

# Welcome to the Public Access Portal

This guide provides information on the features and functionality of the online Public Access Portal for submitting Permits and Reports applications.

May 2024

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# Log into the Public Access Portal

## Already have an account?

- Enter your email and password
- Click the “Click here to Log In” button
- You will be directed to the public access portal home page
- To Cancel the log in process, click the “Cancel” button

**City of Kawartha Lakes Log In**

Don't have an account? [Click here to Sign Up](#)

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Email

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Password

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[Click here to Log In](#)

[Forgot Password?](#)

# Log into the Public Access Portal - Create an Account



## To Create an account

- Click "Click here to Sign Up"
- Fill in all the fields on the form
- Click the "Register" button to submit the form
- Once you've submitted, you will receive an email with a link to confirm your registration
- Once confirmed, you may sign into the portal

**Apply for a login**

All fields are required

**CREDENTIALS:**

Email Address \_\_\_\_\_

Password \_\_\_\_\_

Confirm Password \_\_\_\_\_

**CONTACT INFORMATION:**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Postal Code \_\_\_\_\_

Primary Phone Number \_\_\_\_\_ Alternate Phone Number \_\_\_\_\_

# Public Access Portal - Password

## Forgot your password?

- Click "Forgot Password"
- The change password form will appear
- Enter your Email
- Click "Cancel" to return to the log in page
- Click "Clear" to re-enter your password
- Click "Submit" to continue
- Once submitted, you will receive an email with a link to reset your password
- Open the link and enter a new password

**City of Kawartha Lakes Log In**

Don't have an account? [Click here to Sign Up](#)

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Email

Password

[Click here to Log In](#)

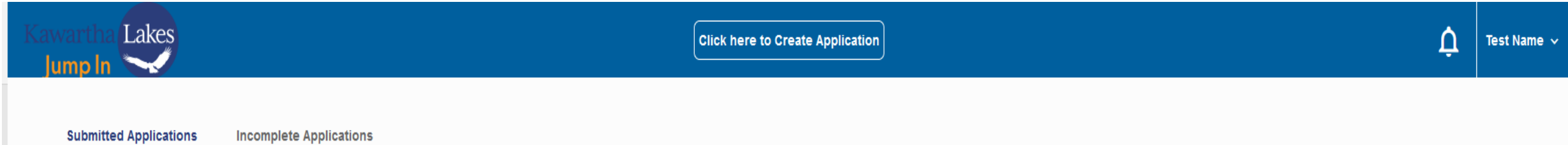
[Forgot Password?](#)

**Change Password**

Login Id (email address)

[Submit](#) [Clear](#) [Cancel](#)

# Home Page



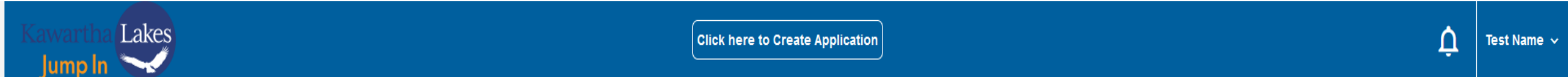
- **Red Bell / Unread Messages:**

- A red bell in the top right of the Home Page header banner indicates an unread message. Click on the red bell to view any messages. Once the message is read, the red bell will change to white.

- **Updating your login details:**

- Click the down arrow to the right of your name in the top right of the Home Page. Then click 'My Account'. You will be able to edit your account details (contact information) or change your password.

# Submitted Applications

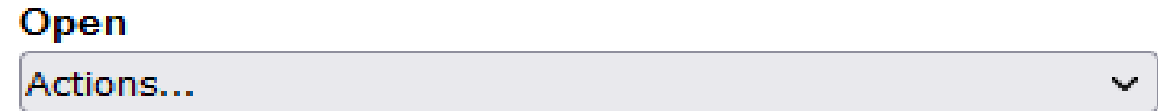


Submitted Applications

Incomplete Applications

Click 'Submitted Applications' to review your previously submitted applications.

