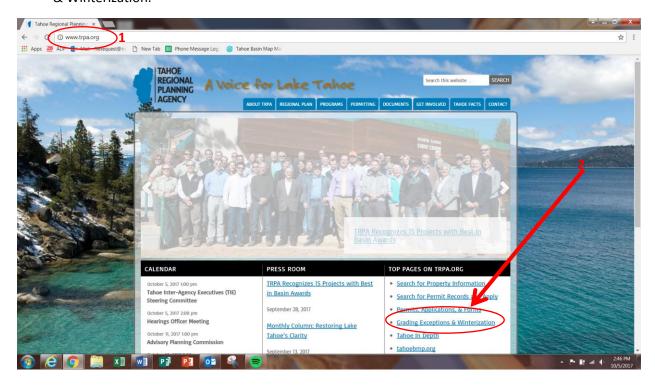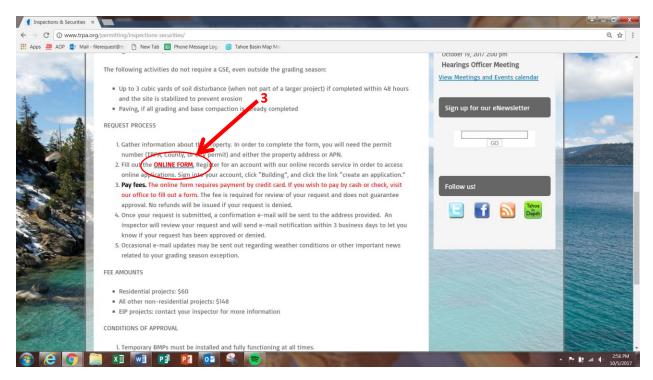# HOW TO SUBMIT A GRADING EXCEPTION APPLICATION

**NOTE: this tutorial as well as the programs referenced may not process correctly if you are using an internet browser other than Internet Explorer. If you are experiencing difficulties, please try again and follow the tutorial's steps in Internet Explorer.
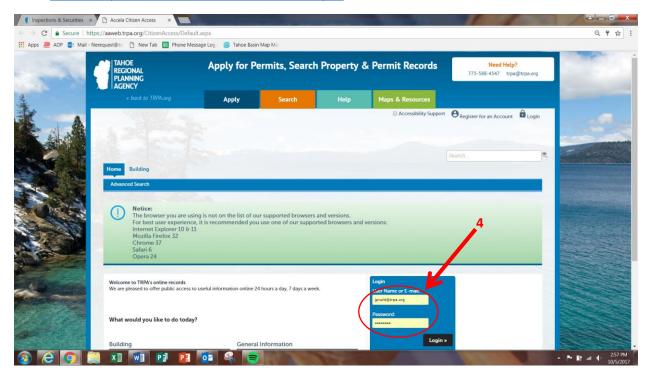
1. Go to www.trpa.org
2. On the right-hand side of the page, under "Top Pages on TRPA.org:" Click on "Grading Exceptions & Winterization."
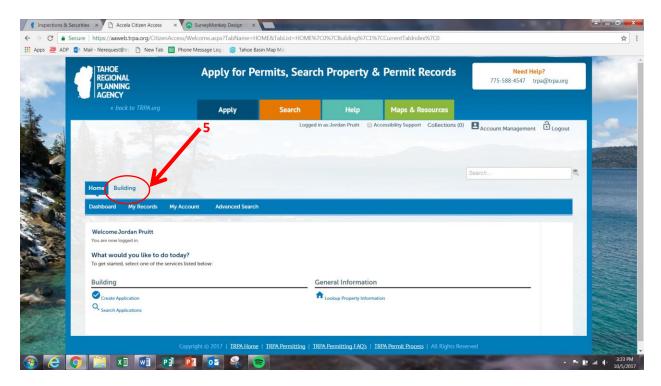

