

# Customer Portal Series

## Home Page – Customer Account, Customer Portal

Halifax Regional Municipality's customer website, Planning & Development section, will have a link for customers to click and access the system. A customer account is required for a customer to submit permit, planning & licensing applications, as well as compliance issues, online. The Customer Portal Dashboard is the homepage of the customer account.

### Dashboard Overview

**HALIFAX** Welcome,

Home Search Pay My Payments Profile Sign Out  
H I J K L M

## Home

✔ You have successfully activated your account.

**Welcome to the Online Permitting, Planning, Licensing & Compliance Customer Portal**

Manage your Permits and Licenses using the tabs below.

**My Activities** is the heart of the customer Portal - Track your permits and Licenses in the My Activities tab. Check often for updates.  
**My Inspections** is where you can request and manage Permit-related Inspections  
**My Businesses** is where you add and create Business Profiles for your License Applications  
**My Projects** is where you can organize your permits to suit your needs

If your permit or license does not appear in the My Activities tab below, use the Search in the menu above to retrieve. (You must be the applicant for this search to work)

**System Requirements**  
For the best experience using our system:

**Browser must be current** - The following browsers in the most current version are supported. Chrome (Windows and macOS), Firefox (Windows and macOS), Edge (Windows), Safari (macOS).  
**Cookies must be enabled** - Cookies enable many features in the system. If not enabled, the system will not function correctly. Cookies are controlled in your browser settings. The Customer Portal only retains these cookies for the duration of the session; they are deleted when the browser is closed or the session times out.  
**JavaScript must be enabled** - JavaScript allows certain features in the system. If not enabled, the system will not function correctly. JavaScript is controlled in your browser security settings. All supported browsers have at least JavaScript 1.1 installed as a plugin by default, but customers may need to enable it if it has been turned off.  
**Browser Autofill should not be used** - Browser autofill may cause unnecessary errors when using the system.

**Permitting**  
> Apply for a Permit  
> Estimate Fees

**Licensing**  
> Apply for or Renew Licenses

**Compliance**  
> Report an Issue

**MY ACTIVITIES** MY INSPECTIONS MY PROJECTS MY BUSINESSES

Show more...

Note: Permits or Licenses with a status of DRAFT have not been submitted.

Type	File Number	Description	Location	Status	Created Date	Submitted Date	Revisions Required	Next Action
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Screen ID: 1003831

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	<b>Result</b>
a. Permitting	List of permits to select and input an application or Estimate Fees
b. Licensing	List of Licenses to Apply for or Renew
c. Compliance	Report an Issue
d. My Activities	View permits that are in progress, from draft status onward. Check for draft prior to starting new permit application. View permit application requests for information, etc.
e. My Inspections	View inspection status and/or request an inspection
f. My Projects	View Projects related to your permits
g. My Businesses	View businesses you related to your Customer Account
h. Home	Return to the Home Page
i. Search	View the Search menu
j. Pay	View area to pay for some or all pending fees
k. My Payments	View payments that have been completed
l. Profile	View Customer Account profile information
m. Sign Out	Exit the session