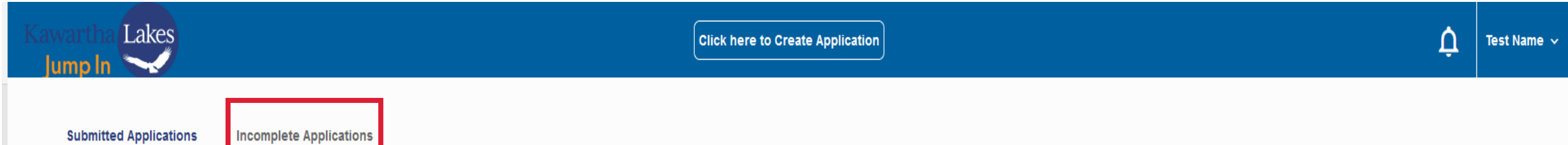
Click the down arrow in the Action field to open the Actions drop down menu to see further options:



Permit Status is displayed at the top of the Action field and the following options are available:

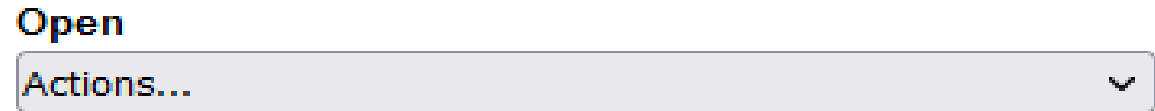
- Select 'Check Case Status' to open submitted application details
- Select 'Pay Fees' to be directed to the payment page
- Select 'Get PDF Report/Permit' to print or download your permit (if available)
- Select 'Create New Case from Current' to copy a previous application you've submitted

# Incomplete Applications



Click 'Incomplete Applications' to review applications that have been started but not submitted.

Click the down arrow in the Action field to open the Actions drop down menu to see further options:



Permit Status is displayed at the top of the Action field and the following options are available:

- Select 'Continue Applications' to open an incomplete application for updating and submitting
- Select 'Delete Application' to delete the incomplete application



# More Portal Features

 [Click here to Create Application](#)  Test Name ▾

Submitted Applications


Incomplete Applications

## Submitted Applications

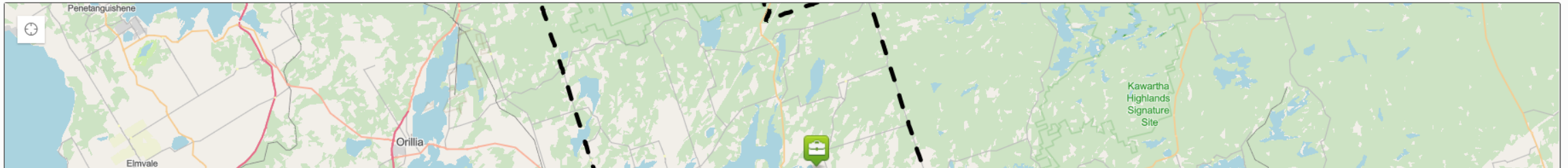
🔍 00104

Sort ▾

Regular Burn Permit  
FBR2024-00104

18 Cambridge St S, Lindsay, Ontario, K9V 3B6   
test

Open  
Actions... ▾ Created  
03/15/2024

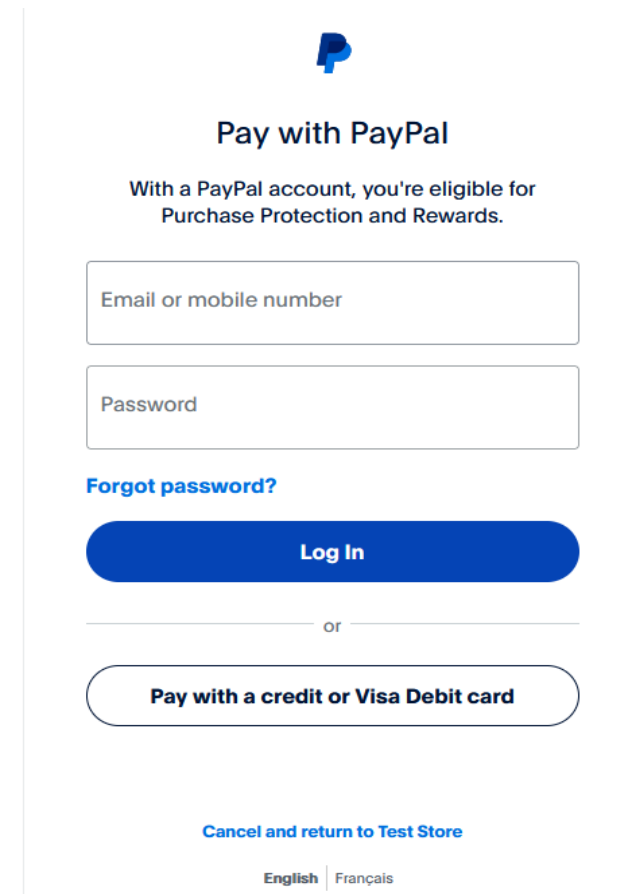


- Search function: enter a permit number or address in the search box to find a desired permits. Click on the permit to review the details of the application.
- Sort: click the drop down arrow to the right in the 'Sort' field for viewing choices.
- Page Size: The page shows five permits with map locations. You can change this to display 5, 10 or 25 permits per page.

