LCAP Review Management

HELP GUIDE

Introduction

Largo Civic Access Portal, or LCAP, is the City of Largo's customer facing portal for the City's Land Management solution. This is utilized by citizens City-wide for applying for and managing permits, inspections, business tax receipts, and professional license registration.

Purpose

This guide is intended for City of Largo customers to successfully manage reviews in the Largo Civic Access Portal. This includes checking the status of reviews and responding to reviews.

Resources

Largo Civic Access Portal: http://largo.com/LCAP or

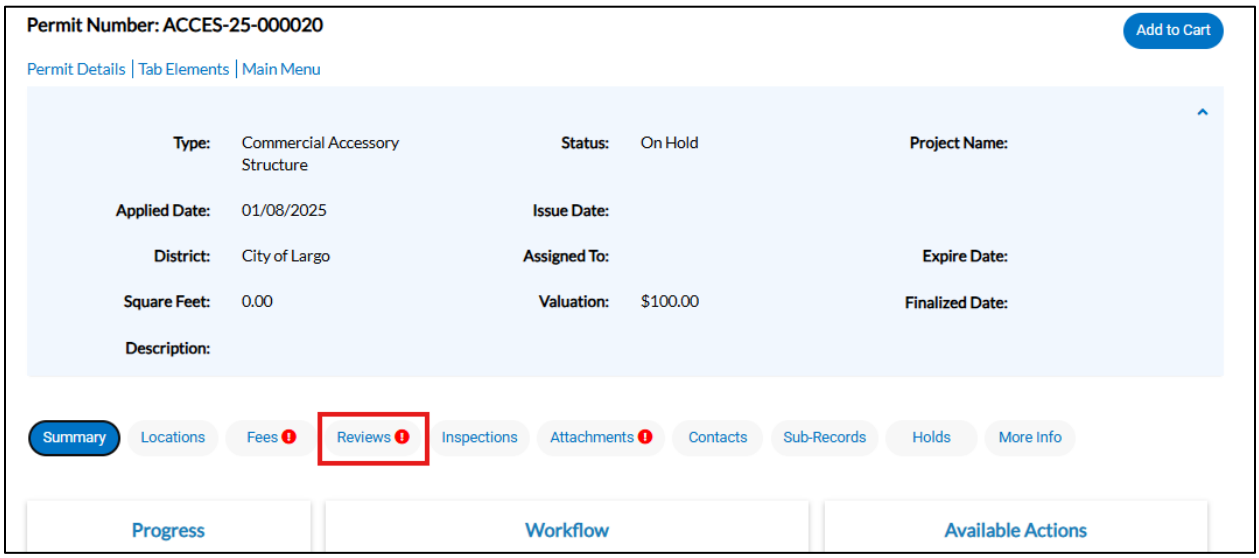
https://cityoflargofl-energovweb.tylerhost.net/apps/selfservice#/home

IMPORTANT: For the below outlined features, users are required to be logged in to their LCAP account and a contact of record on the record they wish to manage reviews for. To learn how to create an account, please view our *LCAP Account Registration* guide.

1. Navigate to the Record

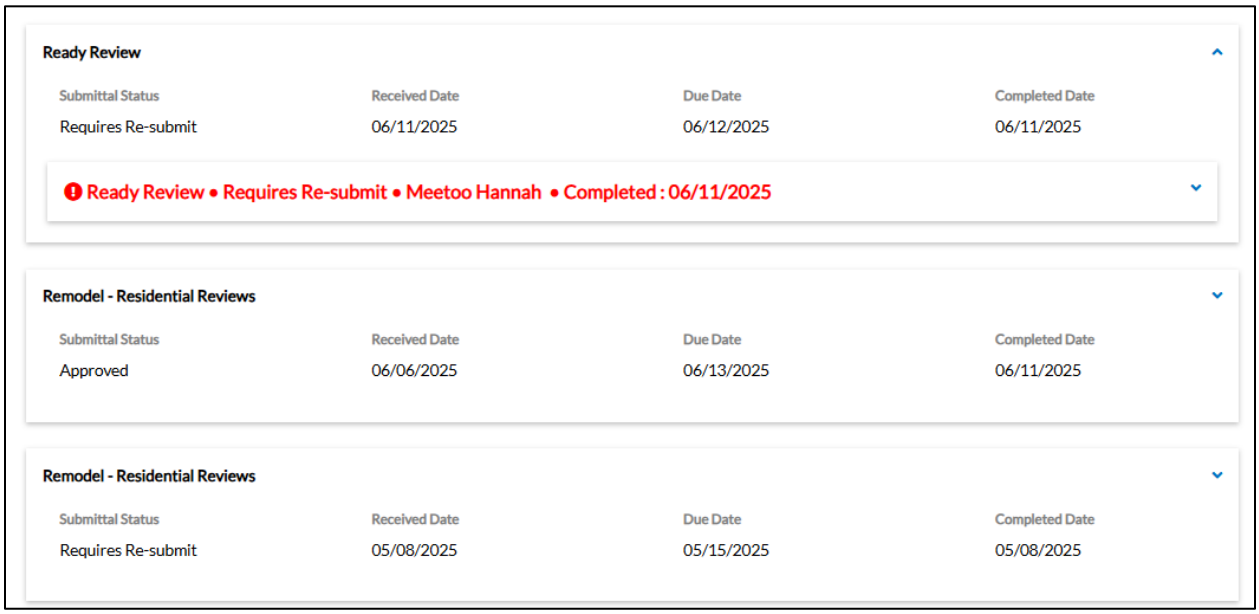
From the LCAP homepage, navigate to the record from My Work or Dashboard. Should you require assistance with this, please view our *LCAP Record Navigation* guide.

