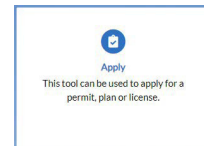# Searching for your Permit or Plan Application Type

Civic Access gives customers a couple of different methods for finding on-line applications. If you are 100 % certain which one to select, the Application Assistant provides easy-to-use search capabilities. If you are uncertain of which needs to be filled out, use the custom navigator tool.

I Know What to Select

The Application Assistant is the search page for finding your application if you already know which application to complete.
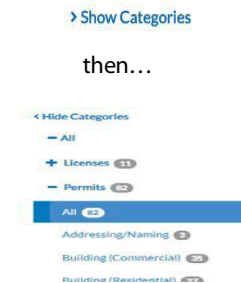
1. Click the "**Apply**" tile on the Home page or select the Apply menu option.

2. If you see the following question: Do you need help getting started? Select "No"
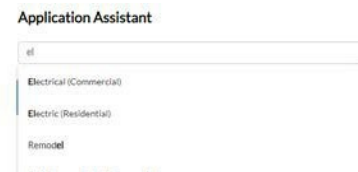
3. OPTIONAL – Clicking the "**Show Categories**" link will unhide categories that can be expanded to further divided the on-line application into the appropriate subheadings. Clicking these items will display available applications in the results window.

then…

4. OPTIONAL – Selecting one of the tabs at the top will display all applications for that main category.
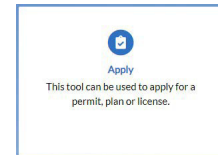
5. If you know the name of the application, simply typing in the search box will reveal an auto populated drop-down that allows for selecting results containing the letters typed.

Help Me Select

If you are not exactly certain which application you need to complete, the custom navigator utility can assist you with locating that application by answering a series of guided questions.

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1. Click the "**Apply**" tile on the Home page or select the Apply menu option.
2. When you see the question: "Do you need help getting started" Select "**Yes**"

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2. Continue clicking tiles or providing answers to the questions.

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3. When you have provided the necessary answers for the utility to determine your application needs, you will be shown either:
   a. *An icon page showing your required permit.*
   b. *A checklist listing the steps/ documentation required before submitting a permit or plan application.*