



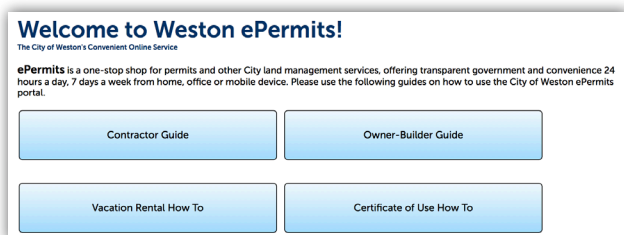
Register a New Individual Account

Simple Steps for Creating a New Account



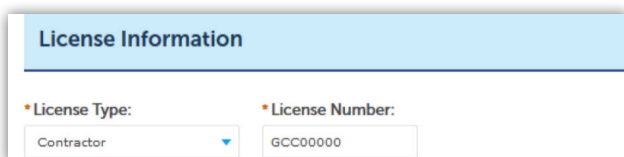
An account must be created to apply for permits, create applications, schedule inspections, respond to plan review issues, and make payments. Creating an account is beneficial as the system will list all records specifically assigned to the individual logged in.

1. Select **Register for an Account** located at the top right-hand side of the screen.



2. Review and accept the **Conditions & Use for Online Services** by checking the box, 'I have read and accepted the above terms' and click **Continue Registration**.

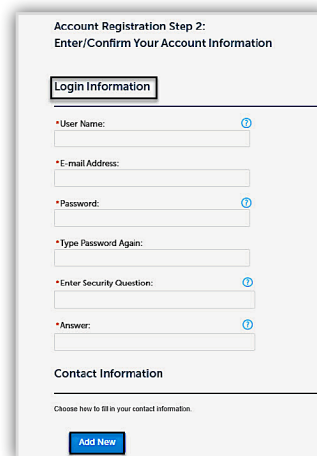
3. **License Information**
a. Licensed Professional and permit runners – Enter license information to connect to license. License must be pre-registered with the City and up to date. Most license types are Contractor



- b. Home and business owners – Please skip this step by pressing the "I am not a Contractor/Permit Runner" Button

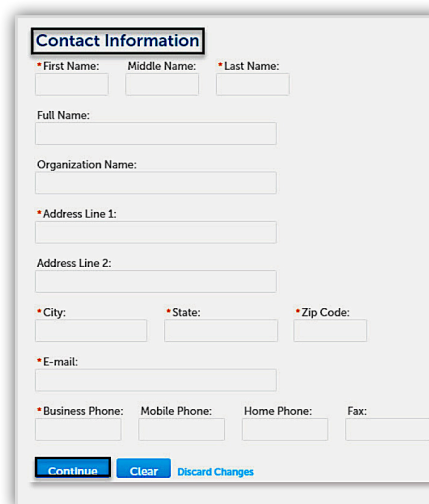
4. Complete the below required Login Information fields:
a. User Name
b. Email Address
c. Password (retype the password to confirm)
d. Enter Security Question
e. Answer (provide an answer to the Security Question)

5. Select **Add New** in the Contact Information section.



6. Complete the required **Contact Information** fields:

7. Select **Continue**.



8. Select **Continue Registration**. The system will display a confirmation the account has been successfully registered. An additional step is required for **homeowners, Business owners** and **License Professionals** to complete registration. Information is provided in the confirmation screen.



Create a Building/Engineering Permit Application

Simple Steps to Create Permit Applications

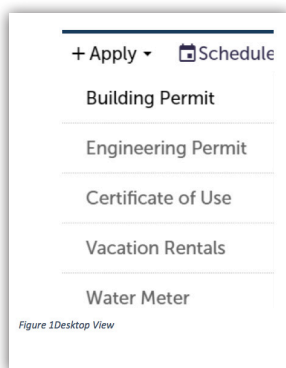


The steps listed below provide instructions to submit a building permit. The Residential Structural Application has been selected as an example, however the process for all Building or Engineering Permit Applications are the same.

