



GETTING STARTED CRYSTAL LAKE ez APP

How to get the most out of license applications

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Getting Started

The City of Crystal Lake has launched an online system that utilizes Accela software. The customer-friendly portal for Crystal Lake licensing services is called *ez APP*.

You can access Crystal Lake online services at [Crystallake.org](https://aca3.accela.com/crystallake/default.aspx) or with the direct link:
<https://aca3.accela.com/crystallake/default.aspx>

Layout and Navigation

ez App is organized, as you see in the picture below:

The screenshot shows the top navigation bar with links for Home, Building, Planning, Enforcement, Licenses, and Fire. A search bar is located at the top right with a 'Search...' placeholder and a magnifying glass icon. Below the navigation bar is a 'Sign In' section with input fields for 'USERNAME OR EMAIL: *' and 'PASSWORD: *', a 'Forgot Password?' link, a blue 'SIGN IN' button, and a checkbox for 'Remember me on this device'. Below the sign-in section is a 'Not Registered?' link and a blue 'CREATE AN ACCOUNT' button. The main content area features a large yellow checkmark icon and the text 'ez APP'. Below this is a welcome message: 'Welcome to the City of Crystal Lake ez APP. We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. To submit new applications, inspection requests, and code enforcement issues you must register and create a user account. As an anonymous user you can search Building, Fire, and Planning applications, and Code Enforcement cases for basic information such as the address, type of record, and the status. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.' Below the welcome message is a section titled 'What would you like to do today?' with the instruction 'To get started, select one of the services listed below:'. This section contains a grid of service links: Home (Advanced Search), Building (Search Applications, Schedule an Inspection), Planning (Search Cases), Enforcement (Search Records), Licenses (Search & Renew Licenses), and Fire (Search Applications).

Without registering for an account you can:

- Perform property searches
- Perform application searches by request type
- Perform application searches by address
- Perform application searches by applicant
- View Application information such as project name, status, and description with comments

Registering for an account gives you access to additional features:

- Apply for select license types
- View request detail such as review status; review comments; meeting dates and results
- Create Delegates (other users you give permission to perform actions on your behalf)

Announcements

Announcements are important messages the City would like to relay to you (messages such as holiday closures, business hour changes, etc.).

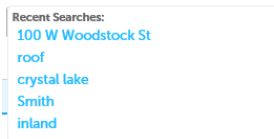
Searching

The City of Crystal Lake's Citizen Access will refer to "records". A record can be an application, site concern, etc. You can search the City's development application database records a few different ways.


The easiest method is Global Search. The search bar is always located towards the top of the screen: You can use this search feature by inputting record / petition number, address, owner, contractor, development type, etc. to get all matching results from the database, regardless of the department originating the record.



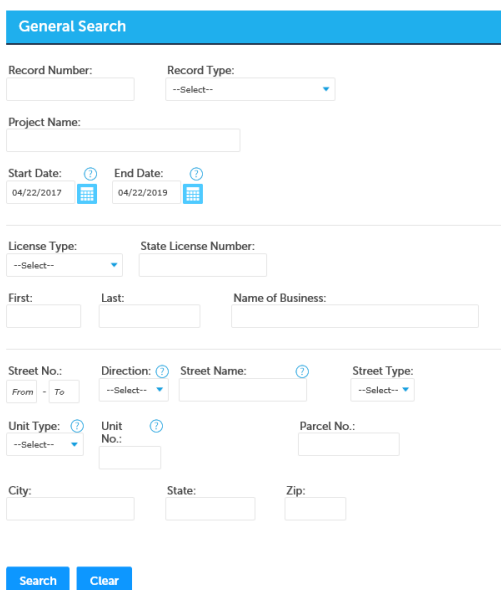
Another useful feature of the Global Search is easy accessibility of your recent searches. Just hover over the down-facing arrow to see your recent entries.



You may also select the Advanced Search drop down or the Search Application button.



Each of the options will open a search criteria window as shown below. You can enter as little or as much information as you wish to refine your results.



Register for an Account

To register for a new user account you may select either link on the home page.

