



Benton County Civic Access

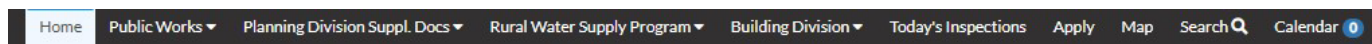
User Guide Home Page and Main Menu Bar

- Navigate to our Civic Access Portal via the County website.

OVERVIEW

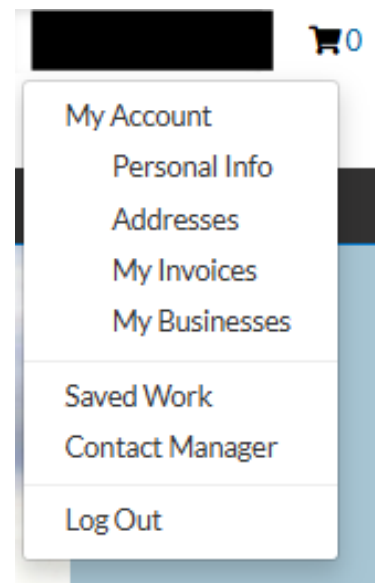
Civic Access is an Online portal that provides public-facing tools for citizens to use to interact with plan and permitting processes.

CIVIC ACCESS HOME PAGE AND MAIN MENU BAR



You'll see your Main Menu Bar across the top of the screen. This consists of the Dashboard (visible once you log in), Home, Public Works, Planning Division Suppl. Docs, Rural Water Supply Program, Building Division, Today's Inspections, Apply, Map, Report, Search, and Calendar buttons. At the top-right you will also see your Log In or register button. **We will walk you through what each of these options do.**

Register/Log In – At the top-right of Civic Access you'll see your Register/Log-In button. You'll need to Register to create a profile if you have never logged in before.



CIVIC ACCESS – User Guide Home Page and Main Menu Bar

Dashboard – The Dashboard button allows you a high-level view of your permits, plans, inspections, and invoices, grouped together for your convenience. From here, you can click “View My ...” to view the individual records of a particular group. In 2024 business tax receipts will also be available on Civic Access.

My Permits

Attention	Pending	Active	Recent	Draft
88	16	3	7	0
Construction In-Bid... 86 Encroachment Per... 2	Modification of exis... 8 Private Road Improv... 2 Other 6	Encroachment Per... 2 Construction In-Bid... 1	Modification of exis... 5 Residential - Stru... 1 Residential - Access... 1	

[View My Permits](#)

My Plans

Attention	Pending	Active	Recent	Draft
0	0	0	0	0

[View My Plans](#)

My Inspections

Requested	Scheduled	Closed
0	1	3
	Encroachment... 1	Initial Ambulanc... 1 Final Encroachment... 1 Final Inspection... 1

[View My Inspections](#)

My Invoices

Current	\$0.00
Past Due	\$0.00
Total	\$0.00

[View My Invoices](#)

INSPECTIONS

Requested: By clicking on the Requested status from the Dashboard, the user be taken to the My Work tab to view My Existing Inspections. The user be given a list of all Inspection Case Numbers that have a status of Requested, Address attached to the Inspection, Inspection Type and Requested Date.

Scheduled: By clicking on the Scheduled status from the Dashboard, the user be taken to the My Work tab to view My Existing Inspections. The user be given a list of all Inspection Case Numbers that have a status of Scheduled, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.

Closed: By clicking on the Closed status from the Dashboard, the user be taken to the My Work tab to view My Existing Inspections. The user be given a list of all Inspection Case Numbers that have a status of Closed, Address attached to the Inspection, Inspection Type, Requested Date and Scheduled Date.

MY PERMITS/PLANS:

Attention: By clicking on the Attention status from the Dashboard, the user be given a list of all Plan/Permit numbers that have been applied for that have a status of Attention, Project name, Address attached to the Plan, Type, Status, and the Reason that the Plan/Permit needs the citizen's attention. Criteria for the Attention status is active holds, unpaid fees, failed reviews (submittals), failed inspections, eReview file resubmissions, and does not have a successful status.

