Customer Portal Series

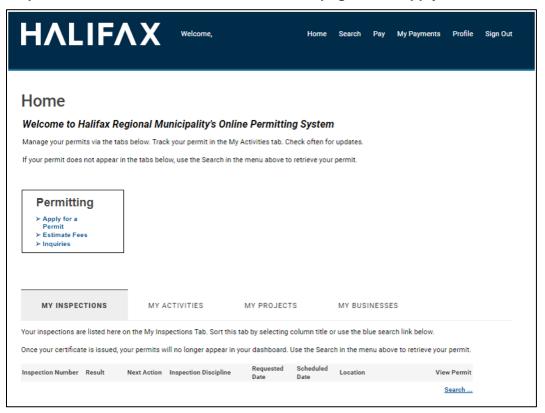## How to: Apply for a Permit Online

Step 1: from Customer Portal Account Home page, click Apply for a Permit:

Customer Portal Series

Step 2: Select permit type.

Apply for a Permit

Before you begin a new permit application, ensure you have reviewed our **Permitting Web Pages** and **How To Guides**

1. Review the detailed information about the different *Permit Types*

2. Review the different *Building Structures/Use Designations*

3. Review the different *Types and Scopes of Work*

- Draft permits are created as soon as you select a permit type

- Save your permit and come back to work on it anytime

- Permits stay in draft until paid and submitted

Get started by selecting a permit type below

House & Home Permits
Instructional Text - test

Fence Construction

Swimming Pool Permit

Residential Building Permit

Solar Permit

Deck Permit

Mobile Home Permit

Commercial Permits
Instructional Text - test

Mixed Use & Commercial Building Permit

Sign Permit

Street & Services Permits
Instructional Text

Water Permit

Right of Way Permit

Development - Right of Way Permit

Related/Additional Permits
Instructional Text

Application to Occupy

Lot Grading Permit

Development Only Permit

Blasting Permit

Demolition Permit

Grade Alteration Permit

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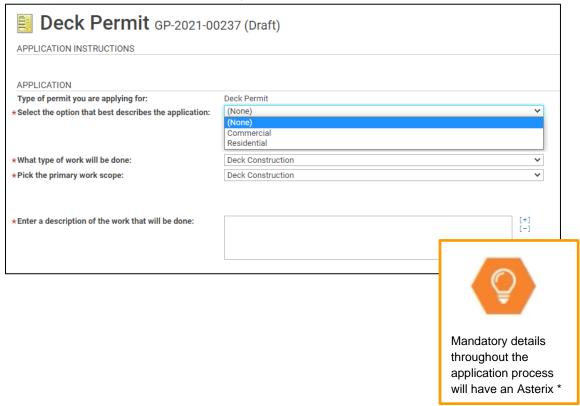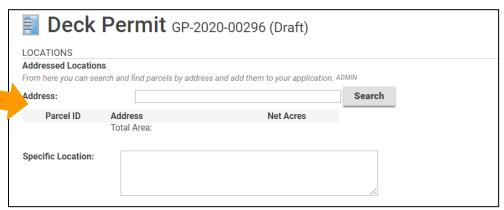

Important to note:

- Once a new permit application is initiated, it is in the system as a **draft**. Ensure to look at the **My Activities tab** on the homepage and reopen a draft permit application, instead of creating a new permit.
- Question 'What is your relationship to this permit?", will only appear if there is a Contractor Profile is linked to the customer account (with the contractor name appearing in brackets).

Step 3: Complete the form. All mandatory fields are marked with a red asterisk.

Mandatory details throughout the application process will have an Asterix *

Step 4: **Add an Address**

    a. Click **Search** to open pop-up window

    b. Enter all or part of the address.

       Do Not enter Street / Road Etc.

       Click **Search** button

    c. Check box to choose address from the list

       Click Select.

    d. Selected address will be shown on the permit.

e. **Specific Location**: Optional field.

Add information when applicable. (For example, could indicate an accessory structure is located at the back of the property.)

Step 5: Input Owner/Tenant information and click Next.

- This area does not automatically list customer account information.
- This information can be different than the customer account and is not verified against the customer account.