From the Summary tab of the record, click the '**Reviews**' tab.

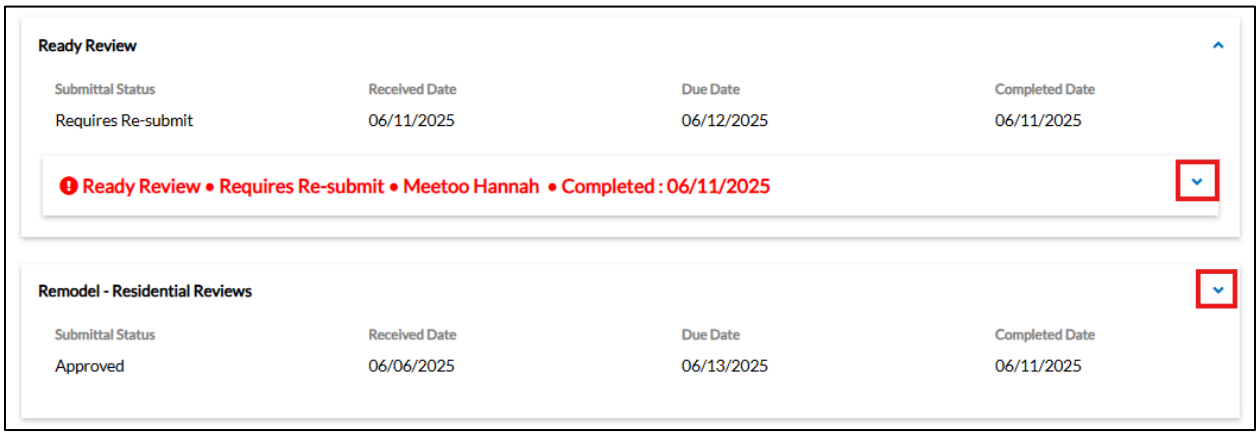


2. Reviews Tab

The Reviews Tab will show past reviews and current reviews. Details like due date, completed date, and status are available from the overview look.



To expand details of a particular review route or review, regardless of status, click the corresponding down arrow on the right.



