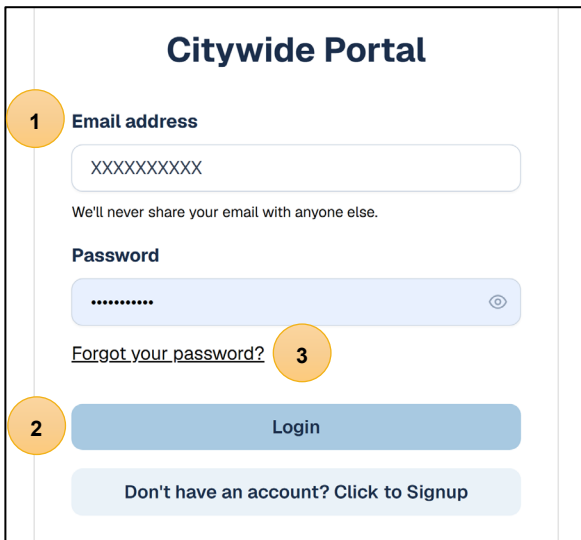


What Licence / Permits can be Renewed?

- Marina Slip
- Shoreline Dock Licence
- Fruit Stand Permit
- Sign Permit
- Bouldering Permit

Step 1: Log in to the PSD Citywide Portal

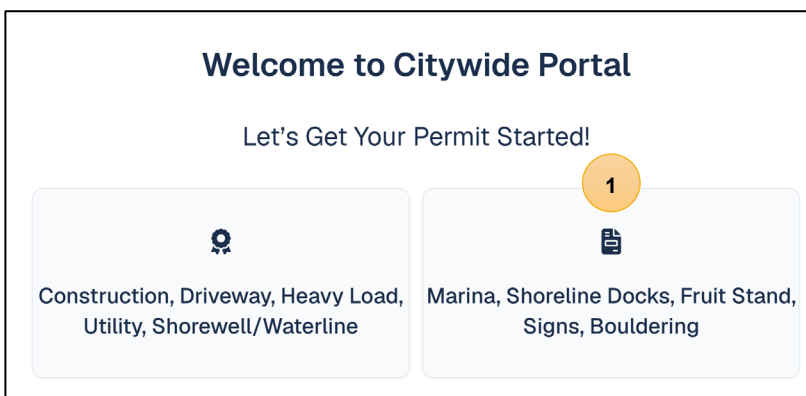
Access the **Citywide Portal**: <https://citywideportal.com/?client=Niagara%20Parks>



- 1 Enter your **Email Address** and **Password** associated with your Citywide Portal account.
- 2 Select **Login** to access your applications.
- 3 Select **Forgot your password?** if you need to reset your login.

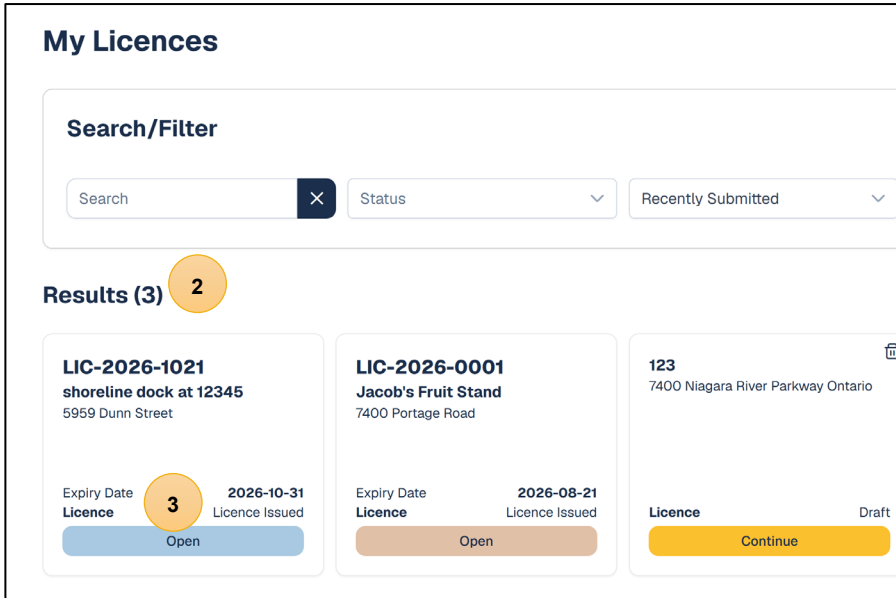
Step 2: Access Your Licence/Permit

After you log in, you will be taken to the **Home** page.



