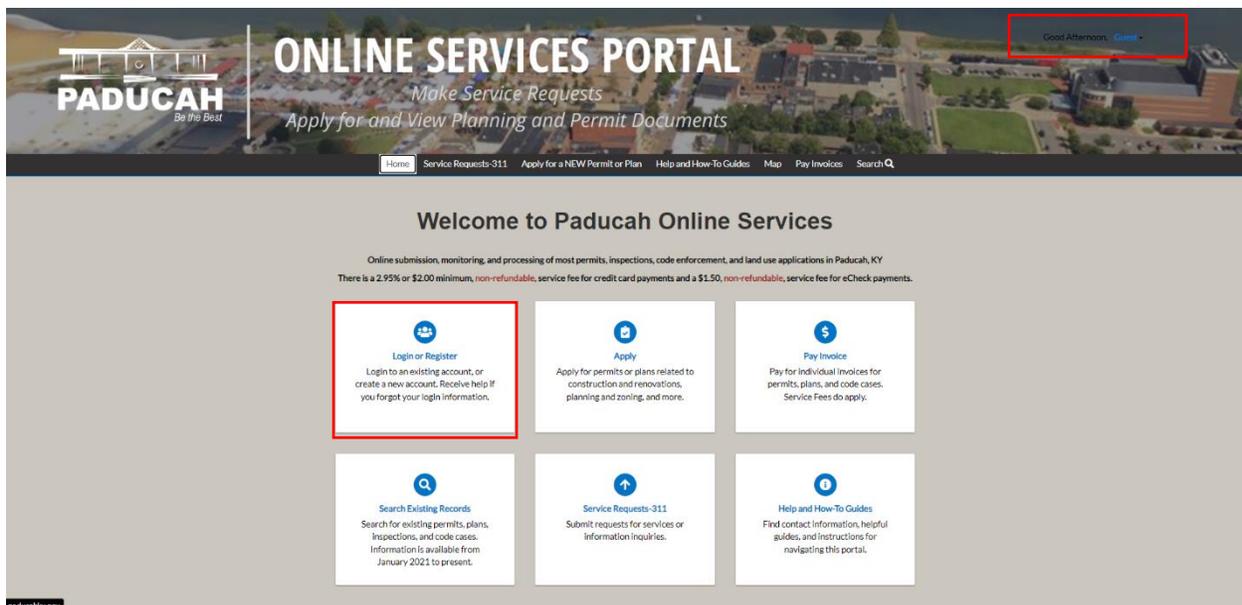




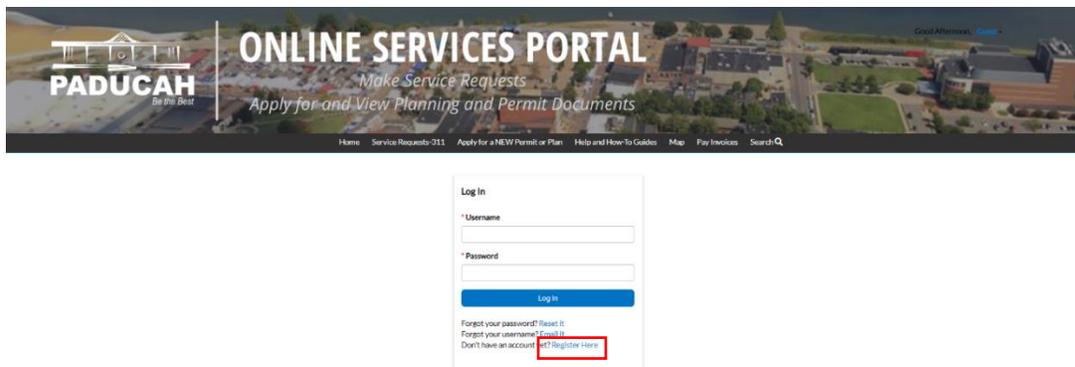
For Mayfield, Kentucky

Register and Apply for Permit Using Paducah’s Online Services

1. Navigate to Paducah Online Services at <https://onlineportal.paducahky.gov>. For assistance, email the [Customer Experience Department](mailto:customerexp@paducahky.gov) (customerexp@paducahky.gov) or call 270-444-8800.
2. Select “**Login or Register**” at the top right corner or in the tile.

