



CITIZENSERVE

DUVAL COUNTY PUBLIC SCHOOLS

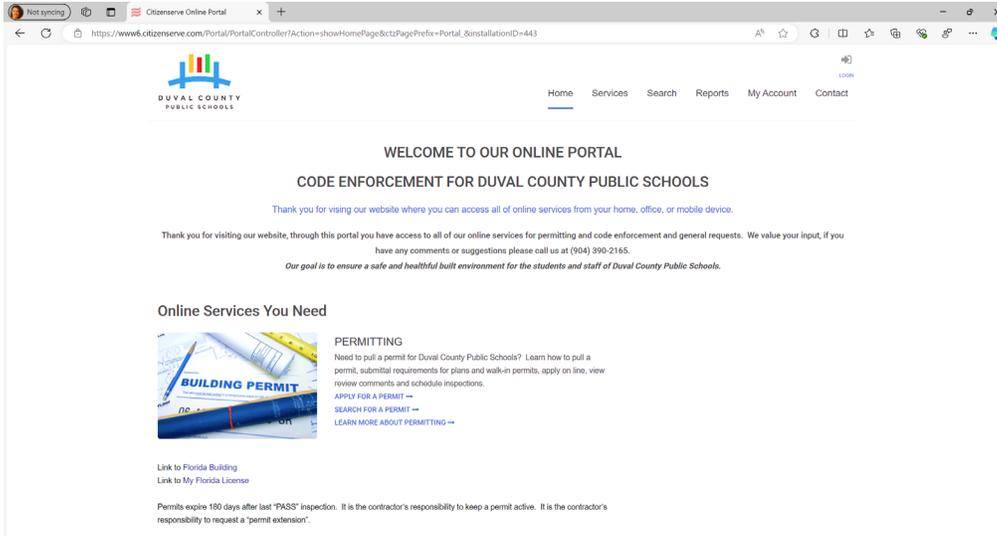
BUILDING CODE ENFORCEMENT

Welcome to our new program for plan submittal and permits. The 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. Our office cannot register your company for you. This will allow anyone in your office to see any projects under your company. Follow the steps listed in this document for plan submittal and permits and inspections. Please email Wendy Helms at helmsg@duvalschools.org or call the office at 904-390-2165 for questions on the program.

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

GUIDE FOR SUBMITTALS OF PLANS AND PERMITS

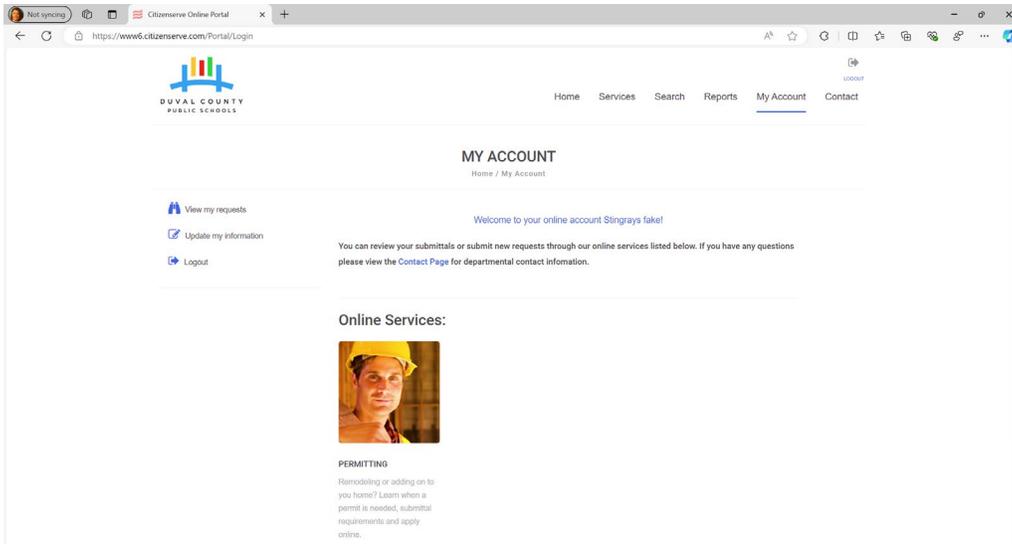
Below is the MAIN screen that contractors and designers will see when logging into CITIZENSERVE.



Below is the screen you will see after logging into Citizenserve.

