



How to Apply for Public Works Transportation Permit for Hauling

Welcome to **eLakeForest** - a new way of accessing the City's services real-time, anytime. Where you can monitor your permit statuses, schedule building inspections, apply for parking and transportation permits, and register your business from anywhere.

- **Building Contractors and Developers** can view submitted plan and permit applications and request building inspections
- **Transportation Haulers** can apply for and view one-time and annual permits (coming soon)
- **Residents and Contractors** can request building permits (coming soon)

Applying for a Transportation Permit

First Go to www.eLakeForest.com

Step 1: Log into your account by entering in your **Email Address** and **Password** and clicking **Log In**.

Log In

* Email Address

* Password

Remember Me

Step 2: On the home screen, first click **Apply** on the black toolbar and then the “Transportation” option that appears, as shown in the image below:

CITY OF LAKE FOREST
DECEMBER 20, 1991

eLakeForest

Dashboard **Apply** View Search

PERMITS

- > Parking - Guest Parking
- > Transportation - Annual**
- > Transportation - Single Trip

You can make your selection here.
There is also an option to switch your selection on the next step.

Step 3: You will be taken to the “Apply for Permit” page. **Confirm that the “Permit Type” selection shows “Transportation - Annual” if you are applying for an Annual permit or if you want to switch to Single Trip permit, use the drop arrow.** You may enter a brief description of the purpose of the permit (this is optional).

Apply for Permit

Step 1 of 3: Basic Information

PERMIT DETAILS

* Permit Type: Transportation - Annual

Description: [Empty text area]

PERMIT DETAILS

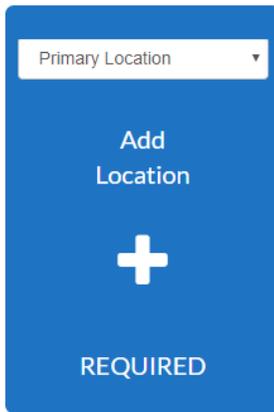
* Permit Type: Transportation - Annual

Description: [Empty text area]

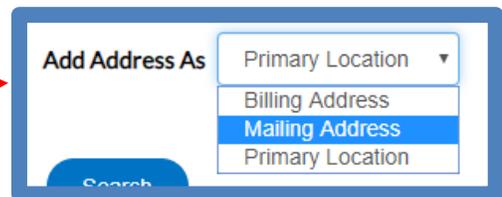
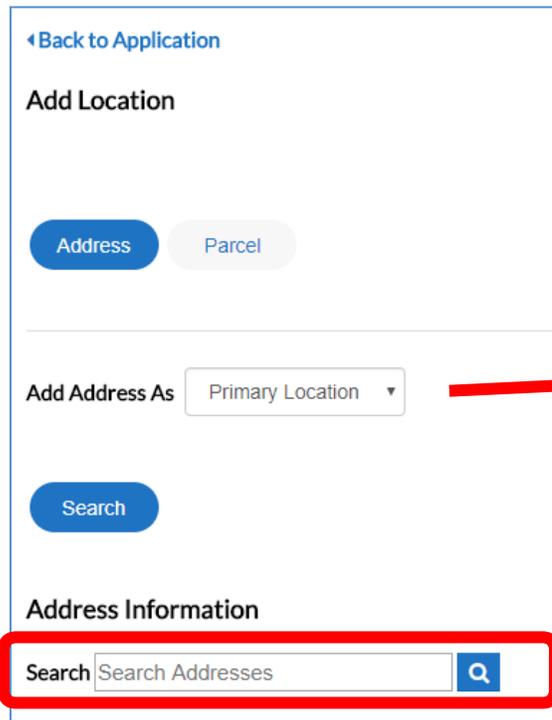
- Transportation - Annual
- Parking - Guest Parking
- Transportation - Annual**
- Transportation - Single Trip

Step 4: In the immediate section below, click the large blue button labeled “Add Location” (this is a required field in order to proceed):

LOCATIONS



Step 5: You will be taken to a new section that will ask for an address. This address should be the primary address to be used for the permit.
Note: You may also place in additional addresses for a billing and also mailing address if they differ from the primary address.



Step 6: With the search results shown, click add.

