



ONLINE APPLICATION PORTAL GUIDE



CITY OF SYRACUSE

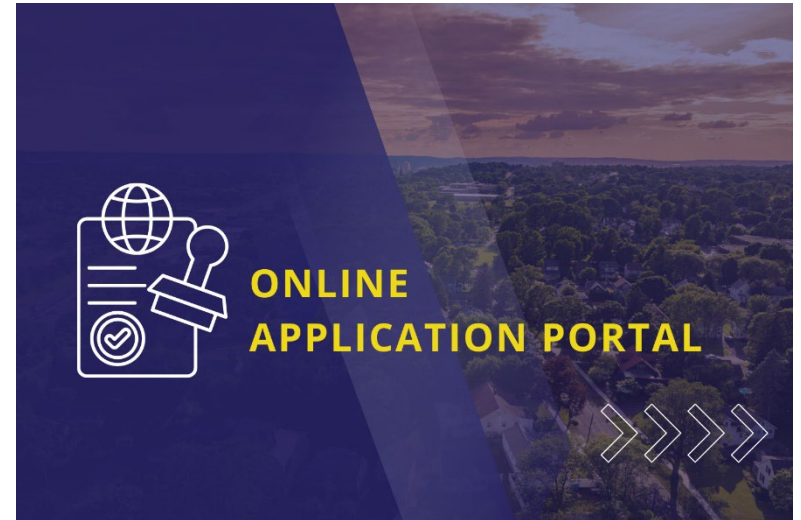
CENTRAL PERMIT OFFICE

Overview: The Online Application Portal provides convenient 24-hour electronic access for residents and businesses who need to request permission for different types of projects in the city. The portal helps to streamline review approvals and provides tools and forms to help prepare for your project. Applicants can track their application status online, upload required documents, connect with City staff, and conveniently pay fees with a credit or debit card.

What is Clariti / Camino? Clariti (originally called Camino) is an online permitting software utilized by the City of Syracuse for application intake, review and approval. We call this service the “Online Application Portal”.

What’s on the Online Application Portal?

- **Zoning and Application Discovery Tool:** Use this tool to determine Zoning rules and regulations associated with your project and/or required approvals.
- **Meeting Registration Forms:** Register your commercial project for review or request a pre-development meeting to help with the planning process.
- **Permit Applications:** Apply for permit applications for building construction and trades, fire prevention, and for work or activity occurring in the public right-of-way.
- **Business Licensing Applications:** Apply for licenses required for certain types of businesses in the city to ensure requirements are met to protect the public’s safety, health and welfare.
- **Periodic Inspection Applications:** Apply for certifications and inspections required for rental and vacant properties or performed by request of the owner of the property.
- **City-Owned Property Purchase Application:** Apply to purchase and redevelop City-owned vacant land.
- **Zoning Applications:** Apply for permits, reviews and certificates required to regulate land use and development in the city of Syracuse. This includes applications for historic preservation.



To view a complete list of applications on the portal, visit syr.gov/onlineapplications. This page will also link you to additional information, including more detailed steps for how to apply for specific projects.

How to Navigate the City of Syracuse Online Application Portal

Online Application Portal Access

1. First-time users must create an account to access the portal. To create an account, you need a valid email address and a strong password you will remember.



Sign-up

Use your phone camera to scan the QR code or visit:
goto.syr.gov/camino-sign-up



Sign In

Use your phone camera to scan the QR code or visit:
goto.syr.gov/camino-login

Sign In

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

Email *

Password * [Forgot my password](#)

[Sign in](#)

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 *

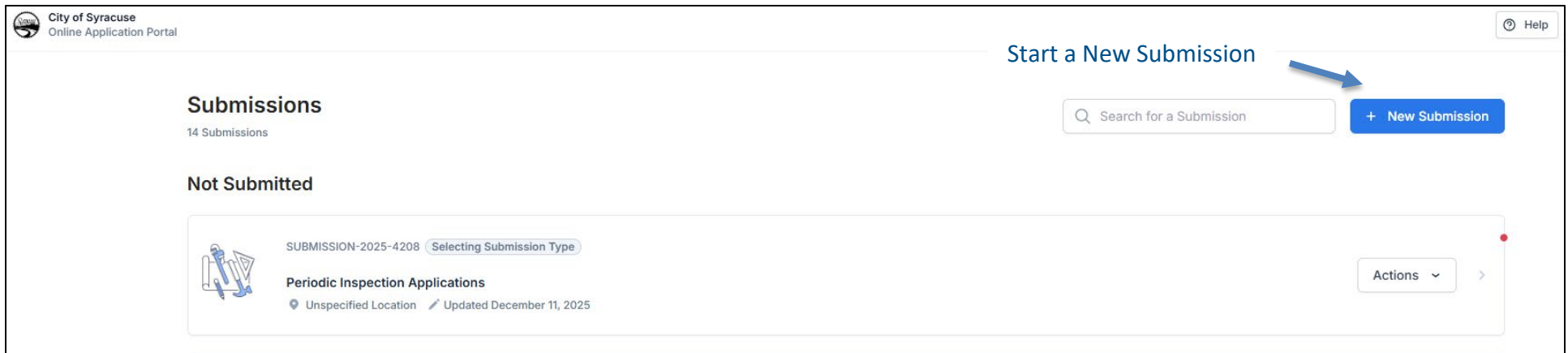
[Sign up now](#)

How to Navigate the City of Syracuse Online Application Portal

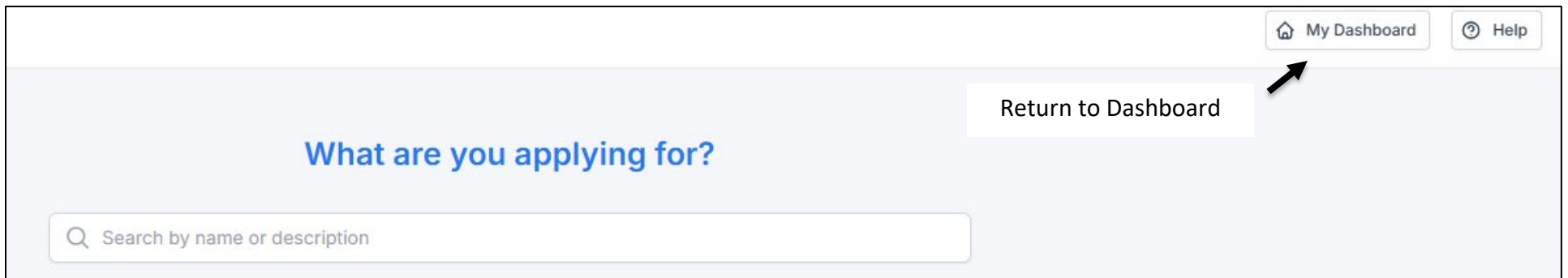
Dashboard / Submissions

When you log in, you will be on the dashboard where all the applications you have applied for will be displayed in a list format.

1. The red dots on the side of the dashboard are alerts showing that the application is incomplete or a reviewer has left you a response on an application. The portal system will save information from each step automatically so you can come back to complete the application at any time.




2. To start a new application, click the “New Submission” button located at the top right corner of the page.
3. If you need to return to the dashboard from the submissions page, click on the “My Dashboard” button.




How to Navigate the City of Syracuse Online Application Portal


4. To apply, search by name or select a category to find the application to be submitted. The “What’s on the Portal” section on the [City’s website](#) lists the names of the applications, forms and tools that are available in the system.

What are you applying for?


 Search by name or description

**Tools and Guides**


Access the Zoning and Application Discovery tool to determine Zoning rules and regulations associated with your project and/or required approvals.

**Meeting Registration Forms**


Register your commercial project for review or request a pre-development meeting to help with the planning process.

**Permit Applications**

Apply for permit applications for building construction and trades, fire prevention, and for work or activity occurring in the public right-of-way.

**Business License Applications**

Apply for licenses required for certain types of businesses in the city to ensure requirements are met to protect the public's safety, health and welfare.

