

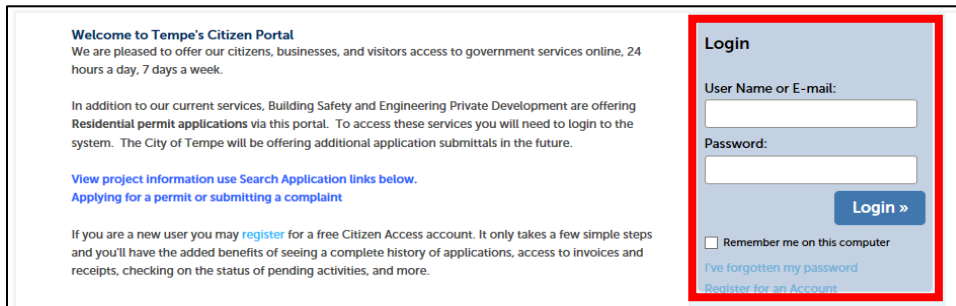
# Tempe Citizen Access Portal Online Document Retrieval and Resubmittal How to Guide



THIS STEP-BY-STEP GUIDE WILL ASSIST YOU WITH THE ONLINE RETRIEVAL OF COMMENTS/DOCUMENTS AND THE RESUBMITTAL PROCESS FOR ALL PLANNING APPLICATIONS.

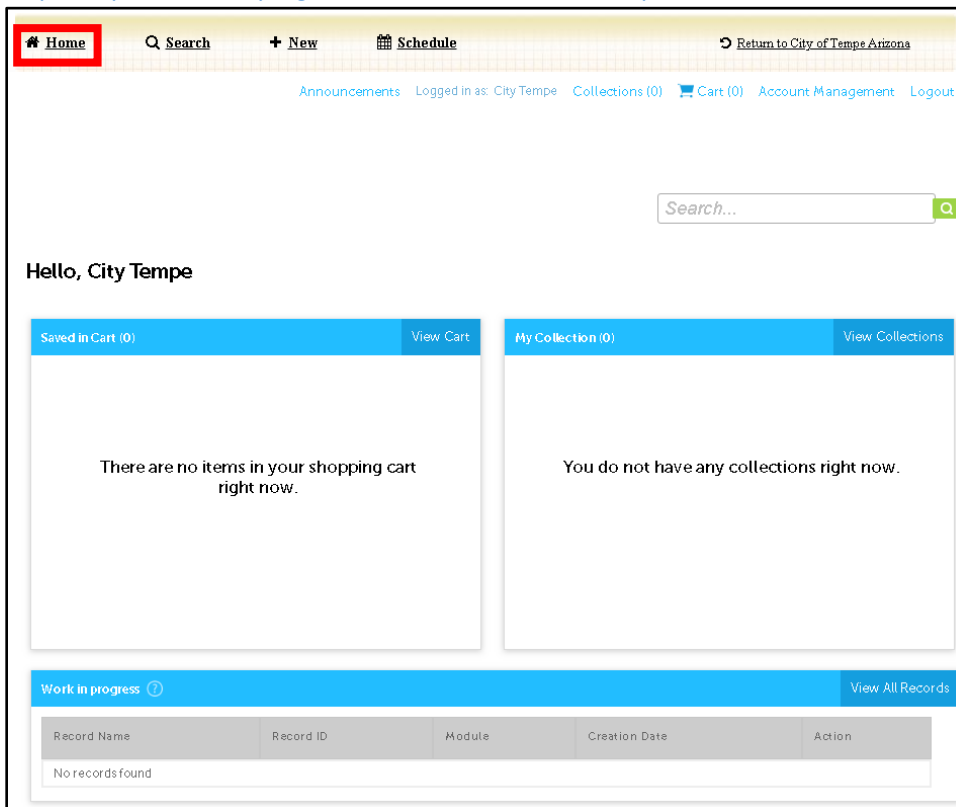
## STEP 1: Login

- If you have not already done so, please [create an account](#) with the [Tempe Citizen Access \(TCA\) Portal](#).
- Once an account is created, contact the Permit Center at [permitcenter@tempe.gov](mailto:permitcenter@tempe.gov) or (480) 350-4311 to link your new account with the planning record number (*i.e.* SPRXXXXX or PLXXXXXX) provided in the subject line of the project notification email message.
- Once your account has been linked, proceed to login in with your new credentials.



