Kawartha Lakes
**Jump In**

# Welcome to the Public Access Portal for Fire Services Applications

This guide provides the steps to submit a Fire Service application on the online Public Access Portal.

May 2024

## Table of Contents

Click any of the links on the left to go directly to that specific topic within this help guide.

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# Step 1 - Log into the Public Access Portal
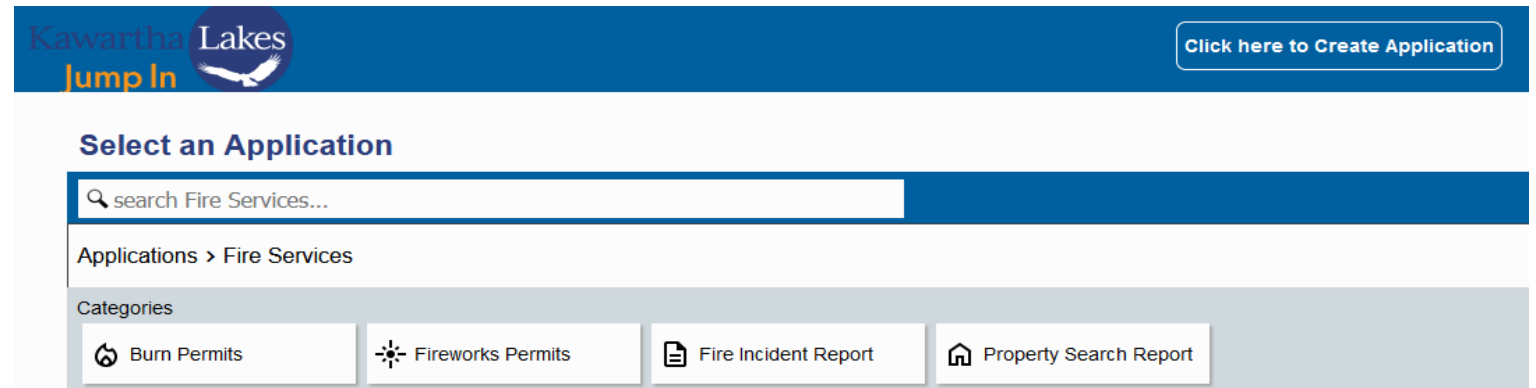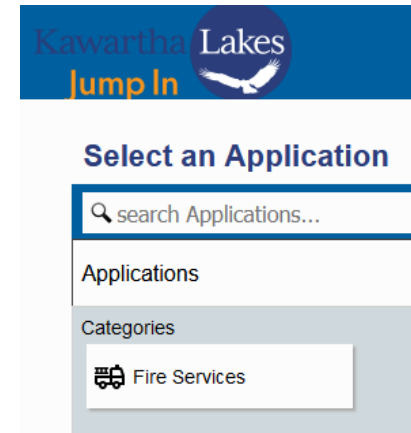
**Start an application:**
- Log into the Public Access Portal by entering your email and password
- When you're logged in, the Home page is displayed
- Select the 'Click here to Create Application' button (red rectangle in screenshot below)
- The application categories that you can choose from will be displayed

