



Niagara Parks – Citywide Portal

Quick Reference Guide – Permits & Applications

HOW TO APPLY

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 for the permit or application you wish to apply for.
2. Click **Start Application**.
 - o If you have not completed your **Profile**, you will be prompted to do so.
 - o When finished, 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 the address for your project.
3. **Contacts:** This will prepopulate from your profile.
4. **Application Type:** Select the permit or application you want to apply for.
5. **Attachments:** Click the **Upload** button beside the attachment you wish to upload.
 - o Upload all attachments required for your permit or application.

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 associated **Terms and Conditions**.
4. Check the **"I agree"** box.
5. Click **Submit**.

If your application will not submit:

- Make sure all **required (*) fields** are completed.
- Required documents must be uploaded using the **Upload** button beside the document type.
- 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. Open the **Menu** in the top left corner and select **Dashboard**, or visit:
<https://citywideportal.com/dashboard>
2. Click your application to view its status, upload additional attachments if required, 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, clarification, or documents 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.**

Once your project is complete, notify staff to arrange a final inspection and request the return of your security deposit, if applicable.

Need Help?

Phone: 1-877-642-7275

Email: info@niagaraparks.com