When you use our online portal for the first time, you will have to register for an account. If you are submitting a permit, you will need to fill out all the information requested in the prompts to create an account. After clicking on the type of permit you want to submit, a new screen will come up and first time users can select “Register Now” to create an account and login. Please also note there are links to the Unified Development Ordinance, City Mapping, and the City Website if you need to navigate back to those.
Select the registration type that best fits your relationship to the project. Anonymous registrations can be used at any time for Code Enforcement complaints if you would prefer to not include your information with the violation report. For permitting purposes, use one of the other types and make sure to fill out the information completely.
CITIZENSERVE PORTAL NEW USER WALK-THROUGH

After filling out all of the required information and creating a username and password, you can create an account. If you clicked on a permit to start this process, you should be taken to the “Apply for a Permit Page.” Otherwise, navigate back to the home screen and select the type of permit needed.

Use the drop down box to select the type of project (example, ILP – Residential One and Two Family) and then a subtype (example, New Construction Single Family Dwelling). Add a description (in this example, we used a description similar to the work type, but for other types of permits simply put a short description of the work you will do. If you are familiar with our Improvement Location Permit, you will notice that the fields in the application follow the ILP. Fields with a red line next to them are required.

Type in the address and select Find Address. Newer addresses may be slow to update in the system and may not be available for autofilling of the parcel field or similar. This is one improvement we will work on throughout this year to expedite the entry of new parcels into the system. After all of the information is filled out, attach any required documents as a single PDF, sign the application, and submit the permit. This will automatically send the permit to our staff to review, who will follow-up with you if additional information is needed. If you have questions or have difficulty using the system, please contact our offices at 317-477-4320.
# CITIZENSERVE PORTAL NEW USER WALK-THROUGH

**APPLY FOR A PERMIT**

<table>
<thead>
<tr>
<th>Application Type:</th>
<th>ILP - Residential (One and Two Family)</th>
<th>Indicates a required field</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>New Structure - Single Family Dwelling</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New Construction Single Family</td>
<td></td>
</tr>
<tr>
<td>Is this application for a new or existing project?:</td>
<td>A new project</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td>16 S STATE ST</td>
<td>General Business</td>
</tr>
<tr>
<td>Parcel #:</td>
<td>GREENFIELD</td>
<td>Lot: 1</td>
</tr>
<tr>
<td>Property Owner:</td>
<td>IN</td>
<td>City Hall Subdivision</td>
</tr>
<tr>
<td>Lot:</td>
<td>Greenfield, City of</td>
<td></td>
</tr>
<tr>
<td>Subdivision:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who is submitting this application?:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Size of Structure (sqft):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>How many stories?:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will the residence include a basement?:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will the residence include a rear porch or dock?:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is the property in a flood zone?:</td>
<td></td>
<td></td>
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<tr>
<td>Estimated Cost of Construction (excluding land value):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Present or Former Use of Property:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Would you like to add additional contacts to the application?: No

**Document Attachments**

| Site Plan: | Select File |

The undersigned agrees that any construction

| Signature: | Sign Here |

[Submit]  [Save for Later]