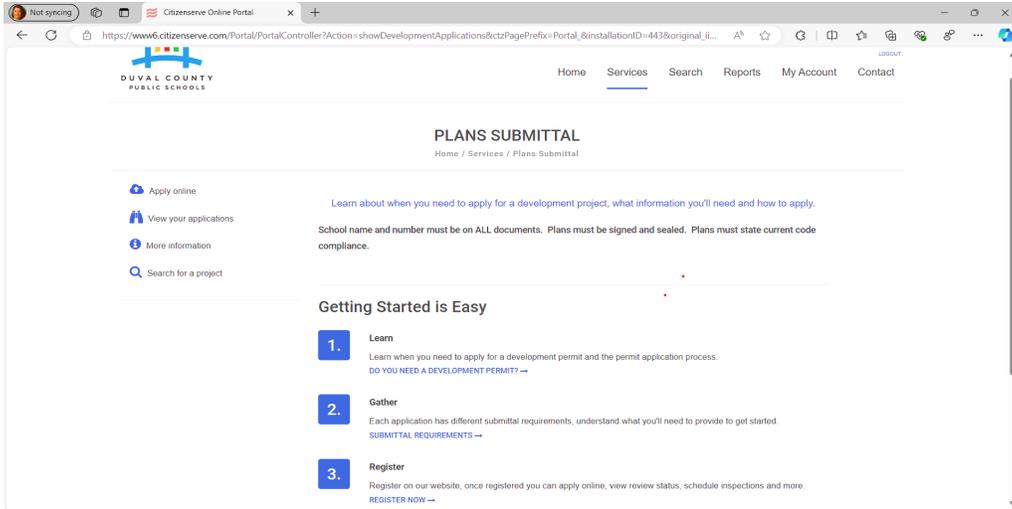
You apply for plan reviews, permits, inspections and final reports. All documents concerning a permit and plans will be submitted under the permit number in this program.

Main Screen

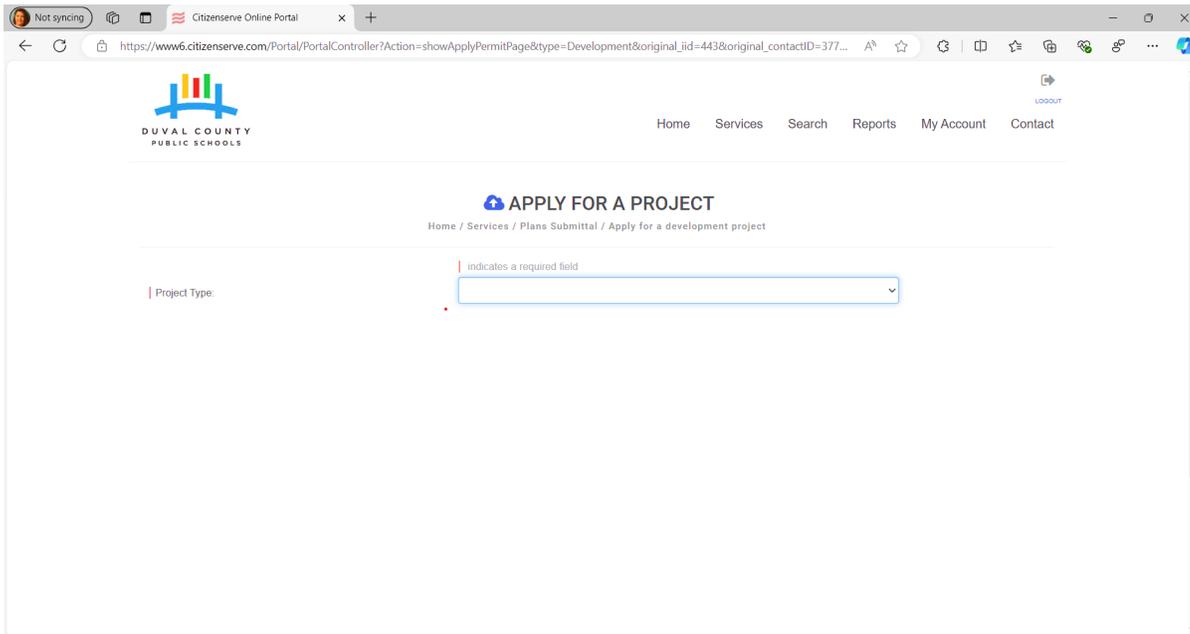


PLANS SUBMITTAL

When submitting plans go to SERVICES, you will have a dropdown window, choose PLANS SUBMITTAL. Below is the screen you will see. Go to the left side and choose “Apply online”



Below is the screen you will see. You will choose “Plan Submittal” in the drop-down menu for “Project Type”



After choosing the Project Type you will see the screen below. You need to type in the complete **TITLE** of the project (not the school's name). Type your company name in the "contractor" spot. You must add the project manager's name. The next step is the school's name and number, a drop-down list. Next you will **"select File"** to upload the plans.

The screenshot shows a web browser window with the URL https://www6.citizenserve.com/Portal/PortalController?Action=showApplyPermitPage&type=Development&original_id=443&original_contactID=377.... The page header includes the Duval County Public Schools logo and navigation links: Home, Services, Search, Reports, My Account, Contact. The main heading is "APPLY FOR A PROJECT" with a sub-heading "Home / Services / Plans Submittal / Apply for a development project".