## STEP 2 – Search for Planning Application

- Once you are logged-in, you will be directed to the Dashboard.
- Click the home button to or navigate to the following URL if the home button is not visible:  
<https://epermits.tempe.gov/CitizenAccess/Default.aspx>



# Tempe Citizen Access Portal

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- Next, click “Search Applications” under the “Planning and Signs” header in the right-hand column.

Welcome City Tempe  
You are now logged in.

What would you like to do today?  
To get started, select one of the services listed below:

<p><b>General Information</b></p> <p><a href="#">Lookup Property Information</a></p> <p><a href="#">Search for a Licensee</a></p>	<p><b>Building Safety</b></p> <p><a href="#">Create an Application</a></p> <p><a href="#">Search Applications</a></p> <p><a href="#">Schedule an Inspection</a></p>
<p><b>Assessment</b></p> <p><a href="#">Search Applications</a></p>	<p><b>Enforcement</b></p> <p><a href="#">Search Applications</a></p>
<p><b>Private Development Engineering</b></p> <p><a href="#">Create an Application</a></p> <p><a href="#">Search Applications</a></p> <p><a href="#">Schedule an Inspection</a></p>	<p><b>Planning and Signs</b></p> <p><a href="#">Create an Application</a></p> <p><a href="#">Search Applications</a></p> <p><a href="#">Schedule an Inspection</a></p>

- All planning applications processed under the Tempe Citizen Access account will be listed under records. Click the record number “SPRXXXXX/PLXXXXXX” link under the “Record Number” column. If your record is not listed, please contact the Permit Center at [permitcenter@tempe.gov](mailto:permitcenter@tempe.gov) or (480) 350-4311 to link the record number to your account.

Records

Showing 1-1 of 1 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

Date	Record Number	Record Type	Description	Project Name	Status	Action	Short Notes
04/29/2020	<a href="#">PL200086</a>	Planning Project	DEVELOPMENT PLAN REVIEW TO INSTALL BENCHES	CITY OF TEMPE	Applied	<a href="#">Pay Fees Due</a>	

Search for Records  
Records prior to April 2015 may not be as comprehensive. Please contact Planning at (480) 350-8331 for more information.

Enter information below to search for records:

- Site Address
- Parcel Number
- Permit or Record Information

Select the search type from the drop-down list.

General Search

Permit or Record Number:  Record Type:

Project Name:

Start Date:  End Date:

Street No.:  Direction:  Street Name:  Street Type:

Unit Type:  Unit No.:  Parcel No.:  Lot:

City:  State:  Zip:

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- The next screen will be the record page. Click on the “Record Info” link to expand the menu list and select “Attachments”.

Record PL200086: [Add to cart](#)  
Planning Project [Add to collection](#)  
Record Status: Active

Record Info **Payments** Custom Component

Record Details  
Related Records  
**Attachments**  
Inspections

**Record Details**

**Applicant:**  
City of Tempe  
City of Tempe  
31 E 5th St  
Tempe, AZ, 85280  
Primary Phone: 480-350-8652  
planning@tempe.gov

**Project Description:**  
CITY OF TEMPE  
DEVELOPMENT PLAN REVIEW TO INSTALL BENCHES

**Owner:**  
TEMPE CITY OF

[More Details](#)

### STEP 3 – Retrieving Documents (to add/resubmit documents, skip to STEP 4 – Submitting Additional Documents/Plans or Resubmitting Documents/Plans)

- The next screen will be the Attachments section. Click the “Latest Update” column header to sort attachments by upload date (may have to click a second time) OR click through the page links below until you find the page with the attachment you are looking for.