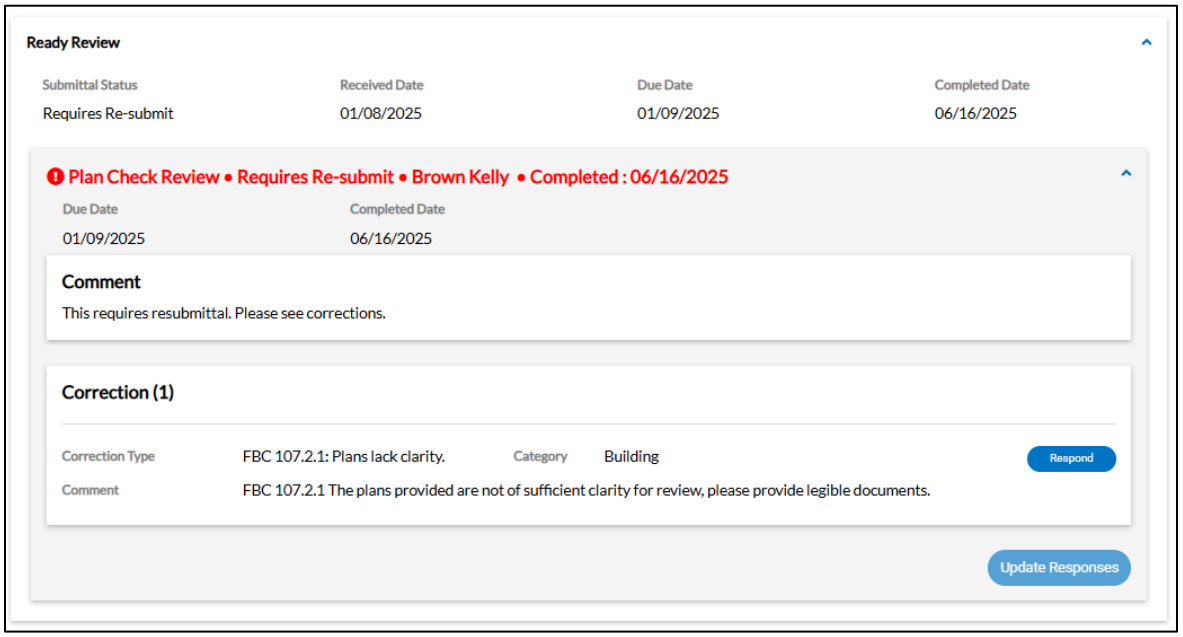
Expanding the details of a review route will show all reviews included in that route. Expanding the details of the individual review will show the details of that specific review.



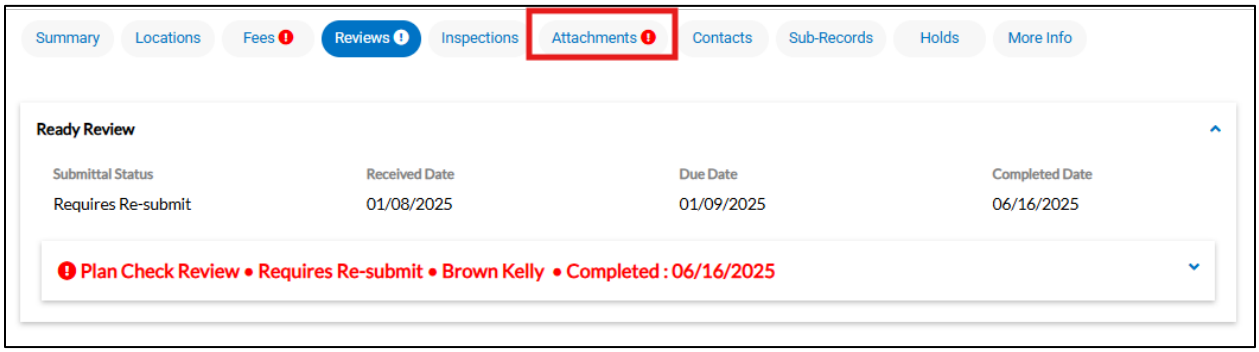
3. Required Resubmit

If a review is highlighted in red with a status of 'Requires Re-submit', you will need to view the details of the review to determine what additional information or documentation that may need to be provided to Largo staff.

