



## Camino Frequently Asked Questions

### Start Up

Q. How do I get to Camino?

A. Link to our Camino portal - [app.oncamino.com/syracuseny/login](http://app.oncamino.com/syracuseny/login)

Q: How do I create an account?


A: To [create an account](#) you need a valid email address, and a strong password you will remember.

### Create an Account

Already have an account? [Sign in now.](#)

First Name \*

Last Name \*

Email Address \* 

Password \*

**Password Requirements**

- ✗ Be a minimum of 10 characters
- ✗ Include at least 2 letters
- ✗ Include at least 2 numbers
- ✗ Include at least 1 special character

Confirm Password \*

[Sign up now](#)

Q: How do I login?

A: Once your account is created, you can [login](#) with the email / password you've created.

### Sign In

Don't have an account? [Sign up now.](#)

Email \*

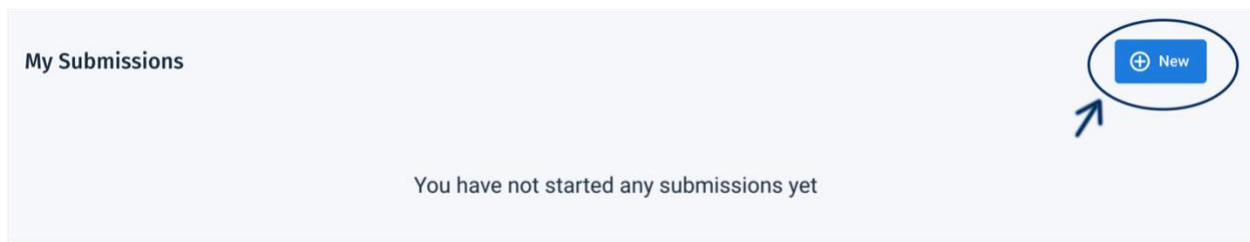
Password \* [Forgot my password](#)

[Sign in](#)

## Submissions

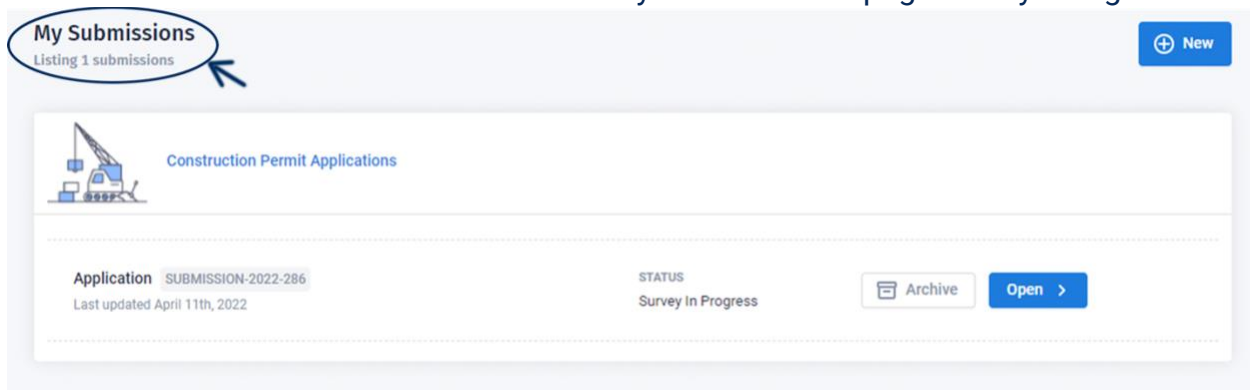
Q: How do I submit an application?

A: To start a new application login and click the “NEW” button (*note: only contractors licensed with the City of Syracuse can create a job on Camino*).



Q: How do I find and review all of my applications?

A: All submissions can be seen under the “My Submissions” page once you login.



## Inspections

Q: What do inspections look like?

A: Once your application is submitted and fees are paid, Syracuse Fire Department will review and approve your application. Inspection progress will be documented along the way by your assigned inspector. Following a final inspection, a Certificate of Completion will be issued.

To request an inspection, please call (315-448-4775).

