

CUSTOMER PORTAL

EXTERNAL PROJECT – Customer Portal

Introduction To External Project

Customers may choose to organize or group permit, planning and license applications into Project Folders for easy cross-referencing. This allows all related jobs to be viewed in one place.

There is no impact to how the My Activities Tab works if the Project function is used. It is simply another way to view / access related jobs.

Projects can be used to group jobs by PID, project, region, project manager or any other organizational structure that works for the customer.

To support co-management of applications within a company or team, Projects can be “Shared with Contractor” by the Project Owner. This will allow all users associated with the contracting company (associated contractors) to view and edit the project.

Project Owner may opt to keep the project private by not sharing with the contractor account.

Customers can only search, view and edit projects when they are the project owner or the project is shared with the contracting company they are associated with. As a reminder, customers can only associate to one contracting company at a time.

Jobs can be added to a project at any time.

- All contractors who have access to the project folder can add jobs to the project folder.
- Applications can be linked to the project in the application wizard prior to submission.
- Applications can be linked to the project at any time during review process.
- Issued and completed permits can be linked to a Project from within the Project.
- Jobs can be linked to more than one project at a time, if required

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Creating a New External Project

1. Open 'My Projects'

From the **Home Page** of the Customer Portal open the My Projects tab.

The screenshot shows the Halifax Customer Portal Home page. The header includes the Halifax logo and navigation links: Welcome, Training Account, Home, Search, Pay, My Payments, Profile, and Sign Out. The main content area is titled 'Home' and includes a welcome message, a link to the Customer Portal Quick Guide System Requirements, and a note about eligibility for a Planning & Development Grant. Below this are five categories: Permitting (Apply for a Permit), Planning (Initiate Planning and/or Subdivision Application), Licensing (Apply for or Renew Licenses), Compliance (Report an Issue), and Grants & Programs (Apply for Grants & Programs). At the bottom, there are four tabs: MY ACTIVITIES, MY INSPECTIONS, MY PROJECTS (highlighted with a red box), and MY BUSINESSES.

2. Create New Project

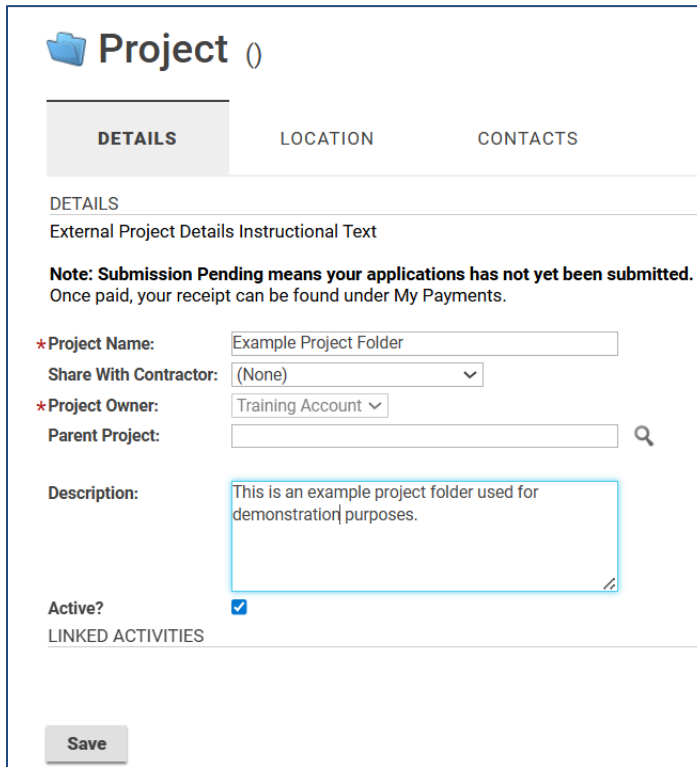
Select the **[+Project]** button to open a new Project Template

The screenshot shows the Halifax Customer Portal My Projects page. The header includes the Halifax logo and navigation links: Welcome, Training Account, Home, Search, Pay, My Payments, Profile, and Sign Out. The main content area is titled 'My Projects' and includes a welcome message, a link to the Customer Portal Quick Guide System Requirements, and a note about eligibility for a Planning & Development Grant. Below this are five categories: Permitting (Apply for a Permit), Planning (Initiate Planning and/or Subdivision Application), Licensing (Apply for or Renew Licenses), Compliance (Report an Issue), and Grants & Programs (Apply for Grants & Programs). At the bottom, there are four tabs: MY ACTIVITIES, MY INSPECTIONS, MY PROJECTS (highlighted with a red box), and MY BUSINESSES. Below the tabs, there is a section titled 'Use the project function to organize and group your permits. Create as many project folders as required.' and a note stating 'The use of project folders has no impact on the permitting process, it is solely for customer use.' At the bottom left, there is a button labeled '+ Project' (highlighted with a red box).

