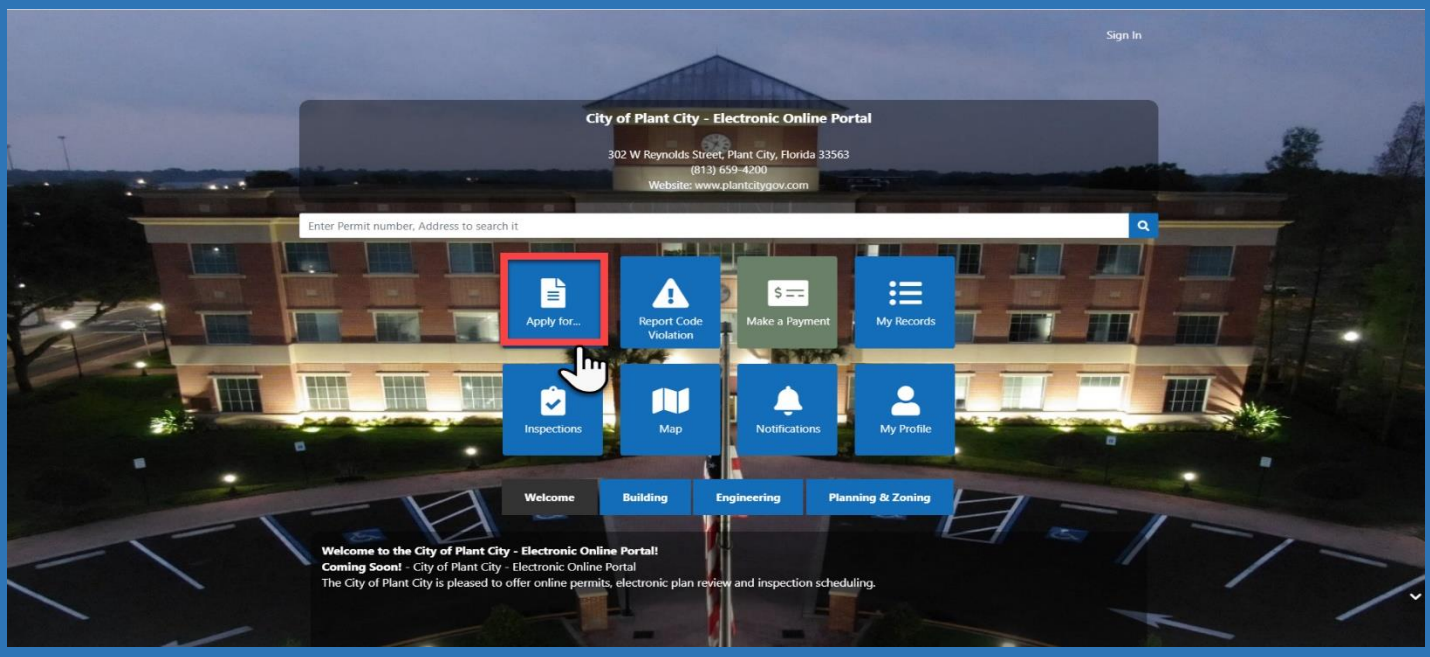

Step by step guide for users of the Plant City - MaintStar Customer Service Portal

Version 21.9.38 and newer

Powered by MaintStar

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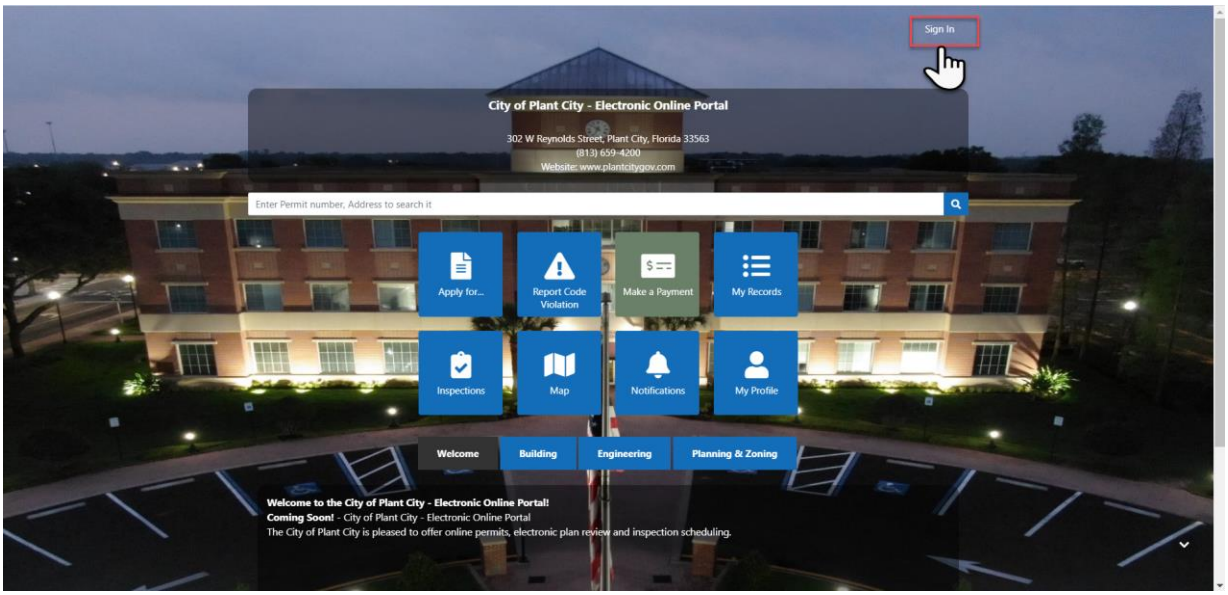
1. Log on to

https://h8.maintstar.co/plantcityportal/

2. Home screen



The welcome screen is your entry into the Plant City-MaintStar Customer Service Portal. In the upper right you can sign in with your registration.

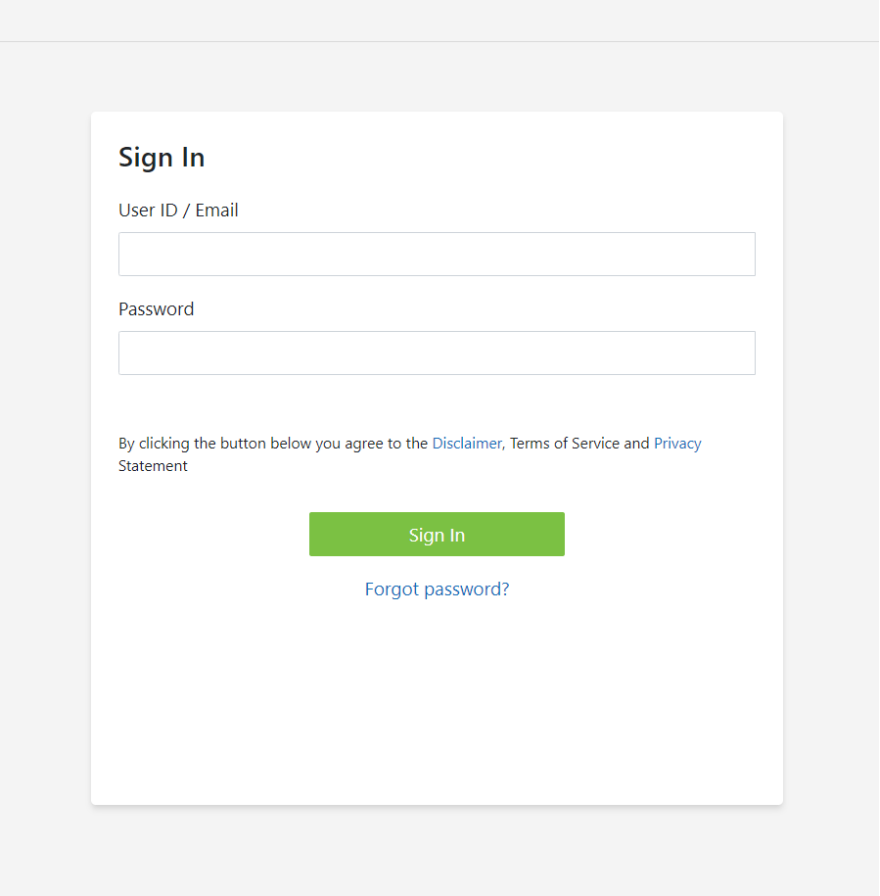
The Blue and Green Blocks are your entry points to:

Apply For: Permits Licenses and Inspections.
Report Violations: Submit a complaint to report an issue
Make a Payment: pay fees due
Make a Payment: Make payment to billed invoices.
My Records: Keep track of all requested record transactions.
Map: View Building Permits and Planning cases on a map.
Notifications: View communications about your records from the plant city staff.
My Profile: Access your personal profile.

