CITY OF SUNNY ISLES BEACH
PERMITTING PORTAL - PUBLIC USER GUIDE

City of Sunny Isles Beach
Building Department

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The public portal allows the general public, such as contractors, developers, and the general community to view permitting information online via a standard web browser. This is via secured logged on account.

The following recommended browsers should allow for the most optimal experience:
Internet Explorer 8 and higher or Google Chrome

To access the portal go to:

https://ci-sunnyislesbeach-fl.smartgovcommunity.com/portal
Public View - information is available to the public user. Creating an account is not required but the information that can be viewed may be limited depending upon the configuration setup.

Permitting
- Search for Permits (simple and advanced)
  - View Permit Information marked as public
  - View Permit on the map
- View the Inspection Schedule
- View Public Documents
- View Public Reports

![Permitting Image](image-url)
In addition to seeing general information about permit, online users can create an account giving the user access to the private details of the permit. The user will also have the ability to view and upload files, receive emails and track the permit as it moves through the process.

**Sign Up**
- Click **Sign Up** in the upper right corner of the **Main Page**
- Click **Sign Up** on the **Permitting Main Page**

**Wizard - Step 1 (Account)**
- **Email Address** - enter a valid email address
- **Password** - must be a minimum of 8 characters
- **Confirm Password** - re-enter the password
- **Access Code** - this step can be skipped or entered if the user knows the code. To obtain your access code, send an e-mail request to info.building@sibfl.net
- **Next**

**Wizard - Step 2 (Contact)**
- **First Name** - enter first name
- **Last Name** – enter last name
- **Address** - enter address, City, State, and Zip Code
- **Phone Number** – Enter phone number
- **Next**
Wizard - Step 3 (Review)

- Edit the account or contact information
- Click the “I agree to Terms & Conditions” checkbox
- Click Create my Account

<table>
<thead>
<tr>
<th>Account</th>
<th>Contact</th>
<th>Review</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Account" /></td>
<td><img src="image2.png" alt="Contact" /></td>
<td><img src="image3.png" alt="Review" /></td>
</tr>
</tbody>
</table>

A verification email will be sent to the email address used during account setup. A message displays on the screen allowing the user to resend the email or update the email address (typos). Once verified the user will login in to the portal to view private information.

<table>
<thead>
<tr>
<th>Sign Up or Log In</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image4.png" alt="Sign Up or Log In" /></td>
</tr>
</tbody>
</table>

Subsequent Log In

- Click Log In in the upper right corner of the Main Page
- Enter Email Address
- Enter Password

<table>
<thead>
<tr>
<th>Log In</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image5.png" alt="Log In" /></td>
</tr>
</tbody>
</table>
Once the account has been created the user will need to login with the email address and password to see the private details of the case as well as request inspections and see inspection results. If the user forgets the password, please follow these steps:

**Reset Password**

- Click **Log In** in the upper right corner of the **Main Page**
- Click **Forgot your password?**

**Forgot your password?**

- Enter the **email address**
- Click **Submit**

- A note appears at the top of the screen stating an **email notification has been sent**
- Go to your email to click **Reset Password**

**Your password is reset!**

Instructions sent to your email address
- Enter **New password**
- Re-enter **New Password**
- Click **Change Password**
Once the account has been set up and the user is logged in, account information can be maintained via the “My Account” link.

The contact information can be edited, payment history can be viewed and access codes can be updated. Contact the Building Department to obtain your Access Code(s) at info.building@sibfl.net
Private View - Once the account is created and the user is logged in, additional information and functionality is available. Any portions of the permit or public notice marked as private will display.

Permitting

- Search for Permits (simple and advanced)
  - View Permit Information marked as public and private
  - View Permit on the map
  - Upload files
  - View notes attached to the permits
  - Receive notification emails when events happen against a permit
- View the Inspections attached to the permit
- Request an Inspection
- View permits attached to the account
- View the Inspection Schedule
- View Public Reports
- View Public Documents
Request an Inspection - My Inspections

**NOTE:** Inspections will only be available to request after the permit is in an ISSUED state.

**From the Main Page of Permitting**

- Click the **Request** button under My Inspections

![Image of Permitting interface]

- Select the **Permit Number** from the drop down list
- Select an **Inspection Type** from the list
- Click the **Calendar** to view availability
- Enter the **Requested For Time** (requested for date and time are not guaranteed. An e-mail will be sent to confirm the scheduled date and estimated time. Inspections requested before 3:30 PM will be scheduled for the next business day, provided there are no pending fees and all contractor’s licenses are up to date.)
- Enter **Comments** (the contact phone number to the person on site must be entered in the comments section when requesting an inspection.)
- Click **Request Inspection**
- A confirmation email will be sent to the user
Request an Inspection - Inspections Schedule

From the Main Page of Permitting

- Click the **Inspection Schedule** icon (the calendar displays)

![Inspection Schedule Icon](image)

- Select an available **date**

![Select Date](image)

- Click the **Request Inspection** button

- Select the **Permit Number** from the drop down list

- Select an **Inspection Type** from the list

- Click the **Calendar** to view availability

- Enter the **Requested For Time** (requested for date and time are not guaranteed. An e-mail will be sent to confirm the scheduled date and estimated time. Inspections requested before 3:30 PM will be scheduled for the next business day, provided there are no pending fees and all contractor's licenses are up to date.)

- Enter **Comments** (the contact phone number to the person on site must be entered in the comments section when requesting an inspection.)

- Click **Request Inspection**

- A confirmation email will be sent to the user
Request an Inspection - My Permits

From the Permit

- Click the Request button

![Permit Image]

- The Permit Number defaults
- Select an Inspection Type from the list
- Click the Calendar to view availability
- Enter the Requested For Time (requested for date and time are not guaranteed. An e-mail will be sent to confirm the scheduled date and estimated time. Inspections requested before 3:30 PM will be scheduled for the next business day, provided there are no pending fees and all contractor’s licenses are up to date.)
- Enter Comments (the contact phone number to the person on site must be entered in the comments section when requesting an inspection.)
- Click Request Inspection
- A confirmation email will be sent to the user

![Inspection Table]

NOTE: Users may send cancellation requests for Inspections that have been requested but not scheduled.
View Permits

All details flagged as Public and Private View display

click links to quickly jump to sections of the permit

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