MYBUILDINGPERMIT CUSTOMER USER GUIDE

Detailed guide to navigating the MyBuildingPermit portals including applying for a permit, checking the status of a permit, and scheduling inspections.







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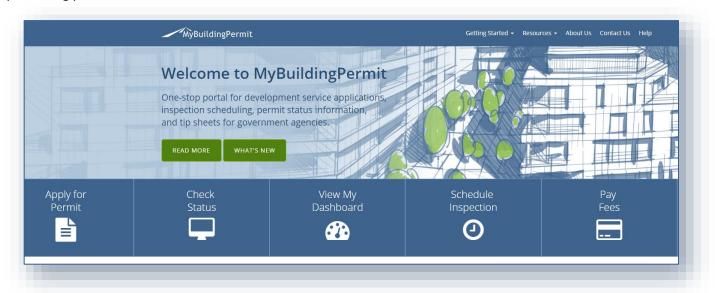
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MyBuildingPermit.com

MyBuildingPermit.com

The MyBuildingPermit (MBP) program is a public, non-profit that provides a forum for regional collaboration where participating Jurisdiction Building Officials and permit staff meet regularly to share best practices, align on building standards, and develop materials to help citizens, builders, and developers navigate the permitting process.



MyBuildingPermit.com gives property owners, professionals, and licensed contractors the ability to apply for over-the-counter and plan review permits easily and efficiently through the nation's first multi-Jurisdictional online permitting portal.

MyBuildingPermit.com serves the following Washington State Jurisdictions: Bellevue, Bothell, Burien, Issaquah, Kenmore, King County, Kirkland, Mercer Island, Mill Creek, Newcastle, Renton, Sammamish, Snohomish County, Snoqualmie.





MyBuildingPermit.com

Helpful Links

The following actions can be taken from MyBuildingPermit.com home page:



Users can register for a new user account, manage an existing account, and submit applications for both over-the-counter (no review) and plan review permit applications. Application types offered on the site vary by Jurisdiction. See Account Registration and Application Process sections of this document for more details.

Users can search for permits based on Permit number, project information, address, or associated people (applicant or contractor). Links within returned search results provide detailed information regarding permit including: activities on permit, inspections, conditions, fees, and other associated permits. For more information see here.





Users can view, schedule, and cancel inspections for permits. For more information see here.

Links to user's dashboard which provides important status information as the permit application moves through the plan review process within the Jurisdiction. Log-in required. For more information see here.





Links to user's cart to view and pay for outstanding invoices on permit applications. Log-in required. For more information see here.

Users can view upcoming trainings and seminars. Links to other training opportunities are also provided. Suggestions for future trainings can be submitted via email as well.



Account Registration

Account Registration

An account must be created on MyBuildingPermit.com before a customer can apply for or purchase permits online. There are three different account types to choose from:

• Licensed Contractor Account

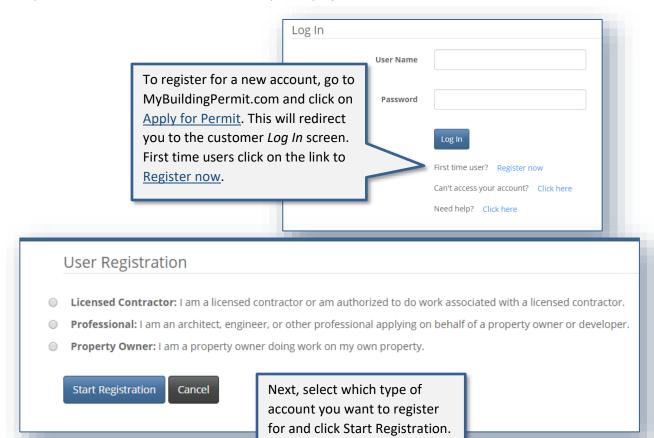
For customers who hold state and Jurisdiction contractor licenses. Users create a profile that is associated with a company that includes licensing and company information.

Professional Account

For professionals (architects, engineers, etc.) applying for permits on behalf of a property owner or developer. Professional customers can apply for permit applications, but they must identify a registered contractor who will be doing the work.

• Property Owner Account

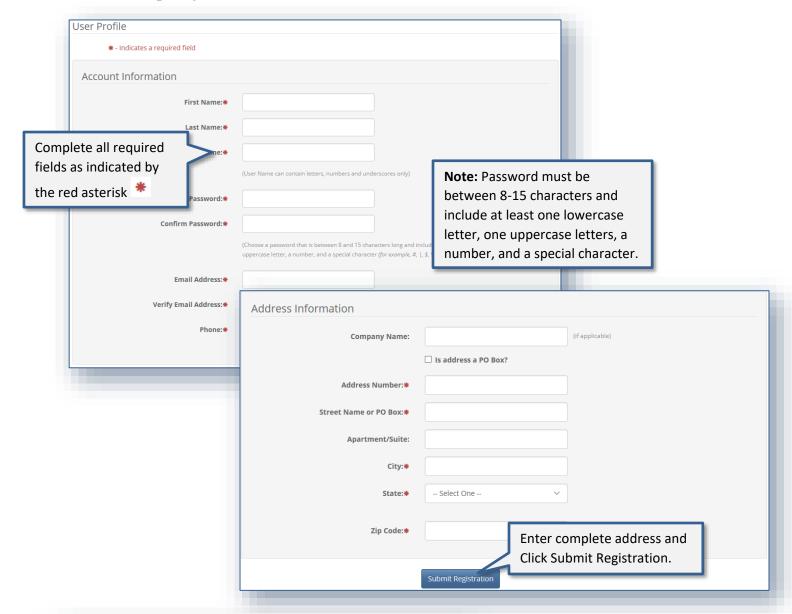
For customers who are not registered contractors or applicable professionals. Property owners may perform the work themselves on their specific project or hire a licensed contractor to do it.





Account Registration

Create a Property Owner or Professional Account



MyBuildingPermit.com

Thank you for your interest in MyBuildingPermit.com. You have been registered and can begin submitting applications.

Your username is: testertesting. To view or change your profile, log in to your account at https://epermit.mybuildingpermit.com/Login and click My Profile.

eCityGov Alliances, P.O. Box 90012, Bellevue, Washington 98009-9012

User will automatically be logged in and redirected to the *Select Jurisdiction* page to apply for a permit. A confirmation email will also be received.



Account Registration

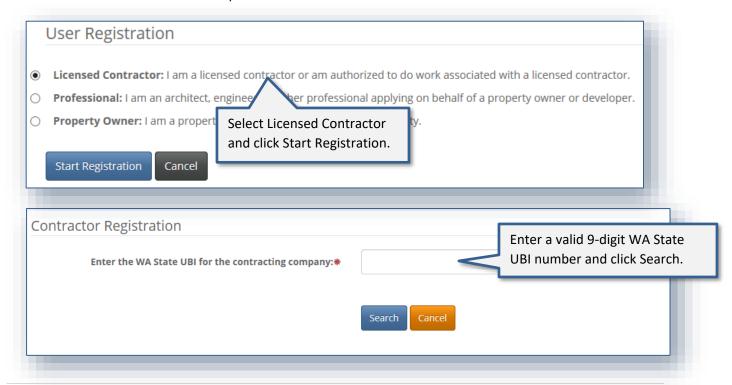
Create a Licensed Contractor Account

Licensed contractor accounts are assigned to customers who hold registered state contractor licenses. Contractor registration on MyBuildingPermit.com is required for any licensed contractors performing work on permits within each of the Jurisdictions. This allows Jurisdictions to verify that all appropriate state and Jurisdiction licenses are valid to perform the work before a permit is issued.

Each company's UBI number can only be registered **once** on MyBuildingPermit.com. If the company UBI has already been registered on the site, a user profile is created and associated with a company profile that includes all state and local Jurisdiction licensing and company information. If the company UBI has not yet been registered on the site, then you will register as a new company and associated user. When registering a new company state license approval is required before a contractor can submit a permit application. In some cases, Jurisdiction local license approval is also required before a permit application can be submitted.

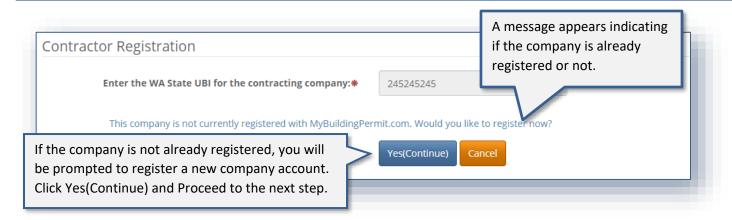
The following information is needed to create a Licensed Contractor account:

- Unified Business Identifier (UBI) number
- Company name
- Company address and phone number
- State and/or Jurisdiction contractor license and expiration date (if applicable)
- User First/Last name
- User email address
- User Address and Phone Number
- Creation of a user name and password

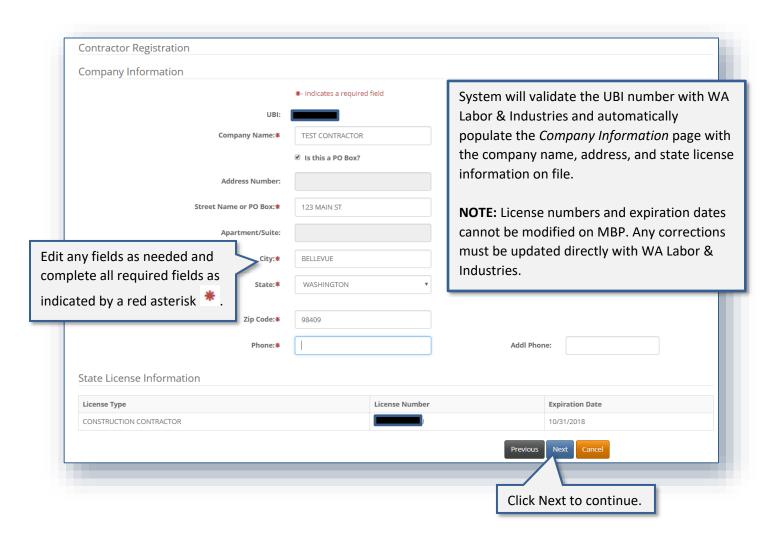




Account Registration



NOTE: If the company is already registered you will be prompted to create a user account to associate with it. Click Yes(Continue) and proceed to detailed instructions <u>here</u>.





Account Registration

Li	Business License	Select One	On the <i>Jurisdiction License</i> page, enter local license information for all applicable Jurisdictions where permits will be applied for. Note: At least one local Jurisdiction license must be entered before the system will allow you to proceed in the registration process.
Business License(s)			
Jurisdiction	Business License	Licen	ense Expiration
Kirkland	WA12345	Tueso	sday, January 1, 2019
Bellevue	WA2255	No Ex	Expiration
User Information			Click Next to continue.
First Name: Last Name:			On the <i>User Information</i> page, complete all required fields for the user who will be
User name:			applying for permits on behalf of the company (this can be the same as the
Password:		ters, numbers and underscore	company information).
Confirm Password	*		
	(Choose a password that is character (for example, #, ,		rs long and includes at least one lowercase letter, one uppercase letter, a number, and a special
Company Name	** TEST CONTRACTOR		
Email Address:	**		
Verify Email Address:	*		
Phone:	*		Extn:



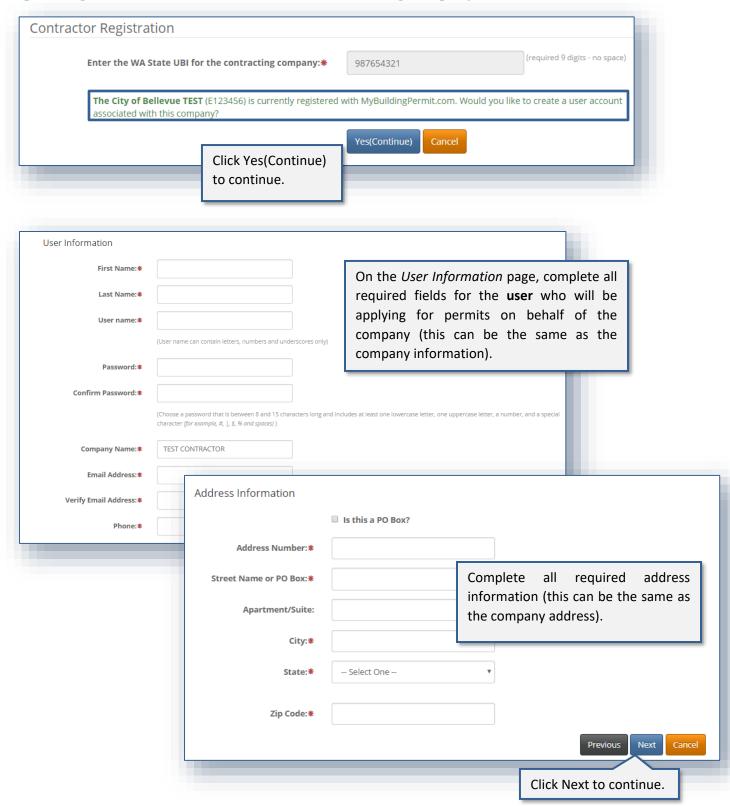
Account Registration

	☐ Is this a PO Box?		
Address Number:*			Complete all required address information (this can be the same as
Street Name or PO Box:*			the company address).
Apartment/Suite:			
City:*			
State:*	Select One	▼	
Zip Code:*			
			Previous Next Cancel
			Click Next to continue.
ontractor Registration			Click Next to continue.
Contractor Registration use review all entered information before I certify that I will work within the sc	submitting your profile. Click the Previous ppe of the State License(s).	button to review	
se review all entered information before		and then	
se review all entered information before	Click checkbox to Certify Finish to complete regist	and then	and edit your profile.
se review all entered information before I certify that I will work within the sc	Click checkbox to Certify Finish to complete regist ngPermit.com.	and then tration.	and edit your profile.