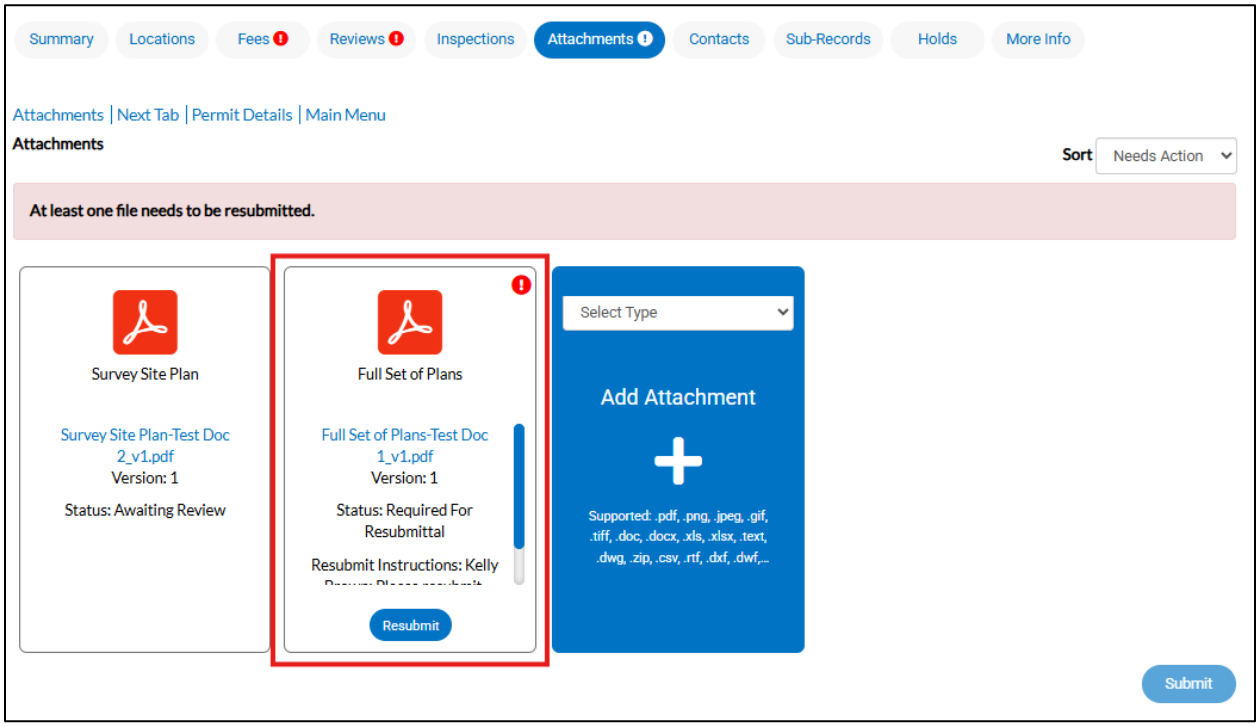
To view these details, expand the review itself using the associated down-arrow. At this screen, you can see the reviewer's comments, and required corrections.



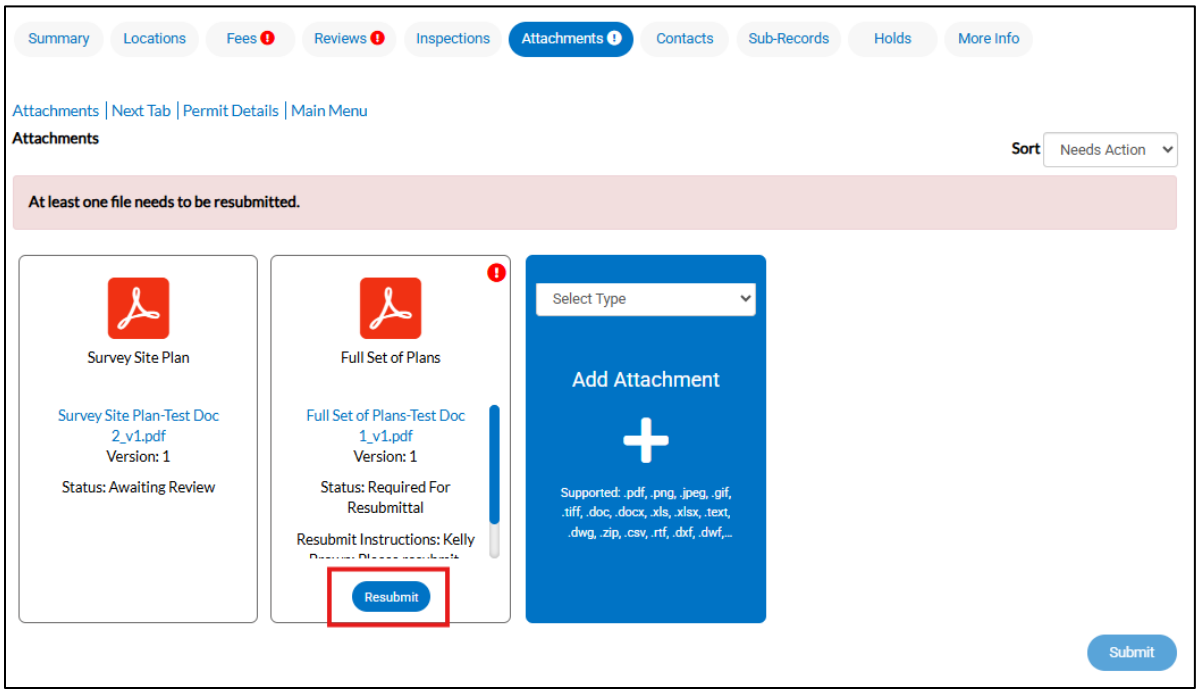
To upload required resubmittal documentation, click the **Attachments tab**.



