



CITY OF MERCED

MERCED

CIVIC ACCESS USER GUIDE FOR FIRE PERMITS

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[Civic Access](#) is the citizen portal to accessing online services provided by the City of Merced. Users must create an account to use the system. It is advised that organizations and companies use one main login for the whole company as opposed to separate logins per employee. Additional contacts within the company can be added to permit application processes during the “contacts” step by selecting the “Add Contact +” tile and listing the additional party as “contact”.

If you are unsure as to which permit to apply for, see the [FIRE PERMIT TYPE LOCATOR TOOL](#). Find your project type in the column on the left. [Go to Civic Access](#), select “Apply”, and begin typing the phrase in the right column of the tool. Select your permit from the options shown. If you require further guidance applying for a permit, see [APPLY FOR A FIRE PERMIT](#).

City of Merced Inspection Services Division

678 W. 18th Street, Merced, CA 95340

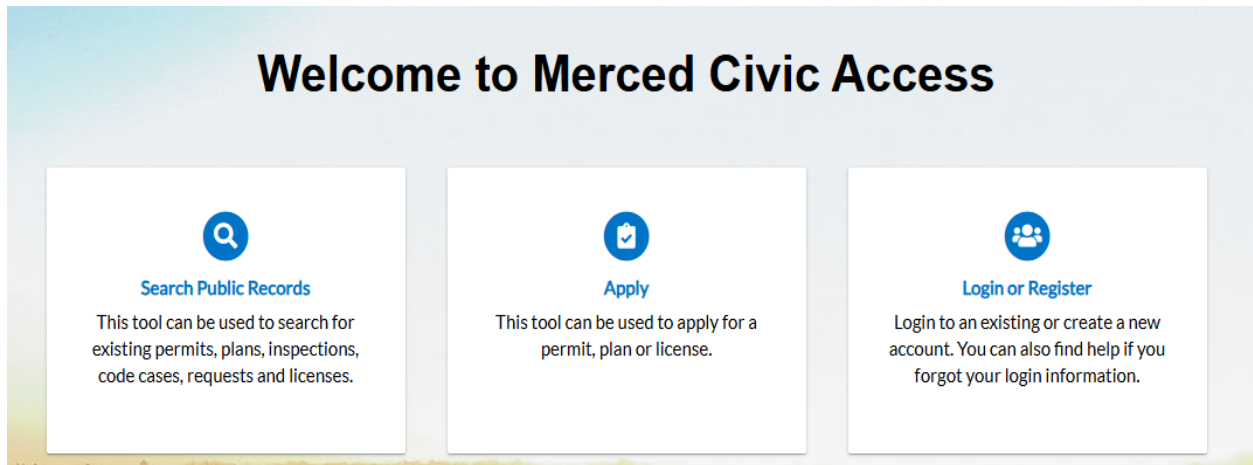
• Phone (209) 385-4773 • Fax (209) 725-8775 • Email inspectionsservicesweb@cityofmerced.org •
<https://www.cityofmerced.org/departments/development-services/building-division>

CREATE A NEW USER ACCOUNT:

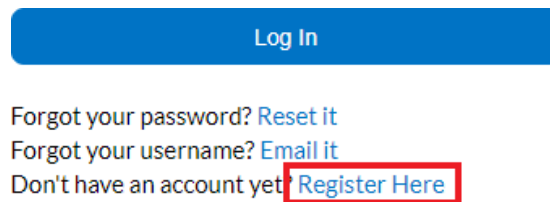
Attention Contractors: The email, username, and password you create will be used to for all processes, such as; New and renewal business licenses, Applying for building or encroachment permits, Paying permit fees, and Scheduling inspections and viewing inspection results.

To create a new account:

1) Navigate to the [City of Merced Civic Access Portal](#).



2) Click “Login or Register”.



3) Click “Register Here”.