3. Signing in

To use the system, you must first sign in with your registered Id and password.

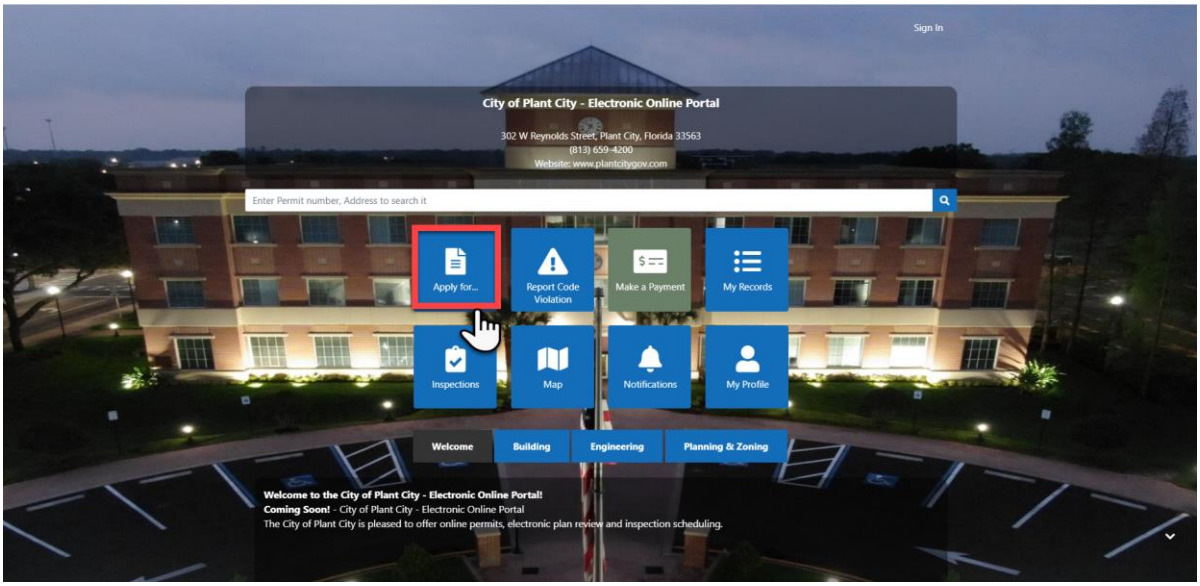
Click the sign in button on the upper right of the screen. You will be taken to the sign in screen shown below. Enter your Id and password.



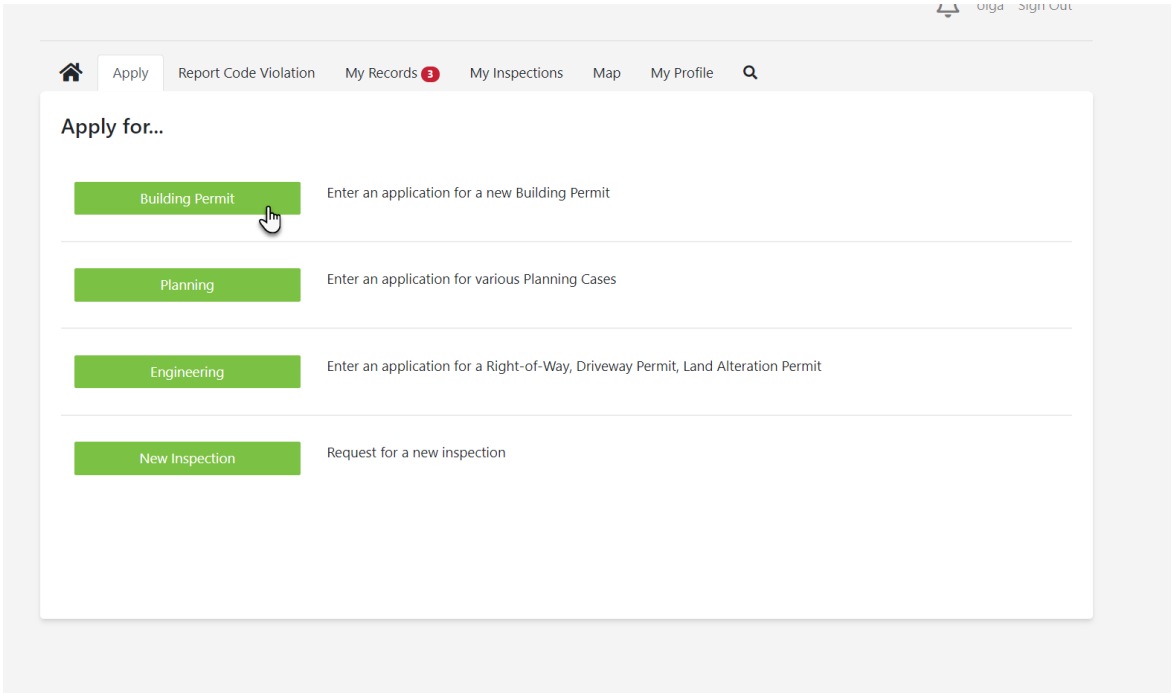
4. How to submit a request for a Permit

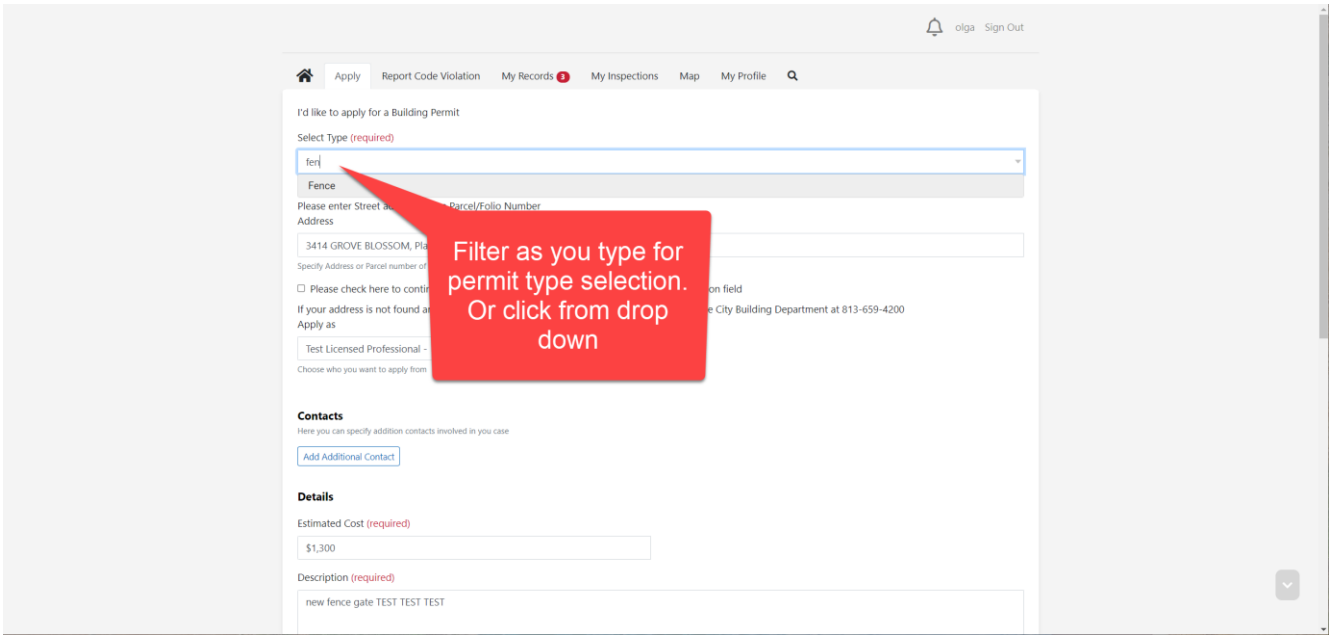
Once your credentials are approved you can apply for a permit:

Click the **APPLY FOR** Block on the main screen.



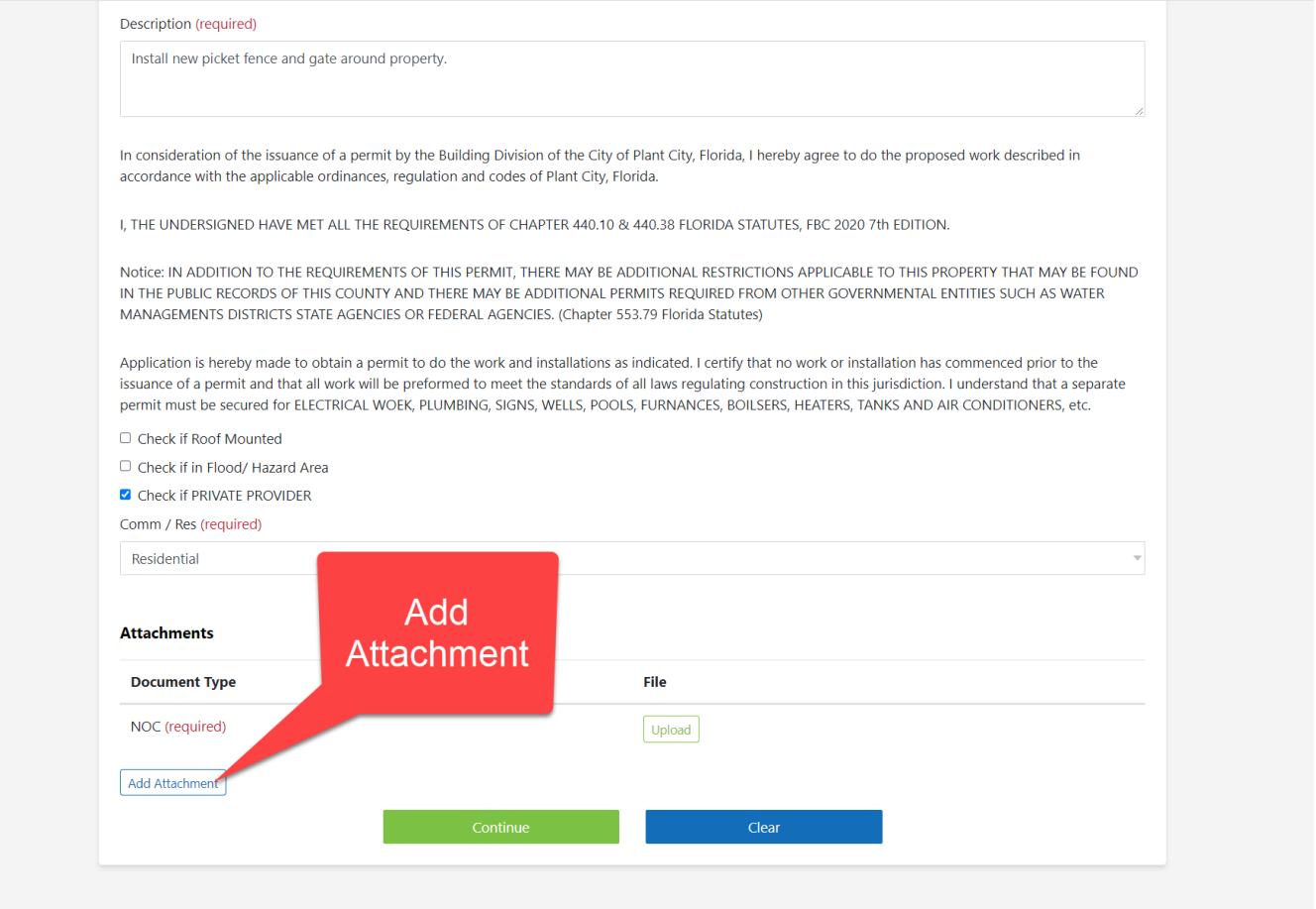
Select Permit, **Planning, Business Tax, Engineering,** all entry screens are similar.



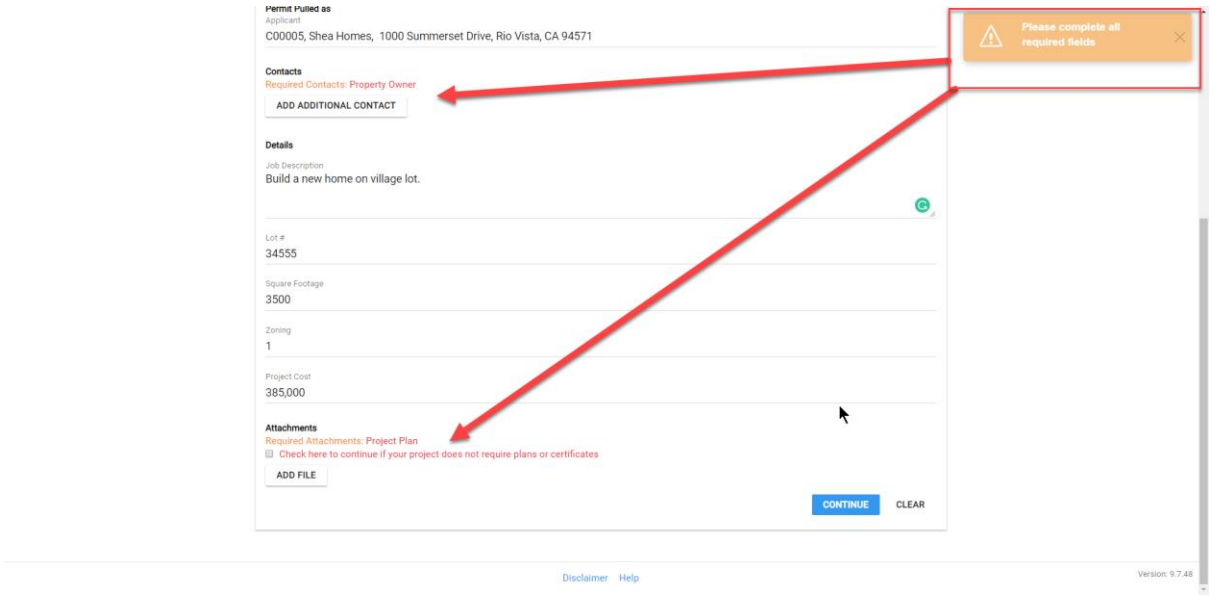


Select the Type of permit or other record to submit. In this example we will choose “permit.” Continue down the page filling in each field as you go. Required fields are indicated in red.

At the bottom, attach a project plan, Photo or other pertinent file. If job address or lot number are not found, describe them in the job description and Plant City staff will contact you to resolve the issue.