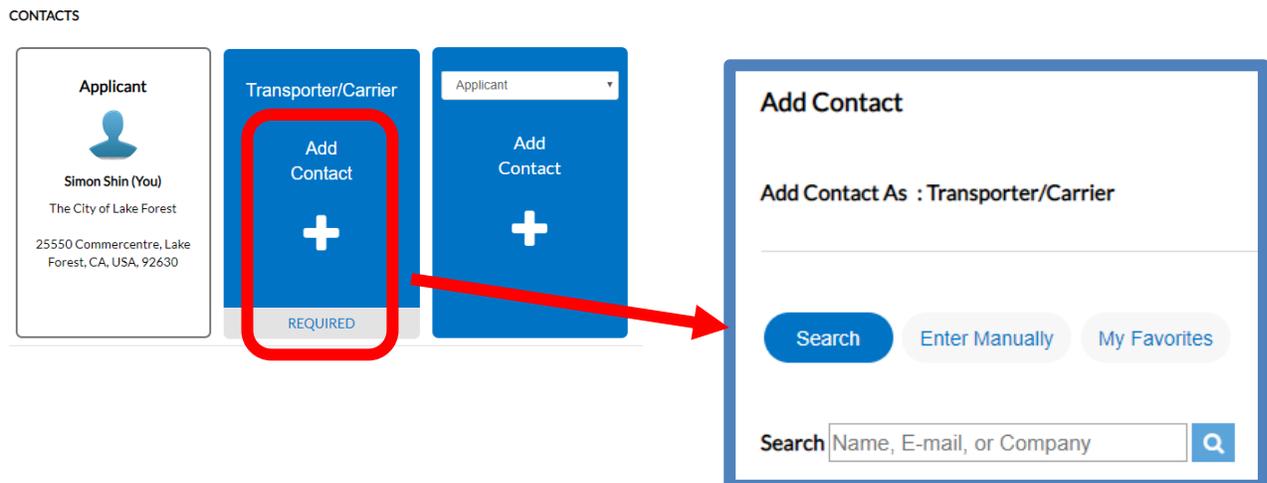


A search results table with a search bar at the top containing '25550'. Below the search bar is a table with two columns: 'Address' and 'Action'. The 'Address' column contains the text '25550 COMMERCENTRE DR 92630'. The 'Action' column contains a blue button labeled 'Add'. A red arrow points from the text 'click add.' to the 'Add' button, which is also enclosed in a red rectangular box.

You will then see the address information update on the “LOCATIONS” section:

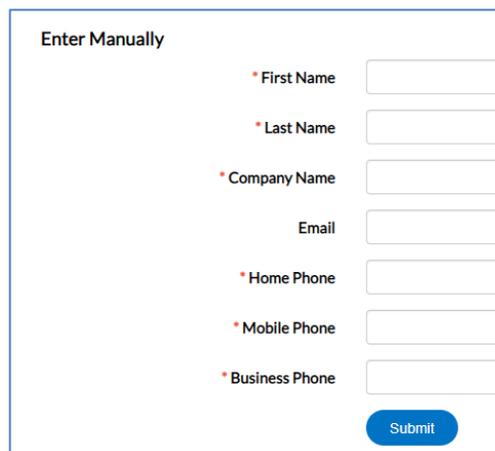
Step 7:

In the section below, you will need to enter in the Contact information for the Transporter/Carrier. Click the plus sign below to Add Contact:



The 'CONTACTS' section displays three cards. The first card is for an 'Applicant' named Simon Shin (You) from The City of Lake Forest. The second card is for a 'Transporter/Carrier' and has a blue 'Add Contact' button with a plus sign, which is highlighted with a red box. A red arrow points from this button to a larger 'Add Contact' form. The form is titled 'Add Contact' and has a dropdown menu set to 'Applicant'. Below the dropdown, it says 'Add Contact As : Transporter/Carrier'. There are three buttons: 'Search', 'Enter Manually', and 'My Favorites'. At the bottom, there is a search bar with the placeholder text 'Name, E-mail, or Company' and a search icon.

Note: If you recall having previous Transportation permits with the City of Lake Forest, there is a strong possibility the Transporter information is already stored in the records. A quick search will save a few steps. Otherwise, if no results are found from the search, please use the “Enter Manually” to type in the Transporter/Carrier contact information.



