Homeowner User Experience:
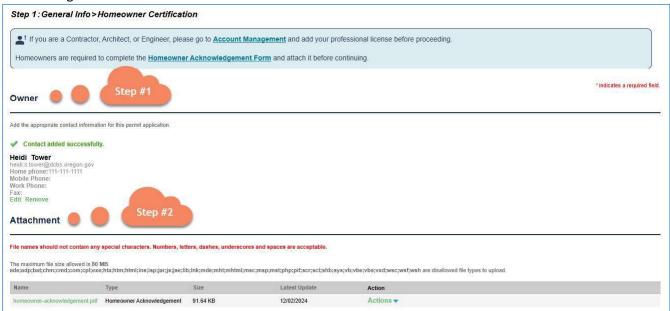
These are the high level steps a homeowner will take to submit an online Building application.
Note: Training documentation for homeowners is coming soon!

1. Create online registration on Citizen Access without adding a licensed professional.
2. Click Apply > search for their address.
3. The homeowner will only see residential permit types to apply for.

4. Once the permit type is selected, the homeowner will have a new screen where they will certify that they are the homeowner by 1) adding their contact information; and 2) uploading a copy of the Homeowner Acknowledgement Form.

5. The homeowner will not be required to associate a licensed professional to the online application.
6. The remainder of the screens are identical to the current application process except that payment is not required.
7. The homeowner will receive a confirmation email that their online application was submitted along with a direct URL to the record on Citizen Access where they can track and manage their application.

Jurisdiction User Experience:

1. Jurisdictions will receive an alert that an application was submitted through the Alerts page or by email (if the jurisdiction is configured to receive emailed alerts).
2. Homeowner online applications will have the following traits:
   a. The Record Status = *App Submitted*.

   STATUS
   > App Submitted
   10/31/2024 by ADMIN ADMIN

   b. Fees are assessed but not invoiced.

Fee Calc. Factor: Job Value(Contractor)$1.00 ⌄	Fee Total	$72.80					
Showing 1-3 of 3							
☐	Fee Item			Qty	Unit	Fees	Status	Balance Due
☐	Sink/basin/lavatory			1	Qty	$20.00	NEW	$20.00
☐	Balance of minimum permit fees - plumbing			45	Aut...	$45.00	NEW	$45.00
☐	State of Oregon Surcharge -Plumb (12% of applicable fees)			65	Ea	$7.80	NEW	$7.80

   c. A Notice Condition stating that the application was initiated through ACA as a homeowner.

   > (!) A notice was added to this record on 2024-10-31.
   > Condition: Owner Application : This application was initiated through ACA as a homeowner. Severity: Notice
   > Total conditions: 1 (Notice: 1)
   >
   > [View notice]

Menu ⌄	New	Reorder	Delete	View Log	Help

Type	Status	Severity	Name	Comments	Applied by User	Applied by Dept	Object Name
Owner	Applied	Notice	Owner Application	This application was initiated thr...	ADMIN ADMIN	State ePermitting	Record

   d. Owner contact information located under Contacts. The homeowner is required to enter their Phone and Email.
   Note: The contact information entered by the homeowner will NOT overwrite the Property Owner information on this record nor will it overwrite the jurisdiction reference Owner.

Full Name	Organization Name	First Name	Last Name	Type	Phone	E-mail
Heidi Tower		Heidi	Tower	Applicant ⌄	111-111-1111	heidi.s.tower@dcbs.oregon.gov
Heidi Tower		Heidi	Tower	Owner ⌄	111-111-1111	heidi.s.tower@dcbs.oregon.gov

   e. Homeowner Acknowledgement Form is available under Documents.

----------File Name----------	Category	Type	Virtual Folders	Description
Test Document.pdf/Test Document.pdf	Homeowner Acknowledgement	application/pdf		Homeowner Acknowledgement

   f. The *Owner (Property)* licensed professional will automatically be added via scripting to help align online applications with applications that are entered from the back office product.

☐	Primary	Business Name	First Name	Last Name	License #	License Type	Phone	Fax
☐	No	SEE PROPERTY OWNER INFORMATION			OWNER	Owner (Pr...		

3. The jurisdiction now has the opportunity to review the online application and move it through the permitting lifecycle like normal.
4. Aside from the above, homeowner applications will display and function the same as any other record or online application.

Changes to Citizen Access Wrapper:

A new main navigation button will be added with information specific for Homeowners: