

# How to provide/upload additional information that is required



If it is determined that some additional information is required from the applicant, the applicant will receive an Email from the City as follows

1

Email received from the City for Additional Information required, stating comments from the department about what kind of information is required

Hello Applicant,

It has been determined that additional information is required regarding your submission.

Please provide site plan documents - City Planner

Please login to Citizen Portal to upload the required information.

The Citizen Portal can be accessed at: <https://citizenportal.citywindsor.ca/planning>

Thank you.

'Should you have any questions, please reach out to the Planning Department by calling 519-255-6543 or by email at [COAdjustment@citywindsor.ca](mailto:COAdjustment@citywindsor.ca).'

2 Click "<https://citizenportal.citywindsor.ca/planning>" - Application portal URL/link to access the online application

etermined that additional information is required regarding your submission:

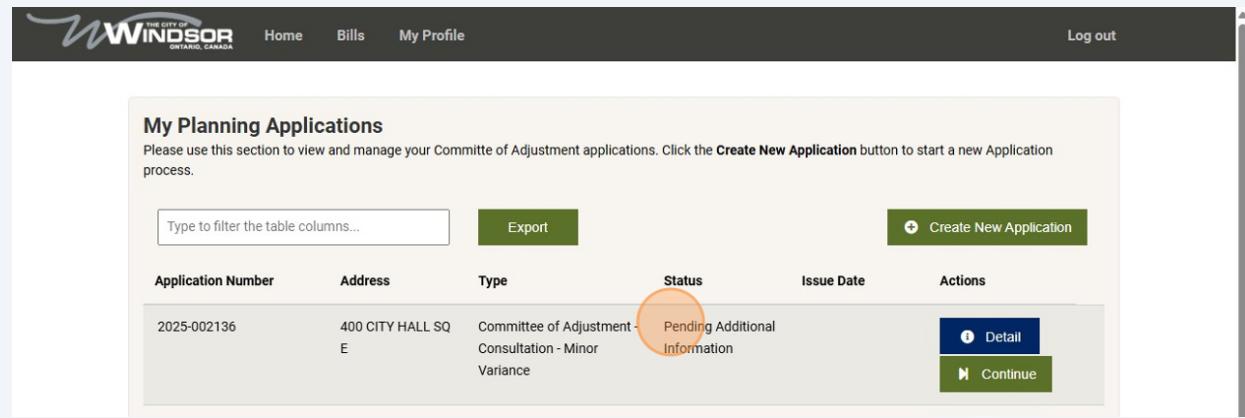
site plan documents - City Planner

Citizen Portal to upload the required information.

tal can be accessed at: <https://citizenportal.citywindsor.ca/planning>

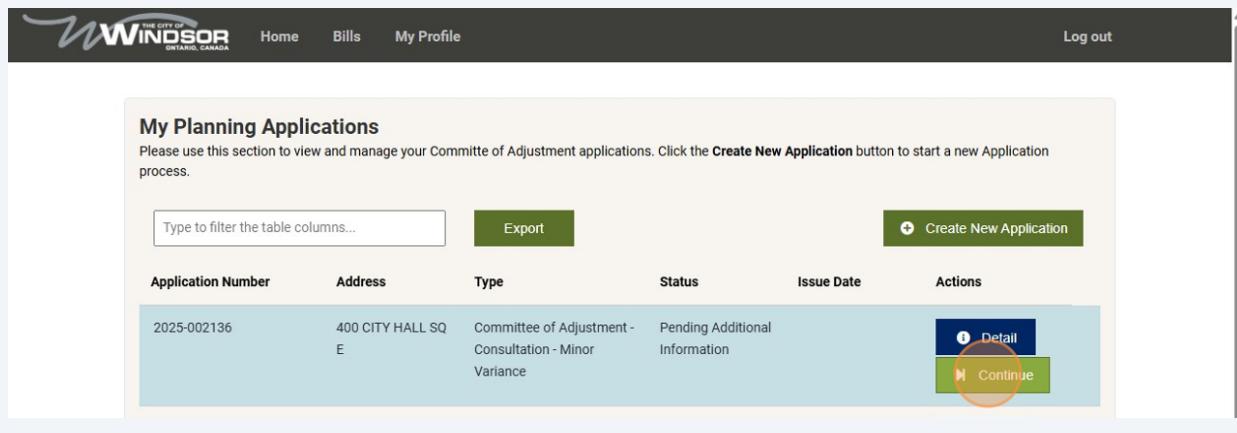
re any questions, please reach out to the Planning Department by calling  
or by email at [COAdjustment@citywindsor.ca](mailto:COAdjustment@citywindsor.ca).'

