



# Niagara Parks – Citywide Portal

## Quick Reference Guide – Bouldering Permit

### HOW TO APPLY

#### Before you Apply

- Parking is not included with the permit.
- If you are under 18 years old, a parent or guardian must complete the application on your behalf.
- Your issued permit must be available while you are on the trails. Take a screenshot or print a copy so you have it with you.

#### 1. Access the Portal

<https://citywideportal.com/NiagaraParks>

*Bookmark or save this page for easy access.*

#### 2. Create an Account

1. Click **Signup** 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.

#### 3. Start an Application

1. From the **Home** screen, select the tile with **Bouldering**.
2. Click **Start Application**.
  - If your **Profile** is incomplete, you will be prompted to complete it.
  - Click **Update Profile** and return to the **Home** page.
3. **Confirm your location** by selecting **Niagara Parks**.

#### 4. Complete the Application

1. **Project Details:** Enter a name for your project.
2. **Location:** Enter **Niagara Glen**.
3. **Contacts:** This will prepopulate from your profile.
4. **Application Type:** Select **Bouldering Permit**.
  - Enter your **Date of Birth**, ensuring the correct year is selected.
  - Add an **Emergency Contact**.
5. **Attachments:** None required.

#### 5. Review and Submit

1. Review the **Final Summary** and use the **Back** button to make changes.
2. Read and sign the **Declaration**.
3. Carefully read the **Bouldering Rules and Regulations** and the **Bouldering Terms and Conditions and Waiver**.
4. Check the **"I agree"** box.
5. Click **Submit**.

#### If your application will not submit:

- Make sure all **required (\*) fields** are completed.
- Read the **Terms and Conditions** and check the **"I Agree"** box.

*If you receive a confirmation email, your application was submitted successfully.*

### AFTER YOU SUBMIT

#### Track Your Application in the Portal Dashboard

1. Click the **Menu** in the top left corner and select **Dashboard**, or visit:  
<https://citywideportal.com/dashboard>
2. Click your application to view its status and communicate with staff using **Comments**.

If details are incorrect, **do not** submit a new application. Instead, leave a **Comment** for staff to update it. Staff may also request more information or clarification through **Comments**. Notifications will be sent to the email address in your profile.

#### Making Payment

- Staff will review your application and email you a payment link once it is approved.
- If the payment link expires, does not work, or payment fails, go to your **Dashboard** and click **Complete Payment**.
- **Issuance is not automatic and requires staff approval.**

### Need Help?

Phone: **1-877-642-7275**

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