

Citizen Self-Service FAQs - Land Development Applications

1. How do I set up an account?

Scroll to the bottom of the page and click Sign Up directly next to “Don’t have an account?”. Enter the information required and click Sign Up. Access the email you entered and verify your account using the 6-digit code sent to your email.

2. How do I sign in?

Click the Login or Register button on the upper left-hand side of the webpage. Enter your email associated with your account, or sign in via Google, Apple, Microsoft, or Facebook.

3. My account is locked.

Ensure your username is correct and the password you have entered is correct. If it is still not working, click Unlock Account at the bottom of the login screen. Enter your email associated with your account. Select Email. Click Send me an Email. Enter the 6-digit code sent directly to your email. Recover your account.

4. I am having trouble logging into my account.

Ensure your username and password are correct. Enter the email address associated with the account. Click NEXT. Select the method of logging in you require (email or password). Select Forgot Password? at the bottom of the page. Click Send Me an Email for password verification.

5. What do I need to know before I apply for Land Development?

All Land Development information can be found here: [Land Development Guidelines](#)

6. How do I know which Land Development application to use?

Land Development application types can be found here: [Land Development Guidelines](#). You are also highly encouraged to schedule a pre-application meeting with city staff. You can schedule via email: Jesus.Sadiua@allentownpa.gov

7. How do I apply for Land Development?

Login to your account using your username and password. Click Apply, located on the top ribbon of the webpage. Select the “PLANS” tab for a list of Land Development applications to choose from. If you know which Land Development application you need, you can also type it out in the top search bar and click the magnifying glass. When you find the correct application, click apply and follow the prompts to add the project location, type, contacts, more info, attachments, and signature.

8. How do I add a project location?

Select Add Location. Enter the address of your project in the Search Bar. Select the official location and click Add.

9. My project has multiple addresses. How do I add multiple addresses?

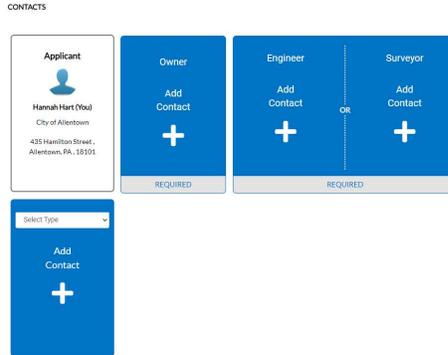
Enter the primary address associated with your project. Once you add the primary project address, you will have the opportunity to add any additional addresses associated with your project.

10. I can't find my project address when I use Add Location.

Many Allentown locations span several addresses i.e.: 3301-3359 Tilghman St. Search your address using [City of Allentown GIS Public Viewer \(arcgis.com\)](http://City of Allentown GIS Public Viewer (arcgis.com)) to obtain its Ward Account Number. You can then search and add your location using the Ward Account Number.

11. How do I add a contact?

Click Add Contact on the REQUIRED Contact Card. Enter the contact name in the search field and click the magnifying glass. When the contact populates click Add. For Land Development applications, the following contact are required: Applicant, Owner, and Engineer/Surveyor.

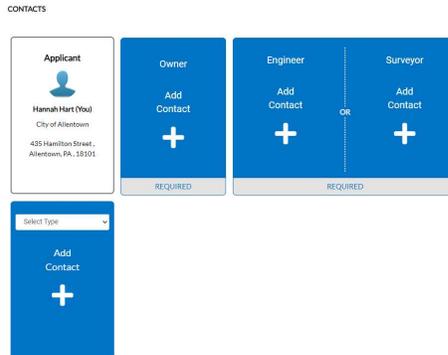


12. When I try to add a contact using the search function, I get: No records to display. How do I add this contact?

Only existing contacts in our permitting system will populate using the search function. On the Add Contact screen, click on Enter Manually. Complete all the fields with a red asterisk. Click Submit and your contact will be added to your application. Now that the contact has been added to our system, you will be able to search this contact when completing future applications.

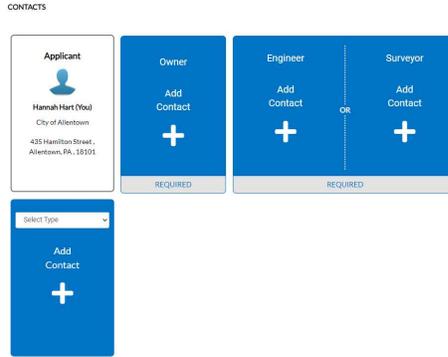
13. I have additional contacts but do not see a Contact Card for them. Where can I add them?

There is a Contact Card with a dropdown menu. Using the dropdown menu, select the type of contact you need to add and click Add Contact. You can search the contact or manually add their information if they are not an existing contact in our permitting system.



14. How do I add myself as both the owner and the applicant?

Since you are completing the application, you will already be listed as the applicant on the Contacts Screen. To add yourself as the Owner, click Add Contact on the Owner Card. Enter your name in the search field and click the magnifying glass. When your name populates click Add.



15. Which attachments do I need to include with my application?

Refer to our Applicant Checklists.

16. How do I upload files?

Click on the card that describes your attachment. For example: Design plans would be uploaded using the Land Development Plan Card. Select your file and upload.



17. I don't see a card for one of my files. How do I upload it?

Use the card with a dropdown menu. Select the attachment type for your file and click on the card to upload it. If you still cannot find an attachment type that matches your file, use Other Documentation. Please ensure that when using Other Documentation that your file name is descriptive enough to indicate the type of attachment you are uploading.



