

## Introducing Portal Sharing

We are excited to introduce **Share**, a new feature in the CityView Portal. Share is a feature that allows a contact on an application to share an application/case with another registered user.

*Contacts - any person or business that has some involvement with an application or case. Contacts will always include applicants and property owners and may include contractors, complainants, violators, etc.*

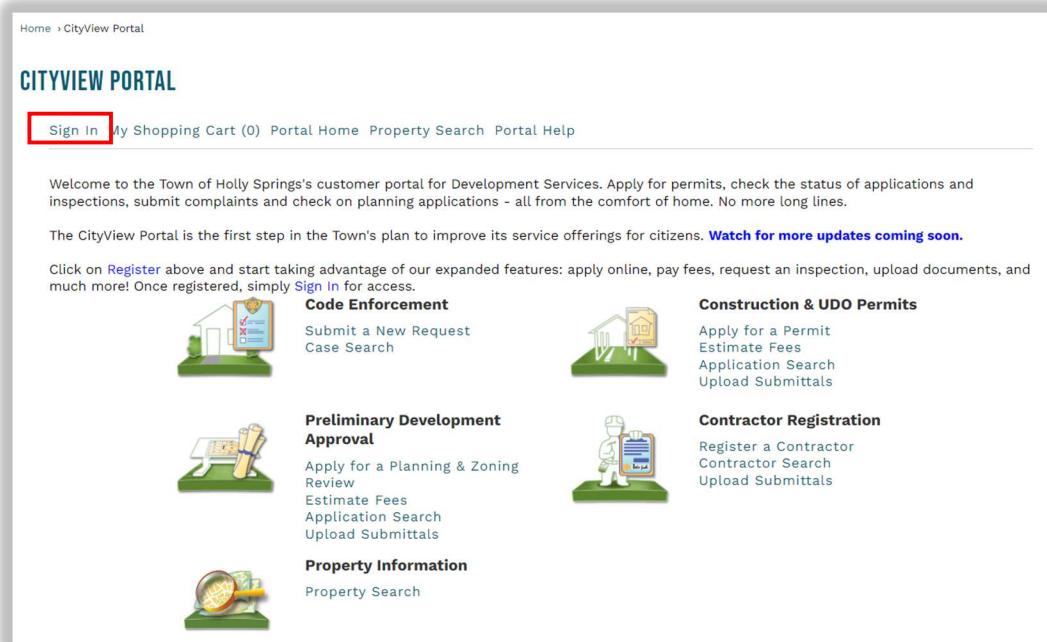
## Why Share?

Once an application/case is shared, the registered user(s) will be able to pay fees, schedule inspections, view documents, etc.

## How to Share an Application/Case

A registered CityView Portal user who is listed as a contact on an application/case can elect to share an application/case with anyone. All you need is their valid email address. The recipient will receive an email and will complete their portion.

- Open CityView Portal and log in



Home > CityView Portal

## CITYVIEW PORTAL

[Sign In](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

Welcome to the Town of Holly Springs's customer portal for Development Services. Apply for permits, check the status of applications and inspections, submit complaints and check on planning applications - all from the comfort of home. No more long lines.

The CityView Portal is the first step in the Town's plan to improve its service offerings for citizens. [Watch for more updates coming soon.](#)

Click on [Register](#) above and start taking advantage of our expanded features: apply online, pay fees, request an inspection, upload documents, and much more! Once registered, simply [Sign In](#) for access.

