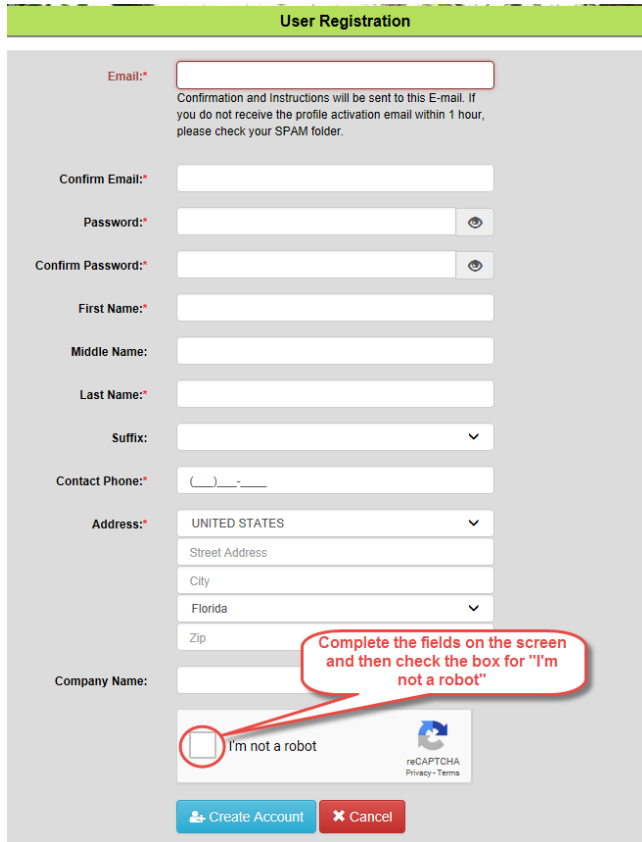


PZB Online Search Request Quick Reference Guide


The Online Search Request application can be accessed from PZB's Internet Site via **Online Services >> Online Search Request**.

Register a New Account

Complete the following User Registration Form to register a New Account. A red asterisk * indicates required fields.



The screenshot shows the 'User Registration' form. It includes fields for Email, Confirm Email, Password, Confirm Password, First Name, Middle Name, Last Name, Suffix, Contact Phone, Address (Country, Street, City, State, Zip), and Company Name. A red callout box with a white background and a red border points to the 'I'm not a robot' checkbox, containing the text: 'Complete the fields on the screen and then check the box for "I'm not a robot"'. Below the form are 'Create Account' and 'Cancel' buttons.

Check the **"I'm not a robot"** checkbox. Follow the instructions, if any, until you see a green check mark appear in the checkbox. Click the **"Create Account"** button . You will receive a message pop-up similar to the following:



You will receive an email containing an **Activation Link** that must be clicked to complete the registration process. **You will not be able to log in to your account until you have clicked the Activation Link.** This is a security measure to ensure your email is the one that is registered to the account.

The email will look something like this...

From: No-Reply@co.palm-beach.fl.us [mailto:No-Reply@co.palm-beach.fl.us]
Sent: Monday, October 03, 2016 12:52 PM
Subject: Welcome to Palm Beach County ePZB Online Portal

Your email will appear here

Click this link to activate your account

You have registered with the ePZB Online Portal as user id GregZA@outlook.com. Please click on the link to activate your account
<http://localhost/ePZB.Admin.WebSPA/#/confirmRegistration/dde6259e-b8db-4f34-8403-076a096329eb>

Clicking the Activation Link completes the Registration process. Upon successful activation, you will see the following message and may sign in.

Your account has been successfully activated. Please [Sign In](#) to continue

Log In

Enter your registered **User Name** and **Password** then click **Log In**.

Menu ePZB Sign In

ePZB Login

User Name
jsmith@web.com

Password

Log In Cancel

Don't have an account? Register now Forgot Password? Resend Activation Email

You will be directed to the **ePZB Home** page:

Menu ePZB Nicky Godin

ePZB Home

Online Search Request

General Other Services

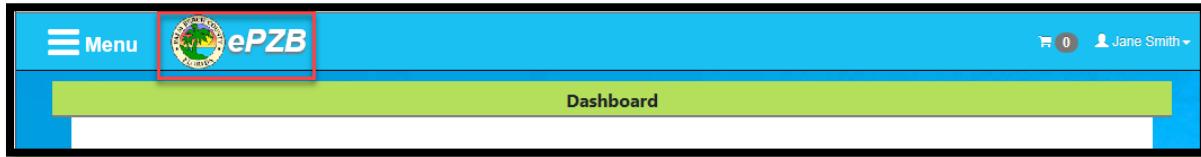
- Online Payments
- Property Information

Building

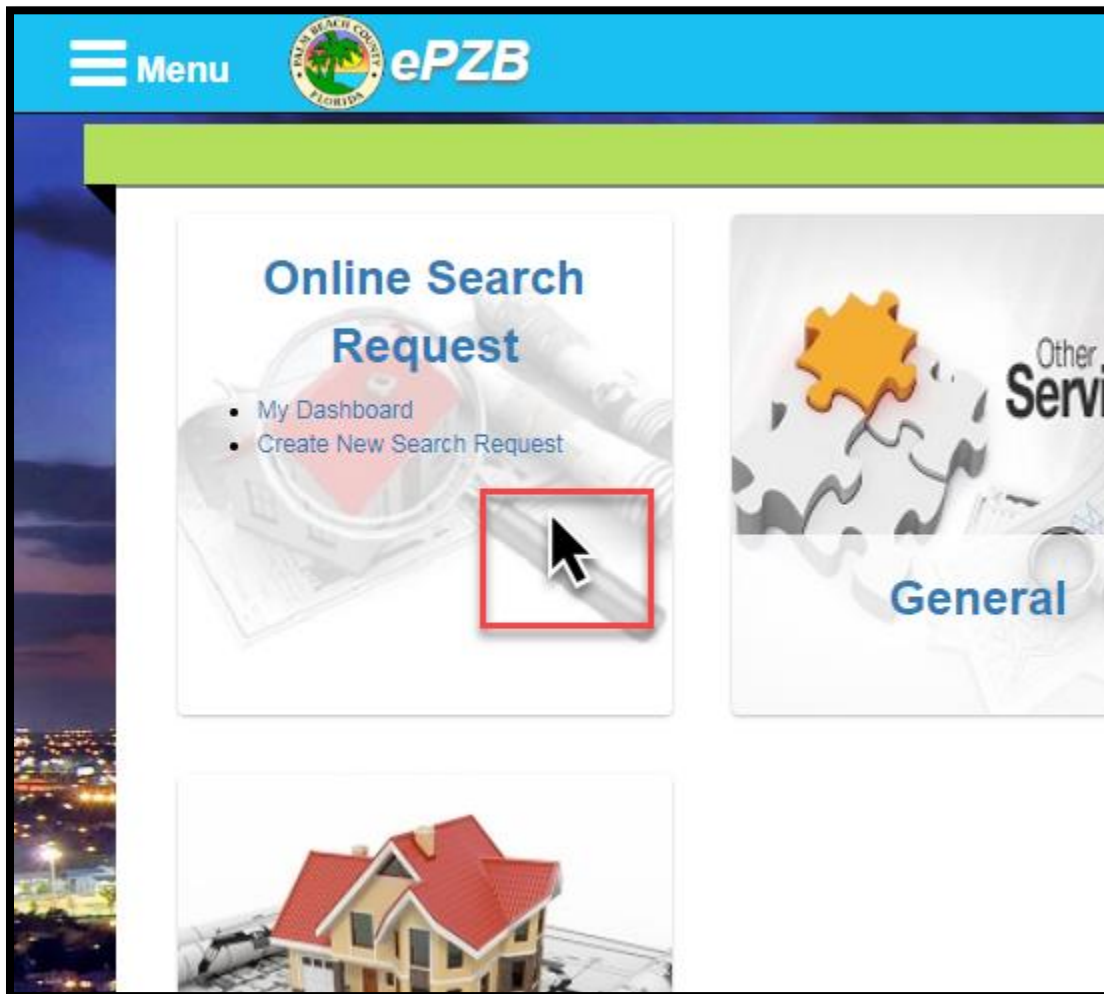
Contractors Certification

Zoning

Return to the **ePZB Home** page at any time by clicking the **ePZB** logo:



Hover your mouse over the **Online Search Request** tile to view your options. Alternatively, you may use the menu on the left hand side of the page. If the menu is not visible, click the Menu icon in the top left section of the page.