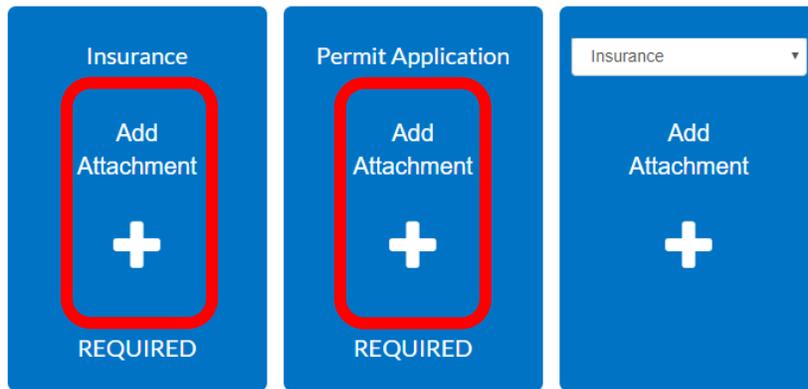
The 'Enter Manually' form contains several input fields with red asterisks indicating they are required: 'First Name', 'Last Name', 'Company Name', 'Home Phone', 'Mobile Phone', and 'Business Phone'. There is also an 'Email' field. A blue 'Submit' button is located at the bottom right of the form.

Step 8:

In the bottom section of the application page, you will need to add the following two attachments. Click the plus sign to open a pop up to locate a file on your local drive :

ATTACHMENTS

Supported file types include: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text

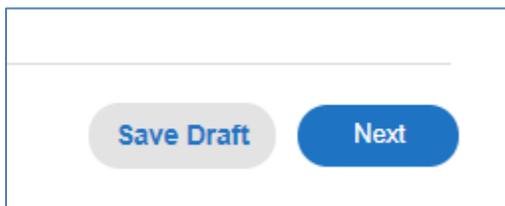


The two required files to upload are Proof of Insurance and a scanned copy of a completed Permit Application.

Please attached PDF files. Other file types will not be accepted.

If you require assistance with completing these steps, please contact our city staff.

Once you have located and attached the two PDF files for the Insurance and completed Permit Application, please click the “Next” button



Step 9:

After clicking Next, you will be taken to a new page, Step 2 of 3, where you will need to fill in the following details:

License Plate Number, Start Date, and End Date.

This information is reviewed prior to providing your permit application approval, so please fill in the details accurately.

Apply for Permit *REQUIRED

Step 2 of 3: Additional Information

Permit Type: Transportation - Annual

Transportation Permit | Top | Main Menu

*License Plate Number

License Plate Number is required.

*Start Date 

Start Date is required.

*End Date 

End Date is required.

[Save Draft](#) [Back](#) [Next](#) [Submit](#)

Notice that the Start Date and End Date have a Calendar icon to the right, you may use this Calendar icon to open a mini calendar to select the date.

If you are ready to submit from here, there is a Submit button. Optionally, you may click Next button to review your application one final time on Step 3 of 3: Application Summary

[← Back to Step Two](#)

Apply for Permit

Step 3 of 3: Application Summary

Basic Info

Type	Transportation - Annual
Description	
Application Date	08/12/2019

Step 10:

You have successfully submitted a Transportation Permit application!

After clicking the Submit button, after a few seconds, you will be taken to a page that will look like this:

✓ Your permit application was submitted successfully.

Permit Number: TRAN-08-19-34609

- Permit cannot be printed at this time. Permit has not been issued.
- Internet Explorer 11 is required to use the eReviews portal.

[Permit Details](#) | [Tab Elements](#) | [Main Menu](#)

Type:	Transportation - Annual	IVR Number:	34609	Application Date:	08/13/2019
Status:	Received Online	Project Name:		Issued Date:	
District:	City of Lake Forest	Assigned To:		Expiration Date:	
Finalized Date:					
Description:	TEST APPLICATION FOR INSTRUCTION DOC				

[Locations](#) [Inspections](#) [Fees](#) [Sub-Records](#) [eReviews](#) [Attachments](#) [Contacts](#) [Submittals](#) [Holds](#) [Meetings](#) [More Info](#)

[Locations](#) | [Parcels](#) | [Next Tab](#) | [Permit Details](#) | [Main Menu](#)

Locations

Main	Address
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(Note: You may disregard the Internet Explorer 11 notice.)

From this point on, Public Works staff will be auto-notified a new application was submitted to them for review.

They will review the application and files.

