

City of Salina

Community and Development Services

LAMA Web Portal - User's Guide

I. What to Expect

Staff has worked the Davenport Group (our software vendor) to set up the web portal and we have worked over the past six months to improve the web portal applications process, with significant input from our test group and also from contractors and design professionals who have already set up a web portal account.

Our goal will continue to provide a web portal experience that is as “user friendly” as possible. A web portal user has 24/7 access to the details related to their permits and licenses, such as:

- Applying for a permit
- Knowing the status of your application
- Making payments
- Issuing a permit
- Requesting inspections related to issued permits
- Managing the status of inspections related to issued permits
- Uploading documents such as plans, surveys, code footprints, shop drawings, specification and certificates of insurance.
- Renewing (or applying for new) contractor licenses

The screenshot shows the City of Salina LAMA Web Portal. At the top, there is a blue navigation bar with the City of Salina logo on the left, a search bar in the center, and user information on the right including "Hello, Sue Cline!", "Log off", and "Your cart". Below the navigation bar, there are buttons for "Apply", "Your Account", and "Help". The main content area is titled "Get started" and includes a sub-header: "Select the permit, license, or project you'd like to apply for using one of the methods below." There are four columns of links: "Public Works Permits" (Residential Land Disturbance, Proximity to Levee, Right-of-Way), "Trade Permits" (Electrical, Mechanical, Plumbing, Water Heater, Lawn Yard Irrigation), "Zoning Permits" (Change of Occupancy, Home Occupation, Sign, Temporary Use), and "Building Permits" (New Building, Building Addition, Remodel, Tenant Finish, Residential Basement Finish, Detached Residential Accessory Structure, Deck/Porch/Patio, Swimming Pool/Hot Tub, Retaining Wall, Mobile Home Set, Demolition). At the bottom left, there is a section titled "Coming Soon!" with the text "Applications for Contractor's & Trades Licenses (New and Renewals)".

II. Setting up an account

Using the browser of your choice (Chrome, Internet Explorer, Mozilla/Firefox) log on to the web portal site: <https://salina.onlama.com> (save/bookmark this site to your shortcuts or favorites for quick access)

The screen should look like this...

The screenshot shows the City of Salina web portal. At the top, there is a blue navigation bar with the City of Salina logo on the left, an 'Advanced Search' bar in the center, and 'Log In' and 'Register' links on the right. Below the navigation bar is a 'Welcome!' message. The main content area features a 'Log in' form with the following elements: 'User Name' and 'Password' input fields, a 'Remember Me?' checkbox, and a 'Login' button. To the right of the form is a 'Register' link, and above it are links for 'Forgot your password?' and 'Forgot your user name?'. A red arrow points from the 'Register' link in the top right corner of the page to the 'Register' link in the bottom right corner of the form area.

Click on “Register” to set up your account. (2 places where you can click on Register)

If you are a licensed contractor with the City of Salina please enter your company name as it is shown on your license. Contact the City Clerk’s office 785-309-5735, if necessary, to confirm your company name on your license.

As with any online account you will create a password. Once you create your password, be sure to make a note of that password and keep it in a secure location.

After you have set up an account, you will just click on “Log In” to access the web portal.

Continued on next page...

The screen should look like this; it is the **main menu** for the Salina web portal.

The screenshot shows the City of Salina web portal main menu. At the top is a blue navigation bar with the City of Salina logo on the left, a search bar in the center, and user options on the right. Below the navigation bar is a 'Get started' section with a sub-header and a list of permit categories: Public Works Permits, Trade Permits, Zoning Permits, and Building Permits. Each category has a list of specific permit types. Below this is a 'Coming Soon!' section for contractor licenses. At the bottom are three columns: 'About One Stop App', 'Need help?', and 'Report a Problem', each with a brief description and a link to 'Online Help'. The footer contains copyright information and a link to 'Terms of Use'.

City of Salina

Your Items Search a name, number, or address Search

Hello, Sue Cline! Log off Your cart

Apply Your Account Help

Get started

Select the permit, license, or project you'd like to apply for using one of the methods below.

Public Works Permits

- Residential Land Disturbance
- Proximity to Levee
- Right-of-Way

Trade Permits

- Electrical
- Mechanical
- Plumbing
- Water Heater
- Lawn Yard Irrigation

Zoning Permits

- Change of Occupancy
- Home Occupation
- Sign
- Temporary Use

Building Permits

- New Building
- Building Addition
- Remodel
- Tenant Finish
- Residential Basement Finish
- Detached Residential Accessory Structure
- Deck/Porch/Patio
- Swimming Pool/Hot Tub
- Retaining Wall
- Mobile Home Set
- Demolition

Coming Soon!