The **My Dashboard** link will take you to your Dashboard where you can view the status of existing requests. The **Create New Search Request** link will take you to a new request page.

Individual User / Company User

The first time you click on either **My Dashboard** or **New Online Search Request**, you will be prompted to choose whether you are an Individual User (All requests entered by you can be viewed only by you) or a Company User (All requests entered by you are shared with everyone in your company).

Confirm?

Please select one of the following options to proceed:

Select "I'm an Individual user" if you do not want to share your requests with anyone.

Select "I'm a Company user" if you would like to share your requests with others in your company.

I'm an Individual user

I'm a Company user

Individual User

If you select the "I'm an Individual User" option, you be asked to confirm your choice and then be directed to **My Dashboard**. Click the New Request button [New Request](#) to add a request.

Company User

If you select the "I'm a Company User" option, the **Company Info** page will be displayed with two options.

Company Info

If your company is already registered and you have a company code, please enter the code to continue.

Existing company

Company code *

Submit

Cancel

(OR)

If your company is not registered, please enter the following information to register your company.

Create a new company

Company name *

Email *

Address *

Submit

Cancel

Register a New Company

If you are registering a new company, complete the bottom portion of the page and click the **Submit** button. Your company will be registered and you'll receive a **Company Code** that will need to be used by all other registered users in your company in order to be able to share requests.

Success

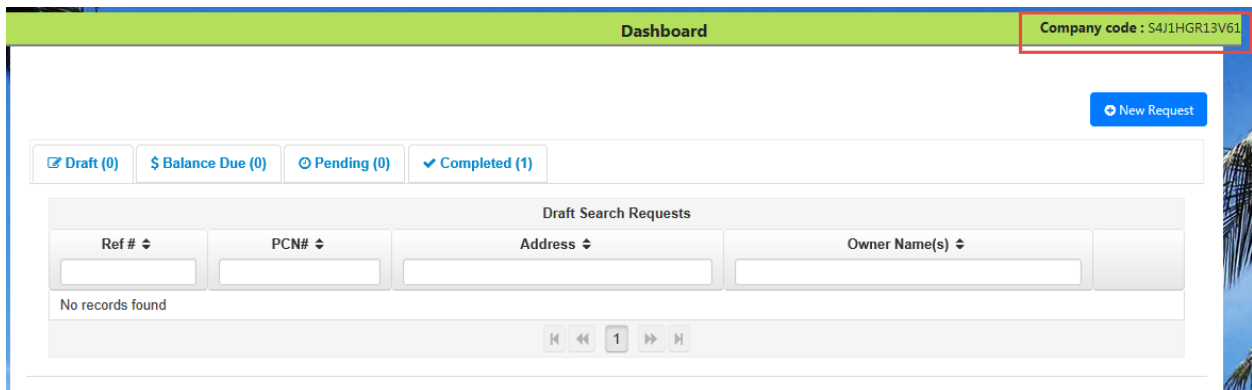
Congratulations! Your new company Test Company #8 is created successfully.

Your company code is : S4J1HGR13V61.

Please use this company code when establishing additional authorized users.

[Go to dashboard](#)

Click the **Go to Dashboard** button to begin your Online Search Request. Note that your **Company Code** is displayed in the upper right hand corner of the Dashboard. Click the **New Request** button to add a request.