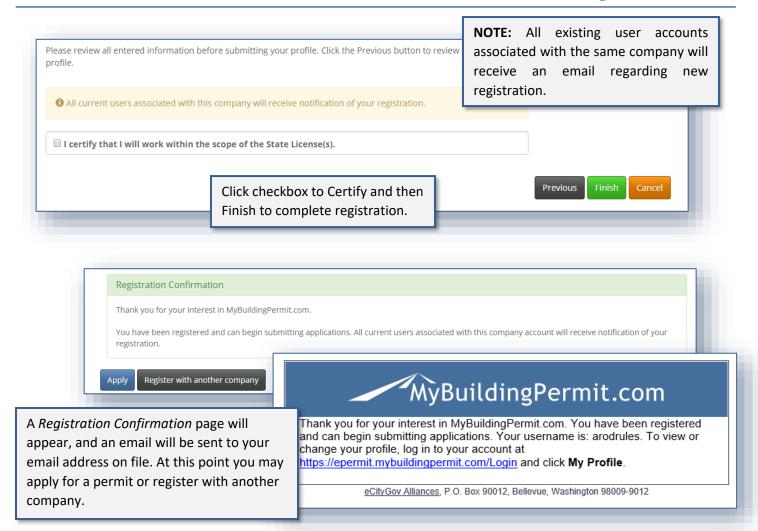
Account Registration

Steps to register a new user associated with an existing company:





Account Registration



NOTE: You may associate your user account with more than one organization if you do business with multiple companies. This will alleviate the need to have more than one user account. For instructions on how to associate your user profile to additional accounts see here.

ePermit Quick Links

ePermit Quick Links



Across the top of the ePermit page is a blue banner with quick links to related pages:

- Apply: Users are directed to the Select Jurisdiction page to initiate a new permit application.
 Registration is required to apply and for any contractors doing work on the project.
- Drafts: Users can access saved versions of all applications that have been started but not completed.
- Plan Review Dashboard: Users are directed to their dashboard which shows submitted permit applications at various stages during the plan review process.
- Cart: Users can view and pay outstanding invoices. If any fees are due a number will appear next to the word 'Cart'.
- **Search:** Users can search for submitted permits and applications by date range, permit number, project name, or application type.
- My Profile: Users can manage their account including updating password, contact information, and if applicable manage associated companies.
- **Help:** Provides links to important instructional documents and information about technical assistance.

Apply for a Permit

Apply for a Permit

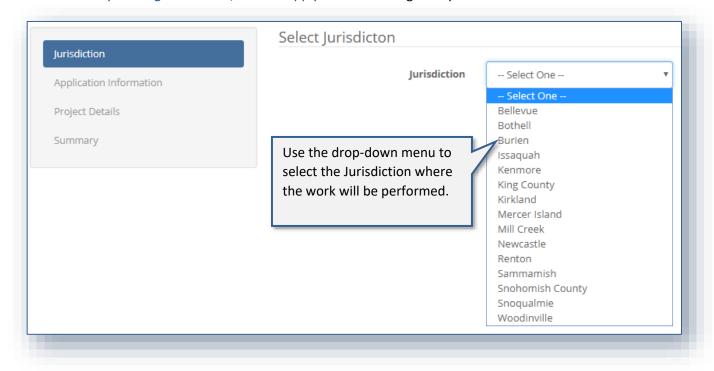
Before a user can apply for a permit online they must be registered with a Property Owner, Professional, or Licensed Contractor account on MyBuildingPermit.com. Once registered users can apply for non-review (over-the-counter) and plan review permit applications online with any participating Jurisdiction. Information about the applicant, project, project location and contact information is required. Depending on the details of the project, an application may or may not require Jurisdiction plan review to issue the permit.

Applying for a non-review (OTC) permit

This process outlines the steps necessary to purchase a permit that does not require review by the Jurisdiction. If no review is required, the permit application can be paid for online and the permit can be issued immediately upon receipt of payment. An existing customer account and detailed information regarding the proposed project is required to complete the permit application online.

Steps to apply:

• Go to MyBuildingPermit.com, click on Apply For Permit. Log In to your customer account.



Then Click

Start Application





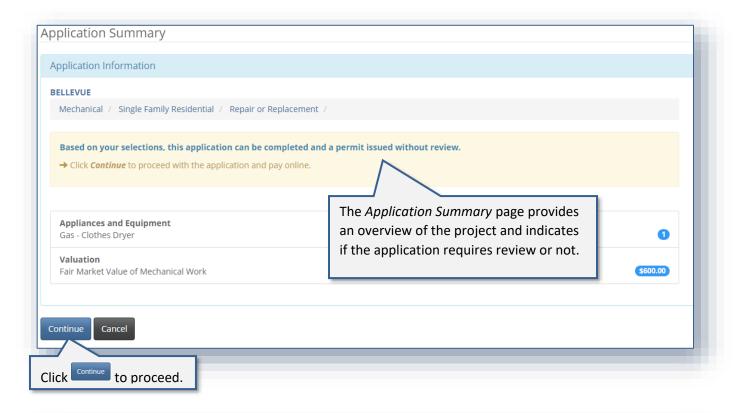


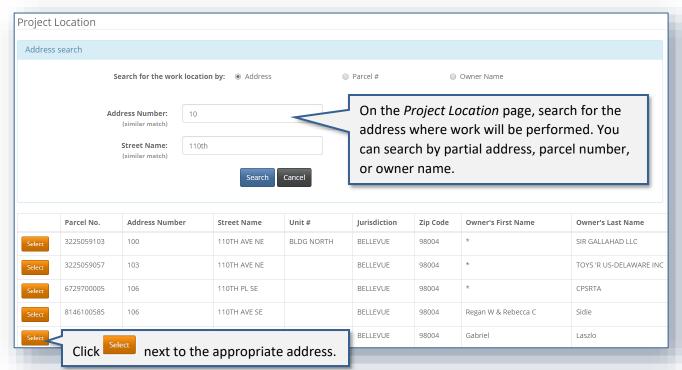
Apply for a Permit



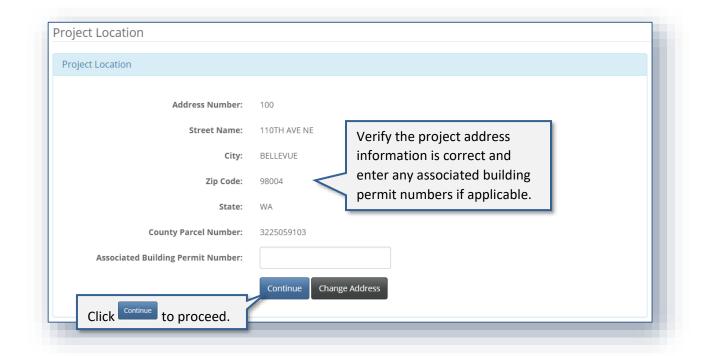
NOTE: The categories and required information on this page will vary based on the Jurisdiction and previous selections made on the *Application Information* page. If you have any questions on how to complete this section or what information is being asked for, please contact the applicable Jurisdiction directly.

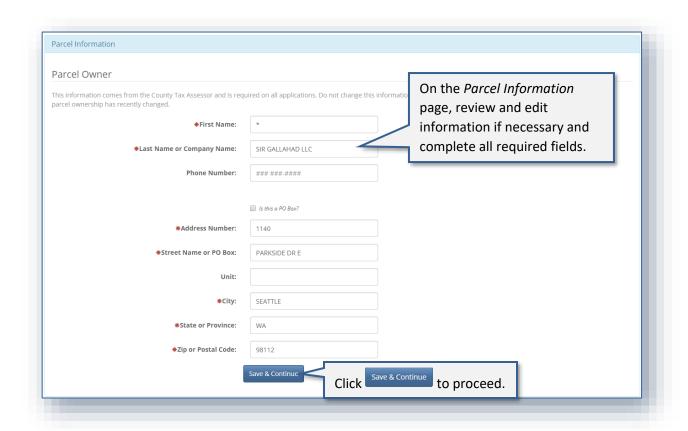














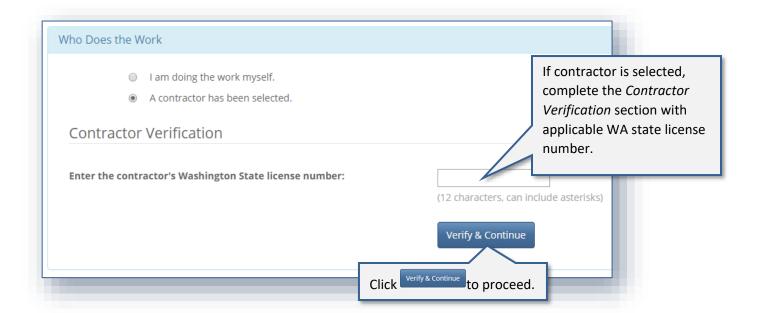
Apply for a Permit

Who Does the Work

- I am doing the work myself.
- A contractor has been selected.

On the *Who Does the Work* page, identify who will be completing the work on the project.

NOTE: When submitting the application under a professional account on behalf of a property owner or developer, the option to do the work yourself is not provided. A contractor must be selected to perform the work. If you are a Property Owner who wants to perform the work yourself, log in to your Property Owner designated account.



Who Does the Work

- I am doing the work myself.
- A contractor has been selected.

Property Owner Certification Statement

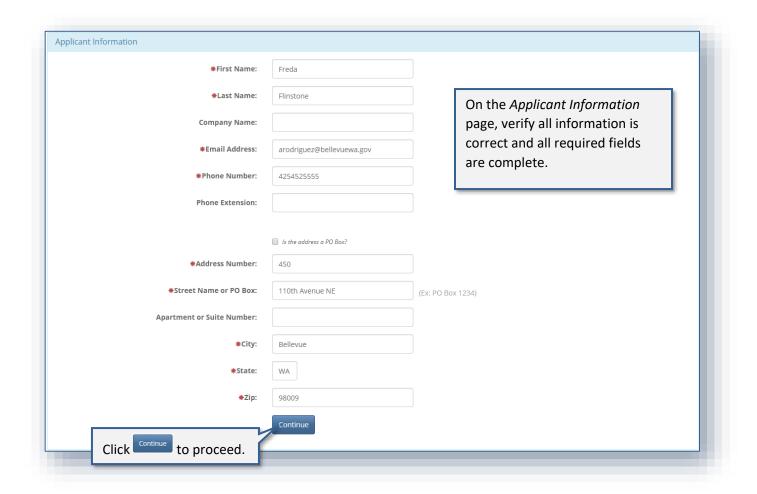
I certify under penalty of perjury that I am the property owner or agent and I am exempt from the requirements of the Contractor Registration laws, RCW 18.27, (Definitions, RCW 18.27.010 and Exemptions, RCW 18.27.090) and I will do all my own work.

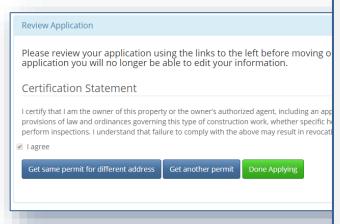


If a property owner is doing the work, Click Agree to acknowledge the *Property Owner Certification Statement* and proceed.



Apply for a Permit



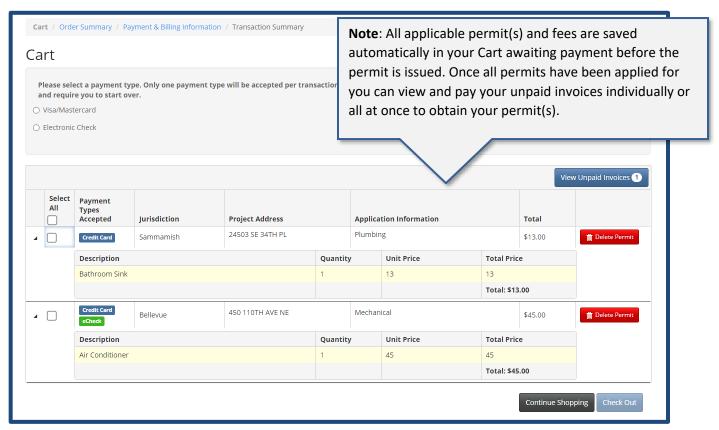


On the *Review Application* page, select from the following three options:

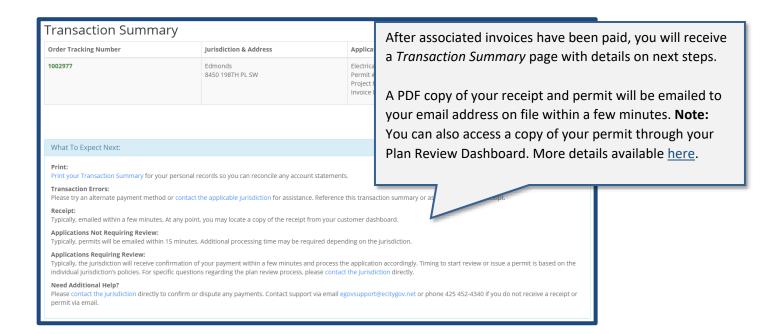
- Get the same permit for a different address: This
 option will return you to the Address search screen to
 select a different address and complete a second
 permit application following steps 11-19 above.
- Get another permit: This option takes you back to the initial Select Jurisdiction screen to begin a new permit application.
- Done Applying: This option also takes you back to the initial Select Jurisdiction screen or home page where you can apply for a new permit or access your Cart to pay all applicable invoices.



Apply for a Permit



More information on your Cart and Paying Invoices is available here.



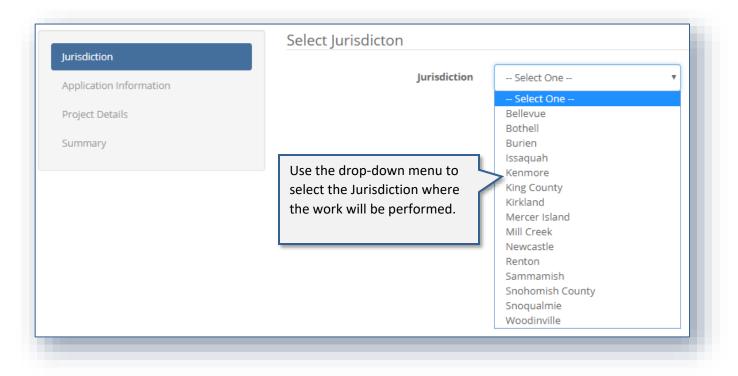
Apply for a Permit

Applying for a plan review permit

This process outlines the steps necessary to apply for a permit that requires review by the applicable Jurisdiction. If review is required the permit application and all required supplemental documentation can be submitted online but a permit cannot be issued until the Jurisdiction has reviewed the application and all fees have been paid. An existing customer account and detailed information regarding the proposed project is required to complete the permit application online. If applicable, users can upload required documents for review as part of the application process.

Steps to apply:

1. Go to MyBuildingPermit.com, click on Apply For Permit. Log In to your customer account.



Start Application to proceed.







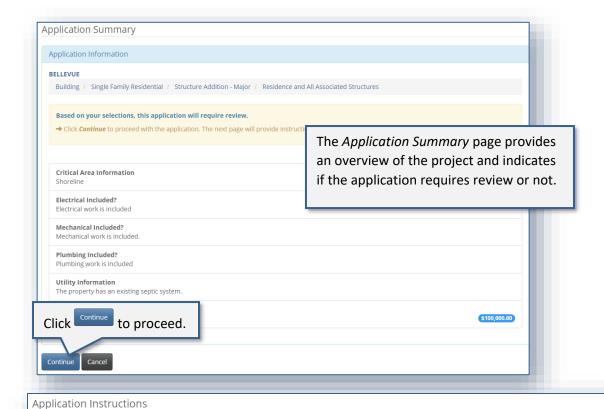
Apply for a Permit



REMINDER: The categories and required information on this page will vary based on the Jurisdiction and previous selections made on the *Application Information* page. If you have any questions on how to complete this section or what information is being asked for, please contact the applicable Jurisdiction directly.



