The following recommended browsers should allow for the most optimal experience: Internet Explorer 11 or Google Chrome. The public portal allows residents and contractors to track the permitting and inspection process online through a standard web browser. This can only be done via secure login. Registered users will have the ability to view and upload files, receive e-mails and track the permit as it moves through the process.

Get started here: https://vlg-balharbour-fl.smartgovcommunity.com/Public/Home

Sign Up - Main Page
- Click Sign Up in the upper right corner of the Main Page

Sign Up - Applications Page
- Click Sign Up on the Applications Search Page

Wizard - Step 1 (Account)
- E-mail Address - enter a valid email address
- Password - must be a minimum of 8 characters
- Confirm Password - re-enter the password
- Access Code – enter: ____________________________
- Next

Wizard - Step 2 (Contact)
- First Name - enter first name
- Last Name – enter last name
  - Address - this is optional
  - City - this is optional
  - State- this is optional
  - Zip Code- this is optional
  - Phone- this is optional
  - Phone Type- this is optional
- Next

Wizard - Step 3 (Review)
- Edit the account or contact information
- Click the "I agree to Terms & Conditions" checkbox
- Click Create my Account

SMARTGov sends a verification e-mail to the e-mail address provided during account setup.
A message displays on the screen allowing the user to resend the e-mail or update the e-mail address.
Click the ‘Verify’ button on the e-mail.
Once verified, the user will log in to the portal to view permit information.
Request an Inspection

From the Permit

- Click the Request button

- The Application Number defaults
- Select an Inspection Type from the list
- Click the Calendar to view availability
- Enter Comments (optional)
- Click Request Inspection
- A confirmation e-mail will be sent to user confirming the date and time.

NOTE: Users may send cancellation requests for Inspections before the designated cutoff time.