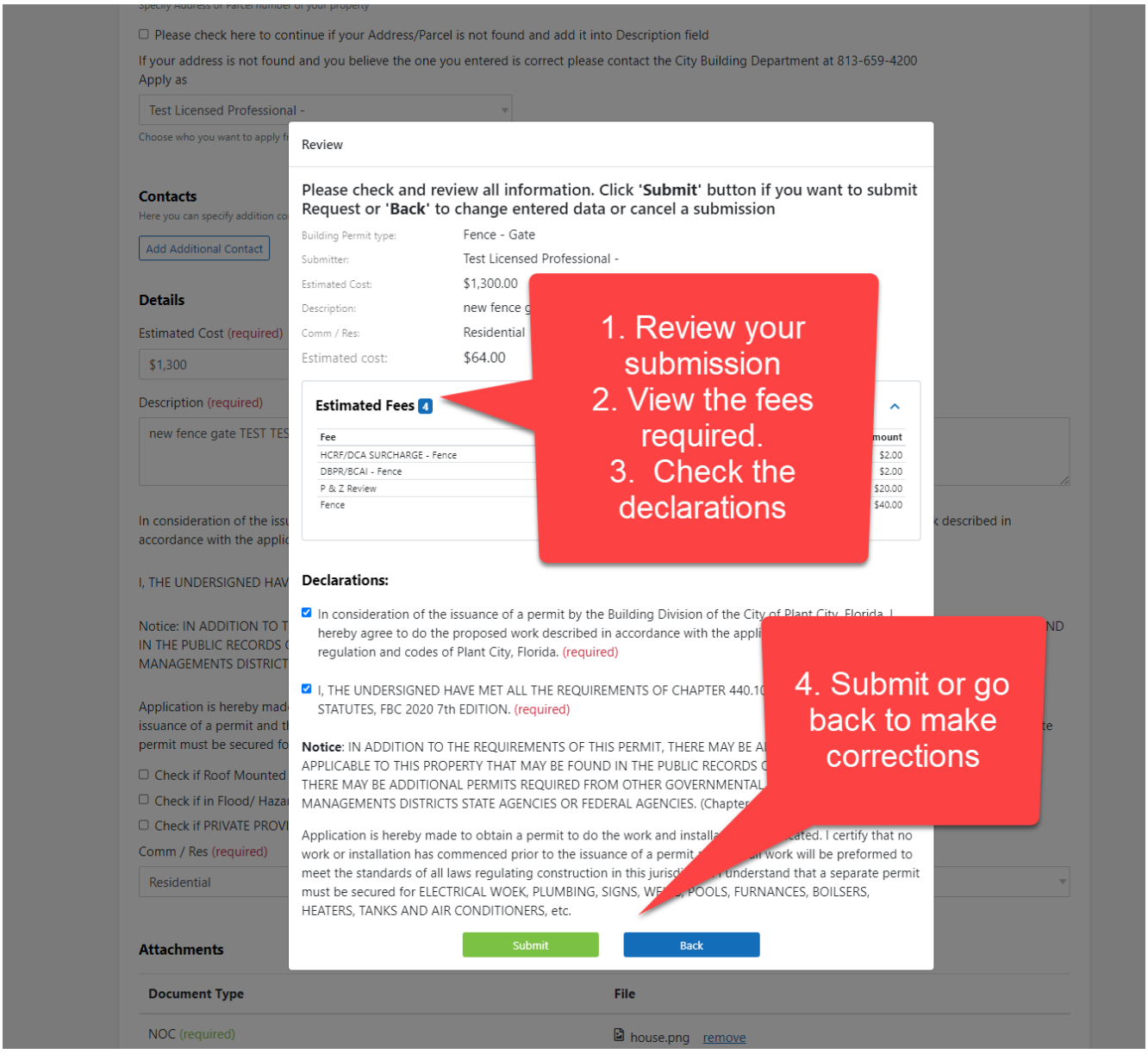
If you submit a request for a permit but miss some needed information the system will prompt you on the missing items in Orange and Red as shown below.



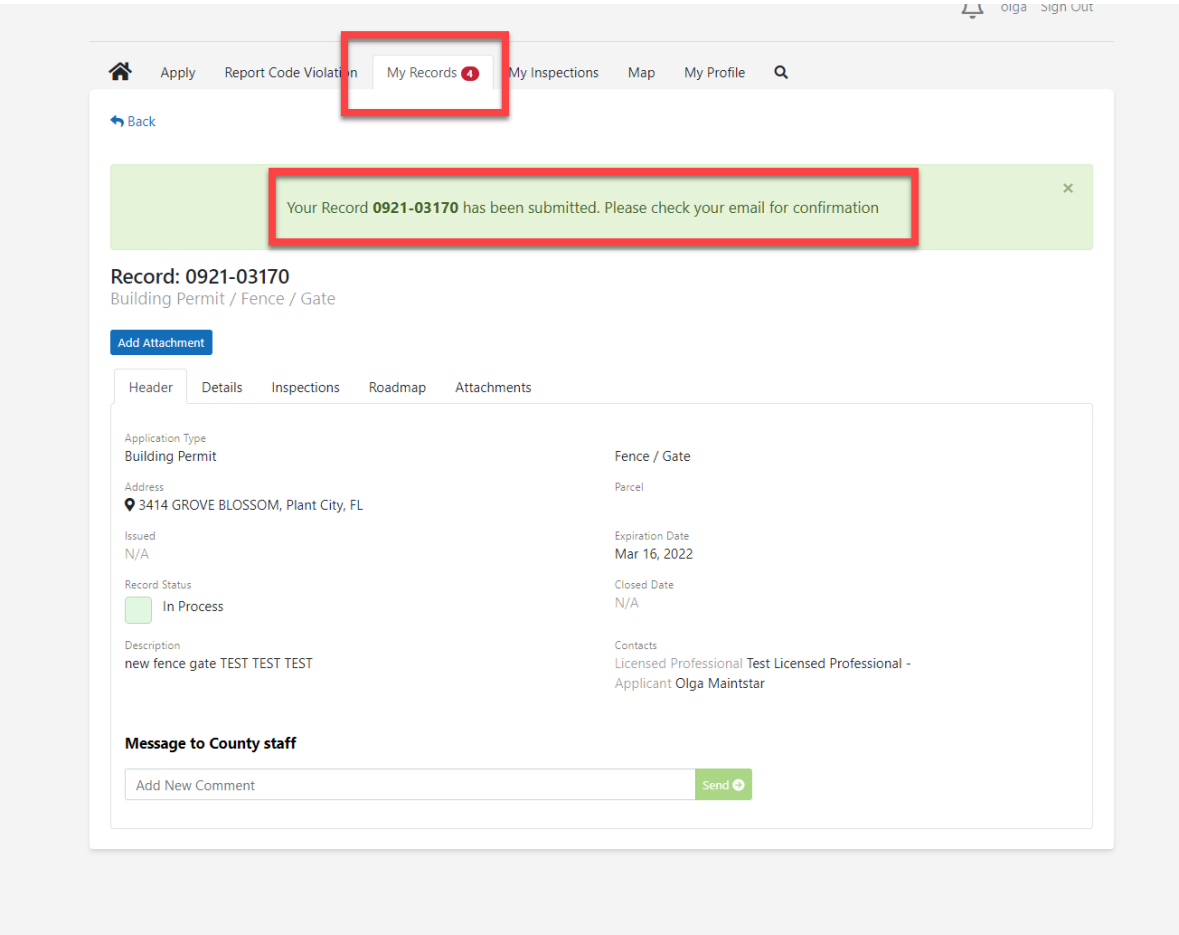
5. Reviewing your application

Once you have satisfied the application requirements you will be able to review your application. Be sure to check any requirement checkboxes that will be on the review.