Pending: By clicking on the Pending status from the Dashboard, the user be given the list of all Plan/Permit Numbers that have been applied for that have a status of Pending, Project name, Address attached to the Plan/Permit, Type, Status and Reason. Criteria for the Pending status is statuses for the case are not success, failures, on hold or cancelled.

Active: By clicking on the Active status from the Dashboard, the user be given the list of all plan/permit numbers that have been applied for that have a status of Active, Project name, Address attached to the Plan/permit, Type, Status and Reason. Criteria for the Active status is the status is successful.

Recent: By clicking on the Recent status from the Dashboard, the user be given the list of all Plan/Permit Numbers that have been applied for that have a status of Recent, Project name, Address attached to the Plan/Permit, Type, Status and Reason. A Recent status indicates that a citizen applied for the Plan within the last 30 days.

Draft: By clicking on the Draft status from the Dashboard, the user be given the list of all Permits and Plans that have been saved but not submitted for review. These drafts may be incomplete, and action may resume at any point in time. They may also be deleted from this page if they are no longer needed.

CIVIC ACCESS – User Guide Home Page and Main Menu Bar

Home – The Home button will take you back to the Civic Access Home Page.

Apply – Click the Apply button to reach the Application Assistant menu to begin the application process for a plan or a permit.

Dashboard Home Public Works Planning Division Suppl. Docs Rural Water Supply Program Building Division My Work Today's Inspections Apply Map Pay Invoices Search Q Calendar

Application Assistant

Search for application names and keywords



All



Trending



My History



PERMITS



PLANS

> Show Categories

Show My Templates

Residential - Single-Family Dwelling

Category Name:
Building Division

Description:
Use this application to construct a new single-family dwelling

Apply

Road Approach - Driveway Connection

Category Name:
Public Works

Description:
For all existing unpaved or new connections to County Roads.
Do not use for Private Roads or modifying existing permitted approaches.

Apply

Boundary Line Adjustment

Category Name:
Planning

Description:
A Boundary Line Adjustment is the process for adjusting or altering property lines between two or more contiguous legal lots of record in order to modify lot lines, rectify defects in legal descriptions, improve the encroachment of existing structures over lot lines, straighten irregular shaped lots, or to increase non-conforming lots sizes. A boundary line adjustment cannot create new or additional lots or increase the nonconformity of an existing nonconforming structure or lot, and must meet minimum lot area, depth, setbacks and other requirements as set forth in Benton County Code Title 11.

Apply

My Work – You must be logged in to see the My Work button. This button will allow you to view and easily navigate to your individual records for Invoices, permits (including a quick view of its status), Existing Inspections, as well as Requested Inspections.

My Work

MY PERMITS

MY EXISTING INSPECTIONS

REQUEST INSPECTIONS

Search...						Export to Excel
Display	All	Records	Updated	In	Last 1 Year	
Permit Number	Project	Address	Permit Type	Status	State	
ROW-2025-000018			Encroachment Permit	Issued		
RAP-2026-000052			Modification of existing permitted road approach	Submitted - Onli...	Recent, Pending	
RAP-2026-000051			Modification of existing permitted road approach	Submitted	Recent, Pending	
ROW-2025-000015			Encroachment Permit	Expired	Active, Attention (On Hold)	
ROW-2025-000017			Encroachment Permit	Issued	Active	
ROW-2025-000096			Construction in Road Right of Way	Void	Attention, Pending (Record Not Approved)	
ROW-2025-000117			Construction in Road Right of Way	Submitted	Pending	
ROW-2025-000116			Construction in Road Right of Way	Void	Attention, Pending (Record Not Approved)	
ROW-2025-000115			Construction in Road Right of Way	Void	Attention, Pending (Record Not Approved)	
Showing 108 records.						

CIVIC ACCESS – User Guide Home Page and Main Menu Bar

Today's Inspections – By clicking this button on the morning of your scheduled inspection(s) you can easily view your assigned inspector.