4) Follow the 4 steps-

- 1) Enter email address,
- 2) Confirm email address via confirmation email;

You are receiving this automated e-mail based on a user registration request that we received for the Citizen Self Service tool for our jurisdiction. The purpose of this confirmation is to validate the e-mail address that was provided in the initial user registration process is the correct e-mail address for your user account. Please click the link below to continue to the next step of the user registration process.

[Confirm](#)

3) Select register,

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Registration

Step 2 of 3: Email Address

Email internet@cityofnorthlasvegas.com

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Register

4) Enter the personal information fields. The red asterisk (*) indicates a required field. Finish by clicking “SUBMIT”.

5) Your account has been created and you can proceed to logging in at the [City of Merced Civic Access portal](#).

Thank you for registering

Thank you for registering for an account. Your account is now active and ready to be used.

Log In

IF YOU DO NOT RECEIVE THE CONFIRMATION EMAIL:

If you are trying to create an account and have entered your email address to register, but have not received the confirmation email, please follow these steps;

1) Verify the confirmation email is not in your spam/junk folder. The email will be sent from noreply@identity.tylerportico.com and the subject of the email is “Citizen Self Service New User Account Confirmation”.

2) Add noreply@identity.tylerportico.com to your contacts, ensure it is whitelisted, or ensure it is marked as a safe sender, depending on your email provider. (If you or your company use Outlook/Office365, [this link may be helpful](#)).

After this has been completed, please navigate back to [City of Merced Civic Access portal](#) and try registering again.

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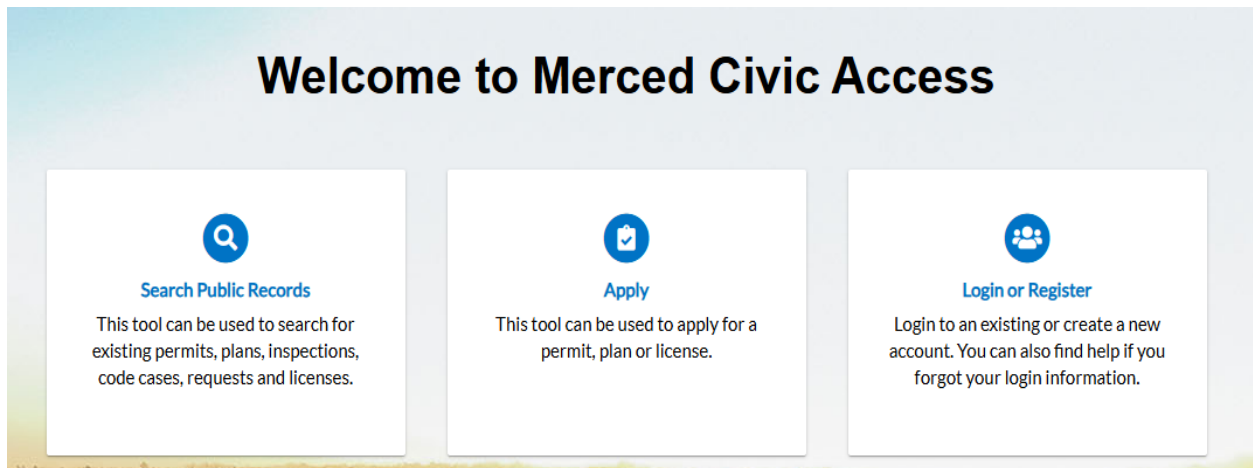
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MANAGE YOUR USER ACCOUNT:

1) Navigate to the [City of Merced Civic Access Portal](#).



2) Click “Login or Register”.

3) Enter your Username and Password in the corresponding fields.

A. If you do not have an account registered with [Merced Civic Access](#), see “Create a New User Account” above.

B. If you need to reset your username and/or password, see “Forgot Username” or “Forgot Password” below.

4) Select the “Remember Me” checkbox to have the system remember your login credentials on this computer. This is not recommended on a public/shared computer.