18. I have multiple files for one attachment type. How do I upload multiple files?

Use the card with a dropdown menu that states Select Type. Select Other Documentation. Please ensure that your file name is descriptive enough to indicate the type of attachment you are uploading.



19. When do I pay my fees?

Fee will be calculated after the application is submitted and the application is confirmed complete by the planning staff. An invoice will be emailed to you once fees are calculated.

20. I received an invoice for my Land Development fees. How do I pay an invoice online?

Login to your account on a PC (you cannot pay using a mobile device) using your username and password. Click Pay Invoice on the right-hand top row of the page. Enter the invoice number into the search bar (located at the top of the page beginning with INV-) and click Search. Select the invoice once it appears. Ensure all information on the invoice matches the invoice in hand. Click Add to Cart at the top right-hand corner of the page. Enter your payment information and click Continue. Finalize order and checkout. **Note: Processing fee will apply for all credit card payments.**

21. I have an existing project; how do I access the project?

Login to your account using your username and password. Click on My Dashboard, found on the top ribbon. You can check the status of your plan using the cards and links under My Plans. If you do not have an account, see FAQ 1 – How do I set up an account?

22. If I already made a submission, can I add new files to that submission?

No, uploading new files to an existing submission may prevent all reviewers from seeing your files. Contact the Review Coordinator. The Review Coordinator will ensure that all reviewers see the new files. **Only upload new files as a part of a resubmission – see FAQ 25.**

23. I have submitted multiple plans. How can I view a comprehensive list of all my submittals?

Login to your account using your username and password. Click on My Dashboard, found on the top ribbon. Under My Plans, click on View My Plans.

24. How do I view the corrections for my plan?

Login to your account using your username and password. Click on My Dashboard, found on the top ribbon and use the cards and links under My Plans to access your plan. Comments and corrections will be located under Reviews. You will see a red circle with an exclamation if there

are outstanding corrections or comments associated with your plan. Click on Review to view corrections.

Plan Number: LMA-2024-00004

Plan Details | Tab Elements | Main Menu

Type:	Major Land Development Plan - Preliminary/Final	Status:	In Review	Project Name:	
IVR Number:	678	Applied Date:	03/20/2024	Expiration Date:	
District:	WARD 1	Assigned To:		Completion Date:	
Description:	test				

Summary Locations Fees **Reviews** Inspections Attachments Contacts Sub-Records More Info Conditions

Major Land Development

Submittal Status	Received Date	Due Date	Completed Date
Requires Re-submit	03/20/2024	04/09/2024	03/20/2024

- Floodplain** • Requires Re-submit • Hart Hannah • Completed : 03/20/2024
- Zoning** • Approved • Completed : 03/20/2024
- Traffic** • Approved • Varughese Nelson • Completed : 03/20/2024
- Shade Tree Commission** • Approved • Sergent Kyle • Completed : 03/20/2024

25. How do I view the conditions for my plan:

Login to your account using your username and password. Click on My Dashboard, found on the top ribbon and use the cards and links under My Plans to access your plan. Click on Conditions to view any conditions associated with your plan.

Plan Number: LMA-2024-00004

Plan Details | Tab Elements | Main Menu

Type:	Major Land Development Plan - Preliminary/Final	Status:	In Review	Project Name:	
IVR Number:	678	Applied Date:	03/20/2024	Expiration Date:	
District:	WARD 1	Assigned To:		Completion Date:	
Description:	test				

Summary Locations Fees Reviews Inspections Attachments Contacts Sub-Records More Info **Conditions**

Conditions | Next Tab | Plan Details | Main Menu

Conditions

General Condition

Comments

Conditions will be listed here.

26. How do I resubmit plans?

Login to your account using your username and password. Click on My Dashboard, found on the top ribbon and use the cards and links under My Plans to access your plan. If your plans or any other documentation needs to be resubmitted there will be a red circle with an exclamation mark next to the Attachments. Click on Attachments to access your submitted files. Files that require resubmittal will have a red circle with an exclamation mark. You can upload your revised files by clicking on Resubmit on the attachment card and following the prompts:

The screenshot displays a user interface for managing a plan. At the top, a light blue box contains the following details:

Type:	Major Land Development Plan - Preliminary/Final	Status:	In Review	Project Name:	
IVR Number:	678	Applied Date:	03/20/2024	Expiration Date:	
District:	WARD 1	Assigned To:		Completion Date:	
Description:	test				

Below this box is a navigation bar with buttons for Summary, Locations, Fees, Reviews (with a red notification icon), Inspections, Attachments (with a blue notification icon), Contacts, Sub-Records, More Info, and Conditions. The Attachments button is selected.

Underneath the navigation bar, there are links for Attachments, Next Tab, Plan Details, and Main Menu. A 'Sort' dropdown menu is set to 'Needs Action'.

A red banner message states: "At least one file needs to be resubmitted."

Two attachment cards are shown:

- Land Development Plans:** Contains the file "528 N Carisle St_v1.pdf". It has a version of 1, is marked as "Required For Resubmittal", and includes "Resubmit Instructions: Hannah Hart:". A blue "Resubmit" button is at the bottom.
- Project Description:** Contains the file "714 Greenleaf St_v1.pdf". It has a size of 943.59 KB and was uploaded on 03/20/2024.