Applications for Contractor's & Trades Licenses (New and Renewals)

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About One Stop App

The One Stop Application allows you to search permit data on-line. You may also create an account to submit permit or license applications, track the progress and make payments.

Need help?

We've created a webpage that explains each permit or license step-by-step and gives you detailed information about fees, required forms and related items.

[Online Help](#)

Report a Problem

Trouble with your application? Please report your problem to lamasupport@salina.org

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Navigating the main menu:

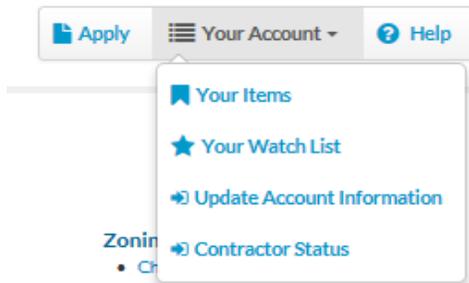
In the upper right corner of the screen, you will find this information and these options:

This close-up shows the user navigation options in the top right corner of the web portal. It includes a greeting 'Hello, Sue Cline!', a 'Log off' button, and a 'Your cart' button. Below these are three buttons: 'Apply', 'Your Account' (with a dropdown arrow), and 'Help' (with a question mark icon).

Hello, Sue Cline! Log off Your cart

Apply Your Account Help

Your Account – Options include:



As you create applications and other web portal actions you will also create a history of items in “Your Items”. Once you begin creating items your account may look a little like this...

Your Items
■ Permit ■ License ■ Project ■ Violation

Selected Items
 Show: All Sort by: Recently M Items Per Page: 10

<input type="checkbox"/>	300 W Ash St · Swimming Pool/Hot Tub · Ref Code:JH5H1V	Edit Print Summary Add to Watch List		
Type:	Applicant:	Status:	Date Filed:	Closed:
Swimming Pool/Hot Tub	City of Salina	Draft Application	1/30/2019	No
<input type="checkbox"/>	300 W Ash St · Detached Residential Accessory Structure · Ref Code:WH7KRZ	Edit Print Summary Add to Watch List		
Type:	Applicant:	Status:	Date Filed:	Closed:
Detached Residential Accessory Structure	City of Salina	Draft Application	1/30/2019	No
<input type="checkbox"/>	2344 Northwood Ln · Basement Finish · Ref Code:NG1WHM	Edit Print Summary Add to Watch List		
Type:	Applicant:	Status:	Date Filed:	Closed:
Basement Finish	City of Salina	Draft Application	1/30/2019	No
<input type="checkbox"/>	300 W Ash St · Electrical · Ref Code:4Q1N7S	Edit Print Summary Add to Watch List		
Type:	Applicant:	Status:	Date Filed:	Closed:
Electrical	City of Salina	Draft Application	1/31/2019	No
<input type="checkbox"/>	300 W Ash St · Mechanical · Ref Code:PXNB1C	Edit Print Summary Add to Watch List		
Type:	Applicant:	Status:	Date Filed:	Closed:
Mechanical	City of Salina	Draft Application	1/31/2019	No
<input type="checkbox"/>	300 W Ash St · Change of Occupancy · Ref Code:BB41DU	Edit Print Summary Add to Watch List		
Type:	Applicant:	Status:	Date Filed:	Closed:
Change of Occupancy	City of Salina	Draft Application	1/31/2019	No

Note: You may also see permits that were previously issued that are associated to your company name because your company was a contractor listed on the permit and/or because you were the permit applicant.

Creating an Application

You can click on “Apply” to begin an application, or you can find that particular application type in the main menu listings and click on the permit name and begin your application from there.

At the bottom of the menu page, you will see these items...please take time to check out this information.

About One Stop App

The One Stop Application allows you to search permit data on-line. You may also create an account to submit permit or license applications, track the progress and make payments.

Need help?

We've created a webpage that explains each permit or license step-by-step and gives you detailed information about fees, required forms and related items.

[Online Help](#)

Report a Problem

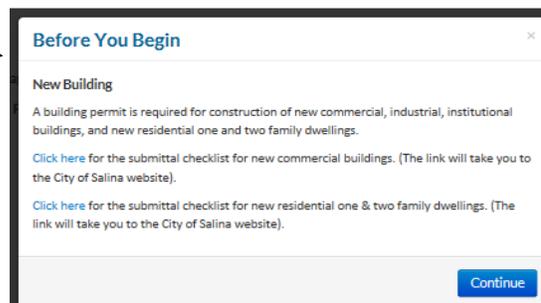
Trouble with your application? Please report your problem to lamasupport@salina.org

III. Permitting

Building Permits, Trade Permits, Public Works, and Zoning Permits that are available through the web portal are listed on the menu screen. Most of the permits have “before you begin” text associated with each permit. You can click on the permit name to see the text before proceeding to an actual application. This information should help you understand the permit requirements and confirm that you are selecting the correct application. There are also links (to the City website) for the appropriate submittal checklists which are also required to be submitted with an application.

