



KEY REQUESTOR USER MANUAL

Key Permitting System

South Florida Water Management District
Last Updated: July 2021



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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

Key Permit App

Login

Account Access

Please enter your username and password below.

User Name

Password

SECURITY UPDATE: If your USERID contains a SPACE, you will now need to type "_" (underscore without the quotes) instead of SPACE.

ACCESS YOUR ACCOUNT

[Create New Account](#) [Forgot your password?](#)

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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).

KPA User Guide – Key Requestor

KPA

Login

Account Access

Please enter your username and password below.

User Name

Password

ACCESS YOUR ACCOUNT

[Create New Account](#) [Forgot your password?](#)

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2. A notifications page will display. Please read it carefully

KPA

Login

A company or organization applying for a Key Permit must designate ONE individual to be responsible for all key requests from their organization. This individual must be an owner, partner, officer of the company or senior manager.

ELECTRONIC SIGNATURES ARE LEGALLY VALID AND RECOGNIZED BY LAW. TYPING IN YOUR NAME AND SELECTING "I AGREE," IS THE ELECTRONIC EQUIVALENT OF SIGNING YOUR NAME.

BY CREATING THIS ACCOUNT FOR PURPOSES OF APPLYING FOR A KEY PERMIT, YOU AGREE TO CONDUCT THIS TRANSACTION ELECTRONICALLY. HOWEVER, YOU ARE NOT RESTRICTED TO THIS METHOD OF APPLICATION. ADDITIONALLY, AGREEING TO CONDUCT THIS TRANSACTION ELECTRONICALLY DOES NOT REQUIRE YOU TO CONDUCT FUTURE TRANSACTIONS ELECTRONICALLY.

THE ELECTRONIC TRANSACTION WILL NOT BE COMPLETED UNTIL THE ELECTRONIC APPLICATION IS RECEIVED BY THE DISTRICT IN A MANNER CAPABLE OF BEING STORED AND PRINTED BY THE DISTRICT. IF YOU INHIBIT THE ABILITY OF THE DISTRICT TO STORE OR PRINT THE ELECTRONIC APPLICATION, THEN THE SUBMITTAL WILL BE CONSIDERED TO HAVE NOT BEEN RECEIVED BY THE DISTRICT. UPON THE DISTRICT'S SUCCESSFUL RECEIPT OF THE ELECTRONIC APPLICATION, THE DISTRICT WILL SEND YOU A CONFIRMATION EMAIL.

WE RECOMMEND THAT YOU KEEP THE CONFIRMATION E-MAIL AS A RECORD OF YOUR SUBMITTAL AND AS A REFERRAL FOR FUTURE COMMUNICATION WITH THE DISTRICT.


I AGREE - CONTINUE

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3. Click the blue 'I Agree-Continue' button

KPA User Guide – Key Requestor

Key Permit App



Login

* First Name	<input type="text"/>	* Company Name (PLEASE DO NOT USE ABBREVIATIONS)	<input type="text"/>
* Last Name	<input type="text"/>	* Title	<input type="text"/>
* Email Address	<input type="text"/>	Affiliation	<input type="text" value="Government"/>
* User Name	<input type="text"/>	* Password	<input type="text"/>
	<input type="text"/>	* Phone Number	<input type="text"/>
	<input type="text"/>	Extension	<input type="text"/>

ATTENTION For your protection, we have instituted very strong password requirements for all KPA accounts. When you start typing your password a bar will progress showing you how strong your password is. The system will **not** allow you to proceed until you have selected a **VERY STRONG** password (indicated by the bar turning green and the **CONFIRM INFORMATION** button appearing below). There is no requirement for uppercase, lowercase or special characters but rarely will a password be very strong if it is less than 10 characters long. Phrases often work best.

Address to send key to:

* Address	<input type="text"/>	* State	<input type="text" value="Florida"/>
* City	<input type="text"/>	* Zip Code	<input type="text"/>

Alternate Contact Information (optional)

Name	<input type="text"/>	Email	<input type="text"/>	Phone	<input type="text"/>
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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.