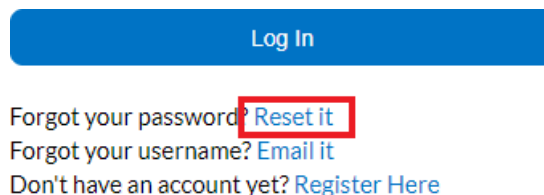
5) Click “Log In”.

FORGOT PASSWORD:

1) Navigate to the [City of Merced Civic Access Portal](#).

2) Click “Login or Register”.

3) Next to “Forgot your password?” click “Reset it”.



4) Provide the email address you registered with and click submit.

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Forgot Password

* Email

Submit

- 5) Open the reset password email in your email account. Click Reset.
- 6) You will be directed back to the [City of Merced Civic Access portal](#) where a new password can be entered and confirmed.

FORGOT USERNAME:

- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click “Login or Register”.
- 3) Next to “Forgot your username?” click “Email it”.

Log In

Forgot your password? [Reset it](#)

Forgot your username? [Email it](#)

Don't have an account yet? [Register Here](#)

- 4) Provide the email address you registered with and click submit.

Forgot Username

* Email

Email is required.

Submit

- 5) Open the forgot username email in your email account to view the username for the account.

UPDATE YOUR ACCOUNT INFORMATION:

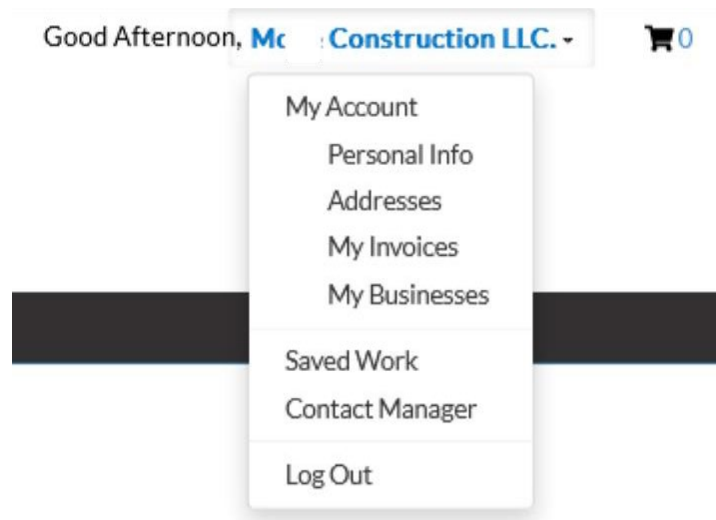
- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click “Login or Register”.
- 3) Log in to your account.
- 4) In the top right corner, select your name and then the “My Account” drop down list.

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- 5) In the drop-down list you can access and edit your account as follows;
- Personal Info: name, company name, phone number, email, and contact preferences.
 - Addresses: view, modify, or add addresses to your account.

APPLY FOR A FIRE PERMIT:

- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click "Login or Register".
- 3) Log in to your account.
- 4) In the top ribbon OR in the tiles select "Apply".
- 5) In the search bar under the words "Application Assistant" type "Fire" and scroll down to select the type of fire permit you are applying for. You can also type more specific search queries such as "Fire Alarm" or "Fire Sprinkler". If you are unsure of what type of fire permit to apply for, use the [Fire Permit Type Locator Tool](#).
- 6) The selected permit will show below. Click on "Apply".
- 7) Follow the prompts in the 6 steps, clicking "Next" each time. The red asterisk (*) indicates a required field.
- 8) At step 6, review the submittal and click "Submit".

CREATING AND ACCESSING A DRAFT APPLICATION:

At any time during the application process you can save the current application and return to it later.

[Save Draft](#)

- 1) To save a draft, click [Save Draft](#) in the bottom right corner. You will get a success message confirming that the draft has been saved. Click "Close". The draft has been saved.
- Attachments cannot be saved to drafts and will need to be uploaded again upon continuing with the application.