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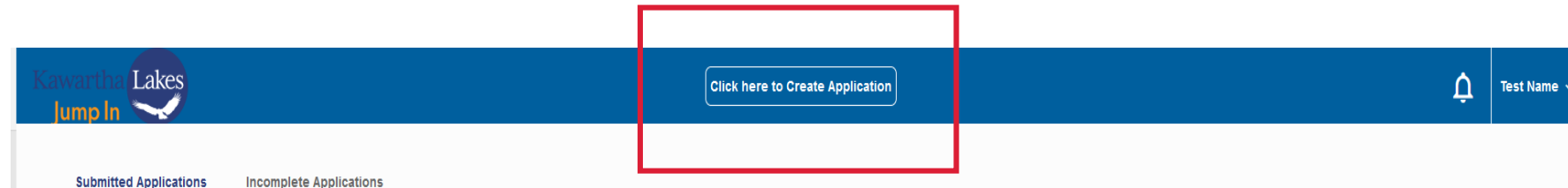
# Step 2 – Select Application Category
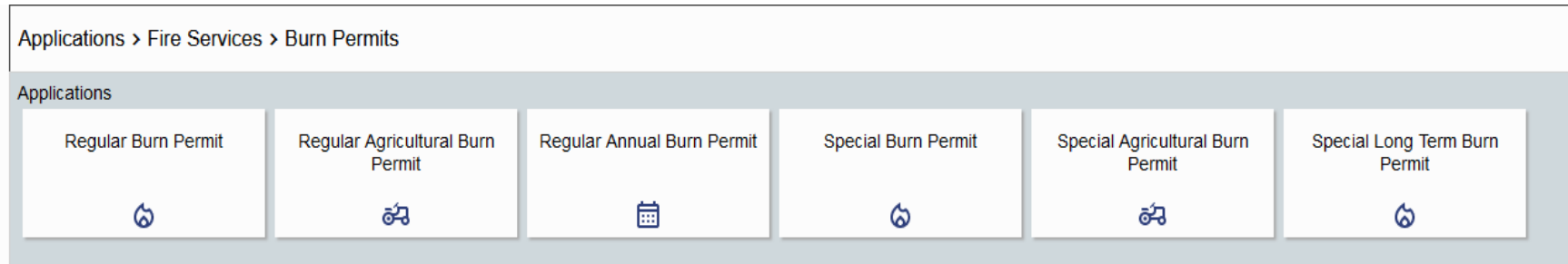
**Application Categories:**
- Select 'Fire Services' to see further selections:

- View the different Fire Services applications by clicking the buttons for Burn Permits, Fireworks Permits, Fire Incident Report or Property Search Report respectively:
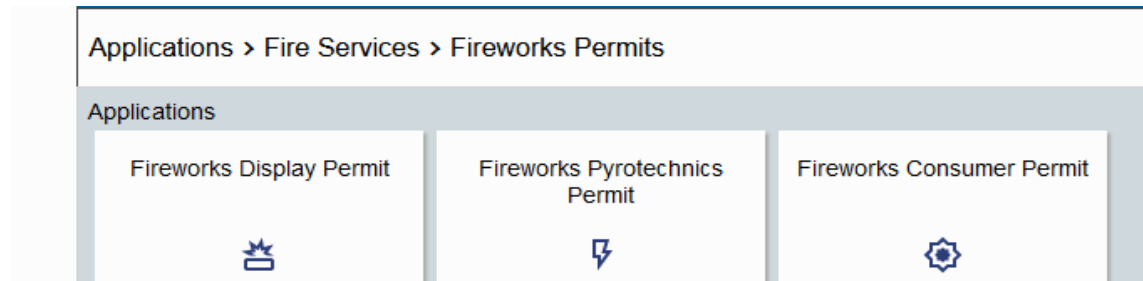
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## Application Categories – Permit/Report Selection

- Select the permit or service you'd like to apply for by clicking on the button.
- Burn Permit Choices:

Applications > Fire Services > Burn Permits

Applications

| Regular Burn Permit | Regular Agricultural Burn Permit | Regular Annual Burn Permit | Special Burn Permit | Special Agricultural Burn Permit | Special Long Term Burn Permit |
|---|---|---|---|---|---|

- Firework Permit Choices:

Applications > Fire Services > Fireworks Permits

Applications

| Fireworks Display Permit | Fireworks Pyrotechnics Permit | Fireworks Consumer Permit |
|---|---|---|

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**Application Categories – Permit/Report Selection**

- Fire Incident Report Choices:

Applications > Fire Services > Fire Incident Report

Applications

| Fire Incident Report Search Within 2 Years | Fire Incident Report Search Older Than 2 Years |
| --- | --- |
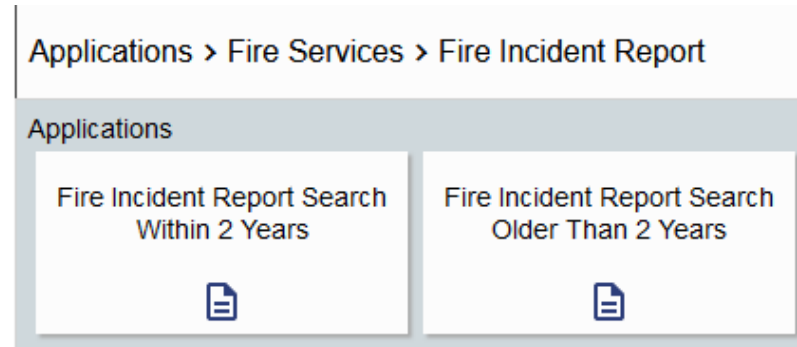
- Property Search Report Choices:

Applications > Fire Services > Property Search Report

Applications

| Property Fire File Search | Property Fire Rush File Search (less than 5 business days) |
| --- | --- |

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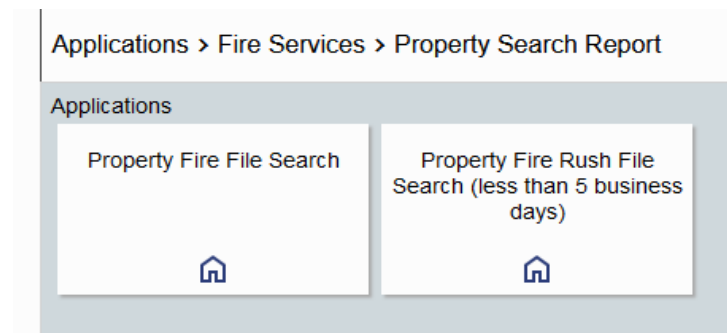
# Step 3 - Start an Application

## Start an Application

- After selecting the permit/report you're applying for, the Application Help screen is displayed for your review.
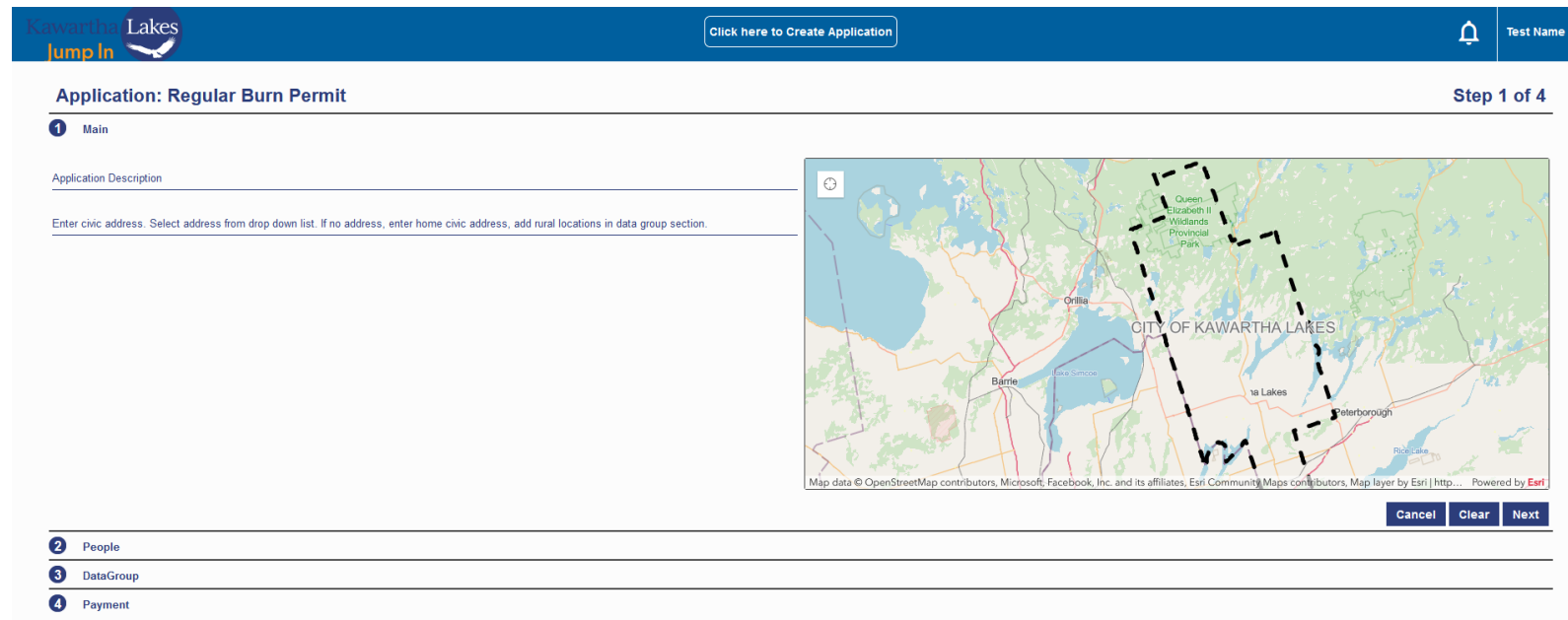
## Application Help:

- A help screen containing information about the type of application you selected will appear. Clicking the link will direct you to the Burn Bans, Permits and By-Laws Fire Service page on the municipality's website.
- Click 'OK' to continue or the red 'X' to cancel the application
- Click 'Begin Application' to start the application process

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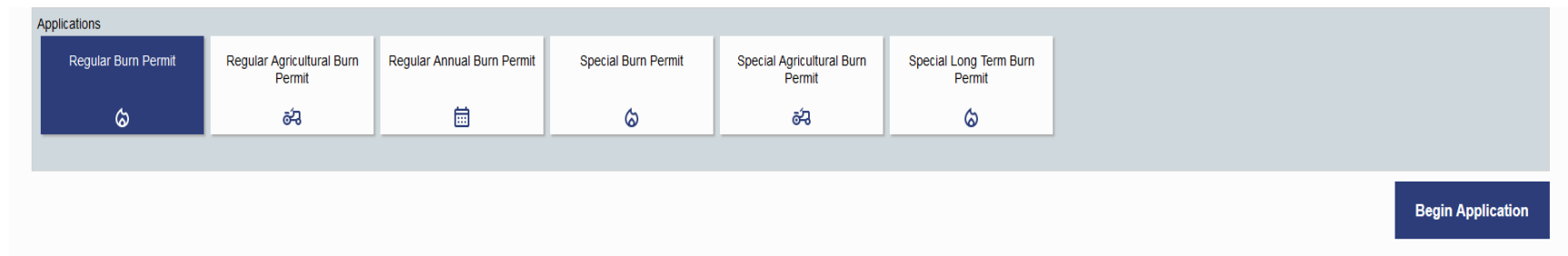
# Step 4 – Burn Location Address

**Filling in the application form**

- The number of sections on a permit is dependent on the permit/report selected for the application
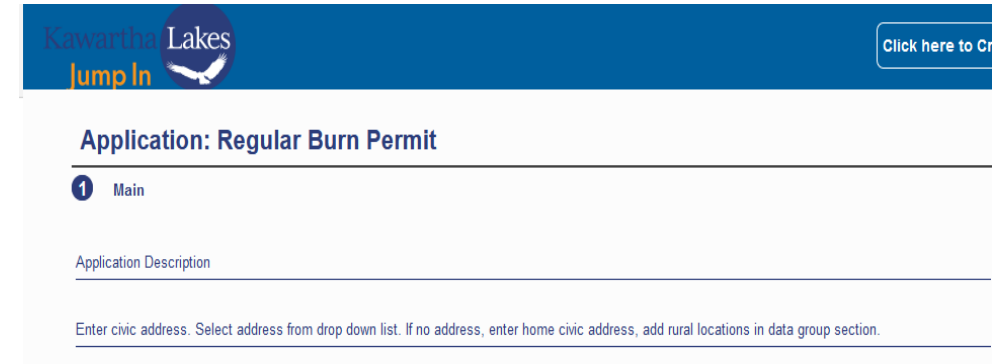- For the purpose of this user guide, a Regular Burn Permit application will be shown:

# Step 5 – Application Section 1: Main

## Filling in the application form – Section 1

Section 1: Main

- Application Description: here you'll enter a description for your application which can be used later to search for previously submitted applications; adding the description is optional.
- Permit/Report Address Line: Enter your civic address. Start entry of address and then you may select your address from an automatically populated drop down list. If there is no address, enter the home civic address and add rural locations in the data group further along in the application.
- Click the 'Clear' button to remove entries in the Application Description and Address fields.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue.

