Right of Way (ROW) Occupancy Permits
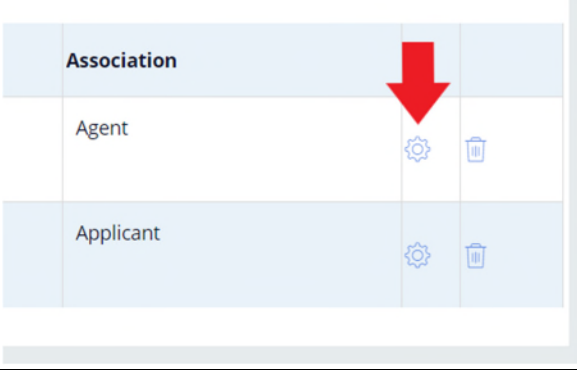
Online Permitting (ROW E-Permitting)
TROUBLESHOOTING GUIDE

Problem/Issue	Recommended Action
ROW E-Permitting is Difficult to Use on My Computer	**ROW E-Permitting works best with Google Chrome.** Often, problems with use of ROW E-Permitting can be attributed to the browser you are using, security settings (e.g., be sure to allow pop-up windows), and your internet connection. While you may use ROW E-Permitting with most common browsers, if you are unable to use Chrome and encounter a problem, save your changes, log out, close your browser, and then start again.
I Have an SFWMD User Account, but I Cannot Use It to Log In	To submit an online application, you must create a ROW E-Permitting user account. You cannot use an existing District user account that you may have created for other types of District permits (e.g., water use, ERP, Works of the District, etc.). The ROW E-Permitting User Account can **ONLY** be created at www.sfwmd.gov/rowpermits (see screen shot below). **How to Use ROW E-Permitting** ROW E-Permitting is easy and convenient. For the best experience, the District recommends that users review available helpful tips for use of the system prior to filing an application. There is also a user's guide for the mapping tool in ROW E-Permitting. The mapping tool identifies the location of proposed work in or use of the District's right of way. To get started using ROW E-Permitting, click the button below to file online applications or search permit records. ▶ Click here to apply, search or subscribe If you attempt to log in with a user account that was created at another webpage or for other District permits, you will not be able to do so.
I Created a New User Account for ROW E-Permitting, but I Cannot Log In	You must login at the same location where you created your user account (see screen shot above). If you attempt to log in to apply for a Right of Way Occupancy Permit via any other webpage of the District's website, you will not be able to do so.

Problem/Issue	Recommended Action
I Don't Understand What the Difference is Between the Applicant, Agent, and the Payer	The **APPLICANT** is the entity, business, or individual that will be the permittee, the party that will own the facility in the right of way and be responsible for it. Typically, the Applicant is the full name of the business or property owner. The **AGENT** is optional. It may be a contractor or a consultant that the Applicant authorizes to complete the online application on behalf of the Applicant. The AGENT is not the same party as the Applicant. The **PAYER** is the party that makes the payment for the application. The PAYER's payment information must be submitted at the time of application submittal.
I'm Having Trouble Using the ROW Mapping Tool to Identify the Location of My Facility in the ROW	For questions about the use of the ROW Mapping Tool, please refer to this user guide.
My Documents and Attachments Will Not Upload into ROW E-Permitting	If you are experiencing problems uploading documents, the problem is likely: • **File size is too large.** The maximum file size is 25 MB. • **The file name is too long.** The maximum length for a filename is 30 characters. • **The file/path name is too long.** The maximum length for a pathname is 60 characters. Files must be scanned as high-quality PDFs before uploading. Be sure to name your file with a common name that is helpful to the recipient (e.g., District staff), such as "survey" or "site plan" or "project narrative."
I Don't Plan on Paying the Filing Fee Now **Can the Filing Fee be Paid Later or by Someone Else?**	Payment of a filing fee, when required, will be calculated automatically. **Payment must be made by the same party who completes the online application. There is no option for payment to be submitted by mail or wire transfer, or for a separate party to log in and make the payment.** Payment may be made by credit/debit card or by e-check. If you don't want to pay now, you may save your application and close it. You have 30 days to complete your application, including payment, from the date that you close it. After 30 days, it is deleted from ROW E-Permitting. **Payment is handled by a third-party vendor.** The receipt is provided to you by that vendor. The District does not have the ability to provide you with a receipt. Please check your email for a digital receipt. A record of payment should also appear on your bank/credit card statement.

Problem/Issue	Recommended Action
I Didn't Get a Receipt for the Payment of the Filing Fee	Receipts are produced by a third-party vendor. Receipts are sent to the email address associated with the **Payer** customer entry from the email address RightofWayPermitting@billerpayments.com. If the email is not in the **Payer's** inbox, the person should check their junk or spam folder.
I Get an Error Message When Trying to Select a Payer on the Payments Screen	One of the customer entries on the **Applicant** screen must be identified as **Payer**. Click **Back** to the **Applicant** screen and either add an entry with the *Customer Association* **Payer**, or click on the gear icon next of an existing entry to add the *Customer Association* **Payer**.
I Can't Get Past the Agreement Screen	You must scroll to the bottom of the screen and click the **Sign & Agree** buttton before you can click the **Next** button.
My Application Still Has a Status of Incomplete or Pending-Insufficient Even After I Completed All the Steps	Be sure to click the **Finish** button on the bottom of the last screen.
I'm having a Problem not Listed on this Guide	Send a screen shot of your online application that shows the problem you are having and a description of the problem itself to rowpermits@sfwmd.gov.