**Periodic Inspection Applications**

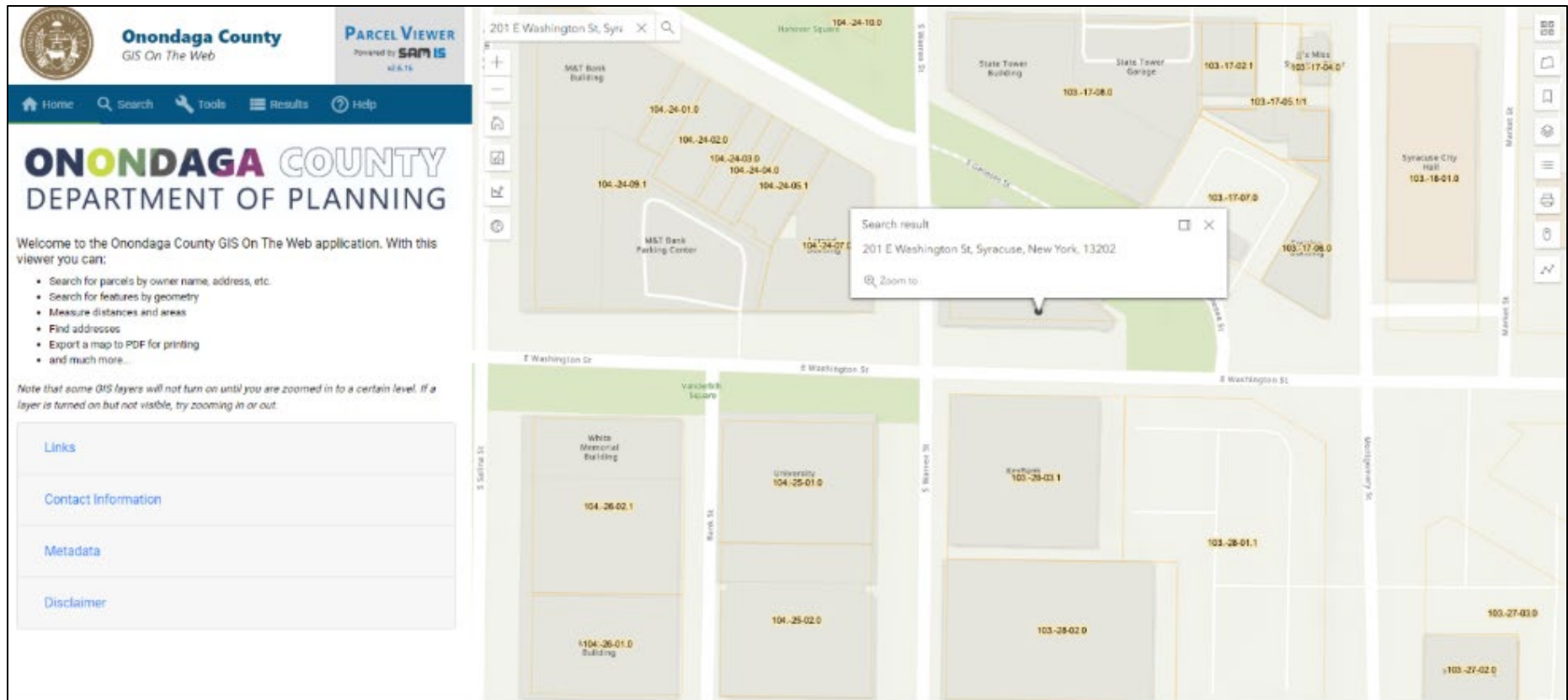
Apply for certifications and inspections required for rental and vacant properties or performed by request of the owner of the property.

Notice: For Trade Applications, a professional license number is required to apply. Make sure you only input numbers and no letters when submitting your answer. For example, instead of “4567T” use “4567”. Please only enter the digits without spaces, letters, or dashes.

How to Navigate the City of Syracuse Online Application Portal

Selecting Your Project Location

The Online Application Portal uses the tax id for a parcel or tract of land to identify the location of your project. Sometimes, the mailing address and legal address are different. If you're not sure which to use, look at the [Onondaga County Database](#) to ensure the shape of the parcels match up.



How to Navigate the City of Syracuse Online Application Portal

Adding Contributors

The portal allows you to share your application with an external party. The person you add as a secondary applicant will be able to view your entire application, upload documents, pay fees, respond to comments etc. This is useful for architect / contractor relationships. For example, the architect may have the plans, but the contractor has the insurances.

