Customer help guide

Completing Your Application

Use this guide to complete and send your application for a fire safety inspection. Have your property details and documents ready.

2 of 6 guides

Go to **https://my.egov.ky/web/cifs**. Use an up-to-date web browser on a computer, tablet or phone.

Your journey Each stage has its own guide. You are here: Guide 2.

1	2	3	4
Sign In Guide 1	**Complete Your Application** Guide 2 · You are here	**Upload Documents** Guide 3	**Book Your Inspection** Guide 4

Guide 5 helps you track and manage your application. Guide 6 explains error messages.

In this guide

1 Start Your Application
2 Read the Information Page
3 Check Which Documents You May Need
4 Choose Your Inspection Types
5 Enter the Property Details and Tick Your Documents
6 Check Your Contact Details
7 Upload Your Documents
8 Check That Both Pages Are Complete
9 Review, Send and Note Your Application ID
• Contact Us

Before You Start

Your application has two pages: **Request Details** and **Documents**. You can save it and finish later.

Have ready:

- ✓ the property address, district and property type
- ✓ the number of buildings and units or rooms
- ✓ your documents, saved on your device
- ✓ Block and Parcel numbers, if you have them (optional, but helpful)

Fields marked with a red asterisk (*) are mandatory.

There is no fee to apply or to book an inspection.

1 Start Your Application

After you sign in, you return to the home page.

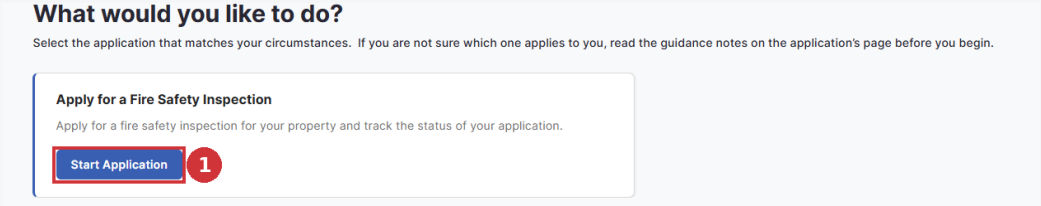


Figure 1 Home page

1 Choose **Start Application**.

2 Read the Information Page

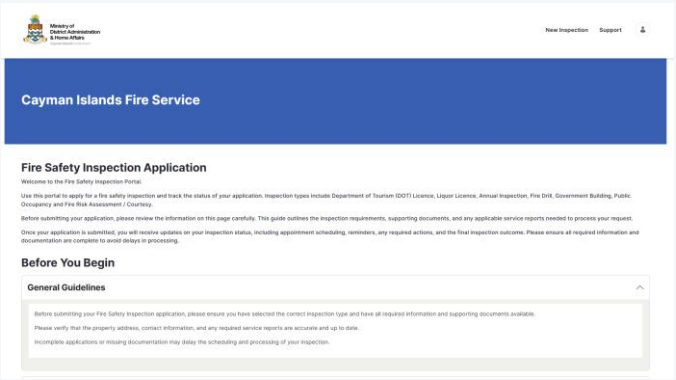


Figure 2 Information page

Read **Before You Begin**, including **General Guidelines**, before you start. They tell you to choose the correct inspection type, to have all your information and documents ready, and to check that your property address, contact details and service reports are correct and up to date. Incomplete applications or missing documents may delay your inspection.

> **Need a break?** Choose **Save and exit application form** and finish later. We sign you out after 15 minutes without activity. Sign in again to carry on.

> **A saved draft is kept for 30 days, then deleted.** Finish and send your application within 30 days.

3 Check Which Documents You May Need

The documents you need depend on your property, what is installed there and the inspection types you choose. They can differ a lot from one property to another, so follow the list on your own screen.