3. You are now on the "Inspections and Securities" page. Scroll down to the "REQUEST PROCESS" section, and select "ONLINE FORM."
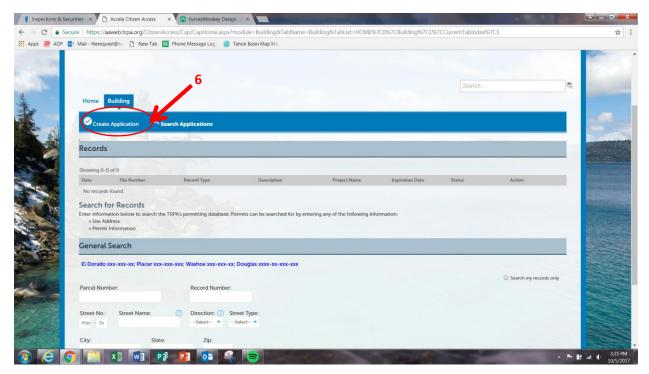
4. You have now navigated to the Citizen Access Portal. On the right-hand side, enter your Citizen Access username and password to continue. If you do not have a Citizen Access account, please see the "How to Create an Account on Citizen Access Portal" tutorial (http://www.trpa.org/wp-content/uploads/Tutorial-Create-an-Account.pdf).
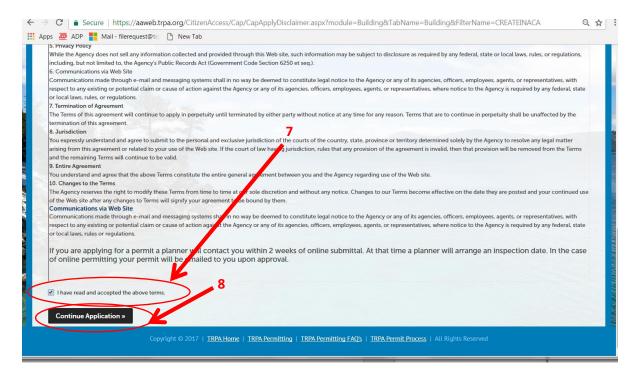

5. Once you have logged in, select the "Building" button on the left-hand side of the screen.
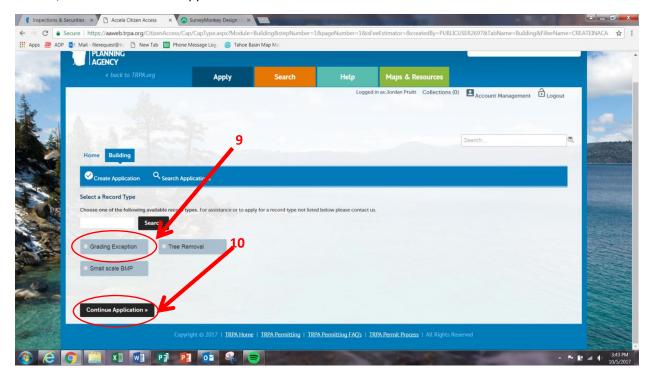
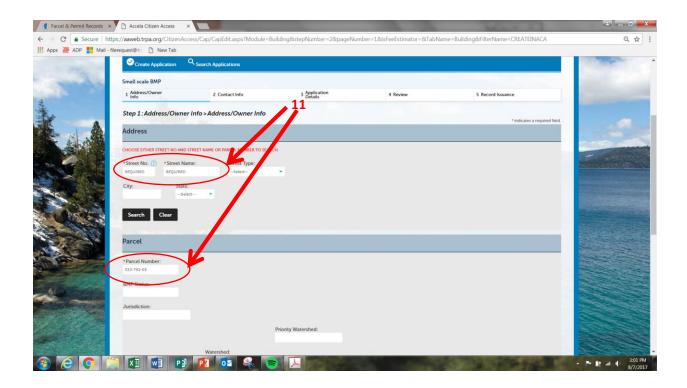6. Once have selected the "Building" tab, click the "Create Application" button.