## Payment – PayPal

Payments can be made through PayPal using a Credit Card or a Visa Debit card.

- Log into your PayPal account or continue as a Guest
- To log into your account, enter your email and password and click 'Log In'
- To continue as a Guest click 'Pay with a credit or Visa Debit card'
- See next page for Guest pay options.



The screenshot shows the PayPal payment page. At the top is the PayPal logo. Below it is the heading "Pay with PayPal" and a sub-heading "With a PayPal account, you're eligible for Purchase Protection and Rewards." There are two input fields: "Email or mobile number" and "Password". Below the password field is a link for "Forgot password?". A blue "Log In" button is positioned below the input fields. Below the button is a horizontal line with the word "or" in the center. Below the line is a button labeled "Pay with a credit or Visa Debit card". At the bottom of the page, there is a link "Cancel and return to Test Store" and language options "English" and "Français".

## Payment – PayPal Guest

To continue the payment as a PayPal guest:

- Enter your email address
- Enter your phone number
- Enter your payment card number, expiration date and CVV
- Enter your billing address
- Uncheck 'Save Info & Create your PayPal account' to continue as a Guest (red box in example). Leaving this option checked will create a PayPal account
- Click 'Continue as Guest'

### Pay with debit or credit card







We don't share your financial details with the merchant.

Country/Region  
Canada

Email


Phone type  
Mobile

Phone number  
+1

Card number

Expiration date

CVV 

### Billing address

First name

Last name

Address line 1

Address line 2 (optional)

City

Province

Postal code

Shipping same as billing address

**Save info & create your PayPal account**

You agree to PayPal's [Privacy Statement](#) and confirm you're of legal age.

**Continue as Guest**

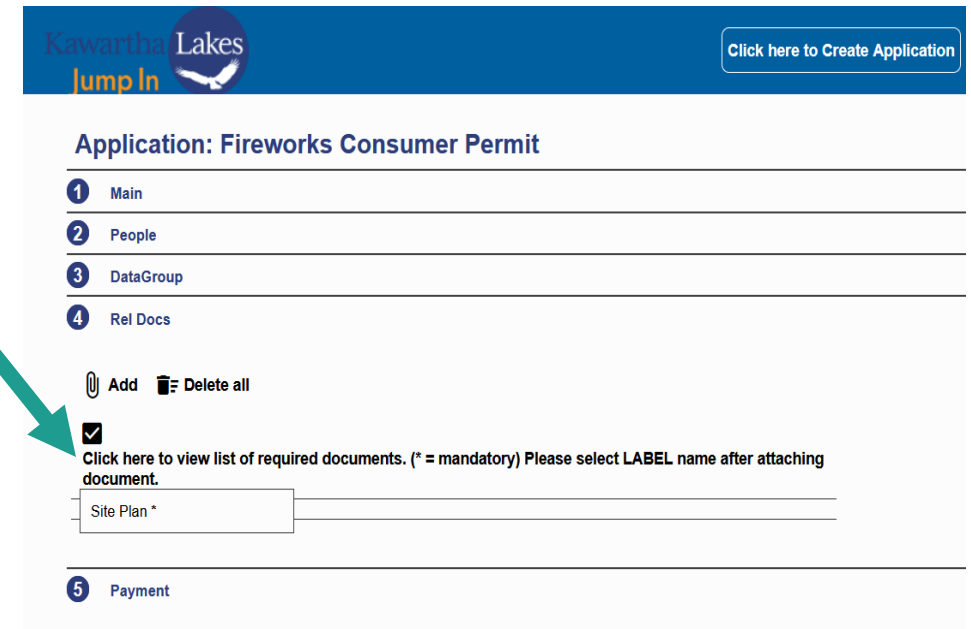
Have a PayPal account? [Log In](#)


[Cancel and return to merchant](#)

## Related Documents – Adding Attachments

Several permits require documents to be attached to the application:

- To view the list of required documents, click here
  - Note that the example lists 'Site Plan' as the only required document for this permit; other permits could have different required documents
- To upload a document. Click 'Add'
- Select the document you want to add
- Select 'Open' to upload the document to the application
- Once uploaded, you will see the document attached to the application
- If needed, repeat the above steps to attach all required documentation for the permit. Once documents are uploaded you **must** update the label name. See next page for instructions.