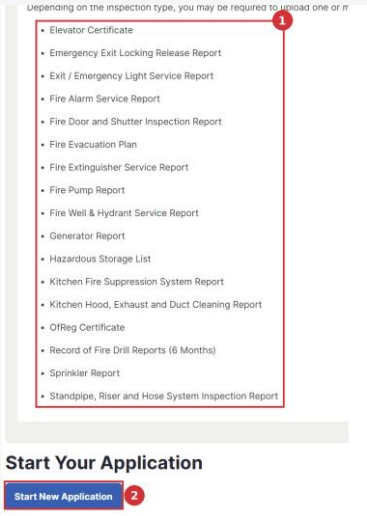


Figure 3 Required Documents

1. Read the list of documents you may need. Collect them now so they are ready to upload later.
2. Choose **Start New Application** when you are ready to begin.

4 Choose Your Inspection Types

Request Details is the first page of your application. Fill in every mandatory field. They are marked with a red asterisk (*).

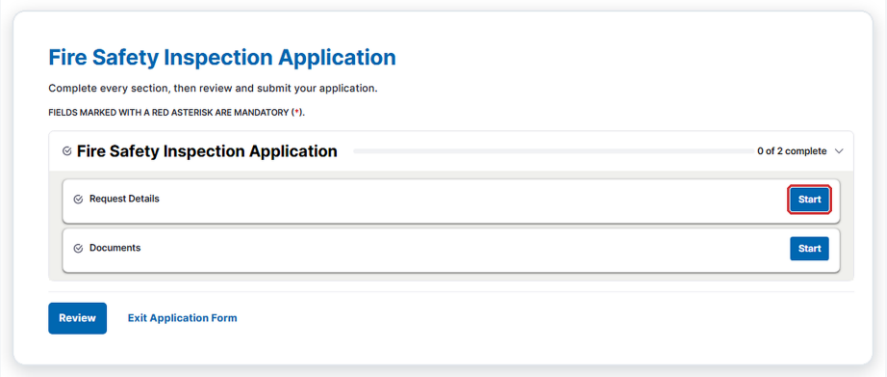


Figure 4 Application summary

Choose **Start** beside **Request Details** to open the first page.

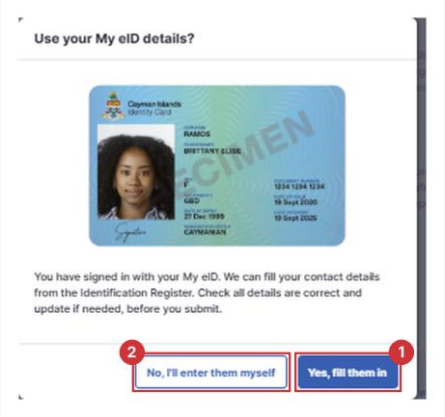


Figure 5 Use your My eID details

1. If you signed in with an account linked to your My eID, this message appears as soon as you choose **Start**. Choose **Yes, fill them in** and the Fire Service fills in your name, email address and phone number for you. You see them in step 6.
2. Choose **No, I'll enter them myself** and the contact fields stay blank. You fill them in yourself, as usual.

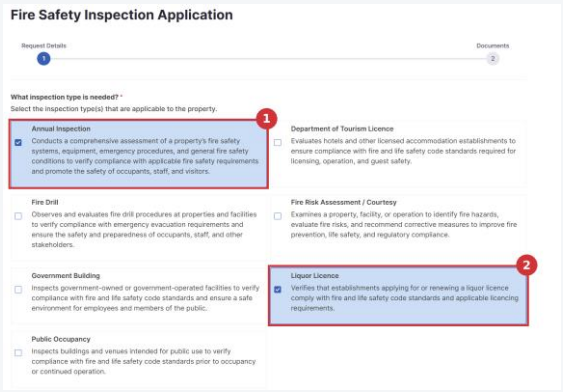


Figure 6 Inspection types

1. Tick every inspection type that applies to your property. You can choose more than one.
2. You can choose from: Annual Inspection, Department of Tourism Licence, Fire Drill, Fire Risk Assessment / Courtesy, Government Building, Liquor Licence and Public Occupancy.

