



# PSD CITYWIDE

User Guide



Niagara Parks  
Version 1: April 13, 2026

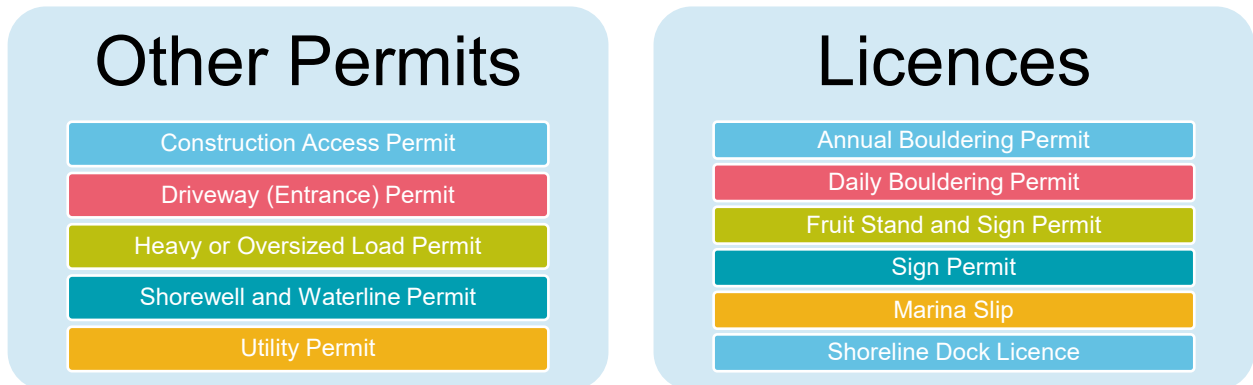


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## Overview

Niagara Parks has adopted the **PSD Citywide Portal** to administer permit and licence applications online.



Through the portal, users can:

- Apply for permits and licences
- Upload required documents
- Track application status
- Communicate with Niagara Parks staff
- Pay for permits and licences

***All applications follow the same general process, regardless of permit type.***



## Step 1: Accessing the Portal

Visit the Citywide Portal at:

<https://citywideportal.com?client=Niagara%20Parks>

## Step 2: Creating an Account

A screenshot of the Citywide Portal website. The page has a dark blue header with the Niagara Parks logo on the left, the text "Citywide Portal - Niagara Parks" in the center, and "Login" and "Signup" links on the right. Below the header is a light blue navigation bar with the word "Home". The main content area is white and contains a central form titled "Citywide Portal". The form has two input fields: "Email address" and "Password". Below the "Email address" field is a small note: "We'll never share your email with anyone else." Below the "Password" field is a link: "Forgot your password?". At the bottom of the form are two buttons: "Login" and "Don't have an account? Click to Signup".

1. Click **Don't have an account? Click to Signup** or **Sign Up** in the top right corner.
2. Enter your **Email Address** and create a **Password**.
3. Click **Signup**.
4. Check your Email and Verify your account.

### Email Verification

Thank you for choosing Citywide Portal.

Before being able to use your account, please verify that this is your email by clicking on the button below.

[VERIFY](#)

Or by copying the following URL into your browser:

<https://citywideportal.com/verify-email/866ce1b1-34df-11f1-8af7-ddc294a57318>


**Important:** This verification link will expire in 7 days. If you need a new link, you can request one from the login page.

## Step 3: Starting an Application


1. From the **Home** screen, select the appropriate **Tile**:

### Welcome to Citywide Portal

Let's Get Your Permit Started!




Construction, Driveway, Heavy Load,  
Utility, Shorewell/Waterline



Marina, Shoreline Docks, Fruit Stand,  
Signs, Bouldering

2. You will see this, click **Start Application**

**Welcome,** 

Please complete your profile by clicking [Here](#)

**How does it Work?**  
Start an application providing necessary details and submit your application.

[Start Application](#)

- a. If you have not yet completed your Profile, you will be prompted to now. Once complete, click **Update Profile** at the bottom and go back to the **Home** page.

