



# Public Works Permitting: Delivery Scheduling

# Scheduling Community Compost Giveback Delivery:

## Getting Started

To schedule your Community Compost Giveback Delivery you will need to have a valid and registered account, have completed a Community Compost Giveback Application, and received an email directing you to now complete your delivery request prior to following this Guide.

Navigate to the City of Boise Permitting and Licensing homepage below and login to your account.

<https://permits.cityofboise.org/CitizenAccess/Default.aspx>

Enter your **User Name or Email**, enter your **Password** then click on the green **Login** button.

The screenshot shows the City of Boise Permitting and Licensing homepage. At the top, there is a navigation bar with the City of Boise logo and menu items: HOME, SEARCH, APPLY, REQUEST, and REPORTS. Below the navigation bar is a teal header with the text "City of Boise Permitting and Licensing". On the right side of the header, there are links for "Register for an Account" and "Login", and a search bar labeled "Search Records...". The main content area features a "Welcome to City of Boise Permitting and Licensing" section with a paragraph of text and a link to "register for an account". Below this is a section titled "What would you like to do today?" with a paragraph of text and a link to "register for an account". At the bottom of the page, there are two circular icons: a green one with a house icon and a blue one with a document icon. On the right side of the page, there is a "Login" form with a red border. The form has a title "Login" and two input fields: "User Name or E-mail:" and "Password:". Below the input fields is a green "Login" button. At the bottom of the form, there is a checkbox for "Remember me on this computer", a link for "I've forgotten my password", and a link for "New Users: Register for an Account".

# The Home Screen

Once you are logged in you will be on the home screen, this is the launch pad for the delivery scheduling process. There are two ways to locate the Community Compost Giveback Application you want to schedule a delivery for.

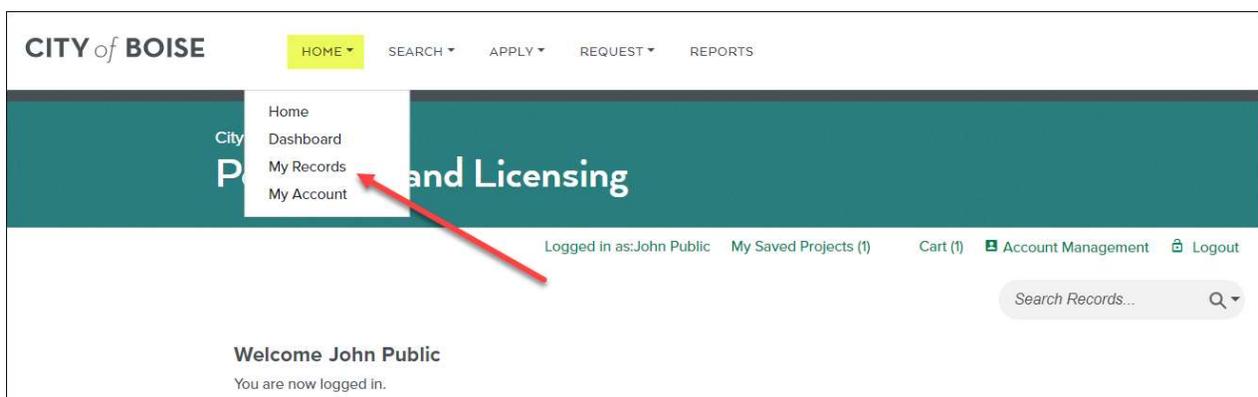
Option 1:

- Enter your record number (Example: CCG25-00001) in the **Search Records** box then click on the magnifying glass icon  or press the **Enter** key.

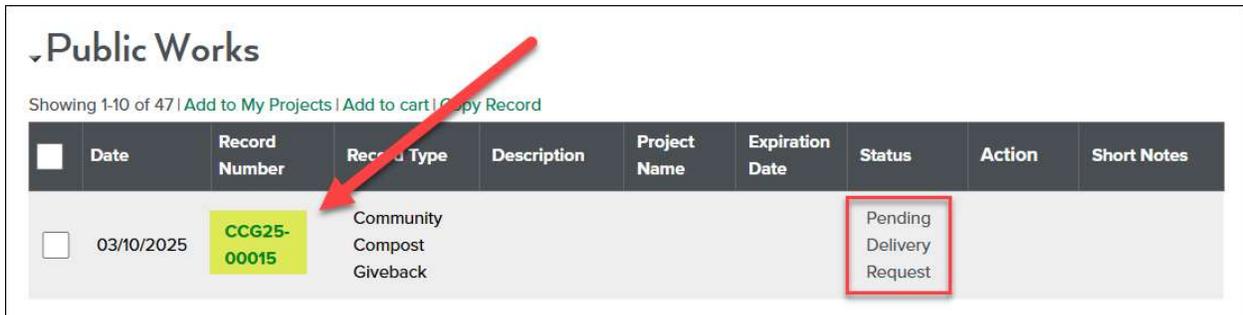


Option 2:

- From the toolbar at the top of the page select the **HOME** dropdown and click on **My Records**.