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Step 6: Input Additional Permit Details:

    a. Indicate the number of decks being constructed: 1 or more for same site.

    b. Are you installing a retaining wall and/or making changes to Grade Contour?: yes/no
       If yes, also apply for a Lot Grading Permit (2 units or less), or a Grade Alteration Permit (3 units or more).

    c. Total Contract Value: Input the value of the build.

    d. Click Next.

Step 7: Upload Permit Documents

    a. Documents required for the permit will be listed.

b. **Two options** to upload documents:
  i. Click Upload Files to search for and upload files, or
  ii. Have files ready in a folder, select the files, then drag and drop the files to the Drop Files Here section.

UPLOADED DOCUMENTS

➕ Upload Files

☐ File Name	Document Type	💬 Comments

Drop Files Here

c. Once documents have been uploaded, they will appear with New at the end of the File Name.

d. Assign Document Type:

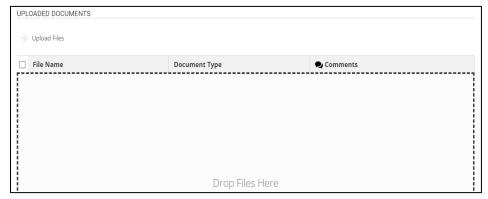| ☑ File Name		Document Type		💬 Comments	
➖ (2) New Documents					
☑ Deck- Site Plan.pdf	New		▼	Add comment	✏
☑ Deck-Brochure.pdf	New		▼	Add comment	✏

i. Click drop down arrow to view required Application Documents.

ii. Choose Document Type for each uploaded file, and add comments as needed.

UPLOADED DOCUMENTS

2 items selected   🗑 Delete

☑ File Name		Document Type	💬 Comments	
➖ (2) New Documents				
☑ Deck- Site Plan.pdf	New		▼ Add comment	✏
☑ Deck-Brochure.pdf	New	📂 Application Documents	Add comment	✏
		➖ 📂 Deck Brochure		
		📄 Deck Brochure		
		➖ 📂 Site Plan - Deck		
		📄 Site Plan - Deck		

f. If a file was added in error, click in the checkbox to highlight and click Delete.

g. Click Next at the bottom of the page to continue.

Step 8: Add contractors to the application

Important to note:

- This is to link registered Contractor(s) to the permit application
- A Contractor must already be registered to be linked to the permit application
- A Contractor cannot be added within this area of the permit application

a. Click **Add Contractors** button

b. Input Contractor Company Business Name and click Search.

c. Click box beside correct Contractor and click Select.

d. From pull down menu select type of Contractor.
e. At least one contractor in the list must be designated as the "prime contractor".

f. Add Additional Contacts if Needed

Step 9:
a. Review fees.
b. Check box after reviewing Customer Attestation. Checking box means you accept the terms in the attestation.
c. You can now Save your application and return at a later time
or

Pay Fees & Submit Application:

Online payments can be made using a credit card. For other methods of payment (cheque, cash, etc.) you must go to a customer service centre

NOTE – The Pay Fees & Submit Application button does not appear until you have confirmed your Customer Attestation.

Step 10: Checkout
   a. Input contact information and payment details.

   b. The system allows the user to save the card information, but it is not required.

c. Payment confirmation.
Click Back to Store to return to the permit application.

Step 11: Permit Confirmation of Submission:

a. Note Permit Number for the application.
b. To view the permit information, click the blue text link.

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Step 12: Review Permit Information:

This is an optional step. You can log out or begin another application if you do not wish to review the permit application.

      a. Details Tab

📄 General Permit - GP-2020-00296

Status: Submitted

Application Date: Jul 7, 2020
Issue Date:
Completed Date:
Expiration Date:

Description: Residential - Deck - Building deck at back of house

DETAILS	DOCUMENTS	PERMIT TYPE DETAILS	CONTACTS

DETAILS

Applicant:	Homeowner
Type:	Residential
Permit Type:	Deck
Primary Location:	128 PONDEROSA DR, LAKE ECHO, NS B3E1C9
Specific Location:	
Work Description:	Building deck at back of house

LOCATIONS

Parcel ID	Address	Net Acres
00-212-464	128 PONDEROSA DR, LAKE ECHO, B3E1C9	
	Total Area:	

CONTRACTORS

RELATED INFORMATION

	Type	Description
👤	Building Contractor	Business U Test dba Business U Test Phone: (902) 111-1111, No License Numbers

HOLDS

Type	Description	Status

PERMIT ACTIVITIES

This is where you can make requests on your permit. The eligible request types will appear depending on what your permit status is. The requests can include:

FEES

You have no outstanding fees.