You can go back if you need to edit something to continue with Submit.



6. Your Submitted Application:



Your submitted application shows the record number and the status. Each section of the application record is in a separate panel.

The system will calculate the fees based on the information you submitted.

You should go to the Plant City office and pay fees for this permit in person, or pay on line.

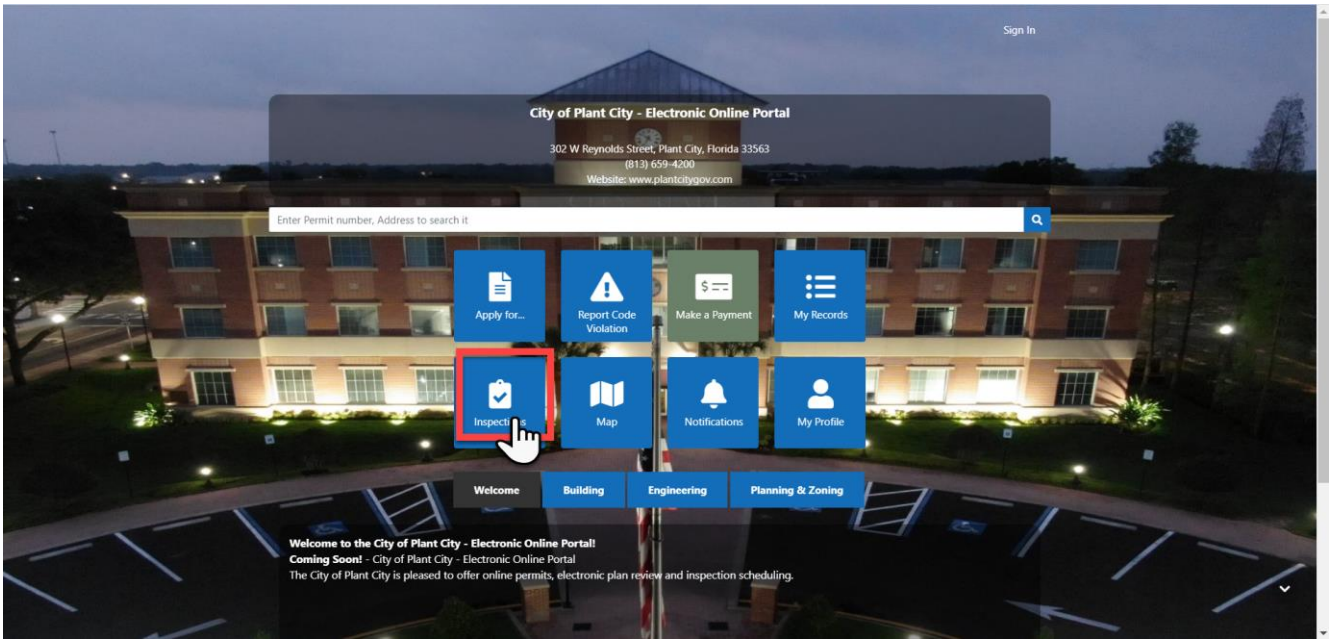
Once your fees are paid the permit will be issued at the office.

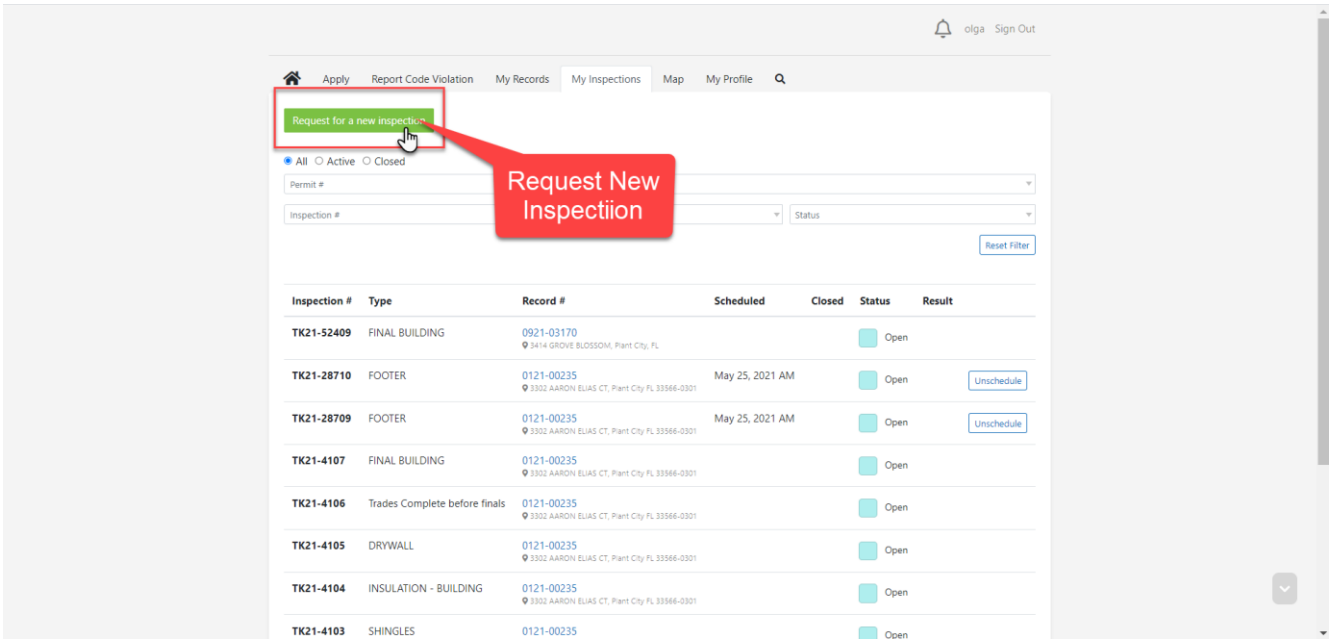
Your next step would be to schedule inspections when you are ready.

7. Requesting Inspections

When you are ready, you can call for an inspections for your construction project.

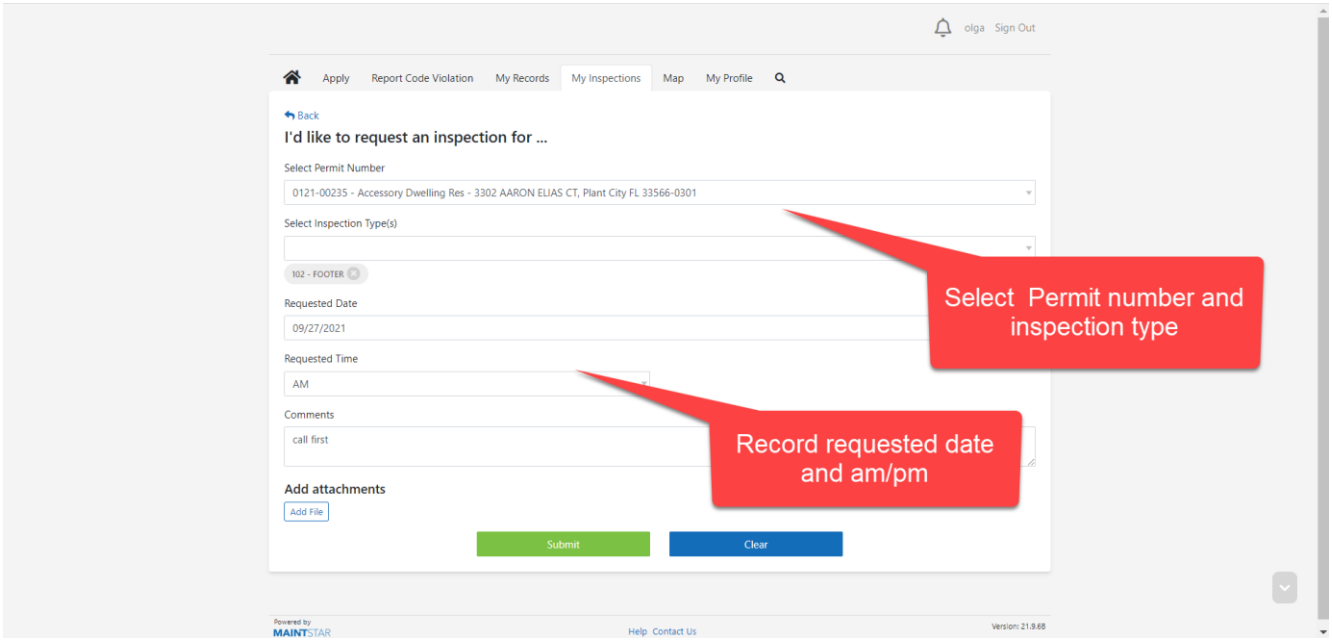
Click on the **Inspection** block.