The screenshot shows a dashboard interface with a green header bar labeled "Dashboard". In the top right corner, the "Company code : S4J1HGR13V61" is displayed in a red-bordered box. Below the header, there is a "New Request" button. A navigation bar contains four tabs: "Draft (0)", "Balance Due (0)", "Pending (0)", and "Completed (1)". The "Completed (1)" tab is selected. Below the tabs is a section titled "Draft Search Requests" with a table containing columns for "Ref #", "PCN#", "Address", and "Owner Name(s)". The table is currently empty, displaying "No records found". At the bottom of the table, there are navigation controls including a page number "1" and arrows for navigation.

Add a User to an Existing Company

If your company is already registered, enter your **Company Code** and click **Submit**. Your account will be linked to the company and you will be directed to **My Dashboard**. Please note, the company code is case sensitive. Click the **New Request** button to add a request.

New Online Search Request Page

New Online Search Request

✖ Cancel
💾 Save as Draft
✔ Submit

Requester Company Information

First Name **Last Name**

Company

Address

Telephone **Email**

(Notifications will be emailed to this email address)

Property Information

PCN *

Owner Name(s) *
(Enter multiple names by separating with comma ",," (Last name first))

Vacant Property **Yes** **No**

Address: ➕ Add New Address

Addresses							
Number	Pre	Street	Type	Post	Apt/Bldg/Unit	Unit	Building
No records found							

⏪ ⏩ 1 ⏪ ⏩

Searches Requested (*) All Search Requests are non-refundable(***)**

	(Within 10 business days)	(Within 3 business days)		
Code Enforcement Violation	Request <input type="radio"/>	Rush Request <input type="radio"/>	None <input checked="" type="radio"/>	(\$50 per request or \$75 per Rush Request)
Fine/Lien	Request <input type="radio"/>	Rush Request <input type="radio"/>	None <input checked="" type="radio"/>	(\$50 per request or \$75 per Rush Request)
Open Building Permit	Request <input type="radio"/>	Rush Request <input type="radio"/>	None <input checked="" type="radio"/>	(\$50 per request or \$75 per Rush Request)

(Additional Labor charges may apply for the large projects)

✖ Cancel
💾 Save as Draft
✔ Submit

Requestor Company Information

Displays the information given at registration. To modify the data, click your name in the upper right corner of the screen then click **My Profile**.

Requester Company Information

First Name	Jane	Last Name	Smith
Company	PBC Company		
Address	1 Main St, West Palm Beach, FL, 33401		
Telephone	561-555-1111	Email	<input type="text"/>

(i) Notifications will be emailed to this email address

Property Information

Property Information

PCN *

Owner Name(s) *
(i) Enter multiple names by separating with comma "," (Last name first)

Vacant Property **Yes** **No**

Address:

Addresses							
Number ↕	Pre ↕	Street ↕	Type ↕	Post ↕	Apt/Bldg/Unit ↕	Unit ↕	Building ↕
No records found							

« 1 »

PCN – (Property Control Number) All PCN numbers must be valid. An error message will display if the PCN is invalid.

Owner Name(s) – Enter one or more name.

Vacant Property – If the property is vacant, click **Yes**.

Address – This is the property address. Enter the address by clicking the **Add New Address** button.

Searches Requested

Please note that all search requests are non-refundable.

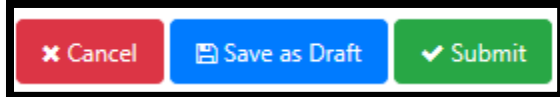
Click the appropriate radio button next to the search you wish to have run:

Searches Requested (*) All Search Requests are non-refundable(***)**

	(Within 10 business days)	(Within 3 business days)		
Code Enforcement Violation	Request <input type="radio"/>	Rush Request <input type="radio"/>	None <input checked="" type="radio"/>	(\$50 per request or \$75 per Rush Request)
Fine/Lien	Request <input type="radio"/>	Rush Request <input type="radio"/>	None <input checked="" type="radio"/>	(\$50 per request or \$75 per Rush Request)
Open Building Permit	Request <input type="radio"/>	Rush Request <input type="radio"/>	None <input checked="" type="radio"/>	(\$50 per request or \$75 per Rush Request)

(Additional Labor charges may apply for the large projects)

Save Options



Cancel – Does not save your request

Save as Draft – Saves your request but does not send it to PZB for processing.