CONTRACTORS

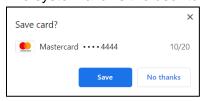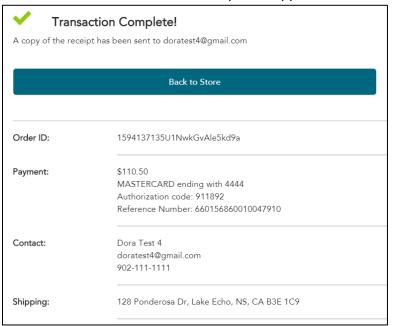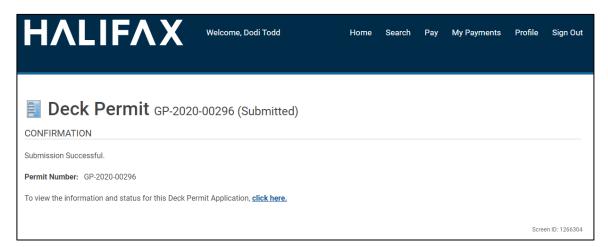| Type	Contractor...	Contract Value	Final Req. :
Building:	Business U Test - (No License Numbers)		☐
Electrical:			☐
Mechanical:			☐
Plumbing:			☐
Other:			
	Total Contract Value:	$11,000.00	

OWNER/TENANT

Name:	Dora Test 4
Mailing Address:	128 Ponderosa Drq
City:	Lake Echo
State / Province:	Nova Scotia
Zip / Postal Code:	B3E1C9
Phone Number:	9021111111

FEES

You have no outstanding fees.

Request Refund

RENEW PERMIT

You cannot renew this permit at this time.

WITHDRAW PERMIT

Withdraw Permit

DOWNLOAD PERMIT

You cannot download this permit at this time.

AMEND PERMIT

You cannot amend this permit at this time.

REQUEST INSPECTION

You cannot request an inspection at this time.

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b. Documents tab

General Permit - GP-2020-00296

Status: Submitted   **Application Date:** Jul 7, 2020
Issue Date:
Completed Date:
Expiration Date:

Description: Residential - Deck - Building deck at back of house

DETAILS	**DOCUMENTS**	PERMIT TYPE DETAILS	CONTACTS

APPROVED DOCUMENTS

Document Type	Approved Date

No approved documents are available at this time.

CERTIFICATES

Certificate Type	Created Date

No certificate is available at this time.

SUPPLEMENTAL DOCUMENTS

Upload Supplemental File   🔍 Search...   **Group by:** ☐ Type   ▼ **Filter by:** ☐ Markups

	File Name		Document Type		💬 Com...	Markups
☐	**(2) New Documents**					
☐	Deck- Site Plan.pdf	New	Site Plan - Deck (Site Plan - Deck)	▼	Add co... ✏	
☐	Deck-Brochure.pdf	New	Deck Brochure (Deck Brochure)	▼	Add co... ✏	

c. Permit Type Details Tab

General Permit - GP-2020-00296

Status: Submitted   **Application Date:** Jul 7, 2020
Issue Date:
Completed Date:
Expiration Date:

Description: Residential - Deck - Building deck at back of house

DETAILS	DOCUMENTS	**PERMIT TYPE DETAILS**	CONTACTS

Applying for a Permit via Customer Portal

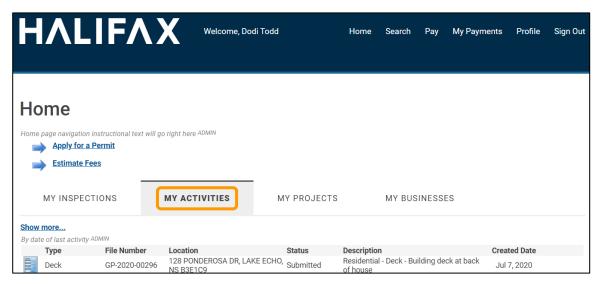d. Contacts Tab

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Step 13: Return to Home Page

a. Click **Home** from upper right menu to return to the dashboard.
Click **My Activities** tab to see permit applications
By default list is newest on top

b. From the My Activities Tab you can monitor the permit status as it progresses through the application stages.