<p><b>Code Enforcement</b></p>  <p>Submit a New Request Case Search</p>	<p><b>Construction &amp; UDO Permits</b></p>  <p>Apply for a Permit Estimate Fees Application Search Upload Submittals</p>
<p><b>Preliminary Development Approval</b></p>  <p>Apply for a Planning &amp; Zoning Review Estimate Fees Application Search Upload Submittals</p>	<p><b>Contractor Registration</b></p>  <p>Register a Contractor Contractor Search Upload Submittals</p>
<p><b>Property Information</b></p>  <p>Property Search</p>	



## PORTAL SHARING

- Select the **My Items** tab

Sign Out My Account **My Items** My Shopping Cart (0) Portal Home Property Search Portal Help

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### Code Enforcement



Submit a New Request  
Case Search

### Construction & UDO Permits



Apply for a Permit  
Estimate Fees  
Request an Inspection  
Application Search  
Upload Submittals

### Preliminary Development Approval



Preliminary Development Approval

### Contractor Registration



Contractor Registration

- Locate the application/case you'd like to share

- Select **Share**

CITYVIEW PORTAL

Welcome Daniel J. Pope

Sign Out My Account **My Items** My Shopping Cart (0) Portal Home Property Search Portal Help

### My Items

Expand All | Collapse All

-My Code Enforcement Requests

-My Contractor Registrations

-My Construction & UDO Permits

Show Active

Reference Number	Address	Type	Status	Date Created
PRCDR202300048	100 ABBOTT RIDGE CT, HOLLY SPRINGS, NC 27540	Civil Construction Drawings - Residential	Pending	05/11/2023

Add A Revision

Upload Submittals

**Share**

- Click on the **Add New Share Contact** button

Sign Out My Account **My Items** My Shopping Cart (0) Portal Home Property Search Portal Help

### Permits and Inspections Sharing

Reference Number: PRCR202300048

Type: Civil Construction Drawings - Residential

Description: test

This item has not been shared yet.

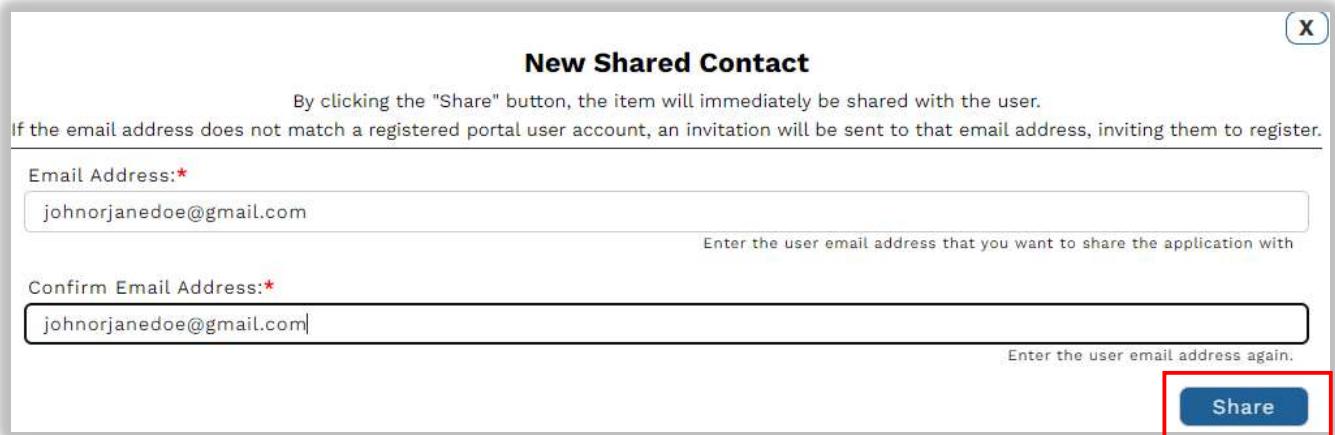
**Add New Shared Contact**

Sharing this item will allow the person you are sharing with to access the item from the "My Items" page. The shared user will have the same permissions that you have as a contact on the item.



## PORTAL SHARING

- A new window will open. Enter the email address of the contact to share with.
- Click on **Share**



**New Shared Contact**

By clicking the "Share" button, the item will immediately be shared with the user. If the email address does not match a registered portal user account, an invitation will be sent to that email address, inviting them to register.