Dashboard

Home

Public Works

Planning Division

Suppl. Docs

Rural Water Supply Program

Building Division

My Work

Today's Inspections

Apply

Map

Pay Invoices

Search

Calendar

Today's Inspections

Search for Case Number, Inspection Type, Address

Exact Match

Date

05/21/2026

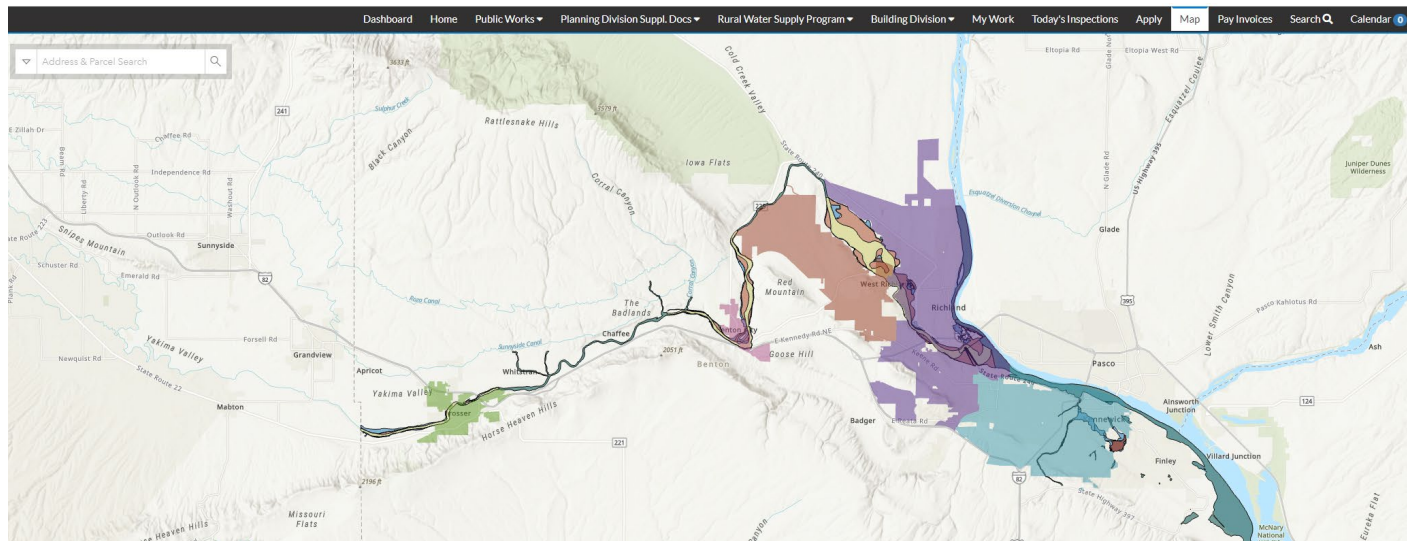
Exclude Completed

Sort

Case Number

View Inspection	Case Number	Case Type	Inspection Type	Address	Primary Inspector	Estimated Start Time	Estimated End Time	Status	Order
No records to display.									

Map – search for an address or parcel using Civic Access' map tool



CIVIC ACCESS – User Guide Home Page and Main Menu Bar

Search – Find your plan, permit, inspection, or code case by the permit/record number or address. You do not need to be logged in to Civic Access to search for public information.

[Dashboard](#) [Home](#) [Public Works](#) [Planning Division Suppl. Docs](#) [Rural Water Supply Program](#) [Building Division](#) [My Work](#) [Today's Inspections](#) [Apply](#) [Map](#) [Pay Invoices](#) [Search](#) [Calendar](#)

Public Information

Search

Permit

for

Search public records with keywords or addresses

Exact Phrase

Search

Advanced

Reset

All

Permit

Plan

Inspection

Request

Project

CIVIC ACCESS – User Guide Home Page and Main Menu Bar

Calendar – View the dates of County events such as hearings or meetings, as well as the dates you paid invoices, had inspections or have upcoming scheduled inspections, upcoming holidays, expiring permits, and more.

