ACCESS On-Line Permit Portal

#9 - How To Check The Status Of A Permit Or Plan

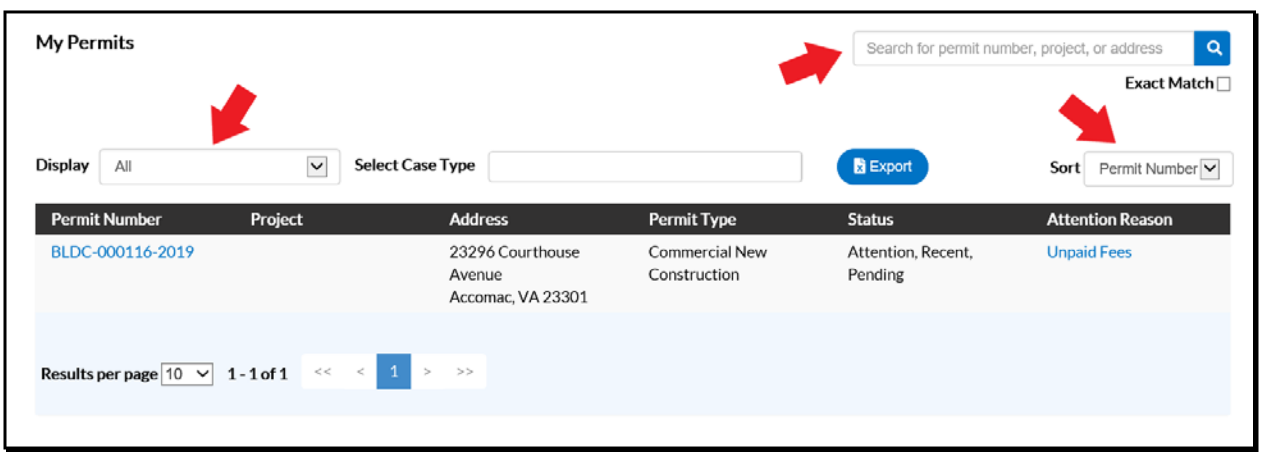
1. You will need to be a registered user to check the status of permits or plans through the portal. Please refer to the "#2 - How To Create Your Account" document for instructions if you are not a registered user.

2. Log in to the portal. Please refer to the "#3 - How Do I Log In?" document for instructions if you need assistance with this step.

3. Once logged in, you will be taken immediately to the Home screen. Click on the Dashboard tab. Here you will see information regarding your permits, plans, inspections and invoices. For the purposes of this tutorial, we will focus on permits (checking the status of a plan is an identical process).

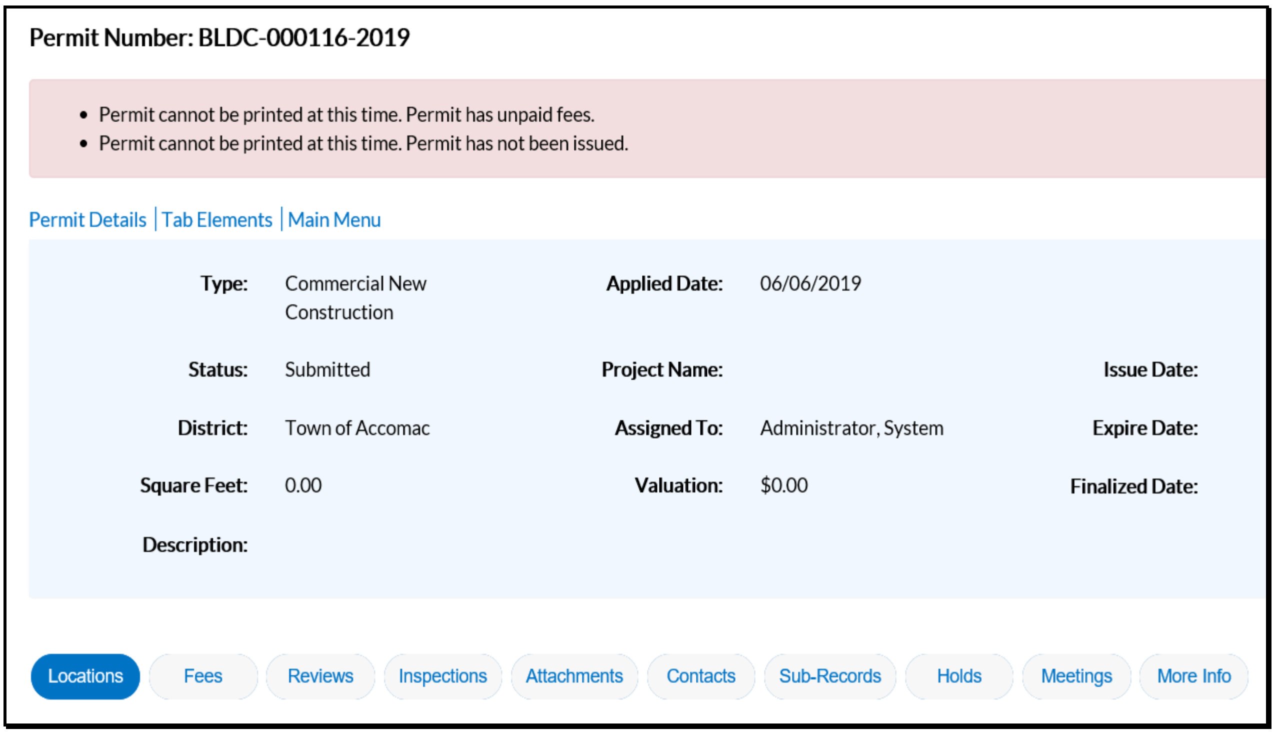
4. Under "My Permits", there are five large status buttons: "Attention", "Pending", "Active", "Draft" and "Recent". Clicking a status button will call up a list of all the permits that fall under that category. Below the status button is a list of permits associated with your account, classified by permit type. If there are any permits under the "Attention" status, it means that the permit process is awaiting an action from you (usually this refers to an outstanding fee or a failed inspection). For the purposes of this tutorial, please click on "View My Permits" at the very bottom of the "My Permits" panel.

