

# Customer Portal

## How To: Find a Permit file that is no longer visible in the Customer Portal Dashboard

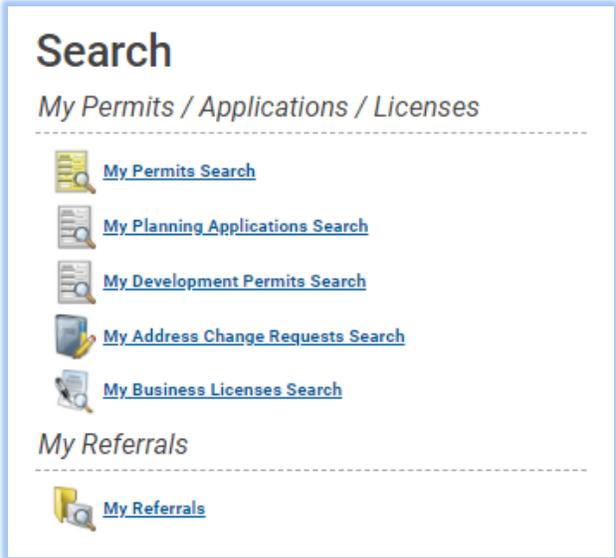
Once a permit is completed (certificate of completion or certificate of occupancy issued) the permit file will no longer be visible in your dashboard, however you can still access older permit files if they were created using your customer portal using the search function from the menu bar.

\*Note you will only be able to see permits that you created.

1. Log in to your Customer Portal Account.
2. From the top menu select **Search**.



3. Select My Permits Search.



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4. Enter the known information such as the permit number and click Search.

## My Permits Search

*Search your permits. Enter at least one criteria from the listed options.*

Permit Type:

Permit Number:

Created:  To:

Issued:  To:

Location:

Job Status:

Contractor:

5. From the results, select the icon to the left of the permit.

## My Permits Search

Type	Permit Number	Location	Status	Created Date	Issue Date
 General Permit	GP-2020-01490	1236 HENRY ST, HALIFAX, NS B3H3J5	Completed	Nov 27, 2020	Mar 9, 2021

**Issued**

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6. The permit file will open.

## General Permit - GP-2020-01490

**Status:** Completed      **Application Date:** Nov 27, 2020  
**Issue Date:** Mar 9, 2021  
**Completed Date:** Mar 9, 2021  
**Expiration Date:** Mar 9, 2023

**Description:** Residential - Fence - fence surrounding property

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**DETAILS**      DOCUMENTS      PERMIT TYPE DETAILS      INSPECTIONS      CONTACTS

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DETAILS		RELATED INFORMATION	
Type	Description	Type	Description
Applicant:	Homeowner		
Type:	Residential		
Permit Type:	Fence		
Primary Location:	1236 HENRY ST, HALIFAX, NS B3H3J5		
Specific Location:			
Work Description:	fence surrounding property		

HOLDS		
Type	Description	Status
Hold Issuance	Fences that exceed 1.98m (6 1/2) in height must have Community Council approval prior to application approval.	Released

You can print the certificate from here and review all information provides as part of the application.

**Issued**