- 1 Select the applicable **Tile**.

The **Dashboard** page will open. This is where your active, issued, and draft applications are.



My Licences

Search/Filter

Search [X] Status [v] Recently Submitted [v]

Results (3) **2**

LIC-2026-1021
shoreline dock at 12345
5959 Dunn Street

Expiry Date **2026-10-31**
Licence **3** Licence Issued

Open

LIC-2026-0001
Jacob's Fruit Stand
7400 Portage Road

Expiry Date **2026-08-21**
Licence Licence Issued

Open

123
7400 Niagara River Parkway Ontario

Licence Draft

Continue

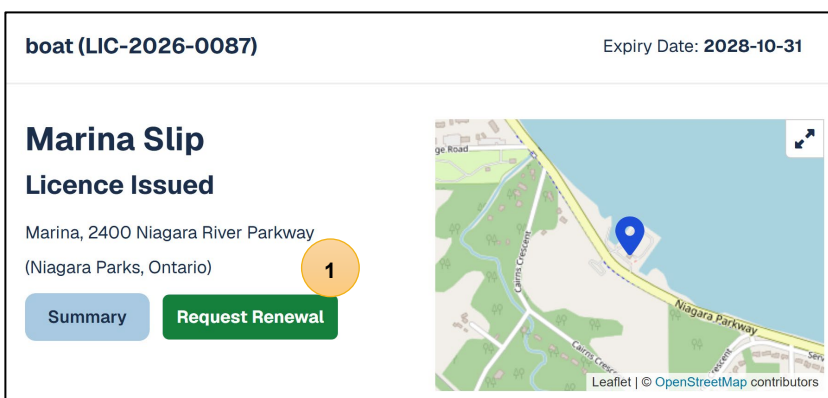
2 Locate the **Licence/Permit** you want to renew.

3 Select **Open** to view the application details.

If you cannot locate your licence/permit, confirm that you are signed in with the same email address used for the original application.

Step 3: Request a Renewal

After you open your application, it will take you to the **Application Details** page for that licence/permit.



boat (LIC-2026-0087) Expiry Date: **2028-10-31**

Marina Slip
Licence Issued

Marina, 2400 Niagara River Parkway
(Niagara Parks, Ontario)

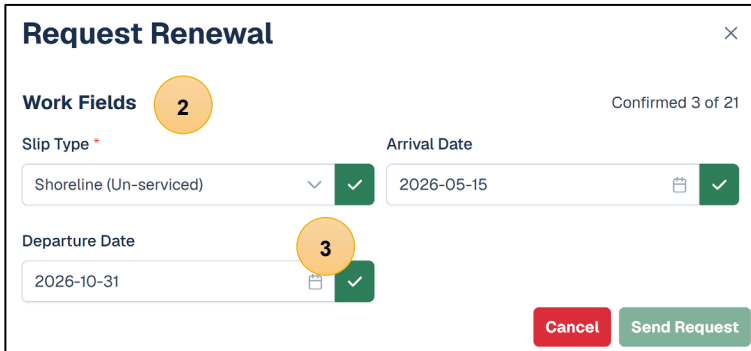
Summary **Request Renewal** **1**

Leaflet | © OpenStreetMap contributors

1 Select **Request Renewal** to begin the renewal process.

Review and Update Information

The **Request Renewal** page will open. This is where you will review and update your information.



Request Renewal ×

Work Fields 2 Confirmed 3 of 21

Slip Type * 3 Arrival Date

Shoreline (Un-serviced) ✓ 2026-05-15 ✓

Departure Date

2026-10-31 ✓

Cancel Send Request

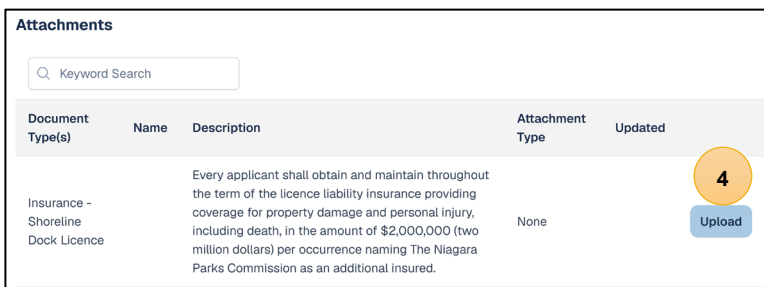
2 Review all **Work Fields** carefully and update any details as needed.