3 User can see the status of the application is now "Pending Additional Information"



Application Number	Address	Type	Status	Issue Date	Actions
2025-002136	400 CITY HALL SQ E	Committee of Adjustment - Consultation - Minor Variance	Pending Additional Information		<a href="#">Detail</a> <a href="#">Continue</a>

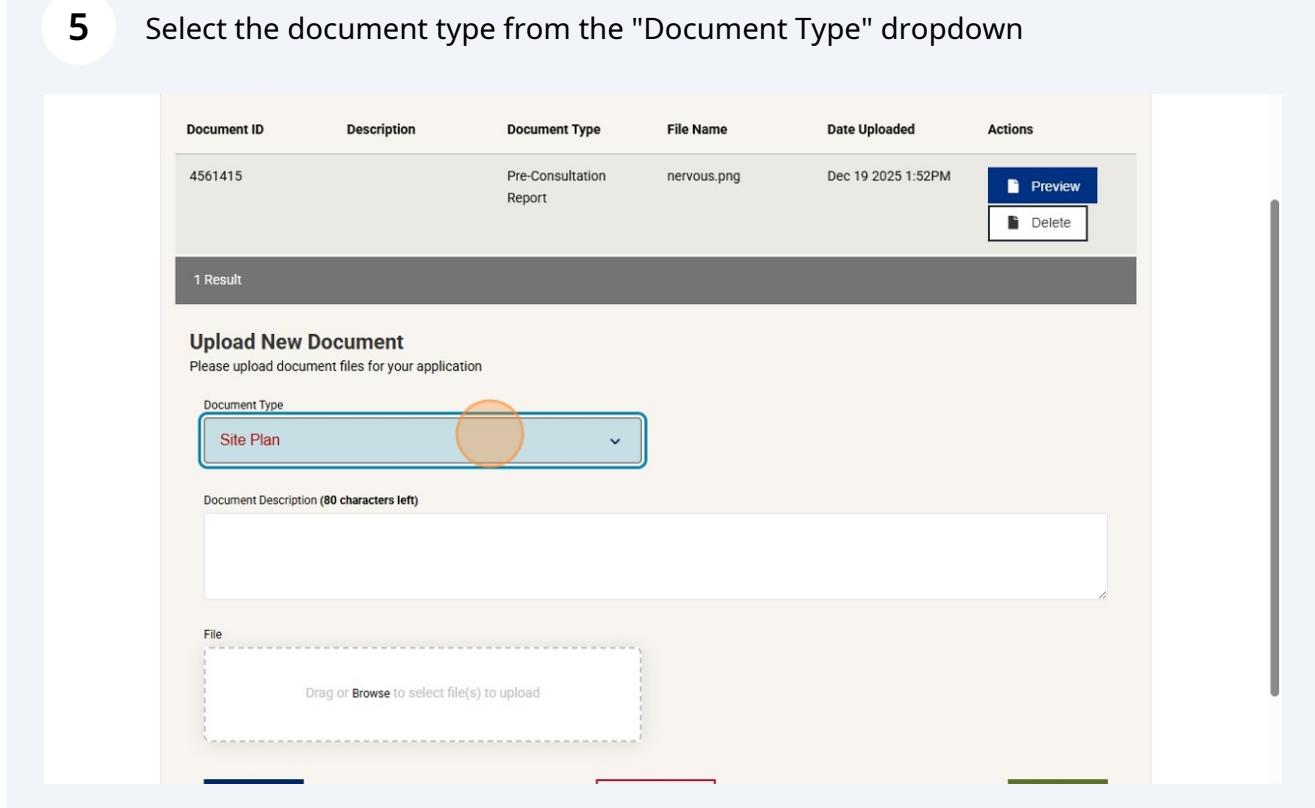
4 Click "Continue"



The screenshot shows the 'My Planning Applications' section of the City of Windsor website. At the top, there is a navigation bar with links for 'Home', 'Bills', 'My Profile', and 'Log out'. Below the navigation, a search bar says 'Type to filter the table columns...' and an 'Export' button. A green 'Create New Application' button is on the right. The main area is a table with the following data:

Application Number	Address	Type	Status	Issue Date	Actions
2025-002136	400 CITY HALL SQ E	Committee of Adjustment - Consultation - Minor Variance	Pending Additional Information		<a href="#">Detail</a> <a href="#">Continue</a>

5 Select the document type from the "Document Type" dropdown



The screenshot shows the 'Upload New Document' page. At the top, there is a table with columns: Document ID, Description, Document Type, File Name, Date Uploaded, and Actions. One result is listed: Document ID 4561415, Description Pre-Consultation Report, File Name nervous.png, Date Uploaded Dec 19 2025 1:52PM, Actions 'Preview' and 'Delete'. Below the table, a '1 Result' message is displayed. The main form area has the following fields:

- Document Type:** A dropdown menu with 'Site Plan' selected, highlighted with an orange circle.
- Document Description (80 characters left):** An empty text area.
- File:** A dashed box with the placeholder text 'Drag or Browse to select file(s) to upload'.

6 [Optional] Enter the "Document Description" text box describing the document

Document ID	Description	Document Type	File Name	Date Uploaded	Actions
4561415		Pre-Consultation Report	nervous.png	Dec 19 2025 1:52PM	<a href="#">Preview</a> <a href="#">Delete</a>

1 Result

**Upload New Document**  
Please upload document files for your application

Document Type  
Site Plan

Document Description (80 characters left)

File  
Drag or Browse to select file(s) to upload

Back Save for later Continue

7 Click "Browse" and select the documents from your computer

Document ID	Description	Document Type	File Name	Date Uploaded	Actions
4561415		Pre-Consultation Report	nervous.png	Dec 19 2025 1:52PM	<a href="#">Preview</a> <a href="#">Delete</a>

1 Result

**Upload New Document**  
Please upload document files for your application

Document Type  
Site Plan

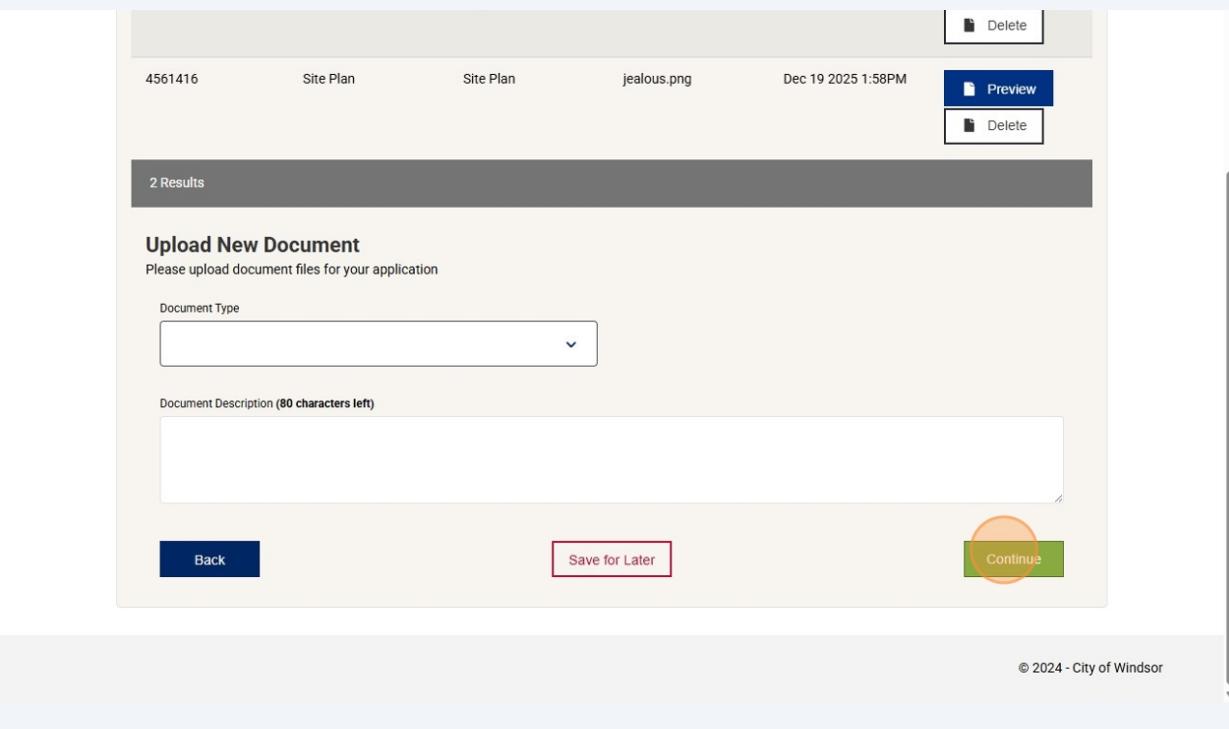
Document Description (80 characters left)

File  
Drag or Browse to select file(s) to upload

Back Save for later Continue

8

Click "Continue"



The screenshot shows a document management interface. At the top, there is a list of uploaded files:

4561416	Site Plan	Site Plan	jealous.png	Dec 19 2025 1:58PM
				<a href="#">Preview</a>
				<a href="#">Delete</a>

Below this, a dark bar displays "2 Results". The main area is titled "Upload New Document" with the sub-instruction "Please upload document files for your application". It contains two input fields: "Document Type" (a dropdown menu) and "Document Description (80 characters left)" (a text input field). At the bottom are three buttons: "Back" (dark blue), "Save for Later" (red border), and "Continue" (green border, highlighted with an orange circle). The footer of the page includes the text "© 2024 - City of Windsor".



No further action is requested after this point, the uploaded documents will be uploaded to the server successfully.

User can preview/download and in some cases delete the uploaded the documents as well using the same steps.