7. Read the disclaimer, then check the box stating that you have read and accept the above terms.
8. Then, select "Continue Application."
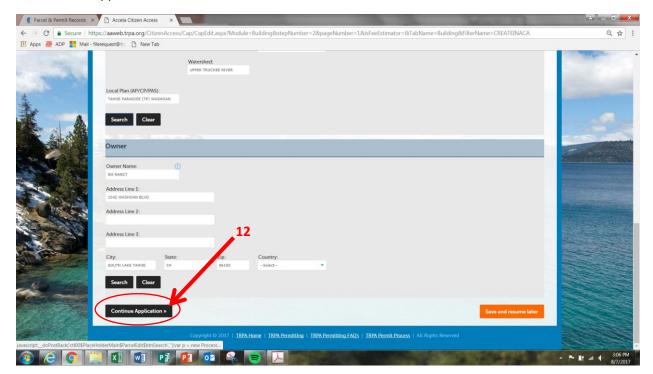
9. Select the "Grading Exception" option from the record types listed.
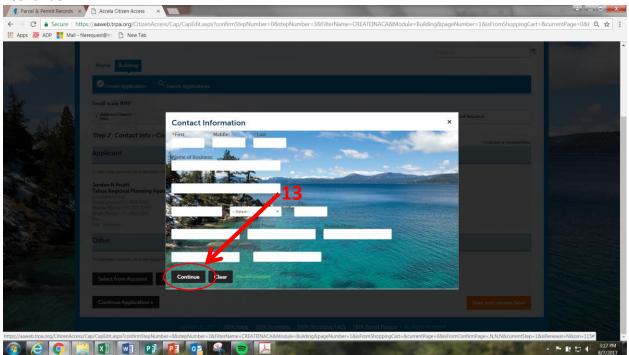10. Then, click the "Continue Application" button.

11. You are now on the Address/ Owner Info page: enter the street number and street name OR enter the parcel number with dashes (for example: 093-000-000, 1418-00-000-000, 125-000-00). It is not necessary to enter any additional information to search.
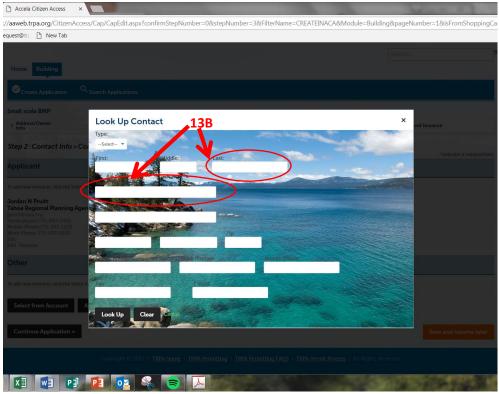
12. After the address and parcel fields have auto-populated, click "Search." the system will automatically fill in all property and owner information. Only change owner information if it displays incorrect name and address. Once you have verified that all information is correct, select "Continue Application."
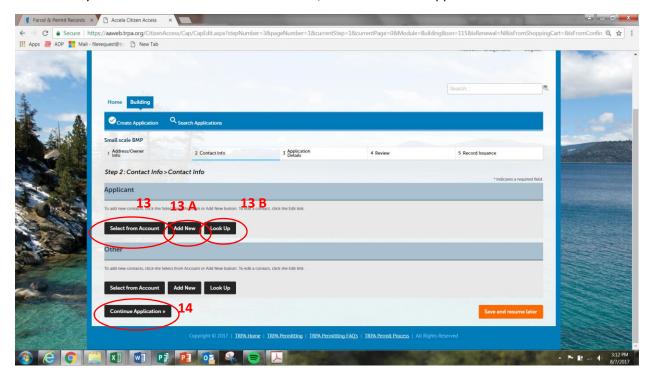
13. You have reached the "Contact Info" Section; Section two. To fill out this portion, click "Select from Account." This will give you the choice of your contact information and/or the owner information. When one of these individuals is chosen, the system will populate the contact information fields for you.

13 A. To add a new contact: Add a new contact by clicking "Add New" and filling out the required fields. Then, click "Continue." Once all contact information has been added, click "Continue."
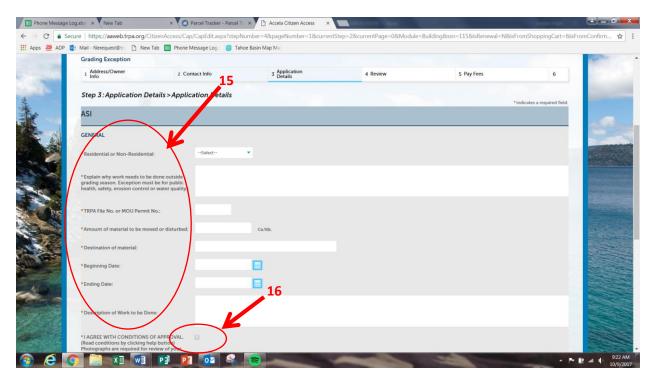

13 B. To look up a contact: click "Look Up" and enter just the last name or the name of the business and the system will populate the information for you. Once entered, click "Continue." When done, select "Continue Application."

