

## Making a Payment in Citizen Access Online Portal

Log into Citizen Access Online Portal

Locate appropriate permit by first going to "Permit"



The screenshot shows the 'City of Flagstaff Community Development Permit Center' application menu. On the left, there is a vertical list of buttons: 'BillPay', 'Permit' (highlighted in yellow), 'My User Profile', 'Home', and 'Log Out'. The main content area contains the following text:

**City of Flagstaff Community Development Permit Center**

Please select from the menu to the left.

If you need assistance in submitting a permit please see the "How To" document here  
<https://www.flagstaff.az.gov/DocumentCenter/View/70107/Applying-for-a-permit-in-Citizen-Access-How-To>

Please find submittal requirements and information for Building Safety here  
<https://www.flagstaff.az.gov/494/Building-Safety>

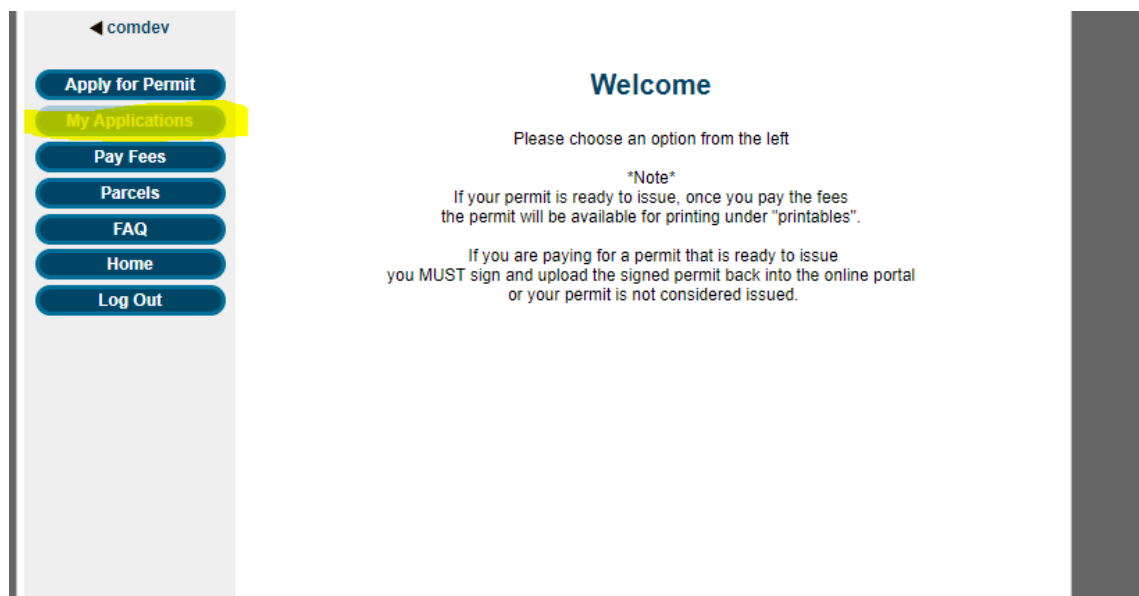
Please find the submittal requirements and information for Minor Improvement permits here  
<https://www.flagstaff.az.gov/618/Code-Administration-Permitting>

Please find submittal requirements and information for Right of Way permits here  
<https://www.flagstaff.az.gov/1494/Engineering-Applications>

For all other questions email:  
[cdfrontcounter@flagstaffaz.gov](mailto:cdfrontcounter@flagstaffaz.gov)

Next, you can select either "My Applications" OR "Pay Fees" (see instructions for Pay Fees down below)

Click "My Applications"



The screenshot shows the 'Welcome' page of the City of Flagstaff Community Development Permit Center. On the left, there is a vertical list of buttons: 'Apply for Permit', 'My Applications' (highlighted in yellow), 'Pay Fees', 'Parcels', 'FAQ', 'Home', and 'Log Out'. The main content area contains the following text:

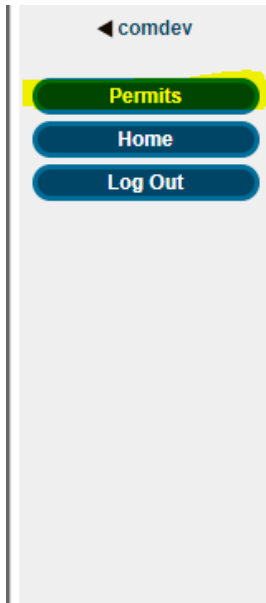
**Welcome**

Please choose an option from the left

**\*Note\***  
If your permit is ready to issue, once you pay the fees the permit will be available for printing under "printables".

If you are paying for a permit that is ready to issue you MUST sign and upload the signed permit back into the online portal or your permit is not considered issued.

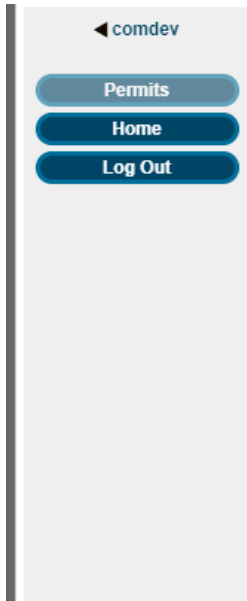
Click "Permits"



## My Applications

Please select an option from the menu on the left.

All permits that have been applied for using the email address that was used to log in will show in a list here (you can also use the search function above the list to narrow down the list if needed)



Building Permits View:  Status  Address

Search by:  Application Number  Address  Owner  Project Name  Primary Contractor  Parcel Id

Street No From:  To:  Street:  Secondary No:

**Click on a row to view details**

Number	Submitted	Address	Permit Class
BP-21-01571	06/30/2021	6400 N COSNINO RD	Commercial Building

◀  ▶

Click on the "Number" of the permit you intend to make payment

Building Permits View:  Status  Address

Search by:  Application Number  Address  Owner  Project Name  Primary Contractor

Street No From:  To:  Street:  Secondary No:

**Click on a row to view details**

Number	Submitted	Address	Permit Class
BP-21-01571	06/30/2021	6400 N COSNINO RD	Commercial Building

Click on "fees" tab (if fee tab does not show please email [cdfontcounter@flagstaffaz.gov](mailto:cdfontcounter@flagstaffaz.gov))

Back Refresh

Summary Parties Attributes **Fees** Reviews Attachments Printables

**Details**

Application #:	BP-21-01571
Classification:	Commercial Building
Address1:	6400 N COSNINO RD
Address2:	
Parcel ID:	303-18-009
Project Name:	test
Work Description:	test
Water Meter No:	
Status:	Online

**Dates**

A total of permit fees due at the time will show due, click "Pay Balance"

comdev Back Refresh

Summary Parties Attributes Fees Reviews Attachments Printables

Description	Amount	Balance
Building Plan Review:	\$0.00	\$0.00
Building Permit Fee:	\$0.00	\$0.00
Plan Review Deposit:	\$500.00	\$500.00
<b>Total:</b>	<b>\$500.00</b>	<b>\$500.00</b>

Print Fees PayBalance

Enter in all fields for credit card information **\*NOTE\*** The billing state **MUST** be two letters **CAPITILIZED** i.e., AZ, TX, CA etc. Click "Next"

comdev Permits Home Log Out

Enter Payment Information

MESSAGE\_PAYMENT\_START

Module	App No	Amount
PERMIT	BP-21-01571	\$500.00
Total Payment:		\$500.00

Payment Source

Payment Type:  One Time

Card Type: **Master Card**

Credit Card Number: **1234123412341234**

CVV: **123** **Help Me Find It!**

Expiration Date: **01** / **2021**

Name: **Name on Card Here**

Billing Address: **Billing Street Address Here**

City: **Billing City Here**

State: **STATE** Zip: **ZIPCODE**

**Zip code is invalid**

cancel next

A summary of the charge and credit information will appear, if correct Click "Submit" Payment process is complete.