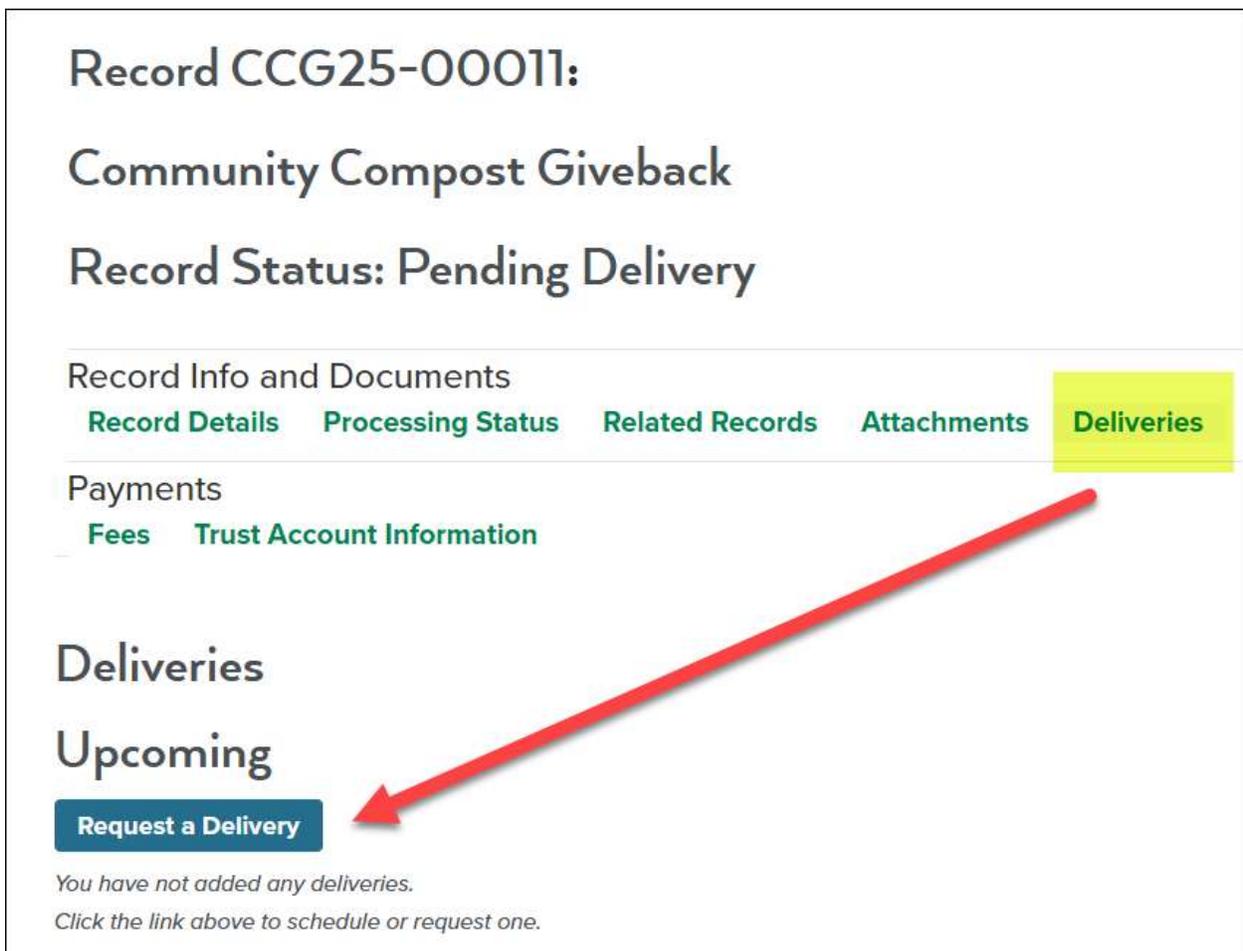
From the Public Works record list locate the record you want to schedule a delivery for, it's **Status** should say **Pending Delivery Request**, and click on the **green highlighted Record Number**.



