



Rogers CityView Portal Training Planning

October 15, 2018

What is CityView? How does it help? Who does it help?

- Better information flow
- Near paperless workflow; Apps and documents are archived
- Used by...
 - Planning
 - Permits and Inspections
 - Business Licensing
 - Code Enforcement



CityView is a product of Municipal Software and is used by many municipalities in the US and Canada (<https://bit.ly/2NMmm4S>)

What Rogers CityView does for You

- Apps start online ⇒ Info flows directly to desktop program used by planners, engineers, inspectors
- Registered user can...
 - Submit documents
 - Pay fees
 - Schedule inspections
 - Check current status of applications

Who Might Review My Submittal?

John McCurdy
Community Development Director

Lori Ericson
Planning Administrator

Nathan Becknell
City Engineer

Ethan Hunter
Planner III

Dylan Cobb
Planning Engineer

Beth Johnson
Planner II

Kara King
Planning Tech/Stormwater
Coordinator

It all starts with Registration...

The screenshot displays the CityView Portal interface. On the left is a dark teal sidebar with navigation links: Sign In, Register, Property Search, and Portal Help. The main content area has a breadcrumb trail 'Home > CityView Portal' and a title 'CityView Portal'. Below the title is a navigation bar with links: Sign In / Register (highlighted with a pink box), Portal Home, Property Search, and Portal Help. The main text area contains a welcome message: 'Welcome to the City of Rogers CityView Portal'. It explains that users can apply for permits, schedule inspections, and search for property information. It notes that while some functions are anonymous, full access requires registration. It also provides a 'Portal Help' link for more details and feedback. Below the text are three service categories: 'Permits' (with an icon of a house and document), 'Planning Department' (with an icon of a laptop and rolled-up plans), and 'Property Information' (with an icon of a magnifying glass over a map). Each category lists specific actions like 'Apply for Permits', 'Estimate Fees', 'Application Search, Status and Fees', 'Upload Submittals', 'Apply for a Planning Permit', 'Application Search, Status and Fees', and 'Upload Submittals'. At the bottom, it says 'Powered by CityView' with a logo.

Home > CityView Portal

CityView Portal

[Sign In / Register](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

Welcome to the City of Rogers CityView Portal


On this site you can apply for planning, building and sign permits, schedule permit inspections, and search for information related to a property.

You can access the portal from your PC, laptop, mobile device or tablet, 24/7/365. Many functions are accessible anonymously, but you will want to click on Register above to gain full access to the portal.

For further details on doing business with the City via the portal click the *Portal Help* link.


It is our goal to make this portal easy to use. We welcome your feedback-- click the *Portal Help* link and select *Get Help*.

Thank you!




Permits

- [Apply for Permits](#)
- [Estimate Fees](#)
- [Application Search, Status and Fees](#)
- [Upload Submittals](#)




Planning Department

- [Apply for a Planning Permit](#)
- [Application Search, Status and Fees](#)
- [Upload Submittals](#)




Property Information

- [Search for a Property](#)

Powered by CityView 

It all starts with Registration...

<https://permittingrogersar.gov>

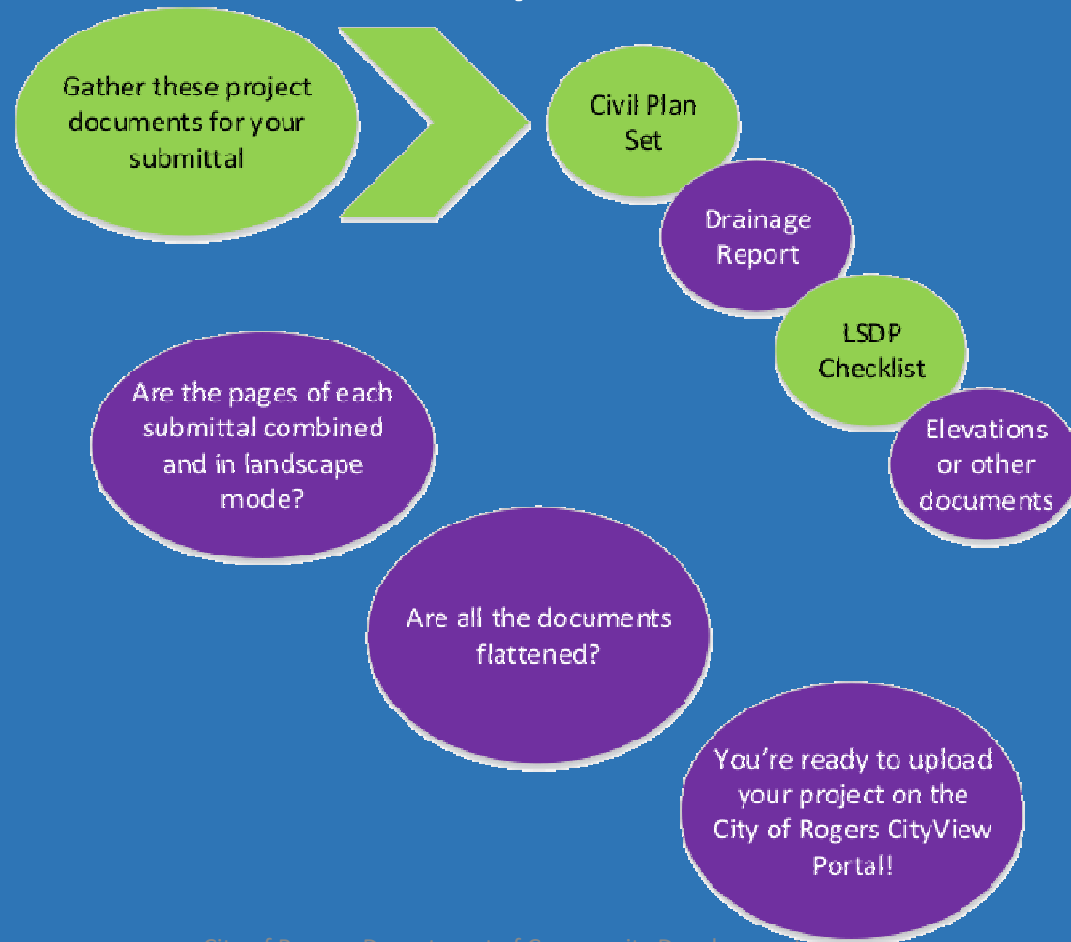
A yellow starburst graphic with a jagged, multi-pointed border, containing text.