DashboardHomePublic WorksPlanning Division Suppl. DocsRural Water Supply ProgramBuilding DivisionMy WorkToday's InspectionsApplyMapPay InvoicesSearchCalendar

Calendar Events

May 2026

MonthWeekDay

<Today>

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Filter By

Public Hearings

Public Meetings

Holidays Closed

Inspections Scheduled

Plans Expired

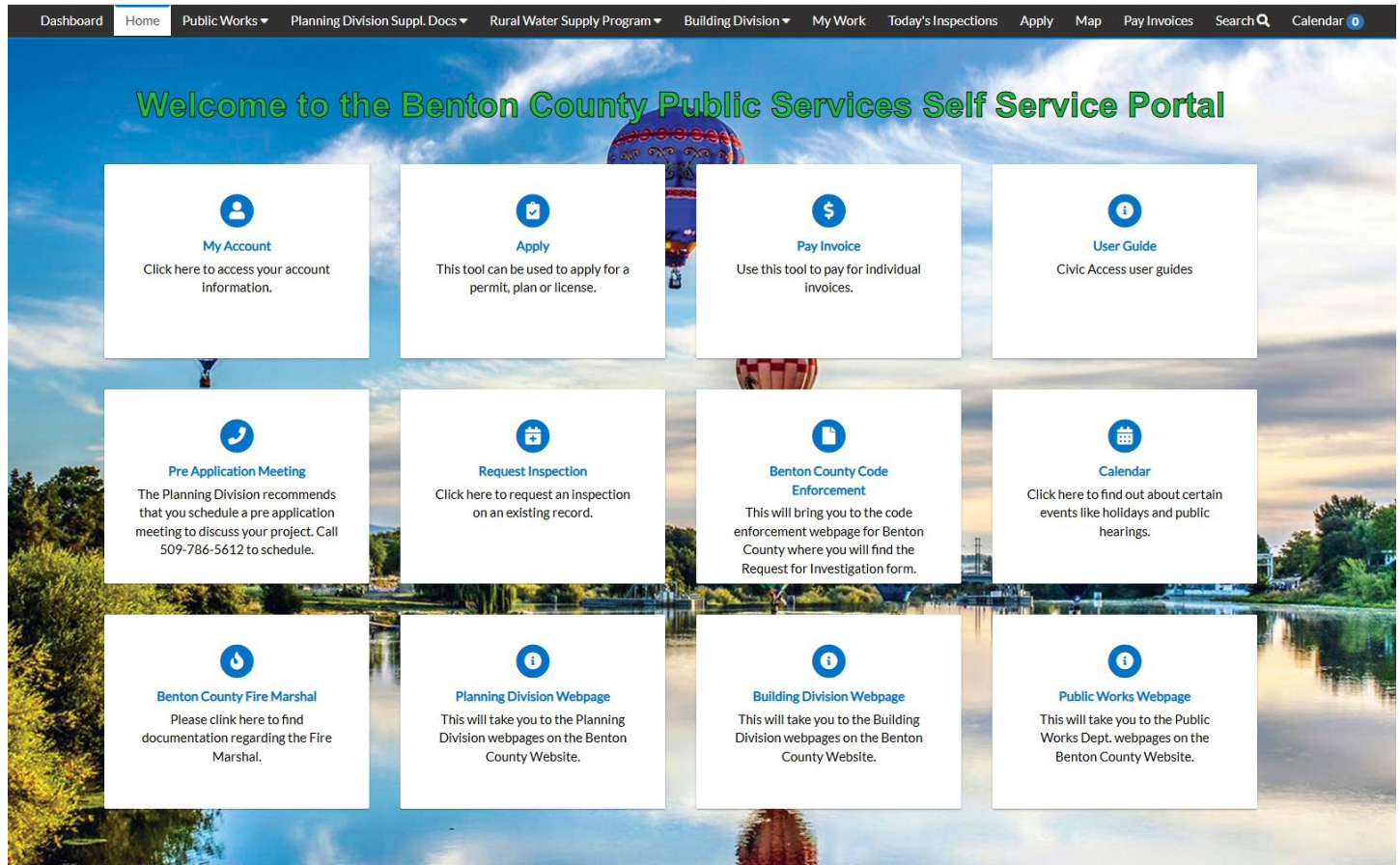
Permits Expired

Invoices Due

CIVIC ACCESS – User Guide Home Page and Main Menu Bar

BELOW THE MENU BAR – TILE NAVIGATION

Below the Main Menu Bar you'll find twelve tiles – Login or Register, Apply (for a Plan, or a Permit), Pay Invoice, Apply for a Road Approach Permit, Pre Application Meeting, Request Inspection, Benton County Code Enforcement, Calendar, Benton County Fire Marshal, Planning Division Website, Building Division Website, and Public Works Dept. Website. Some of these tiles correspond with the Menu Bar and some do not. We'll go over each, one at a time.



