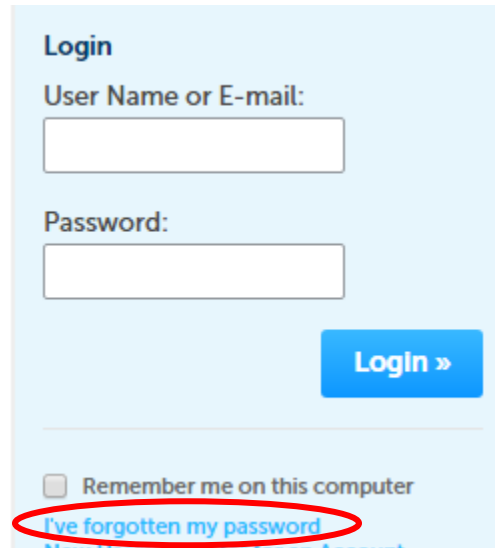


# INOI Permit Application Frequently Asked Questions

## I forgot my password – what do I do?

On the Citizen Access Portal login screen (<https://permits.lincoln.ne.gov/CitizenAccess/>), click the link below the login box called “I’ve forgotten my password”.



## How do I reset my password?

On the Citizen Access Portal login screen, there is link below the login box called “I’ve forgotten my password”. Click the link and enter your email address on the following page. You will then be required to answer your security question you created when your registered for an account. If you cannot remember your security question answer, please call 402-430-9716 or 402-309-5936. After answering the security question, you will be emailed a temporary password to login.

## I created my account, logged in, when I go to request my new permit under the LTU Tab, there is nothing to select in the “Select a License” page”, what am I doing wrong?

Your account has not been connected to an INOI license yet. You need to email [NPDES@lincoln.ne.gov](mailto:NPDES@lincoln.ne.gov) to request an INOI license. Include your name, company name, and phone number in the email.

## I created a user id and login, but realized I used the wrong name, can I change my user id? How?

If you need to change your user name or company name, please email [NPDES@lincoln.ne.gov](mailto:NPDES@lincoln.ne.gov) to request the change.

## Can a company have more than 1 user apply for INOI permits?

Yes. A company can have an unlimited number of users connected to that company’s INOI license. Any new users in that company will need to register for a new account and then email [NPDES@lincoln.ne.gov](mailto:NPDES@lincoln.ne.gov) requesting to have his/her user’s name connected to the company’s INOI license.

## Can a company just go ahead and share 1 account (user name and password) with all its employees?

Yes. Keep in mind that the INOI authorization letter needed to obtain a building permit will only be emailed to the “Applicant” and “24 Hour Contact” of that INOI permit.

## How long does it take to get my INOI permit approved?

**Within 1-2 business days.**

I applied for and received my INOI license, however when I approached Building and Safety, they denied my building permit due to “incorrect address” – why did I receive my INOI license if it was not a valid address?

This issue has been remedied by Watershed staff. If you submit an application with an invalid address, Watershed staff will contact you via email or phone to correct the address. **Users should always verify the correct address (along with the block and lot number) is being typed in into the INOI application.**

You can verify your address through the City’s GIS Viewer here:  
<http://maps.lincoln.ne.gov/default/index.html?viewer=GISViewer>

To verify in GIS:

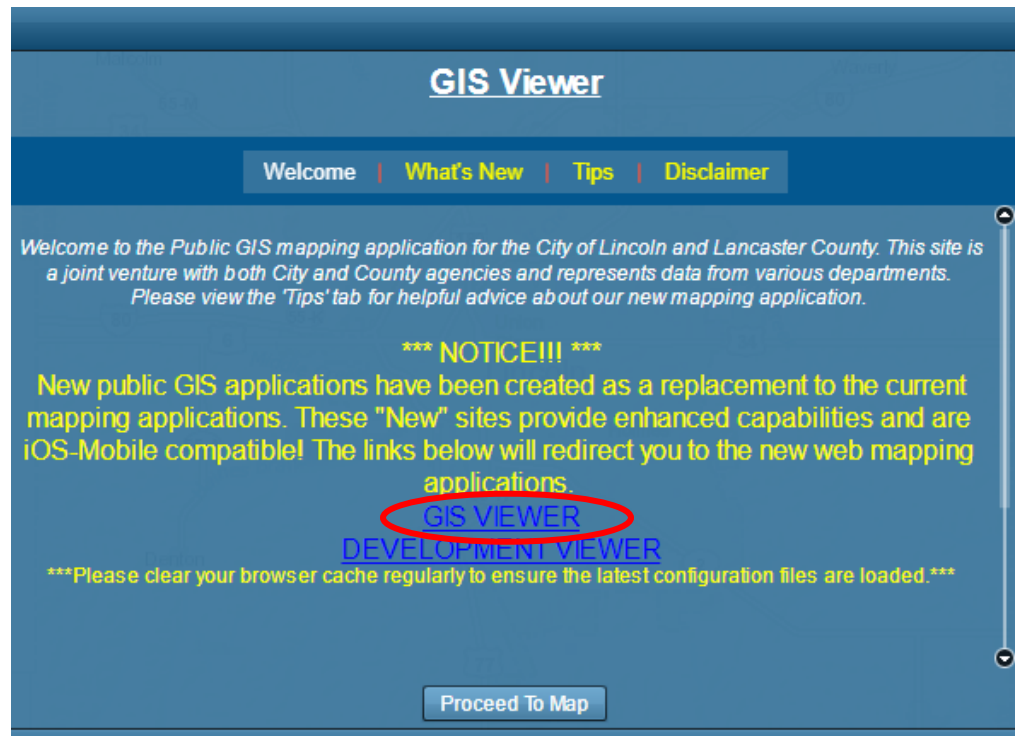
Open the GIS Map portal,

When you open the map portal from the City of Lincoln’s website, the Disclaimer should appear.

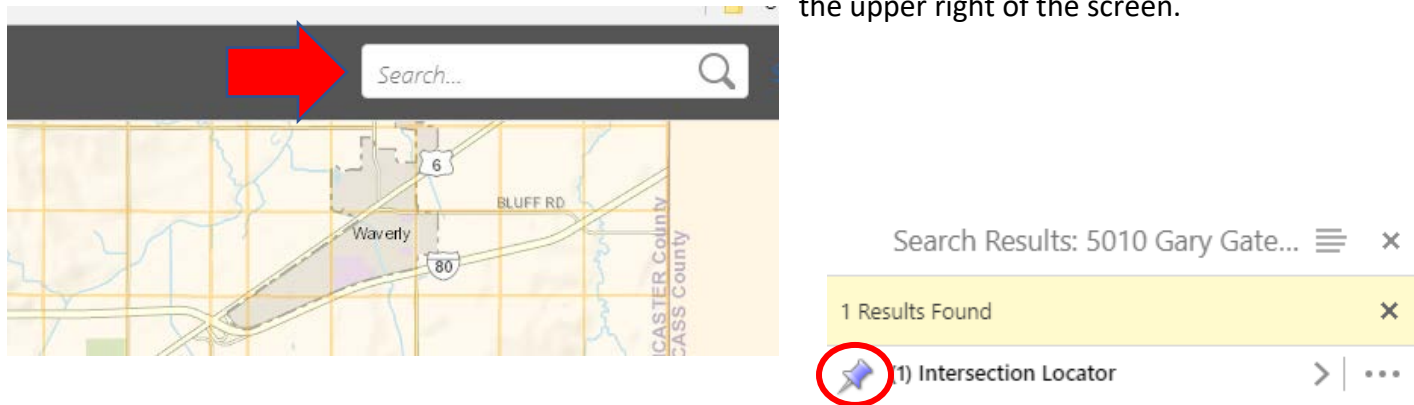
There is a NEWER map available that includes **most** addresses.

Select the newer map by selecting:

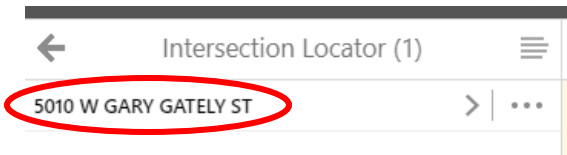
**GIS VIEWER** from this screen.



From the map that displays, input the address from the permit request in the SEARCH box in the upper right of the screen.