Email Address:\*

johnorjanedoe@gmail.com

Enter the user email address that you want to share the application with

Confirm Email Address:\*

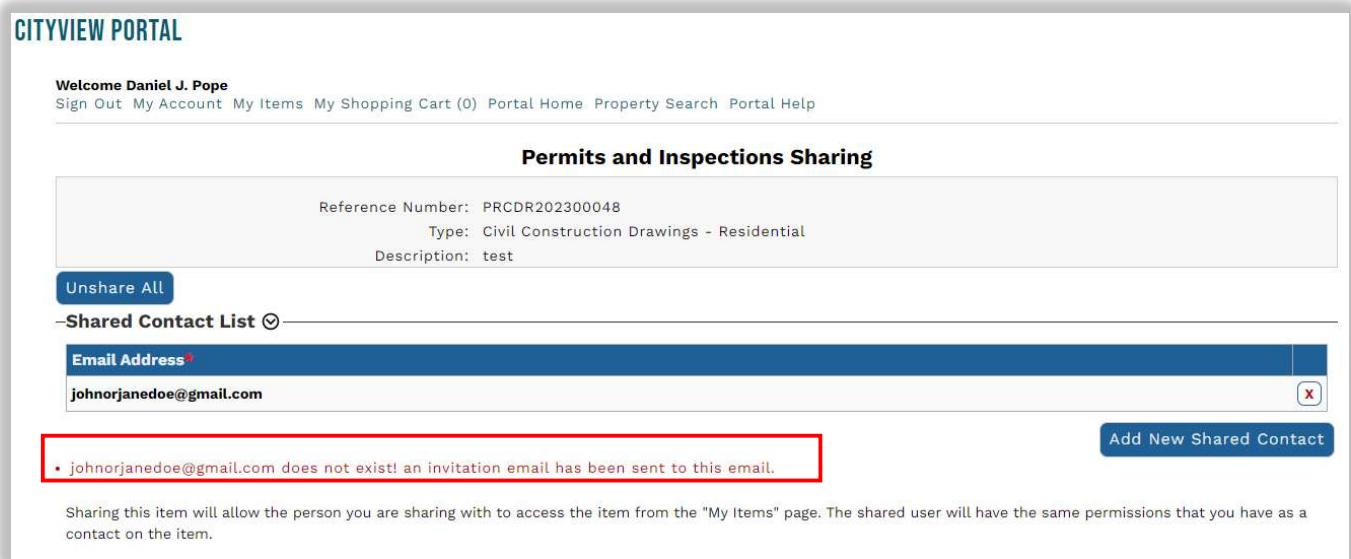
johnorjanedoe@gmail.com

Enter the user email address again.

**Share**

The 'Share' button is highlighted with a red box.

- You will be returned to the share screen. The shared contact will receive an email with a link to the shared record.



**CITYVIEW PORTAL**

Welcome Daniel J. Pope

Sign Out My Account My Items My Shopping Cart (0) Portal Home Property Search Portal Help

**Permits and Inspections Sharing**

Reference Number: PRCDR202300048  
Type: Civil Construction Drawings - Residential  
Description: test

**Unshare All**

**Shared Contact List**

**Email Address\***

johnorjanedoe@gmail.com

**Add New Shared Contact**

**johnorjanedoe@gmail.com does not exist! an invitation email has been sent to this email.**

Sharing this item will allow the person you are sharing with to access the item from the "My Items" page. The shared user will have the same permissions that you have as a contact on the item.

- The text in red indicates that the email address is not a current registered CityView Portal user with the Town of Holly Springs. The recipient will be notified by email and required to register.
- In the *Shared Contact List*, everyone you have shared the specific record with will be listed.
  - Selecting the X next to an email address will remove the shared rights to the record.

### Receiving a Shared Record

- Once the share request is sent, the recipient will receive an invitation via email with a link to the CityView Portal application/case.
- If the recipient is not a registered CityView Portal user with the Town of Holly Springs, they will be invited to register.
- Users must register with the same email address where their shared record invitation was received.
- Shared records will appear on the user's *My Items* page.