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Permits  
Home  
Log Out

Confirm and Submit Payment Using Credit Card

MESSAGE\_PAYMENT\_CONFIRM

Module	App No	Amount
PERMIT	BP-21-01571	\$0.01
Total Payment:		\$0.01

Payment Source For Credit Card

Date: One Time

Card Number: [REDACTED]

Expiration: [REDACTED]

Name: [REDACTED]

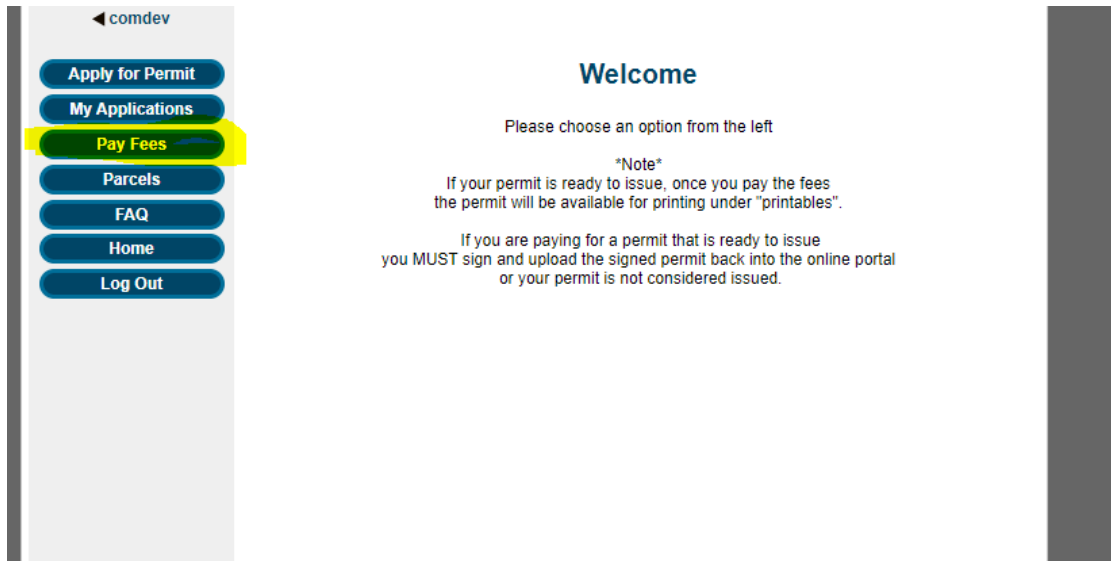
Address: [REDACTED]  
Flagstaff AZ 86004

back cancel submit

**\*\*NOTE\*\*** If you are paying final fees for a permit that is ready to be issued, you'll find the issued permit under "Printables" (sign and uploaded signed permit into "Attachments") If you need further help please see how to called "Issuing a Permit in Citizen Access"

## To use the "Pay Fees" function

Click "Pay Fees"



