Applying for a Permit – Civic Access
Navigate to the City of Lawrence Customer Portal: https://lawrenceks-energovweb.tylerhost.net/apps/SelfService#/home.

Alert! An account is required to apply for permits, plans, and licenses. Click "Login or Register" in the top-right corner to sign in or create an account.
3 Click "Apply" from the toolbar ribbon or using the "Apply" tile on the landing page.

4 From the Application Assistant page, click "Show Categories" to open the category sidebar.
5  Click "All" to show the available application categories.

6  Click "Permits" to show available permits.
7 Click "Apply" to begin the application process.

Click "Add Location."
9 Use "Search" or "Enter Manually" to input the permit address.

NOTE: Although one address is required, multiple address types can be added to the permit (i.e., billing, home, mailing, shipping).

10 After the addresses are entered, click "Next" to proceed to permit details.
Click "Add Contact" to add the required Owner information.

NOTE: The applicant contact is automatically populated. There is a drop-down to add other contacts such as Sub-Contractor and Occupant.
To add contact, the "Search" or "Enter Manually" features can be used. The "My Favorites" can also be used if favorites have been previously established.

After the contacts are entered, click "Next" to proceed to enter more information.
Alert! "More Info" content will vary depending on the type of permit. The following example (Step 14) is for residential plumbing.

Enter the requested plumbing information. Click "Next" to proceed to attachments.
16 Click "Add Attachments" to upload any required documents. Click "Next" to proceed to the next page.

17 Review application information for accuracy. Click "Submit" when done.

18 After reviewing and submitting, a confirmation page will show, and the application will be routed to City staff for review.

✔ Your application was successfully submitted!
Applicants can pay invoices using the Customer Portal by clicking "My Work" and selecting the invoice to be paid.

After selecting the invoice, click "Add to Cart."

NOTE: Multiple invoices can be added to the cart and paid at the same time.

When City staff completes their review, an invoice will be issued, if applicable. The applicant will be notified via automatic email.
22 Click "Go To Cart" to begin the checkout process.

23 Click "Check out" to pay invoice.
Payments can be made with a debit/credit card or with eCheck. Select a payment method and enter payment information.

Enter an email in "Email for receipt" field to receive a receipt for the transaction. Click "Continue" for proceed to the review page.
After payment, City staff will immediately issue the permit. Issued permits can be viewed on the "My Work" page under "My Permits."