3 Select the **Checkmark** beside **all fields** (even if blank) to confirm the information.

Ensure all information is accurate, incorrect or outdated information may delay processing.

Upload Required Documents

This is the **Attachments** section on the **Request Renewal** page.



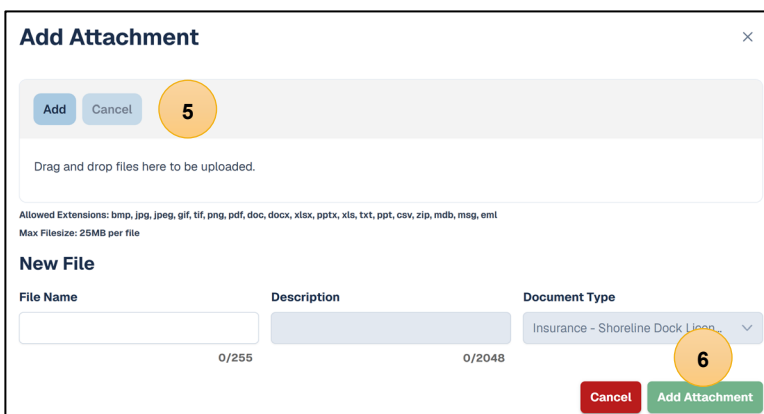
Attachments

Keyword Search

Document Type(s)	Name	Description	Attachment Type	Updated
Insurance - Shoreline Dock Licence		Every applicant shall obtain and maintain throughout the term of the licence liability insurance providing coverage for property damage and personal injury, including death, in the amount of \$2,000,000 (two million dollars) per occurrence naming The Niagara Parks Commission as an additional insured.	None	4 Upload

4 Select **Upload** beside the document type you need to provide.

This will open the **Add Attachment** page.



Add Attachment ×

Add Cancel 5

Drag and drop files here to be uploaded.

Allowed Extensions: bmp, jpg, jpeg, gif, tif, png, pdf, doc, docx, xlsx, pptx, xls, txt, ppt, csv, zip, mdb, msg, eml
Max Filesize: 25MB per file

New File

File Name 0/255 Description 0/2048 Document Type Insurance - Shoreline Dock Licence 6

Cancel Add Attachment

5 Select **Add** to choose a file on your computer or mobile device.

6 Click **Add Attachment** to upload it to your renewal request.

All required documents must be uploaded before the renewal request can be submitted.

Step 4: Submit the Renewal Request

Request Renewal

Dock Details

Type of Dock *

Access to Dock *

Floating

Stairs

Cancel

Send Request

1 Select **Send Request** to submit your request to Niagara Parks.

The Send Request button will only become available after all fields are confirmed and required documents are uploaded.

shoreline dock at 12345 (LIC-2026-1021)

Shoreline Dock Licence

Renewal Requested

5959 Dunn Street
(Niagara Parks, Ontario)

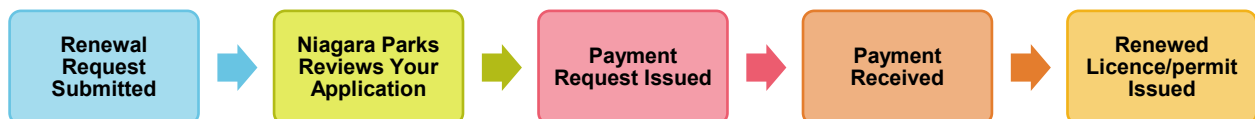
Summary

Request Renewal

2 Once you submit your Renewal Request, the status will update to **Renewal Requested**.

You will also receive an email confirming that you have successfully submitted your Renewal Request to Niagara Parks.

What Happens Next?



Need Assistance?

Niagara Parks Guest Services

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

Email: info@niagaraparks.com