TOWN OF COLLIERVILLE
Frequently Asked Questions from Planning's Customers Using iWorQ

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What is iWorQ? iWorQ is the name of the software used by the Planning Division for the processing of most application types (site plans, subdivisions, signs, rezonings, etc.). The Building Department also uses iWorQ for building permits and inspections. Our customers can apply at Town Hall and their applications will be placed into iWorQ or customers can submit applications online.

How do I submit an application online? Go to the online customer "portal" page at https://collierville.portal.iworq.net/portalhome/collierville, scroll down to the "Planning" section at the bottom of the page, and select the link to the application type that best meets your needs. Note that there are instructions on the right-hand side of the "portal" page. Contact the Planning Division at 901-457-2360 or planning@colliervilletn.gov if you have any questions.

How do I know what information needs to be uploaded when applying online? Note that there are instructions on the right-hand side of the "portal" page. The checklist for the application type that you are choosing will list the types of documents that are needed for an application to be sufficient. The checklists can be found here: Applications and checklists can be found at the following location on the Town's website:
https://www.colliervilletn.gov/government/town-departments/development/planning/regulations-forms-and-deadlines/applications-checklists-and-forms.
Please note that with some application types paper copies of documents and plans need to be submitted to Town Hall. Contact the Planning Division at 901-457-2360 or planning@colliervilletn.gov if you need to know your number.

What is my Contractor ID #/Access Code? How do I obtain one? The "Contractor ID #/Access Code" is a unique number given to developers, civil engineers, surveyors, property owners, etc. that submit to the Town. The person identified as the "Applicant" on the Planning Division application forms will be given such a number the first time they apply unless they have applied to the Town before. Applicants will reuse their number when applying for cases in the future, even if it is a different property or project. If you have multiple staff members in your company that apply to the Town on a regular basis, you are encouraged to use one Contractor ID #/Access Code and applicant name per firm to streamline communications.

How do I pay the application fee online for a Planning Division application using iWorQ?

- **Step 1:** Except for sign permits, online payments cannot be made for Planning applications until you have applied and staff has confirmed that the application type and fees due are correct. A Planning Division staff member will contact you within 3 business days of receipt of your application to see if you want to pay online. Be sure to let them know your "Case/Permit #" if you know it. Contact the Planning Division at 901-457-2360 or planning@colliervilletn.gov if you have any questions.
- **Step 2:** To make payments online, you will need to know the "Case/Permit #" for your application.
- **Step 3:** Go to the online customer "portal" page at https://collierville.portal.iworq.net/portalhome/collierville and click on the "search permit" button at the upper left of the page.
- **Step 4:** Enter the "Case/Permit #" into the search bar at the upper right and make sure the "Search By" feature is set to "Permit #".

Then hit search. Your application should show up below. Select it.

- **Step 5:** You should see the fees you owe and a large blue button that says, "Submit Payment". Select that button and follow the instructions.
- **Step 6:** Once your payment has been accepted, contact the Planning Division staff member that you have been working with to let them know that you have paid. They will change the status of your project to "pending/under review". If you don't know how to contact your staff member, contact the Planning Division at 901-457-2360 or planning@colliervilletn.gov and let them know you have paid online. Be sure to let them know your "Case/Permit #".

How can I check on the status of my project?
- **Step 1:** To check on the status of your project, you will need to know the "Case/Permit #" for your application.
- **Step 2:** Go to the online customer "portal" page at https://collierville.portal.iworq.net/portalhome/collierville and click on the "search permit" button at the upper left of the page.
- **Step 3:** Enter the "Case/Permit #" into the search bar at the upper right and make sure the "Search By" feature is set to "Permit #". The hit search. Your application should show up below. Select it.
- **Step 4:** You should see a variety of information, such as the overall status of the project, the status of various "plan reviews," fees owed/paid, and
- **Step 5:** If you have questions, either contact the Planning Division staff member that you have been working with or email planning@colliervilletn.gov. Be sure to let them know your "Case/Permit #".

How do I upload revised plans and other documents after I have applied?
- **Step 1:** To upload files, you will need to know the "Case/Permit #" for your application.
- **Step 2:** Go to the online customer "portal" page at

https://collierville.portal.iworq.net/portalhome/collierville and click on the "search permit" button at the upper left of the page. Do not create a new application on the "portal page" to submit revised plans during the review process or post-approval to address conditions of approval/staff comments.
- **Step 3:** Enter the "Case/Permit #" into the search bar at the upper right and make sure the "Search By" feature is set to "Permit #". Then hit search. Your application should show up below. Select it.
- **Step 4:** You should see near the bottom of the page a section titled "Upload Files". Select the "Choose Files" button to upload files.
- **Step 5:** Once you have uploaded the files, please let the staff know. Either contact the Planning Division staff member that you have been working with or email planning@colliervilletn.gov. Be sure to let them know your "Case/Permit #".