### My Profile

Manage your account information and security settings

[Profile Information](#) [Security Settings](#)

**Personal Information**

First Name \*  Last Name \*

I Represent a Corporation

3. You will then have to **Confirm your Location**. Ensure that you select **Niagara Parks**.

### Confirm Your Location

Please confirm your location to continue your application

Province \*      Location \*

Ontario      Niagara Parks

Apply

*Applications submitted under a different municipality will not be received by Niagara Parks.*

## Step 4: The Application Process

Other Permits:

Project Details    Project Location    Contacts    Permit Type    Attachments    Final Summary

Licences:

Project Details    Location    Contacts    Application Type    Attachments    Final Summary

### 1. Project Details / Project Name

You will have to enter a name for your project, this is how you will identify your individual permit or licence application.

### New Permit

Project Name \*

How you identify your individual permit application



## 2. Project Location / Location

For most applications that fall under the **Other Permit Tile**, you will be required to enter or select the **Project Location** for your individual project.

The screenshot shows a form titled "Project Location". It includes a text input field with the placeholder "Project Location" and a dropdown menu with "Project Address" selected. There is a "Point/Search" button and a "None" button.

For some **Licence** applications (i.e., Marina Slips and Bouldering), you may select **None** or enter the relevant Niagara Parks location (see Appendices A and B), as these may not require a **Location**.

The screenshot shows a form titled "Location". It includes a text input field with the placeholder "No Address" and a dropdown menu with "None" selected. There is a "Point/Search" button and a "None" button.

## 3. Contacts

The screenshot shows a table titled "Contacts" with the following columns: Contact Name, Phone Number, Email Address, Contact Roles, and Updated. There is a search bar and an "Add Contact" button. The table contains one row with the role "Applicant" and the update date "04/13/2026, 10:25 AM". An edit icon is visible next to the row.

Contact Name	Phone Number	Email Address	Contact Roles	Updated
			Applicant	04/13/2026, 10:25 AM

Contacts are the people associated with an application, such as the applicant, owner, or contractor.

- Your Name and Contact Information will prepopulate here as the Applicant.
- Click the **edit (pen) icon** to edit **Contact Roles** or update your contact information.
- Click **Add Contact**, if you want to add more contacts.

## 4. Permit / Application Type

Select the appropriate permit or licence type from the list and fill out the application ensuring all fields are completed.

For most applications, you will also see **Estimated Fees**. Please note the total cost is estimated and may change after your submission.

## 5. Attachments

**Attachments**

Q Keyword Search Upload Files Download All

Document Type(s)	Name	Description	Attachment Type	Required	Updated
Design Specifications		Sign/Fruit Stand specification including design, material, dimensions (size, height, etc.), any illumination	None	Issue	Upload

Most applications will require you to submit supporting documents (i.e., Insurance). **Document Types** will depend on the specific application type.

1. Click **Upload** beside the **Document Type** and upload the applicable file.
2. You may click **Upload Files**, if you want to upload additional supporting documents.
3. If documents are not available right away, click **Save Draft**.

### Saving and Returning to Applications

- Applications can be saved as drafts at any time
- Drafts appear on your dashboard
- Saved drafts can be completed and submitted later

## 6. Final Summary

Review your application summary carefully and use the **Back** button to make changes, if needed.

### Declarations and Terms and Conditions

**Declaration**

Please type your full name into the box below to declare that the information contained in this application, attached plans and specifications, and other attached documentation is true to the best of your knowledge.

Type Signature
Draw Signature

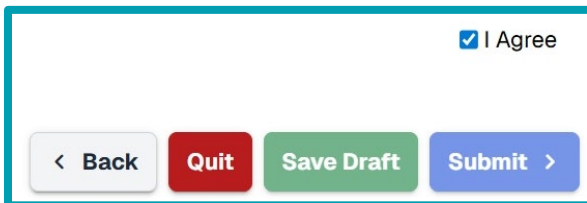
Date 2026-04-13

**General Acknowledgment (Applies to All Applications)**

BY SUBMITTING THIS APPLICATION, THE APPLICANT ACKNOWLEDGES THAT THEY HAVE READ, UNDERSTAND, AND AGREE TO COMPLY WITH ALL APPLICABLE TERMS AND CONDITIONS ASSOCIATED WITH THE REQUESTED PERMIT OR LICENCE. THESE TERMS AND CONDITIONS ARE LEGALLY BINDING.

1. Read and sign the **Declaration**.

2. Carefully read the associated **Terms and Conditions** for your application.
  - a. You may need to scroll to find your applicable Terms and Conditions. Please click the link, it will take you to the Niagara Parks website pdf link. Read the Terms and Conditions carefully.
3. Check the **I Agree** box showing that you agree to the associated Terms and Conditions.
4. Click **Submit**.



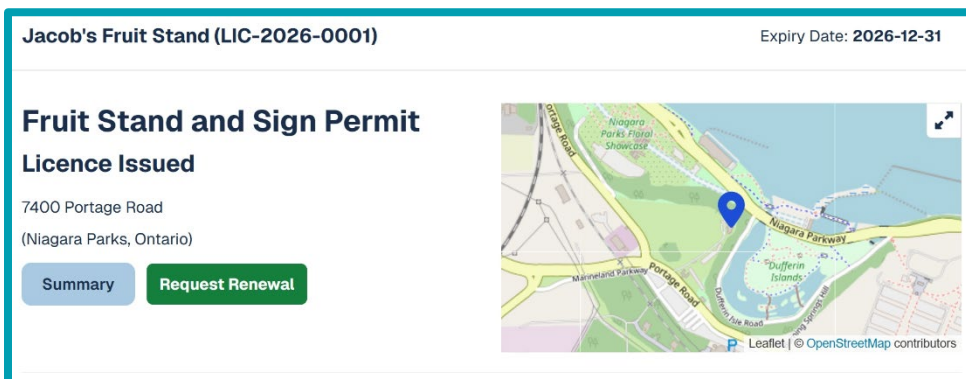
A screenshot of a web form interface. At the top right, there is a checkbox labeled "I Agree" which is checked. Below this, there are four buttons: "Back" (grey), "Quit" (red), "Save Draft" (green), and "Submit" (blue) with a right-pointing chevron.

## Step 5: After You Submit

After you submit your application, you will receive an **Email Confirmation**. You can view and manage your submitted applications at any time through your **Dashboard** in the CityWide Portal.

### Viewing Your Submitted Application

1. Click the **Menu icon** (three lines) in the top right corner
2. Select **Dashboard**.
3. Click **Open** under the application you want to view.

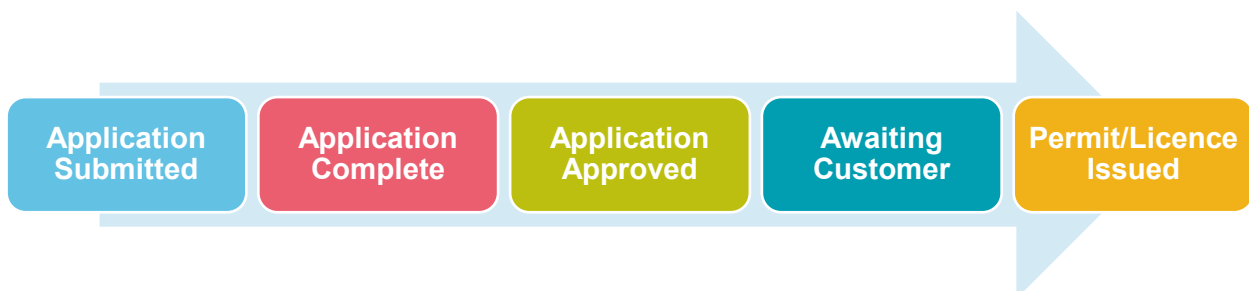


A screenshot of a web application details page. At the top, it says "Jacob's Fruit Stand (LIC-2026-0001)" and "Expiry Date: 2026-12-31". The main heading is "Fruit Stand and Sign Permit" with the sub-heading "Licence Issued". Below this, the address is listed as "7400 Portage Road (Niagara Parks, Ontario)". There are two buttons: "Summary" (grey) and "Request Renewal" (green). To the right is a map showing the location of the permit area, with a blue pin and labels for "Niagara Parkway", "Portage Road", and "Dufferin Islands".

Your application's status will be displayed on this page.

Should you need to communicate with Niagara Parks staff, you can do so using the **Comments** section within your application.

## Application Status Definitions



- **Application Submitted**
  - Your application has been received.
  - Niagara Parks staff will review it and may contact you if additional information is required.
- **Application Complete**
  - Review of your application is in progress.
  - If inspections are required, they would begin at this stage.
- **Application Approved**
  - Your application has been approved.
  - Fees will be requested at this stage.
- **Awaiting Customer**
  - Action is required from you before the application can proceed.
  - This indicates an action is required by the application, which may include providing additional information, uploading documents, or paying outstanding fees.
- **Permit/Licence Issued**
  - Your permit or licence has been issued.
  - You can find your official document under **Report Letters** within your application.



## Requesting Inspections (If Applicable)

Some applications require inspections. Inspections requests become available once the application reaches the **Application Complete** stage.

The screenshot shows a table titled "Inspections (3)" with a search bar and a table with columns: #, Inspection ID, Inspection Type, Status, Inspection Date, and Request Inspection. The table contains two rows of data.

#	Inspection ID	Inspection Type	Status	Inspection Date	Request Inspection
9	INSP-0030	Initial Site Visit	Passed	2026-04-10 09:00 - 10:00	
10	INSP-0032	Final Inspection	Not Started		

Most inspections are scheduled by Niagara Parks staff, however, **Final Inspections** for certain Land Use applications may allow you to request an inspection directly through the portal.

## Licence Renewals (If Applicable)

If your licence is eligible for renewal, you can request it directly through the portal.

1. Open your **Issued Licence** from the **Dashboard**.
2. Click **Request Renewal**.
3. Update any required information and upload additional documents.
4. Click **Submit**.

## Need More Assistance?

Should you require additional assistance at any point, please contact **Niagara Parks Guest Services**:

Phone: 1-877-642-7275

Email: [info@niagaraparks.com](mailto:info@niagaraparks.com)



## Appendix A – Marina Slip

### Before You Apply

Have the following information ready before starting your application:

- Vessel details (length, type, registration information)
- Proof of Insurance
- Vessel Photos
- Additional vessel information, if applicable

### Availability

Marina Slips are subject to availability and may be managed through a **waitlist**. Applying does not guarantee immediate availability.

### Location

- A **project location is not required** for Marina Slip applications
- When prompted for a location, you may:
  - Select **None**, or
  - Enter the **Niagara Parks Marina Location: 2400 Niagara River Parkway, Fort Erie**

### Terms and Conditions

Applicants are required to review and agree to the Niagara Parks Marina Docking Season Agreement. A marina slip will not be issued unless these terms are accepted.

Ongoing compliance with the Docking Season Agreement is required to maintain eligibility and remain eligible for future renewals.



## Appendix B – Bouldering Permit

### Before You Apply

Have the following ready before starting your application:

- Applicants contact information
- Parent or legal guardian information, if applicable

### Important Timing Note:

Applicants are advised to submit their application at least **48 hours before** their planned visit to ensure adequate processing time.

### Location

- A **project location is not required**
- When prompted for a location, you may:
  - Select **None**, or
  - Enter the **Niagara Glen** Location: **3050 Niagara Parkway, Niagara Falls**

### Required Information

If the participant is under 18 or is a person under disability, a **parent or legal guardian must apply on their behalf.**

### Terms and Conditions

Applicants are required to review and agree to the Bouldering Terms and Conditions, and the Bouldering Rules and Regulations which outline:

- Safety requirements
- Rules and responsibilities while bouldering
- Conditions of permit use within Niagara Parks

A permit will not be issued without acceptance of these terms.



## Appendix C – Shoreline Dock Licence

### Before You Apply

Have the following ready before starting your application:

- Applicants contact information
- Details of the proposed dock/existing dock and stairs (if applicable)
- Vessel details (length, type, registration information)
- Proof of Insurance

### Availability

Shoreline Dock Licences are subject to review and may be managed through a **waitlist**. Applying does not guarantee approval or availability.

### Location

- A project location **is required**
- Enter the address where the dock is proposed for installation
- A mailing address may also be required if this is different from the location address

### Terms and Conditions

Applicants are required to review and agree to the Shoreline Dock Licence Terms and Conditions. A Licence will not be issued without acceptance of these terms.

Ongoing compliance with these terms is required to maintain eligibility for the licence and remain eligible for future renewals.