> **Remember for booking.** If you tick more than one inspection type, choose **Multi-Category Inspection** when you book. One appointment then covers all of them.

5 Enter the Property Details and Tick Your Documents

Fields marked with a red asterisk (*) are mandatory.

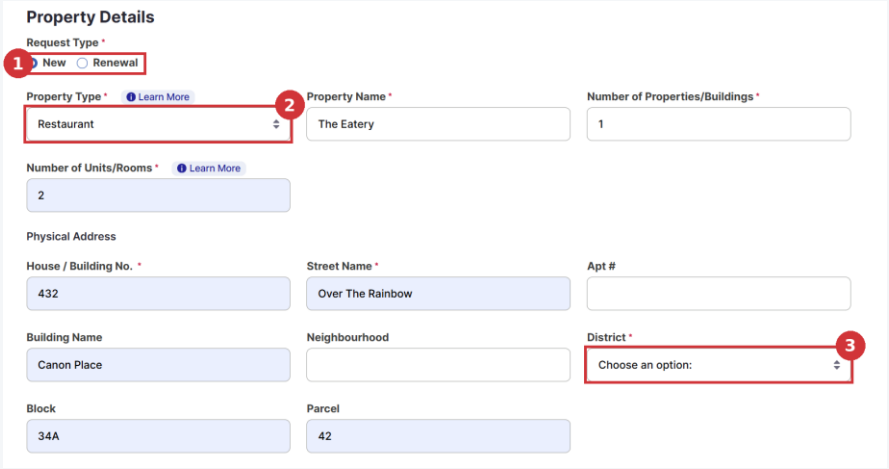


Figure 7 Property details

1. Choose **New** if this is a first application. Choose **Renewal** if you are renewing. Your answer does not change the form. The Fire Service uses it to check your inspection history.
2. Choose the **property type**. The list depends on the inspection types you ticked. Choose **Learn More** to see what each one means.
3. Choose the **District**. This field is mandatory.

Mandatory fields (red asterisk *)

Request Type (New or Renewal), **Property Type**, **Property Name**, **Number of Properties/Buildings**, **Number of Units/Rooms**, **House / Building No.**, **Street Name** and **District**.

Optional fields

Apt #, **Building Name**, **Neighbourhood**, **Block** and **Parcel**. **Block** and **Parcel** are optional but helpful to the Fire Service, so please enter them if you have them.

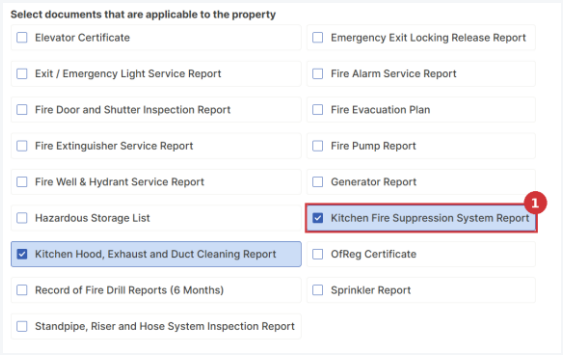


Figure 8 Document checklist

1. Tick each document that applies to your property. These become your required documents on the Documents page, so you know exactly what to upload.

6 Check Your Contact Details

The Fire Service uses these details to contact you.