Apply for a Permit



Application Type: Building Single Family Residential Project Type: **Activity Type:** New Construction Scope of Work: Deck or Porch Based on your selections, the following information and requirements apply to your application. Submittal Information You are applying for a Single Family Addition Building Permit for a Deck or Porch (a BR permit ty The documents listed below are the minimum necessary to proceed with the application process; how Click on http://www.bellevuewa.gov/Addition.htm for important submittal requirements. Some of the How to Request a Plan Waiver If you believe that a required document listed below is not necessary for your application, then you may If you are working with a specific planner, please contact him/her directly via email or phone. · Otherwise, please email or call the appropriate review department. You will get a response withi for electronic applications only. Building: 425-452-4121 P2I_Building@bellevuewa.gov Clearing & Grading: 425-452-2019 P2I_ClearGrade@bellevuewa.gov o Fire: 425-452-6800 P2I_Fire@bellevuewa.gov Land Use: 425-452-4188 P2LLandUse@bellevuewa.gov Right of Way: 425-452-4189 P2I ROW@bellevuewa.gov Utilities: 425-452-6932 P2I_Utilities@bellevuewa.gov **Required Documents**

On the Application Instructions page, important information is provided by the Jurisdiction including Submittal Information, Required Documents list, Required Supplementals list, and General Process Info.

NOTE: Any information on this page is provided by individual Jurisdictions based on specific application configurations. All questions regarding the plan review process should be directed to the applicable Jurisdiction directly.

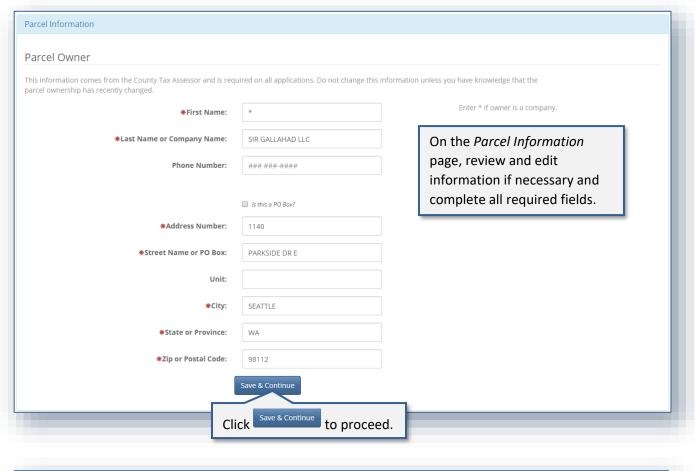
- Architectural Plan
- Site Plan
- · Storm Water Site Plan
- Structural or Lateral Calculations
- Structural Plan
- · Value of Improvements Form

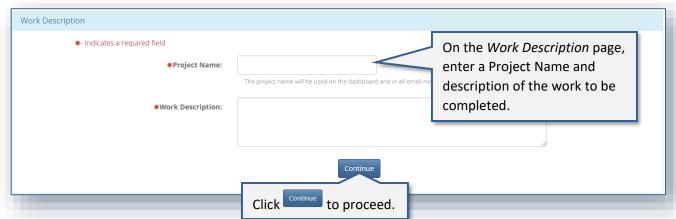
Please review the Requirements for Electronic Plans prior to uploading documents.













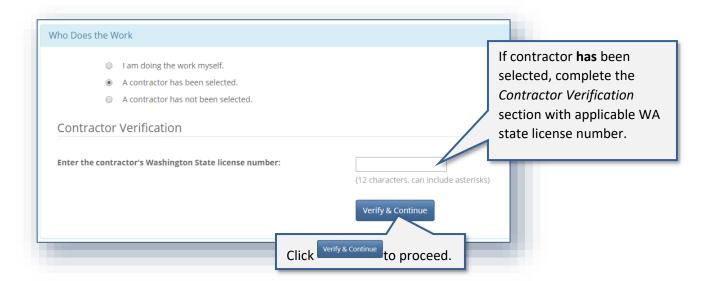
Apply for a Permit

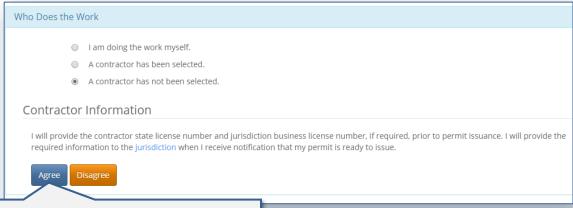
Who Does the Work

- I am doing the work myself.
- A contractor has been selected.
- A contractor has not been selected.

On the *Who Does the Work* page, identify who will be completing the work on the project.

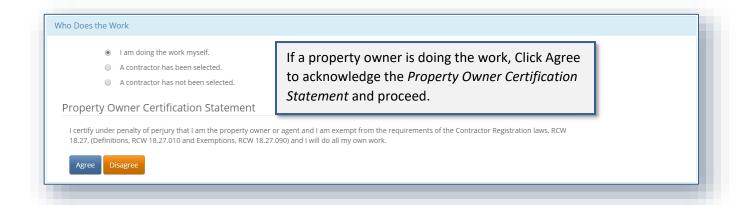
NOTE: When submitting the application under a professional account on behalf of a property owner or developer, the option to do the work yourself is not provided. A contractor must be selected to perform the work. If you are a Property Owner who wants to perform the work yourself, log in to your Property Owner designated account.

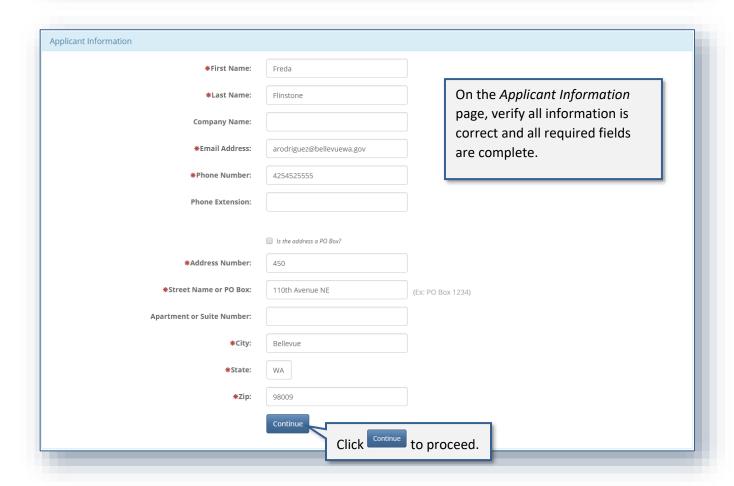




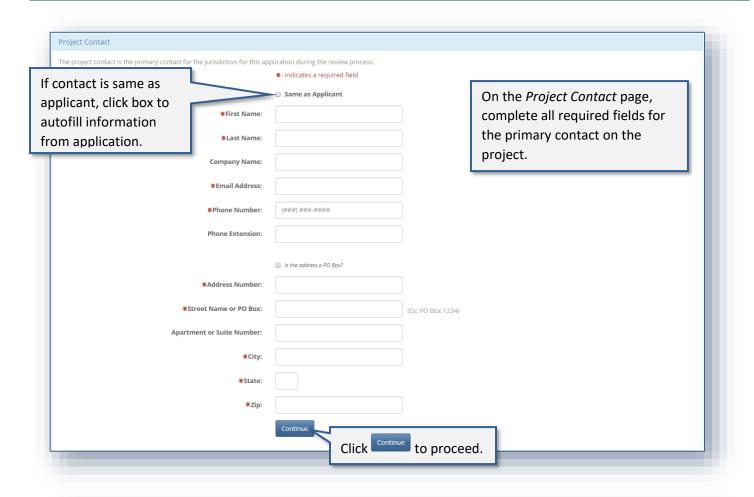
If contractor **has not** been selected, Agree to the *Contractor Information* statement.

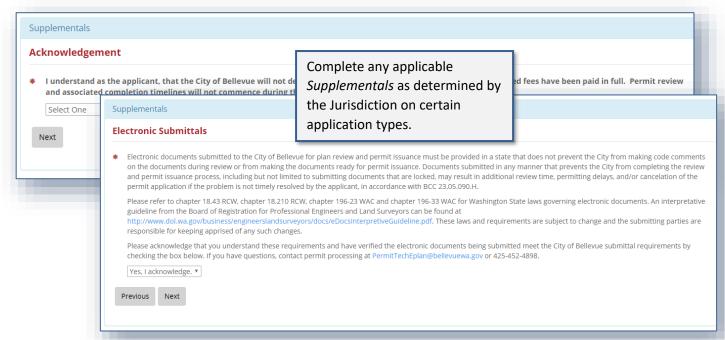




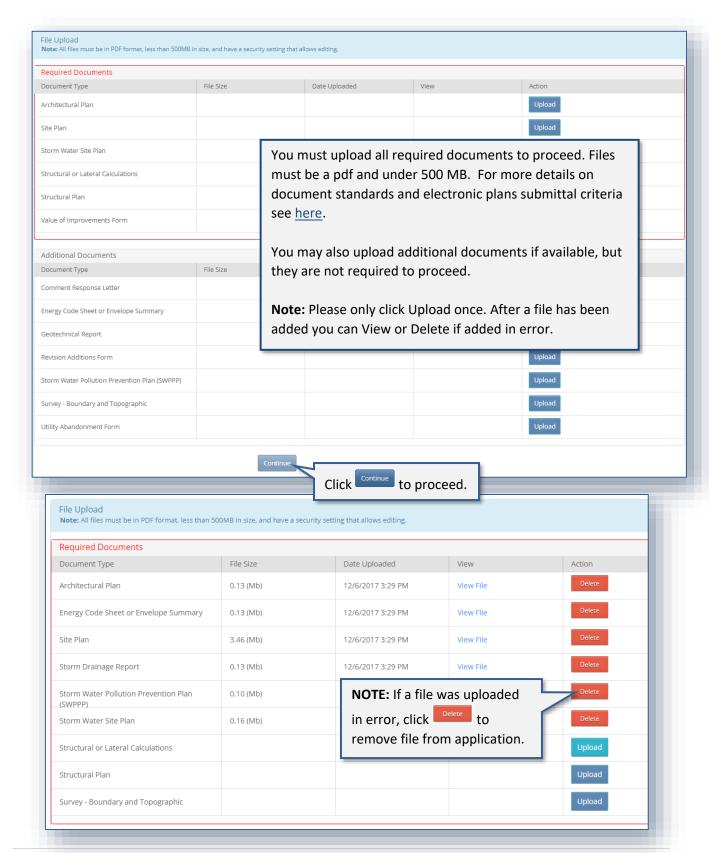














Apply for a Permit

Review Application

Please review your application using the links to the left before moving on to the final step in submitting your application. Once you submit your application you will no longer be able to edit your information.

Certification Statement

I certify that I am the owner of this property or the owner's authorized agent. If acting as an authorized agent, I further certify that I have full power and authority to file this application and to perform, on behalf of the owner, all acts required to enable the jurisdiction to process and review such application. I have furnished true and correct information. I will comply with all provisions of law and ordinance governing this type of application. If the scope of work requires a licensed contractor to perform the work, the contractor information must be provided prior to permit issuance.

On the Review Application page, click the checkbox to agree to the Certification Statement. Click Done Applying

Order Confirmation

Thank you for submitting an application to MyBuildingPermit.com.

Application ID :423958

The jurisdiction will screen your application for submittal within two business days.

if additional information is required, you will receive a request detailing what is missing, if your application has enough information for plan review, you will receive an invoice for required submittal fees. Upon payment a determination of completeness will be made, if required by the jurisdiction. Plan review will begin once your application is considered complete

To view the application and associated documents, log into your account at https://epermitsTG2016.mybuildingpermit.com/ , go to the Plan Review Dashboard and enter the Application ID in the Quick Search field. Thank you!

An Order Confirmation page and email are received with details regarding the next steps in the process. Once the applicant has been invoiced, all associated fees must be paid before the permit will be issued.

NOTE: Applicants can review permit applications and documents submitted, as well as check on the status of an application via their Plan Review Dashboard. For more information on this topic see here.

MyBuildingPermit.com

Thank you for submitting an application to MyBuildingPermit.com. The Project Name is: Test1 The Application ID number is: 423958

The jurisdiction will screen your application for submittal within two business

If additional information is required, you will receive a detailed request of the missing information.

If your application is complete, you will receive an invoice for required submittal fees. Upon payment a determination of completeness will be made, if required by the jurisdiction. Plan review will begin once your application is considered complete.

To view the application and associated documents, log into your account at https://epermitSTG2016.mybuildingpermit.com/, go to the Plan Review Dashboard and enter the Application ID in the Quick Search field. Thank you!

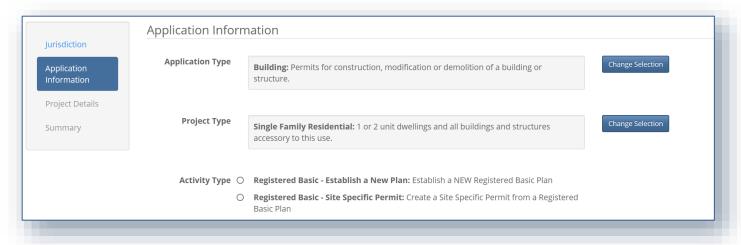
eCityGov Alliances, P.O. Box 90012, Bellevue, Washington 98009-9012



Apply for a Permit

Applying for a Registered Basic permit

Registered Basic plans are utilized by contractor companies to build the same approved plan on multiple plats or lots. Establishing a Registered Basic plan with Jurisdictions who have them available within MBP allows a contractor company to have the "basic" or "registered" building plan set reviewed and approved for future use with Site-Specific permits.



There are two types of Registered Basic applications: Establish a New Plan and applying for a Site-Specific Permit. The first step is for a contractor to apply to establish a new Basic plan with the participating Jurisdiction. Once the Basic plan has been reviewed and approved, contractors can then apply for site-specific permits as needed once the project begins.

Each Jurisdiction that accepts Registered Basic applications determines the requirements needed for submitting Registered Basic plans. These will include: the specific base plan information, available options, documents needed, and other requirements necessary for submittal and approval. The base plan and option data will carry over to the site-specific permit application from the approved Registered Basic plan.

