



Growth Management Department Development Services

Navigating the GMD Public Portal

By: Dianna Perryman, Training Coordinator - November 17, 2020

The Title Bar

GMD Public Portal

Welcome Jasmine Belle

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

Getting Started

Welcome Jasmine Belle

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)



Sign-In/Out

This is the link to sign into the portal and to sign out of the portal. Remember in order to sign in you must register first.



My Account

This feature allows you to manage your contact information, change your password, and receive notifications.



Register

Registering is creating an account for an individual or your business in order to submit applications and to manage your activities. As a registered user you have access to features not available to an anonymous user, such as applying, paying fees, renewing a license, requesting meeting with building or planning staff.



My Items

My Items allows registered users to see and manage their activity by section. Customer can review and make modification My Contractor License Applications, My Code Enforcement Complaints, My Miscellaneous Fees, My Permit Applications, My Planning Applications, and My Upcoming Inspections.



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[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)



My Shopping Cart

There are costs associated when applying for applications, renewing licensing, and general administrative requests such as copies from the records room. Customers have the option to pay in person or via the GMD Public portal. If customers use the portal, My Shopping cart allows them to choose the fee or fees they want to pay on one or multiple activities. Status and Fees are used for a single selection or My Items allows for multiple selections.



Portal Home

Clicking this link will take you back to the home page.



Property Search

There are times when a customer needs to validate a property address or attributes about a specific property. Or they want to find out general information about a property or find all permit, planning applications and code cases associated with the property.



Portal Help

If you are looking to find guidance on how to use GMD electronic process, this link will take you to the Public Portal home page. From the Portal home page, customers can get information on getting started with the electronic permitting process. The website provides requirements and guides for applying, the digital signature requirements, and document submittal requirements.

Customers Message Board

This section of the portal provides important information to the customer on new features, hour of operation, things to remember when using the portal and system maintenance dates and times.

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[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

ATTENTION: THE ONLINE PAYMENT SYSTEM FOR FEES/CITATIONS HAS TRANSITIONED TO A NEW SYSTEM. LINKS TO THE OLD SYSTEM ARE DISABLED. THE NEW DIRECT ONLINE PAYMENT SYSTEM THROUGH THE [GMD PUBLIC PORTAL](#) IS NOW ACTIVE. PLEASE CLICK [HERE](#) FOR INSTRUCTIONS ON HOW TO USE THE NEW ONLINE PAYMENT SYSTEM.

Due to scheduled upgrade and maintenance, the CityView program, CityView Portal, Online Payments, and the IVR Permit Inspection System will be unavailable beginning at 5:00 p.m. on Friday, May 1st, 2020 until Monday, May 4th, 2020. The program services are scheduled to be restored by 8:00 a.m. on Monday, May 4th, 2020. We apologize for any inconvenience.

Thursday nights are the regularly scheduled weekly maintenance for the CityView Portal and Interactive Voice Response (IVR) system servers. As a result, there may be brief outages to the site/IVR and their features. We apologize for any inconvenience.

REMINDER: YOU MUST BE LOGGED IN USING YOUR COLLIER COUNTY PORTAL REGISTERED USER ACCOUNT TO VIEW BUILDING PERMIT AND PLANNING REVIEW COMMENTS.

Table of Content

Links



Links

[Home](#)
[Property Search](#)
[Fee Payment Guide](#)
[Permit Forms](#)
[Planning Forms](#)
[E-Permitting Guides](#)
[E-Licensing Guides](#)

Address

**Growth Management
Division - Planning
and Regulation**
2800 N. Horseshoe Drive
Naples, FL 34104

Customer Service:
(239) 252-2400

**Land Use /
Planning Applications:**
(239) 252-1036

Floodplain Hotline:
(239) 252-2942

Code Enforcement:
(239) 252-2440

Contractor's Licensing:
(239) 252-2431



Home

This link takes the customer back to the home page from any section within the portal.



Property Search

This link allows the customer to look up property information using all or part of a street address, parcel number or parcel number. The search results also provides related permits applications, planning projects and code case associated with the property record.



Fee Payment Guides

This link opens to a job aid that provides step-by-step instructions on how to make payments using My Shopping Cart feature.



Permit Forms

This link takes the customer to the Applications Forms & Submittal Requirements home page. This site provides the latest updates, all building permit application types, guides, and instructions on the permit process, Cancellation, reactivation and extensions, submittal requirement for every type of application, each form needed to submit, FEMA information, Certificates of Occupancy/Certificate of Completion, helpful links to other external sites and a link to the Public Portal.

