

How to Submit a El Paso County Five-Star Business Certification Application

Please closely follow the steps listed below to submit and/or edit your Five-Star Business Certification application. Note that some of the language in the application and the automatic notifications you receive regarding the status of your application may refer to building permits and direct you to contact the “Building Department” with questions. Please disregard this language as we are using a building permitting platform to process Five-Star Business certifications. You should contact 5star@elpasoco.com with application or program questions.


Additionally, as you go through the certification process online, you may see fees assessed to your application and inspection. Please note that you are **not responsible** for any payments – The El Paso County Five-Star program is free to all businesses.

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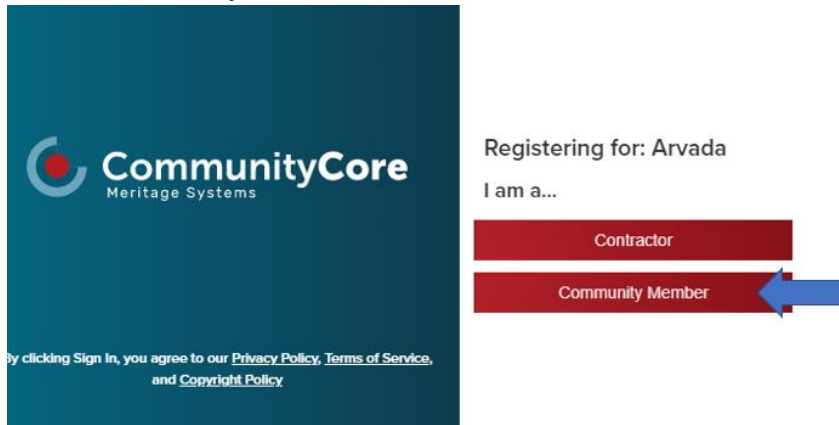
Complete the industry specific Five-Star Business Implementation and Compliance Plan template

- Download, to your computer, the Application and Business Implementation & Compliance plan template based on your business industry
 - Restaurant
 - Gym and Fitness
 - Personal Services

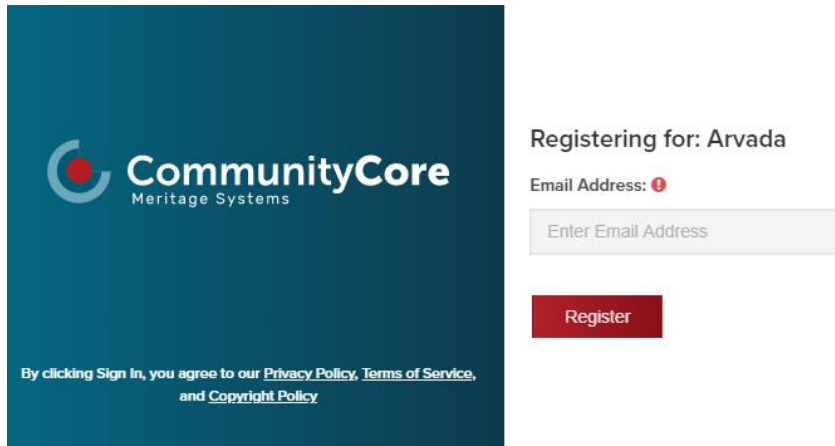
- Indoor Events
- General Business
- Complete *all* fields on the Application and Business Implementation & Compliance Plan template (an incomplete application will result in delays to your application)
 - Please refer to the resources on El Paso County’s Five-Star Certification Program [website](#) if you have any questions about the health and safety requirements of the Five-Star Certification Program
- Save your completed Business Plan to your computer  (You will need to upload this document to the online application)

Create a CommunityCore account

- You must register for your online permit account based on the jurisdiction in El Paso County your establishment(s) reside. If you have establishments in more than one jurisdiction you will need to register for each jurisdiction separately. However, once you have registered each location, you will be able to access all locations with one login.
- Go to one or more of the registration links below to begin the registration process
 - [El Paso County](#)
 - [City of Colorado Springs](#)
 - [City of Fountain](#)
 - [City of Manitou Springs](#)
 - [Town of Calhan](#)
 - [Town of Green Mountain Falls](#)
 - [Town of Monument](#)
 - [Town of Palmer Lake](#)
 - [Town of Ramah](#)
- Please see the below example from Jefferson County
- Select **“Community Member”**



- Enter your email address



The screenshot shows a registration form for Arvada. On the left is the CommunityCore logo with the text 'Meritage Systems'. The main heading is 'Registering for: Arvada'. Below this is the label 'Email Address:' with a red exclamation mark icon. A text input field contains the placeholder text 'Enter Email Address'. Below the input field is a red 'Register' button. At the bottom of the form, there is a line of text: 'By clicking Sign In, you agree to our [Privacy Policy](#), [Terms of Service](#), and [Copyright Policy](#)'.

- Navigate to your email inbox to complete registration set-up. You will receive a notification that looks like this:

An account has been created for this email address so that you can monitor your building permits in Arvada.

Click [this link](#) to finish your account setup.