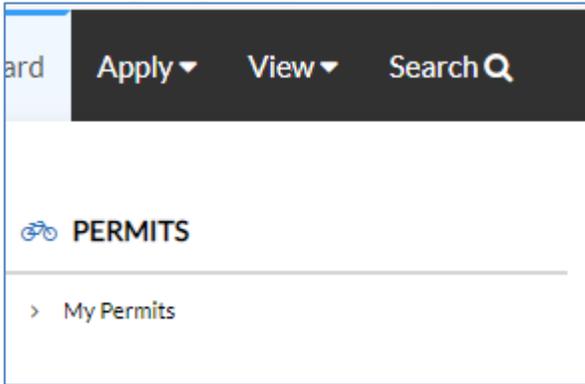
Afterwards, the staff will be in contact with you if any additional documents or corrections are required.

If everything looks okay, the status will be updated and you will receive an auto-email stating that an invoice is ready for payment for the Transportation Permit.

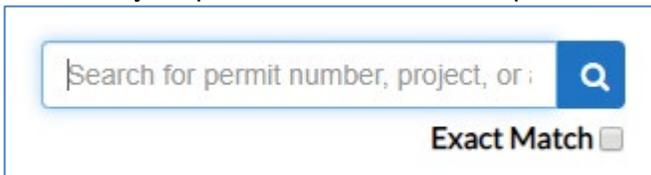
You may either pay this directly online on eLakeForest.com or visit Lake Forest City Hall to pay in person.

Step 11: Submitting an online payment with a credit card

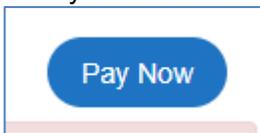
Submit an online payment for the permit by logging back into eLakeForest.com and navigating to My Permits (View -> My Permits)



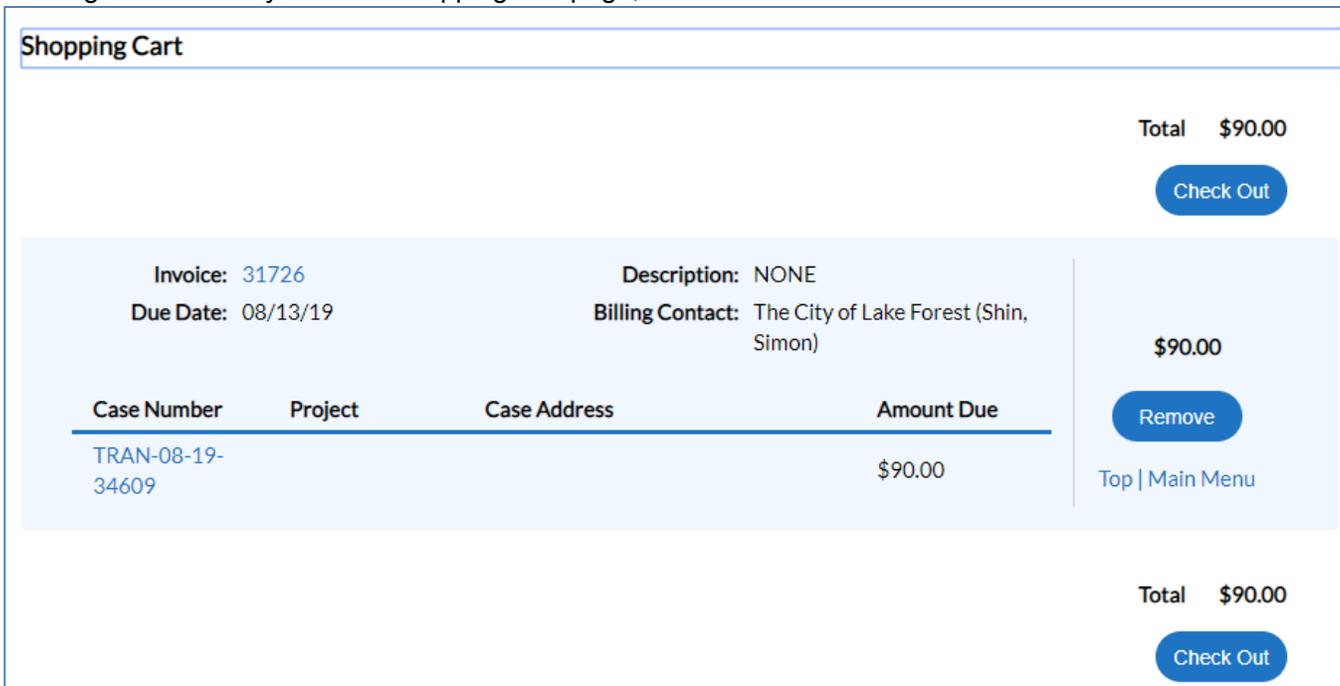
There is a search option on the top/right side of the webpage, you may type in the five digit number found at the end of your permit number to find the permit.



