

Welcome to the City of Coatesville Codes Portal Tutorial

This tutorial will walk you through the current features of the City of Coatesville Codes Portal, explain how to use them, and outline the steps required to create an account and link it to your licenses.

Accessing the Codes Portal



To access the portal, visit the City of Coatesville website. A **Codes Portal** link has been added to the website header. Clicking this link will take you directly to the Codes Portal, where you can begin the registration process.

or click the link here: <https://ci-coatesville-pa.smartgovcommunity.com/Public/Home>



[Sign Up or Log In](#)

Select Language

Powered by [Google Translate](#)

City of Coatesville, PA

support: 610-384-0300
codes@coatesville.org



My Portal

Apply for, Pay for & View Permits. Request Inspections.

GO »



Business Portal

Manage your Businesses

GO »



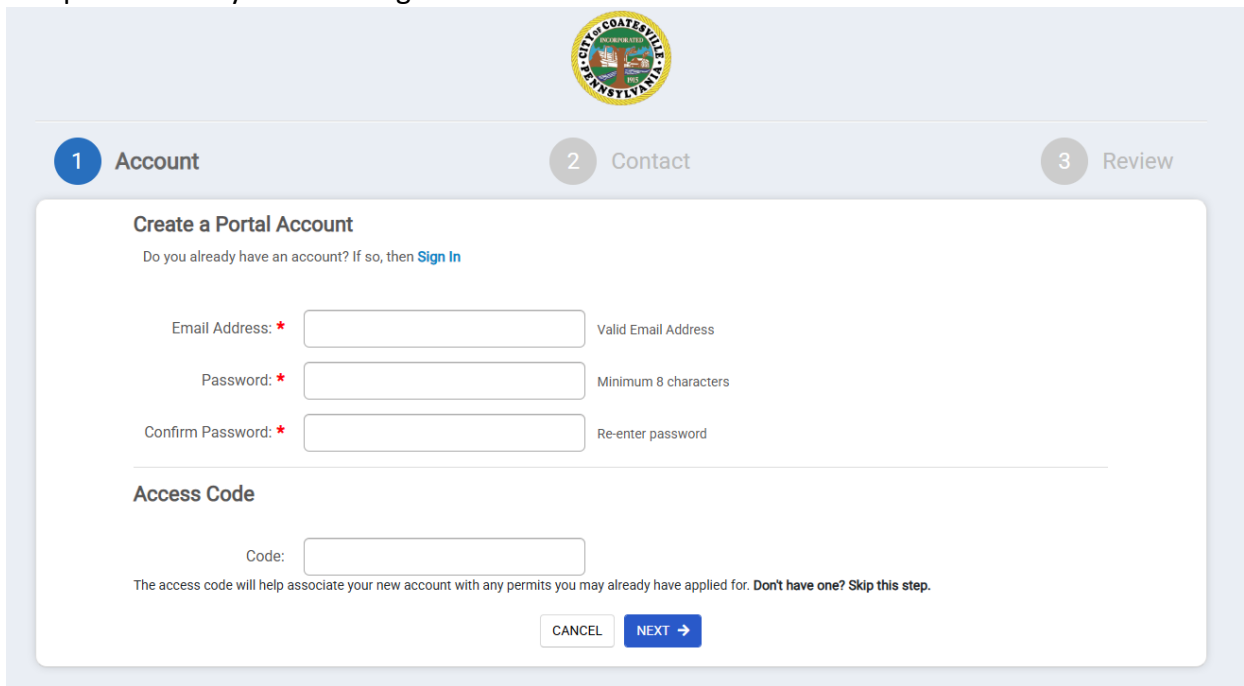
Contact Us

Request information or report a concern

GO »

Creating a Portal Account

The first step is to create an account. In the top-right corner of the portal homepage, click the **Sign-Up** button. This will take you to the account creation page. You may use any email address and password of your choosing.



The screenshot shows the 'Create a Portal Account' form. At the top center is the City of Coatesville logo. Below it are three numbered steps: 1 Account, 2 Contact, and 3 Review. The 'Account' step is active. The form title is 'Create a Portal Account'. Below the title is a question: 'Do you already have an account? If so, then [Sign In](#)'. There are three input fields: 'Email Address: *' with a 'Valid Email Address' hint, 'Password: *' with a 'Minimum 8 characters' hint, and 'Confirm Password: *' with a 'Re-enter password' hint. Below these is an 'Access Code' section with a 'Code:' label and an input field. A note below the field states: 'The access code will help associate your new account with any permits you may already have applied for. **Don't have one? Skip this step.**' At the bottom are two buttons: 'CANCEL' and 'NEXT →'.

Linking Your Account to Your Licenses

At the bottom of the account creation page, you will see a field for an **Access Code**. Access codes are provided directly by the Codes Department. This is a security measure to prevent unauthorized access to accounts.

Access Code

Code:

The access code will help associate your new account with any permits you may already have applied for. **Don't have one? Skip this step.**





Please note that creating an account alone will not display any licenses. No matter how many times you sign up, your licenses will not appear unless a valid access code is entered. Once the access code is applied, your account will be linked to the licenses and records associated with that code.

After your account is created and linked, you will receive an email to verify your account. Once verification is complete, all current portal features will be fully available to you.

My Account Options

Once your account is created and successfully linked, you can manage your account from the same location where the **Sign-Up** button previously appeared. This area allows you to edit your account information and manage your email notification preferences.

My Account

Email:	carthur@coatesville.org	 Manage Email Notifications	 edit
Password:	Updated 1 year ago.		 edit
Contact:	Arthur, Casey 1 City Hall PL COATESVILLE, PA 19320 P: 610-384-0300		 edit


[Payment History](#) [Access Code](#)

Email notifications are highly customizable and offer a wide range of options. Please keep in mind that enabling all notification settings will result in a high volume of emails, as many actions taken by the Codes Department trigger automatic notifications. Enabling too many options may feel overwhelming or result in what appears to be excessive email traffic.

We recommend selecting only the notifications that are most relevant to you, so you receive important updates without being overwhelmed.

Email Notifications

Receive Email Notifications

 Please note that the email sender will be noreply@smartgovcommunity.com.

Permits

[SELECT ALL](#)

[CLEAR ALL](#)

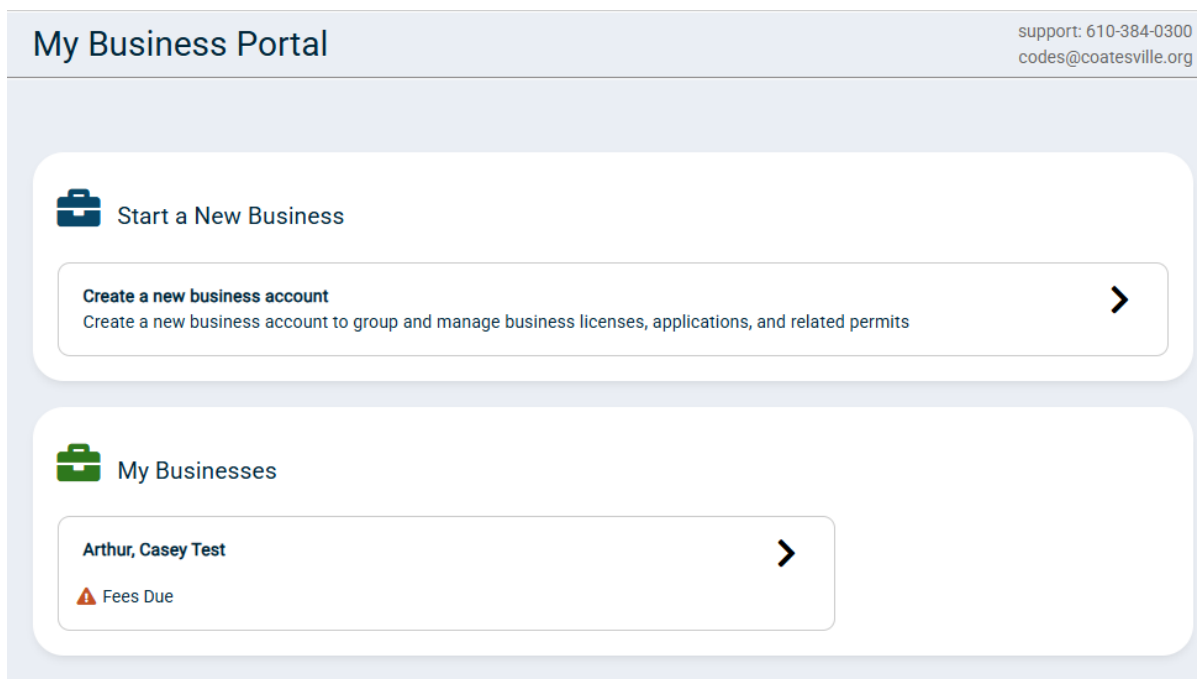
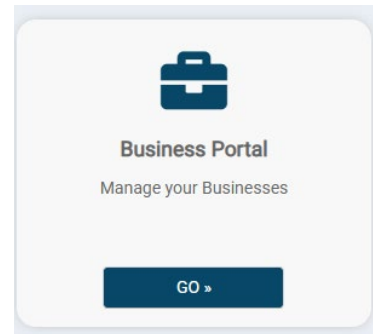
Subscribe **Description**

<input checked="" type="checkbox"/>	Notify when a permit is submitted
<input checked="" type="checkbox"/>	Notify when a permit is complete (all required submittals have been received)
<input checked="" type="checkbox"/>	Notify when a permit submittal document has been uploaded from the portal
<input checked="" type="checkbox"/>	Notify when a permit submittal version is created with a deficiency report
<input checked="" type="checkbox"/>	Notify when a permit is approved (all required approvals have been completed)
<input checked="" type="checkbox"/>	Notify when a permit is ready to issue (all contractors have valid licenses)
<input checked="" type="checkbox"/>	Notify when a permit is issued (all required fees have been paid)
<input checked="" type="checkbox"/>	Notify when a permit is finalized (all required inspections have been completed)
<input checked="" type="checkbox"/>	Notify when a permit is closed (all requirements have been completed)
<input checked="" type="checkbox"/>	Notify me when a permit is about to expire
<input checked="" type="checkbox"/>	Notify when my permits state has changed to Expired
<input checked="" type="checkbox"/>	Notify when a permit is cancelled (the permit is cancelled and no further actions will be taken)
<input checked="" type="checkbox"/>	Notify when a permit is issued from the portal
<input checked="" type="checkbox"/>	Notify when a permit application is returned
<input checked="" type="checkbox"/>	Notify when a permit inspection is requested from the portal
<input checked="" type="checkbox"/>	Notify when a permit inspection is scheduled
<input checked="" type="checkbox"/>	Notify when a permit inspection is completed

Business Portal

The **Business Portal** is where all licenses and inspections are housed. This is also where you can manage and pay for licenses, inspections, and related fees.

Once you enter the Business Portal using your provided access code, you will be able to view all accounts linked to that code. Some access codes are connected to a single account, while others may link to multiple accounts. This depends on the relationship your contact has with the Codes Department.



For **property managers**, access codes are typically linked to both:

- Your management account, and
- Each client account you manage within the City of Coatesville.


This allows property managers to view and manage all associated licenses and inspections from one location.

If an access code is issued to an individual property owner (a client), they will only be able to view:

- Their own account, and
- The associated property management account **with only their licenses visible**.


In these cases, editing permissions are restricted.

If you believe you are seeing accounts that do not belong to you, or if expected accounts are missing, please contact the Codes Department using the contact information located in the top-right corner of the portal.

 **Start a New Business**

Create a new business account

Create a new business account to group and manage business licenses, applications, and related permits



When working within the **Business Portal**, please **refrain** from creating new business accounts unless you have first confirmed with the Codes Department that one does not already exist. In many cases, an account may already be in the system but has not yet been linked to your access code. Merging duplicate accounts is very difficult, and unfortunately, the option to create new accounts cannot be disabled. If you believe a new account is necessary, please contact the Codes Department beforehand to avoid creating duplicates.

Arthur, Casey Test

[Return to Business Portal](#)

Account: 000036 [Edit Business Account](#)

Pay Online Pay your application securely

Due Now **\$65.00**

Pay →

Ready for Renewal

▲ 1 RECORD

	Expires	Renewal Status	Fees	
Arthur, Casey 1 City Hall PI COATESVILLE, PA 19320				
RLR-24-0072		Rental License - Residential	Awaiting payment and Document Submittals	\$65.00 PAY NOW ↻

Once you click into a business account, you will be able to view all associated licenses and any fees due. Depending on the status of the license, you will be prompted to either **Pay Now** or **Renew**. If the **Renew** option is available, selecting it will require you to verify certain information before proceeding to payment. The information requested may vary by license type and is based on what information is already on file.

In most cases, the renewal process will involve submitting updated documentation and confirming that all required inspections are current and valid for the rental license. For **license submittals**, any required documents will be available directly within the portal at the bottom of the main license page.

These documents are provided as fillable PDF forms. You can download the form, complete it, and upload it back into the portal for review.



A screenshot of a web portal interface. At the top left is the City of Coatesville logo. The main header shows "Home" and "Arthur, Casey". A "Powered by Google Translate" notice is visible. The central focus is a white modal window titled "Upload Submittal" with an "ADD FILES" button. Below the modal, the page title is "RLR-24-0" and "Application for Rental License". There are "BEGIN UPLOAD" and "CANCEL" buttons. A table shows the application status: Version 1, Status Pending, Received, and Deficiency Report. Below the table, it says "Version 1 Pending". At the bottom, there are buttons for "Return To License Detail", "Upload", and "Delete".

To have a license issued, you are required to submit all **updated documentation** and complete **payment**. Once the required documents have been uploaded, the next step is payment. When you are ready, click **Pay**, which will take you to the payment page.

For property managers, please note that there is a limit to how many items can be displayed at one time on the payment screen.

Because of this limitation, we recommend processing payments **one client at a time**, as you may not be able to add all items to the cart simultaneously. We are actively working to expand this functionality so that all items can be displayed and paid together in the future.

A screenshot of a "Pay Online" payment screen. It features a heading "Pay Online" with a subtext "Click 'add' to add the item to your shopping cart." and an "ADD ALL TO CART" button. Below this, two items are listed: "RLR-24-0072 Rental License - Residential Arthur, Casey Fees: \$65.00" and "RLR-24-0072 Rental License - Residential Arthur, Casey Fees: \$65.00". Each item has a "+ ADD" button. On the right, a green "Cart" box shows "Your cart is empty." and a "PROCEED TO CHECKOUT" button.

After your payment has been submitted, the Codes Department will review both the payment and the uploaded license documents. Once reviewed and approved, the license status will be updated accordingly.

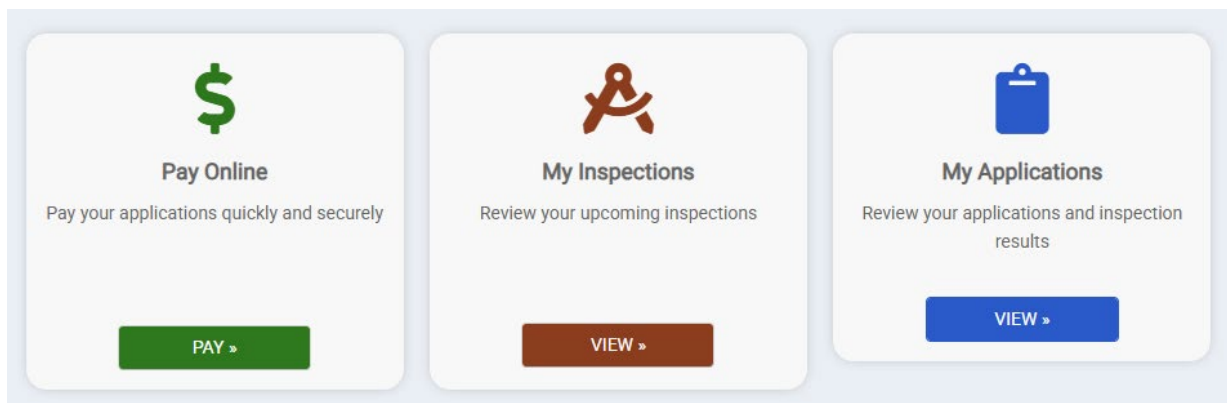
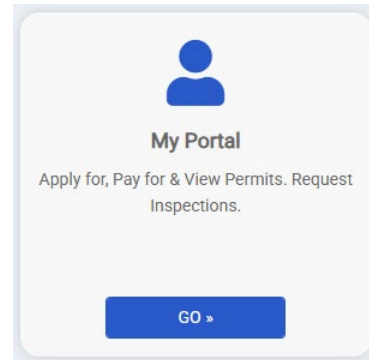
My Portal

The next section is **My Portal**. This area allows you to make payments and view any upcoming inspections that have been scheduled.

Please note that **My Portal is still under development**. In the future, this section will allow you to:

- Request inspection dates and times
- Apply for licenses
- Apply for permits

At this time, these features are not yet available. Updates will be rolled out as additional functionality is completed and made available in the portal.



Contact Us

The final section is **Contact Us**. This area allows you to report Code Enforcement concerns and track any cases that you have submitted through the portal.

This feature has been live for approximately one year and provides a direct way to submit concerns to the Code Department and monitor their status as they are reviewed and addressed.