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## Filling in the application form – Section 2

Section 2: People

- Applicate Information: Enter the applicant information for the permit/report.
- If your contact information is the same as your login information, click on the 'Use My Information' button to copy.
- Phone (alternate) and comment are optional fields for input; red font indicates mandatory entry fields.
- Click the 'Clear' button to remove entries in the Applicant fields.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue the application process.
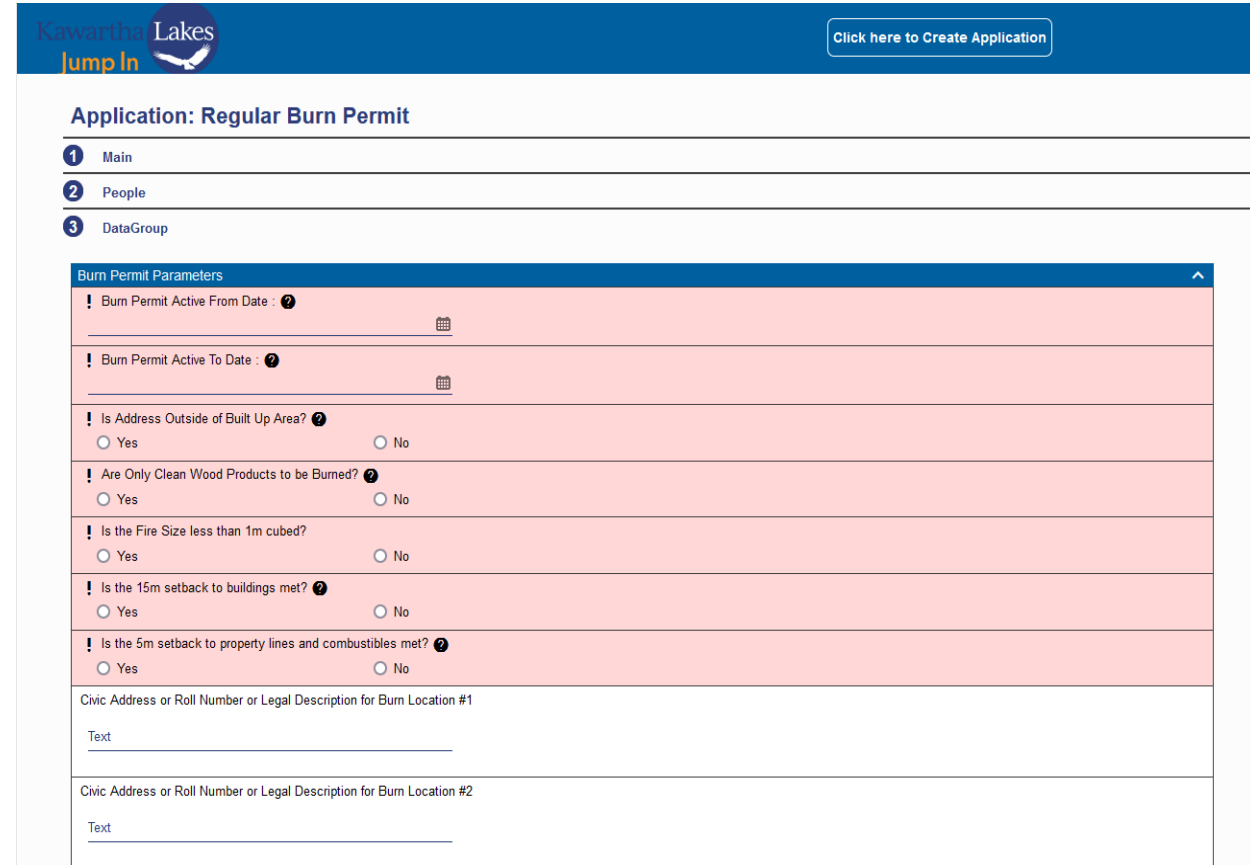
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## Filling in the application form – Section 3

Section 3: Data Group – Permit Parameters

- Enter the 'From' and 'To Date' for the permit.
- Provide a response to **all** mandatory fields; red indicates mandatory entry fields.
- Enter any additional 'Burn Locations' in the text fields or your legal description or role number.
- For additional information, hover over the Question Mark (?) Symbol next to the question.
- Click the 'Clear' button to remove entries in the Data Group.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue the application process.