5. The next screen lists all of the permits associated with your account. There are several tools available to quickly locate the permit you want to view. First, in the “Display” dropdown tab, you may choose to display only those permits that fall under a certain status type (for the “Attention” status, there are additional sub-types). Second, you may sort permits by several criteria (most notably, permit number or address). Third, you may type a relevant piece of information in the search box at the upper right hand corner of the panel. Click the magnifying glass to search.

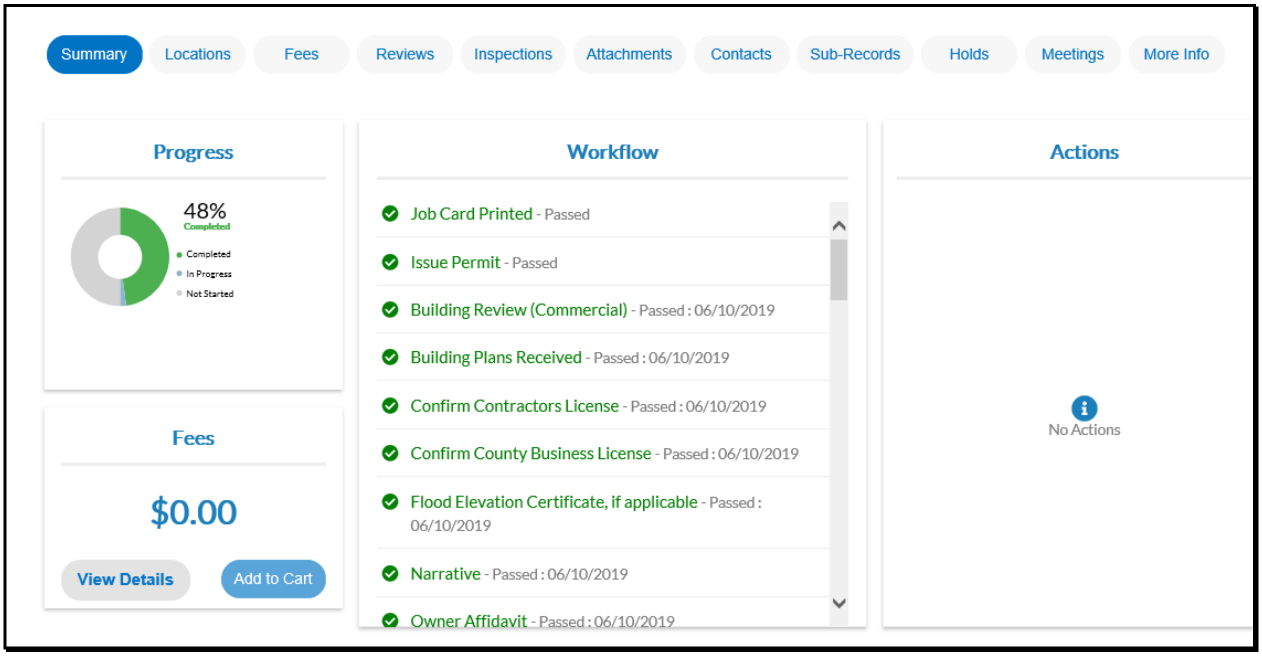


6. Once you have located the permit you want to view, click the corresponding blue permit link at the left hand side of the panel.

7. On the next screen (the “status screen”), you will see all the information associated with the selected permit. If there are any issues with the permit that might prevent it from being printed, there will be an information box with a pink shaded background at the top of the panel. In the center of the panel, there are a series of buttons (“Locations”, “Fees”, etc.) that, when clicked, reveal pertinent information about the permit.



8. At the bottom of the panel, there is a series of informational windows indicating the current status of the permit: a progress graph, outstanding permit fees, actions on your part that need to be taken in order for the permit to advance, and a workflow checklist describing the steps that have been completed versus those that have not.



9. There are several common yet critical elements of the permitting process that need to be considered when checking on the status of a permit:

Permit Pre-Issue

- ✓ Payment of Fees (please refer to the “#8 - How Do I Pay My Permit Fees?” document for more information)

- ✓ Attaching the appropriate documents (most notably, a site plan; please refer to the “#7 - How To Apply For A Permit Or Plan” document for more information)

- ✓ Internal Reviews (e.g., building plans review, environmental review, Health Department review, etc.) – the status of these reviews can be checked by clicking the “Reviews” button

Permit Post-Issue

- ✓ Inspections (please refer to the “#11 - How To View Inspection Results” document for more information)

10. On occasion, there may be a set of circumstances that might constitute a “Hold” on a permit (e.g., a failed inspection with corrective orders, or the advancement of a case to the Board of Zoning Appeals). In this case, any information in regards to the Hold can be accessed by clicking the “Holds” button on the status screen.

11. Once all of the “Pre-Issue” items listed above have been satisfied and the permit is approved, the permit and job card will be e-mailed to the account holder and be available as attached documents to the permit record where it can be re-printed as desired. Once all of the “Post-Issue” items have been satisfied and the Certificate of Occupancy has been issued, the Certificate of Occupancy (and 911 address assignment documents, if applicable) will also be e-mailed to the account holder and made available as attachments to the record. All of these items may be accessed at any time following completion of the project by clicking the “Attachments” button on the status screen.