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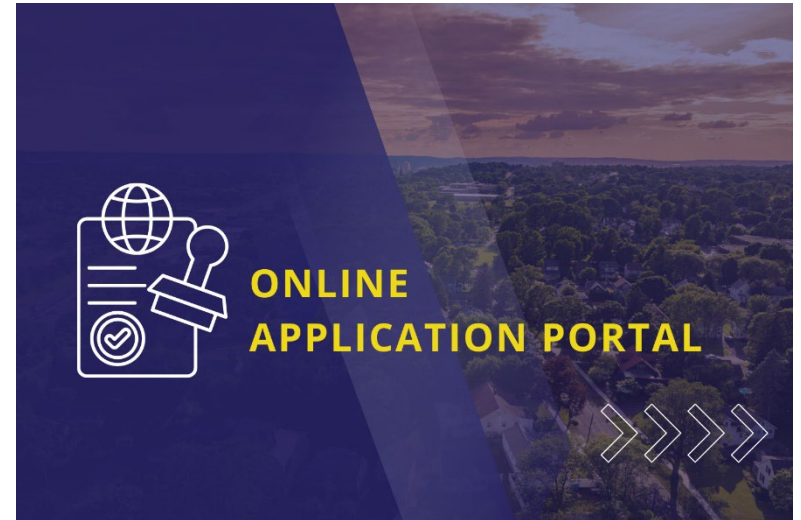
To view a complete list of applications on the portal, visit syr.gov/onlineapplications. This page will also link you to additional information, including more detailed steps for how to apply for specific projects.

How to Navigate the City of Syracuse Online Application Portal

Online Application Portal Access

1. First-time users must create an account to access t he 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

2. Once your account is created, you can login with the email and password you've created.

Sign In

Use your phone camera to scan the QR code or visit:

goto.syr.gov/camino-login

Create an Account

Already have an account? Sign in now.

First Name *

Enter your first name

Last Name *

Enter your last name

Email Address *

Enter your email address

Password *

Enter your 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 *

Confirm your password

Sign up now

Sign In

Don't have an account? Sign up now.

Email *

centralpermitoffice@gmail.com

Password *   Forgot my password

••••••••••••••

Sign in

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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.
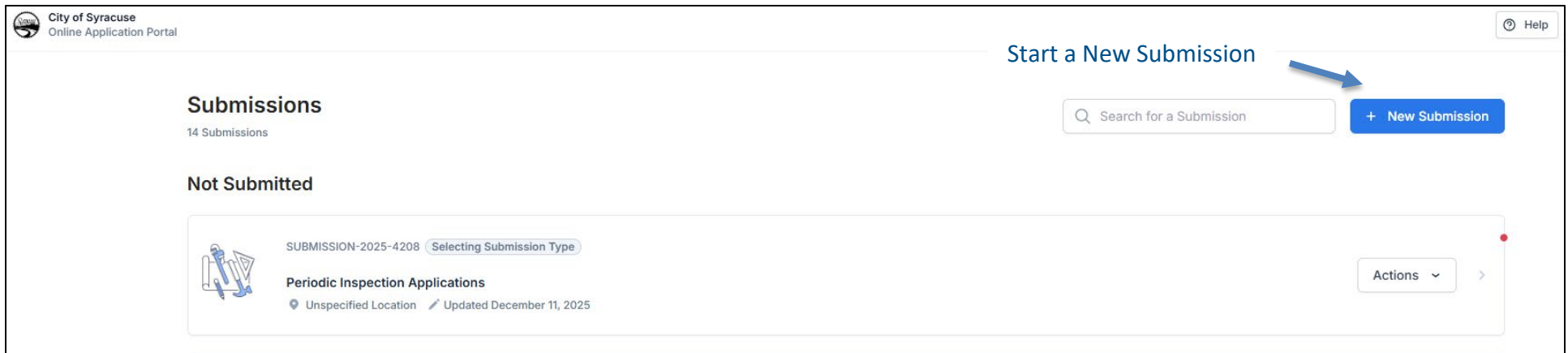
2. To start a new application, click the "New Submission" button located at the top right corner of the page.