See the Registration Guide at
<https://bit.ly/2CMIU13>

Building a New Structure for Your Rogers Business



Submitting a Large-Scale Project to Rogers Community Development



Interacting with the Online Portal

- Things to know:
 - Supported browsers: Chrome, Internet Explorer, Safari, Edge
 - Mapping may cause a warning in browser
 - Maximum upload size is 100Mb
 - Logged off automatically after inactivity timeout (currently 20 mins.)
- Logging in
- Updating Contact Information
- What if I forget my password?

For more information see
<https://bit.ly/2AdW1cs>

What if I forget my password?

Home > CityView Portal

CityView Portal

[Sign In / Register](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

Welcome to the City of Rogers web portal.

With an account you will be able to do more with CityView Portal. This includes faster entry of information, and access to options not available to anonymous users.

— > Login —

Email Address*


Password*

Click here → [Forgot your password?](#)

Login

— > Create an Account —

If you do not have an account, please click on [Create Account](#) to create one.

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Getting Help

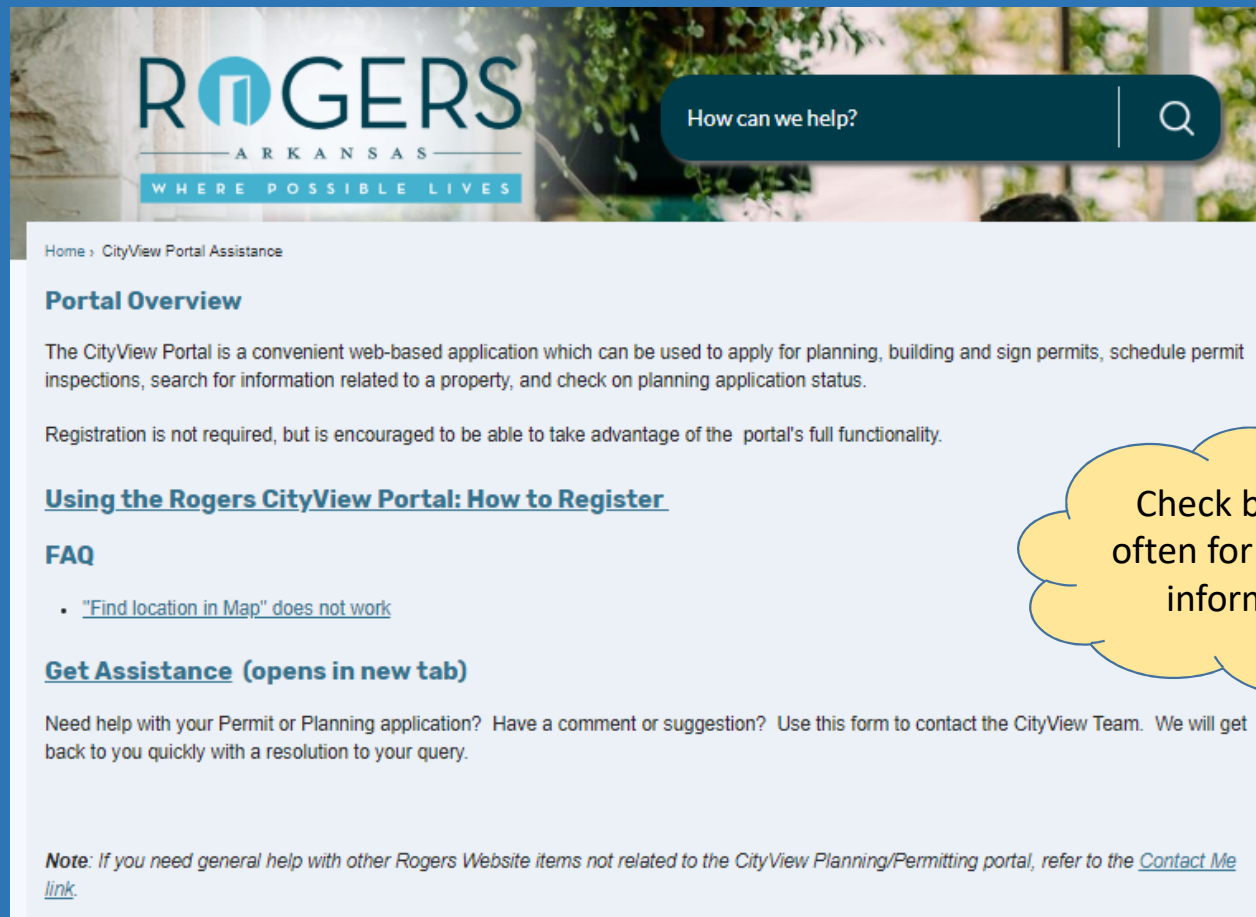
Two categories of problems:

- Portal issues ⇒ Use the Portal Help link and submit online
- Application Issues ⇒ Contact Community Development

Portal Help Link

The screenshot displays the CityView Portal interface. On the left, a dark teal navigation menu contains the following links: Sign In, Register, Property Search, and Portal Help. The 'Portal Help' link is highlighted with a pink rectangular box. The main content area has a white background and a breadcrumb trail: Home > CityView Portal. Below this, the title 'CityView Portal' is followed by a horizontal navigation bar with links for Sign In / Register, Portal Home, Property Search, and Portal Help. The 'Portal Help' link in this bar is also highlighted with a pink box. The main content begins with a red heading: 'Welcome to the City of Rogers CityView Portal'. This is followed by three paragraphs of introductory text. Below the text are three sections, each with an icon and a list of links: 1. 'Permits' with a house icon and links for 'Apply for Permits', 'Estimate Fees', 'Application Search, Status and Fees', and 'Upload Submittals'. 2. 'Planning Department' with a laptop and rolled-up documents icon and links for 'Apply for a Planning Permit', 'Application Search, Status and Fees', and 'Upload Submittals'. 3. 'Property Information' with a magnifying glass icon and a link for 'Search for a Property'. At the bottom right, there is a 'Powered by CityView' logo.

Portal Help Link



Home > CityView Portal Assistance

Portal Overview

The CityView Portal is a convenient web-based application which can be used to apply for planning, building and sign permits, schedule permit inspections, search for information related to a property, and check on planning application status.

Registration is not required, but is encouraged to be able to take advantage of the portal's full functionality.

[Using the Rogers CityView Portal: How to Register](#)

FAQ

- ["Find location in Map" does not work](#)

[Get Assistance \(opens in new tab\)](#)

Need help with your Permit or Planning application? Have a comment or suggestion? Use this form to contact the CityView Team. We will get back to you quickly with a resolution to your query.

Note: If you need general help with other Rogers Website items not related to the CityView Planning/Permitting portal, refer to the [Contact Me link](#).

Check back here often for additional information!

Portal Help Link

This form is for getting help with the online CityView portal.

CityView Portal Help Request Sign in to Save Progress

City of Rogers CityView Portal Help Request

Use this form to request assistance using the Portal (registration, application submission). For assistance with other Planning questions, please call (479) 621-1186.

First Name <input type="text"/>	Last Name <input type="text"/>
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Request Topic* -- Select One -- What do you need assistance with?	Was your portal application submitted? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not sure Indicate whether your portal request was submitted.
--	--

Help Request Detail

Issue description

What do you need help with? Describe the issue with as much detail as necessary.

How should we contact you? <input type="checkbox"/> Phone <input type="checkbox"/> Email	Your preferred contact phone number <input type="text" value="(123) 456-7890 or 123-4!"/> Please provide your preferred phone number for use with this help request	Your preferred email <input type="text" value="somebody@email.com"/> Please provide your preferred email for use with this help request
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Note: The above contact information will not alter any information you currently have on file. It will only be used for this help request.

Receive email copy

Email address

This field is not part of the form submission.

Register Now

Wrap up/Questions

We welcome your feedback and suggestions regarding the Rogers Planning Portal. Use the [Portal Help Request form](#) to send us your comments.



Thank you!