Note: Not all MBP Jurisdictions offer Registered Basic applications. Currently, only King County, Snohomish County, Sammamish, and Issaquah accept Registered Basic plan applications. Please contact the Jurisdiction directly if you need assistance when making selections to Establish a New Plan or applying for a Site-Specific permit.

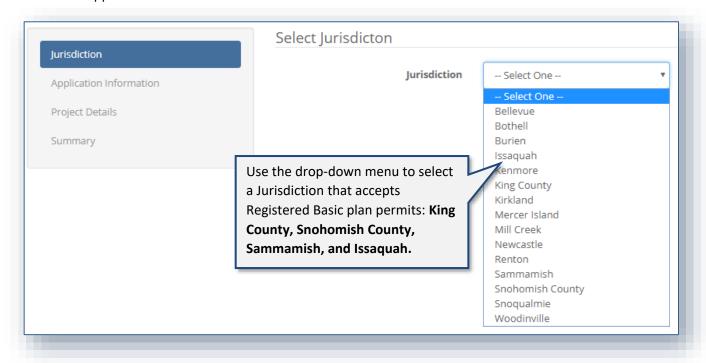


Apply for a Permit

Steps to Establish a New Plan:

To submit an Establish a New Pan application through MBP, you must have a Contractor type user account. Please see <u>Create a Licensed Contractor Account</u> section for more information on creating a Contractor account. **Note:** A valid Washington State UBI is required to register as a contractor on MBP.

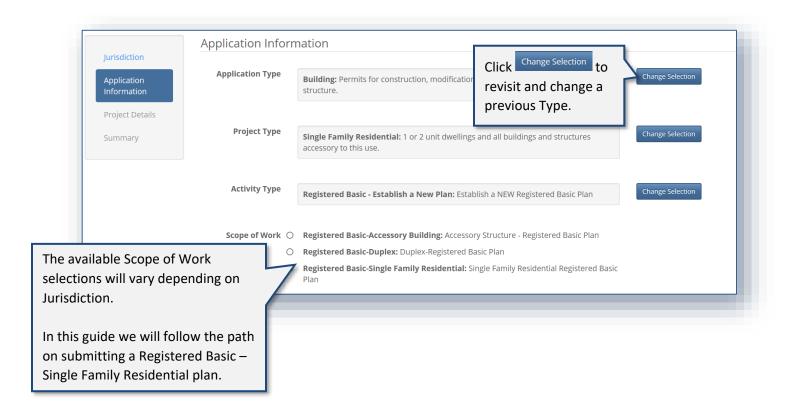
- 1. Go to MyBuildingPermit.com, click on Apply For Permit. Log In to your contractor account.
- 2. Select the applicable Jurisdiction:



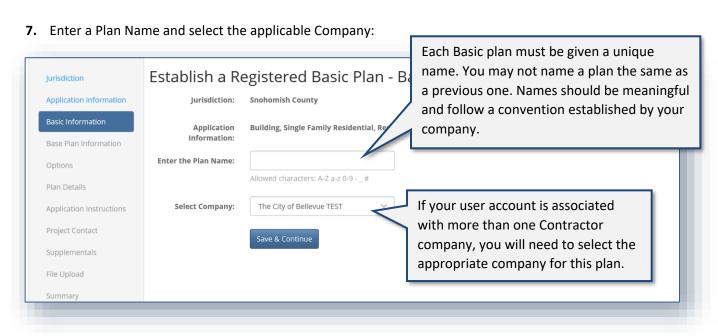
- 3. Click Start Application to proceed.
- **4.** Select the appropriate Application, Project, and Activity Types:
 - a. Application Type = Building
 - b. Project Type = Single Family or Multifamily
 - Activity Type = Registered Basic Establish a New Plan
 Note: If there is no Registered Basic choice under Activity Type, the selected Jurisdiction does not offer Registered Basics through MBP.
- **5.** Select the appropriate Scope of Work from the selection provided:



Apply for a Permit



6. Click Continue to proceed.





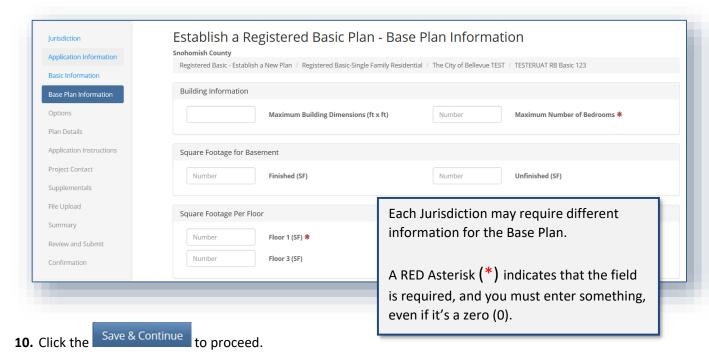
Apply for a Permit

8. Click Save & Continue to proceed.

Note: If you are unable to complete your application in one session, MBP periodically saves and stores the data from your application as a <u>DRAFT</u> version which can be found on your DASHBOARD to continue at a later time:



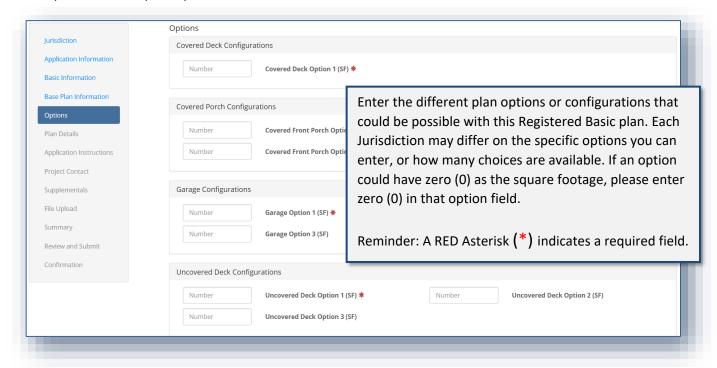
9. Enter the Base Plan information:



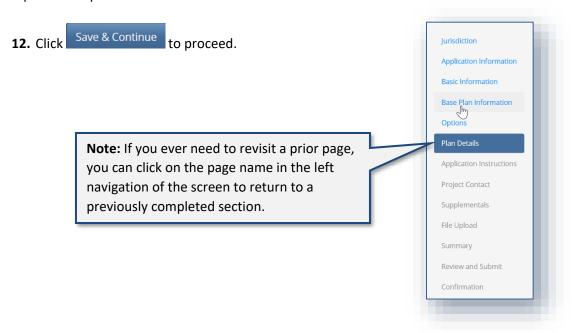


Apply for a Permit

11. Complete the Basic plan Options:



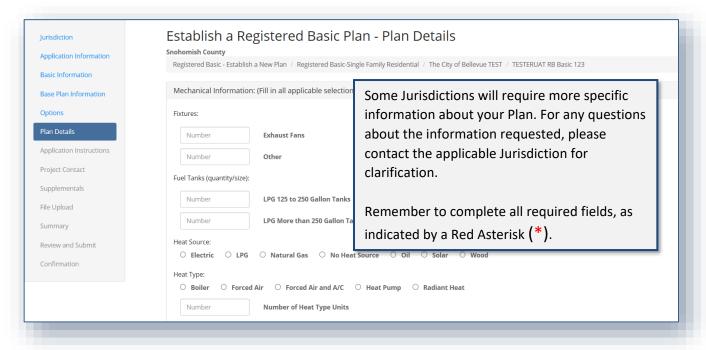
Note: The Base Plan Information and Options will be reviewed by the Jurisdiction during their acceptance and review process. When you apply for a Site-Specific permit, the Base Plan and Option information you entered when establishing a new plan will be available as options to select on that specific site permit.



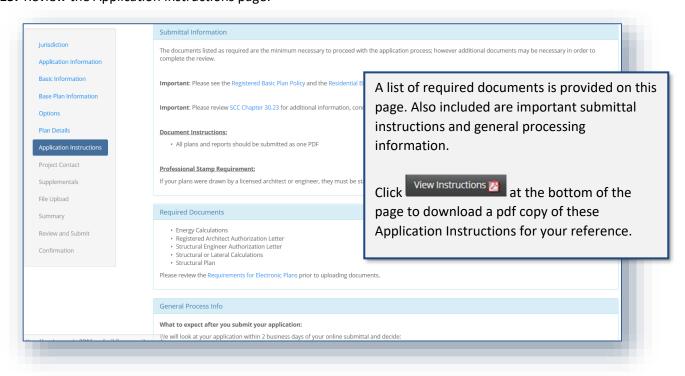


Apply for a Permit

13. Complete the Plan Details page (if applicable):



- **14.** Click Save & Continue to proceed.
- 15. Review the Application Instructions page:





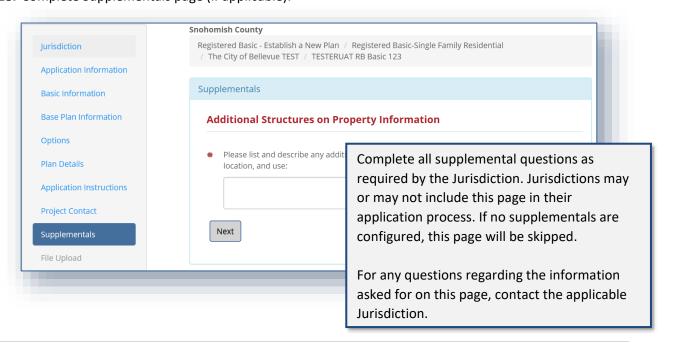
Apply for a Permit



17. Complete the Project Contact page:

Jurisdiction	Establish a Re	gistered B	asic Plan - Project Contact						
Application Information	Registered Basic - Establish	Registered Basic - Establish a New Plan / Registered Basic-Single Family Residential / The City of Bellevue TEST /							
Basic Information		☐ Same as Applicant							
Base Plan Information	First Name:								
Options			Provide contact information for the point of contact						
Plan Details	Last Name:		on this Project. If the Project Contact is the same as						
Application Instructions	Company Name:		the Applicant, click the box next to "Same as						
Project Contact	Email Address:		Applicant".						
Supplementals	Phone Number:	(###) ###-####							
File Upload			If you need to update the Project Contact information						
Summary	Phone Extnsion:		after application is submitted, please contact the						
Review and Submit	Is the address a PO		applicable Jurisdiction.						
Confirmation	Box?								
	Address Number:		Click Save & Continue to proceed.						
	Street Name or PO Box:								
	Apartment or Suite Number:								

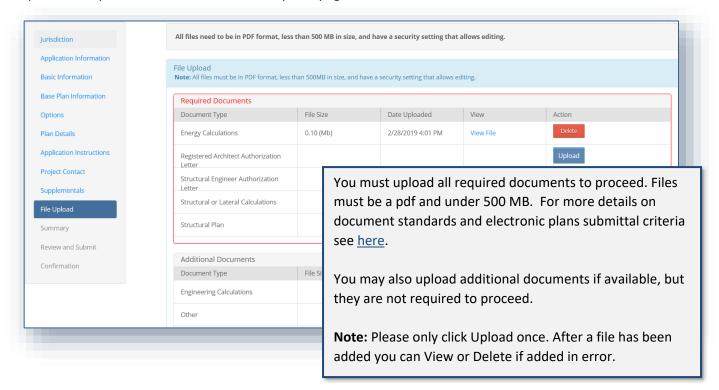
18. Complete Supplementals page (if applicable):



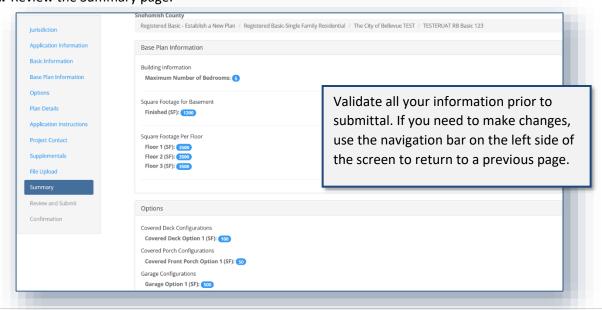


Apply for a Permit

- **19.** Click Save & Continue to proceed.
- **20.** Upload all required documents on the File Upload page:



- **21.** Click Save & Continue to proceed.
- 22. Review the Summary page:

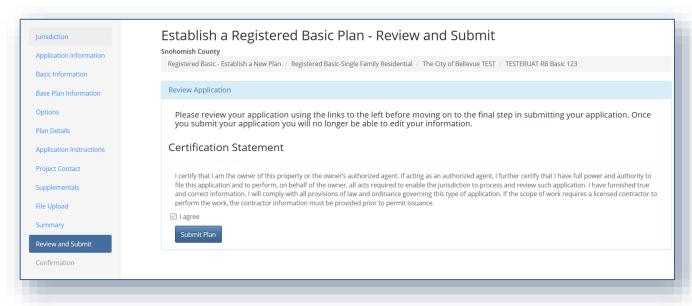




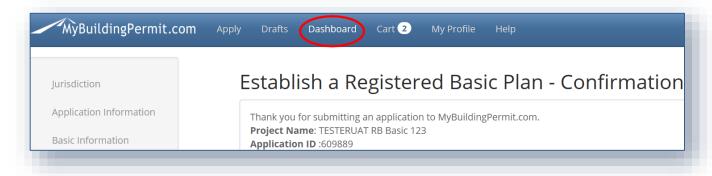
Apply for a Permit



24. Read and indicate you agree to the Certification Statement:



- **25.** Click Submit Plan to complete the application and submit to the Jurisdiction for review.
- **26.** View the confirmation screen for information regarding next steps, make note of the Application ID as a reference in case you need to contact the Jurisdiction with questions or to follow-up. You will also receive an email to confirm the application was submitted successfully. To view the status of your application as it proceeds through the review process you can access details on the application through your personal Dashboard:



Note: For more details on navigating within the Dashboard—see detailed instructions <u>here</u>.

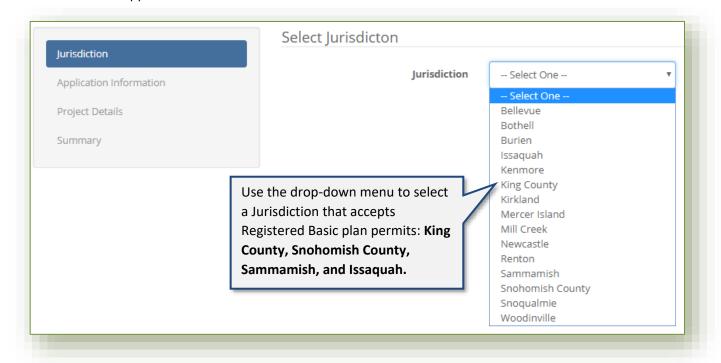


Apply for a Permit

Steps to apply for a Site-Specific permit:

Once your Registered Base Plan has been approved by the Jurisdiction, you may apply for a Site-Specific Permit using that plan.

