

# CITY OF MERCED ENGINEERING DEPARTMENT

## Citizen Self-Service

### *User Guide – Link Existing Customer*

**Problem:** The conversion of AS400 (existing system) into EPL (new system) has presented an issue. For all active licenses, permits, and plans there is a disconnect between Citizen Access Online and EPL.

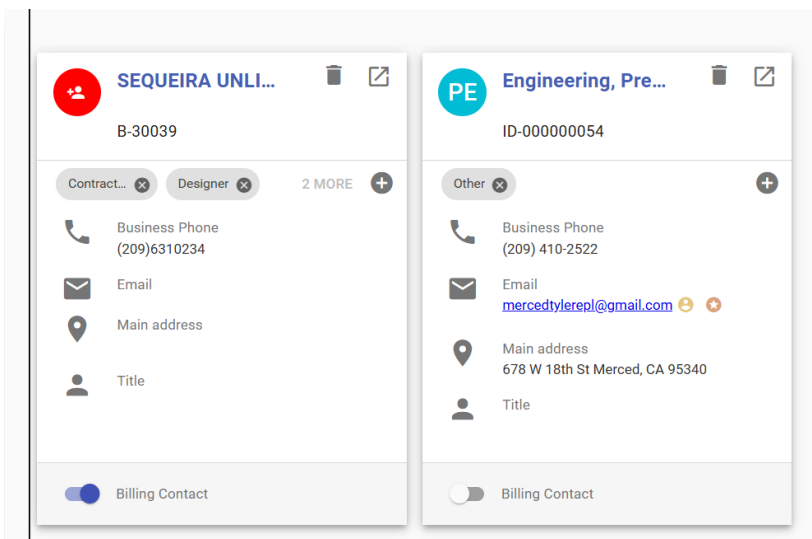
**Solution:** Applicants with active licenses, permits, or plans will need to register on Citizen Access first. After, they will need to email City staff at [civicaccess@cityofmerced.org](mailto:civicaccess@cityofmerced.org). From there staff will work to link all records to their contact. Each department will be responsible to add the contact to the record. After this, the applicant will be able to access their application.

1. Create an account on Citizen Access. If you are a company, make sure to create one general account.

**\*\* See Instructions for “Citizen Self Service User Guide – Create an Account”**

2. After an account is created, email [civicaccess@cityofmerced.org](mailto:civicaccess@cityofmerced.org). This will notify staff to add you to all current active licenses, permits, and plans.

3. Staff will need to find all the current active licenses, permits, and plans associated to the applicant and add them as contacts. You can assign the contact type as **other**, and it will work as well. Once complete, staff will email the applicant back letting them know it has been completed.



Once the connection is made the applicant will see their active licenses, permits, and plans on their account.

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## My Permits

Attention  
0

Pending  
0

Active  
1  
[Building \(Residential...](#) 1

Recent  
0

Draft  
0

[View My Permits](#)

## My Plans

Attention  
0

Pending  
0

Active  
0

Recent  
0

Draft  
0

[View My Plans](#)

## My Inspections

Requested  
0

Scheduled  
0

Closed  
0

[View My Inspections](#)

## My Invoices

[View My Invoices](#)

## My Licenses

Expires in  
179  
DAYS

[TELIGIAN CORPORATION](#)

No. 55746

Type Business License Ap...

Draft  
0

[View My Licenses](#)