Submit – Saves your request and sends it to PZB for processing. However, **your request will not be reviewed until payment has been received.**

To **pay online**, select the requests you wish to pay for and Click the **Add to Cart** button.

Select the cart icon in the top right corner of the page to proceed with payment.

[New Request](#)

Draft (0) Balance Due (3) Pending (1) Completed (1)

ⓘ Please select the required tracking numbers and click on the "Add to cart" button to Pay Online and select the cart icon at the top right corner to proceed with the payment.
ⓘ Please select the required tracking numbers and click on the "Print Invoice" button to pay off-line.

[Add to cart](#) [Print Invoice](#)

Balance Due Search Requests						
<input type="checkbox"/>	Tracking # ↕	PCN # ↕	Address ↕	Owner Name(s) ↕	Amount Due	
<input type="checkbox"/>						
<input checked="" type="checkbox"/>	MSC-2018-03410	52-42-42-12-02-003-0130	100 Main Street	Abe Williams	300.00	
<input checked="" type="checkbox"/>	MSC-2018-03408	52-42-42-12-02-003-0150		Tim Trout	150.00	
<input type="checkbox"/>	MSC-2018-03407	52-42-42-12-02-003-0200	100 May Street	Penny Lane	150.00	

To pay onsite at PZB or if mailing a check, Click the **Print Invoice** button.

My Dashboard

Once your request has been submitted, monitor its progress from your Dashboard:

The screenshot shows the ePZB Dashboard interface. At the top, there is a blue header with a 'Menu' icon, the ePZB logo, and a user profile for 'Jane Smith'. Below the header is a green 'Dashboard' banner. A 'New Request' button is visible in the top right. A navigation bar contains four tabs: 'Draft (1)', '\$ Balance Due (1)', 'Pending (2)', and 'Completed (1)'. The 'Draft (1)' tab is selected. Below the tabs is a table titled 'Draft Search Requests' with columns for 'Ref #', 'PCN#', 'Address', and 'Owner Name(s)'. A single row is displayed with the following data: Ref # 142, PCN# 00-40-42-15-00-000-78, Address 1 93rd, and Owner Name(s) Mark Wilbur. A trash icon is present in the final column of the row.

Draft Tab

Displays requests that you have saved, but not submitted to PZB. Click the **Ref #** to view the request details.

This close-up screenshot shows the 'Draft (1)' tab highlighted with a red box. The 'Draft Search Requests' table below it contains one entry with the following details: Ref # 142, PCN# 00-40-42-15-00-000-7830, Address 1 93rd, and Owner Name(s) Mark Wilbur. A trash icon is visible in the rightmost column of the table row.

Balance Due Tab

Displays requests that you have submitted, but not yet paid for. Click the **Ref #** to view the request details.

This close-up screenshot shows the '\$ Balance Due (1)' tab highlighted with a red box. The 'Draft Search Requests' table below it contains one entry with the following details: Ref # 142, PCN# 00-40-42-15-00-000-7830, Address 1 93rd, and Owner Name(s) Mark Wilbur. A trash icon is visible in the rightmost column of the table row.

Pending Tab

Displays requests that have been submitted to PZB and paid for, but have not been fulfilled by PZB. Click the **Tracking #** to view the request details.


Draft (1)	\$ Balance Due (1)	Pending (2)	Completed (1)	
Pending Search Requests				
Tracking #	PCN #	Address	Owner Name(s)	Date Submitted
MSC-2018-09858	00-40-42-15-00-000-7950	18882 Murcott Boulevard	Carlie Jones, Mike Pitt	12/13/2018
MSC-2018-09857	00-40-42-15-00-000-7930	174 N 90th Avenue	Tom Jones	12/11/2018

Completed Tab

Displays requests that have been completed by PZB.