The form contains the following sections:

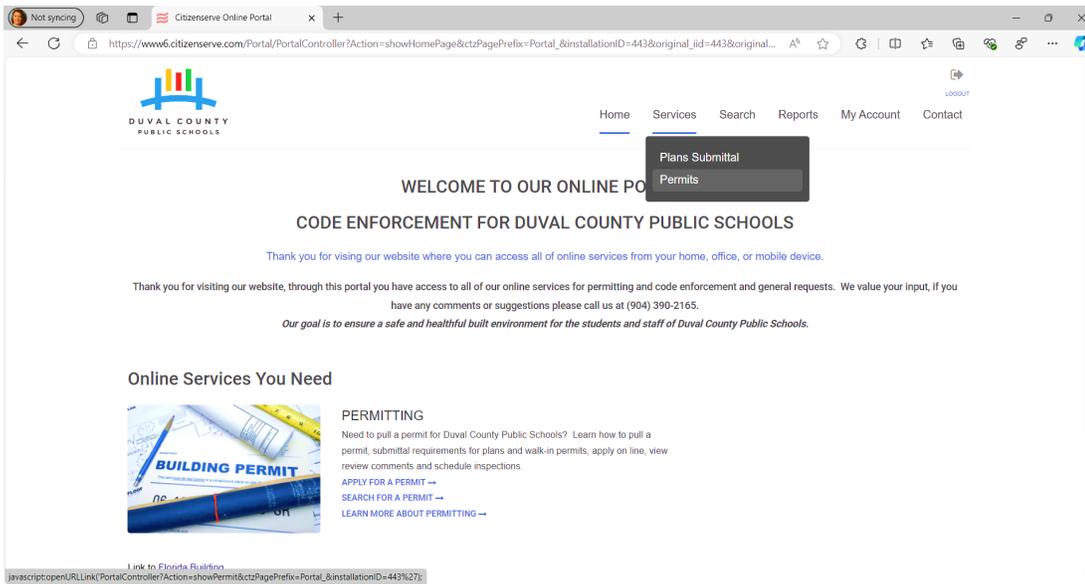
- Project Information:** Project Type (Plans Submittal), Sub Type (Plans Submittal), Project Description (text input).
- CONTACT INFORMATION:** Contractor (dropdown), DCPS Project Manager (text input).
- SCHOOL INFORMATION:** School Name & Number (dropdown).
- DOCUMENT SUBMITTAL:** Plans (text input) with a "Select File" button.

Last, choose **"submit"** to submit the plans for review. You will receive an email stating that your plans have been received. When the plans have been reviewed you will receive another email with the plan review approval or comments.

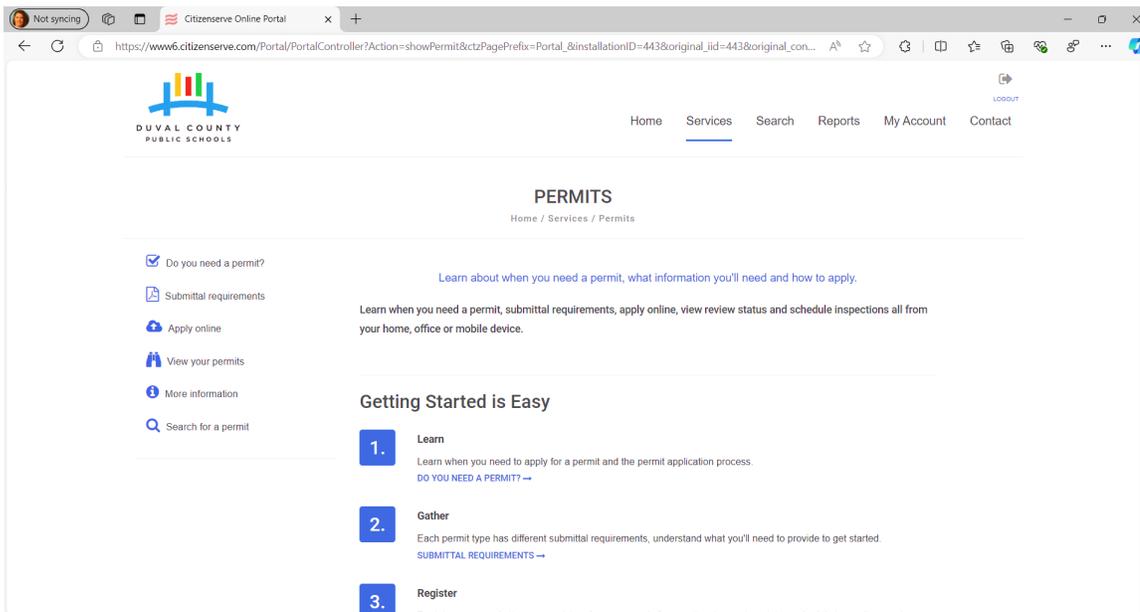
This screenshot shows the same form as above, but with the "SUBMIT" and "SAVE FOR LATER" buttons visible at the bottom. The footer includes the Citizenserve logo, copyright information "© 2003 - 2024 ONLINE SOLUTIONS, LLC", and links for "Terms of Use" and "Privacy Policy".

PERMIT APPLICATION

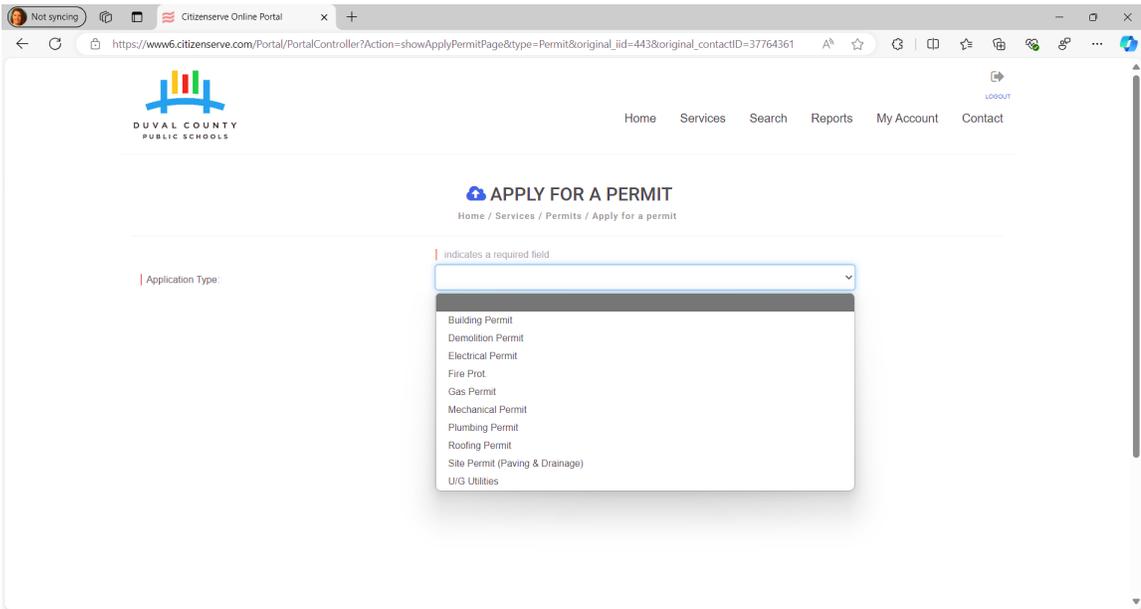
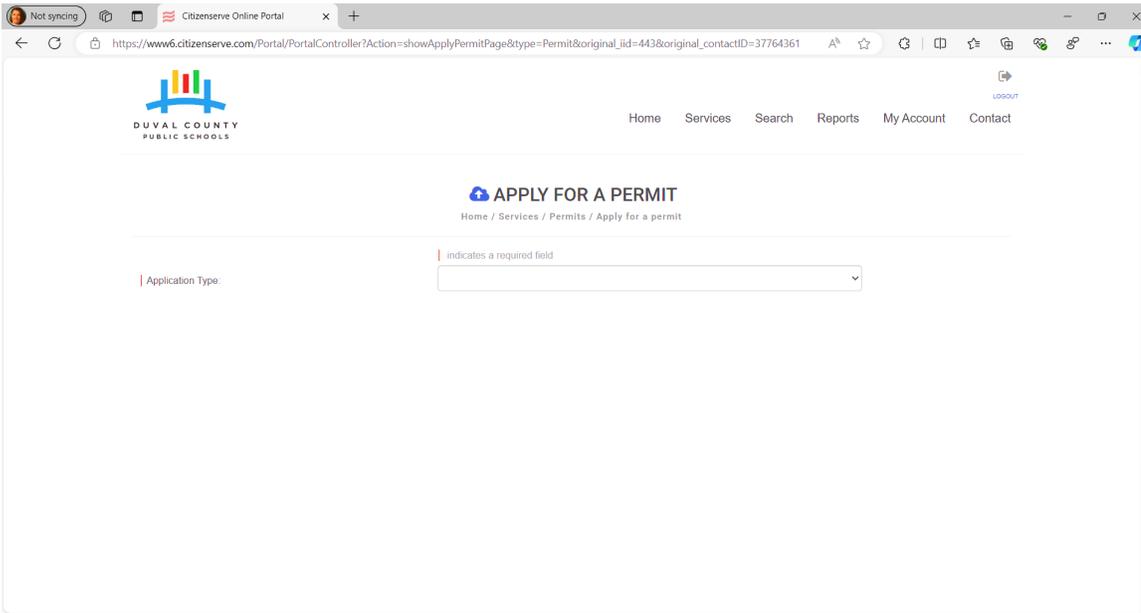
After logging in, choose **“Services”** from the top row of tabs. Then choose **“Permits”**