KPA User Guide – Key Requestor

CONFIRM INFORMATION

Address Verification

You Entered

812 south west 3rd court
delray beach, FL. 33467

USE THIS ADDRESS

USPS Recommends

812 Sw 3rd Ct
Delray Beach, FL. 33444

USE THIS ADDRESS

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9. You'll be presented with a Terms of Use statement to review
10. Click 'I Accept'.

Key Permit App

Login

Your account has been created. Please check your email for login instructions.

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11. Your account has now been created.
12. 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.

KPA User Guide – Key Requestor

The screenshot shows the Key Permit App dashboard for user John Appleseed. The dashboard includes a navigation bar with links for Dashboard, Keys, My Account, Password, Contact Us, and LOGOUT. The user's name and role (IT Testing) are displayed at the top. The 'Keys Requiring A Deposit' section contains a button to pay the deposit and a table of keys. The 'Outstanding Key Requests' section shows a table of pending requests. The 'List of Issued Keys' section shows a table of issued keys.

REF #	KEY	KEY HOLDER
15792	W - 0555	John Appleseed
15790	K - 1234	John Appleseed

KEY	NAME	TITLE	REQUEST DATE	STATUS
F - FT LAUDERDALE/BROWARD	Appleseed, John	Dev test	07/01/21	Pending
O - OKEECHOBEE	Appleseed, John	Dev test	07/01/21	Pending

LOCATION	ABBREVIATION	NUMBER OF KEYS
KISSIMMEE	K	1
WEST PALM BEACH	W	1

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 issued 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

The screenshot shows the 'Key Permit App' interface. At the top, there is a navigation bar with 'Dashboard', 'Keys', 'My Account', 'Contact Us', and 'LOGOUT'. Below this, the user's name 'Lacey Beagle' and role 'HoundDog' are displayed. A green button labeled 'Request A New Key' is prominent. The main form area contains instructions: 'First select a location, then enter the first name, last name and title of the person to whom the key will be issued. A * indicates a required field. Click here for a detailed description of locations'. A 'CLICK HERE for a map of key areas' link is also present. The form fields include: a dropdown for 'Key Type/Location' (placeholder: 'Select a location'); three text boxes for '* First Name', '* Last Name', and '* Title'; a text box for '* Key Needed Until'; a text box for '* Specific Work Site'; a text box for '* Type Of Work To Be Performed'; a file upload field for 'Supporting Document' with a 'Browse ...' button; and two radio button questions: '* Do you have Right-Of-Way Permit with the District?' and '* Do you have a Contract or Purchase order with the District?'. A blue 'REQUEST A KEY' button is at the bottom.

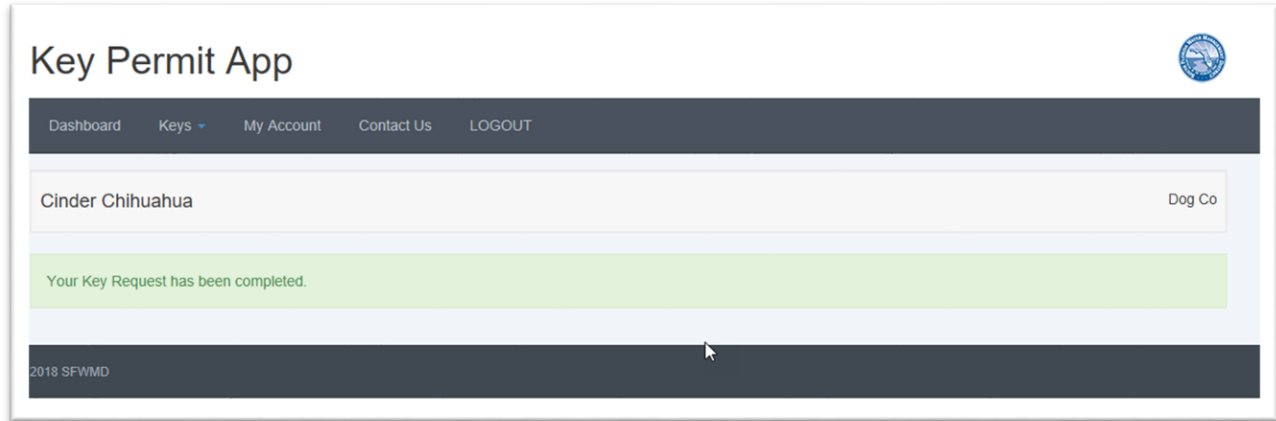
3. If you are a Non-Government user, you will see this screen, with a message in red, indicating that you will need to submit a key deposit and to download a form.