Links

- [Home](#)
- [Property Search](#)
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- [Planning Forms](#)
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- [E-Licensing Guides](#)

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- [Planning Forms](#)
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Planning Forms

This link takes you to the Zoning & Other Land Use Applications home page. Here you will find all planning application types, forms, checklist, affidavit and submittal requirement documents.

E-Permitting Guides

This link provides access to job aids and videos for submitting, resubmitting, and uploading applications and documents for electronic permitting.

E-Licensing Guide

This link provides access to Contractors Licensing home page which provides instruction on the contractor licensing processes, links and user guides on new portal features: Certificate of Insurance uploads and Applying for a License via the portal.

Address

This is the address to the Growth Management Development Services building (Business Center). Listed is GMD main customer services phone line, Planning Client Services, the Floodplain Hotline, Code Enforcement customer service and Contractor Licensing customer services.

LINKS



Code Enforcement

[Submit a New Complaint](#)
[Status and Fees](#)



Building Department

[Submit a Building Application](#)
[Impact Fee Calculator](#)
[Request a Meeting](#)
[Status and Fees](#)
[Upload Submittals](#)



Planning Department

[Submit a Planning Application](#)
[Impact Fee Calculator](#)
[Status and Fees](#)
[Upload Submittals](#)



Contractor Licensing

[Apply for a Contractor License](#)
[Status, Fees and Insurance](#)
[Submit a Complaint](#)
[Check Status of Complaint](#)
[Upload Submittals](#)



Miscellaneous Fees

[Search for Miscellaneous Fees](#)

BUILDING DEPARTMENT

Submit a Building Application

Licensed contractors and homeowners wanting to submit an application for a building permit to construct or remodel projects on a property. This includes right-of-way, and well applications.

Impact Fee Calculator

This calculator helps customers identify impact fees that are imposed by local government on new or proposed development projects to pay for all or a portion of the cost of providing public services. These costs include roads, emergency services, schools, fire, utilities, etc.

Request an Inspection

Contractors or homeowners with an issued permit wanting the County inspector to inspect their construction work in progress as required per the approved plans.

Request a Meeting

Customers can request a meeting with Building and Planning staff. The associated division will receive the request and reach out to the requestor to confirm the date and time of the meeting.

Status and Fees

This feature allows customers to search for information for any building application, using part or all of the permit number, address, parcel number, or name/address of a contact on the permit.

Upload Submittals

Customers can upload documents to an initial application or resubmit documents for any building application.



CODE ENFORCEMENT

Submit a New Complaint

There are times when you may see residents, or business owners that may not be complying with county regulation. If This feature allow anyone to submit a complaint to Code Enforcement. The system provides a step-by-step form to fill out with the complaint details. Before submitting you are required to provide a name and phone number, or the system will not let accept the submittal.

Status and fees

This feature allows customers to search for information for any planning project using part or all a project number, address, parcel number, or name/address of a contact on the project.



CONTRACTOR LICENSING

Apply for a Contractor License

Businesses inquiring to be licensed in Collier County can apply online. You will be prompted to fill out a Business License application and upload all relevant documents.

Status, Fees and Insurance

This feature allows customers to search for information for any contractor's record using part or all a contact name or license number. Giving easy access to their contact information and license status.

Submit a Complaint

This feature allow anyone to submit a complaint to Contractor Licensing. The system provides a step-by-step form to fill out with the complaint details. Before submitting you are required to provide a name and phone number, or the system will not let accept the submittal.

Check Status of Complaint

Customers can check the status of a complaint by entering all or part of a case number, address or parcel number. The complaint will provide information on the investigator finding.

Upload Submittals

Customers can search for all or part of a license number, busines name, address, parcel number or issuance number to get License application summary, but you must be the registered contractor to upload documents to your file.

Renew a Contractor License

Contractors can renewal their local or state certification documentation via the portal. You must be a registered user and in good standings.



PLANNING DEPARTMENT

Submit a Planning Application

This feature allows design professionals, engineers, architects, and interior designers to submit planning applications. The system will take them through a step-by-step question and answer session collecting relevant information specific to the application type and allows for uploading required submittal documentation. This feature is only available if you are a registered user and signed into your account.

Impact Fee Calculator

Customers can select a building use, location and the structural characteristics of a building to determine estimated impact fee cost.

Request an Inspection

Customer with issued permits or projects can use Status and Fees or My Items to schedule one or multiple inspections. The system knows which inspection are pending and provides you a list. You are then guided through a step-by-step scheduling process. Once inspections are scheduled you will receive confirmation. You can also schedule inspection under My Items.

Status and Fees

This feature allows customers to search for information for any planning application, using part or all a permit number, address, parcel number, or name/address of a contact on the permit.

Upload Submittals

Customers can search for all or part of a project number, business name, address, or Parcel number





How To

Portal Exercise.