The Share Button will be on the top-right corner on the welcome page of your application



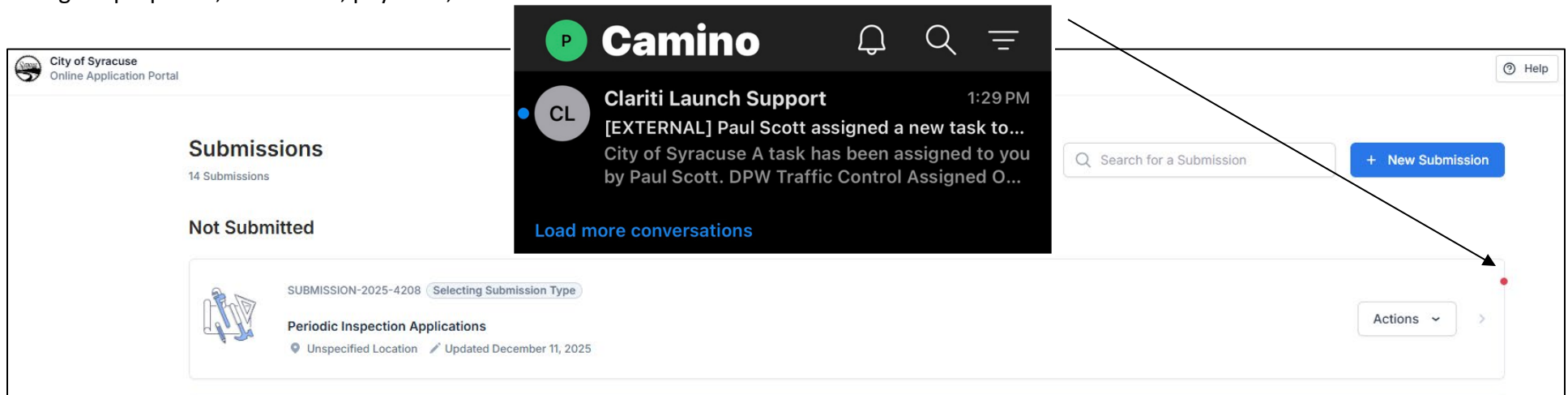
The screenshot displays the 'Welcome to the Online Application Portal for the City of Syracuse' page. At the top, there is a navigation bar with links: Map, Payments, Activity, and Records. On the right side of this bar is a 'Share' button with a person icon. The main content area features a large blue checkmark icon, the title 'Welcome to the Online Application Portal for the City of Syracuse', and a paragraph explaining that users will find details about requesting permission for different types of projects. Below this, it states 'Estimated Total Fees At least \$47,641.00' and a 'Get Started →' button. A 'Share Submission' modal is open on the right, titled 'SUBMISSION-2024-1144'. It contains instructions on how to invite someone to collaborate, an 'Email Address *' field with a placeholder 'Enter email address', and 'Cancel' and 'Send Invite' buttons.

A prompt will appear, where you can add an email address to invite someone to collaborate with you on the submission. Please note that if the person you invite does not have an account, they will be sent an invitation to complete their registration.

