

# Customer Portal

## What Are Supplemental Documents

During the Inspection phase you may be required to upload documents that show the final stages of work such as geotechnical reports or A11 Certification of field reviews. These documents support the inspection process and are required to pass the related inspection. These are called supplemental documents.

## Supplemental Document Process

Supplemental documents are provided to the inspector at the completion of the work and form part of the Inspection process.

1. Customer requests an inspection.
2. The inspection is conducted but requires a supplemental document to support the completion of the inspection.
3. The Inspector marks the inspection as Partially Passed and informs the customer that XYZ supplemental document is required.
4. The customer uploads the document as a Supplemental Document through their customer portal account. (*see instruction below*)
5. The Customer re-requests the inspection (this alerts the inspector the document is uploaded).
6. The inspector passes the Inspection. (Usually with no additional site visit required provided the rest of the inspection criteria was met).

Please note the process for providing a **Location Certificate** is different. Please follow the process for that document [here](#).

# Customer Portal

## To Upload Supplemental Documents:

1. Log-in to your customer portal Account
2. Go To the My Activities Tab
3. Open the permit file for the Issued Permit
  - Click the rectangle Icon beside the permit
  - The permit file opens to the Details Tab by default.
4. Open the Documents Tab

**Residential Building Permit** BPRES-2021-06223 (Issued)

**Status:** Issued      **Application Date:** May 27, 2021  
**Issue Date:** Jun 8, 2021  
**Completed Date:**  
**Expiration Date:** Jun 8, 2023

**Description:** Residential Building Permit - Dwelling - Single Detached

DETAILS    **DOCUMENTS**    INSPECTIONS    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

# Customer Portal

5. Select the button [ +Upload Supplemental File]

SUPPLEMENTAL DOCUMENTS

+ Upload Supplemental File    Search...    Group by:  Type    Filter by:  Markups

File Name	Document Type	Com...	Markups
- (4) Supplemental Documents			

- 6. Select the file from your device you would like to upload as a supplemental document.
- 7. The selected document will upload under the Supplemental Document Section.

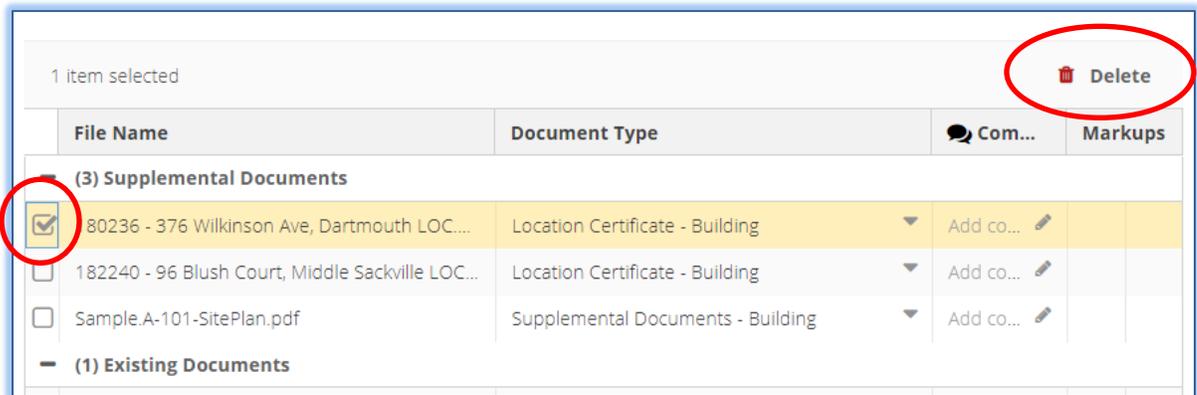
+ Upload Supplemental File    Search...    Group by:  Type    Filter by:  Markups

File Name	Document Type	Com...	Markups
- (3) Supplemental Documents			
<input type="checkbox"/> 180236 - 378 Wilkinson Ave, Dartmouth LOC...	Location Certificate - Building	▼ Add co...	
<input type="checkbox"/> 182240 - 96 Blush Court, Middle Sackville LOC...	Location Certificate - Building	▼ Add co...	
<input type="checkbox"/> Sample.A-101-SitePlan.pdf	Supplemental Documents - Building	▼ Add co...	
- (1) Existing Documents			
<input type="checkbox"/> Penny2.jpg			
- (3) Approved Documents			
<input type="checkbox"/> A-101-SitePlan.pdf	Site Plan - Building (Site Plan - Building)		
<input type="checkbox"/> A-102-ConstructionPlan.pdf	Construction Plan - Building (Construction Pla...		
<input type="checkbox"/> A-201-Elevations.pdf	Elevations - Building (Elevations - Building)		

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- To delete a recently uploaded document, select the box beside the document. This opens up a delete function. Click delete to remove the file.

NOTE: this only works for recently uploaded documents as any submitted document becomes part of our permanent record and cannot be deleted.



- When all supplemental documents have been uploaded scroll to the bottom of the page and **SAVE**.

The supplemental documents will be visible to staff when they return to your file.