olga Sign Out
Apply
Report Code Violation
My Records
My Inspections
Map
My Profile
Request for a new inspection
Request New Inspectiion
All Active Closed
Permit #
Inspection #
Status
Reset Filter
Inspection # Type Record # Scheduled Closed Status Result
TK21-52409 FINAL BUILDING 0921-03170 3414 GROVE BLOSSOM, Plant City, FL Open
TK21-28710 FOOTER 0121-00235 3302 AARON ELIAS CT, Plant City FL 33566-0301 May 25, 2021 AM Open Unschedule
TK21-28709 FOOTER 0121-00235 3302 AARON ELIAS CT, Plant City FL 33566-0301 May 25, 2021 AM Open Unschedule
TK21-4107 FINAL BUILDING 0121-00235 3302 AARON ELIAS CT, Plant City FL 33566-0301 Open
TK21-4106 Trades Complete before finals 0121-00235 3302 AARON ELIAS CT, Plant City FL 33566-0301 Open
TK21-4105 DRYWALL 0121-00235 3302 AARON ELIAS CT, Plant City FL 33566-0301 Open
TK21-4104 INSULATION - BUILDING 0121-00235 3302 AARON ELIAS CT, Plant City FL 33566-0301 Open
TK21-4103 SHINGLES 0121-00235 Open

The Inspection request screen will appear.

- Select the record number of your permit. If you have several in process you will see a list to choose from. After you select the right permit record, you can then select the inspection type on the next line.
- The inspections required for the permit will be in the Inspection type drop down. Select the one you want to request.
- You can then request a morning or afternoon inspection.
- Click submit.
- The Office staff will process the request and you will see the status in the inspections when it is scheduled.



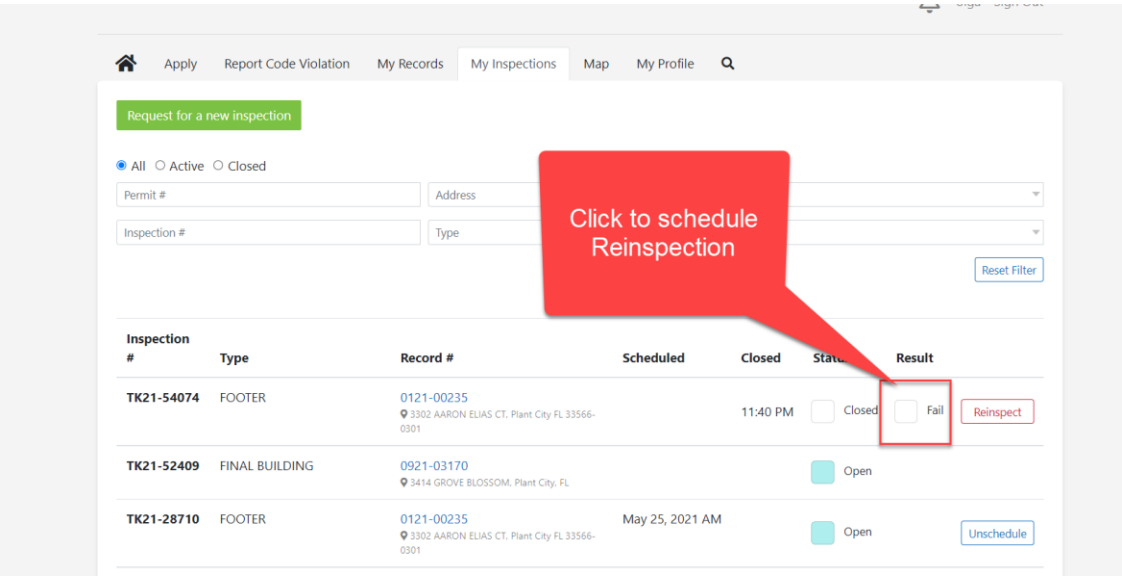
The Inspections tab will show the inspection and the scheduled data and time:

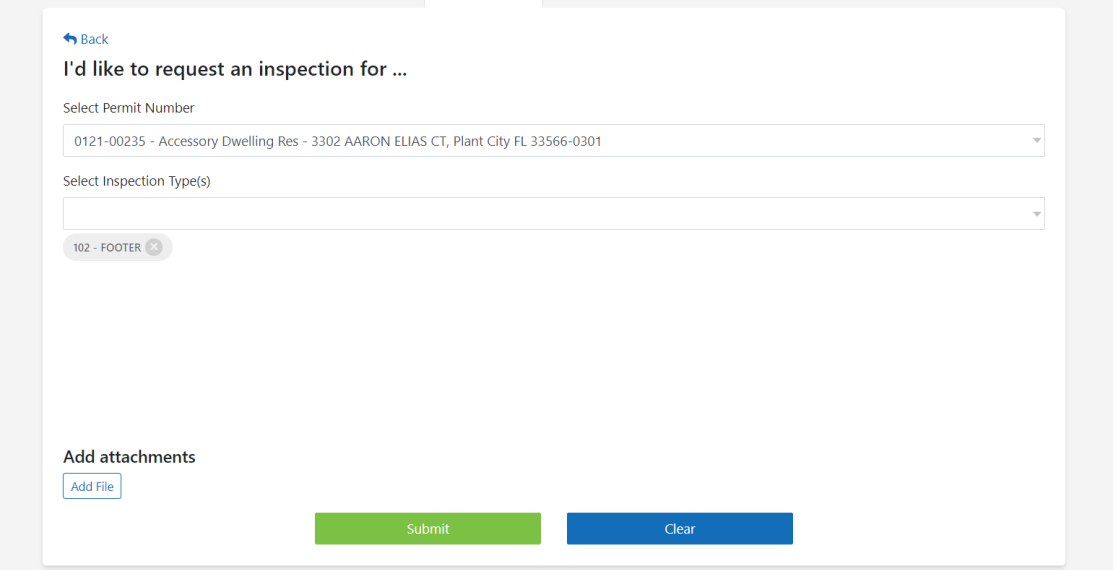
The Inspection requested time and date cannot be guaranteed due to inspector's schedule. The staff will do their best to accommodate your request.

8. Inspection results

When the inspection is completed, the results will be updated, and you can see them on your inspection tab. In cases where the inspection fails, a **Reinspect** button will be shown.