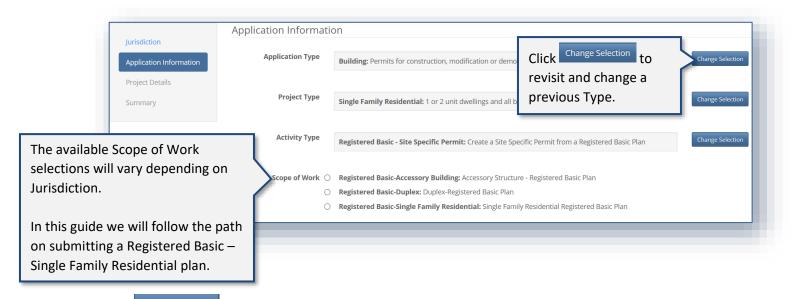
- 1. Go to MyBuildingPermit.com, click on Apply For Permit. Log In to your contractor account.
- 2. Select the applicable Jurisdiction:



- 3. Click Start Application to proceed.
- **4.** Select the appropriate Application, Project, and Activity Types:
 - a. Application Type = Building
 - b. Project Type = Single Family or Multifamily
 - Activity Type = Registered Basic Site-Specific Permit
 Note: If there is no Registered Basic choice under Activity Type, the selected Jurisdiction does not offer Registered Basics through MBP.
- **5.** Select the appropriate Scope of Work from the selection provided:



Apply for a Permit



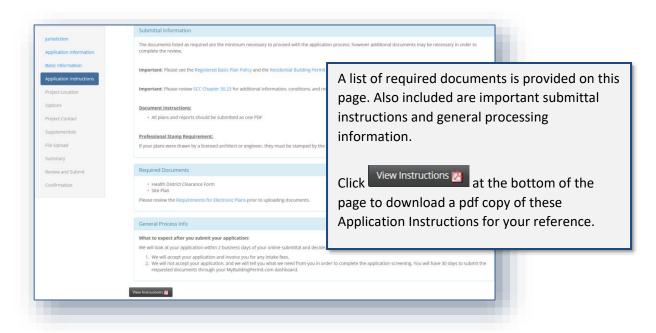
- 6. Click Continue to proceed.
- 7. Complete the Basic Information page:



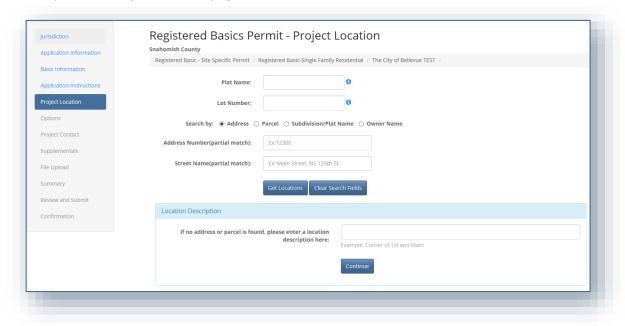
Note: Some Jurisdictions will require the Plan be approved before using it for a Site-Specific permit, other Jurisdictions allow using them before approval. Contact the Jurisdiction with any questions on their acceptance or approval requirements.

Apply for a Permit

- 8. Click Continue to proceed.
- 9. Review the Application Instructions page:



- **10.** Click Continue to proceed.
- 11. Complete the Project Location page:





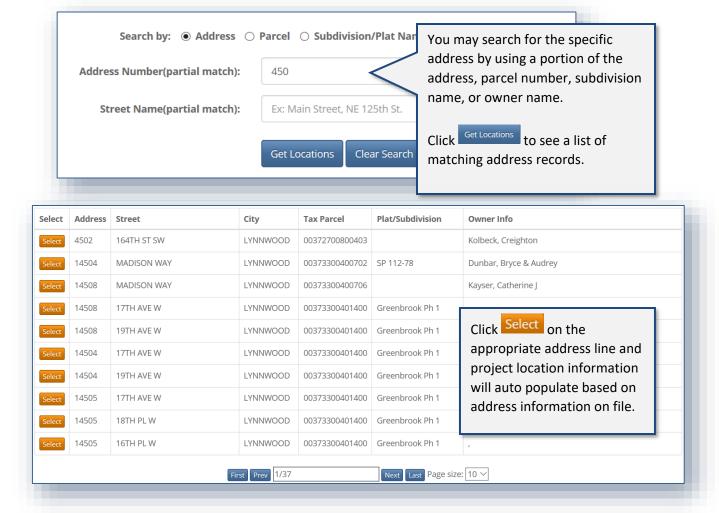
Apply for a Permit

a. Plat Name/Lot Number:

Registered	Basics Pe	rmit - Project Lo	ocation	
Plat Name and Lot Number are required fields. Please enter a	Consider Department And Department of Department of Department of the City of Dellarge TEC			
Project Name or reference the Basic plan Name in the Plat Name	Plat Name:		•	
field and indicate the applicable Lot Number this permit applies to.	Lot Number:		•	

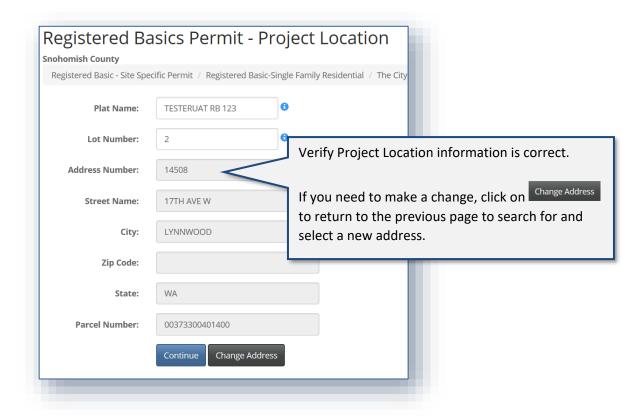
b. Search by Address:

Note: The system will not let you initiate a search until the Plat Name and Lot Number fields are completed.



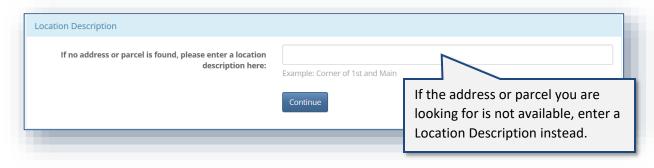


Apply for a Permit



c. Location Description:

Note: Only enter a location description if you are not able to find the address or parcel you are looking for.

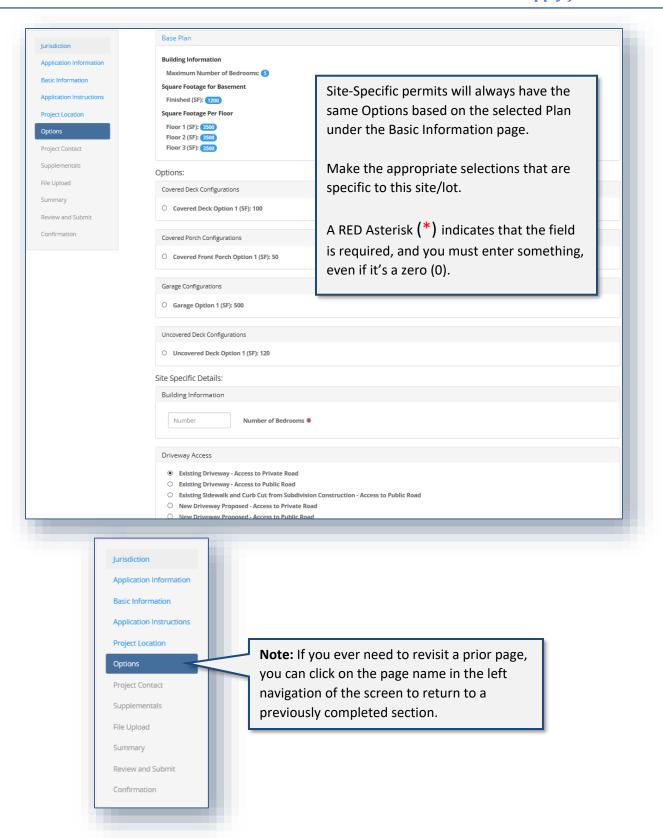


- **12.** When either an address is selected, or location description is entered, click to proceed.
- **13.** Complete the applicable selections on the Options page:

Note: Base Plan information is from the approved Basic plan and *cannot* be changed. The Options listed to choose from are from the Options entered when establishing a new basic plan.



Apply for a Permit

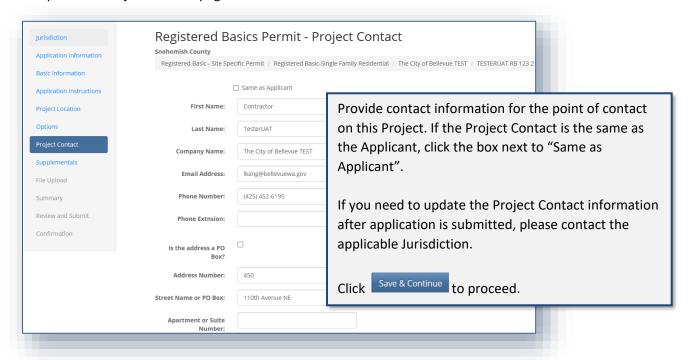




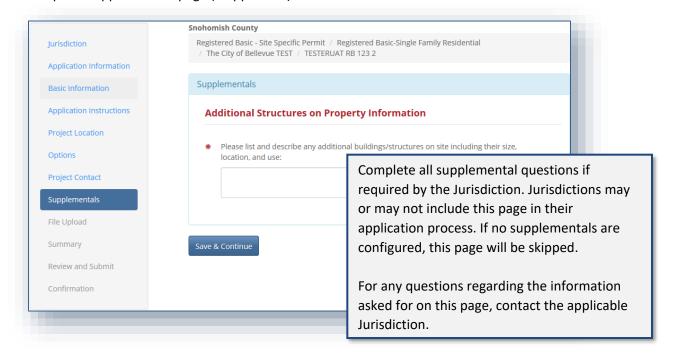
Apply for a Permit

14. Click to proceed.

15. Complete the Project Contact page:



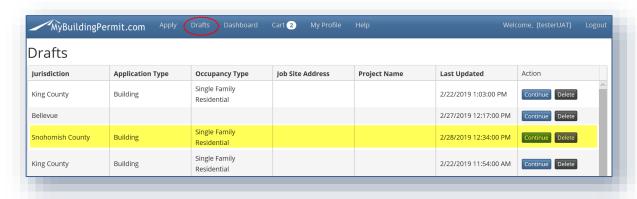
16. Complete Supplementals page (if applicable):



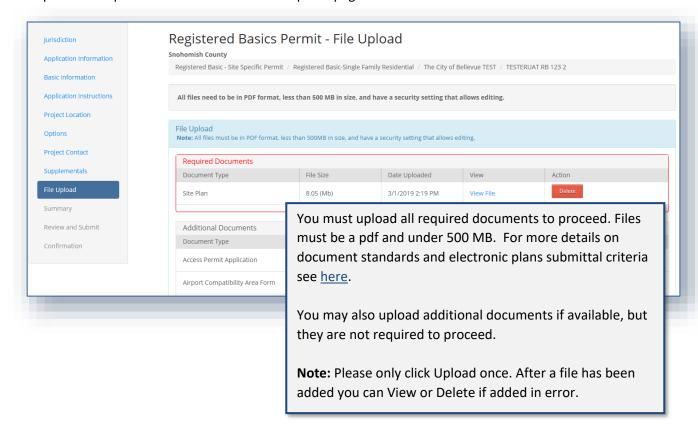
Apply for a Permit

17. Click Save & Continue to proceed.

Note: If you are unable to complete your application in one session, MBP periodically saves and stores the data from your application as a <u>DRAFT</u> version which can be found on your DASHBOARD to continue at a later time:



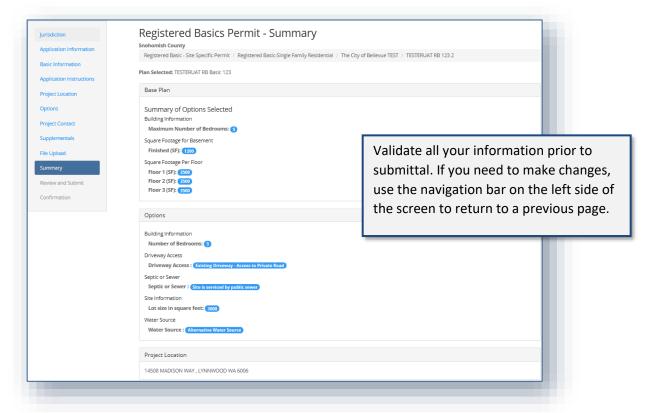
- 27. Enter the Base Plan information:
- 18. Upload all required documents on the File Upload page:



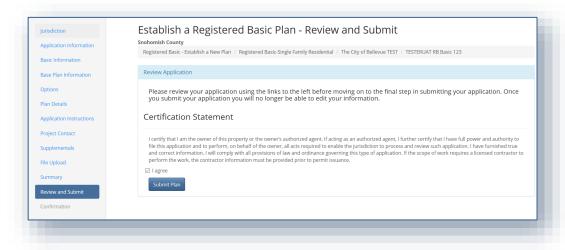
Apply for a Permit

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- **19.** Click Save & Continue to proceed.
- 20. Review a Summary of the Site-Specific application information to submit:



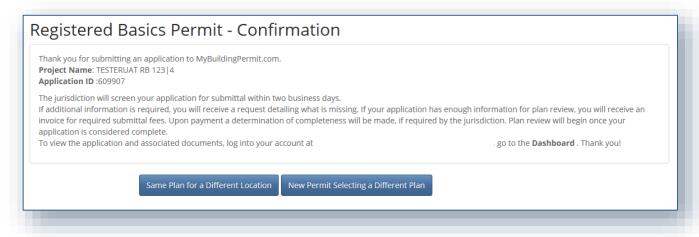
- **21.** Click Continue to proceed.
- **22.** Read and indicate you agree to the Certification Statement:





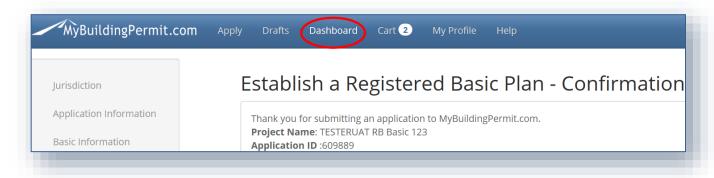
Apply for a Permit

- 23. Click Submit Plan to complete the application and submit to the Jurisdiction for review.
- **24.** View the confirmation screen for information regarding next steps, make note of the Application ID as a reference in case you need to contact the Jurisdiction with questions or to follow-up.