Civic Access User Guide - Tile Navigation

Apply (for a Plan) – Create a new application for a plan You can navigate to your desired choice quickly by selecting the “Show Categories” button to the left. Be careful about which type you select, as once you apply the plan type cannot be changed. If you have any questions regarding which application(s) you need to apply for please contact the Public Services Building Offices When you’ve found the one you want, click the blue “Apply” button to the right to begin the application process.

Application Assistant

All

Trending

My History

PERMITS

PLANS

< Hide Categories

- All

+ PERMITS 93

- PLANS 28

All 28

Planning 23

Public Works 3

Rural Water Supply Program 2

Major Revision to Preliminary Approved Plat

Category Name:
Planning

Description:
Any additions or expansions proposed through minor amendments that exceed the criteria requirements below shall be reviewed as a Major Amendment. Any amendment that requires a supplementary permit other than those granted in conjunction with the original preliminary plat, must obtain the permit before the proposed Major Plat Amendment is granted.
The Planning Division shall send notification to surrounding property owners within 300 feet of the subject property. A public hearing will then be conducted, at which time the application will be heard by the Planning Commission and the public will have the opportunity to comment on the proposed amendment. The Planning Commission will review all the information submitted, then make a recommendation to the Board of County Commissioners. At a closed record hearing, the Board of County Commissioners will review the Planning Commission's recommendation before making a determination to approve, approve with conditions, or deny the application.

Apply

Administrative Decision Appeal

Category Name:
Planning

Description:
An appeal is an opportunity to contest a permitting decision made by the Benton County Planning Manager. All decisions made by the Planning Manager are appealable to the Benton County Hearings Examiner.

Apply

Boundary Line Adjustment

Category Name:
Planning

Description:
A Boundary Line Adjustment is the process for adjusting or altering property lines between two or more contiguous legal lots of record in order to modify lot lines, rectify defects in legal descriptions, improve the encroachment of existing structures over lot lines, straighten irregular shaped lots, or to increase non-conforming lots sizes. A boundary line adjustment cannot create new or additional lots or increase the nonconformity of an existing nonconforming structure or lot, and must meet minimum lot area, depth, setbacks and other requirements as set forth in Benton County Code Title 11.

Apply

Environmental Determination Appeal

Category Name:
Planning

Description:
An appeal is an opportunity to contest a permitting decision made by the Benton County Planning Manager. All decisions made by the Planning Manager are appealable to the Benton County Hearings Examiner.

The Planning Manager's decision may be appealed to the Benton County Hearings Examiner within fourteen (14) days following the issuance of the decision.

Apply

Civic Access User Guide - Tile Navigation

Apply for a Permit – Create a new application for a permit. You can navigate to your desired choice quickly by selecting the “Show Categories” button to the left. Be careful when selecting a permit type, as once an application is submitted the permit type cannot be changed. Please pay particular attention to whether you’re applying for a permit for a commercial or residential property. When you’ve found the one you want, click the blue “Apply” button to the right to begin the application process.

Application Assistant



 All

 Trending

 My History

 PERMITS

 PLANS

Hide Categories

All 93

PERMITS 93

Building Division 46

Fire 7

Planning 32

Public Works 8

PLANS 28

Residential - Deck

Category Name: Building Division

Description: Use this application for all residential decking projects.

Apply

Commercial - Addendum

Category Name: Building Division

Description: This application should be used in cases where any changes need to be made to a commercial building project that has previously had a permit issued but has not yet had final inspections.

Apply

Commercial - Agricultural Structure Repair or Addition

Category Name: Building Division

Description: Use this application for repairs and/or additions to agricultural structures that are for commercial use.

Apply

Commercial - Demolition

Category Name: Building Division

Description: Use this permit for commercial demolition projects

Apply

Commercial - Grading

Category Name: Building Division

Description: Use this application for commercial grading, excavation and landfill projects

Apply

Commercial - Mechanical Alteration / Repair / Addition

Category Name: Building Division

Description: Use this application for alterations, repairs or additions to existing mechanical systems in commercial buildings.

Apply

Commercial - Mechanical New Construction

Category Name: Building Division

Description: Use this application for new mechanical work / installation in commercial buildings.

