

# Citizen Portal Guide

The citizen portal is going to be utilized within the City of Palatka to allow more interaction and make information more accessible to the public. When you are in the portal be sure to read the information listed and follow the instructions provided.

## To Report a Possible Violation:

1. If you have any questions about whether the complaint you wish to submit is actually a violation, use the [Click Here](#) to reference the Palatka Code Ordinance.



2. To go to the Complaint form where you will provide your contact information, possible violation information, and upload supporting documents, click on the [Purple check box icon](#).



3. The property search at the top of the form should be used to select the property where the possible violation is taking place NOT your address. You can search by Address, Parcel Number, or Owner Name. This is a smart search and will start pulling after you input 3 characters. Pay attention and select the correct property once it is displayed.

## Property Information

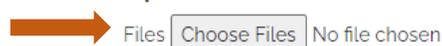
Search properties:

iWorQ Systems  
Parcel: 050-00-00-044.00  
1125 W 400 N

Remove

4. Fill out the information on the form, all required fields are noted with an asterisk\*. Please be as specific as possible with the description you provide.
5. Upload any supporting documents or photos **PRIOR** to submitting the complaint. You may attach several documents.

### Upload Files:



6. Submit the Complaint form.

**To Find an Existing Case:** (Submit an Information Request form, Upload additional documents, or View the progress of a case.)

1. To download and fill out an Information Request Form use the [Click Here](#). You will need to fill this document out and upload it into the case you are requesting information on.

The screenshot shows the 'Existing Violations' header. On the left is a search icon. The main text says: 'Use this Link to Search For and View EXISTING Code Enforcement Cases. Use the link below to download and print off an Information Request Form. Please upload the form back into the corresponding case file. **INCOMPLETE FORMS WILL NOT BE ACCEPTED.**' Below this is a bullet point: 'Information Request Form: [Click Here](#)'. On the right, under 'Instructions:', there are three numbered steps: 1. Click on the search icon to Search. 2. Input the CASE # or ADDRESS to Search. 3. Click on "View" for Additional information, or to Upload Documents.

2. To find an existing case click on the [Orange search icon](#). You will then be able to search by the Case # or Address of Violation.

This screenshot is identical to the previous one, but the search icon is circled in orange to highlight it.

The search bar has a 'Search' label on the left, a text input field, a 'Search By' dropdown menu currently set to 'Case #', and a 'Search' button on the right.

3. Once you have input your search it will give you a summary of the existing case. To view case progress, send a message, or upload additional information you will click on **VIEW**.

Cases

CASE #	DATE	STATUS	VIEW
2021039	05/25/2021	Open-Pending Compliance	<a href="#">View</a>

A green arrow points to the 'View' button in the table row.

4. To upload files or Send a message you will need to know the file **ACCESS CODE**. If you do not know the code, please contact the City of Palatka. Upload your files or send a message from the corresponding areas.

The diagram shows three stages: 1. 'Uploaded Files:' with the text '10 files have been uploaded' and a 'Choose Files' button. A green arrow points to the right. 2. 'Messages:' with a 'Message Agency' button. A green arrow points to the right. 3. An 'Access Code' input field with the text 'Enter Access Code:' and an 'Enter' button. A green arrow points to the input field.