Once a Certificate of Completion has been issued, you may find a copy of it in your submission in the following location:

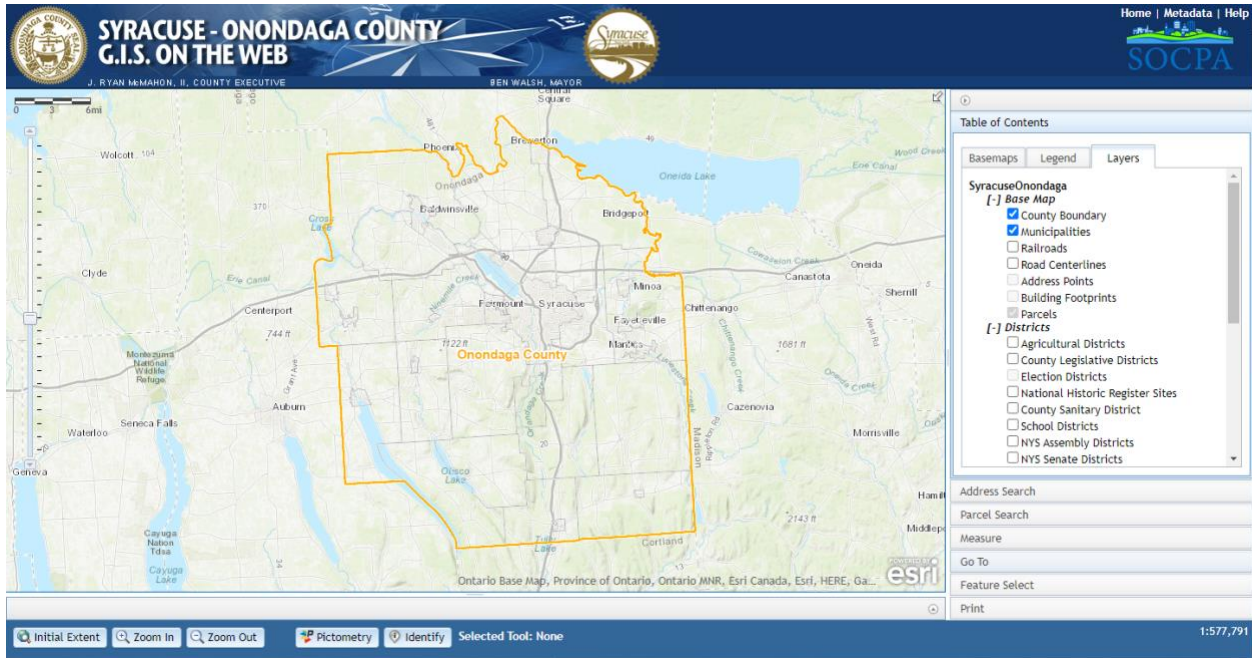
The screenshot shows a web application interface with a navigation bar at the top containing 'Summary', 'Instructions', 'Details', 'Documents' (highlighted), 'Map', 'Payments', and 'Activity'. Below the navigation bar, there are two main sections:

- Issued Documents**: A section with a search icon and a table header with columns 'DOCUMENT NAME', 'ISSUED DATE', 'ISSUED BY', and 'STEP'. The table is empty, and a message 'No issued documents' is displayed. An arrow points to this section with the text: 'This is where the inspector will issue your certificate of completion'.
- Document Uploads**: A dashed box containing a file upload icon, the text 'Drag and drop to upload files', a link 'Click here to select files', and 'Max file size: 100MB'. An arrow points to this section with the text: 'Here is where you upload your plans'.

## Questions and Troubleshooting

Q: Which shape do I click on after I type in the job address?

A: The mailing address and legal address are different. The Camino system uses the tax id for a parcel. If you're not sure which to use look at [Google Maps](#) or the [Onondaga County Database](#) to make sure the shape match up.



Q: Why isn't my license number working?

A: Make sure you only input numbers and NO LETTERS. For example: (instead of "4567T" use "4567").



A valid Sprinkler Contractor's License is required to apply. What is your license number? Please only enter the digits without spaces, letters, or dashes.

Submit Answers

Q: I submitted but need to add more items, how do I amend my permit?

A: Call the central permit office at (315)-448-8600 and a technician will amend your fee and item count.