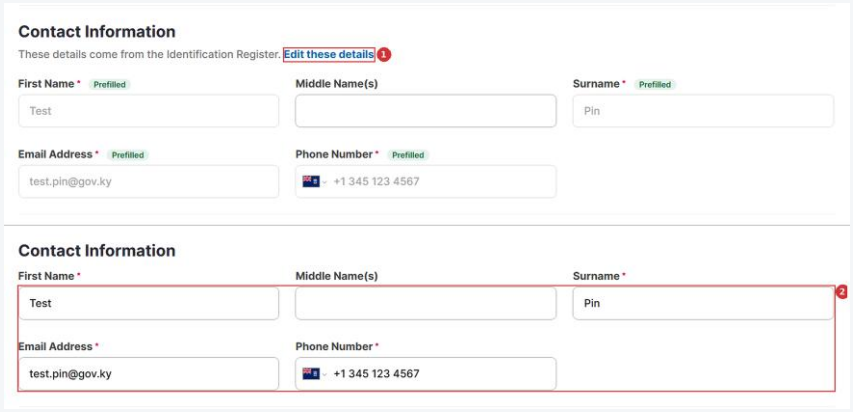


Figure 9 Contact details, prefilled and blank

1. If you chose **Yes, fill them in**, your name, email address and phone number are filled in from the Identification Register. Each one has a green **Prefilled** label. Check that they are correct. To change them, choose **Edit these details**.

2. If you chose **No**, or a field is blank, fill in every field marked with a red asterisk (*).

First Name, **Surname**, **Email Address** and **Phone Number** are mandatory. **Middle Name(s)** is optional.

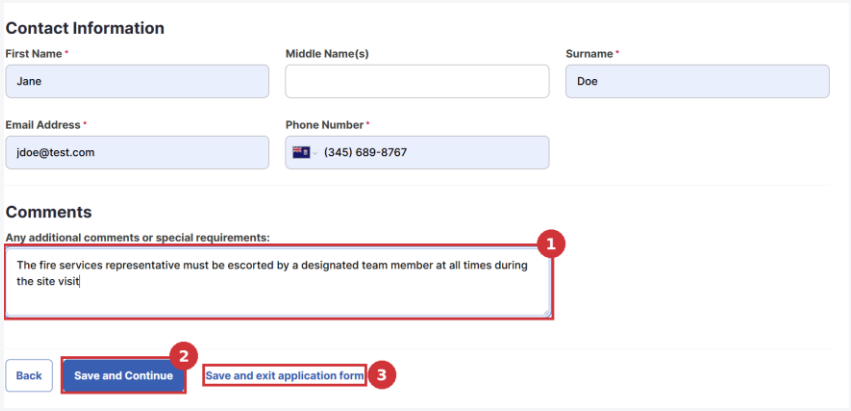


Figure 10 Contact information and comments

1. Add any **Comments** the inspector should know. This is optional.
2. Choose **Save and Continue** to save your details and open the Documents page.
3. To stop for now, choose **Save and exit application form**. Your draft is saved.

7 Upload Your Documents

The **Documents** page opens when you choose **Save and Continue**. Follow **Guide 3: Uploading Your Documents** to add your files. Then come back to this guide at step 8.

8 Check That Both Pages Are Complete

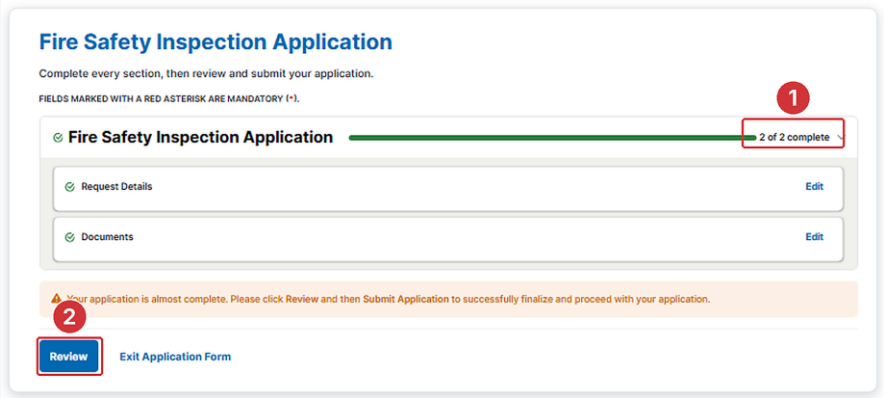


Figure 11 Both pages complete

1. **2 of 2 complete** means both pages are finished.
2. Choose **Review** to check your application before you send it.