The screenshot shows the top navigation bar with links for Home, Building, Planning, Enforcement, Licenses, and Fire. A search bar is located at the top right. The main content area is divided into two columns. The left column features the 'ez APP' logo and a welcome message: 'Welcome to the City of Crystal Lake ez APP. We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week. To submit new applications, inspection requests, and code enforcement issues you must register and create a user account. As an anonymous user you can search Building, Fire, and Planning applications, and Code Enforcement cases for basic information such as the address, type of record, and the status. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience. What would you like to do today? To get started, select one of the services listed below:'. Below this are four service categories: Home (Advanced Search), Building (Search Applications, Schedule an Inspection), Planning (Search Cases), and Licenses (Search & Renew Licenses). The right column contains a 'Sign In' section with fields for 'USERNAME OR EMAIL*' and 'PASSWORD*', a 'Forgot Password?' link, and a blue 'SIGN IN' button. Below the sign-in section is a 'Remember me on this device' checkbox and a 'Not Registered?' section with a blue 'CREATE AN ACCOUNT' button.

Apply for a License Application Online

Now that you have created an account, you can apply for a license.

- 1) Log in to your [ez APP](#) account.
- 2) On the page heading click on Licenses and then click on Create an Application.

The screenshot shows the navigation bar with 'Licenses' highlighted. Below the navigation bar, there are two options: 'Apply for a License' and 'Search & Renew Licenses'.

- 3) After reading the disclaimer, indicate that you have read and accepted the terms. Click Continue Application.


I have read and accepted the above terms.

[Continue Application »](#)

- 4) Select a Record Type: On this screen you will choose the record type you would like to request. Select the button of the correct license application type and click Continue Application.

Select a License Record Type

First select the category of license you are applying for, then choose one of the listed available license application types. For assistance or to apply for a record type not listed below please contact us.

 [Search](#)

▼ City Licenses

- Tobacco Application
- Waste Hauler Application

[Continue Application »](#)

- 5) Enter a description of the proposed work, any required fields marked with an asterisk and location information. Authorized Agent – account, if on behalf of someone else, add new enter info. Follow instructions for business owner. **If you registered for your account as an individual, you must select add new to add business name.**

Tobacco Application

1 Step 1	2 Step 2	3 Review	4 Pay Fees	5 Record Issuance
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Step 1: Step 1 > Contact Information * indicates a required field.

Applicant

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Be sure to select your Contact information to copy and not any linked contractor licenses you might have. Otherwise fill in the information for the license applicant. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

[Select from Account](#) [Add New](#)

Business Owner

If you are applying for this license, use 'Select from Account' option to copy your Contact information from your registration. Be sure to select your Contact information to copy and not any linked contractor licenses you might have. Otherwise fill in the information for the license applicant. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

[Select from Account](#) [Add New](#)

[Save and resume later](#) [Continue Application »](#)

- 6) Enter license location address. Enter only street number and name of street, without street type. Click "Search". Parcel number will autofill. **If the address search does not return a result, please contact office.** Once address has been pulled in, click "Continue Application".

Step 1: Step 1 > Site Information

* indicates a required field.

Address

Enter your business address and click Search to find the address record in the agency database.

* Street No.:	Direction:	* Street Name:	Street Type:
<input type="text"/>	--Select--	<input type="text"/>	--Select--
Unit No.:	Unit Type:		
<input type="text"/>	--Select--		
City:	State:	* Zip:	
<input type="text"/>	--Select--	<input type="text"/>	
Country:			
United States			

Search

Clear


- 7) Complete Step 2, Required Business information. Items with an asterisk are required to be complete to move forward. **This example is a tobacco license application, however, other licenses may require additional information.**

Step 2: Step 2 > Business Information

* indicates a required field.

General Information

GENERAL INFORMATION

* Legal Business Name:	<input type="text"/>
* Are you operating under a DBA name?:	<input type="radio"/> Yes <input type="radio"/> No
* BusinessPhone:	<input type="text"/>
* Date of Incorporation:	<input type="text" value="MM/DD/YYYY"/> 

Ownership Details

OWNERSHIP DETAILS

* Is there an Ownership Change?:	<input type="radio"/> Yes <input type="radio"/> No
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Save and resume later

[Continue Application »](#)