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- 2) To access drafts, click “Dashboard” in the top ribbon.
- 3) Under the heading “My Permits” select the “Draft” tile.
- 4) Locate the permit you wish to modify and select “resume” or “delete”.

CANCELLING AN APPLICATION:

- To cancel an application during the application process (before clicking “Submit” on the “Review and Submit” screen), simply close the tab or browser or click on “Apply” in the top ribbon to start over. All work done up to that point will be lost.

- To cancel an application after the application process (after clicking “Submit” on the “Review and Submit” screen), you must contact Inspection Services at inspectionsservicesweb@cityofmerced.org OR (209) 385-4773. Users are unable to cancel permits from the dashboard after they have been submitted.

CREATING AND USING APPLICATION TEMPLATES:

A template will allow you to pre-save commonly used information in the application process to reduce the amount of data entry necessary for future submittals of that same type.

CREATING TEMPLATES:

- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click “Login or Register”.
- 3) Log in to your account.
- 4) In the top ribbon OR in the tiles select “Apply”.
- 5) Select the permit type that you want to create the template for.
- 6) Continue through the application process until you reach the point where the redundant information is complete.

Create Template

- 7) Click in the bottom left corner. You will be prompted to name the template; name the template and click “Save Template”. You will get a success message confirming that the template has been saved. Click “Ok”. The template has been saved.

ACCESSING TEMPLATES:

- 1) To access a template, click your username in the top right.
- 2) Select “Saved Work”.
- 3) Under the heading “My Templates” your templates will be displayed.

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4) Locate the template you wish to use or modify and select “Use”, “Update”, or “Delete”.

INSPECTIONS:

SCHEDULING INSPECTIONS:

- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click “Login or Register”.
- 3) Log in to your account.
- 4) In the top ribbon select “My Work”.
- 5) Select “MY PERMITS”.
- 6) Find the applicable permit in the list by permit number or address.
- 7) Click on the permit number in the left column.
- 8) Follow one of these steps:
 - A) Click on “Request” for the applicable inspection under “Available Actions” on the right-hand side.
 - OR
 - B) Click on “Inspections”. Scroll down to check the box(es) for the inspection(s) and click “Request Inspection”.
- 9) Fill in the contact’s name, phone number, date you want the inspection on, AM/PM, and comments such as gate codes. For multiple inspections with the same contact and date, select the boxes below.
- 10) Click “Submit”.
- 11) A confirmation screen will show up with a green check mark to indicate that the inspection was scheduled. If multiple inspections were being scheduled, **you must click “submit” on each one.**

VIEWING TODAY’S INSPECTIONS:

- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click “Login or Register”.
- 3) Log in to your account.
- 4) In the top ribbon select “Today’s Inspections”.
- 5) Ensure the date shows the current day.

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VIEWING ALL UPCOMING INSPECTIONS:

- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click “Login or Register”.
- 3) Log in to your account.
- 4) In the top ribbon select “My Work”.
- 5) Select “MY EXISTING INSPECTIONS”.
- 6) Next to “Display” on the left, there is a drop-down menu. Select as follows:
 - “All” will display all pending inspections tied to your account.
 - “Requested” will display inspections that have been requested but have not been scheduled/assigned.
 - “Scheduled” will display inspections that have been assigned to an inspector and scheduled.
 - “Closed” will display inspections that have been completed.

VIEWING INSPECTION RESULTS:

- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click “Login or Register”.
- 3) Log in to your account.
- 4) In the top ribbon select “My Work”.
- 5) Select “MY PERMITS”.
- 6) Find the applicable permit in the list by permit number or address.
- 7) Click on the permit number in the left column.
- 8) Click on “Inspections”.
- 9) A table will display with recent inspection results.
- 10) For more information, click on the link under “View Inspection”.

CANCELLING INSPECTIONS:

- 1) Navigate to the [City of Merced Civic Access Portal](#).
- 2) Click “Login or Register”.
- 3) Log in to your account.
- 4) In the top ribbon select “My Work”.