Draft (1)	\$ Balance Due (1)	Pending (2)	Completed (1)
Completed Search Requests			
Tracking #	PCN #	Address	Owner Name(s)
MSC-2018-09859	00-40-42-15-00-000-7960		Jenn Beller

Click the **Tracking #** to view the results. The first tab 'Request Info' displays your original request. Additional tabs will display for each type of request you selected. Click the tab header to view the results.

Menu  0 Jane

MSC-2018-09859

[Request Info](#) [Code Enforcement Violation Results](#) [Fine/Lien Results](#) [Open Building Permit Results](#) [Print](#) [Cancel](#)

Status

Completed On	12/14/2018	Completed By	Nicole Godin
--------------	------------	--------------	--------------

If any documents have been attached to your request results, they can be viewed by clicking the document file name.

[Request Info](#) [Code Enforcement Violation Results](#) [Fine/Lien Results](#) [Open Building Permit Results](#)

Status

Completed On	12/27/2018	Completed By	Lois Erickson
--------------	------------	--------------	---------------

Property Information

PCN *

Owner Name(s) *

Vacant Property Yes No

Searches Requested

Open Building Permit Request Rush Request None

Results

Following are the results found:
✔ No open/Expired permits on this address or PCN

Documents

Documents	Uploaded On
00424324000003230.pdf	12/27/2018

Click on the file name to open the attached document.

Comments

Lois Erickson wrote on 12/27/2018
Bldg staff comment

Status

Completed On	12/27/2018	Completed By	Lois Erickson
--------------	------------	--------------	---------------

Property Information

PCN *

Owner Name(s) *

Vacant Property Yes No

Searches Requested

Fine/Lien **Request** **Rush Request** None

Results

Following are the results found:
✓ PCN & Owner fines/liens - Payoff attached

Documents

Documents	Uploaded On
0042432400003230FineLienResults.pdf	12/27/2018

Navigation: [Previous] [1] [Next]

Click on the file name to open the attached document.

Comments

No comments

Status

Completed On	12/27/2018	Completed By	Lois Erickson
--------------	------------	--------------	---------------

Property Information

PCN *

Owner Name(s) *

Vacant Property Yes No

Searches Requested

Code Enforcement Violation Request Rush Request None

Results

Following are the results found:
 ✓ No current or outstanding code violations

Documents

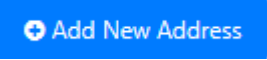



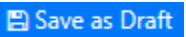
Documents	
	Uploaded On
No records found	
<input type="button" value="⏪"/> <input type="button" value="⏩"/> <input type="button" value="1"/> <input type="button" value="⏪"/> <input type="button" value="⏩"/>	

Comments

Lois Erickson wrote on 12/27/2018
 Test comment from CE staff.

FAQs

How do I create a search request?



1. From the ePZB Home page, hover over the Online Search Request tile then click the **Create New Search Request** link. Your personal information is automatically populated in the Requestor section.
2. Enter the **PCN**. The PCN is validated against the Property Appraiser database. If the number is invalid, an error message will display in red.
3. Enter the **Owner Name(s)**. Owner names are not validated.
4. If the property is a **Vacant Property**, click **Yes**. If you click **Yes**, the address will not be required.
5. Enter the address by clicking the **Add New Address** button  then entering in the address information. Click **Save** to return to the Search Request.
 - a. To modify the address, click the **Edit** icon 
 - b. To remove the address, click the **Delete** icon 
6. Select the search you wish you receive.
7. Submit the request by clicking the **Submit** button . If you would like to save the search request without submitting it, click the **Save as Draft** button .
 - a. When you click **Submit**, a confirmation message will display and you will be directed to the **Balance Due** tab on your **Dashboard**. Your request will be assigned a tracking number.
 - b. If you click Save as Draft, a confirmation message will display and you will be directed to the **Draft** tab on your **Dashboard**. Your request will be assigned a reference number.

How do I view a search request?