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Non-Government User

The screenshot shows the 'Key Permit App' interface. At the top, there is a navigation bar with links for 'Dashboard', 'Keys', 'My Account', 'Contact Us', and 'LOGOUT'. Below this, the user's name 'Cinder Chihuahua' and 'Dog Co' are displayed. A green button labeled 'Request A New Key' is visible. A red warning message states: 'You must complete and submit the Key Deposit Refund Info Form (CLICK HERE for FORM) in order to have your Key Permit Request processed. Please be advised that Key Permit Requests will not be processed if this form is not received.' The main form area contains instructions: 'First select a location, then enter the first name, last name and title of the person to whom the key will be issued. A * indicates a required field. Click here for a detailed description of locations'. A 'CLICK HERE for a map of key areas' link is also present. The form fields include: '* Key Type/Location' (dropdown menu), '* First Name', '* Last Name', and '* Title' (text input fields), '* Key Needed Until' (text input field), '* Specific Work Site' (text input field), '* Type Of Work To Be Performed' (text input field), and 'Supporting Document' (file upload area with a 'Browse...' button). At the bottom, there are two radio button questions: '* Do you have Right-Of-Way Permit with the District?' and '* Do you have a Contract or Purchase order with the District?'. A large blue button labeled 'REQUEST A KEY' is at the bottom of the form.

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".

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Key Permit App

Dashboard Keys My Account Password Contact Us LOGOUT

John Appleseed IT Testing

Keys Requiring A Deposit

[CLICK HERE TO PAY DEPOSIT](#)

REF #	KEY	KEY HOLDER
15792	W - 0555	John Appleseed
15790	K - 1234	John Appleseed

Outstanding Key Requests

KEY	NAME	TITLE	REQUEST DATE	STATUS
F - FT LAUDERDALE/BROWARD	Appleseed, John	Dev test	07/01/21	Pending
O - OKEECHOBEE	Appleseed, John	Dev test	07/01/21	Pending

List of Issued Keys

LOCATION	ABBREVIATION	NUMBER OF KEYS
KISSIMMEE	K	1
WEST PALM BEACH	W	1

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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.

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Key Permit App

Dashboard Keys My Account Contact Us LOGOUT

Cinder Chihuahua Dog Co

Request Key Extension

KEY	OWNER	EXPIRES	ACTION
D-5858	Cinder Chihuahua	9/25/2018	<input type="button" value="EXTEND"/>

3. A form will display. Read the instructions in red at the top of the form.

Key Permit App

Dashboard Keys My Account Contact Us LOGOUT

Cinder Chihuahua Dog Co

Extend Key: D-5858

Instructions

1. Please update any information that needs to be updated.
2. Enter your desired new expiration date.
3. Provide a specific reason for the request.
4. Submit the request.

* **New Expiration Date** **Right of Way Permit #** **Contract # Status**

* **Assigned To First Name** * **Assigned To Last Name** * **Assigned To Title**

Specific Location

Specific Reason

Supporting Document

Select file...