Apply

Commercial - New Agricultural Structure

Category Name: Building Division

Description: Use this application to construct a building that is for agricultural use on a commercial or business level.

Apply

Civic Access User Guide - Tile Navigation

Request an Inspection – Use this tile to navigate to a list of your permits that have inspections available to schedule. Select the permit you want to schedule an inspection on, which will take you into that permit. Once you're in the permit, navigate to the Inspections tab. Click the check box under "Action" next to the inspection or inspections you wish to schedule. Then click the blue button "Request Inspection". On the following page you'll be able to request a date for your inspection. For a more detailed walk through, select our User Guide "How to Schedule an Inspection".

Permit Number: ROW-2025-000018



[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Encroachment Permit	Status:	Issued	Project Name:	
IVR Number:	100235	Applied Date:	05/29/2025	Issue Date:	03/19/2026
District:		Assigned To:		Expire Date:	
Finalized Date:	03/19/2026				
Description:	rt4t4t				

[Summary](#) | [Locations](#) | [Fees](#) | **[Inspections](#)** | [Attachments](#) | [Contacts](#) | [Sub-Records](#) | [More Info](#)

[Existing Inspections](#) | [Request Inspections](#) | [Optional Inspections](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Existing Inspections

Sort Description ▼

View Inspection	Description	Status	Request Date	Scheduled Date	Inspector	Action
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No records to display.

Request Inspections

Sort Order ▼

Description	Reinspection	Action
Inspection of non road related items	No	☐
Verify the planned location for the encroachment before any placement occurs	No	☐
Conduct a final inspection to confirm that the encroachment meets all the conditions of the permit and has been installed correctly	No	☒

Results per page 10 ▼ 1 - 3 of 3 << < 1 > >>

[Request Inspection](#)

Optional Inspections

Description

No records to display.

Civic Access User Guide - Tile Navigation

Pay Invoice – Accessing this tile will take you to the Dashboard, where you can navigate to the bottom of the page and select “View My Invoices”. That will take you to the My Work page. From that page you can select the invoice you wish to pay.

My Work

MY INVOICES

MY PERMITS

MY EXISTING INSPECTIONS

REQUEST INSPECTIONS

Search...

Export to Excel

Add To Cart

Display

Unpaid

for

All Invoices

☐	Invoice Number	Amount Due	Due	Status	Case Number	Address
☐	INV-00000106	\$6.50	06/20/2026	Due	BLDR-2026-0071	

Showing 1 records.

Selecting an invoice will take you into that invoice record, where you can view the line-item fees as well as print the invoice using the print icon in the top-right corner. When you're ready to pay the invoice, click “Add to Cart”, and then on the following screen, “Check Out”. That will take you to Payments, our third-party payment portal. For a more detailed walkthrough, select our User Guide “How to Pay an Invoice”.

[Back](#)

Invoice Number: INV-00000106

Add To Cart



Invoice Total: \$6.50

Status: Due

Invoice Date: 05/21/2026

Due Date: 06/20/2026

Description: NONE

Primary Fees

Misc Fees

Payments

Attachments

Contacts

Primary Fees

Sort Fee Name

Fee Name	Fee Total	Amount Due	Case Number	Case Type	Notes
E. State Building Code Fee - Residential	\$6.50	\$6.50	BLDR-2026-0071	Permit	

Results per page 10 1 - 1 of 1 << < 1 > >>

Civic Access User Guide - Tile Navigation

Planning Division Supplemental Forms – Clicking this tile will take you to the Planning Division's Supplemental Forms page where you can download required supplemental documents that will need to be submitted with your application.

Building Division Forms – Clicking this tile will take you to the Building Division's Supplemental Forms page where you can download required supplemental documents that will need to be submitted with your application.

Public Works Forms – Clicking this tile will take you to the Public Works Department's Forms page where you can download required supplemental documents that will need to be submitted with your application.

Code Enforcement - Clicking this tile will take you to the webpage for Code Enforcement where you can find information and a link to download the Request for Information Form for submittal to the Code Enforcement Officers.

Map – This tile navigates you to the same Map function located on the Menu Bar.

Calendar – Use this tile to navigate to the Calendar events and to see when your invoices have been paid or when they are due. You can also see the Public Hearings scheduled for various permits.