How to Navigate the City of Syracuse Online Application Portal

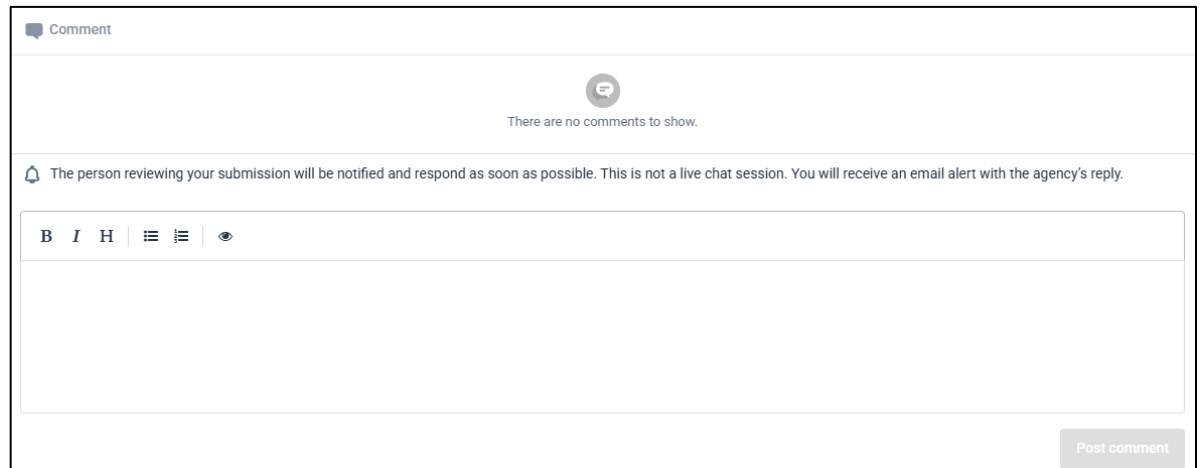
System Notifications

The system will give you email notifications alerting you to check on the status of an application. These notifications can come from the reviewers, asking for proposals, insurances, payment, etc.



Send Comments to City Staff

The Comment Box allows you to directly communicate with your reviewer. Every message you send is sent to the reviewer as an email. You can delete comments but be advised the reviewer will have an email copy of all comments sent.



How to Navigate the City of Syracuse Online Application Portal

Application Status

You can check the status of your application(s) on the portal dashboard. The status of your application will be indicated next to the application number on your dashboard. Until all the requirements are complete the status will be considered “unsubmitted”. Please note that the application will not be reviewed until all steps are completed.

The screenshot displays the 'Submissions' section of the City of Syracuse Online Application Portal. At the top, there is a search bar labeled 'Search for a Submission' and a button labeled '+ New Submission'. Below this, the 'Not Submitted' section is highlighted. The first application listed is 'NEIGHBOR-2025-1' with a status of 'Unsubmitted'. A blue circle highlights the application number, and a blue arrow points to it with the label 'Application Number'. Another blue arrow points to the 'Unsubmitted' status with the label 'Application Status'. The second application listed is 'DEMO-2025-135' with a status of 'Finaled (Changes Requested)'. The third application listed is 'DEMO-2025-128' with a status of 'Unsubmitted'. Each application entry includes a category path, address, and update date.

Application Number	Application Status	Category	Address	Update Date
NEIGHBOR-2025-1	Unsubmitted	Events > Neighborhood Block Party	201 East Jefferson Street, Downtown, Syracuse, New York 13	
DEMO-2025-135	Finaled (Changes Requested)	Permit Applications > Construction Permits > Exterior Demolition > Residential Demolition > 1-2 Family Dwellings > NYS Controlled Demolition	214 WATER ST W & CLINTON ST S & ERIE APN 104.-19-03.4	Updated October 9, 2025
DEMO-2025-128	Unsubmitted	Permit Applications > Construction Permits > Exterior Demolition > Residential Demolition > 1-2 Family Dwellings > NYS Controlled Demolition	423-25 LAFAYETTE AVE W APN 075.-06-09.1	Updated August 6, 2025

How to Navigate the City of Syracuse Online Application Portal

Application Status Definitions

Status Name	Definition	Process Step
Selecting Submission Type	Applicant looking for permit	Not Started (Applicant End)
Selecting Location	Applicant looking for location	Not Started (Applicant End)
Survey in Progress	Applicant filling out info	Not Started (Applicant End)
Unsubmitted	Applicant still missing info or documentation	Started, not finished (Applicant End)
Submitted	Applicant submitted all necessary material	Started, application received (City End)
In Review	Plans Examiner started reviewing application	Started review (City End)
In Review -Revisions	Plans Examiner started reviewing revised application	Started review (City End)
Holding for Revisions	Applicant needs to revise plans	Started review on hold (Applicant End)
Rejected	Applicant submitted wrong application, or plans do not apply to permit type.	Started review and rejected or not applicable (Closed)
Cancelled	Applicant canceled permit type.	Started review and withdrawn (Closed)
Ready for Issuance – Pending Final Information	Applicant needs to provide insurances, construction cost, or item counts.	Reviewed and awaiting applicant information (Applicant End)
Ready for Issuance – Pending Payment	Applicant provided insurances, construction cost, and item counts.	Reviewed and awaiting payment (Applicant End)
Approved	Over the counter application is approved and placard given.	Reviewed and work placard (Open)
Finaled	Permit application is approved and CO given.	Reviewed and completed (Closed)
Amendment	Permit was issued but needed to be Amended.	Amended and completed (Closed)
Closed	Permit is expired or closed.	Issued or completed (Closed)

