



Online Application Portal - Frequently Asked Questions

Start Up:

Q: How do I access the City of Syracuse's Online Application Portal?

A: Visit the following link: app.oncamino.com/syracusenyc/login

Q: How do I create an account?

A: To [create an account](#) you need a valid email address, and a strong password you will remember.

Create an Account

Already have an account? [Sign in now.](#)

First Name *

Last Name *

Email Address *

Password *

Password Requirements

- ✗ Be a minimum of 10 characters
- ✗ Include at least 2 letters
- ✗ Include at least 2 numbers
- ✗ Include at least 1 special character

Confirm Password *

[Sign up now](#)

Q: How do I Sign In?

A: Once your account is created, you can [login](#) with the email and password you've created.

Sign In

Don't have an account? [Sign up now.](#)

Email *

Password * [Forgot my password](#)

[Sign in](#)



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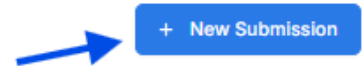
Submissions:

Q. How do I apply?

A: To start a new application, click the “New Submission” button located at the top right corner of the page.

My Dashboard






9 Submissions



Q: How do I find the application I need to apply for?

A: Search by name or select a category to find the application to be submitted. The “What’s on the Portal” section on the [City’s website](#) lists the names of the applications, forms and tools that are available in the system.

What are you applying for?

-  Tools and Guides >
-  Applications >
-  Meeting Registration Forms >
-  Licenses >
-  **COPS City-Owned Property Purchase Application**
Property purchase applications should indicate how your project will benefit the surrounding neighborhood, describe in detail the final use of the property, and illustrate your capacity to maintain the property. >



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Q: How do I know which shape on the map to select after typing in the address for the project location?

A: The Online Application Portal uses the tax id for a parcel or tract of land to identify the location of your project. Sometimes, the mailing address and legal address are different. If you're not sure which to use, look at the [Onondaga County Database](#) to ensure the shape of the parcels match up.

Q: Why isn't my license number working?

A: For our licensed trade applications, a professional license number is required to apply. Make sure you only input numbers and **no letters** when submitting your answer. For example, instead of "4567T" use "4567".

✓ A valid Sprinkler Contractor's License is required to apply. What is your license number? Please only enter the digits without spaces, letters, or dashes.

Submit Answers



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Q: Will my information be saved before I complete the submission?

A: Yes, the portal system will save information from each step automatically so you can come back to complete the application at any time.

How do I find and review my application(s)?

A: All submissions can be seen under the “My Dashboard” page once you login.

My Dashboard 9 Submissions [+ New Submission](#)

Search for a submission

Not Submitted

TANKINSTALL-2024-1 **Ready for Issuance – Pending Payment**

Applications > Fire Prevention Permits > Life and Safety Permits > Fuel Storage Tanks
Install - Flammable/Combustible Liquid Tank [Archive](#)

200 GENESEE ST E & WARREN ST APN 31150010300000290010000000 Updated July 11, 2024

Q: Where can I find documents that get issued?

A: Once an application is submitted, the City will upload any documents issued to the “Documents” section of your submission. Examples of documents include a Permit Notice granting permission to begin work and a Certificate of Completion following a final inspection of your project. You can also use this section to submit plans and other requested documents.

Summary Instructions Details **Documents** Map Payments Activity

Issued Documents Showing 0 document(s)

DOCUMENT NAME	ISSUED DATE	ISSUED BY	STEP
No issued documents			

Document Uploads Showing 0 document(s)

Drag and drop to upload files [Click here to select files](#)
Max file size: 100MB

This is where the inspector will issue your certificate of completion

Here is where you upload your plans