The link will expire in 5 days.

- Follow the prompt in the registration email to complete your account set-up.
- **Note:** If you have establishments in more than one jurisdiction, you will need to complete this process for each jurisdiction before you will be able to apply for multiple certifications. If you register for multiple jurisdictions, you will only receive one registration notification, however you will be able to view all the jurisdictions you've registered for to start an online application.

Login to Community Core - Online Permitting Software

- Go to app.communitycore.com
- Enter your email address and password

- Then click Sign-In

CommunityCore
Meritage Systems

E-mail Address*
Enter E-mail Address 1

Password*
Enter Password 2

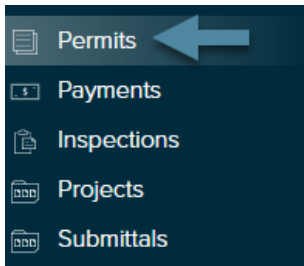
Sign In 3

[I forgot my password](#)

By clicking Sign In, you agree to our [Privacy Policy](#), [Terms of Service](#), and [Copyright Policy](#)

Create Five-Star Application

- Click Permits



- Click

Create Application

- Select Commercial Miscellaneous for the **Category** field
- Select the **Permit Type**
- Click Next

Permit Application for Jefferson County 5 Star - Arvada

The screenshot shows two dropdown menus. The first is labeled 'Category' and has 'Commercial Miscellaneous' selected. The second is labeled 'Permit Type' and has 'Restaurant 5 Star Certification' selected. Below the dropdowns are two buttons: 'Cancel' and 'Next'.

Add applicant information

- Add Applicant Name. This is your name – not the name of the establishment
- Add Email
- Add phone number

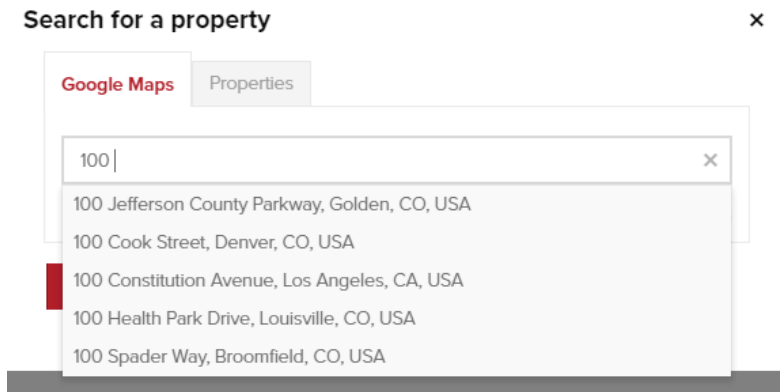
Permit Application for Jefferson County 5 Star - Arvada

The screenshot shows the 'Permit Type: Restaurant 5 Star Certification' section. There are three input fields: 'Applicant Name' with the value 'Marlin McDaniel', 'E-Mail' with the value 'mmcdanie@jeffco.us', and 'Phone' with the value '(303) 123-4567'. Each field is numbered 1, 2, and 3 respectively.

Add establishment address

- Under “Jobsite Address” click **Look Up Address** to search for your establishment’s address in Google Maps

- Start typing the address and then select the correct address



- You can also manually enter the address without searching

Add property owner info

- Type the name of your business into the **Business Name** field. You can leave all other fields blank.

Property Owner


Name Same as Applicant

Address Same as Property Address

Address 2

City State Zip code

Owner Primary Phone Owner Secondary Phone E-mail

Business Name  Posted Occupancy Limit

Upload required document

- Click the **Upload Documents** button to your industry specific 5-Star Business Application and Implementation & Compliance Plan to the application

Required Documents

DOCUMENTATION NAME	DESCRIPTION
5-Star Business Implementation & Compliance Plan	Must download document from the Jefferson County Website, fill out, and upload before submitting.

Total: 1

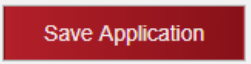


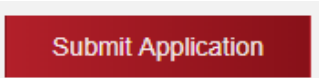
- Click **Select Files** to search your computer for your completed Business Implementation and Compliance Plan
- In the **Document Name** field, title your document “Business Implementation and Compliance Plan:
- In the **Document Type** field, select “Other”
- Click **OK** to complete your document upload

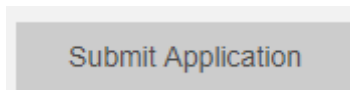
The screenshot shows a dialog box titled "Upload Documents" with a close button (x) in the top right corner. It contains the following elements:

- Step 1:** A blue button labeled "Select Files" with an upload icon.
- Step 2:** A text input field labeled "Document Name" containing the text "Business Implementation and Compliance Plan" and a close button (x) on the right.
- Step 3:** A dropdown menu labeled "Document Type" with "Other" selected.
- Notes:** A large empty text area for additional information.
- Step 4:** Two buttons at the bottom: a red "OK" button and a grey "Cancel" button.