3. If you need to return to the dashboard from the submissions page, click on the "My Dashboard" button.
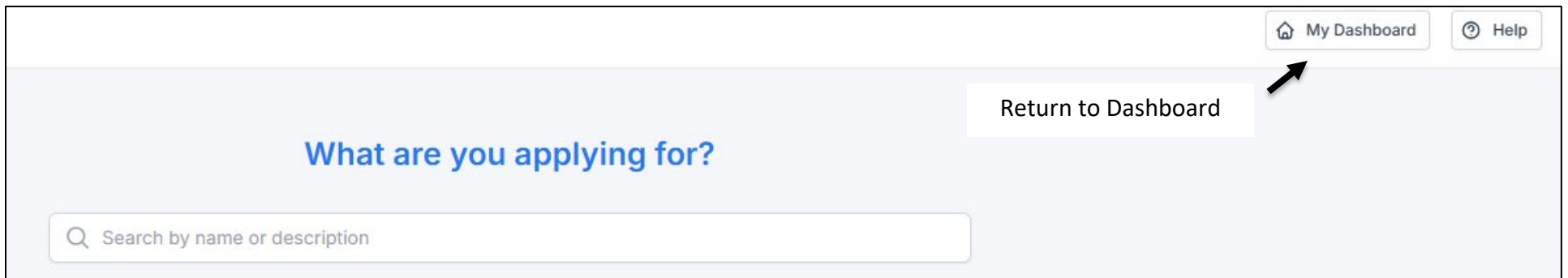
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4. To apply, search by name or select a category to find the application to be submitted. The "What's on the Portal" section on the <u>City's website</u> lists the names of the applications, forms and tools that are available in the system.

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.

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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.
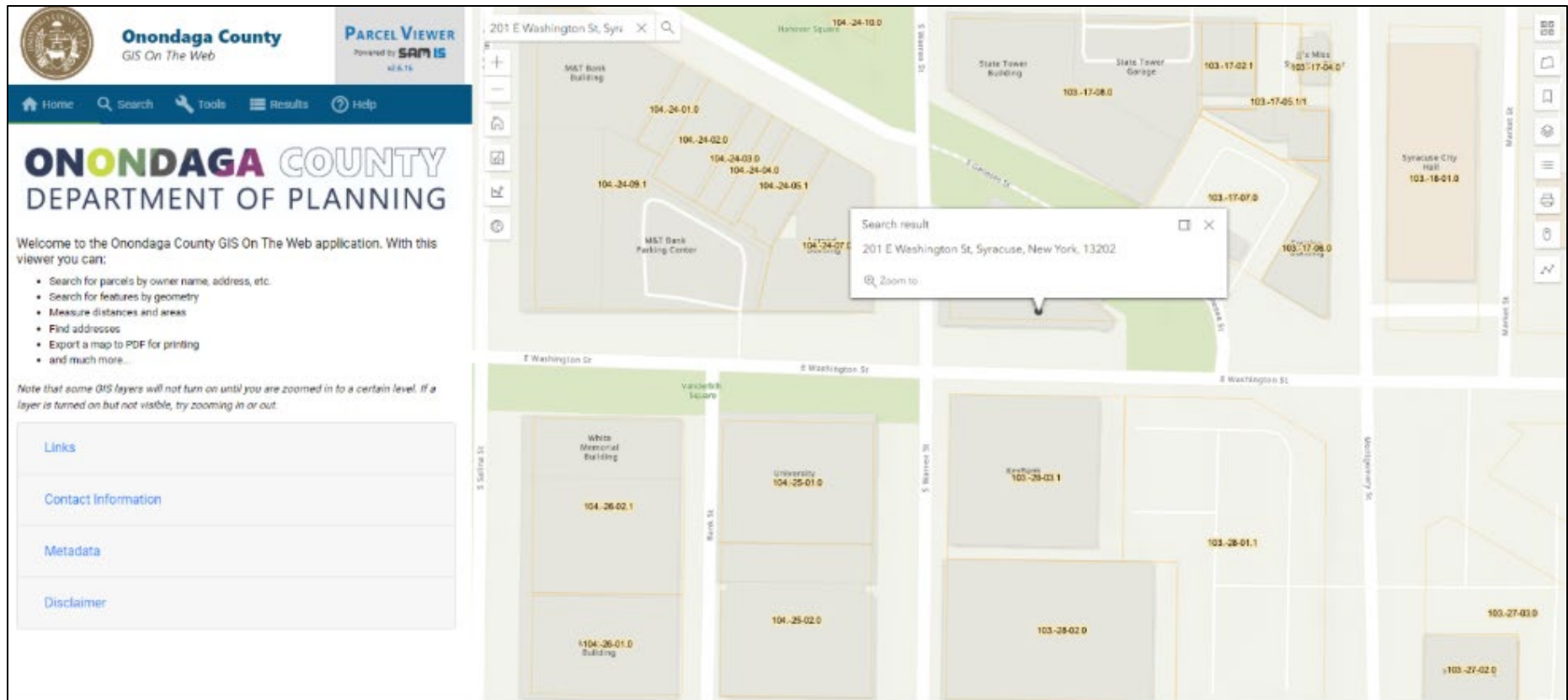
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Adding Contributors

