

Welcome to the Public Access Portal for Submitting Online Applications

This guide provides the steps to submit a permit application online.

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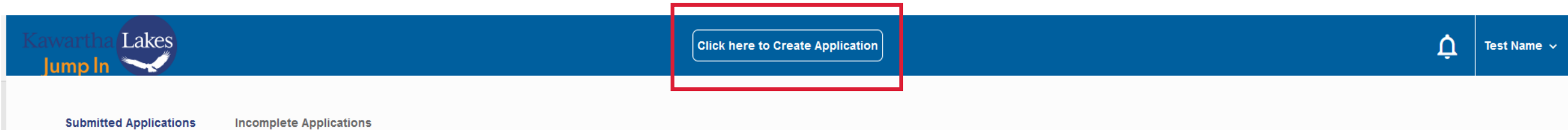
[Support Contacts](#)

Click any of the links to go directly to that specific topic within this help guide.

Step 1 - Log into the Public Access Portal

Start an application:

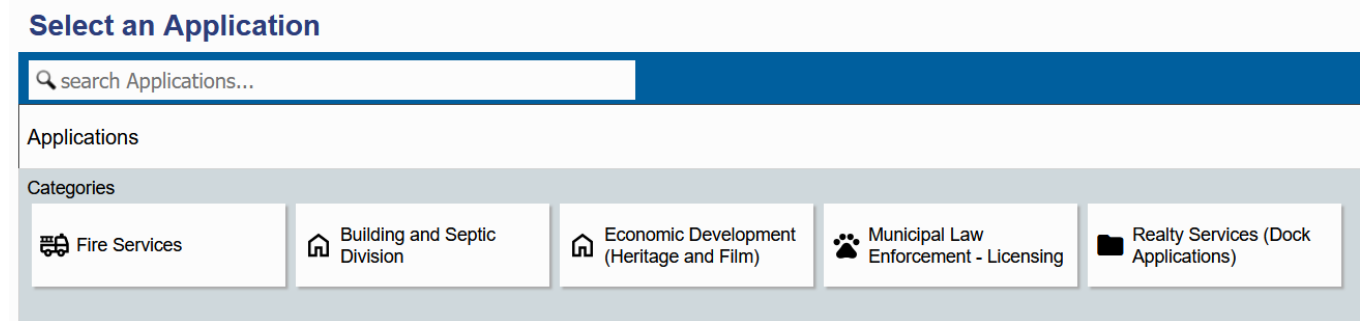
- Log into the Public Access Portal by entering your email and password.
- When you're logged in, the Home Page is displayed.
- Select the 'Click here to Create Application' button (red rectangle in screenshot below)
- The application categories that you can choose from will be displayed.



Step 2 – Select Application Category

Application Categories:

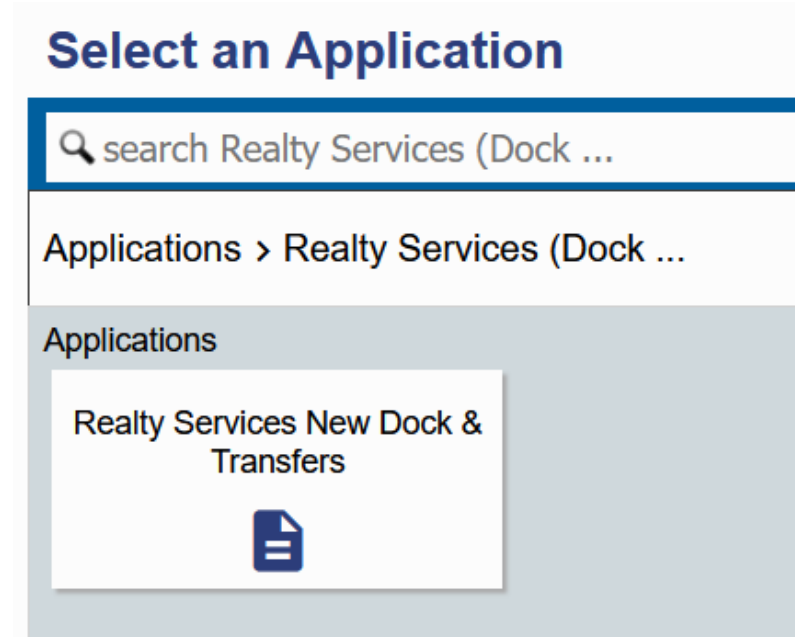
- Select the Category for the application you wish to submit.
- Further information is provided on the category by hovering over the selections.
- Once selected, next page will display further applications choices for the chosen category.
- For the purpose of this user guide, the Realty Services New dock & Transfer application will be illustrated.



Step 2 – Select Application Permit

Application Categories:

- Select the application of your choice.
- Depending on the chosen category, there may be several applications to select from.



Step 3 - Start an Application

Start an Application

- After selecting the permit you're applying for, the Application Help screen is displayed for your review.

Application Help:

- A help screen containing information about the type of application you selected will appear.
- Click 'OK' to continue or the red 'X' to cancel the application.
- Click 'Begin Application' to start the application process.

Application Help

On the Address Line of the Application, please enter the Property Civic Address.

Dock License Fees:

- Transfer License - No Fee
- New Application Fee - \$150.00 Non-Refundable.

For Dock License Applications –

Private docks and boathouses on City property may be licensed upon request by individual dock owners, where there is a travelled road between the dock/boathouse and the associated private property. The City will license existing docks and boathouses only. The City will not approve the construction of new privately-owned docks and boathouses. For a full list of conditions on which a Dock License may be granted, please refer to Council Policy CP2021-047 Dock Encroachments.

For Transfer Applications –

Existing Dock Licenses are eligible for transfer to a new owner of the associated private property. Proof of ownership must be provided with the application.

Personal information contained on this form is collected pursuant to the Municipal Act, 2001 and will be used for the purpose of responding to your request. Questions about the collection of this information should be directed to the City Clerk at clerks@kawarthalakes.ca.

Step 4 – Application Overview

Filling in the application form


- Depending on the chosen permit application, there are several sections to be completed:

Application: Realty Services New Dock & Transfers

1 Main

Application Description

Enter permit civic address. For BUILDING permits enter ARN #. Agricultural permits, add rural locations in data group section.



2 People

3 DataGroup

4 Rel Docs

5 Payment

Step 5 – Application Sections:

Section 1: **Main**

- Additional Description is optional.
- Address Line: Enter the Civic Address for the application.
- A drop down address suggestion list may appear if a partial address has been entered. Select the address from the list.
- Click the 'Next' button to continue.

Section 2: **People** – Applicant Information

- Enter the Applicant information
- Click on the 'Use My Information' button to copy your logon information
- **Red font** indicates mandatory entry fields.
- Click the 'Next' button to continue.

Section 3: **Data Group** – Application Information

Mandatory fields; **red** indicates mandatory entry fields.

- Complete all fields for this application.
- Click the 'Clear' button to remove entries.
- Click the 'Cancel' button to return to the Home Page.
- Click the 'Next' button to continue the application process.

Section 4: **Related Documents-Attachments**

- * = mandatory required documents.
- To upload a document. Click 'Add' .
- Select the document you wish to add.
- Select 'Open' to upload the document to the application
- Repeat the above steps to attach all required and/or recommended documentation for the application.
- Next, you **must** update the label name. See next page for instructions.

Step 6 – Application Section 4: Related Documents cont.


Adding Labels to Attachments

Section 4: Related Documents

Once all documents have been uploaded, the label for the attachment will require updating before continuing with the application:

- Click 'Label' and the document list is displayed.
- Select the appropriate label name for the attachment.
- Once the label for all the attachments has been completed, click 'Next' to continue.

Please select LABEL name after attaching document.

Label	13.49 KB 2026-06-17T17:41:58Z
Proof of Property Ownership *	



Step 7 – Application Section 5: Fees

Filling in the application form – Section 5

Section 5: Fees (If no fees are required to be submitted with the application)

- The payment amount field will show any fees required to be paid with the application.
- If the payment amount is \$0.00:
- Click the 'Submit' button to continue.
- The Terms and Conditions page will be displayed.
- If the Terms and Conditions are accepted, the application will be submitted and displayed.
- If the Terms and Conditions are declined, you will be returned back to the previous section.
 - Click the 'Cancel' button to return to the Home Page.
 - Click the 'Previous' button to return to the previous page and edit the application as needed.

Fee	Amount	Amount Paid	Amount Due
Application Fee (non-refundable)	\$0.00	\$0.00	\$0.00
	Total Fees: \$0.00	Total Paid: \$0.00	Total Due: \$0.00

Payment Amount: \$0.00

Pay Pal

Check here to pay. Pay Now

Cancel

Clear

Previous

Submit

Step 7 – Application Section 5: Fees & Payments

Filling in the application form – Section 5

Section 5: Fees (If fees are required to be submitted with the application)

- The payment amount field will show any fees required to be paid with the application.
- To continue with a payment:
- Click 'Check here to pay'. Pay Now button is enabled. Click 'Pay Now'. Click the 'Submit' button.
- The Terms and Conditions page will be displayed.
- If the Terms and Conditions are accepted, you will be directed to Paypal to make a payment.
 - Once your payment has been approved, the application will be submitted and displayed.
- If the Terms and Conditions are declined, you will be returned to the previous section.
 - Click the 'Cancel' button to return to the Home Page.
 - Click the 'Previous' button to return to the previous page and edit the application as needed.

Fee	Amount	Amount Paid	Amount Due
Application Fee (non-refundable)	\$150.00	\$0.00	\$150.00
	Total Fees: \$150.00	Total Paid: \$0.00	Total Due: \$150.00

Payment Amount: \$150.00

Pay Pal

Check here to pay.

Pay Now

Step 8 – Terms and Conditions

Submitting the application

Once you've submitted the application, the Terms and Conditions page will be displayed for your review:

- Click 'Accept' to agree with the Terms and Conditions and Continue
- Once you've accepted the terms and conditions, you will be directed to Paypal to make your payment.
- Click 'Decline' to return to the previous section.