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Apply for Permit

My Applications

Pay Fees

Parcels

FAQ

Home

Log Out

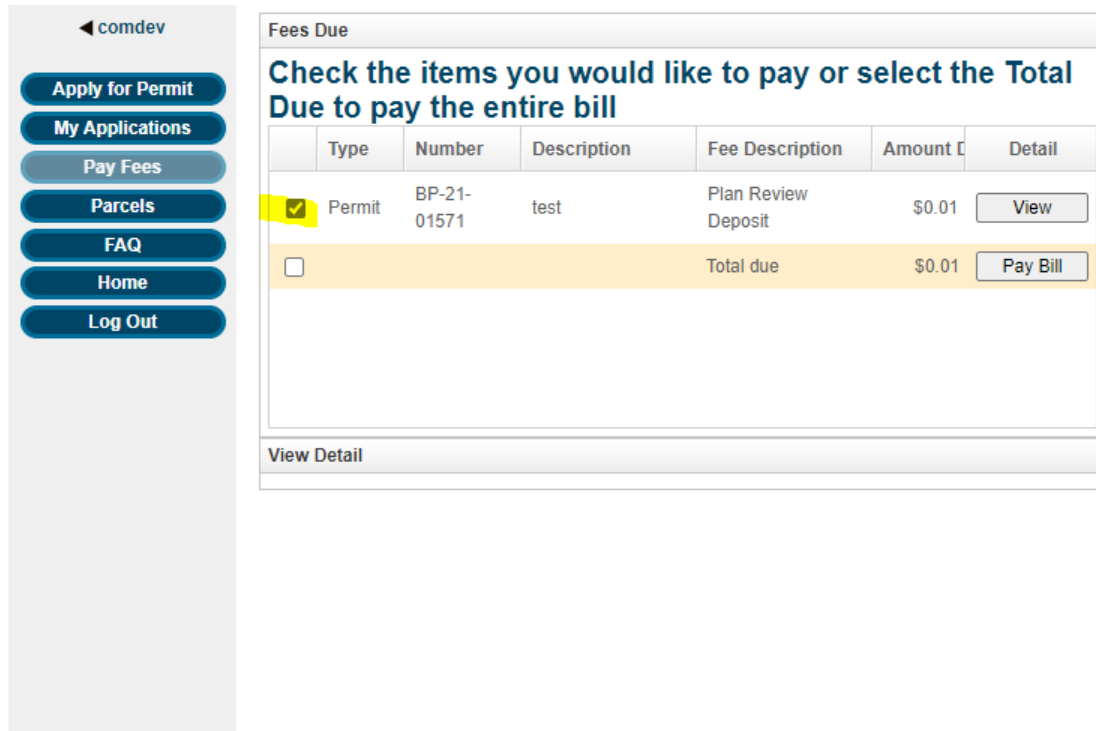
### Welcome

Please choose an option from the left

**\*Note\***  
If your permit is ready to issue, once you pay the fees the permit will be available for printing under "printables".

If you are paying for a permit that is ready to issue you MUST sign and upload the signed permit back into the online portal or your permit is not considered issued.

A list of all fees due for ALL permits submitted using the email address that logged in will show, click the box next to each fee you intend to pay (total will increase as boxes are checked) Click "Pay Bill" once all boxes have been checked



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Apply for Permit

My Applications

Pay Fees

Parcels

FAQ

Home

Log Out

### Fees Due

Check the items you would like to pay or select the Total Due to pay the entire bill

	Type	Number	Description	Fee Description	Amount	Detail
<input checked="" type="checkbox"/>	Permit	BP-21-01571	test	Plan Review Deposit	\$0.01	<a href="#">View</a>
<input type="checkbox"/>				Total due	\$0.01	<a href="#">Pay Bill</a>

[View Detail](#)

Enter in all fields for credit card information **\*NOTE\*** The billing state **MUST** be two letters **CAPITALIZED** i.e., AZ, TX, CA etc. Click "Next"

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Permits

Home

Log Out

### Enter Payment Information

MESSAGE\_PAYMENT\_START

Module	App No	Amount
PERMIT	BP-21-01571	\$500.00
Total Payment:		\$500.00

#### Payment Source

Payment Type:  One Time

Card Type:

Credit Card Number:

CVV:


Expiration Date:  |

Name:

Billing Address:

City:

State:  Zip:

 Zip code is invalid x

A summary of the charge and credit information will appear, if correct Click "Submit" Payment process is complete.

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Permits  
Home  
Log Out

Confirm and Submit Payment Using Credit Card

MESSAGE\_PAYMENT\_CONFIRM

Module	App No	Amount
PERMIT	BP-21-01571	\$0.01
Total Payment:		\$0.01

Payment Source For Credit Card

Date: One Time

Card Number: [REDACTED]

Expiration: [REDACTED]

Name: [REDACTED]

Address: [REDACTED]  
Flagstaff AZ 86004

back cancel submit

**\*\*NOTE\*\*** If you are paying final fees for a permit that is ready to be issued, you'll find the issued permit under "Printables" (sign the permit and upload signed permit into "Attachments") If you need further help please see how to called "Issuing a Permit in Citizen Access"