You may perform one of the following actions from the Confirmation page:

- **SAME PLAN for a DIFFERENT LOCATION** Create another site-specific permit from this *same* plan with another location
- **NEW PERMIT SELECTING A DIFFERENT PLAN** -- Create another site-specific permit with a **different** established plan.
- **25.** You will also receive an email to confirm the application was submitted successfully. To view the status of your application as it proceeds through the review process you can access details on the application through your personal Dashboard:



Note: For more details on navigating within the Dashboard—see detailed instructions here.



Apply for a Permit

Frequently Asked Questions:

1. What do I do if my Established Plan is not showing on the drop-down list?

- Verify the contractor company is the one for which this plan was established.
- Check with the Jurisdiction on acceptance/approval status.

2. How do I register as a Contractor?

See Create a Licensed Contractor section in this guide or click <u>here</u>.

3. Do I need a local (City or County) business license to create permits?

• Some Jurisdictions do require a valid local business license. Check your Contractor Profile for where to enter the license information and to determine if that Jurisdiction requires a local license. Contact the applicable Jurisdiction with questions.

4. What if my plan options are not available to select?

All options will come over from the Established Plan, so if an option is not listed, your original plan
did not include it. Contact the Jurisdiction for which you are applying for details on how to correct
that issue.

5. What if I need to change my Base Plan information?

Base plan information on the Site-Specific permit application cannot be changed once the
Established Basic plan has been submitted and approved. You must contact the Jurisdiction
directly to determine how to correct the information.

6. What if I cannot find the address or parcel number for my Site-Specific Location?

• Enter less data on the search screen or try using a different search method (address, parcel, owner). If still unable to find the correct address, enter a location description instead.

Who do I call for help?

- For Technical Help (issues with the system), contact the MyBuildingPermit Support desk. Please email eGovSupport@ecitygov.net or call 425-452-4340.
- Visit our Help page for MyBuildingPermit User Guides.
- For questions or assistance filling out Plan data, Business Licenses, Addresses, etc., please contact the Jurisdiction directly.
- For a listing of Jurisdiction contact information see our <u>Contact Us</u> page.

Resubmitting a Permit Application

In some cases, a submitted permit application cannot be accepted by the Jurisdiction and you will receive a notification explaining the reason the application could not be accepted. Any questions regarding why the application was not accepted should be directed to the applicable Jurisdiction.

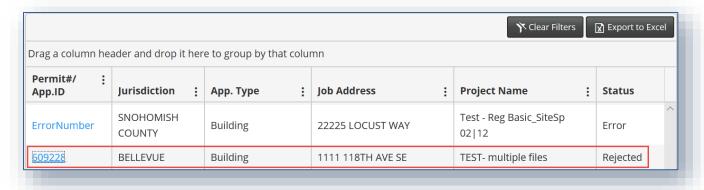
Apply for a Permit

Steps to resubmit:

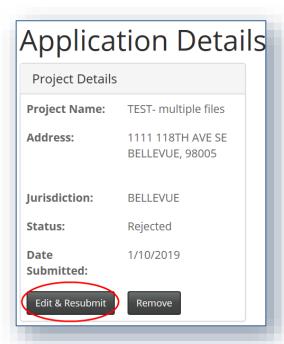
- 1. Go to MyBuildingPermit.com, click on Apply For Permit. Log In to your customer account.
- 2. After logging in, click on the Dashboard link to access your personal dashboard:



3. Click on the hyperlinked Application ID with a Status of Rejected from your list of permits:



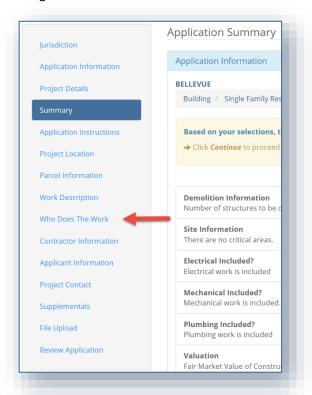
4. Click on the Edit & Resubmit button under the Project Details section on the Details page:



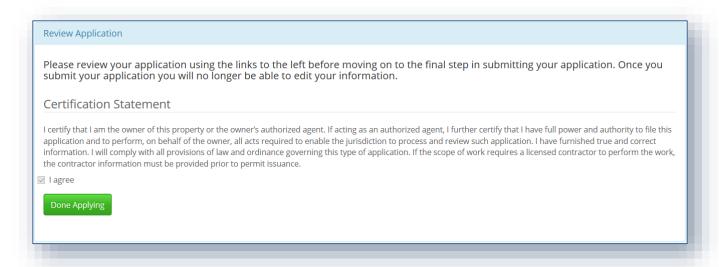


Apply for a Permit

5. This opens your previously submitted application as a draft on the Application Summary page. Use the left-hand links to navigate to applicable pages to make any required changes or to upload any missing documents:



6. Click on Review Application, then click the checkbox next to I Agree, and Done Applying when ready to submit changes:

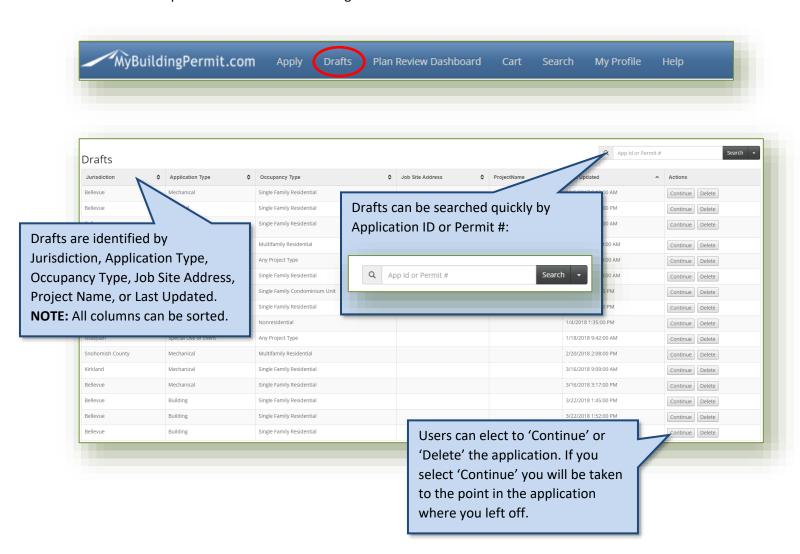




Drafts

Drafts

Users can access drafts of permit applications in various stages of completeness. Applications can be retrieved and completed or be deleted if no longer needed.





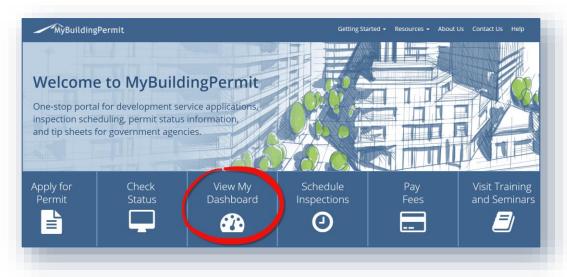
User Dashboard

User Dashboard

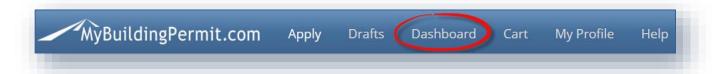
Your personal dashboard contains important information on submitted permit applications. The dashboard is used to check the status of an application, submit documents and revisions when required, assign delegates, and view/pay invoices. **Note:** Records on the dashboard are removed 180 days after closure of the permit/application by the Jurisdiction.

Access your personal dashboard by following these steps:

1. Click on View My Dashboard from the MBP's home site: www.mybuildingpermit.com



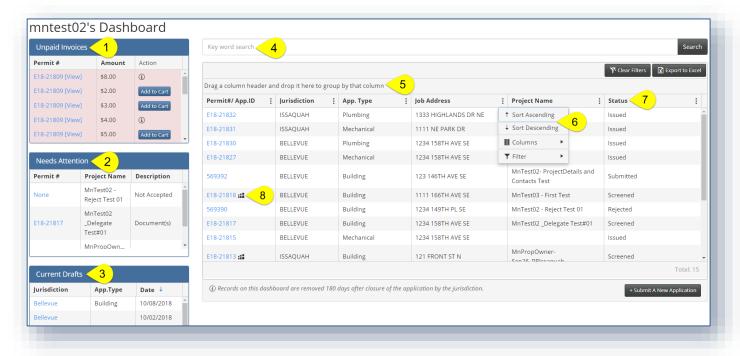
2. After logging in, click on the Dashboard link in the top menu bar:





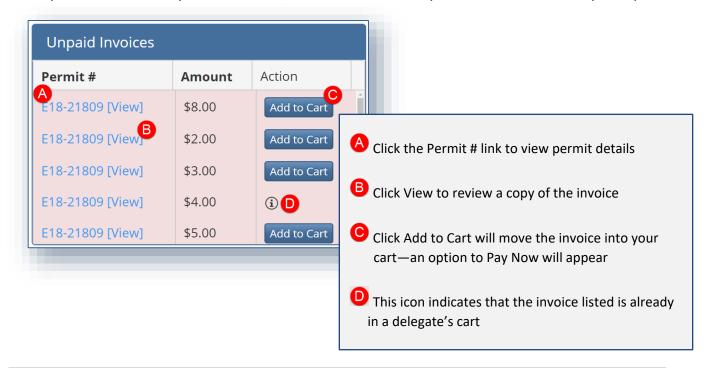
User Dashboard

Main Dashboard page



1. Unpaid Invoices

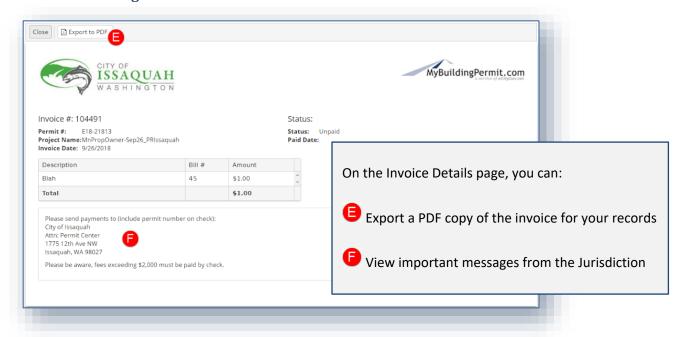
This quick view contains a list of all outstanding invoices that need to be paid before a permit can be issued. Lines highlighted **red** reflect invoices older than 30 days; lines highlighted **yellow** are older than 7 days but less than 30 days. If line is white, then invoice has recently been added or has already been paid.





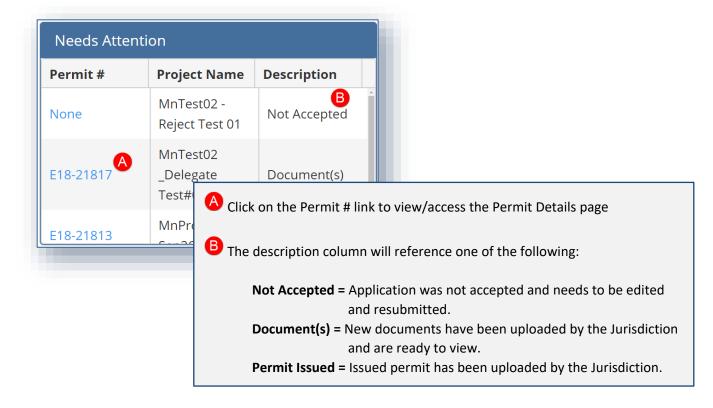
User Dashboard

Invoice Details Page



2. Needs Attention

Here you will find a list of items that need your attention. Some are informational, and some require action to be taken:

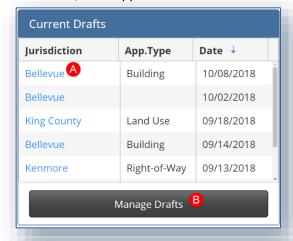




User Dashboard

3. Current Drafts

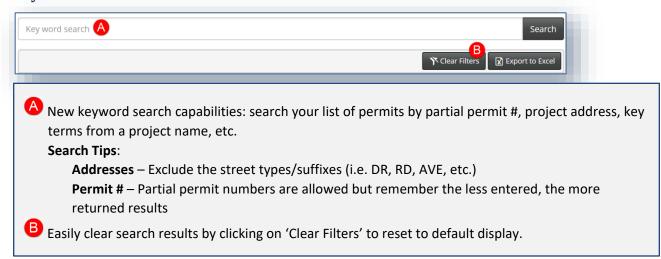
Applications are automatically saved as you go through the application process. This is a list of your unfinished, draft applications:



- A Click the Jurisdiction name to continue application from the point it was last saved.
- B Click Manage Drafts to view a list of all pending drafts.
- On the Drafts page you can take the following actions on the application: Continue or Delete.

urisdiction	Application Type	Occupancy Type	Job Site Address	Project Name	Last Updated	Action
Renton	Plumbing	Single Family Residential			9/13/2018 10:26:00 AM	Continue Delete
King County	Land Use	Any Project Type			9/18/2018 2:11:00 PM	Continue Delete
Kenmore	Right-of-Way	Any Project Type			9/13/2018 10:28:00 AM	Continue Delete
Bellevue	Building	Single Family Residential	1234 158TH AVE SE BELLEVUE		10/8/2018 9:25:00 AM	Continue Delete
Kirkland	Plumbing	Single Family Residential			9/13/2018 10:27:00 AM	Continue Delete
Bellevue					10/2/2018 1:45:00 PM	Continue Delete
Bellevue	Building	Single Family Residential			9/14/2018 7:58:00 AM	Continue Delete

4. Keyword Search

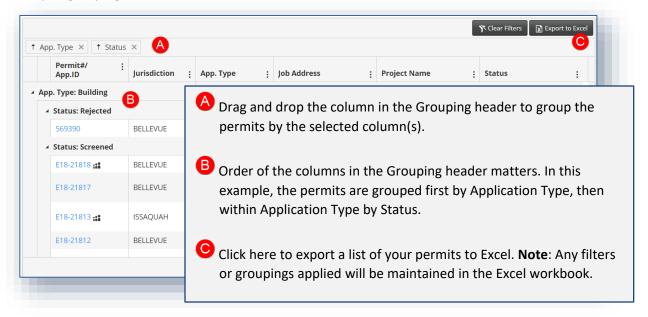




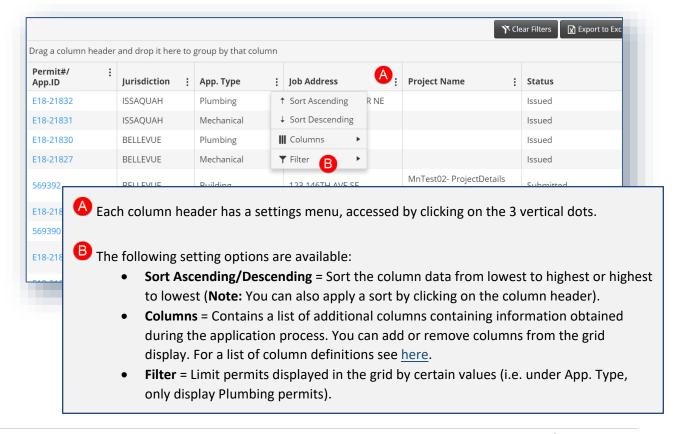
User Dashboard

5. Grouping Columns

Grouping columns allows you to visually group permits together in the displayed grid. You can close or open groupings to hide or show data as needed.