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3. Project Details

Enter project details for the new project folder.
All fields with an *asterisk are required fields.



The screenshot shows the 'Project ()' form with three tabs: DETAILS, LOCATION, and CONTACTS. The DETAILS tab is active. It includes a section for 'External Project Details Instructional Text' with a note about 'Submission Pending'. Below this are fields for '*Project Name' (text input), 'Share With Contractor' (dropdown), '*Project Owner' (dropdown), and 'Parent Project' (text input with a search icon). There is a 'Description' text area and an 'Active?' checkbox which is checked. At the bottom is a 'Save' button.

The Project Owner field will auto-populate with your name.

If associated with a contracting company, you can choose to “share with contractor”.

- This allows others in the contracting company to see / access the project folder and its contents.
- If you share the project, you can also assign a different owner within the company.

Projects are created as ACTIVE, meaning jobs can be added / managed within.

When all jobs within the project are completed, the Project can be made INACTIVE to allow better filtering / sorting.

4. Save Project

Hit **Save** to complete the project creation step.

A unique project number is created, and the Project is now **Active**, meaning it is ready for applications to be added.



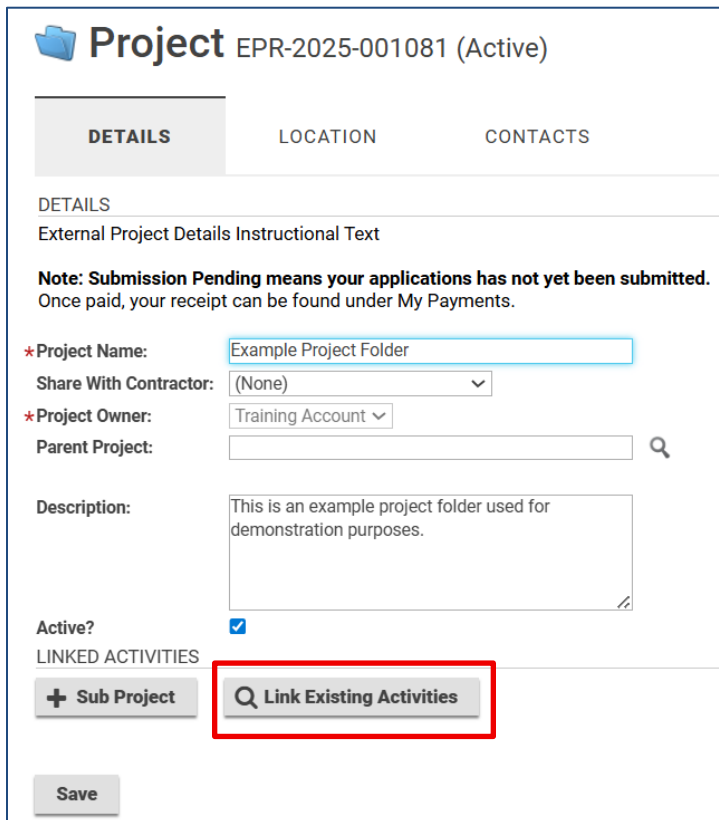
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5. Add to Project – Existing Applications

Planning, permitting and licensing applications can all be added to projects.

If the application already exists it can be linked to the project using the 'Link Existing Activities' button.

A. Select 'Link Existing Activities'



Project EPR-2025-001081 (Active)

DETAILS LOCATION CONTACTS

DETAILS

External Project Details Instructional Text

Note: Submission Pending means your applications has not yet been submitted.
Once paid, your receipt can be found under My Payments.