<input type="checkbox"/>	Date	Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	03/10/2025	CCG25-00015	Community Compost Giveback				Pending Delivery Request		

Options 1 and 2 above both take you to the Record you've selected:

From the options available under **Record Info and Documents** select **Deliveries** then click on **Request a Delivery**.



**Record CCG25-00011:**

**Community Compost Giveback**

**Record Status: Pending Delivery**

Record Info and Documents

- [Record Details](#)
- [Processing Status](#)
- [Related Records](#)
- [Attachments](#)
- [Deliveries](#)**

Payments

- [Fees](#)
- [Trust Account Information](#)

**Deliveries**

**Upcoming**

[Request a Delivery](#)

*You have not added any deliveries.  
Click the link above to schedule or request one.*

On the **Schedule/Request an Inspection** page select to **radio button** next to the inspection type you are scheduling then click the green **Continue** button.

NOTE: Records starting with *SAR056* are *Sewer Taps* and records starting with *SAR057* are *Sewer Plugs*.

**Schedule/Request an Inspection**  
Available Inspection Types (2)

Show optional inspections

Sewer Tap Inspection  
 Sewer Plug Inspection

**Continue** **Cancel**

On the **Calendar** page select any of the available dates highlighted in blue, select the **radio button** next to the available time you wish to schedule, then click on the green **Continue** button.

NOTE: The applicant will be contacted with a specific delivery timeframe based on the hauler availability and the *Morning* or *Afternoon* timeslot selected.

*To continue, select an appointment date and time range by clicking a link on the calendar below:*

Sep 2023      Oct 2023      Nov 2023

« Prev Next »

Available Times for Thursday, Sep 28 2023

Morning (09:00 AM - 12:00 PM)  
 Afternoon (01:00 PM - 04:00 PM)

**Continue** **Back** **Cancel**

On the **Location and Contact** page you will verify the delivery **Location** and the main **Onsite Contact** for the delivery.

To change the **Onsite Contact**, click on the **Change Contact** button.

**Schedule/Request a Delivery**  
*Inspection type: Schedule Delivery*

### Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

**Location**  
150 N CAPITOL BLVD

**Contact**  
John Q. Plublic  
208-555-1212

**Change Contact** ▾

**Continue** **Back** **Cancel**

Selecting the **radio button** next to **Select an existing contact** will give you the option to select an existing contact from the account.

**Schedule/Request a Delivery**

**Contact**  
Bob Q. Neighbor

**Change Contact** ▾

**Select an existing contact**

Bob Q. Neighbor ▾

John Q. Plublic (208-555-1212) *Inspection only*

First Name Middle Name Last Name

If you select the **radio button** next to **Specify another person** you will need to complete the required fields noted by the red asterisk (\*) then click the green **Submit** button.

## Schedule/Request a Delivery

Contact  
Bob Q. Neighbor

**Change Contact** ▾

Select an existing contact

Bob Q. Neighbor ▾

**Specify another person (for this inspection only)**

\*First Name  Middle Name  \*Last Name

\*Phone Number

**Submit** **Cancel**

Once you have reviewed and/or updated the **Location** and **Contact** information click on the green **Continue** button.

**Location**  
150 N CAPITOL BLVD

**Contact**  
Jane Q Public  
2085551212

**Change Contact** ▾

**Continue** **Back** **Cancel**

Finally, confirm your delivery schedule information, include any additional notes then click the green **Finish** button to complete your delivery request.

## Schedule/Request a Delivery

### Confirm Your Selection

Please confirm the details below and click the Finish button to schedule the delivery.

Delivery type:	Schedule Delivery
Date and Time:	03/28/2025 Morning
Location:	<b>150 N CAPITOL BLVD</b>
Contact:	Bob Q. Neighbor

[Include Additional Notes](#)

[Finish](#) [Back](#) [Cancel](#)

**Congratulations your delivery request has now been submitted!**

## Deliveries

### Upcoming (1)

[Request a Delivery](#)

Click the link above to schedule or request one.

<b>03/28/2025 at Morning Scheduled</b> Schedule Delivery (1758962) Inspector: <i>unassigned</i>	<a href="#">Actions</a> ▾
--	---------------------------

NOTE: The applicant will be contacted with a specific delivery timeframe based on *Date* requested, the *Morning* or *Afternoon* timeslot selected and compost hauler availability.