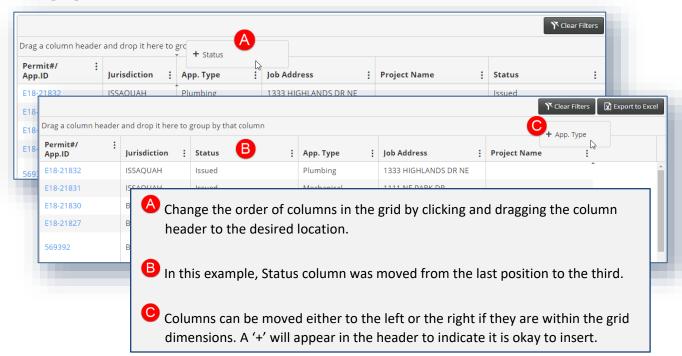
6. Column Settings



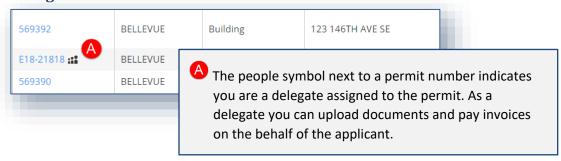


User Dashboard

7. Changing Column Order



8. Delegate Indicator





User Dashboard

Column Definitions

The following columns are default displayed when you first load your dashboard:

Permit #/App. ID

This is either the application ID (before permit is issued) or permit number assigned to the project. The number is linked to the *Details* page. More information available here.

Jurisdiction

This is the Jurisdiction assigned to review the application to issue permit or approval.

Application Type

This is the type of application that has been submitted (building, plumbing, mechanical, etc.).

Job Address

This is the primary contact on the project and can be the same as the applicant. Any questions and concerns from the Jurisdiction regarding the project will be sent to the project contact information submitted during the application process.

Project Name

This is the name given to the project by the applicant when the application was submitted.

> Status

This indicates the status assigned to the application by the Jurisdiction's internal permit tracking system.

Users have the option from the Column Settings menu to add additional columns

Project Type

This is the occupancy type of the project/application submitted (single family residential, commercial, etc.).

Activity Type

This is the type of work to be performed with the permit. The selection will vary depending on the application and project type selected (i.e. for a Building permit, the activity type might be Remodel or Reroof Replacement).

Scope of Work

This is a more detailed description of the type of work to be performed (if applicable). The selection is influenced by what application, project, and activity types are selected.

> Job Parcel Number

This is the associated parcel number where work on the permit will be performed.



User Dashboard

> Job Tenant Name

This is the name of the tenant in the job address space (i.e. Subway).

> Proj. Contact

This is the primary contact on the project and can be the same as the applicant. Any questions and concerns from the Jurisdiction regarding the project will be sent to the project contact information submitted during the application process.

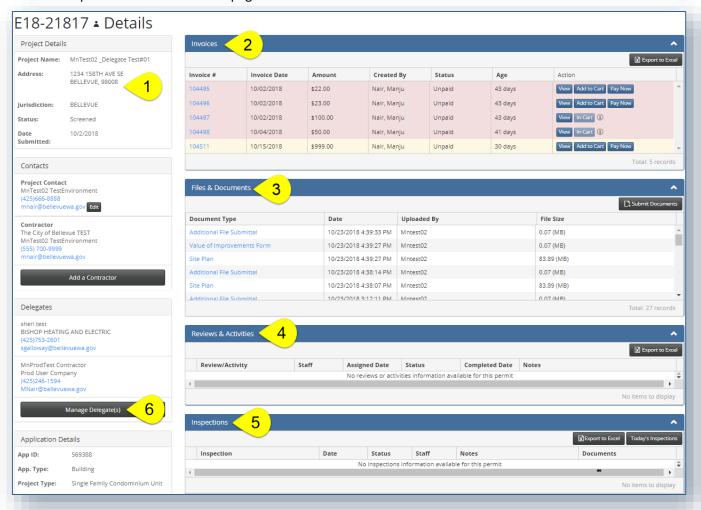
> Submitted Date

The date the application was submitted to the Jurisdiction.

User Dashboard

Details Page

Complete application information is available on the application/permit details page. On this page you will find details about the project, including project contact information. You can add delegates, pay invoices, and view and upload documents on this page.

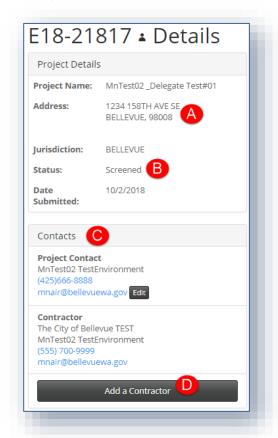


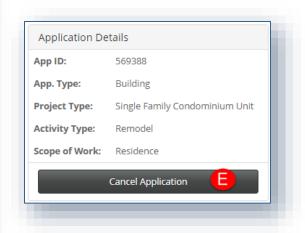
The page contains the following:

- Project and Application details, including project contacts.
- Recent Activity (displayed directly above the Project Contact box). Activity is cleared once action has been taken and does not appear if no recent activity.
- Information on permit delegates, and a link to add/remove delegates (if you are the applicant).
- Files & Documents associated with the permit (uploaded by customer and Jurisdiction).
- If applicable, a list of any invoices (both paid and unpaid).
- If applicable, a list of reviews and activities taken on the permit.
- A list of completed inspections, with links to view Schedule an Inspection and view Today's inspections.

User Dashboard

1. Project Details





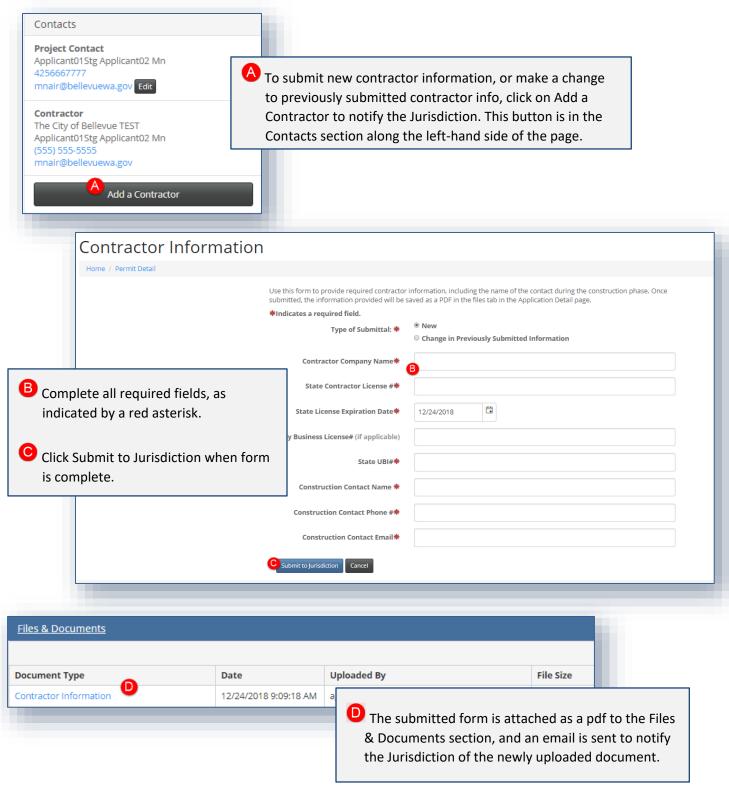
On the left side of the screen is a summary of the project and contact information collected on the Application.

- A The project address selected is now displayed on the Details page.
- B This is the Jurisdiction status of the permit/application. For questions regarding this status, contact the applicable Jurisdiction.
- This section lists important contacts submitted while applying.
- Click here to complete the Contractor submittal form, which is emailed to the Jurisdiction and attached as a PDF form under the Files & Documents section. Click here for more details.
- E Click here to submit a request to cancel the application to the Jurisdiction. Click here for more details.



User Dashboard

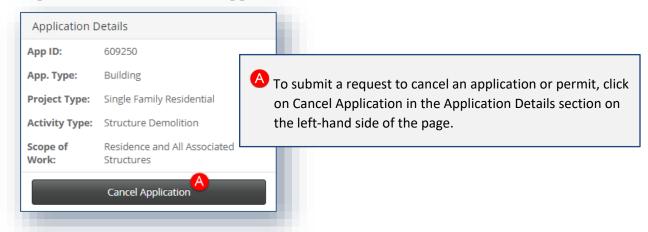
Steps to Submit Contractor Information:

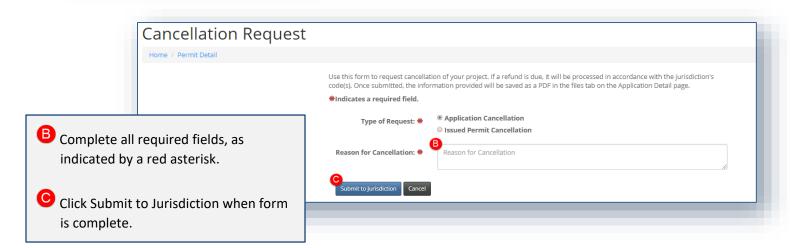




User Dashboard

Steps to Cancel a Submitted Application:





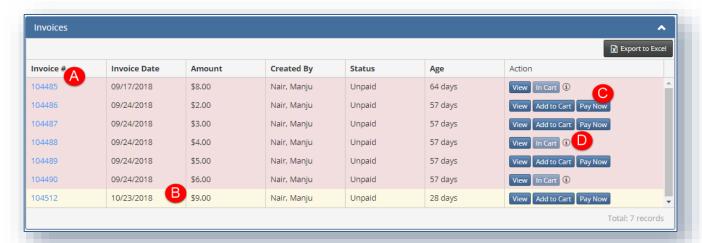


Note: Any questions regarding cancelling a permit should be directed to the applicable Jurisdiction. If a refund is due, it will be processed in accordance with the Jurisdiction's code(s).



User Dashboard

2. Invoices



- A Click on the Invoice number to view a copy of the invoice that can be exported to PDF. Click here for more info.
- Brows highlighted red reflect invoices older than 30 days; rows highlighted yellow are older than 7 days but less than 30 days. If row is white (no highlight), then invoice has recently been added or has already been paid.
- The following actions can be taken on each invoice:
 - View = Click to view a copy of the applicable invoice
 - Add to Cart = Click to add invoice to your cart to pay later
 - Pay Now = Click to add invoice to your cart and be taken directly to cart to pay the invoice.

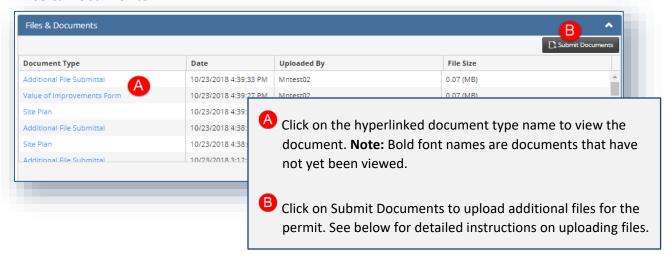
For instructions on navigating the cart and paying online, click <u>here</u>.

The (i) symbol indicates the invoice has been added to a delegate's cart (hovering over the icon will show the username of the owner of the cart).



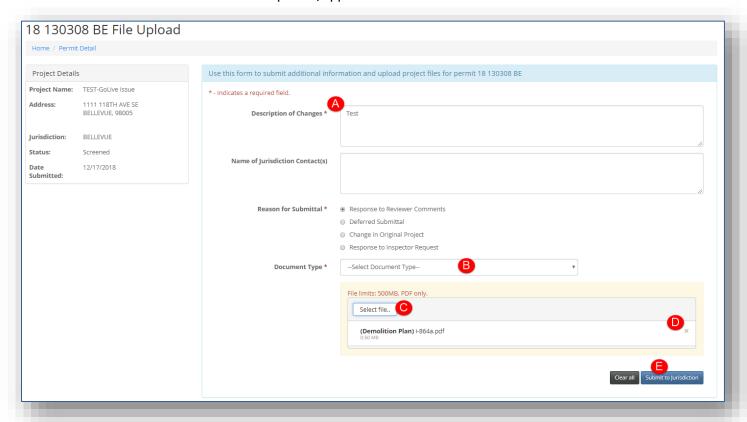
User Dashboard

3. Files & Documents



Steps to add Additional Files

When you click on the Submit Documents button, you will be directed to the File Upload page where you can submit additional files on the selected permit/application.

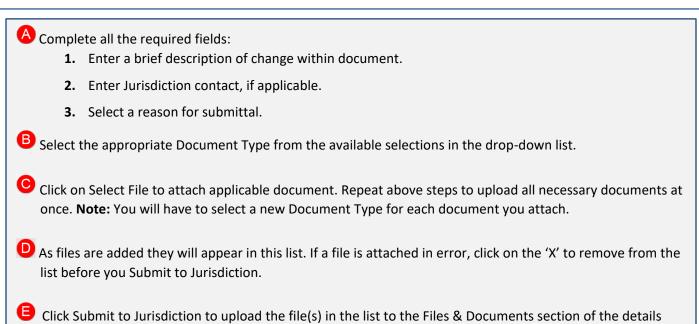


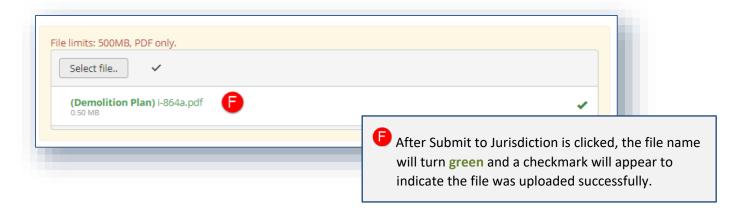


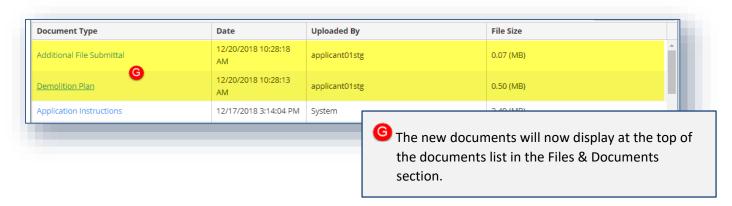
page.