How to Navigate the City of Syracuse Online Application Portal

Uploading Files / Required Documents

1. Navigate to the “Submission” tab to fill out the required steps marked in red. These documents are required to review your application. Documents must be in .pdf format. Screenshots or images will not be reviewed.

The screenshot displays the 'Submission' tab of the City of Syracuse Online Application Portal. The breadcrumb trail at the top reads: Permit Applications > Construction Permits > Building & Site > Residential > Fence. The address is 200 GENESEE ST E & WARREN ST, 13202. The user is logged in as Paul Scott. The 'Submission' tab is highlighted with a blue circle and a blue arrow. The left sidebar contains three sections: 'Required Data Fields' with 'Landlord/Homeowner Applicant Details', 'Construction Start and End Dates', and 'Fence Project Details'; 'Required Information' with 'Have you cross-checked IPS for violations?'; and 'Required Supplemental Documentation' with 'Scaled Copy of Property Survey', 'Sealed Scaled Copy of Property Survey for Fence', 'Contractor's Proposal if Applicable', and 'Proposal/Plans (Optional)'. The main content area shows '0 of 1 required documents' and a red banner stating 'This step must be completed to submit the application.' Below this, it says 'Central Permit Office / Required Supplemental Documentation' and 'Scaled Copy of Property Survey'. There is an 'Instructions' section with a link to a sample survey. The 'Attachments' section shows 'Sample Survey.pdf (651KB)'. The 'Document Upload' section has a large dashed box with a plus icon and text: 'Drag and drop to upload files', 'Click here to select files', and 'Max file size: 1GB'. The bottom right corner has an 'English' dropdown menu.

How to Navigate the City of Syracuse Online Application Portal

2. If you ever want to look for all the uploaded documents within the application navigate to the “Document Uploads” tab. Then navigate to the “Upload a Document” button if you want to upload additional documents outside of the required documentation.

Document Uploads

Upload a document

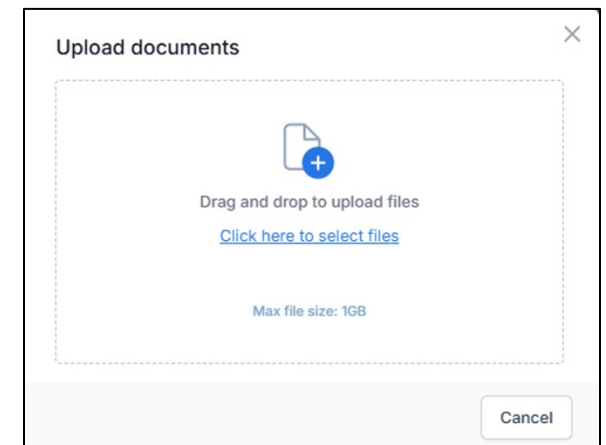
The screenshot shows the City of Syracuse Online Application Portal. The top navigation bar includes links for Permit Applications, Construction Permits, Exterior Demolition, Residential Demolition, 1-2 Family Dwellings, and NYS Controlled Demolition. The address is 214 WATER ST W & CLINTON ST S & ERIE. The user is logged in as Paul Scott. The main navigation tabs are Summary, Submission, Issued Documents, Details, Document Uploads (highlighted with a blue circle and an arrow), Map, Payments, Activity, and Records. The Document Uploads section shows 3 document(s) and a table with columns: FILE NAME, UPLOAD DATE, UPLOADED BY, STEP, and actions (Download, Delete). The table lists three screenshots uploaded on August 13, 2025, by Paul Scott. A blue arrow points to the 'Upload a document' button in the top right corner of the document list.

