

## City of Elk Grove Online Code Enforcement Documentation

Welcome to the City of Elk Grove's Online Code Enforcement. In order to use this system, you must have received a City of Elk Grove Invoice with a PIN number on it. The PIN and Case Numbers are located in the body of the invoice under the Customer Number.

To get started you must be connected to the internet. If you are having issues getting connected to the internet, please contact your internet service provider.

- 1) Go to <http://www.elkgrovecity.org/online-services> . Scroll down to the bottom of the page and click on "Click here" under the Online Code Enforcement Section.
- 2) On the main screen, you will need to select "Search by Case Number & PIN" from the drop down menu.
- 3) Enter your case number and the PIN from your invoice.

The screenshot shows a Microsoft Internet Explorer browser window titled "Click2Gov - Microsoft Internet Explorer". The address bar displays "https://c2g.navilneweb.com/elgrc2gce/Index.jsp". The browser's toolbar includes buttons for Back, Forward, Stop, Home, Search, Favorites, and other standard navigation functions. Below the browser window, the web application interface is visible. It features the City of Elk Grove logo and a banner image showing a yellow excavator and a yellow truck labeled "LASER". The main heading is "Online Service Center: Code Enforcement". Below this, a welcome message states: "Welcome to the City of Elk Grove's Code Enforcement Case access. At this time, you may access your case if you have received a Code Enforcement invoice with a PIN number on it. Please check back as we are expanding our online services." There are two links: "Home" and "Email Us". The search section includes a dropdown menu labeled "Search By:" with "Case Number & PIN" selected. Below this are two input fields: "Case Number: 06 - 55555" and "PIN: 123456". A "Submit" button is located below the PIN field. At the bottom of the page, it says "POWERED BY Click2Gov". The browser's status bar at the bottom shows "Done" and "Internet".

- 4) Click "Submit."
- 5) You will see a summary screen that shows you the general details of the case and a summary of the property.
- 6) You can click on "Actions" on the left side of the screen to see what actions have been taken on the case.

Click2Gov - Microsoft Internet Explorer

Address: <https://c2g.navilinet.com/elgrc2gce/DisplayCase.jsp?txtCaseYear=06&txtCaseNumber=00004923>

Click2Gov Online Service Center: Code Enforcement

Select details to view from the options on the left.

- Home
- Case Search
- Information
- Actions**
- Email Us

Case Number: **06-55555**  
 Address: **555 Elk Grove Way**  
 Land Key Heading: **Map/Parcel ID:**  
 Land Key: **116-5555-55-0000**  
 Location ID: **000006684**  
 Status: **OPEN**  
 Date Reported: **09/08/2006**

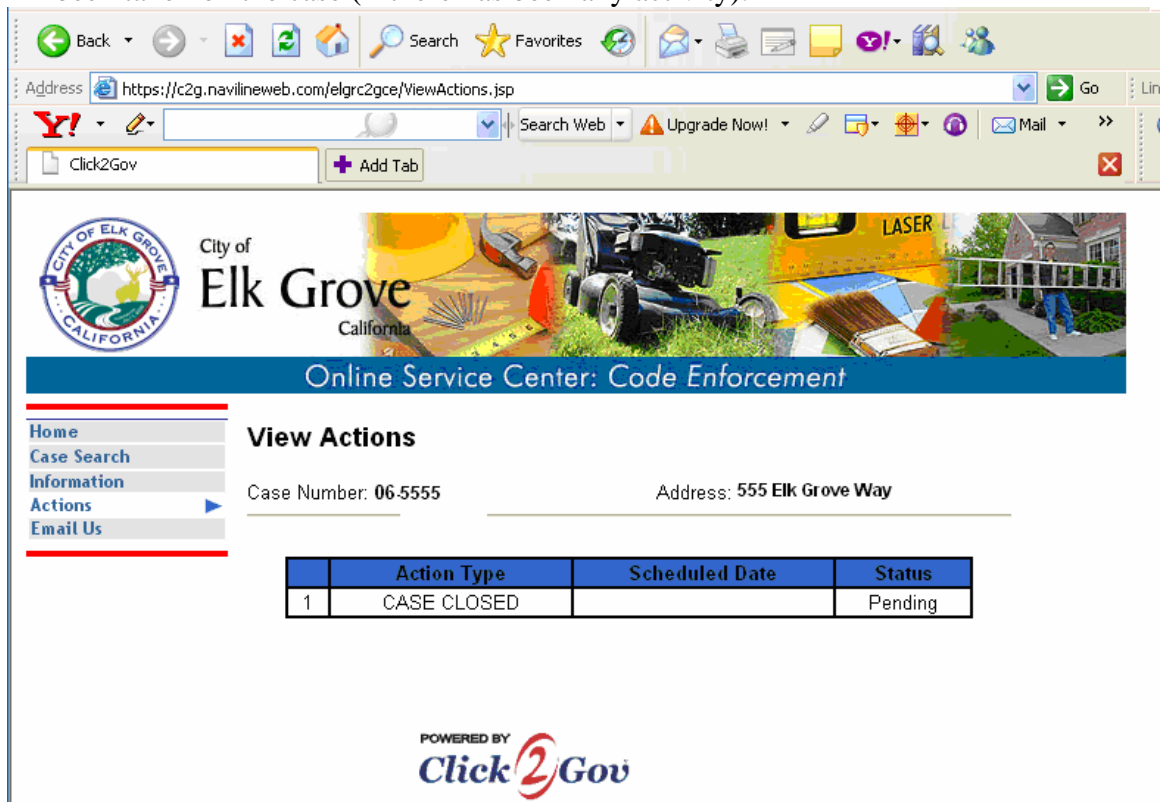
Case Status: **OPEN**  
 Last Inspection Number: **000**  
 Case Type: **ANIMAL CONTROL**  
 Inspector Id: **NM**  
 Default Inspector Name: **NACAKTA MATHEWS**  
 Case Origination: **PHONE**

Meeting Case Number:  
 Case Disposition: **Private**

Name	Address	Type
Elk Grove Citizen no e-mail address	555 Any Street USA	PROPERTY OWNER

Done Internet

7) Once you are on the Actions screen, you can view the various actions that have been taken on the case (if there has been any activity).



The screenshot shows a web browser window with the address bar displaying <https://c2g.navilinet.com/elgrc2gce/ViewActions.jsp>. The browser's address bar also shows a search engine dropdown set to 'Search Web' and a 'Go' button. The browser's toolbar includes icons for Back, Forward, Stop, Refresh, Home, Search, Favorites, and Mail. The browser's tab bar shows a single tab titled 'Click2Gov' with an 'Add Tab' button.

The web page header features the City of Elk Grove logo and the text 'City of Elk Grove California'. Below the logo is a banner image showing a yellow laser-guided lawnmower on a lawn. The banner text reads 'Online Service Center: Code Enforcement'.

The page content includes a navigation menu on the left with the following items: Home, Case Search, Information, Actions (highlighted with a blue arrow), and Email Us. The main content area is titled 'View Actions' and displays the following case details:

Case Number: 06-5555      Address: 555 Elk Grove Way

	Action Type	Scheduled Date	Status
1	CASE CLOSED		Pending

At the bottom of the page, there is a logo that reads 'POWERED BY Click2Gov'.

You can click on any underlined action to see more details.