If a Page Is Not Finished

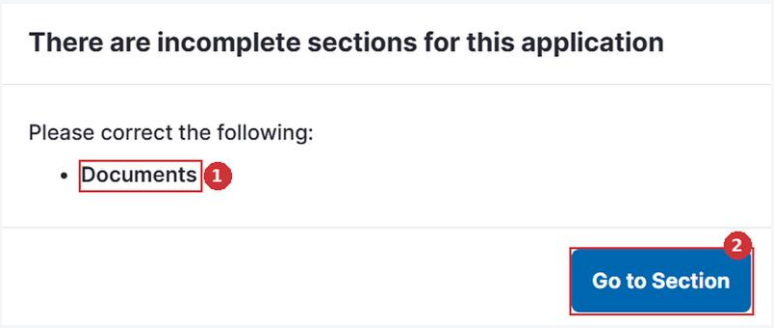


Figure 12 A page is not finished

1. A message lists each section that is not finished. You cannot send your application until every section is complete.
2. Choose **Go to Section** to open it, then complete it.

9 Review, Send and Note Your Application ID

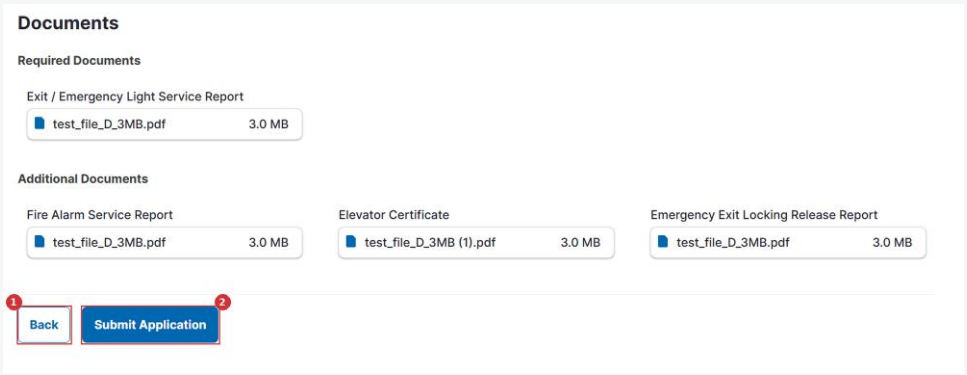


Figure 13 Review page

1. If something is wrong, choose **Back** and correct it.
2. When everything is correct, choose **Submit Application** to send it to the Fire Service.

Check everything carefully. You cannot edit your application online after you send it.

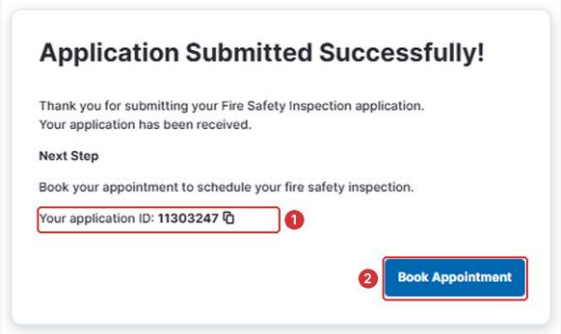


Figure 14 Application submitted

1. Your **Application ID** is your reference number. Write it down. Quote it whenever you contact the Fire Service.
2. Choose **Book Appointment**. This opens My Applications, where you book your inspection.

✓ **You have sent your application when you see Application Submitted Successfully.**

Contact Us

Questions About Your Inspection or Application

Contact the Fire Service.

Email	Telephone	Opening hours
firesafetyinspections@gov.ky	**(345) 949-2276**	**Monday to Friday, 8:30am to 5:00pm**

Problems Signing In or With Your eServices Account

Contact eServices Sign In support.

Telephone	Email	Online
(345) 244-3621	**eservices@gov.ky**	**my.egov.ky/web/myegov/support**

When you contact us, tell us what you were doing and what you saw. If you have one, tell us your Application ID.

Next guide →

Guide 3: Uploading Your Documents

You open the Documents page at step 7 of this guide.