Record PL200086: [Add to cart](#)  
Planning Project [Add to collection](#)  
Record Status: Active

Record Info **Payments** Custom Component

**Attachments**

The maximum file size allowed is 256 MB.  
The following file types are not allowed to upload: html, htm, mht, mhtml, .exe, .bat, .dll, .jsp, .js, .cs, .msi, .exe, .config.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action
<a href="#">ProjectName_Attach_1.pdf</a>	PL200086	Record	Plans	0 bytes	04/29/2020	<a href="#">Actions</a>
<a href="#">ProjectName_Attach_2.pdf</a>	PL200086	Record	Plans	0 bytes	04/29/2020	<a href="#">Actions</a>
<a href="#">ProjectName_Attach_3.pdf</a>	PL200086	Record	Plans	0 bytes	04/29/2020	<a href="#">Actions</a>
<a href="#">ProjectName_TenantList.xlsx</a>	PL200086	Record	Ownership/Tenant List	0 bytes	04/29/2020	<a href="#">Actions</a>
<a href="#">ProjectName_3dModel.dwg</a>	PL200086	Record	Misc	0 bytes	04/29/2020	<a href="#">Actions</a>

< Prev 1 2 3 Next >

[Add](#)

# Tempe Citizen Access Portal

## Online Document Retrieval and Resubmittal

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- Once you locate the attachment(s), click on the attachment name to download the document(s).

Record PL200086: Planning Project  
Record Status: Active

Record Info | Payments | Custom Component

#### Attachments

The maximum file size allowed is 256 MB.  
The following file types are not allowed to upload: html; htm; mht; mhtml; .exe; .bat; .dll; .jsp; .js; .cs; .msi; .exe; .config;.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action
<a href="#">SPR0000C_MARKUPS_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
<a href="#">SPR0000C_REPORT_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
<a href="#">PL00000C_MissingItems_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
<a href="#">ADL_ProjectName_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
<a href="#">BAL_ProjectName_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions

< Prev 1 2 3 Next >

Add

- If using the Google Chrome web browser, a download status bar will pop up. Click the dropdown button to select viewing options as shown below (“Show in folder” is the recommended option):

Record PL200086: Planning Project  
Record Status: Active

Record Info | Payments | Custom Component

#### Attachments

The maximum file size allowed is 256 MB.  
The following file types are not allowed to upload: html; htm; mht; mhtml; .exe; .bat; .dll; .jsp; .js; .cs; .msi; .exe; .config;.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action
<a href="#">SPR0000C_MARKUPS_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
<a href="#">SPR0000C_REPORT_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
<a href="#">PL00000C_MissingItems_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
<a href="#">ADL_ProjectName_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
<a href="#">BAL_ProjectName_mmdyy.pdf</a>	PL200086	Record	Plans	0 bytes	05/07/2020	Actions

< Prev 3 Next >

Download status bar: SPR0000C\_MARKUPS\_mmdyy.pdf

- Open
- Always open with system viewer
- Open with system viewer
- Show in folder
- Cancel

Show all X

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- If using Internet Explorer web browser, a download pop-up window will appear at the bottom of the window. Click “Open” to immediately view using the default application for PDFs or click “Save” to “Save”, “Save As”, or “Save and Open”.

Record PL200086:  
Planning Project  
Record Status: Active

Record Info | Payments | Custom Component

**Attachments**  
The maximum file size allowed is 256 MB.  
The following file types are not allowed to upload: html; htm; mht; mhtml; .exe; .bat; .jsp; .js; .cs; .msi; .exe; .config.

Name	Record ID	Entity Type	Type	Size	Latest Update	Action
SPRXXXXX_MARKUPS_mmdyyy.pdf	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
SPRXXXXX_REPORT_mmdyyy.pdf	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
PLXXXXX_MissingItems_mmdyyy.pdf	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
ADL_ProjectName_mmdyyy.pdf	PL200086	Record	Plans	0 bytes	05/07/2020	Actions
BAL_ProjectName_mmdyyy.pdf	PL200086	Record	Plans	0 bytes	05/07/2020	Actions

Do you want to open or save SPRXXXXX\_MARKUPS\_mmdyyy.pdf from permitsst.tempe.gov?

Open | Save | Save as | Save and open

## STEP 4 – Resubmitting Documents/Plans

- The next screen will be the Attachments section.
- Before you begin attaching resubmittal documents/plans, please prepare all required attachments in accordance with the instructions provided in the following steps of the applicable How To Guide for this resubmittal:
  - “STEP 3 – Documentation>Attachments” of the [Preliminary Site Plan Review Online Submittal How to Guide](#); or
  - “STEP 4 – Documentation>Attachments” of the [Planning Project Online Submittal How to Guide](#).