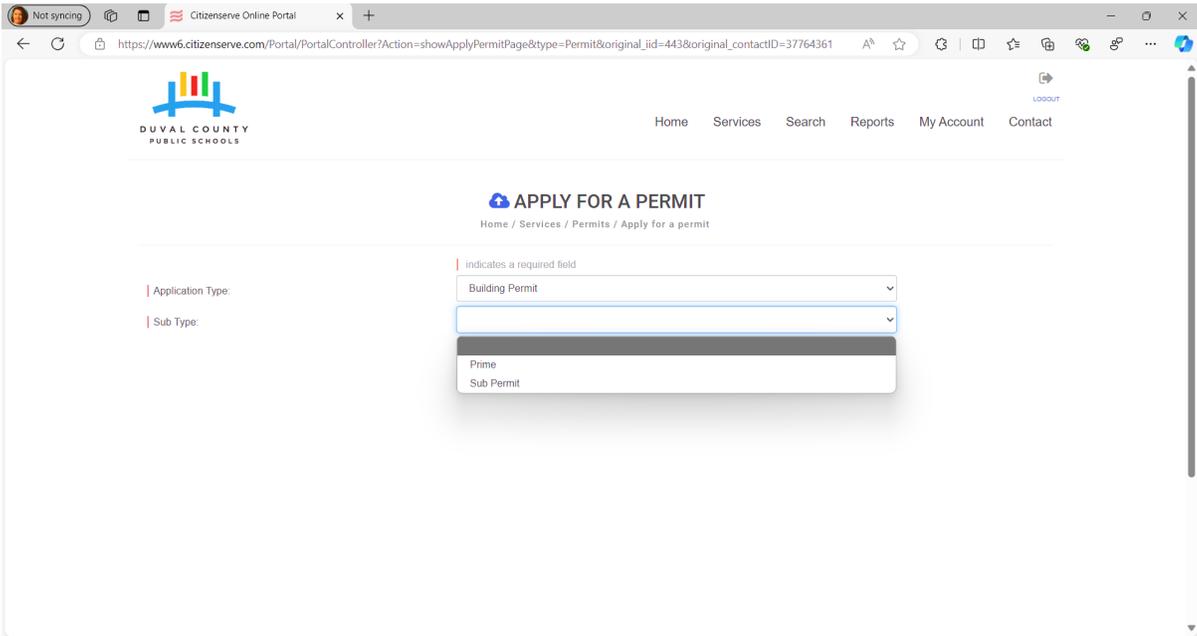
Below is the screen you will see. Choose **“Apply online”** to submit a permit application.



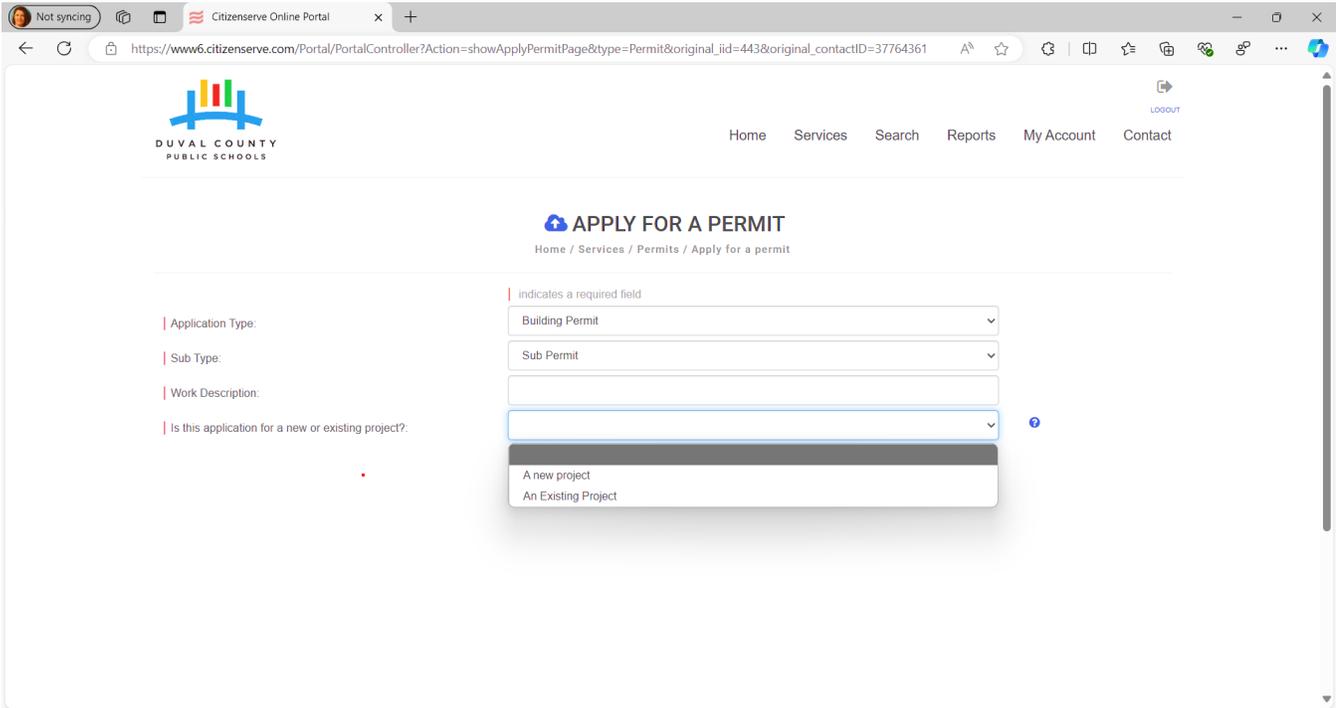
This is the next screen. You will choose the type of permit from the drop-down menu next to **“Application Type”**. The type is the trade you are pulling the permit for, (building, mechanical, electrical, plumbing, etc.)