*Project Name:

Share With Contractor:

*Project Owner:

Parent Project:

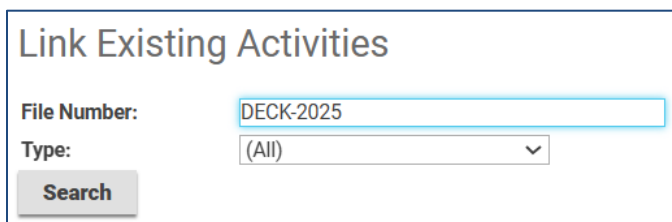
Description:

Active? ☒

LINKED ACTIVITIES

B. Provide search criteria

Enter all or part of the **File Number** of the application you want to add to the project.



Link Existing Activities

File Number:

Type:

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The search can be refined by selecting the application type from the drop-down list.

Link Existing Activities


File Number:


Type: (All) v

- (All)
- Building Permit
- Business License Amendment
- Business License Application
- Business License Renewal
- Development Approval
- Development Permit
- General Permit**
- Planning Approval
- Presubmittal
- Project
- Water Permit


C. Check the correct application from the search results returned and hit 'Select'.

Link Existing Activities

☐  DECK-2025-00465: Draft ()
(Training Account)

☒  ZSUB DECK-2025-00410: In Review (Dwelling - Single Detached - Residential - New)
16 SHEA ST, LOWER SACKVILLE, NS B4C2A9 (Training Account)

D. The application is now related to the Project.

 **Project** EPR-2025-001081 (Active)

DETAILS LOCATION CONTACTS

DETAILS


External Project Details Instructional Text

Note: Submission Pending means your applications has not yet been submitted.
Once paid, your receipt can be found under My Payments.

*Project Name:

Share With Contractor: (None) v



*Project Owner: Training Account v

Parent Project: 

Description:

Active? ☒

LINKED ACTIVITIES

 ZSUB DECK-2025-00410: In Review (Dwelling - Single Detached - Residential - New)
16 SHEA ST, LOWER SACKVILLE, NS B4C2A9 (Training Account) 

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6. Add to Project – New Applications

Applications can be added to a project from within the application wizard as the application is being created

- A. On the first page of the application wizard there is a field titled:
“Select project that this permit will belong to:”
click the [+Project] button

The screenshot shows the 'Deck Permit' application wizard for DECK-2025-00468 (Draft). It includes application instructions, a form for selecting permit details, and a section for adding projects. The 'Select Projects that this permit will belong to:' field is highlighted with a red box, showing a '+ Projects' button.

Deck Permit DECK-2025-00468 (Draft)

APPLICATION INSTRUCTIONS

Get started with your deck permit application below.
Information about deck permits can be found on [Halifax.ca](https://halifax.ca).

Please note: For each type and scope of work occurring as part of your project, you will need a separate permit.

The Work Description you enter below will be visible to the public after issuance. Please refrain from entering personal information.

APPLICATION

Type of permit you are applying for: Deck Permit

*Select the appropriate related building structure: Dwelling - Single Detached

*Select the type of work: Residential

*Select the scope of work: New

*To allow HRM a full understanding of your application, provide further description of the work to be done: Build a deck in my backyard

*What is your relationship to this permit? ☐ Homeowner ☒ Contractor (Training contracting company)

Select Projects that this permit will belong to: + Projects

Next

- B. Enter the project number or search for the project, by project name

The screenshot shows the 'Add External Project Popup' form with fields for Project Number and Project Name, and a Search button.

Add External Project Popup

Project Number:

Project Name: training

Search

- C. Check the correct project from the results returned and hit select.

The screenshot shows the 'Add External Project Popup' form with search results. The first result, 'EPR-2025-001079 (Active) Training Example External Project', is selected with a checkbox.

Add External Project Popup

☒ EPR-2025-001079 (Active)
Training Example External Project

☐ EPR-2025-001080 (Active)
Training Project #2

Select Clear All Check All Refine Search

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D. The new application is now linked to the selected Project.

Select Projects that this permit will belong to:

+ Projects



EPR-2025-001079 (Active) Training Example External Project



7. Using 'My Projects'

From the Home Page – My Projects Tab you can see all Active and Inactive Projects that you have access to.

Click on the project name to open the project and see its contents.

MY ACTIVITIES

MY INSPECTIONS


MY PROJECTS

MY BUSINESSES


Use the project function to organize and group your permits. Create as many project folders as required.

The use of project folders has no impact on the permitting process, it is solely for customer use.