FILE NAME	UPLOAD DATE	UPLOADED BY	STEP	
Screenshot 2025-08-13 at 11.45.03AM.png	August 13, 2025	Paul Scott	N/A	Download Delete
Screenshot 2025-08-13 at 11.50.20AM.png	August 13, 2025	Paul Scott	N/A	Download Delete
Screenshot 2025-08-13 at 1.11.01 PM.png	August 13, 2025	Paul Scott	N/A	Download Delete

3. Once you hit the button it will take you to a window where you can drag and drop your documents (proposals, insurances, drawings, etc.).

CE-200 Document (Disability / Workers Compensation Exemption)

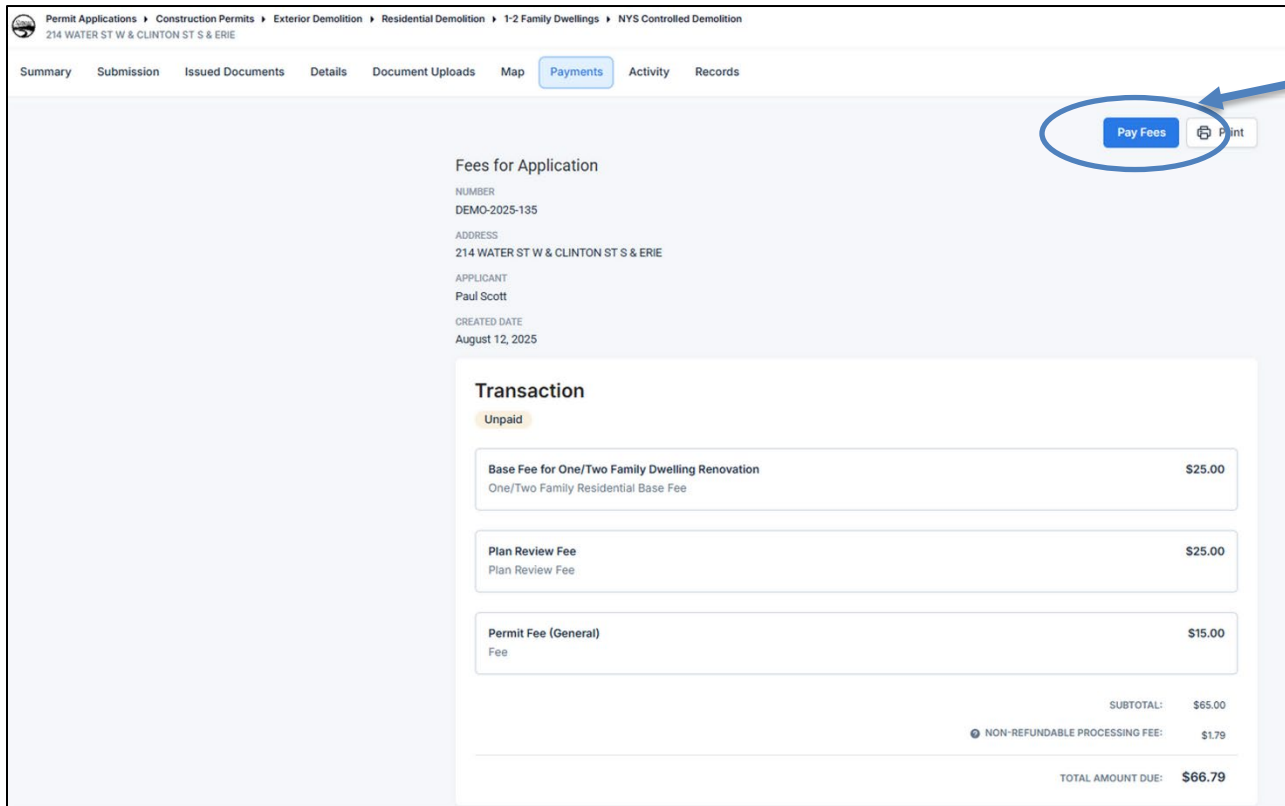
When uploading documents please note that the CE-200 must be completed on the [New York State Website](#). Once the form is completed you will go back into the portal to upload the signed document.



