



How to use the Clifton Park Online Submission Portal

Have questions about your application or having trouble with the site?
See our [Troubleshooting](#) section at the end of this guide.

PLEASE NOTE: the **CE-200** is required for applicants that do not have Workers' Compensation insurance. It is a NYS form and is part of their requirement. A sample of how the form should look once completed through the state website is attached at the end of this guide. To complete the form, please visit:

https://www.businessexpress.ny.gov/app/answers/cms/a_id/2263/kw/CE

Any questions or problems regarding the completion of the CE-200 should be directed to 518-485-5000.

To Get Started

1. Go to www.citizenserve.com/cliftonpark
2. From the Home Page, click on **Login** in the upper-right corner
3. If you have an existing username and password, enter the information and login

NOTE: If you forgot either your username or your password, click on the corresponding link. You should receive an email within a few minutes with further instructions.

If you do not receive the email within a few minutes, please check your junk/SPAM folder.

Please allow for up to 10 minutes to receive the email before trying again or contacting technical support (see [Troubleshooting](#) for contact information).

4. If you need to register for an account
 - Click on Register
 - Fill out the registration form
 - Click Save

To Submit a New Request

1. On the My Account page after logging in, you should see various departments that have online submittal applications available. Select the **Apply Now** button for the corresponding department.

*Not finding what you're looking for? Try clicking on the **Services** tab at the top of the screen and select the department there. You'll get to the department landing page, which will have a little more information and some other links.*

2. Fill out the application. A few notes regarding the application:

Addresses

For best results when searching for an address, enter just the street number and street name (you can search a partial name too, like "wash" instead of "Washington").

All addresses in our jurisdiction will have the city listed as Clifton Park. Even if your property is in a different city, leave it as Clifton Park.

If you are having trouble finding the address, try searching by SBL or Parcel Number.

Required Fields

Required fields will be preceded with a red line: |

Document Uploads

Maximum upload size per document is 100mb. There is no limit on total number of documents. Document upload speed is limited by your internet upload speed.

3. Once all information is filled out, click on **Submit**. The application will take a few seconds to process, then notify you with a pop up once submitted.

You should receive a confirmation email within a few minutes.

4. If required, you will be taken to a payment page to pay any applicable application fees. Fill out the payment form and click **Submit**.

To View a Previously Submitted Request

1. From the My Account page, click on **View My Requests** from the options on the left.
2. In the top drop-down field, select your service (e.g. Permits, Complaints)
3. Click on your permit or file number to view your submitted request

You can view various review activities, inspections, and documents using the tabs on the request (as applicable)

Not finding what you are looking for? You probably are not listed as the applicant or a contact on the request. Contact the department associated with your application and we can help look up the application (see [Troubleshooting](#) for contact information).

To Make a Payment

1. Open your request (see [To View a Previously Submitted Request](#))
2. Select Make a Payment from the options on the left
3. Fill out the payment form and Submit

You should receive an email confirmation within a few minutes

Not seeing the option to make a payment? Possible reasons include:

1. *You have a \$0.00 balance due*
2. *The status of your permit/license currently does not allow for payment*
3. *Payments are not allowed for that permit/license type*

See [Troubleshooting](#) for more information.

Getting an error message when making your payment? Verify your information is correct and try again. If the issue persists, contact technical support (see [Troubleshooting](#) for contact information).

To Request an Inspection

1. Open your request (see [To View a Previously Submitted Request](#))
2. Select Request an Inspection from the options on the left
3. Fill out the inspection form and Submit

You should receive an email confirmation within a few minutes

Unable to request an inspection? Possible reasons include:

1. *You have a balance due on your permit*
2. *The selected inspection is not eligible for that permit type or there is some other hold on your account or the permit preventing submission*

See [Troubleshooting](#) for more information

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I have questions about what I'm supposed to fill out or provide.

Call the corresponding department for your application:

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

I'm registering for a new account, but it says it already exists.

This means that the email you entered is already registered with an existing account. You can try resetting your username or password (see "I can't get logged in" below).

If you have an existing permit number or application number, call the corresponding department for your application. We can help look up your account information based on your permit or application number:

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

I can't get logged in.

First, make sure you are on the correct site: www.citizenserve.com/cliftonpark

You should see "Welcome to Our Online Portal" with the Town of Clifton Park seal in the upper-left corner.

If you see the "Citizenserve" logo with information about software solutions, you're on our software provider's website. Please go to www.citizenserve.com/cliftonpark to access our online submission portal.

Once on the portal, if you have an account you can try to log in. If you need to reset your username or password:

From the Login page, select either Forgot Username or Forgot Password. Your information will be sent to the email on file.

If you do not receive the email within a few minutes, please check your junk/SPAM folder. Please allow for up to 10 minutes to receive the email.

If you are getting a message that your account does not exist, the username or email you are providing does not match an account on file. You may have created one in the past with a different email or have not yet registered for an account.

Still having issues logging in? Call technical support at 1-800-325-9818. If a support technician does not answer, it means all technicians are busy. Please leave a voicemail with your name, the city you are calling about, your phone number, and a brief description of your issue. You will receive a callback within a few minutes.

I'm trying to apply, but it won't find my address.

For best results when searching for an address, enter just the street number and street name (you can search a partial name too, like "wash" instead of "Washington").

All addresses in our jurisdiction will have the city listed as Clifton Park. Even if your property is in a different city, leave it as Clifton Park.

If you are having trouble finding the address, try searching by SBL or Parcel Number. Don't know your SBL or Parcel Number? You can look it up on the assessor database:

<https://saratoga.sdgny.com/search.aspx>

Still having issues? Call the corresponding department for your application and we can help you look up the address:

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

I'm trying to apply, but some of the information about my address is wrong.

All addresses in our jurisdiction will have the city listed as Clifton Park. Even if your property is in a different city, leave it as Clifton Park.

Property Owner information is only updated once per year. You will have the option further down in the application to list the correct property owner

It won't let me submit my application. It says there is a required field.

The pop-up message should tell you which field you are missing. Required fields will be preceded with a red line: |

Make sure all required fields are filled out, then try again.

If a field is marked as required and you don't know what to fill out, call the corresponding department for your application:

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

If you believe the message is in error, click on Save for Later at the bottom of the application, then call technical support at 1-800-325-9818. If a support technician does not answer, it means all technicians are busy. Please leave a voicemail with your name, the city you are calling about, your phone number, and a brief description of your issue. You will receive a callback within a few minutes.

It won't let me submit my application. It just keeps spinning.

This usually occurs when there are large documents that the system is trying to upload. The time it takes is dependent on your internet's upload speed. Please give it a few minutes to let it finish processing. Do not exit out or navigate away from the page.

Still waiting? Call technical support at 1-800-325-9818. If a support technician does not answer, it means all technicians are busy. Please leave a voicemail with your name, the city you are calling about, your phone number, and a brief description of your issue. You will receive a callback within a few minutes.

My document won't upload. It just keeps spinning.

This usually occurs when there are large documents that the system is trying to upload. The time it takes is dependent on your internet's upload speed. Please give it a few minutes to let it finish processing. Do not exit out or navigate away from the page.

Still waiting? Call technical support at 1-800-325-9818. If a support technician does not answer, it means all technicians are busy. Please leave a voicemail with your name, the city you are calling about, your phone number, and a brief description of your issue. You will receive a callback within a few minutes.

I'm trying to view my previous requests or applications, but they aren't showing up.

You probably are not listed as the applicant or a contact on the request. Contact the department associated with your application and we can help look up the application.

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

I'm trying to make a payment, but don't see the option.

Please follow the steps in [To Make a Payment](#). If you're sure you're in the right spot and still don't see the button, it is likely that one of the following has occurred:

1. You have a \$0.00 balance due
2. The status of your permit/license currently does not allow for payment
3. Payments are not allowed for that permit/license type

If you believe this is incorrect or received an email with instructions to pay, contact the department associated with your application and we can help troubleshoot.

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

I'm trying to make a payment, but I'm getting an error message when I submit.

Verify your information is correct and try again. Please check the following:

1. The credit card number is correct
2. The zip code matches the card on file
3. Wait 15 minutes and try again (some credit card companies limit the number of attempts you can make in a short period of time)

Still getting an error message? Call technical support at 1-800-325-9818. If a support technician does not answer, it means all technicians are busy. Please leave a voicemail with your name, the city you are calling about, your phone number, and a brief description of your issue. You will receive a callback within a few minutes.

Please note: technical support can only help with website-related issues, like error messages. They cannot process a payment or answer questions regarding your application. If you would like to discuss alternate methods of payment, please call one of the municipal numbers listed above.