Choose the type of permit, then choose if it is the **“prime”** or a **“sub permit”**. If choosing a sub permit, make sure you have the prime permit number to enter on this screen. You will next enter the **“work description”**. Please do not put the school’s name. A complete description of the job is required.



IF the permit has a set of plans that have been approved by our office, you will choose **“an existing project”** and you must have the **PS number** for those plans. You will need to put that number next, in the spot for **“Permit or File#”**. YOU will not be able to look up the file number for plans. It will come from the designer or your DCPS project manager.



IF you do not have approved plans you will choose **“A new project”**. Next is School name and number, which is a drop-down menu. Next is **“Project Title”** should be the complete project name, NOT THE SCHOOL name. Fill out the rest of the application including adding ADDITIONAL CONTACT. Please add your DCPS project manager as additional contact on the permit application. Upload any plan or site map or product sheets using the **“Select File”** box. Last you will sign the permit by selecting **“Sign Here”** and **“Submit”**. You will receive an email that states your application has been received.

Home / Services / Permits / Apply for a permit

indicates a required field

Application Type: Building Permit

Sub Type: Prime

Work Description:

Is this application for a new or existing project?: A new project

PROJECT IDENTIFICATION

School Name & Number:

Project Title:

DCPS Project Manager:

DCPS Project # or PO #:

CONTACT INFORMATION

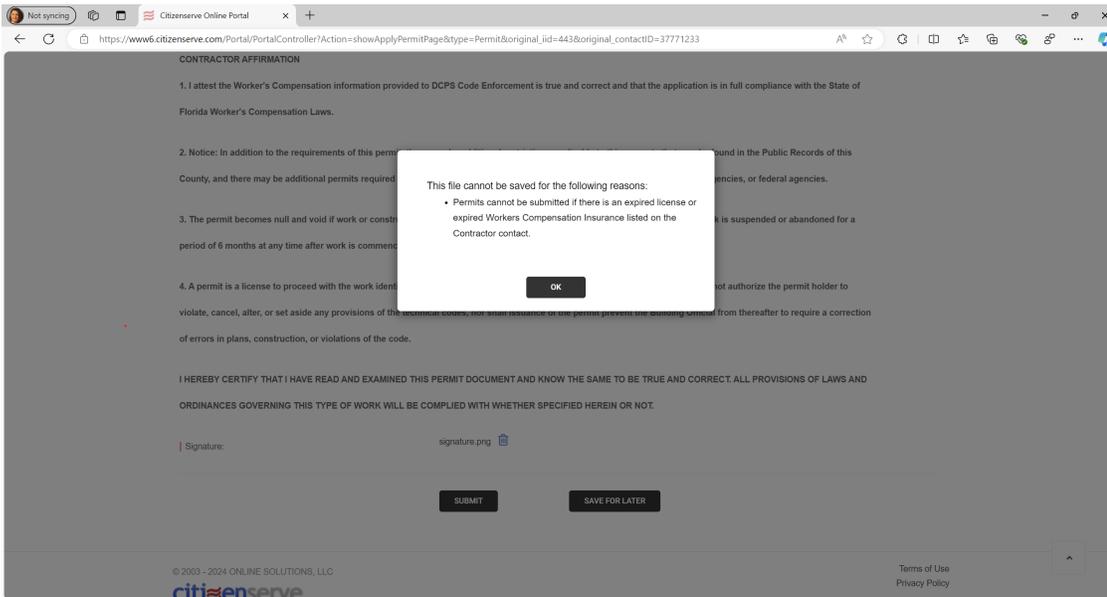
License Contractor: ...

Florida Design Professional: ...

Additional Contact: ...