How to Navigate the City of Syracuse Online Application Portal

Submitting Payment

Navigate to the “Payments” section to pay all outstanding fees. The system allows you to pay with a credit or debit card.



Permit Applications > Construction Permits > Exterior Demolition > Residential Demolition > 1-2 Family Dwellings > NYS Controlled Demolition
214 WATER ST W & CLINTON ST S & ERIE

Summary Submission Issued Documents Details Document Uploads Map **Payments** Activity Records

Fees for Application

NUMBER
DEMO-2025-135

ADDRESS
214 WATER ST W & CLINTON ST S & ERIE

APPLICANT
Paul Scott

CREATED DATE
August 12, 2025

Transaction

Unpaid

Base Fee for One/Two Family Dwelling Renovation One/Two Family Residential Base Fee	\$25.00
Plan Review Fee Plan Review Fee	\$25.00
Permit Fee (General) Fee	\$15.00
SUBTOTAL: \$65.00	
NON-REFUNDABLE PROCESSING FEE:	\$1.79
TOTAL AMOUNT DUE: \$66.79	

Pay Online

Click on the “Pay Fees” button to submit your payment online. Credit card fees apply.

Pay by Check

To pay by check, **you must bring it in person** to the Central Permit Office:

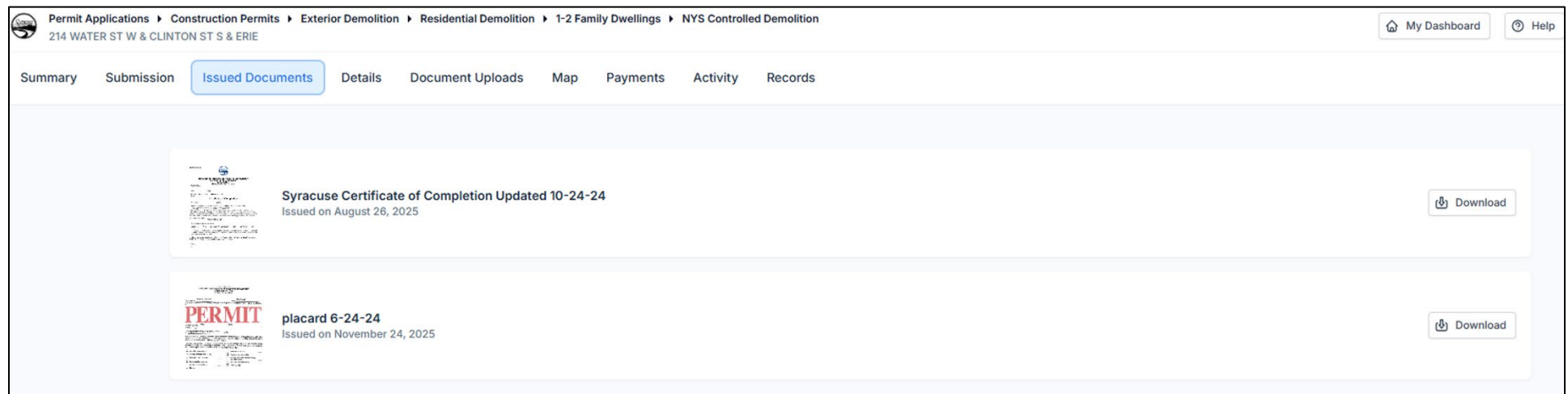
One Park Place
300 South State Street, 1st Floor
(Entrance on East Onondaga Street)
Syracuse, NY 13202

Please **have your application number on hand**. You can submit your application upon completing an in-person payment.

How to Navigate the City of Syracuse Online Application Portal

Issued Documents

Navigate to the “Issued Documents” section to download all your documents. Examples of documents include a Permit Placard granting permission to begin work and a Certificate of Completion following a final inspection of your project. You can also use this section to submit plans and other requested documents. Please note, you will only get these documents once the application has been reviewed and paid. For applications that require an inspection, you must call to schedule an inspection.



Notice: Permit Placards must be visibly displayed at the work site until the authorized work is completed. Business Certificates must be posted conspicuously in a window or door.

For questions / troubleshooting, contact camino@syr.gov and include your application number and address.