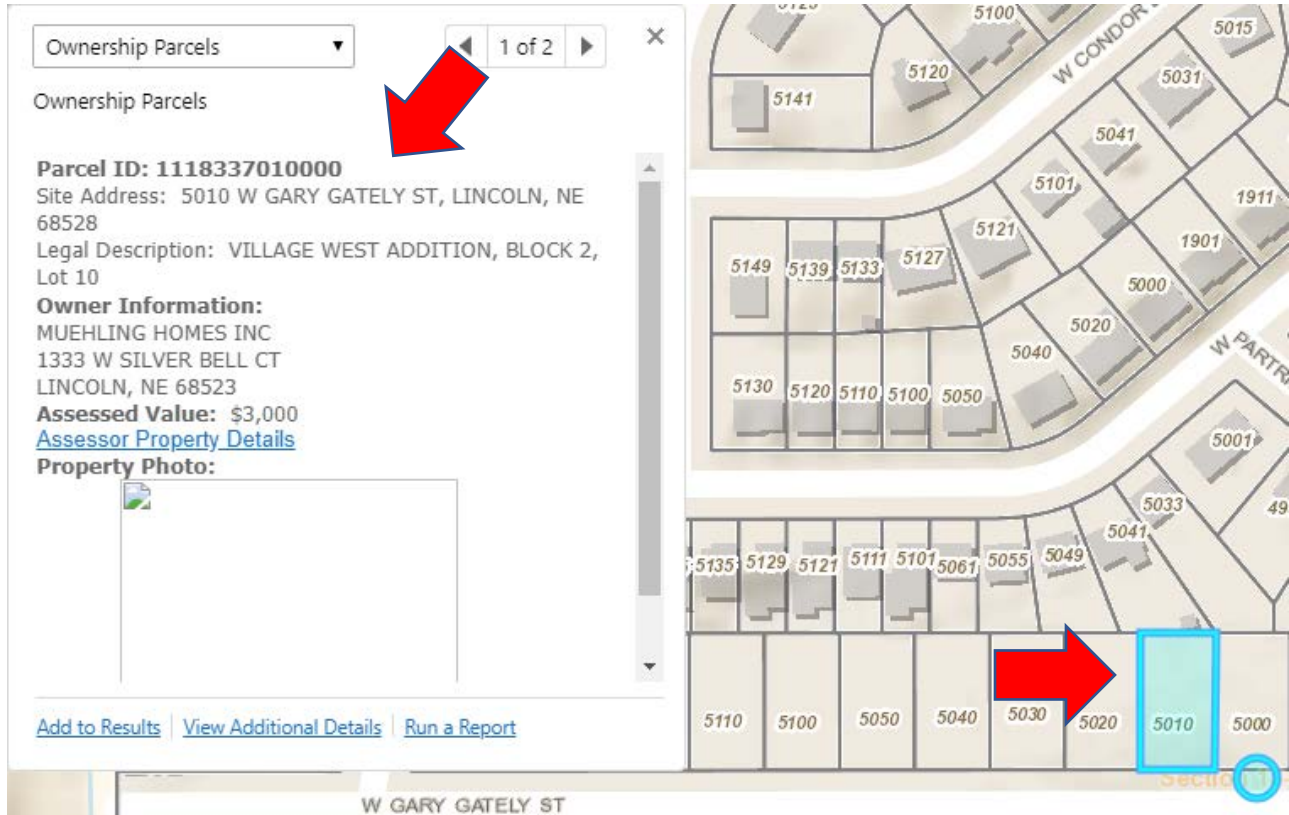


The results should appear in the upper left corner, Select the thumbtack, (1) intersection Locator



The actual address should now display, select the address that is displayed, and the map should zoom into the parcel location for that address on the map.

Select the parcel for the address of the permit – it should be visibly outlined on the map and the ownership information should be displayed. Compare THIS information to the address you entered for your permit request.



**If it does NOT Match:**

STOP!

You will need to verify you are entering the address **exactly** as it is on the latest approved plat:

*Example: W (under Direction) Gary Gately (Under Street Name) and ST (Under Street Type).*

It is also possible the address is not yet available in the GIS database. It is up to the builder to ensure the address entered is the same information off the approved Plat.