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

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.

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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.
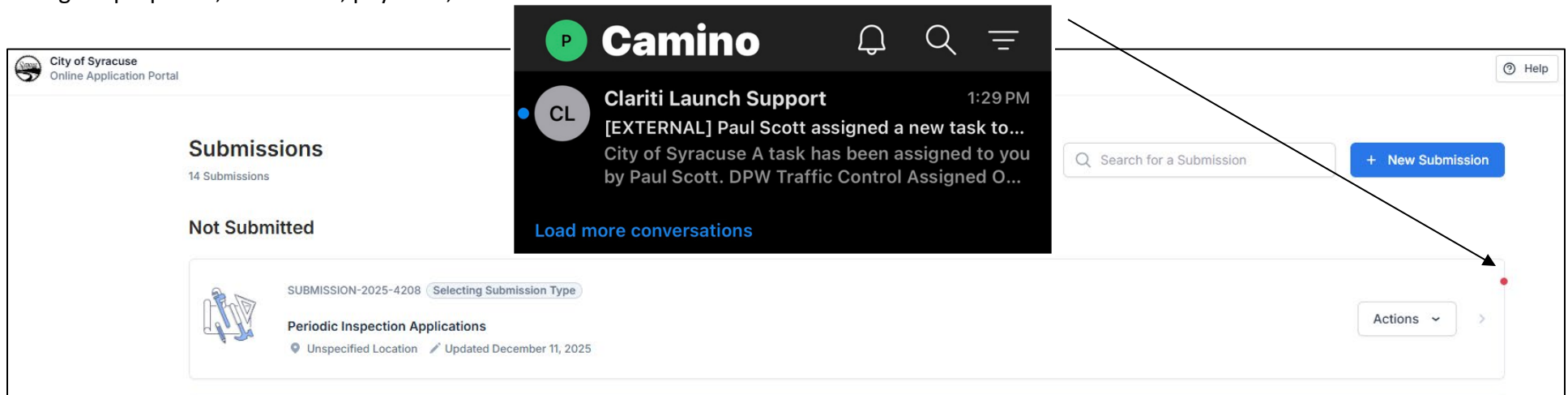
Send Comments to City Staff