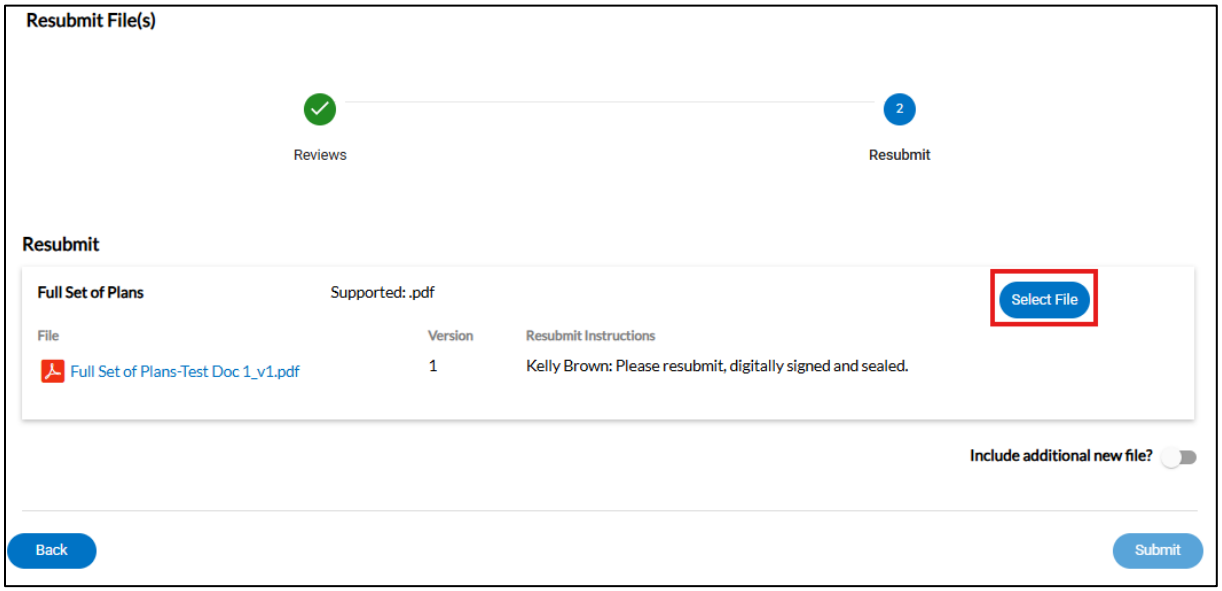
By default, the system will advise that at least one file needs to be resubmitted. The file requiring resubmittal will have a red exclamation point on it, and the resubmit button will be available underneath it.



When you are ready to resubmit your document, click the '**Resubmit**' button.



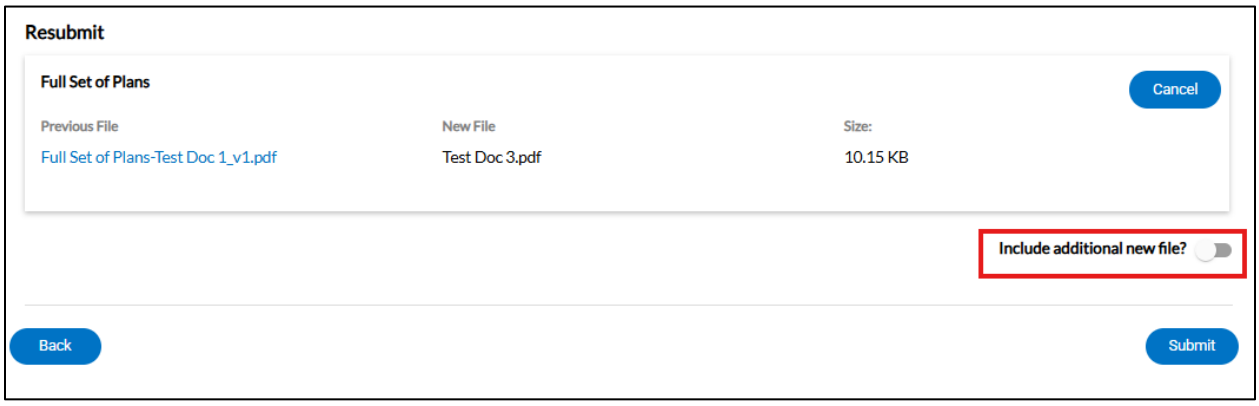
At the next screen, use the '**Select File**' button to upload the updated version of documentation requested.