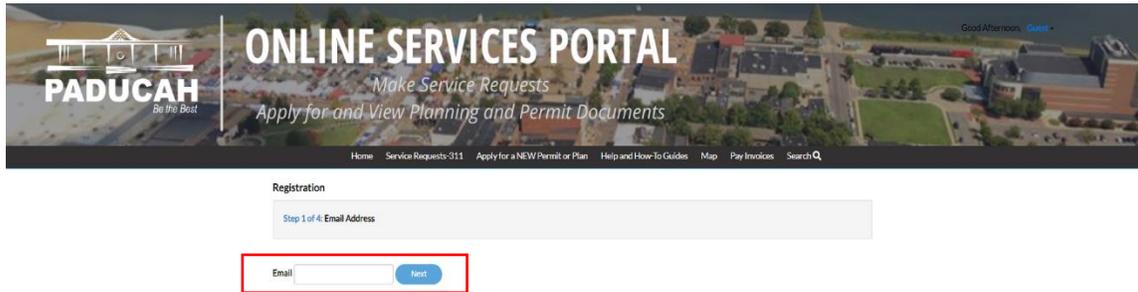


3. Click “**Register Here.**”

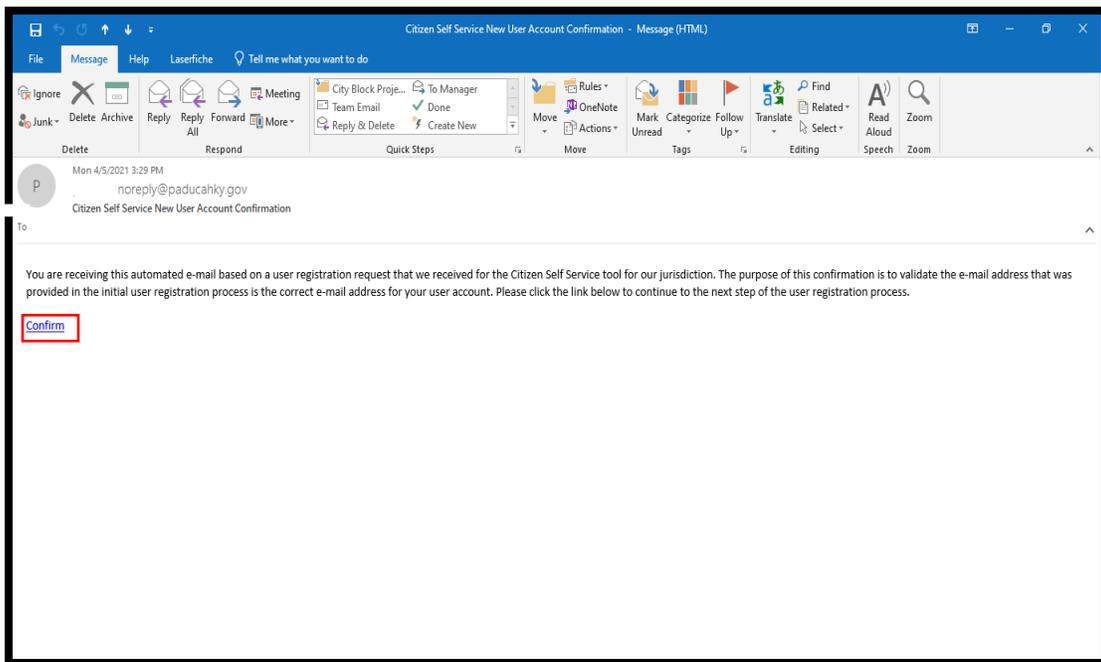


4. Add an “**Email Address**” to create an account.

1



5. Navigate to your email from paducahky.gov (see example below). Click “**Confirm**” to register.



6. Create a **username and password**. Must check “**Not a Robot.**” NOTE: The username can be your email address. The password must be at least 10 characters. Eight of those characters must be letters with one capitalized. Plus, there must be one (1) number and one (1) special character (. * ! #) Example: Testpass02!

The screenshot shows the 'Registration' page at 'Step 2 of 4: Login information'. The navigation bar includes links for Home, Paducah 311 Train, Apply for a NEW Permit or Plan, Map, Report, Fee Estimator, Pay Invoices, Search, and Calendar. The main content area features a 'REQUIRED' label and a reCAPTCHA widget with the text 'I'm not a robot'. Below this are three input fields for Username, Password, and Confirm Password, all marked with an asterisk. An Email field is partially visible, and a blue 'Next' button is at the bottom.

7. Enter required **Personal Information**.

The screenshot shows the 'Registration' page at 'Step 3 of 4: Personal Info'. The navigation bar is identical to the previous step. The main content area features a 'REQUIRED' label and several input fields: First Name, Middle Name, Last Name, Company, Contact Preference (a dropdown menu with '--Select Contact Preference--'), and Email Address. All fields are marked with an asterisk. A blue 'Next' button is at the bottom.