When you navigate into the permit information page and click the permit number, you should see a "Pay Now" button on the top right.

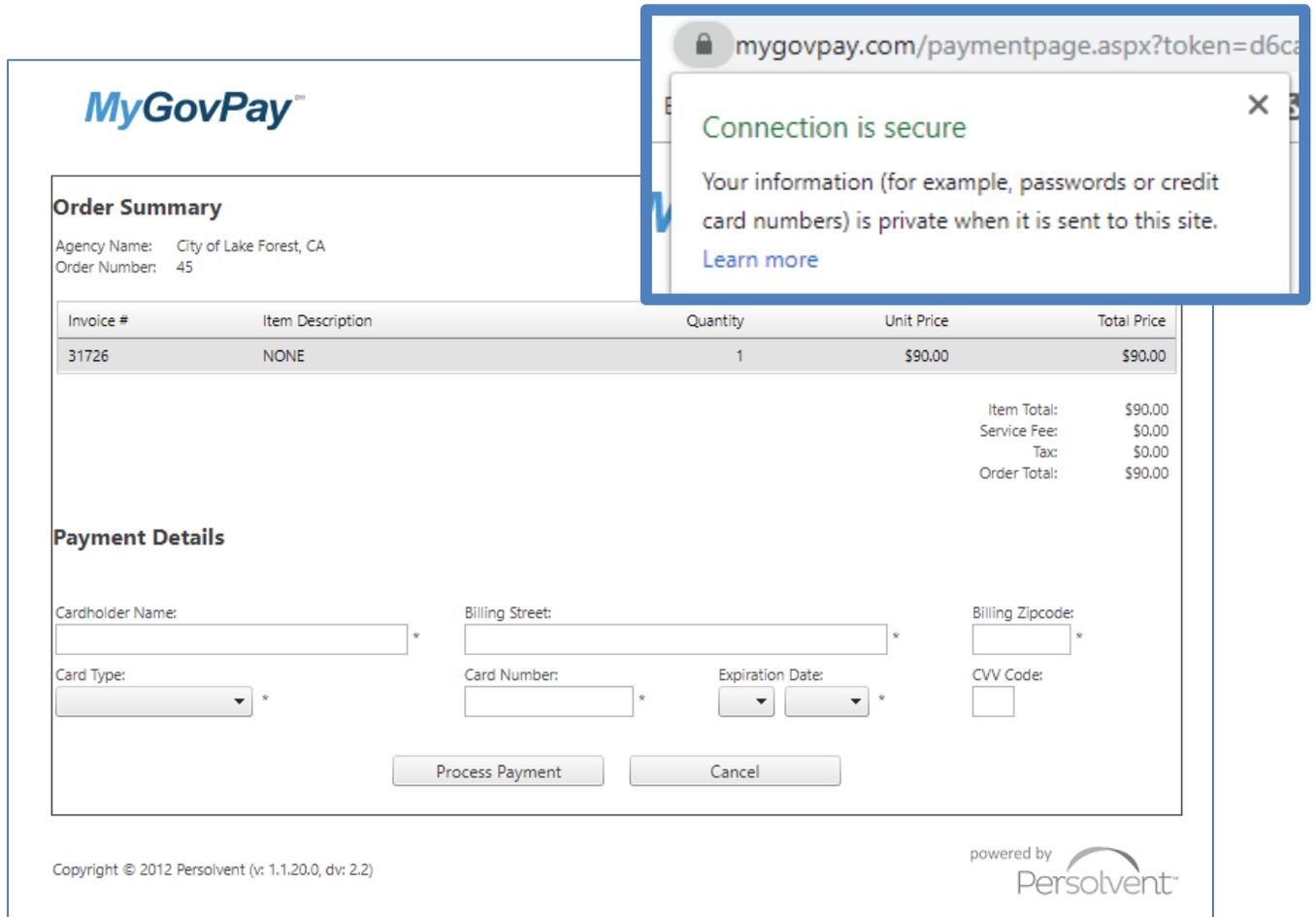


Clicking this will take you to the shopping cart page, and a Check Out button.



Upon clicking the Check Out button on the previous page, you will be taken to a new webpage with the following layout.

Note: MyGovPay is the authorized 3rd party vendor for the City of Lake Forest. For your assurance, this check out process is under a secured connection.



