GETTING STARTED
CRYSTAL LAKE ez APP

How to get the most out of development applications

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Getting Started

Community Development has launched an online system that utilizes Accela software. The customer-friendly portal for Crystal Lake Community Development services is called *ez APP*.
You can access Crystal Lake online services at Crystallake.org 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:

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 Development Application information such as project name, status, and description with comments

Registering for an account gives you access to additional features:
• Apply for Development Applications
• 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.).
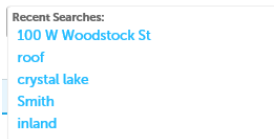
Searching

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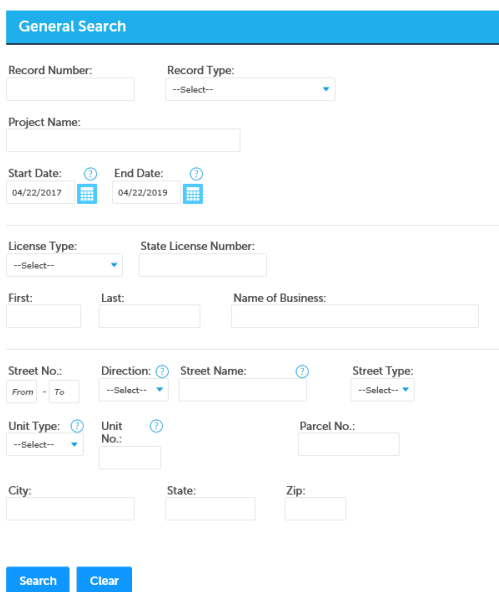
To register for an new user account you may select either link on the home page.

Apply for a Development Application Online

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

1) Log in to your ez APP account.

2) On the page heading click on Planning and then click on Create an Application.

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. There are helpful tips on this page to help you determine the correct type. Once you have located the development application type click on the right arrow ▶to expand the record type list.

▶ Planning

5) Select the button of the correct development application type and click Continue Application.

▼ Planning
  ○ Annexation
  ○ Cursory/Vacant Lot Analysis Review
  ○ Historic Preservation
  ○ Home Occupation Permit
  ○ Limited Use Permit
  ○ Planned Unit Development
  ○ Plat of Subdivision
  ○ PUD/Plat/SUP Extension
  ○ Rezoning
  ○ ROW Vacation
  ○ Sign Variation
  ○ Special Event/Temporary Use Permit
  ○ Special Use Permit
  ○ Special Use Permit Amendment
  ○ Text Amendment
  ○ Variation
  ○ Zoning Verification Letter

6) Enter a description of the proposed work, any required fields marked with an asterisk and location information.

7) Add attachments. Click the "click here" under the Attachment Header and review the required documents based on your request type. Attach those required documents, then click Continue Application.
   a) See the Electronic File Standards Tip Sheet for information on how to format attachments.

Attachment

Project documents are required and your application may be returned if documents are missing.

The maximum file size allowed is 100 MB.
Documents must be uploaded as a pdf

Name	Type	Size	Latest Update	Action
No records found.				

Add

8) Add owner information. You will need to manually type in the information.

9) Add applicant, architect, attorney, engineer or any contact related to the project to the contact list. If you are a contact for the request, please click Select from Account. Click Add New to add any other contact.

Contact List

This is a test

[Select from Account] [Add New]

Showing 0-0 of 0

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
No records found.						

Select Contact Type   ×

*Type: [--Select-- ▼]

--Select--
Applicant
Architecture Firm
Attorney
Developer
Engineer
Home Owners Association
Land Planner
Landscape Architect

[Con...]

[...unt] [Add New]

Contact Information   ×
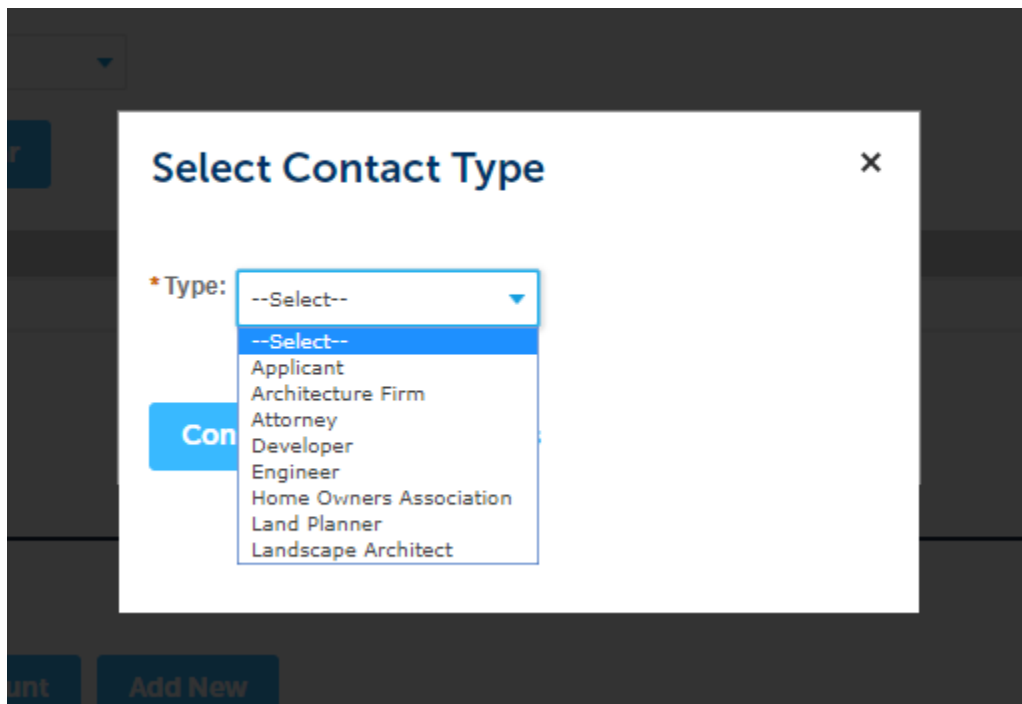
First: Middle: Last:
[   ]   [   ]   [   ]

Name of Contact or Business:
[   ]

Address Line 1:   Primary Phone:
[   ]   [   ]

Address Line 2:   Secondary Phone:
[   ]   [   ]

City: State: Zip: Other Phone:
[   ]   [--Select-- ▼] [   ] [   ]

E-mail: Fax:
[   ]   [   ]

[Continue] [Clear] Discard Changes

7

10) Once all contacts are added, click continue application.

11) Please Review your application information carefully.
    a) Verify that the information and descriptions are accurate.
    b) Verify documents have been attached.
    b) After reading the certification, indicate that agree to the certification. Click Continue Application.

12) You are now able to view your application and track the progress of your submittal.

Type of Development Applications

This development application type tip sheet will help you determine the correct record type for the most common development requests.

DEVELOPMENT APPLICATION TYPE TIP SHEET	
Residential	
Type of Project	**ez APP Planning Record Type**
Variation from code requirements (fence, setback, shed setback, detached garage setback, etc.)	Variation
Joining property into the City	Annexation
Administrative approval of a use – example, home daycare	Limited Use Permit
Establish a home office	Home Occupation Permit
Rezoning request to change zoning of a property	Rezoning
Dividing land	Plat of Subdivision
Historic landmark Certificate of Appropriateness	Historic Preservation
Historic landmark designation on a property	Historic Preservation
Historic landmark district on many properties	Historic Preservation
Historic landmark matching grant	Historic Preservation
Vacant lot review for code regulations	Cursory/Vacant Lot Analysis Review

Commercial	
Type of Project	**ez APP Building Record Type**
Annexation	Annexation
Special Use Permit	Special Use Permit
Special Use Permit Amendment	Special Use Permit Amendment
Vacation of public right-of-way	ROW Vacation
Historic landmark Certificate of Appropriateness	Historic Preservation
Historic landmark designation on a property	Historic Preservation
Historic landmark district on many properties	Historic Preservation
Historic landmark matching grant	Historic Preservation
UDO Text Amendment	Text Amendment
Zoning Verification Letter	Zoning Verification Letter
Time extension of zoning approvals	PUD/Plat/SUP Extension
Preliminary Planned Unit Development	Planned Unit Development
Final Planned Unit Development	Planned Unit Development
Planned Unit Development Amendment	Planned Unit Development
Conceptual Planned Unit Development	Planned Unit Development
Subdivision	Plat of Subdivision
Rezoning request to change zoning of a property	Rezoning
Special Event – outdoor promotion, festival, race, etc.	Special Event/Temporary Use Permit
Temporary Use – seasonal sales, construction trailer, etc.	Special Event/Temporary Use Permit
Variation	Variation
Request staff comments on a proposal	Cursory Review/Vacant Lot Analysis

Variation for wall, freestanding, directional or limited duration signs	Sign Variation
Proposed land use is a limited use	Limited Use Permit

View Specific Application Details

After submitting and application, you can view a specific record's details by clicking on the record number, such as "PLN-2019-00712" as pictured below:

Application Specific Information

Once you are looking at a particular record, you have access to a large amount of information. Besides being able to view information at a glance, you can also choose to view "More Details", such as Related Contacts and Application Information.

Record PLN-2019-00038:
Variation
Record Status: Submitted

Add to collection

Record Info ▼	Payments ▼	Custom Component

Application Location

Record Details

Applicant:
Kathryn Cowlin
100 W Woodstock St
Crystal Lake, IL, 60014
kcowlin@crystallake.org

Project Description:
I want a 4 foot fence in my front yard.

Owner:
Katie Cowlin
100 W. Woodstock St
Crystal Lake IL 60014
United States

▼ **More Details**

⊟ **Application Information**

GENERAL INFORMATION

Type of Request:	Residential

PROJECT INFORMATION

Fence Location Variation:	Yes

Please describe the circumstances or conditions that apply to your property and the hardship that would result if the Variance is not granted:

property slopes towards the west and in order for the 3-foot fence to remain the same height a portion would need to be 4 feet.

LOCATION INFORMATION

Does the property have a historic designation?:	No
Location Description:	Woodstock Street and Walkup Ave
Address if applicable:	100 W Woodstock

Copy Record

View Record Information

You can view the Record Details, Processing Status, Related Records and Attachments by selecting the Record Info drop down menu.

Record Info ▼

Record Details

Processing Status

Related Records

Attachments

Processing Status

You can view the entirety of an application's workflow and review comments on a specific record by selecting 'Processing Status' under the 'Record Info' drop down. You can then see all the workflow steps and their completion dates. Completed steps will have a **green checkmark** next to them, whereas the current tasks will have an **hourglass** indicating that step has not been completed. You will see when the task is due, who it is assigned to, and any status updates. If there are comments, you may click on the plus sign [+] to see the entire comment.

Processing Status

✔ ▼ Application Acceptance

Due on 11/13/2019, assigned to TBD
⊟ Marked as Accepted on 11/06/2019 by Kathryn Cowlin

Comment: Accepted at this time, if additional information is required a member of staff will contact you.

⏳ ▶ Review Distribution

Building Review
Fire Review
Engineering Review
Planning Review
Public Notification
Plumbing Review
Public Works Review
Review Consolidation
Staff Report
PZC Meeting
City Council Report
City Council Meeting
Case Complete

View Attachments/Documents

If any attachments have been uploaded to the record, you will see them under the 'Attachments' section under the 'Record Info' dropdown. In most cases, you will be able to view or download a copy by clicking on the file name.

Attachments

**Project documents are required and your application may be returned if documents are missing.

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Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Actio
Development Application (General).pdf	PLN-2019-00020	Final Plat	Record	Document	453.60 KB	11/06/2019	Acti
Site Plan Test.pdf	PLN-2019-00020	Final Plat	Record	Site Plan	1.15 MB	11/06/2019	Acti

Create Collections of Records/Permits

You are able to create collections of records for easy accessibility. For example, a project with a development application and multiple permits can have all related records viewable in one "collection". After logging in, your collections are accessible at the top of every screen.

1) Log in to your ez APP account.

2) On the home screen click on 'My Records', and a list of all records associated to your account will be shown in a list. Use the checkboxes on the left to select the records you want to group into a collection, and click 'Add' to collection.

3) Enter a name for your group of records and enter a description if you want one, or choose an existing collection from the drop down menu.

4) Click the "Add" button to create and submit the records into the new collection.

After creating collection, it will display on you home Dashboard. You will see a useful overview of the records you have put in the collection, including a summary of the fees, inspections, etc.