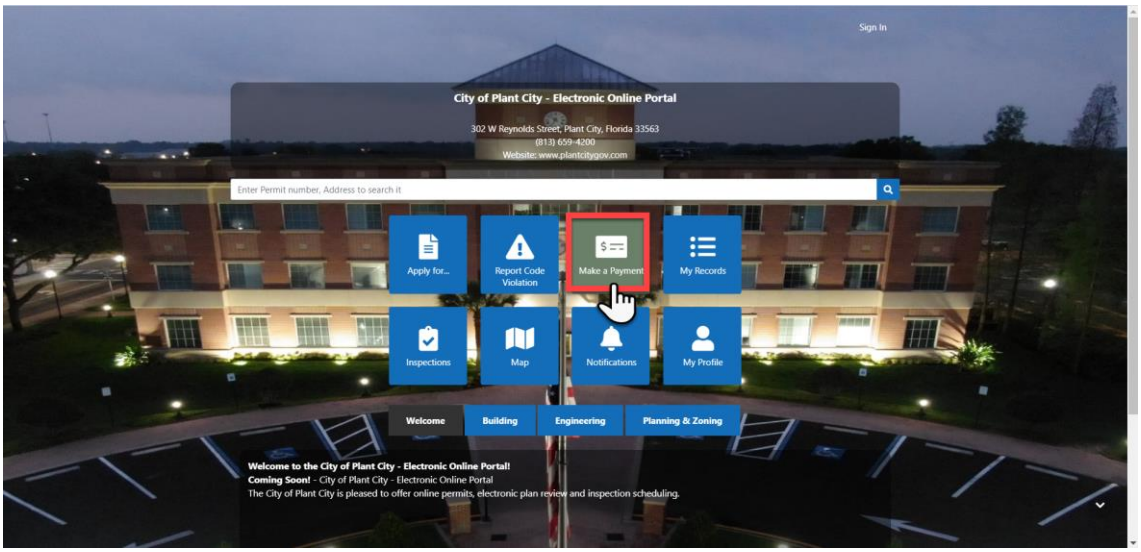
Click the **Reinspect** button to schedule a reinspection when you are ready.

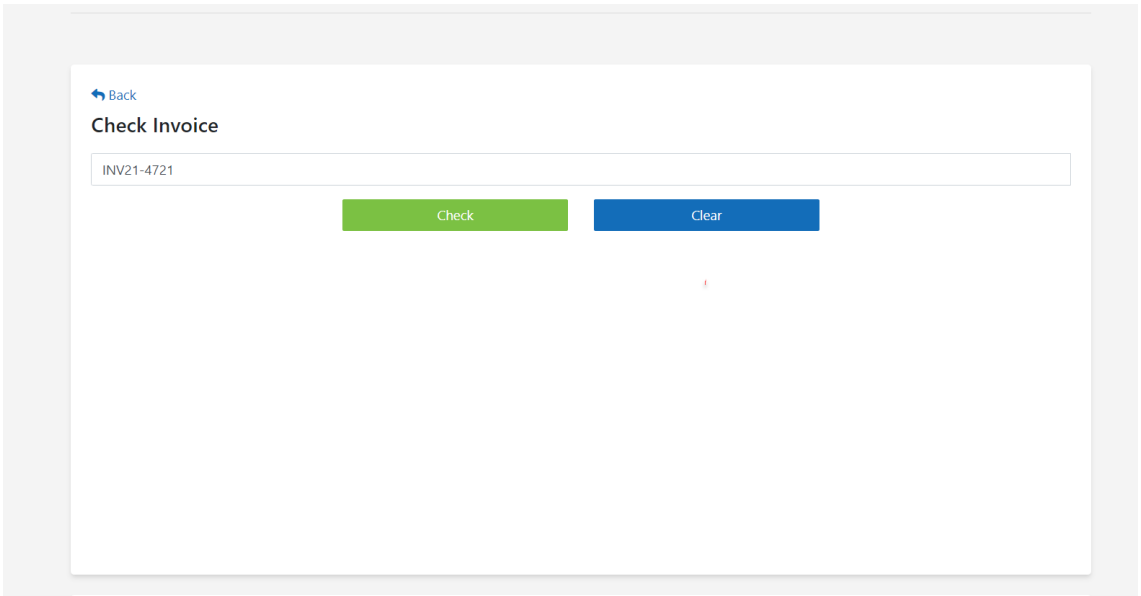




9. Paying Fees

If you are notified that you have fees that need to be paid, click the green **MAKE A PAYMENT** menu button.





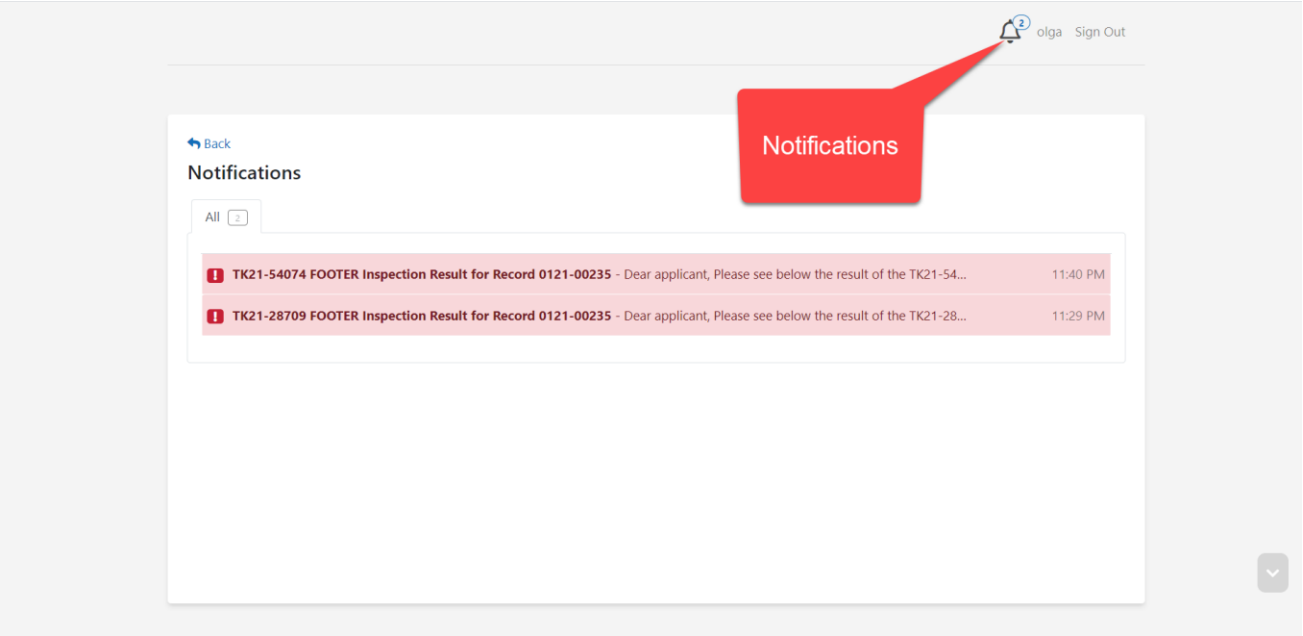
Enter the invoice number. Then, enter your credit card information and press submit.

10. Notifications

When the Plant City Staff has something to communicate to you, you will see a number on the little notification bell at the top of the screen.