The screenshot shows the MyGovPay payment interface. At the top left is the MyGovPay logo. Below it is the 'Order Summary' section, which includes the Agency Name (City of Lake Forest, CA) and Order Number (45). A table lists the invoice details: Invoice # 31726, Item Description NONE, Quantity 1, Unit Price \$90.00, and Total Price \$90.00. To the right of the table is a summary of charges: Item Total (\$90.00), Service Fee (\$0.00), Tax (\$0.00), and Order Total (\$90.00). Below the summary is the 'Payment Details' section, which contains several input fields: Cardholder Name, Billing Street, Billing Zipcode, Card Type (a dropdown menu), Card Number, Expiration Date (two dropdown menus), and CVV Code. At the bottom of the payment details are two buttons: 'Process Payment' and 'Cancel'. A security warning overlay is positioned in the upper right corner, displaying the URL 'mygovpay.com/paymentpage.aspx?token=d6ca...' and the message 'Connection is secure. Your information (for example, passwords or credit card numbers) is private when it is sent to this site. Learn more'.

MyGovPay™

Order Summary

Agency Name: City of Lake Forest, CA
Order Number: 45

Invoice #	Item Description	Quantity	Unit Price	Total Price
31726	NONE	1	\$90.00	\$90.00

Item Total: \$90.00
Service Fee: \$0.00
Tax: \$0.00
Order Total: \$90.00

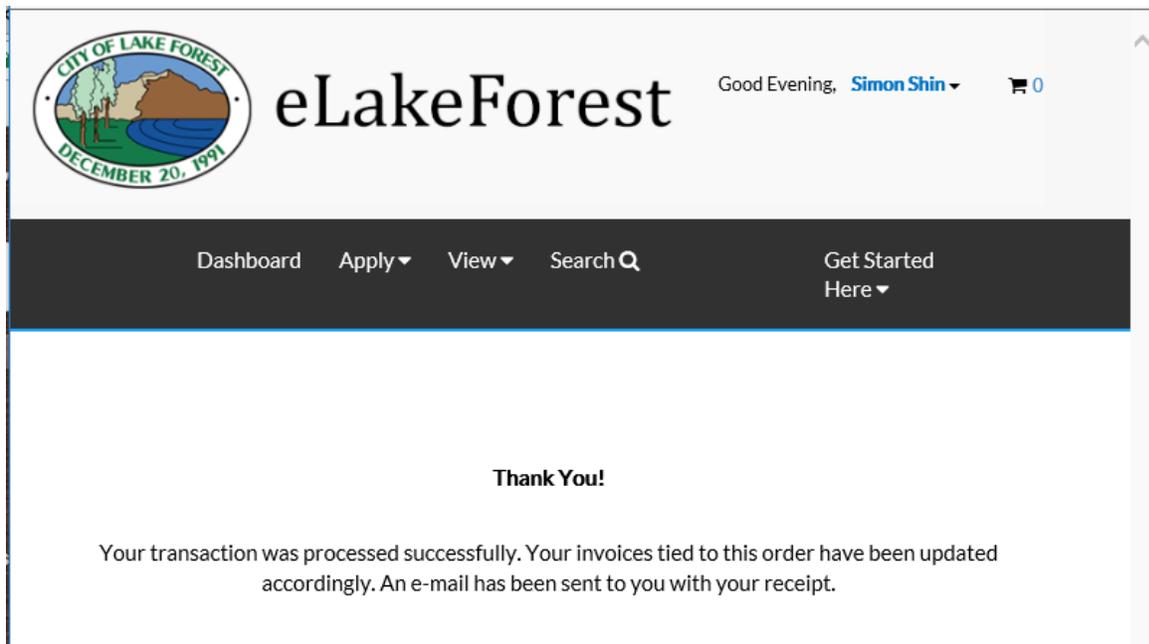
Payment Details

Cardholder Name: * Billing Street: * Billing Zipcode: *

Card Type: * Card Number: * Expiration Date: * CVV Code:

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When you fill out the required info on the Payment Details and click the “Process Payment”, you will see the dialog below.



You will then receive an auto-email with the receipt details of the payment submitted. The Public Works staff will also receive an auto-email that your payment was received, and will then issue your permit and will contact you with the permit information.

If there are any questions or problems that arise with use of this permit, please reach out to the pwpermits@lakeforestca.gov email with your specific incident.