Kawartha Lakes  
Jump In 

[Click here to Create Application](#)

Application: Fireworks Consumer Permit

- 1 Main
- 2 People
- 3 DataGroup
- 4 Rel Docs
- 5 Payment

 Add  Delete all

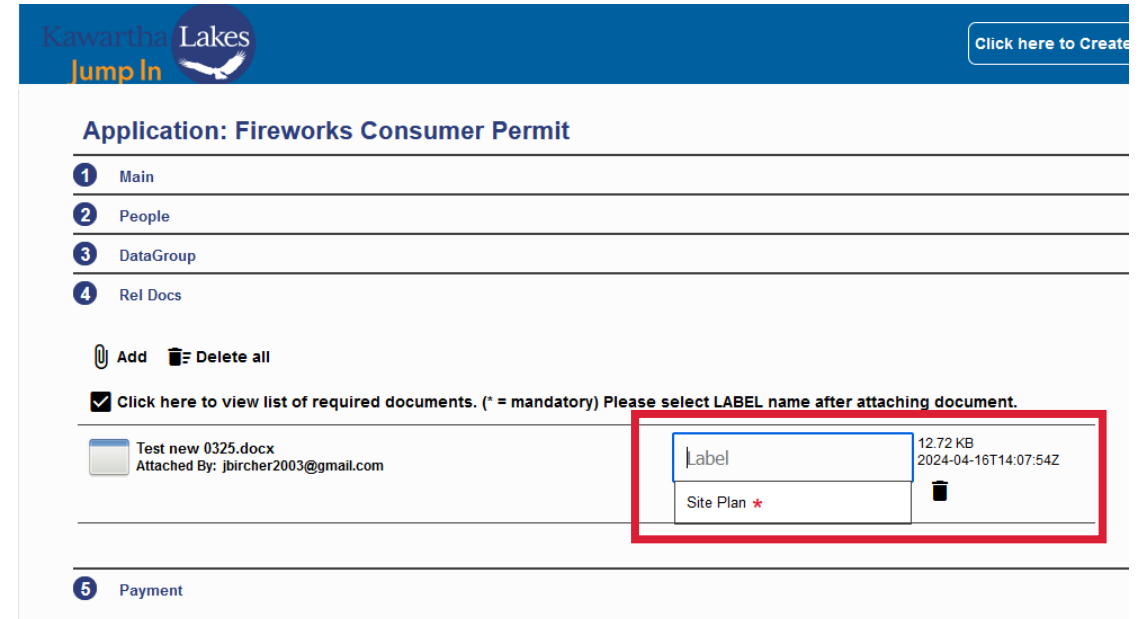
[Click here to view list of required documents. \(\\* = mandatory\) Please select LABEL name after attaching document.](#)

Site Plan \*

## Related Documents – Adding Labels to Attachments

Once all documents have been attached, the label for the attachment will require updating before continuing with the application:



- Click 'Label' and the document list is displayed
- Select the appropriate label name for the attachment
- Once the label for all the attachments has been completed, click 'Next' to continue.





Kawartha Lakes  
Jump In Click here to Create

Application: Fireworks Consumer Permit

- 1 Main
- 2 People
- 3 DataGroup
- 4 Rel Docs
- 5 Payment

 Add  Delete all

Click here to view list of required documents. (\* = mandatory) Please select LABEL name after attaching document.

 Test new 0325.docx Attached By: jbircher2003@gmail.com	<input type="text" value="Label"/> 12.72 KB 2024-04-16T14:07:54Z <input type="checkbox"/> Site Plan * 
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# Thank you for using our online Public Access Portal



If you have any questions, please contact Customer Service or Fire Services by using the contact information below:

## **Customer Services**

705-324-9411 extension 0  
[inquiries@kawarthalakes.ca](mailto:inquiries@kawarthalakes.ca)

## **Fire Services**

705-324-5731  
[burnpermits@kawarthalakes.ca](mailto:burnpermits@kawarthalakes.ca)