUVAL COUNTY PUBLIC SCHOOLS
BUILDING CODE ENFORCEMENT

Welcome to our program for plan submittal and permits. This program will keep all paperwork in one file for each project. You will need to make a login and password for your company, using 1 login for your company that everyone will use. This will allow anyone in your office to see any projects under your company. Our office cannot register your company for you. Please email Wendy Helms at helmsg@duvalschools.org or call the office at 904-390-2165 for questions on the program.

To Register in our new website, go to

<https://www7.citizenserve.com/Portal/?installationid=443>

Go to the top, right corner, choose LOGIN. On the right side of the screen is “New to our Portal”.

- Register either Designer or Contractor, as your submissions are processed differently.
- Fill out your company’s information.
- The **EMAIL** you enter is where approvals are sent to from citizenserve, the system, however the approvals are kept in the system under the permit file. Anyone with the log-in and password will be able to see all documents approved under plan submittals or permits that are submitted for that LOG IN. Each Contractor/Designer should have 1 login and password, with everyone in the company using the same login and password.
- Contractors will have to upload their current license and workers compensation insurance forms.
- Once you have registered, you may submit applications for plan review and permits.

Screenshots are below

Main Screen

The screenshot shows the main screen of the Duval County Public Schools Online Portal. At the top left is the Duval County Public Schools logo. To the right is a navigation menu with links for Home, Services, Search, Reports, My Account, and Contact. The main heading reads "WELCOME TO OUR ONLINE PORTAL" followed by "CODE ENFORCEMENT FOR DUVAL COUNTY PUBLIC SCHOOLS". Below this is a welcome message: "Thank you for visiting our website where you can access all of online services from your home, office, or mobile device." and "Thank you for visiting our website, through this portal you have access to all of our online services for permitting and code enforcement and general requests. We value your input, if you have any comments or suggestions please call us at (904) 390-2165." A goal statement follows: "Our goal is to ensure a safe and healthful built environment for the students and staff of Duval County Public Schools." A section titled "Online Services You Need" features a "BUILDING PERMIT" graphic and a "PERMITTING" section. The permitting section includes the text: "Need to pull a permit for Duval County Public Schools? Learn how to pull a permit, submit requirements for plans and walk-in permits, apply on line, view review comments and schedule inspections." and three links: "APPLY FOR A PERMIT →", "SEARCH FOR A PERMIT →", and "LEARN MORE ABOUT PERMITTING →". Below this are links for "Link to Florida Building" and "Link to My Florida License", and a note: "Permits expire 180 days after last 'PASS' inspection. It is the contractor's responsibility to keep a permit active. It is the contractor's responsibility to request a 'permit extension'."

REGISTRATION SCREEN

The screenshot shows the registration screen of the Duval County Public Schools Online Portal. At the top left is the Duval County Public Schools logo. To the right is a navigation menu with links for Home, Services, Search, Reports, My Account, and Contact. The main heading reads "REGISTER" with a breadcrumb trail "Home / My Account / Register". Below the heading is a registration form with the following fields: "Registration Type" (a dropdown menu with a red vertical bar indicating it is a required field), "User Name" (a text input field), "Password" (a text input field), and "Confirm Password" (a text input field). A "SUBMIT" button is located below the form. In the bottom left corner, there is a "Privacy - Terms" icon.

Citizenseve Online Portal

www6.citizenseve.com/Portal/PortalController

DUVAL COUNTY PUBLIC SCHOOLS

Home Services Search Reports My Account Contact

REGISTER

Home / My Account / Register

Indicates a required field

Registration Type: Contractor

Email:

Confirm Email:

First Name:

Last Name:

Home Address:

City, State, Zip:

Business Name:

Company Address:

LOGON

Privacy - Terms

BOTTOM HALF IS DIFFERENT FOR CONTRACTS, INCLUDES UPLOADING YOUR LICENSE AND INSURANCE

Citizenseve Online Portal

www6.citizenseve.com/Portal/PortalController

Cell Phone:

Work Phone:

Fax:

User Name:

Password:

Confirm Password:

Contractor License Expiration Date:

Contractors License:

Expiration for Workers Compensation Insurance:

Workers Compensation Insurance:

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