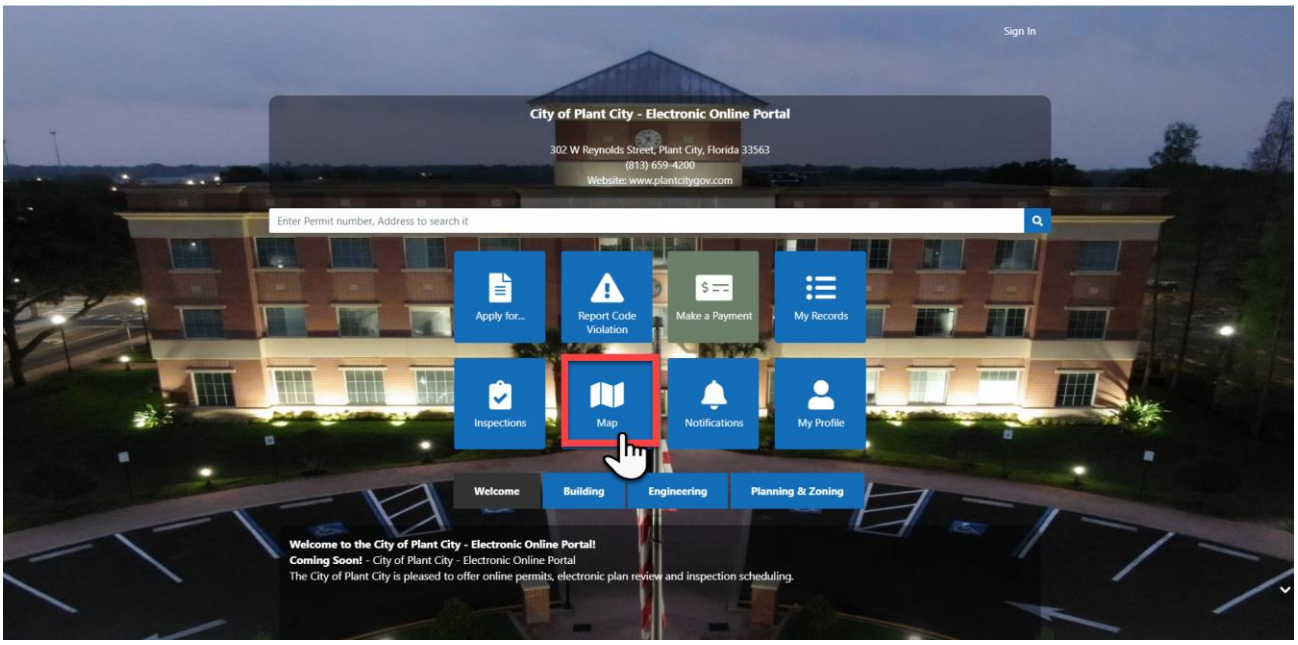
Click the bell and you will see the notices.

You can also see your notifications from the notification's icon on the home screen.

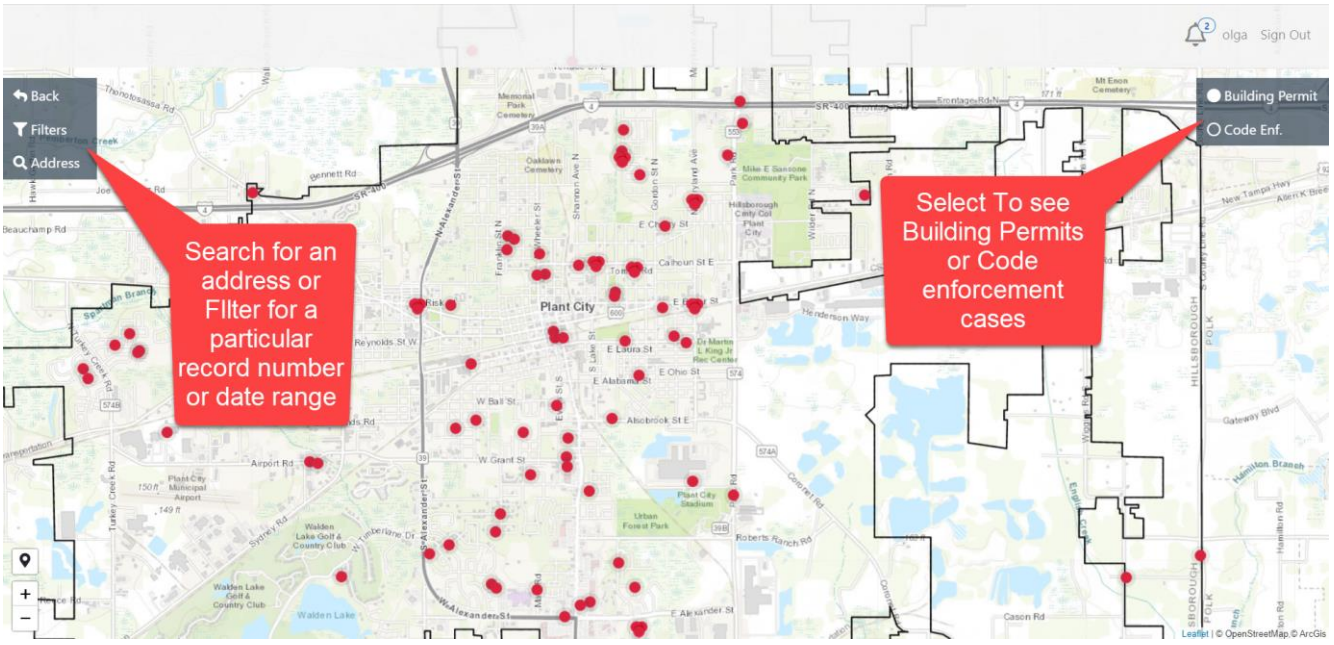


11. The map

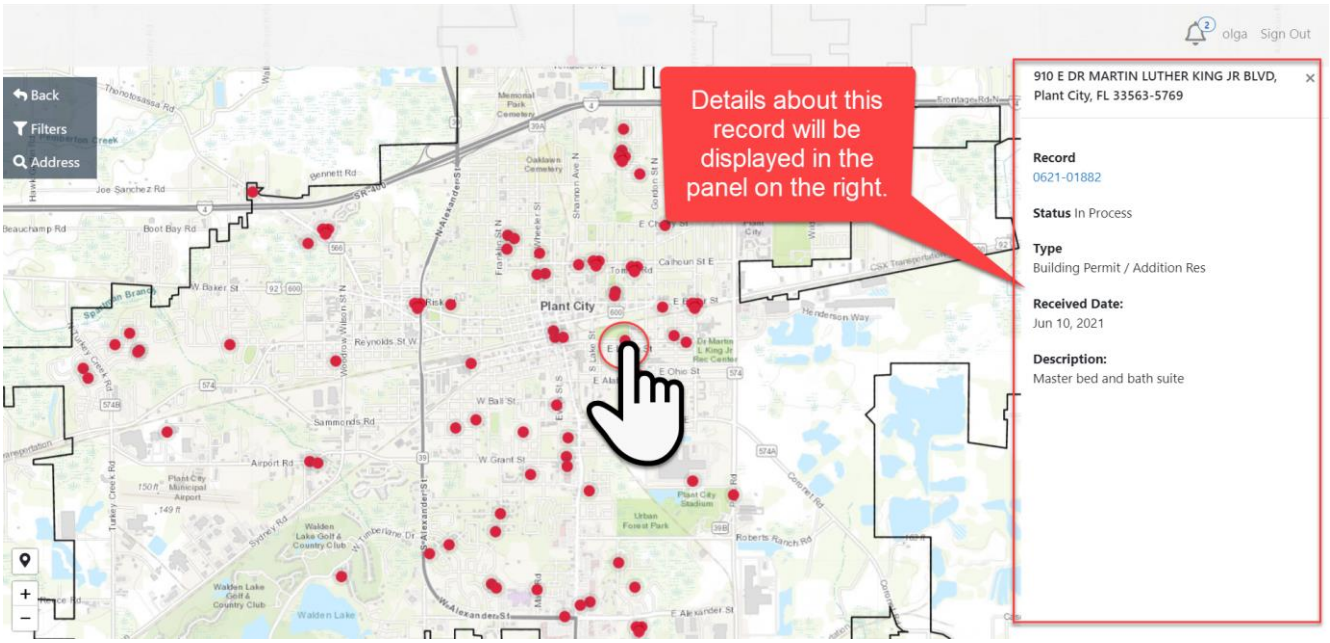
In your MY Record screen, you can view records for Building permits or Code enforcement cases on a map. Click the map icon to open the map.



The MAP will display



Click on a dot to see details of a Permit or Code violation case.



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