I'm trying to request an inspection, but it won't let me because I have a balance due.

Please pay your balance due before submitting an inspection request. See [To Make a Payment](#).

Questions? Contact the department associated with your application:

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

I'm trying to submit my inspection request, but it won't let me

Either the selected inspection is not eligible for that permit type or there is some other hold on your account or the permit preventing submission. Please take note of the exact wording of the message you receive (take a screenshot if you're able), then contact the department associated with your application and we can assist:

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

Other questions?

Contact the department associated with your application and we can help:

Building Department: 518-371-6702
Planning Department: 518-371-6651
Zoning Department: 518-371-6054

IMPORTANT: PRINT FINAL DOCUMENT, MANUALLY SIGN/DATE,

UPLOAD TO YOUR CITIZENSERVE PORTAL UNDER CE-200



**Certificate of Attestation of Exemption
From New York State Workers' Compensation
and/or Disability Benefits Insurance Coverage**

****This form cannot be used to waive the workers' compensation rights or obligations of any party.****

The applicant may use this Certificate of Attestation of Exemption **ONLY** to show a government entity that New York State specific workers' compensation and/or disability benefits insurance is not required. The applicant may **NOT** use this form to show another business or that business's insurance carrier that such insurance is not required.

Please provide information from which you are requesting a permit, license or contract. This Certificate will not be accepted if the date printed on the form.

<p>In the Application of (Legal Entity Name and Address):</p> <p>JOHN SMITH 123 MAIN STREET ALBANY, NY 12207 111-111-1111 Federal ID Number: XXXXX6789</p>	<p>Business Applying For: BUILDING PERMIT</p> <p>From: ENTER: TOWN OF CLIFTON PARK</p> <p>The location or where work will be performed is ADDRESS OF WHERE WORK WILL BE PERFORMED</p> <p>Estimated dates necessary to complete work associated with the building permit are from DATE RANGE SHOULD EQUAL ONE YEAR</p> <p>The estimated dollar amount of project is \$25,001 - \$50,000</p>
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Workers' Compensation Exemption Statement: (EX: March 5, 2023 – March 5 2024)

The above named business is certifying that it is **NOT REQUIRED TO OBTAIN NEW YORK STATE SPECIFIC WORKERS' COMPENSATION INSURANCE COVERAGE** for the following reason:
The business is owned by one individual and is not a corporation. Other than the owner, there are no employees, day labor, leased employees, borrowed employees, part-time employees, unpaid volunteers (including family members) or subcontractors.

Disability Benefits Exemption Statement:

The above named business is certifying that it is **NOT REQUIRED TO OBTAIN NEW YORK STATE STATUTORY DISABILITY BENEFITS INSURANCE COVERAGE** for the following reason:
The business is owned by one individual or is a partnership (LLC, LLP, PLLP or a RLLP) under the laws of New York State and is not a corporation; or is a one or two person owned corporation, with those individuals owning all of the stock and holding all offices of the corporation (in a two person owned corporation, each individual must be an officer and own at least one share of stock) or is a business with no NYS location. In addition, the business does not require disability benefits coverage at this time since it has not employed one or more individuals on at least 30 days in any calendar year in New York State. (Independent contractors are not considered to be employees under the Disability Benefits Law.)

I, JOHN SMITH, am the Sole Proprietor with the above-named legal entity. I affirm that due to my position with the above-named business I have the knowledge, information and authority to make this Certificate of Attestation of Exemption. I hereby affirm that the statements made herein are true, that I have not made any materially false statements and I make this Certificate of Attestation of Exemption under the penalty of perjury. I further affirm that I understand that any false statement, representation or concealment will subject me to felony criminal prosecution and civil liability in accordance with the Workers' Compensation Law and all other New York State laws. By submitting this Certificate of Attestation of Exemption to the government entity listed above I also hereby affirm that if circumstances change so that workers' compensation and/or disability benefits coverage is required, the above-named legal entity will immediately acquire appropriate New York State workers' compensation insurance and/or disability benefits coverage and also immediately furnish proof of that coverage on forms approved by the Chair of the Workers' Compensation Board to the government entity listed above.



SIGN HERE	Signature: _____	Date: _____
Exemption Certificate Number 2008-00197		Received October 2, 2008 NYS Workers' Compensation Board