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.
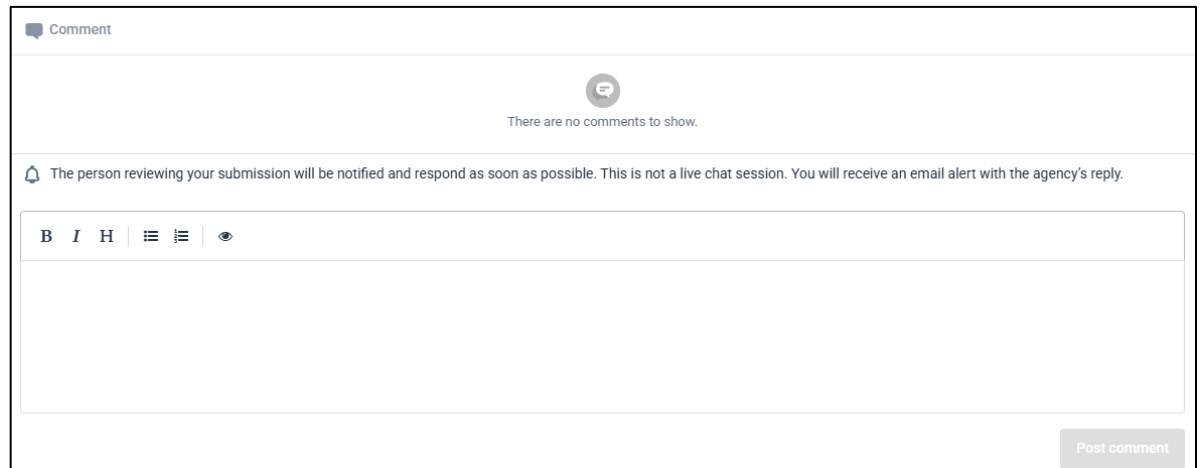
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Application Status

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.

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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)

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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.

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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

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.).

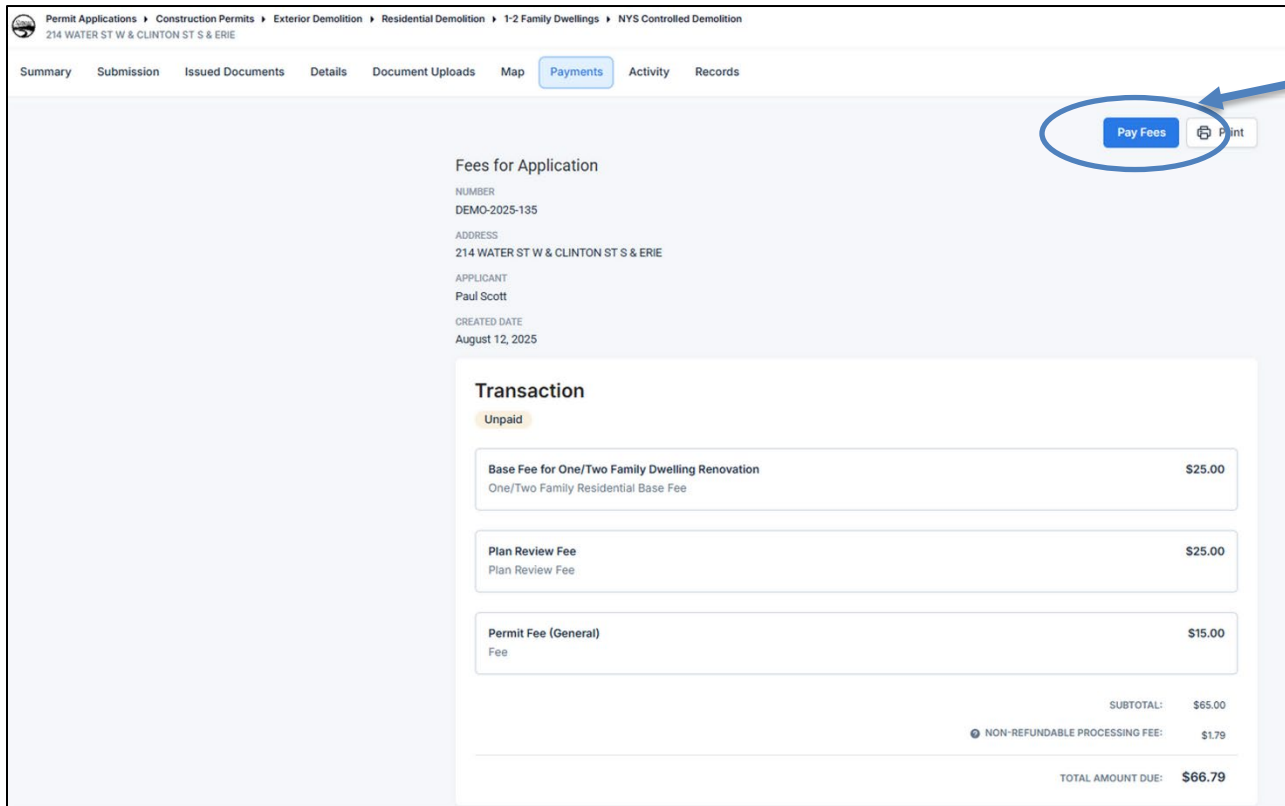**CE-200 Document (Disability / Workers Compensation Exemption)**
When uploading documents please note that the CE-200 must be completed on the New York State Website. Once the form is completed you will go back into the portal to upload the signed document.
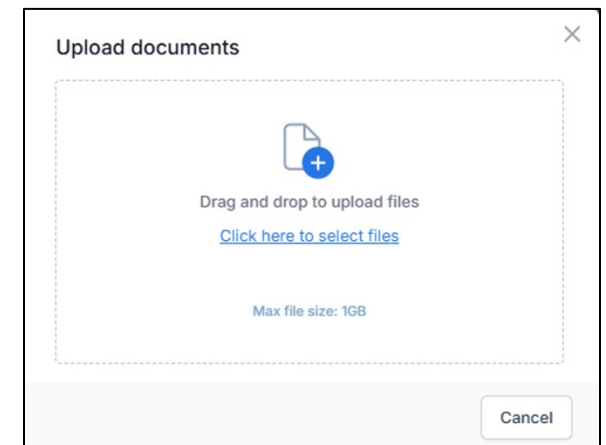
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Submitting Payment

