KEY REQUESTOR
USER MANUAL

Key Permitting System

South Florida Water Management District
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Introduction
This document provides user instructions on how to use the Key Permitting Application as a Key Requestor.

Log In
To use the KPA Application you will first need to log in:

1. Go to https://apps.sfwmd.gov/ci/kpa/login in your browser

   1. Enter your username and password (if your username contains a SPACE, you will now need to type “_” (underscore without the quotes) instead of the SPACE).
   2. Click the blue ‘Access Your Account’ button
   3. You will automatically be taken to your Dashboard
   4. If you do not have an account, create a new account by clicking on the ‘Create New Account’ link located under the blue button.

Create an Account
If you do not already have an account, you will need to create one to gain access to the Key Permit Application.

1. Click the ‘Create New Account’ link (under the large blue button).
2. A notifications page will display. Please read it carefully

3. Click the blue ‘I Agree-Continue’ button
4. Complete the form by filling out the fields. The red asterisks mean that those fields are required to be filled out.
5. Please read carefully the section highlighted in yellow when creating your new password. Note that your password must be very strong or you will not be able to submit the form.
6. After all fields are filled out and you’ve created your very strong password, click the blue ‘Confirm Information’ button.
7. The system will confirm the address(es) by displaying what you entered, and what the US Postal Service Recommends.
8. Select which address you prefer to use by clicking ‘Use This Address’ button.
You’ll be presented with a Terms of Use statement to review.

Click ‘I Accept’.

Your account has now been created.

Check your email for a new account confirmation and instructions for logging in.

**Dashboard**

After you successfully log into the KPA System, you will be taken to the Dashboard page by default. The Dashboard will display your key information and other important information to help you manage your key requests.
Keys Requiring a Deposit

If you are a Non-Government user requesting a key, and you have keys that are awaiting payment for the deposit, those keys will be listed on your Dashboard in a section called ‘Keys Requiring a Deposit’. If you do not have any keys requiring a deposit, then that section of your Dashboard will not be displayed. *(For more information on how to pay a key deposit, see section ‘Pay Key Deposit’).*

Outstanding Key Requests

If you have keys that you’ve requested but they are still awaiting review and approval, you will see those keys listed on your Dashboard in the section called ‘Outstanding key Requests’. If you do not have any keys waiting to be reviewed, then this section will not be displayed.

List of Issued Keys

In this section of your Dashboard, you will see a list of your issued keys. If you do not have any issues keys, that section of your Dashboard will not be displayed. To view the key details, click on the number in the ‘Number of Keys column.’
New Key Request

To request a key:

1. Click on ‘Keys’ from the main menu, then click on ‘New Key Request’
2. If you are a Government or District User, you will see this screen:

**Government or District User**

![Key Permit App](image)

3. If you are a Non-Government user, you will see this screen, with a message in red, indicating that you will need to submit a key deposit and to download a form.
Non-Government User

4. Complete the form. The fields with red asterisks mean that they are required fields and must be filled out.
5. When finished filling out the fields, click the blue ‘Request a Key’ button.
6. Your key request has been completed.
Pay Key Deposit

If you are requesting a key and you are from a Non-Government organization such as a utility company or private contractor, etc. then a deposit will be required to request a key. When your key is returned by the given expiration date, the deposit will be refunded back to you.

To pay the key deposit:

1. When a key is ready to make payment on, you will see it displayed on your Dashboard in a section called “Keys Requiring a Deposit”.

![Key Permit App](image-url)
2. Click on the blue “CLICK HERE TO PAY DEPOSIT” button to start the payment process.

3. A small payment window will appear where you will enter your payment information.

4. Enter your credit card number, expiration month, expiration year, CVV2 code

5. Click ‘Pay’. (Please note that we do not keep any credit card information, nor do we have access to it. All transactions occur through the secure payment processing system).

6. An email notification will be sent to you confirming your payment.

7. Once payment is successfully made on the key, the key item will disappear from your dashboard.

Request a Key Extension

You can request an extension of time to have a key.

1. From the ‘Keys’ link in the main menu, click on ‘Request Extension’.

2. Click on the ‘Extend’ action button next to the key you want the extension for.
3. A form will display. Read the instructions in red at the top of the form.
4. After you complete the form and submit it, your request will go to an Administrator for review.
5. You will receive an email notification once the Administrator approves your key extension.

Report Key Lost or Stolen
In the unfortunate event that a key is lost or stolen, it is important to report it through the KPA System.

1. Click on ‘Keys’ from the main menu, then click on ‘Report Lost/Stolen’.

2. On the form, select the Key
3. Select the Issue
4. Enter a detailed description of what happened to the key and what action you will take to ensure additional keys do not go missing.
5. Once submitted a notice will go to the Administrator to review your report of the lost or stolen key.
6. After it is reviewed, and the decision is to issue you a new key, you will receive an email notifying you about the new key.
My Account
You can update your own account information.

1. From the main menu, click on ‘My Account’
2. Your account information will be displayed.

3. Make the necessary changes, then click the blue ‘Update Information’ button
Need Assistance – Contact Us
If you need assistance or have questions on how to use the Key Permit Application, you can contact us at any time. To find our contact information:

1. Click on ‘Contact Us’ from the main menu.
2. You can reach us by phone, email or by regular US mail.

Log Out
To log out of the Key Permit Application, just click on the ‘LOGOUT’ link from the main menu.