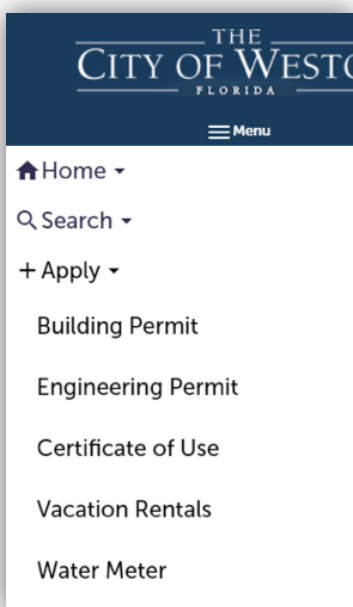
1. Log in to the **portal**.

2. Select **Apply** from the Navigation menu and select **Building or Engineering Permit**.

▼ Figure 1 - Desktop View

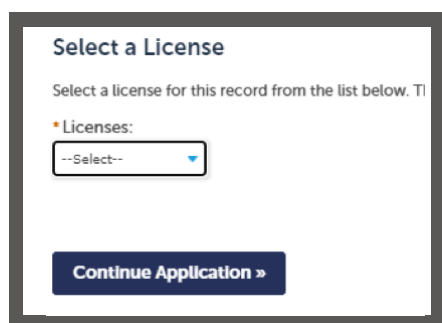


▼ Figure 2 - Mobile View



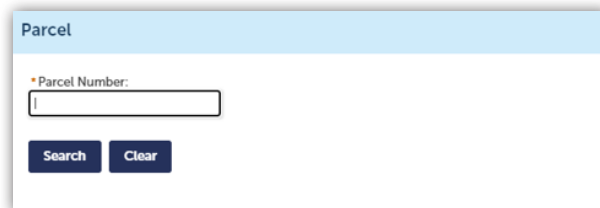
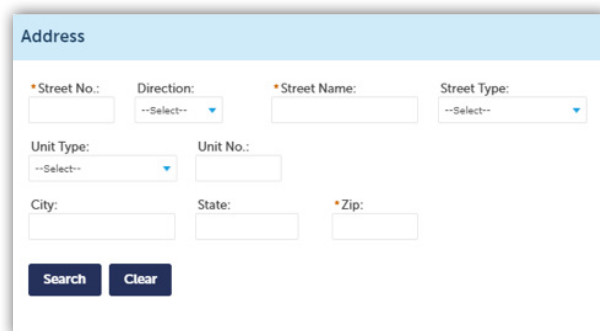
3. Review the **Conditions & Use for Online Services** and select the box next to 'I have read and accepted the above terms' to accept.

4. **Select a License** to be used for this application. If you do not see the **Select a License** Screen, please add a license to your account. See **Add A License** Guide for more information. If you are a homeowner, please Contact the Building department to add an **Owner-Builder License** to your account.



5. Search for the permit type by expanding the corresponding category, in this case Structural and select your permit type, in this case Residential Structural application.

6. Enter the **Street No.** and **Street Name** for the property in the address section and select **Search** or enter the **Parcel Number** and select **Search**.



7. Select **Continue Application** to proceed to the **Application Detail** page.

8. Select the contact information for the **Applicant** by selecting from the account or adding a new contact.
a. **Select from Account** - select a contact associated to the account.
b. **Add New** - add a new contact not associated to the account.

Create Building or Engineering Permit Applications *(Steps Continued)*



9. **License information** should be prefilled if step 4 was completed successfully. If License is not prefilled, please see step 4.

10. Enter the detailed description of the application in the **Detailed Information** section. In this space, please enter detailed information about the nature of the job to detail what the job will entail.

11. Complete the application fields. Required fields are marked with a red asterisk.

12. Select **Continue Application** to review the application.

13. Review the application. If changes are needed, select **Edit** to edit the applicable section of the application.