- NOTE: When entering the name of the business, please use the wild card symbol "%" (for example: %tahoe%regional%)
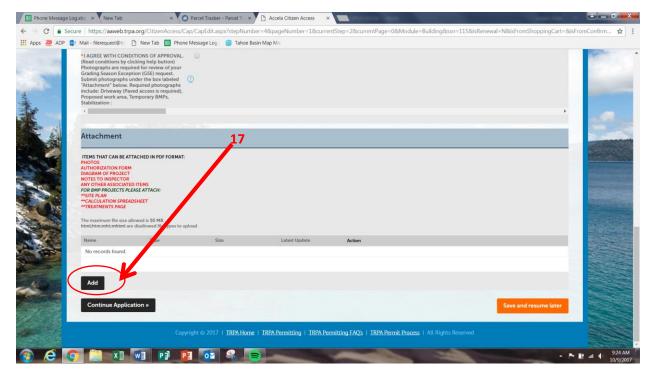
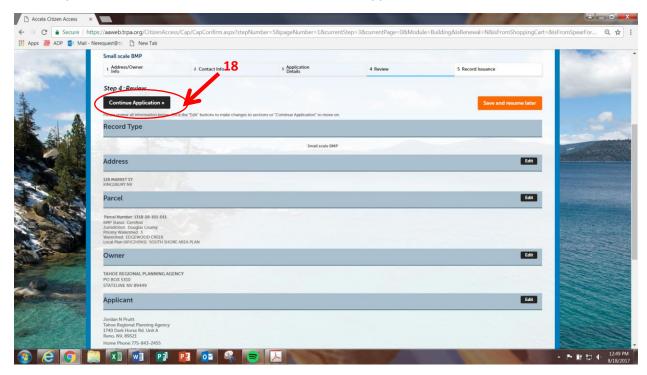14. Once you have filled out contact information, select "Continue Application."

15. You are now in the "Application Details" section of the application; Step 3. Fill out all required information in the boxes.

16. Check the box stating that you agree with conditions of approval.

17. Attach all required documents outlined in the application by selecting "Add." For assistance with this, please reference the tutorial "How to Attach a Document on Citizen Access." You can attach site plans, authorization forms, calculation spreadsheets, etc. These documents must be in PDF format.

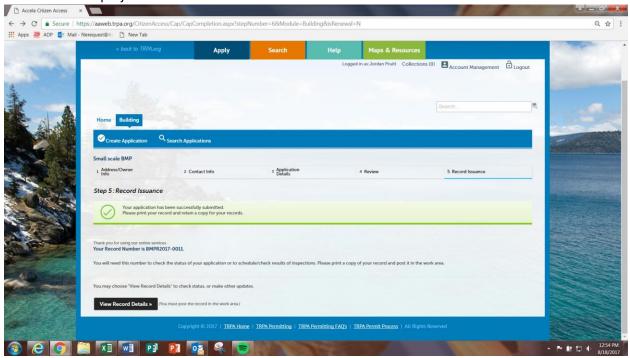   ** NOTE: Pictures are required for Grading Exception Applications.

18. You have reached the fourth section of the application: review. Review all of the information and verify that it is correct. When finished, click "Continue Application."

19. You have now been directed to the fees portion of the application. This screen will display the fee amount due for the Grading Exception application. Select the "Continue Application" button to begin your credit card payment.

20. You are now at the payment screen. Enter all credit card information here. If the cardholder is the same as the contact logged in for this project you can auto populate the information. After all information is entered, select "Submit Payment." **Once payment has been submitted, your application is complete.**

21. Congratulations! Your project application has been submitted. This page includes your File/Record number for this project. You should receive a confirmation email.

Thank you for helping us save paper by using our electronic application submittal.