Acela Citizen Access Portal  
Preliminary Site Plan Review  
Online Submittal How to Guide

**STEP 3 – Documentation>Attachments (Required)**

- This application type requires, at minimum, the following document types to be attached:
  - Letter of Explanation SPR
  - Plans SPR
- Attach all required digital items identified on the Preliminary Site Plan Review Application Checklist Form in the following manner:
  - Attach a total of two (2) PDFs:
    - One (1) PDF (consisting only of 8-1/2"x11" size sheets) for the Letter of Explanation and other supporting documentation; and
    - One (1) PDF (consisting only of 24"x36" size sheets) for Plans (i.e. site plan, landscape plan, blackline elevations, preliminary grading & drainage plans, and/or other voluntary-provided plan types such as color elevations or color renderings).

Acela Citizen Access Portal  
Planning Project Online Submittal  
How to Guide

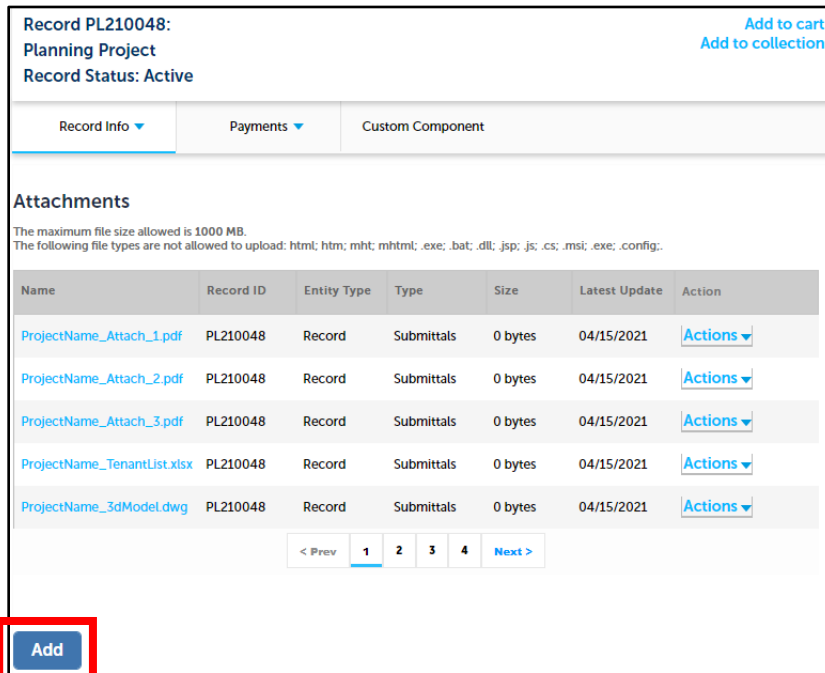
**STEP 4 – Documentation>Attachments (Required)**

- Attach all required digital items identified on the Application Submittal Checklist for your Planning Application type(s) in the following manner:
  - Submit separate sets of attachments for each required document sheet size, as indicated in the applicable application checklist form(s). For example:
    - Attachment 1 shall consist of a PDF containing all required 8-1/2"x11" sheet size documents/plans
    - Attachment 2 shall consist of a PDF containing all required 11"x17" sheet size plans; and
    - Attachment 3 shall consist of a PDF containing all required 24"x36" sheet size plans.
  - Some applications may require other file types, such as tenant lists in spreadsheet format (.xlsx) and 3D models/SketchUp (.dwg or .skp). Please refer to the submittal checklist for specifications for other file formats.
  - Sheets within each PDF shall be organized in the same order as on the application submittal checklist. If a project requires concurrent applications, provide **ONE SET OF PLANS** for each required sheet size.
  - If a Preliminary Site Plan Review was processed prior to submittal of this formal application, please follow the checklist that was provided by your project planner.
  - Label each attachment using the Project Name followed by the attachment number (i.e. ProjectName\_Attach\_1.pdf, ProjectName\_Attach\_2.pdf, ProjectName\_Attach\_3.pdf, etc.).
  - Other file types shall be labeled using the Project Name followed by an underscore symbol and then the file type (i.e. ProjectName\_TenantList.xlsx, ProjectName\_3dModel.dwg, or ProjectName\_SketchUp.skp).