If the license or insurance is out of date the system will not allow you to submit a permit application

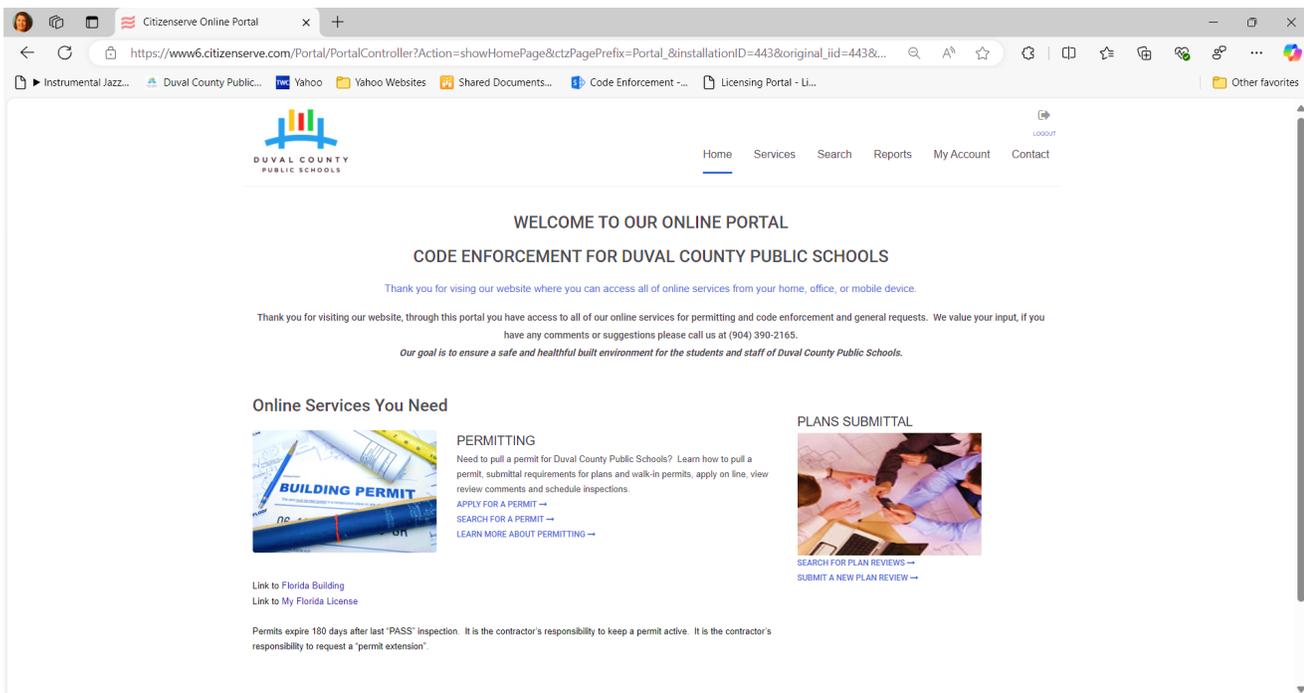
Below is the screen a contractor will receive if their insurance or license is out of date.



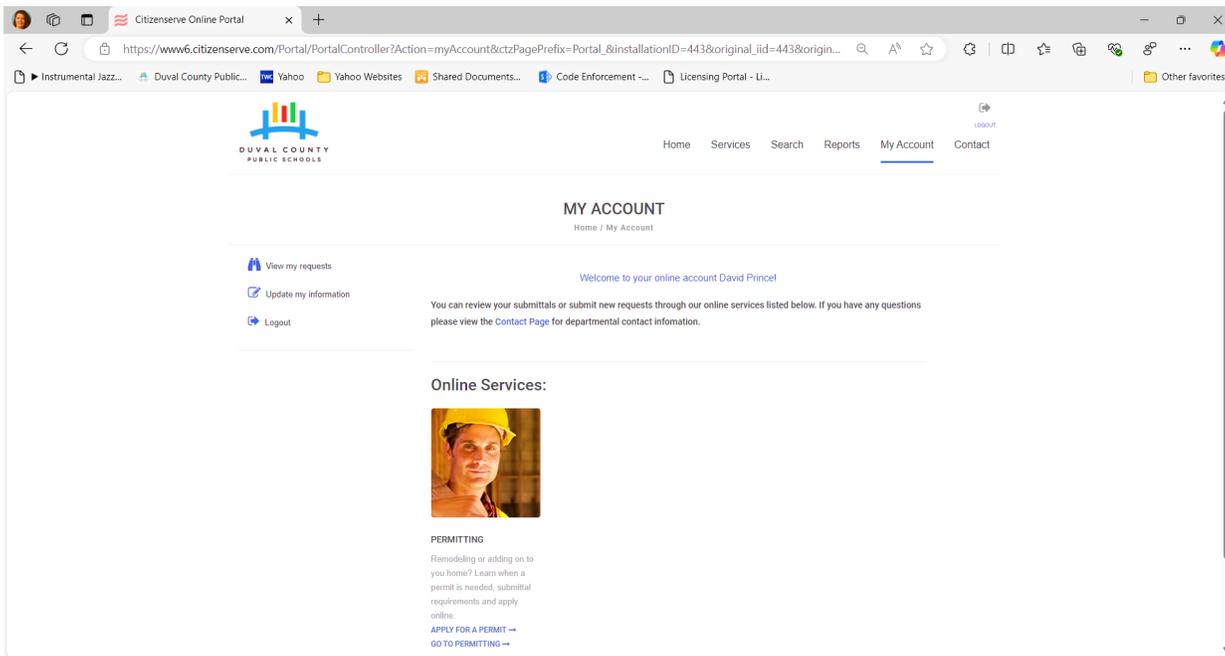
You will receive emails when your PLANS or PERMIT have been reviewed, accepted or approved. Please read your emails carefully. Take note of the plans number or the permit number you receive in the email. You will need these numbers.