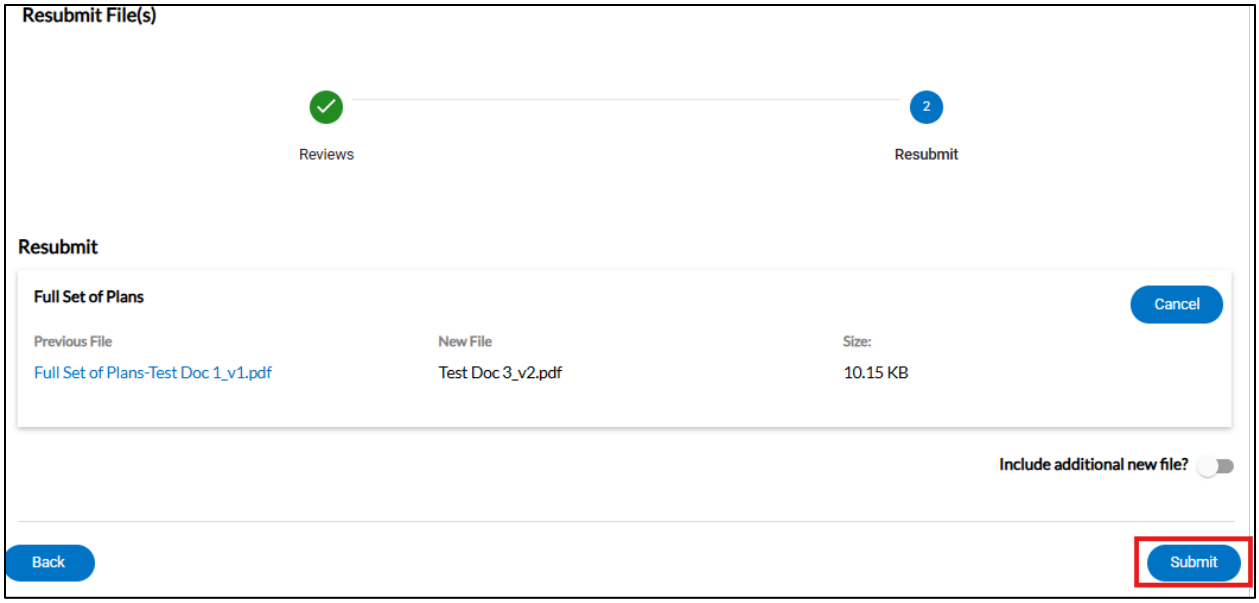
Your new file will show uploaded. You can cancel the upload by pressing 'Cancel' if necessary.



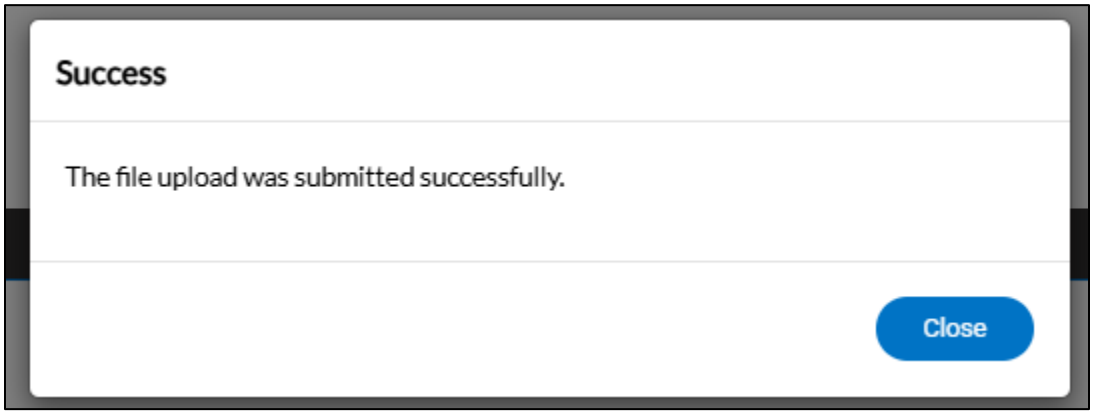
Should you wish to upload some additional file for review, click the 'Include Additional new file?' toggle.



Once you've uploaded all files, hit the '**Submit**' button at the bottom right-hand side.



Upon completion of upload, you should receive a pop-up with a success message.



Congratulations. You now know how to successfully check on the status of reviews and respond to a resubmittal request.