8. Enter “**Address Information**”

- If the system recognizes your email as a contact and it is the one you would like to use for the account, then hit accept.
- Address Line 1 – Enter Full Street Address
 - City
 - State
 - Postal Code
 - Address Type

Registration

Step 4 of 4: Address

*REQUIRED

Country Type

Address Line 1

Pre Direction

Address Line 2

Street Type

Post Direction

Unit Or Suite

City

State

Postal Code

County

Address Type

9. Log into the Online Services Portal

The screenshot shows the Paducah Online Services Portal dashboard. The header includes the Paducah logo with the tagline "Be the Best" and the text "ONLINE SERVICES PORTAL" with subtext "Make Service Requests" and "Apply for and View Planning and Permit Documents". The navigation bar contains links for "Dashboard", "Home", "Service Requests: 311", "Apply for a NEW Permit or Plan" (highlighted with a red box), "Help and How-To Guides", "My Work", "Map", "Pay Invoices", and "Search". Below the navigation bar, there are two sections: "My Permits" and "My Plans".

My Permits

Attention	Pending	Active	Recent	Draft
0	0	0	1	0

[View My Permits](#)

My Plans

Attention	Pending	Active	Recent	Draft
0	0	0	0	0

10. Click “Apply for a NEW Permit or Plan.” There are two options to find Mayfield Permits.

1. Type “Mayfield” into the Application Assistant search bar and click search.

The screenshot shows the "Application Assistant" search results for "Mayfield". The search bar contains "Mayfield" and a search icon (highlighted with a red box). Below the search bar are navigation buttons for "All", "Trending", "My History", "PERMITS", and "PLANS". The results are displayed under "Show Categories" and "Show My Templates".

Application Assistant

Mayfield

[All](#) [Trending](#) [My History](#) [PERMITS](#) [PLANS](#)

[Show Categories](#) [Show My Templates](#)

	Mayfield Commercial Building Accessory Structure Category Name: Mayfield Description: Accessory structure on commercial lot. (shed, canopy, storage building, etc.)	Apply
	Mayfield Commercial Building Addition Category Name: Mayfield Description: Addition to an existing commercial building or structure. This may include additional renovations and remodeling of the original structure.	Apply
	Mayfield Commercial Building Apartment Structure Category Name: Mayfield Description: Construction of Apartment Structure.	Apply
	Mayfield Commercial Building Condo / Apartment Unit (Renovation) Category Name: Mayfield Description: Work related to work within condo unit or apartment unit or establishment of a condo unit. Not to be used for new construction.	Apply

2. Or click “Show Categories.” Then click “All,” then “Permits,” and then “Mayfield.”

Application Assistant

Mayfield

All Trending My History PERMITS PLANS

> Show Categories Show My Templates

- Mayfield Commercial Building Accessory Structure**
Category Name: Mayfield
Description: Accessory structure on commercial lot, (shed, canopy, storage building, etc.)
Apply
- Mayfield Commercial Building Addition**
Category Name: Mayfield
Description: Addition to an existing commercial building or structure. This may include additional renovations and remodeling of the original structure.
Apply
- Mayfield Commercial Building Apartment Structure**
Category Name: Mayfield
Description: Construction of Apartment Structure.
Apply
- Mayfield Commercial Building Condo / Apartment Unit (Renovation)**
Category Name: Mayfield
Description: Work related to work within condo unit or apartment unit or establishment of a condo unit. Not to be used for new construction.
Apply

Application Assistant

Search for application names and keywords

All Trending My History PERMITS PLANS

< Hide Categories

- All 86
- Certificate of Occupancy 2
- Commercial 31
- Fire Marshal 3
- Mayfield 20**
- Property Maintenance 1
- Residential 22
- Sign 6
- Temporary Structure 1
- + PLANS 39

- Mayfield Commercial Building Accessory Structure**
Category Name: Mayfield
Description: Accessory structure on commercial lot, (shed, canopy, storage building, etc.)
Apply
- Mayfield Commercial Building Addition**
Category Name: Mayfield
Description: Addition to an existing commercial building or structure. This may include additional renovations and remodeling of the original structure.
Apply
- Mayfield Commercial Building Apartment Structure**
Category Name: Mayfield
Description: Construction of Apartment Structure.
Apply
- Mayfield Commercial Building Condo / Apartment Unit (Renovation)**
Category Name: Mayfield
Description: Work related to work within condo unit or apartment unit or establishment of a condo unit. Not to be used for new construction.
Apply

11. Click “Apply” to start the application process. View the “Apply for a Permit” how-to document for additional assistance.

End of How-To Document