- Examples of the numbers are:
- PS25-000001 – PLANS**
 - BP25-000006 – BUILDING PERMIT**
 - EP25-000011 – ELECTRICAL PERMIT**
 - MP25-000005 – MECHANICAL PERMIT**

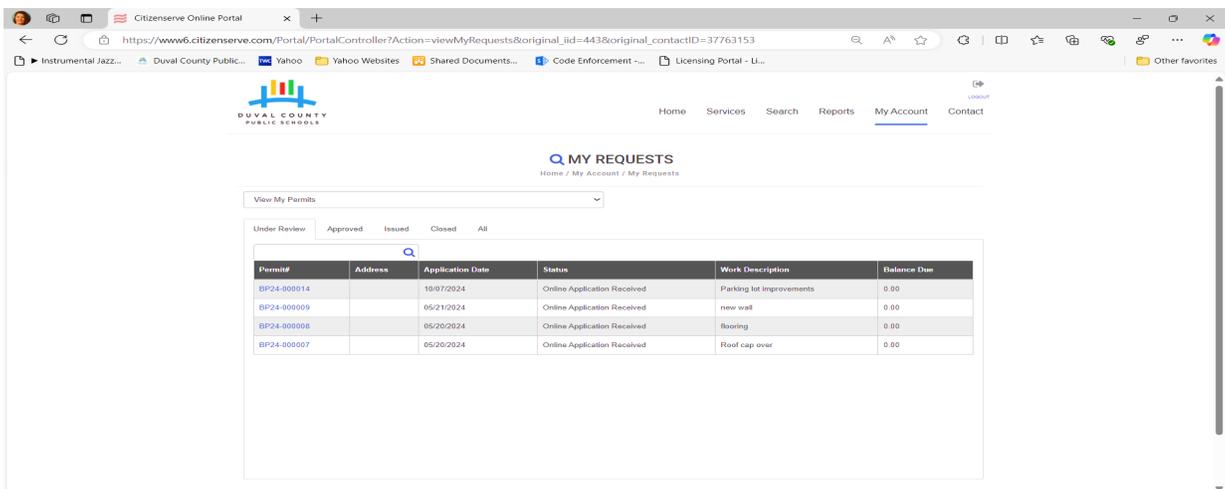
HOME SCREEN – Once you have registered and enter a request (plans or permit) you will be able to pull the file up to see what is needed from you, upload documents, request inspections and leave messages for our office.



MY ACCOUNT – This is the screen to use to find your plans or permit. Choose **“View my request”**



MY REQUESTS – Use this screen to find your plans or permits by clicking the different tabs below. Clicking on the blue numbers will take you to that file.



VIEW PERMIT – This screen is for requesting inspections, uploading documents, view inspections that have been completed and leave a message for our office. You will also see documents that anyone connected to the permit has uploaded to the permit file.

The screenshot shows a web browser window with the URL https://www6.citizenseve.com/Portal/PortalController?Action=viewPortalCase&type=Permit&workOrder_ID=88893618&permit_ID=51279613. The page header includes the Duval County Public Schools logo and navigation links: Home, Services, Search, Reports, My Account, and Contact. The main heading is "VIEW PERMIT" with a breadcrumb trail: Home / Services / Permits / View Permit.

On the left side, there are three action buttons: "Request an inspection", "Upload documents", and "Leave message".

The main content area displays the following permit details:

- Permit #: BP24-000014
- Project #: 24-000021
- Status: Online Application Received
- Address: [Dropdown arrow]
- Description: Parking lot improvements

Below the description, there are four tabs: Permit, Reviews, Documents, and Inspections. The "Permit" tab is active, showing a table of permit details:

Permit #:	BP24-000014
Permit Type:	Building Permit
Sub Type:	Prime
Issue Date:	
Expiration Date:	05/20/2025

Below the table, there are three sections:

- PROJECT IDENTIFICATION**
 - School Name & Number: BALDWIN MIDDLE/HIGH #3038
 - Project Title: Parking lot improvements
 - DCPS Project Manager: Jones
 - DCPS Project # or PO #: [Blank]
- CONTACT INFORMATION**
 - License Contractor: Prince The Handy Man - David Prince
 - Florida Design: [Blank]
 - Professional: [Blank]
 - Additional Contact: [Blank]
 - Additional Contact 2: [Blank]