+ Project



EPR-2025-001079: Inactive
Training Example External Project (Training Account)



EPR-2025-001080: Active
Training Project #2 (Training Account)




EPR-2025-001081: Active
Example Project Folder (Training Account)

[Search...](#)

8. Accessing the Project from the Application

A. By default, when you open an application from the My Activities tab it will open to the Details tab of the file.

The Project Tab is located to the right.

 **Deck Permit** DECK-2025-00410 (In Review)

Status: In Review

Application Date: Jul 7, 2025

Issue Date:

Completed Date:

Expiration Date:

Description: Deck Permit - Dwelling - Single Detached

DETAILS

REVIEWS

REVIEW SCHEDULE

PROJECTS

CONTACTS

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B. Open the Projects Tab to see a list of Projects related to the application.

In the example below we can see this permit is related to two different projects. Both projects are listed and both projects can be opened from this tab.

Deck Permit DECK-2025-00410 (In Review)

Status: In Review Application Date: Jul 7, 2025
Issue Date:
Completed Date:
Expiration Date:

Description: Deck Permit - Dwelling - Single Detached

DETAILS REVIEWS REVIEW SCHEDULE **PROJECTS** CONTACTS

Project #	Project Name	Contractor	Project Owner	Active
EPR-2025-001080	Training Project #2		Training Account	<input checked="" type="checkbox"/>
EPR-2025-001081	Example Project Folder		Training Account	<input checked="" type="checkbox"/>

Save

9. Searching Projects

From the Home Page - My Projects Tab, a project search can be initiated.

The search will return all projects that you have access to either as the project owner or because you are associated to the contracting company listed on the project and the project has been shared / made accessible to all associated contractors.

A. Open the Search

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

Use the project function to organize and group your permits. Create as many project folders as required.

The use of project folders has no impact on the permitting process, it is solely for customer use.

+ Project

- EPR-2025-001079: Inactive
Training Example External Project (Training Account)
- EPR-2025-001080: Active
Training Project #2 (Training Account)
- EPR-2025-001081: Active
Example Project Folder (Training Account)

[Search ...](#)

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B. There are five search criteria to help filter / refine the search.

Enter all or part of the most relevant criteria.

External Project Search

Project Number:

Project Name:

Contractor:

Project Owner:

Show Inactive: ☐

Search

External Project Search

Project Number:

Project Name:

Contractor:

Project Owner:

Show Inactive: ☐


Search

By default, the search is limited to only active projects but can include active and inactive projects by selecting 'Show Inactive' in the search criteria.

Only Active Projects

External Project Search

Project


EPR-2025-001080: Active
Training Project #2 (Training Account)


Search Again

"Show Inactive" selected

External Project Search

Project

EPR-2025-001079: Inactive
Training Example External Project (Training Account)

EPR-2025-001080: Active
Training Project #2 (Training Account)

Search Again

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10. Project Owner

The project owner can be changed if the current owner is associated with a contracting company, and the project is shared with that company. Any person associated with the contracting company can be made the new Project Owner.

- A. Open the project
- B. Ensure to Contracting Company is selected as “Share With Contractor”
This setting controls visibility and access to the Project Folder. If the Project Folder is not shared, only the project owner can see / access the project.

Project EPR-2025-001081 (Active)

DETAILS LOCATION CONTACTS

DETAILS

External Project Details Instructional Text

Note: Submission Pending means your applications has not yet been submitted.
Once paid, your receipt can be found under My Payments.

*Project Name: Example Project Folder

Share With Contractor: Training contracting company ▼

*Project Owner: Training Account ▼

Parent Project: [Search]

Description: This is an example project folder used for demonstration purposes.

Active? ☒

LINKED ACTIVITIES

+ Sub Project Q Link Existing Activities

ZSUB DECK-2025-00410: In Review (Dwelling - Single Detached - Residential - New)
16 SHEA ST, LOWER SACKVILLE, NS B4C2A9 (Training Account)

Save

- C. Select the new project owner from the dropdown list in that field.
All “Associated Contractors” linked to the contractor company will be listed.

*Project Owner: Training Account ▼

(None)

Jennifer Helm

Training Account

In this example the current Project Owner is ‘Training Account’. Jennifer Helm is associated with the Contractor Company and can be selected as the New Project Owner.

*The project owner does not impact or control visibility or access to the Project Folder.