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# Step 8 – Application Section 4: Fees

**Filling in the application form – Section 4**

Section 4: Fees

- Application will be reviewed and approved by the Fire Services staff.
- No Fee to be paid at this point in the application.
- Click the 'Clear' button to remove entries on this page.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Previous' button to return to the previous page.
- Click the 'Submit' button to submit.

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# Step 9 – Terms and Conditions

**Submitting the application**

Once you've submitted the application, the Terms and Conditions page will be displayed for your review:

- It states the responsibilities of the Permit Holder; click 'Accept' to agree with the Terms and Conditions.
- Once you've accepted the terms and conditions, your application will be submitted.
- Click 'Decline' to return to the previous section.
- Click the red website link, to be directed to the municipality's website for further information.

## Terms and Conditions

**Responsibilities of the Permit Holder**

Any person who sets an open fire in the City assumes full responsibility for fire control and shall:

(i) be responsible for any damage to property or injury to persons or animals occasioned by said fire;

(ii) assume full responsibility for conducting the controlled burning in accordance with the safety measures required by the Fire Services as well as the Forest Fires Prevention Act R.S.O. 1990, c.F.24, the Environmental Protection Act R.S.O. 1990, c.E.19, and/ or other statutes or regulatory bodies having jurisdiction;

(iii) attend the fire at all times or ensure that it is attended by an adult person;

(iv) permit only one (1) fire to be burning at a time.

For more information please visit https://www.kawarthalakes.ca/en/living-here/burn-bans-permits-and-by-laws.aspx

Acceptance of the terms and conditions constitutes your signature and that you agree you have read and agree to the terms and conditions.
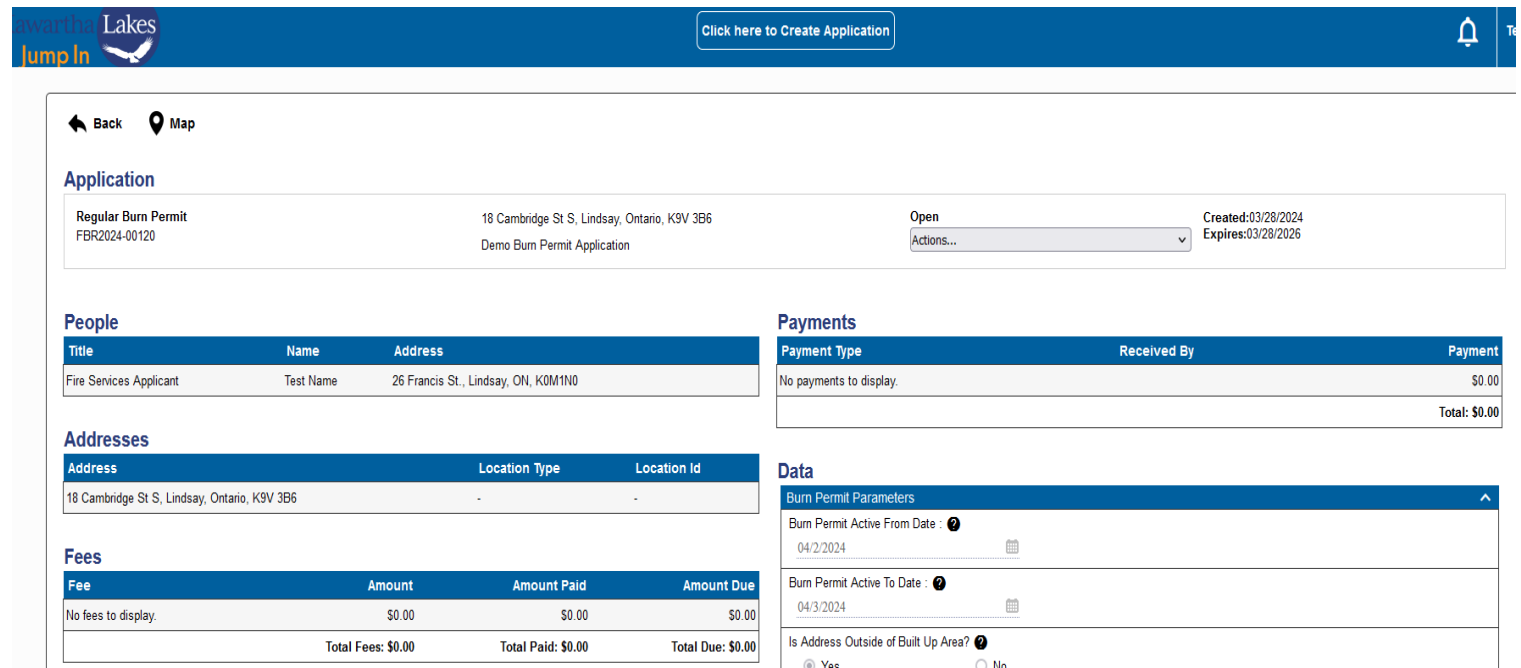
Decline    Accept