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

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.

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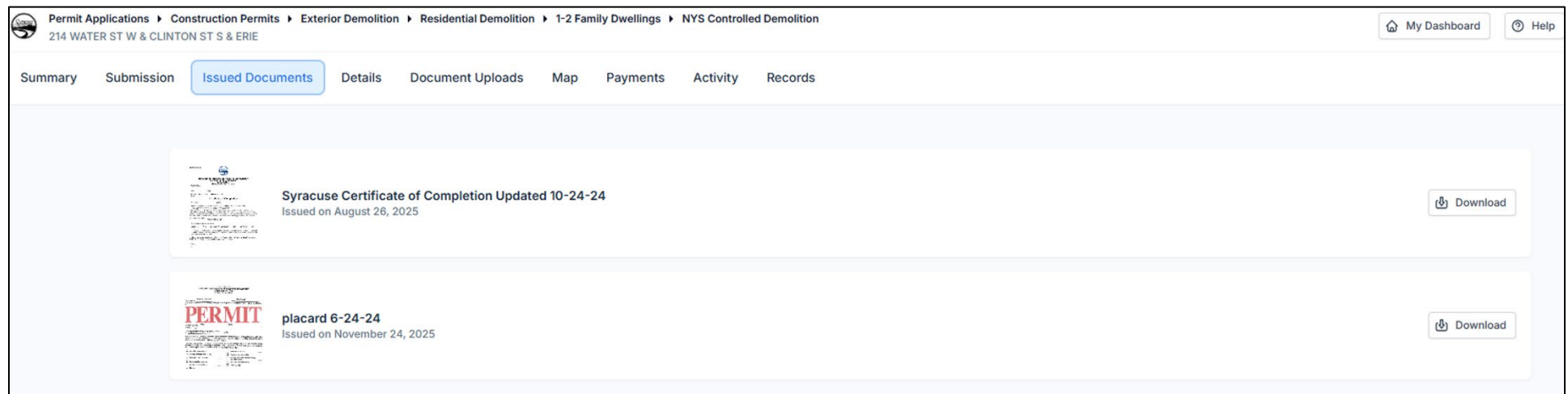
Notice: Permit Placards must be visibly displayed at the work site until the authorized work is completed. Business Certificates must be posted conspicuously in a window or door.

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