Building Permits

- New Building
- Demolition
- Building Addition
- Mobile Home Set
- Remodel
- Tenant Finish
- Swimming Pool/Hot Tub
- Detached Residential Accessory Structure
- Retaining Wall
- Residential Basement Finish
- Deck



Once you are ready to begin a permit application, the web portal will take you through each step. If you have documents to upload, it works best to have them ready (pdf format) before you begin. Also be sure that your documents are appropriately named (examples: Site Plan, Floor Plan, Foundation Plan, Survey)

As with any online application, there are required fields that must be completed by the applicant. For fields that are not required, but ask for information, the applicant should make every effort to furnish that information.

- If the field is required and not completed by the applicant, the application cannot be submitted.
- If the field is not required that simply means it will not prevent you from submitting a permit request. It does not mean that the information is still not required in order to deem the application complete. City staff will be in touch with the applicant regarding any missing information/details that are necessary.
- Once you have completed the application and uploaded documents you are ready to save and submit your application.
- A successful application submittal will result in an auto generated email informing you that your application has been submitted. The email message is: *Your permit application with the reference code _____ has been successfully submitted to the City of Salina. Within one business day your submittal will be reviewed for completeness. If incomplete, a member of our team will contact you for more information.*

- If the status of your application still shows “Draft Application” you have not successfully submitted it. Click “Edit” to open the permit record from “Your Items”, then scroll down and click “Submit”.

IV. Licensing

We plan to have licensing applications (renewal and new) available toward the end of 2019, or early 2020.

The license applications will also “walk” you through the process and will include required fields and required document uploads.

V. Communication Protocols

If you get “stuck” working with the web portal, please call or email

Phone: 785-309-5715 building.services@salina.org

This email goes to 5 administrative staff persons (including permit techs) so will be answered quickly. You have the option of emailing a specific staff person, but if they are in a meeting or out of the office you may not get a reply as quickly as you would like.

If you are already working with a particular staff person on a particular permit application, and you know that they are available, feel free to contact them directly with any questions you have.

As you move through the web portal application process there will be some auto-generated emails sent to you (that come from the LAMA software system). These auto-generated emails will appear in your inbox and will be from a sender whose name will be listed something like this...

[\[mailto:noreply@davengis.net\]](mailto:noreply@davengis.net) **On Behalf Of** City of Salina

These auto generated emails will be communications about an application submittal, an application that is incomplete, an application that has been approved for issuance etc.

Auto generated emails do not allow for you to reply to us, so we will also use our Outlook email system for other communications, particularly those that may need a reply.

You may get a combination of both types of emails throughout a permit or licensing web portal process.

VI. Miscellaneous Information

Once a web portal user submits an application, inspection request, or any other type of

LAMA web portal request, it is received by designated City staff (the “back office”) and the process begins.

Application Submitted

The first auto-generated email you receive, after successfully submitting an application via the web portal, is acknowledgement of your submittal. When any type of request (application, inspection, license, etc.) is submitted via the web portal, you will receive an auto-generated email indicating that your application or inspection request, or other type of request has been successfully submitted.

Completeness Review

City staff will review your submittal (for example, an application for a permit) to determine completeness. A completeness review will be done within one business day (24 hours) from the application submitted date.

You will receive an email letting you know if your application is incomplete and needs further documentation or information.

Staff Review (aka: Plan Review)

Once plan review is completed staff will communicate the results of the review.

Revisions Needed

A plan review letter requesting clarifications, plans corrections, or other details will be sent via email to you (the permit applicant) and others whose names are listed on the application (such as the general contractor or owner).

Approved to Issued

Once a permit is approved for issuance you will receive an email notification and can then make payment of the permit fees. Payment via the web portal requires a credit card. You can also come into the office to pay by check, cash, or credit card.

Issuance

After the permit fees are paid via the web portal the permit will automatically issue. Once a permit is issued, you can access and/or print the permit if you wish. You can also access other related documents, including approved documents, via the web portal. Approved plans must be available on the job site throughout the construction project, so it is important that the permit applicant access and print out the required documents for the job site.

Inspections

Once a permit is issued, you can request inspections and/or track the status (results) of inspections via the web portal. Inspections may also be requested by phone.