Save or Submit Application

- If you have **not** completed your application and need to come back to it later, click 
 - Your application will not be visible to El Paso County until AFTER you have submitted your application.
 - You will have the ability to delete an unsubmitted application if you choose.

- If you have completed your application, click 
 - If the button looks like this...



...there is a required field or information in your application that is still required. You will not be able to submit your application until all required information is provided

- After you click **Submit Application**, you will need to accept the terms of the application.
- Review the terms of the application by clicking on the blue **Terms** link
- Select **both** checkboxes (the first set of terms do not apply, however due to software limitations the county is unable to remove them.)
- Click **OK**

Accept Terms ✕


② I certify that I am the property owner or authorized agent to submit construction documents, and I am responsible for all work done on the property.

③ I have read and agree to the [Terms](#) ①

④ OK Cancel

Checking the status of an application


- After submitting your application, El Paso County will receive your application and begin the review process. If the county accepts your application, you will need to schedule a physical inspection.
- To view the status of your application, login to app.communitycore.com

- On the left side of the screen click 
- On the **Permits** page, select **Applications**
- View the status of your application

ADDRESS	JURISDICTION	PERMIT TYPE	STATUS	APPLICATION...
100 Jefferson County Parkway, Golden	Jefferson County 5 Star - Arvada	Restaurant 5 Star Certification	Pending Review	12/30/2020

- If your application needs more information, you will see this in the Permit Status:

⚠ [Draft Application](#)

- If your application is in this “Draft Application” status, you can edit your application by clicking on this pencil icon 

Scheduling an Inspection

- Once your application has been reviewed and accepted, you will need to schedule a physical inspection. Inspections will be conducted by SAFEBuilt inspectors.

- You will receive a notification like this:

Your Restaurant 5 Star Certification Application - 20ARV-00010 has been authorized for you to schedule compliance inspections. If you would like to request an inspection on the weekend, please note that in the Notes section of your inspection request - weekend inspections are not guaranteed but will be accommodated when possible.

Restaurant 5 Star Certification
100 Jefferson County Parkway, Golden, CO 80419

<https://app.communitycore.com/app/offices/123/jurisdictions/1255/permits/1546287/details/address>

- To schedule an inspection, login to app.communitycore.com
- The **Status** of an application ready for inspection will show up as “Inspections: Pending”
- On the **Permits** dashboard, click on the blue permit number text



WORK

- Permits
- Payments
- Inspections
- Submittals

Permits Create Application

Active Applications Closed All

PERMIT NUMBER	ADDRESS	JURISDICTION	PERMIT TYPE	STATUS	EXPIRES
20ARV-00010	100 Jefferson County Parkway, Golden	Jefferson County 5 Star - Arvada	Restaurant 5 Star Certification	Inspections: Pending	06/28/2021

- On the left side of the screen, click on **Inspections**
- Click on **Actions**
- Then select **Request**



Inspections

MM

All inspections **1** Actions Download Results

2 Request

Cancel

Unresulted

- You must then request **all** inspections. You can do so automatically by selecting the first checkbox.

Select Inspections x

20ARV-00010

<input checked="" type="checkbox"/>	STEP NAME	INSPECTION NAME
<input checked="" type="checkbox"/>	Inspections	Masks Mandatory and Enforced
<input checked="" type="checkbox"/>	Inspections	Table and Household Distancing
<input checked="" type="checkbox"/>	Inspections	Sanitation Cleaning-High touch areas
<input checked="" type="checkbox"/>	Inspections	Daily Employee Screening
<input checked="" type="checkbox"/>	Inspections	Customer Screening and logging
<input checked="" type="checkbox"/>	Inspections	Reservations
<input checked="" type="checkbox"/>	Inspections	Business Implementation & Compliance Process Filed
<input checked="" type="checkbox"/>	Inspections	Outbreak Response/Procedure/Plans
<input checked="" type="checkbox"/>	Inspections	Ventilation Improvements

Continue Cancel Reinspection Fees Due: \$0.00 Total Fees Due: \$0.00

- You will now indicate the date, time, and provide contact information to schedule your inspection
- Select a **Date**
 - Note:** Weekend inspections may be requested by entering your preferences into the **Notes** field
- Indicate your **Time** preference
- Provide a day-of **Contact Name, Phone Number, and Email**
- Notes** are only required if you are requesting a weekend inspection

Request Inspections x

Request: Masks Mandatory and Enforced Table and Household Distancing Sanitation Cleaning-High touch areas Daily Employee Screening Customer Screening and logging Reservations Business Implementation & Compliance Process Filed Outbreak Response/Procedure/Plans Ventilation Improvements Exposure Notification Compliance Complaint Post/Instructions for public After Hours Plan for at risk population inspections

1 Date: 01/04/2021

2 Time: All Day (08:00:00 - 17:00:00)

3 Site Contact Name: James Brown

4 Site Contact Phone: (303) 123-1234

5 Site Contact Email: jbrown@gmail.com

6 Notes: I would like to request an inspection on Saturday, 1/2/2020. I can be available anytime

OK Cancel

- You will receive a notification email once your inspection has been scheduled and confirmed