1. From the ePZB Home page, hover over the Online Search Request tile then click the **My Dashboard** link.

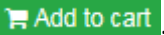

There are four tabs that display your search request depending on its status. If there is a request on the tab, the number will be displayed next to the tab name:




- a. **Draft** – Displays requests that have not yet been submitted. Click the **Ref #** to view the details of the request. To remove the draft request, click the **Delete** icon .
 - b. **Balance Due** – Displays requests that still require payment. Click the **Tracking #** to view the details of the request. To remove the draft request, click the **Delete** icon .
 - c. **Pending** – Displays requests that have been paid for and are not yet completed.
 - d. **Completed** – Displays requests that have been fulfilled.
2. Click the **Tracking #** or **Reference #** to view the request details.

How do I pay for a search request online?

***** Please note all Search Requests are non-refundable*****

1. From the **Balance Due** tab, click the checkbox next to the **Tracking #** you wish to pay for. To select all items, click the checkbox in the column heading.
2. Click the **Add to cart** button .
3. Click the cart icon  in the top right corner of the screen.
4. Click the **Pay Now** button.
5. Enter your payment information then click **Submit**.

How do I pay for a search request in person?


1. From the **Balance Due** tab, click the checkbox next to the **Tracking #** you wish to pay for. To select all items, click the checkbox in the column heading.
2. Click the **Print Invoice** button .
3. A new tab will open with an invoice. If the Print window displays automatically, click **Print**. If it does not, press **CTRL + P** on the keyboard to bring up the window, then click **Print**.
4. Follow instructions on the invoice for making the payment.

How do I cancel a search request?

There are a number of ways to cancel a search request:

- If the request has not yet been submitted, go to the **Draft** tab then click the **Delete** icon for the request.
- If the request was submitted, but no payment has been made, go to the **Balance Due** tab then click the **Delete** icon for the request.

How do I remove a search request from the cart?

Click the cart icon  in the top right corner. If there is more than one item in the cart, click the **Remove** link next to the requests to be removed from the cart. To remove all items, click the **Empty Cart** button. Emptying the cart does not cancel the search requests.

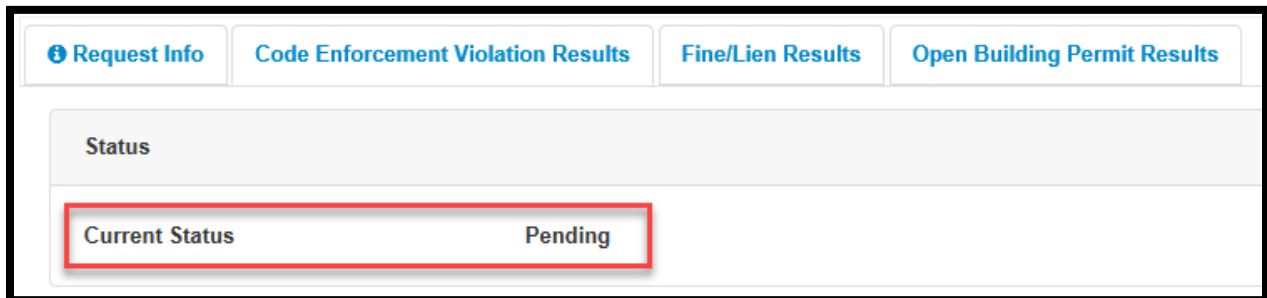
How do I check the status of a pending request?

Once payment has been made for the request, it will display on the Pending tab. When PZB staff has completed the search(es), the request will move to the Completed tab.

1. From the **Dashboard**, go to the **Pending** tab and click the **Tracking #** for the request.
2. The request window will open. Depending on the type of search(es) requested, the corresponding tab(s) will display. For example, if you requested Code Enforcement, Fine/Lien, and Open Building Permits, all three tabs will display:



3. Click on the tab to view the status of the request. Once work begins on your search, the Status will displays "In Review".



4. Click the **Cancel** button to return to the **Dashboard**.

How do I check the results of a completed request?

1. From the **Dashboard**, go to the **Completed** tab and click the **Tracking #** for the request.
2. The request window will open. Depending on the type of search(es) requested, the corresponding tab(s) will display. For example, if you requested Code Enforcement, Fine/Lien, and Open Building Permits, all three tabs will display:



3. Click on the tab to view the search results.