* **Reason for extension request**

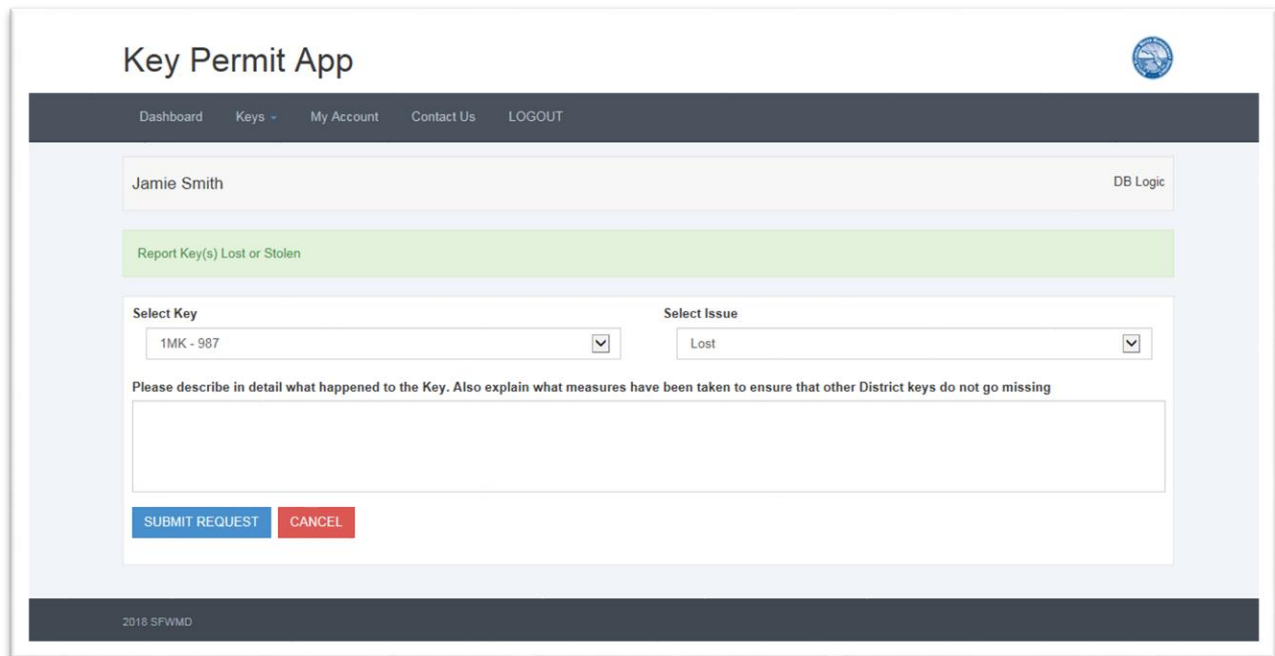
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4. After you complete the form and submit it, your request will go to an Administrator for review.
5. You will receive an email notification once the Administrator approves your key extension.

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'.



The screenshot shows the 'Key Permit App' interface. At the top, there is a navigation bar with links for 'Dashboard', 'Keys', 'My Account', 'Contact Us', and 'LOGOUT'. Below this, the user's name 'Jamie Smith' and 'DB Logic' are displayed. The main heading is 'Report Key(s) Lost or Stolen'. The form contains two dropdown menus: 'Select Key' with the value '1MK - 987' and 'Select Issue' with the value 'Lost'. Below these is a text area with the prompt: 'Please describe in detail what happened to the Key. Also explain what measures have been taken to ensure that other District keys do not go missing'. At the bottom of the form are two buttons: 'SUBMIT REQUEST' (blue) and 'CANCEL' (red). The footer of the page reads '2018 SPWMD'.

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.