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- 5) Select “MY PERMITS”.
- 6) Find the applicable permit in the list by permit number or address.
- 7) Click on the permit number in the left column.
- 8) Click on “Inspections”.
- 9) Find the inspection you wish to cancel and click “Cancel Inspection” on the right.
- 10) Confirm by clicking “Yes”.
- 11) A confirmation screen will show up. Click “OK”.

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	1. Click on "APPLY".
	2. Go to "Search for application names and keywords".
What type of permit do you wish to apply for?	3. Start typing the terms below and select from the results.
Fire Flow Test	Fire Flow Test
Fire Sprinklers: Multi-Family Dwelling- without underground	Fire Sprinklers: Multi-Family Dwelling- No UG
Fire Sprinklers: Multi-Family Dwelling- including underground	Fire Sprinklers: Multi-Family Dwelling- w/UG
Fire Sprinklers: NFPA 13 System- without underground	Fire Sprinklers: NFPA 13 System- no UG
Fire Sprinklers: NFPA 13 System- including underground	Fire Sprinklers: NFPA 13 System- w/UG
Fire Sprinklers: NFPA 13/13R MASTER PLAN	Fire Sprinklers: NFPA 13/13R MASTER PLAN
Fire Sprinklers: SFD/Duplex/Townhouse	Fire Sprinklers: SFD/Duplex/Townhouse
Fire Sprinklers: SFD/Duplex/Townhouse MASTER PLAN	Fire Sprinklers: SFD/Duplex/Townhouse MASTER PLAN
Fire Sprinklers: Subsequent SFD	Fire Sprinklers: SFD Subsequent
Fire Sprinklers: Tenant Improvement (100 sprinklers or less)	Fire Sprinklers: TI
Fire Service Underground	Fire Service Underground
Fire Service Backflow Preventer only	Fire Service Backflow Preventer
Hood Suppression System	Fire Suppression System: Other
Spray Booth Suppression System	Fire Suppression System: Other
Standpipe Install/ Replace/ Repair	Fire Suppression System: Other
Clean Agent/ Halon Suppression System	Fire Suppression System: Other
Any other fire suppression system not listed	Fire Suppression System: Other
Fire Alarms without Monitoring	Fire Alarms and/or Alarm Monitoring
Fire Alarms with Monitoring	Fire Alarms and/or Alarm Monitoring
Fire Alarms Monitoring only	Fire Alarms and/or Alarm Monitoring
Fire Alarm Dialer Replacement	Fire Alarms and/or Alarm Monitoring
Fire Alarm Battery Replacement	Fire Alarms and/or Alarm Monitoring
Fire Alarm MASTER PLAN	Fire Alarm MASTER PLAN
Fire Pump	Fire Pump
Underground Fuel Tank (UST)	Fuel Tank, Fuel Dispenser, Fuel Canopy
Aboveground Fuel Tank (AST)	Fuel Tank, Fuel Dispenser, Fuel Canopy
Commercial Propane Tank	Fuel Tank, Fuel Dispenser, Fuel Canopy
Residential Propane Tank	Fuel Tank, Fuel Dispenser, Fuel Canopy
Fuel Dispenser(s) only	Fuel Tank, Fuel Dispenser, Fuel Canopy
Service Station Canopy only	Fuel Tank, Fuel Dispenser, Fuel Canopy
Full Service Station Site (not including store)	Fuel Tank, Fuel Dispenser, Fuel Canopy
Soil Remediation	Remediation (Water/ Soil)
Water Remediation	Remediation (Water/ Soil)
Underground Fuel Tank (UST) Abandonment	Tank Abandonment/ Removal (AST/ UST)
Aboveground Fuel Tank (AST) Abandonment	Tank Abandonment/ Removal (AST/ UST)
Underground Fuel Tank (UST) Removal	Tank Abandonment/ Removal (AST/ UST)
Aboveground Fuel Tank (AST) Removal	Tank Abandonment/ Removal (AST/ UST)

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