# Submitted Application

After submitting your application, the application details will be displayed

A Thank You email with the permit number will be forwarded by email.

- Application status is Open.
- Application will be reviewed.
- Click on the 'Kawartha Lakes' logo to return to the Home Page.
- After your application has been reviewed, an email will be sent indicating if it is approved or not approved.
- If approved, the email will prompt you to return to the portal to complete your payment. If applicable, you will also be able to print your permit.
- If not approved, the email will provide next steps for follow up with Fire Services.

# Make A Payment

To make a payment:

- Log into the public access portal. Your application status will now show as Pending Payment.
- In the Action field, click the drop down and select 'Pay Fees':

- The fees page will open. To continue, check the box next to where it says 'Check here to pay' (red rectangle in screenshot) and select Pay Now.
- You will now be directed to the PayPal payment gateway.
- See the Online Portal User Guide for further PayPal information.

**Pending Payment**

Actions...

| Actions... |
| Check Case Status |
| Pay Fees |
| Get PDF Report/Permit |
| Create New Case From Current |
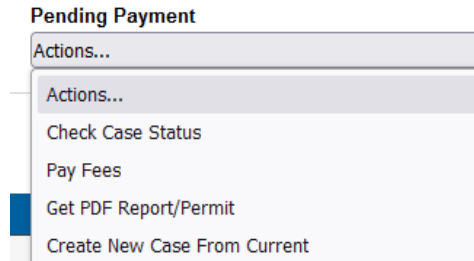
**Deposits**

**Fees**

| Fee | Amount | Amount Paid | Amount Due |
|---|---|---|---|
| FP - Regular Burn Permit | $14.00 | $0.00 | $14.00 |
| | **Total Fees: $14.00** | **Total Paid: $0.00** | **Total Due: $14.00** |

Payment Amount: $14.00

○ Pay Pal
Check here to pay. ☐ Pay Now

Cancel

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# Print the Permit

After your payment has been processed, your application details will be displayed in the portal. A payment receipt from PayPal will also be emailed to you.

**Printing your Permit:**

- To print your permit/report, in the 'Action' field, click the drop down and select 'Get PDF Report/Permit' (red rectangle).
- From the 'Report' list that pops up, select your desired report and click the 'Get PDF' button.
- Clicking the 'Cancel' button will return you to the Application Details page.
- Clicking the 'Kawartha Lakes' logo will return you to the Public Access Portal Home Page.

**Pending Payment**

Actions...

| Actions... |
| --- |
| Check Case Status |
| Pay Fees |
| Get PDF Report/Permit |
| Create New Case From Current |

Get Report PDF

Report
FP-Burn Permit Public

Cancel   Get PDF

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# Online Portal Options and Logging Out

- To return to the Public Access Portal Home Page, click on the 'Kawartha Lakes' logo.
- To create another permit application, click the 'Click here to Create Application' button or,
- In the 'Actions' field, click 'Create New Case from Current' to copy an existing permit into a new permit application.
- To log out, click the drop down arrow on the right side of your user name and select 'Log Out'.

**Pending Payment**

Actions...

Actions...
Check Case Status
Pay Fees
Get PDF Report/Permit
Create New Case From Current

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# Thank you for using our online Public Access Portal

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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

**Fire Services**
705-324-5731
burnpermits@kawarthalakes.ca

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