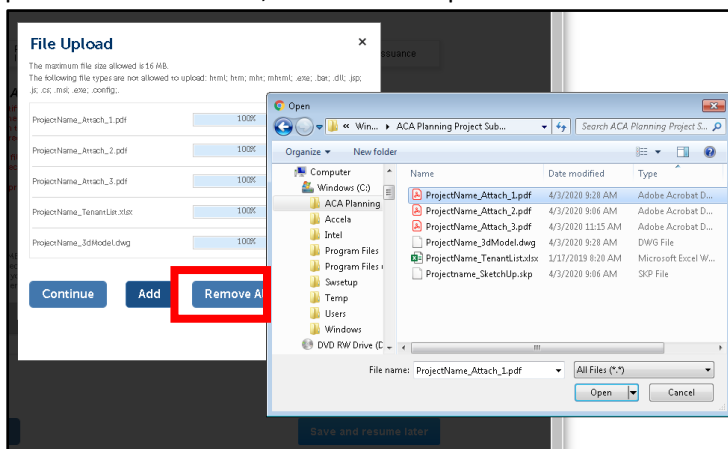
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- Once you have prepared all of the required attachments/documentation, click the Attachments “Add” button to begin attaching resubmittal documentation.



- Once all required attachments/documentation have been prepared, click the Attachment “Add” button to begin attaching required documentation.
  - Multiple files can be uploaded at one time. Simply click the File Upload “Add” button to add more files.
  - Once all files have been uploaded, click the File Upload “Continue” button to complete the file upload process. To start over, click the File Upload “Remove All” button.



- Next, identify the document type, per the application submittal requirements, for each attachment using the “Document Type” dropdown menu. Description notes may be provided using the “Description” text box.

# Tempe Citizen Access Portal

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1 Location Information    2 Project Information    3 Documentation    4 Review    5 Record Issuance

**Step 3: Documentation > Attachments**

Submit all required digital items identified on the Application Submittal Checklist for your Planning Application type(s). Submit separate PDFs for each sheet size, as indicated in the checklist (one PDF of 8 1/2" x 11" sheets, one PDF of 11" x 17" sheets, and one PDF of 24" x 36" sheets). Sheets within each PDF shall be organized in the same order as on the application submittal checklist. If a project requires concurrent applications, provide ONE SET OF PLANS for each required sheet size.

Some applications may require other file types, such as tenant lists in spreadsheet format (.xlsx) and 3D models/SketchUp (.dwg or .skp). Please refer to the submittal checklist for specifications for other file formats.

If a Preliminary Site Plan Review was processed, please follow the checklist that was provided by your project planner.

\* indicates a required field.

**Attachment**

The maximum file size allowed is 1000 MB.  
The following file types are not allowed to upload: .html; .htm; .mht; .mhtml; .exe; .bat; .dll; .jsp; .js; .cs; .msi; .exe; .config;.  
Subject to the collected information, you may be required to submit additional documents prior to approval. This application type requires you to submit the following types of documents: Submittals

Name	Type	Size	Latest Update	Upload Date	Action
No records found.					

Document Type: \*  
Submittals Remove

File:  
ProjectName\_Attach\_1.pdf  
100%

Description:

Save Add Remove All

Continue Application >> Save and resume later

- Once all attachments have been uploaded and characterized, click “Save” and then “Continue Application”. At this point, there is also one last opportunity to add more files if any were forgot from the previous step; simply click the “Add” button to add more files. To start over, click the “Remove All” button to remove all files and start all over.

100%

Description:

Save Add Remove All

Continue Application >> Save and resume later

- Next, a confirmation banner will appear if all attachments were uploaded successfully. If there were any issues, the banner will explain what went wrong with the upload. If everything looks okay, click the “Continue Application” button to continue.
- If attachments were forgotten, click the “Add” button to add missing files (final opportunity to do so).

**The attachment(s) has/have been successfully uploaded.**  
It may take a few minutes before changes are reflected.

# Tempe Citizen Access Portal

## Online Document Retrieval and Resubmittal

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If you have issues or questions at any point throughout the Planning Project submittal process, please contact the Planning Division at (480) 350-4311 or [planning@tempe.gov](mailto:planning@tempe.gov). Thank you for doing business in Tempe!