Managing your permit application

Once you have submitted your initial permit application, your jurisdiction may need further information in order to process and issue your permit. You must be logged in to the Citizen Portal to manage your permit application. You will receive email notifications throughout the application process depending on the email notifications you are set up to receive. *Note: The permitting feature may not be available depending on the configuration set up by your jurisdiction.*

Accessing the permit

1. Click **Go** in the My Portal section from the home page.
2. Click **View Applications** in the My Applications section. This will display a list of all applications you have submitted.
3. Navigate to the Permits section and locate the permit you need to view.
4. Click the Permit Number in the # column.

Permits

#	Type	Address	Submitted	Expires	Status
B210039	SHEILA-SFR		6/9/2021	8/16/2021	Pending
B210026	SHEILA-SFR		2/16/2021	8/15/2021	Pending
B210027	SHEILA-SFR	3 N 37TH AVE	2/16/2021	8/15/2021	Pending
B210010	SHEILA-SFR	1 N 36TH AVE	1/27/2021	7/26/2021	Pending
B210006	SHEILA-SFR	1 BURNING TREE	1/19/2021	7/18/2021	Technically Completed

Managing the permit application

The sections that display on a permit depend on the permit type. The options below may not display on the permit you are viewing.

The Dude Says:

Be advised, after the permit application has been created, there are certain sections that must be completed in order for the application to be submitted. Until these sections are completed and the application has been submitted properly, the application will remain in the "Incomplete" state and will not be considered for review.

My Project

The My Project section lists the Location of the permit application, as well as relevant dates for the project, such as Created, Approved, and Expires dates. You can also give the project a name and describe the purpose of the permit.

Approval Steps

The Approval Steps section lists the steps required prior to issuing your permit. You can see the current status of each step as well as the date the step moved to that status.

Bonds

Conditions

The Conditions section lists any conditions that may need to be verified prior to issuing your permit. The current status of the verification will display next to each condition.

Contacts

The Contacts section lists any contact associated with your permit application as well as the contact's role. Additional contacts can be added if needed.

- Click **Add Contact**.
- In the window that appears, enter the **Contact's City**.
- Begin typing in the **Contact Name** field and select the appropriate contact.
- Select the role for the contact in the **What is their role in the project?** drop-down menu. Be sure to check the **Portal Access** box if they will need to access this permit from the citizen portal.
- Click **Add to My Application**.

- If you can't find the appropriate contact, click **I Can't Find My Contact**.
- In the window that appears, enter information in all required fields. Then, click **Add to My Application**.

Contractors

The Contractors section lists any contractor associated with your permit.

Details

The Details section lists any attributes associated with your permit application. Any value you entered for an attribute during the application process will display here.

Fees

The Fees section lists any fees associated with your permit application. You will see each fee, the amount charged, amount paid, remaining balance, and the amount that is currently due. As your permit application is processed, other fees may be added to your permit or existing fee amounts may be updated.

- Click **Pay Online** to pay your fees online.

Fixtures

The Fixtures section lists any fixtures associated with your permit, as well as the quantity and cost per unit.

Inspections

The Inspections section lists any inspections associated with your permit application. You may have the option to click **Request Inspection** and schedule the inspection. If the inspection has been completed, you can click the documents icon (📄) to view the results.

Notes

The Notes section lists any notes associated with your permit application. Each note will include the note text and the date the note was created. If you are able to issue your permit on the portal, a copy of your permit report will be available in the notes section. This will allow you to print a copy of your permit.

Related Permits

The Related Permits section lists any permits that are required in order for the current permit to be issued or closed.

- If you do not have one of the required permits, click the **Apply Now** button to begin the application process for the required permit.

Parcels

The Parcels section lists the parcels associated with the permit application. You can click the Parcel number to view information related to the parcel.

Public Notice

The Public Notice section lists any public notices that have been published for this permit application. You can click the public notice description to view it in your web browser.

Structures

Submittals

The Submittals section lists any submittals needed for your permit application. You can see if the submittal is required, if it has been received, the version number, status of the submittal, and how many files have been submitted.

- Upload submittals by clicking on _ **Files** next to the appropriate submittal item.
- Click the **Upload** button.
- Click the **Add Files** button in the window that appears and choose the file(s) from your computer.
- Add Comments if necessary.
- Click the **Begin Upload** button until a green check mark displays next to the file(s).
- Click **Close**.

Valuations

The Valuations section lists any valuation associated with your permit application. You can view the quantity of each valuation, as well as the rate and total value.

Permit Associations

You can view associated code enforcement cases and licenses from this section. Code enforcement cases and licenses will only display if they have been configured correctly.

- Once all required sections on the permit application are completed and display a green checkmark, click **Submit Application** at the bottom of the page.

Issuing the permit

Depending on the permit type you are applying for, your jurisdiction may allow you to issue your permit directly from the Citizen Portal as long as all requirements have been met.

1. Click **Go** in the My Portal section from the home page.
2. Click **View Applications** in the My Applications section. This will display a list of all applications you have submitted.
3. Navigate to the Permits section and locate the permit to issue. The Status of the permit must be "Ready to Issue".
4. Click the Permit Number in the # column.
5. Click **Issue My Permit** at the bottom of the screen.

Commercial Building Addition

Code Administration - Permitting
Permit Number   B210044
Current Status   Ready To Issue

Current Fees
$0⁰⁰

Additional fees may be required!

Please complete the following information to submit your permit application.   ❓ NEED HELP?

▲ My Project   ✓ Done

Location

9302 Regency Pkwy   Parcel

Cary, NC 98903   17120111003

Created	6/24/2021
Submitted	7/11/2021
Approved	7/12/2021
Issued	- -
Closed	- -
Expires	1/7/2022

City of Yakima, Bureau of La...

Give your project a name

Describe the purpose of the permit

← View Applications   Your permit is ready to issue   **ISSUE MY PERMIT**

6. A confirmation window will appear at the top of the page notifying you that your permit has been issued. The Status of your permit will change to reflect that it has been issued and the updated Issued and Expiration dates will display.