The screenshot shows the 'Key Permit App' interface. At the top, there is a navigation bar with 'Dashboard', 'Keys', 'My Account', 'Contact Us', and 'LOGOUT'. Below this, the user's name 'Cinder Chihuahua' and company 'Dog Co' are displayed. The main section is titled 'My Account Information' and contains a form with the following fields:

- * First Name:** Cinder
- * Last Name:** Chihuahua
- * Title:** CEO
- * Main Phone:** (561) 222-3333
- Ext:** 333
- Address:**
 - * Street:** 3301 GUN CLUB RD
 - * City:** WEST PALM BCH
 - * State:** FL
 - * Zip:** 33406
- Billing Address:**
 - Street:** (empty)
 - City:** (empty)
 - State:** FL
 - Zip:** (empty)
- Alternate Contact Name:** (empty)
- Alternate Contact Email:** (empty)

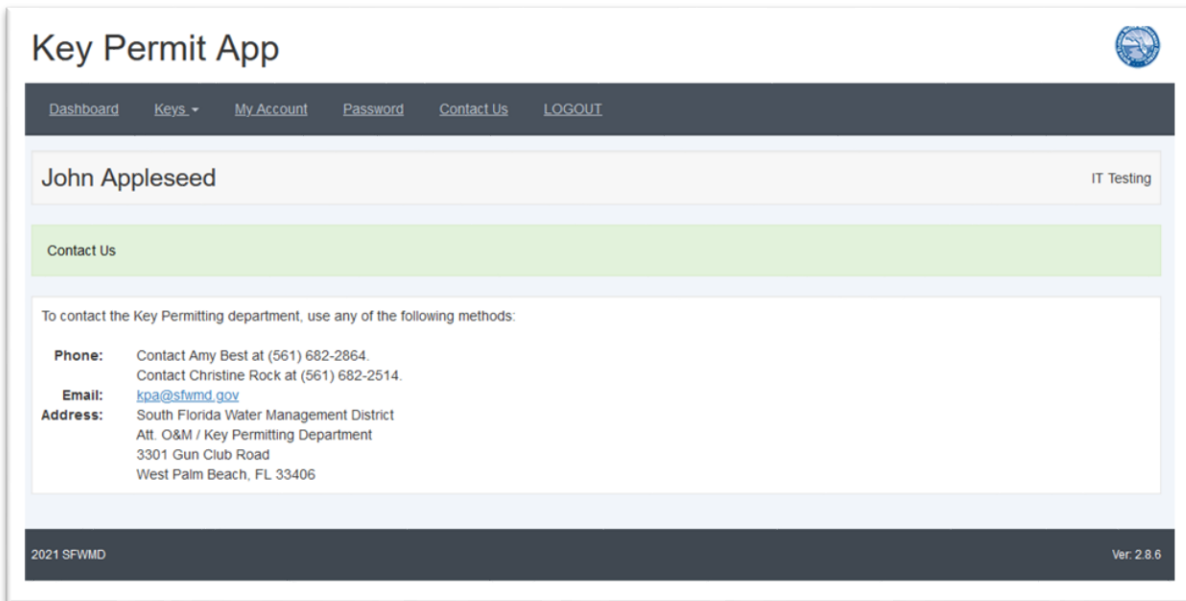
At the bottom of the form, there are two buttons: 'UPDATE INFORMATION' (blue) and 'CANCEL' (red).

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.



The screenshot shows the 'Key Permit App' interface. At the top, there is a navigation bar with links for 'Dashboard', 'Keys', 'My Account', 'Password', 'Contact Us', and 'LOGOUT'. Below the navigation bar, the user's name 'John Appleseed' is displayed, along with the role 'IT Testing'. A green header section is titled 'Contact Us'. The main content area provides contact information for the Key Permitting department, including phone numbers for Amy Best and Christine Rock, an email address (kpa@sfwmd.gov), and a physical address in West Palm Beach, FL. The footer of the page shows '2021 SFWMD' on the left and 'Ver. 2.8.6' on the right.

Log Out

To log out of the Key Permit Application, just click on the 'LOGOUT' link from the main menu.