Terms and Conditions ✕

1. This application and any supporting material - including surveys, sketches and photographs - filed with this application are public information, and form part of the public record. As public information, the applicant(s) hereby consents to the City copying and releasing the application and supporting materials for either its own use in the processing of the application or at the request of any third party.
2. I/We as applicant(s)/licensee(s) are responsible for any and all costs which are incurred by the municipality in connection to the transaction, such as the cost of any required survey drawings, city staff time fee, legal and registration costs, and any other costs which may be incurred by the municipality in connection to this application.
3. It is my/our responsibility to notify the Realty Services Department of the City of Kawartha Lakes, in writing, should I/we decide at any point to no longer proceed with this transaction. I/we confirm that any costs which are incurred by the municipality until such time as written notice to terminate the transaction is received are my/our responsibility.
4. I/we acknowledge that I/we are the owner(s) of the dock and any associated structures on the land that I/we are applying to license. I/we acknowledge that this does not guarantee approval of the above request. I/we acknowledge that if my/our request for a Dock License is denied, the dock and associated structures must be removed at my/our sole expense.
5. The information on this form is being collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and the Municipal Act, for the principle purpose of processing your application. Questions about this collection should be directed to the City Clerk or Deputy Clerk at 705-324-9411 extension 1295 or 1322.

[Decline](#) [Accept](#)

Submitted Application



After submitting your application and making your payment, the application details will be displayed.

A thank you email with the application number will be forwarded by email.

- Application status is displayed.
- Application will be reviewed.
- Click on the 'Kawartha Lakes' logo to return to the Home Page.
- After your application has been processed, an email will be sent indicating the status.

Application

Dock License-Transfer & New Application RS2026-0069	26 Francis St, Lindsay, Ontario, K9V 6H7 <small>No Application Name</small>	Open <small>Actions...</small>	Created:06/17/2026 Expires:09/17/2026
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Addresses

Address	Location Type	Location Id
26 Francis St, Lindsay, Ontario, K9V 6H7	-	-

People

Title	Name	Address
Dock Licence Applicant	Test User	26 Francis Street, Lindsay, ON, K9V5R8

Data

Dock License or Transfer Application

Select from the list below:

Select a value
Transfer of License

Enter address of property associated with the Dock application.

Text
test

Dock Transfer Information

Select Dock Type for Application or Transfer

Select a value

Fees

Fee	Amount	Amount Paid	Amount Due
Application Fee (non-refundable)	\$0.00	\$0.00	\$0.00
Total Fees: \$0.00		Total Paid: \$0.00	Total Due: \$0.00

Payments

Payment Type	Received By	Payment
No payments to display.		\$0.00
		Total: \$0.00

Related Documents

Add Delete all

[Click here to view list of required documents. \(* = mandatory\) Please select LABEL name after attaching document.](#)

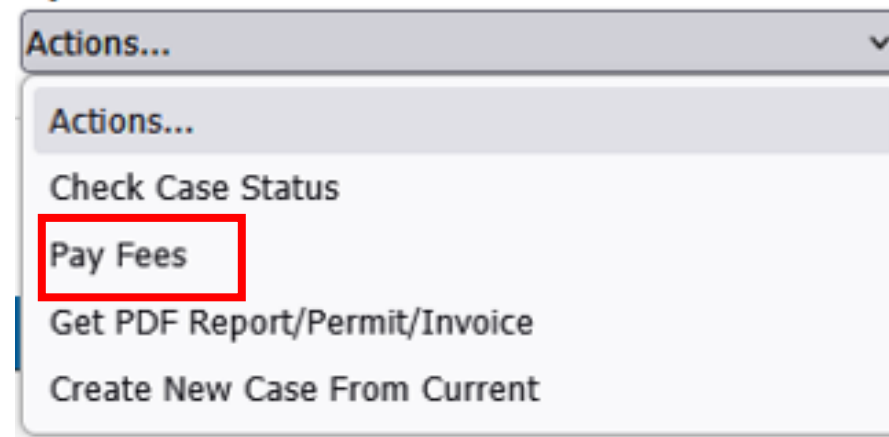
Test document 1.docx <small>Attached By: jbircher2003@gmail.com</small>	Proof of Property Ownersh <small>13.49 KB 2026-06-17T17:41:58Z</small>
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Making a Payment

If an additional fee is required, you may pay through the online portal.

- Log into the public access portal.
- To pay your fee, in the Actions field, click the drop down and select 'Pay Fees' (red rectangle).
- The fees page will open. To continue, check the box next to 'Check here to pay' and select 'Pay Now'.
- You will now be directed to the PayPal gateway.
- See the **Online Portal User Guide** for further PayPal instructions.
- Once payment has been made, you will be returned to the application details page.

Open



Online Portal Options and Logging Out

- To return to the Public Access Portal Home Page, click on the 'Kawartha Lakes' logo.
- To create another permit application, click the 'Click here to Create Application' button,
- To log out, click the drop down arrow on the right side of your user name and select 'Log Out'.

Thank you for using our online Public Access Portal



If you have any questions, please contact Customer Services using the contact information below:

Customer Services
705-324-9411 extension 0
inquiries@kawarthalakes.ca