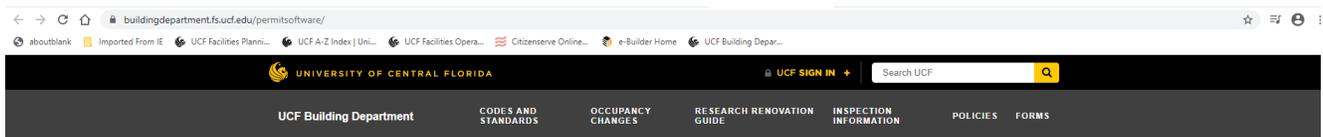


# How to Apply for and obtain a Certificate of Completion or Certificate of Occupancy via Citizenserve

**Procedure Statement:** Permit applicants responsible for closing permits. Once final inspections have passed, the permit is closed via the issuance of a Certificate of Completion (CC) or a Certificate of Occupancy (CO) from the UCF Building Department. The permit applicant must follow the procedure outlined below to apply for and obtain the applicable certificate.

1. Login to Citizenserve via [UCF Building Department Website - Permitting Software Information](#)



## Permitting Software Information

### To create a Permit or License on the Portal:

1. Navigate to the portal <http://www.citizenserve.com/ucf>
2. If you already have a portal account, login. Otherwise, register for a new portal account. Make sure to use an email address you can access.
3. Click on Services → Permits. Click "Apply Online".
4. Follow the application prompts.
5. Submit your permit.

2. Select “APPLY FOR CC, CO or TCO” on the home screen of UCF’s Citizenserve site.



## WELCOME TO THE UCF BUILDING DEPARTMENT PORTAL

### PLEASE REVIEW THE FOLLOWING BEFORE CREATING AN ACCOUNT

- If you have an active permit, an account has already been set up. You do not need to register for a new account.
  - If you received an email with a username and password, please sign in with that information. You can then update your information.
  - If you did not receive an email, we do not have your email address on file. Please call 407-823-5323 to get your username and password. If directed, you may leave a voicemail with your company name or permit number and phone number, and a call will be returned to you shortly.
- If this is your first time submitting a permit application for UCF, please click Login and continue with a new account registration.



Apply for Building Permit



Apply for CC, CO, or TCO



Submit a Change in Cost of Work



View/Edit Your Permits or Request Inspection

# How to Apply for and obtain a Certificate of Completion or Certificate of Occupancy via Citizenserve

## 3. Complete required fields.

- Application Type: Select Certificate of Completion, Certificate of Occupancy
- Sub Type: General Request
- Is this application for an existing project: Yes
- Permit or File #: Enter Permit Number
- Once additional fields auto-fill, verify the address and building correspond to the permit you wish to complete.
- If commissioning was required by your project, the preliminary commissioning report will be required when applying for the certificate.

## 4. Select “SUBMIT”

UCF Building Department  
UNIVERSITY OF CENTRAL FLORIDA

Home Services Search Reports My Account Contact

LOGOUT, SAMANTHA

### APPLY FOR A PERMIT

Home / Services / Permits / Apply for a permit

To search for a Building Number, simple enter the number into the address field below (it is the Parcel #)

Application Type: Certificate of Occupancy  
Sub Type: General Request  
Is this application for an existing project?: Yes  
Permit or File #: 19-0314

Project verified

Address: 12724 Ara Dr.  
Orlando FL 32816  
Parcel #: 92  
Property Owner: Biology Field Research Center

ENTER A DIFFERENT ADDRESS →

Preliminary commissioning: Select File

COMPLETE

REVIEW

PROVIDE IF COMMISSIONING WAS REQUIRED BY PROJECT

SUBMIT SAVE FOR LATER

- Once issued the Certificate (CC or CO), will be sent to the permit applicant via email and also available in the documents section of the “permit” related to the issued certificate.

# How to Apply for and obtain a Certificate of Completion or Certificate of Occupancy via Citizenserve

- To access the certificate in Citizenserve, navigate to the applicable permit and select **“VIEW OTHER PERMITS ON THIS PROJECT”**

**UCF Building Department**  
UNIVERSITY OF CENTRAL FLORIDA

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## VIEW PERMIT

Home / Services / Permits / View Permit

[View other Permits on this project](#)

**TO UPLOAD DOCUMENTS**

- Click on [Edit My Permit](#) to the left
- Scroll to the bottom and upload the new documents
  - Plan Revisions can be uploaded under the **Plan Revisions** section
  - Any other documents can be uploaded to **Additional Documents**

**TO VIEW THE FEES DUE**

Click on the Documents tab and select the latest "Your permit application has been received" email. If cost of work has changed, the updated fee breakdown will be on the associated COW permit.

**FOR A DETAILED INSPECTION REPORT**

Click [here](#)

Permit #: B20-000008  
File #: 20-000008  
Status: Closed  
Address: 4400 Greek Ct. [📍](#)  
Description: Replace Air Handler



- A list of related permits will appear. Select the permit # that pertains to the CO or CC. The first two letters of these permits will be CO for Certificates of Occupancy and CC for Certificates of Completion.

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Home Services Search Reports My Account Contact

## VIEW OTHER PERMITS ON THIS PROJECT

Home / Services / Permits / View Permit / View Other Permits on this Project

1 - 2 of 2 records found

Permit #	Work description	Address	Permit Type	Status	Issue Date	Expiration Date
B20-000008	Replace Air Handler	4400 Greek Ct.	Alteration	Closed	06/25/2020	12/25/2020
<b>CO20-000014</b>	not provided	4400 Greek Ct.	General Request	Closed		

# How to Apply for and obtain a Certificate of Completion or Certificate of Occupancy via Citizenserve

## 8. Select the DOCUMENTS tab of the related permit and select the CERTIFICATE.

 View other Permits on this project

**TO UPLOAD DOCUMENTS**

1. Click on [Edit My Permit](#) to the left
2. Scroll to the bottom and upload the new documents
  1. Plan Revisions can be uploaded under the **Plan Revisions** section
  2. Any other documents can be uploaded to **Additional Documents**

**TO VIEW THE FEES DUE**

Click on the Documents tab and select the latest "Your permit application has been received" email. If cost of work has changed, the updated fee breakdown will be on the associated COW permit.

**FOR A DETAILED INSPECTION REPORT**

Click [here](#)

Permit #: CO20-000014  
File #: 20-000008  
Status: Closed  
Address: 4400 Greek Ct.   
Description: not provided



Permit   Reviews   **Documents**   Inspections

Date	Type	File Name	Description
08/10/20	Email	<a href="#">Certificate of Completion.htm</a>	Certificate of Completion
08/07/20	Preliminary commissioning	<a href="#">UCF Kappa Alpha Theta Final Cx Report-080720.pdf</a>	

## 9. Save the Certificate (CC or CO) as a .pdf document before uploading into e-Builder close-out process.

**From:** Roy.Johnston@ucf.edu  
**Sent:** 08/10/2020 - 10:22 AM  
**To:** michael@ovationinc.net  
**CC:**  
**Subject:** Certificate of Completion



### CERTIFICATE OF COMPLETION

Building Permit Number: B20-000008

This certificate is issued in accordance with the laws and regulations enforced by the Building Department of the University of Central Florida.

Building Name: Kappa Alpha Theta

Building Address: 4400 Greek Ct.

This certificate of completion is not transferable and becomes invalid upon change of occupancy, or upon any changes to the building, or premises, or upon any violation of the laws and regulations enforced by this office.

This document certifies that the described portion of the structure has been inspected for compliance with the Florida Building Code 2017.

  
University Building Official: Roy Johnston

Date: August 10, 2020