1. Turn off your Pop-Up Blocker (if enabled).

2. If you have an application number you are inquiring about, please proceed to step 3. If not, you will need a Folio number. Find the Folio number for the property by going to [https://maps.hillsboroughcounty.org](https://maps.hillsboroughcounty.org) and entering the address. Please note: Additional information can be found in the search result that may answer your questions.

3. Go to the website [pgm.hillsboroughcounty.org](http://pgm.hillsboroughcounty.org)

4. Enter username public (all lowercase). Enter the password public (all lowercase). Leave the server as Optix.

5. Click on the Login button.

6. Once you are logged in, double click on Document Repository near the top left corner. If you are having difficulty finding items approved prior to 2004, please choose Archive Data. If you are looking for site plans, please select SS - Plan Submittal. Please note, building documents prior to 2004 are not available on the PGM Store.
6. Enter the tracking number (Application number, Permit number) in the box that reads **Tracking**. Or you can search by folio by entering the folio number into the **Folio ID** box. Then click on **Query**.

7. A blue bar will pop up with the Application number, Folio ID, Permit type & Current Status. Double click on the Blue Bar to access the folders.

8. Double click on each folder/document to access.