

Quick Help Guide

For Connect Live

1 Searching

Searching in Connect Live is quick and simple once you know the basics.

If this is your first visit to our site or if it has been awhile since you were here, you may want to check out some of the basic info we have available on how things fit together. You can get to that info by clicking the tabs on the top menu bar, but if you're feeling adventurous jump on in.

✓ Open Folders (All Types)

In the left side bar, click **Open Folders**. When that page opens you will find two ways to view the info, either spreadsheet view or map view. Click on the spreadsheet view picture to see the data in a spreadsheet. You will be able to sort and filter the data right on the page or you may export it. By opening the map view you will see the data displayed on an interactive map. You can even turn on aerials for a bird's eye view.

- Grouped by developments, permits, environmental and compliance
- Get more details by clicking the property on the map or the folder link in the spreadsheet

✓ Organization or Person's Name

In the left side bar, click **Organization or Person's Name**. You will need the name of the organization or the last name of the person. If you're not sure how to spell the name, simply enter what you do know and a list of possible names will be returned. This type of "wild card" search is available throughout Connect Live.

- **Enter** the organization or person's last name.
- **Click** the submit button.
- **If we have more than one match** to the name, a list of the names will be shown so that you can pick one.
- **If we have only one match** to the name, a list of folders will be shown.

✓ Property

In the left side bar, click **Property**. You will need either the 12 digit parcel number or the address of the property. If you only have the street name (or part of it) not the full address don't worry, just enter what you know and we will return a list of possible addresses. This type of "wild card" search is available throughout Connect Live.

- **Enter** the parcel number or address.
- **Click** the submit button.
- **If we have** growth management records for the property you will see a list of them.
- **If we don't have** any records you will see contact information of additional search sources.

✓ Business Tax Receipts

In the left side bar, click **Business Tax Receipts**. You may search for a specific tax receipt by its reference number or by the business name. You may use a “wild card” search for a business name by entering just the part of the name you know into the search box. **Just remember the broader the search the longer the search.**

- **Enter** the reference number or business name.
- **Click** the submit button and **details** for that specific file will be displayed.

You may also do broad searches such as find all commercial business tax receipts for 2011 or all business tax receipts that are new applications. The number of records that will be returned on any search is capped at 50,000.

- **Select** application types from one or more of the drop-down lists.
- **Enter** a date range if you want to use one.
- **Click** the submit button.

✓ Compliance

In the left side bar, click **Compliance** to search for complaints, violations, code enforcement cases, and unsafe/dilapidated structure complaints as well as licensed and unlicensed contractor complaints. You may search for a specific compliance record by its reference number.

- **Enter** the reference number.
- **Click** the submit button and **details** for that specific file will be displayed.

You may also do broad searches such as find all complaints made in 2011 or all unlicensed contractor complaints year to date. The number of records that will be returned on any search is capped at 50,000.

- **Select** compliance types from one or more of the drop-down lists.
- **Enter** a date range if you want to use one.
- **Click** the submit button.

✓ Contractors

In the left side bar, click **Contractors**. You may search by the contractor’s name, business name, type of contractor, VOL license number, and state license number. You may use a “wild card” search for a contractor or business name by entering just the part of the name you know into the search box. **Just remember the broader the search the longer the search.**

- **Enter** the contractor’s name, business name, VOL license number, or state license number.
- **Click** the submit button and **details** for that specific contractor will be displayed.

You may also do broad searches such as find all Class B Building Contractors or all electrical contractors that are current. The number of records that will be returned on any search is capped at 50,000.

- **Select** type of contractor from the drop-down list.
- **Click** the submit button.

✓ Development

In the left side bar, click **Development** to search for commercial site plans, subdivisions, comp plan amendments, rezonings, variances and special exceptions. You may search for a specific development by its reference number or name. You may use a “wild card” search for a development name by entering just the part of the name you know into the search box. **Just remember the broader the search the longer the search.**

- **Enter** the reference number or name.
- **Click** the submit button and **details** for that specific file will be displayed.

You may also do broad searches such as find all commercial site plan applications for 2011 or all development applications year to date. The number of records that will be returned on any search is capped at 1,000.

- **Select** application types from one or more of the drop-down lists.
- **Enter** a date range if you want to use one.
- **Click** the submit button.

✓ Environmental

In the left side bar, click **Environmental** to search for tree removal, wetland alteration or Class II permits. Ag exempt, farm pond and manatee protection plan reviews will also be found by using this search. You may search for a specific application by its reference number or name. You may use a “wild card” search for an application name by entering just the part of the name you know into the search box. **Just remember the broader the search the longer the search.**

- **Enter** the reference number or name.
- **Click** the submit button and **details** for that specific file will be displayed.

You may also do broad searches such as find all stand alone commercial tree removal permits for 2011 or all Ag exempt reviews year to date. The number of records that will be returned on any search is capped at 1,000.

- **Select** application types from one or more of the drop-down lists.
- **Enter** a date range if you want to use one.
- **Click** the submit button.

✓ Meetings

In the left side bar, click **Meetings** to search for growth management meetings such as Code Enforcement Board, Contractor Licensing & Code Administration Board, Development Review Committee and Planning & Development Regulatory Commission.

To find a specific meeting you'll need to enter the same date in both the starting and ending date fields.

- **Select** meeting type from the drop-down list.
- **Enter** the date of the meeting you want in both fields in the date range.
- **Click** the submit button.

You may also do broad searches such as find all Development Review Committee meetings for 2011 or all meetings year to date. The number of records that will be returned on any search is capped at 50,000.

- **Select** meeting type from the drop-down list.
- **Enter** a date range if you want to use one.
- **Click** the submit button.

✓ Permits

In the left side bar, click **Permits** to search for commercial/commercial accessory structure permits, residential/residential accessory structure permits and individual trade permits such as electrical, mechanical, plumbing, or roofing. You may search for a specific permit by its reference number.

- **Enter** the reference number.
- **Click** the submit button.
- **Details** for that specific permit will be displayed.

You may also do broad searches such as find all commercial permit applications for 2011 or all roofing permits year to date. The number of records that will be returned on any search is capped at 50,000.

- **Select** application types from one or more of the drop-down lists.
- **Enter** a date range if you want to use one.
- **Click** the submit button.

2 Questions?

You may contact the specific group you are searching on by using the contact information available in the Contact Us link at the bottom of the page. You can reach Connect Live staff by email at ConnectLive@volusia.org or by phone at (386) 736-5943.