

TOWN OF JUPITER - UTILITIES DEPARTMENT

Lien Search Instructions

To request a Utilities lien search:

Go online to the Town of Jupiter home page at www.jupiter.fl.us

Click on “**Let Us Know**” in the green tool bar directly under the picture

The Request Tracker log-in page opens



Click on either the **Login** link in the upper right area of the page, or the link titled **Utilities Lien Search** that is near the bottom, shown under the “Request” category. Both links take you to the actual log-in box. If you haven’t used the application before, you must create a brief profile using your email address and a password you choose. You will receive an email acknowledging that your account has been created, and after you respond to that email, your account is activated. After completing the registration, wait a couple of minutes before trying to log in to submit your initial search request.

Required Fees:

There is a \$25.00, per folio number, charge for this service. Payments can be made with a credit or debit card by calling (561) 741-2300, option 2. **Please save your payment confirmation number as you will need to enter this information when submitting a request.** All requests are answered strictly in the order in which they are received.

Submitting a Request:

Whenever you log in using your email and password, the request submittal form that opens will auto-fill with your stored profile name and email address; both of which can be changed when filling in the form. **Be sure to note the 4-digit request ID number that is generated once you submit your request.** This is your tracking number that enables you to look up your request online to check its status as well as to view any attached documents.

The response to your request will come to you in an email, but you can also log back in to your account, click on the link to view existing requests, and open that request number to view your full submittal form that contains any responses and attached .pdf documents. You may reopen a closed search and add a comment to it in order to request an update without having to type in the same information again.

After you have set up your profile and tried using the new system, if you have any questions please contact the Utilities Department (561) 741-2300, option 2.

PLEASE NOTE

For open permit information, call the Building Department at 561-741-2286.

For Code Compliance liens, call the Code Compliance Department at 561-741-2477.

For sewer liens, call Loxahatchee River Environmental Control District at 561-747-5700.

UTILITIES LIEN SEARCH – CHECKING THE STATUS OF AN EXISTING REQUEST

To check the status of an existing request, you must have the **4-digit Request ID number** that was generated when you submitted your original request.

1. Go to the Town of Jupiter home page at www.jupiter.fl.us.
2. Click on **Let Us Know** to access the Request Tracker log in OR use the link: <http://www.jupiter.fl.us/requesttracker.aspx> .



3. Click on **Login RequestTracker**

Use Request Tracker to report your concerns.

[Login](#) to check on existing requests.

4. Log in to Request Tracker as you would normally do.

Request Tracker Login

Email Address:

Password:

Domain

[Forgot your password?](#)

[Return to the Request Tracker page](#)

5. Once you log in, you will see this information in the upper right corner.

[View Existing Requests](#)
[Account Settings](#) [Logout](#)

6. Click on the link titled **View Existing Requests**. Locate the Request ID number of the request you are inquiring about and click on the part of the line that says **Utilities Lien Search** as shown below. Your original submittal will open up and any comments or responses will appear under the word **Comments**.

Do not click on the part of the line titled "Reopen Request," unless you are planning to submit a new comment or request for an update.

[Submit a new request](#)

Open requests			
ID	Description	Actions	Last Modified
No open requests			
Closed requests			
ID	Description	Actions	Last Modified
4383	Utilities Lien Search	Reopen Request	4/27/2015 2:22:53 PM