CUSTOMER USER GUIDE

User Dashboard



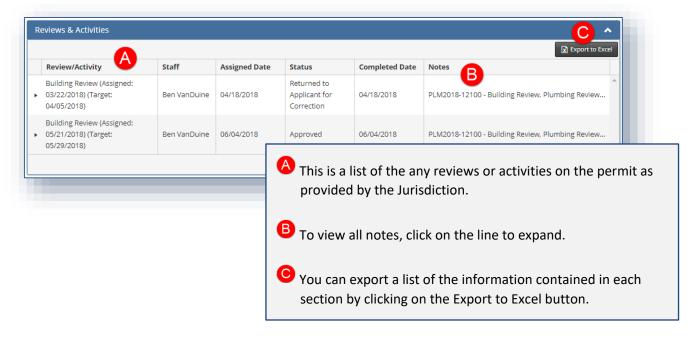






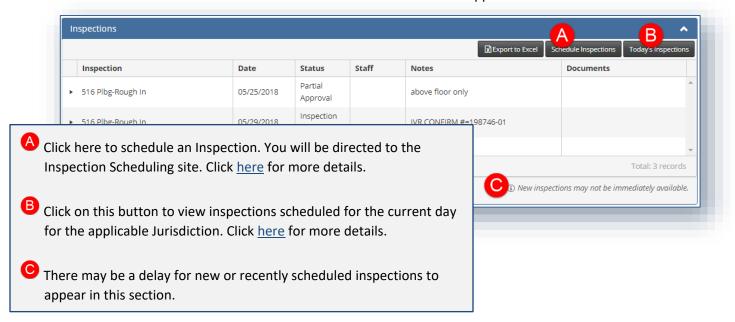
User Dashboard

4. Reviews & Activities



5. Inspections

This section contains a record of the inspections completed on the permit. Any questions regarding the information contained in this section should be directed to the applicable Jurisdiction.

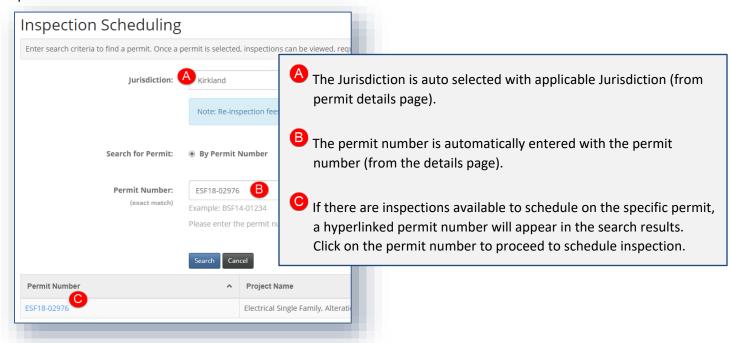




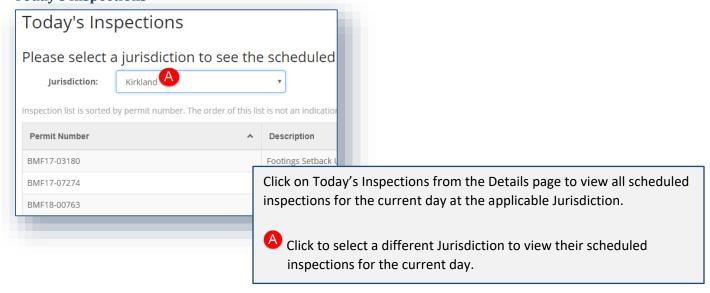
User Dashboard

Inspection Scheduling

When you click Schedule Inspections from the Details page, you will be directed to the Inspection Scheduling page. Note: System will return results *only* if there are inspections available to schedule for the specific permit number entered.



Today's Inspections





User Dashboard

6. Delegates

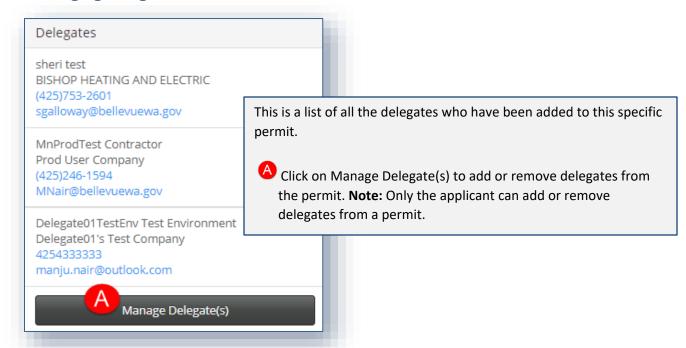
Adding a delegate to your permit authorizes someone else to perform the duties and responsibilities you have as the applicant and vies the individual(s) authority to:

- Pay invoices
- Upload new documents
- View all documents uploaded by the Jurisdiction

Delegates:

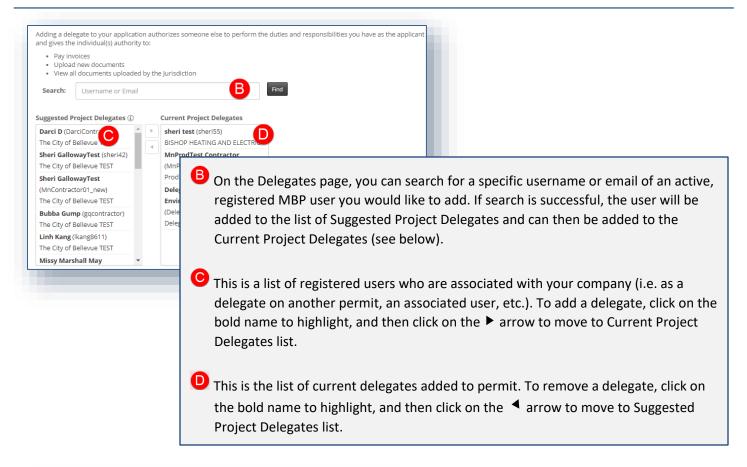
- Must be a registered user with a separate account profile on MyBuildingPermit.com.
- Have complete access to the project and can perform the same actions as the applicant, including cancelling the project.
- Are copied on all emails sent to the project contact.
- Can view the application from their own dashboard.
- Can be added after the application has been accepted by the Jurisdiction.

Managing Delegates:





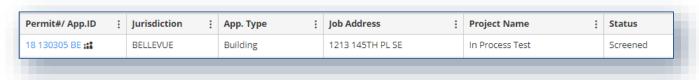
User Dashboard



An email is sent to the delegate to confirm when added or deleted from an application:



On the Delegate's dashboard, applicable applications are designated with an icon next to the Permit #/App. ID:



Cart

Cart

Users can view and pay all applicable permit fees from their Cart. For non-plan review (over-the-counter) permit applications, fees are invoiced immediately upon submittal of the application. For plan review permit applications, jurisdictions will invoice the fees due upon receipt, review, or approval of the application. When there are unpaid invoices due, a number will appear next to the word Cart in the blue menu bar when you are logged into your MyBuildingPermit account:



Paying Invoices

Below are instructions on how to pay an invoice on <u>MyBuildingPermit.com</u>. To pay invoices online an active customer account and an accepted form of payment (credit card or electronic check) are required.

Steps to Pay an Invoice Online:

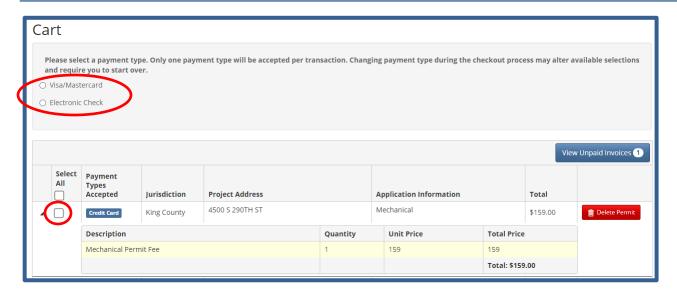
- **1.** Log in to MyBuildingPermit.com.
- Click on Cart within the navigation bar at the top of the page.



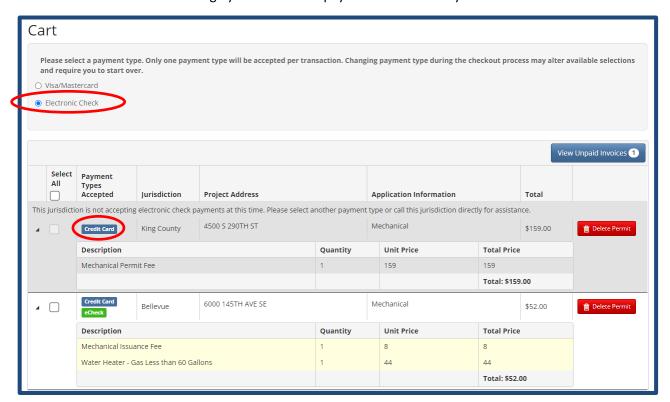
- **3.** Select a form of payment you will use to complete your transaction. Options may include credit card (Visa or Mastercard) or electronic check. A label of what forms of payment are accepted by the jurisdiction appear next to your available options.
- **4.** Select the checkbox(es) to the left of the invoice(s) you elect to pay.



Cart



Note: If you select electronic check as your Payment Method and it is currently not a valid payment method for the jurisdiction of the permit/invoice you are attempting to pay for, this item will not be available to select. Change your method of payment and remake your transaction selections.



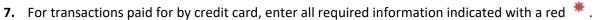
5. Click Check Out

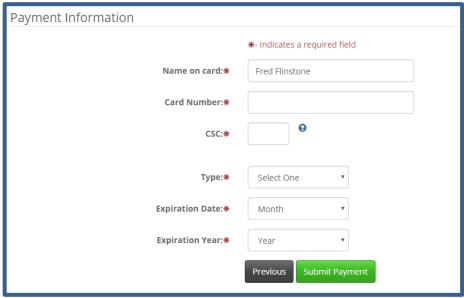


Cart

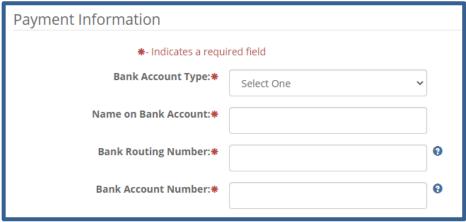
6. Verify information on the *Order Summary* page is correct. Click go back and edit your cart.

Previous to proceed or





8. For transactions paid for by electronic check, enter all required information indicated with a red *.



Cart

9. Add a Billing Address or select from the current addresses on file.



- **10.** Click Submit Payment to complete your transaction.
- 11. A Transaction Summary page displays when the transaction is complete.
 Note: If your transaction did not process successfully, an error message will display under Order Tracking Number and provides additional information about actions to take to reattempt your transaction.



12. A receipt will be emailed to the email address on file within a few minutes. A copy of the receipt will also be added to the Files & Documents section on the permit details page of your dashboard for your records. If you paid by electronic check, the authorization statement acknowledgement is appended to your receipt.

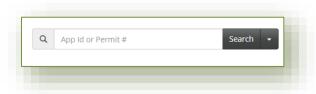


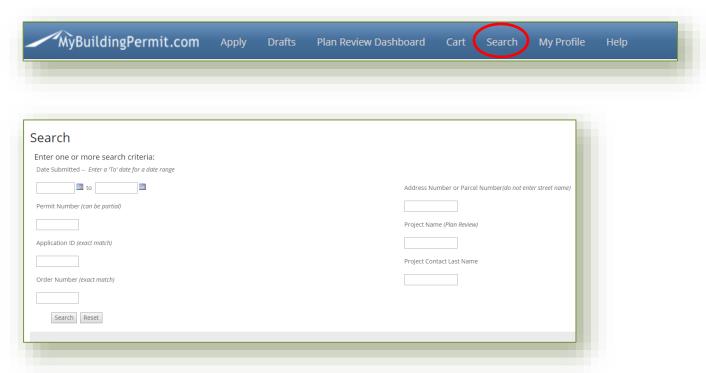


Search

Search

Users can search for permit or application details on the *Search* page. A quick search feature located on the *Drafts, Plan Review Dashboard,* and *Search* pages can be utilized to search by application ID or permit #. For searches with additional criteria choices, utilize the link on the blue menu bar:





Users can search by any of the following criteria:

- **Date** application was submitted—enter a 'To' date to search for a range
- Partial Permit Number
- Application ID—must be an exact match
- Order Number—must be an exact match
- Address/Parcel Number—number only, no street names
- Project Name—plan review applications/permits only
- Project Contact Last Name
- Application Type

Users can click on the linked Application ID to access the *Application Detail* page.



CUSTOMER USER GUIDE My Profile

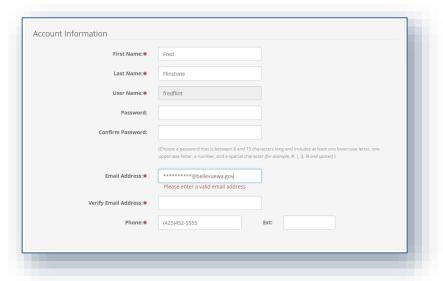
My Profile

Users can manage their account profiles through the *User Profile* page on MyBuildingPermit.com.

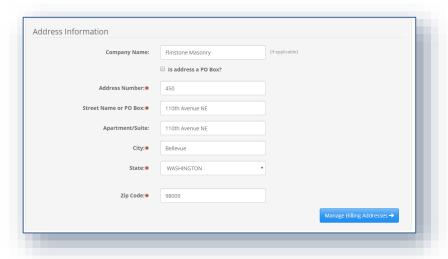


Under the My Profile link in the top menu bar, users can manage the following in their account profile:

• Account Information including User name, password, and email address.



• Address Information including adding billing addresses (US and Canada accepted).





My Profile

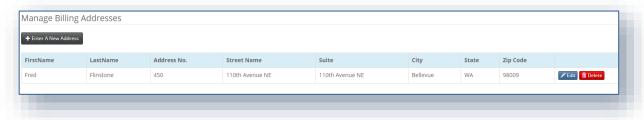
• Associated Companies including adding and removing company associations.



Steps to edit a user profile:

- 1. Click on My Profile in the top menu bar.
- **2.** Make any changes to account and address information as needed.
- 3. To add a billing address, click

 Manage Billing Addresses → under Address Information section.



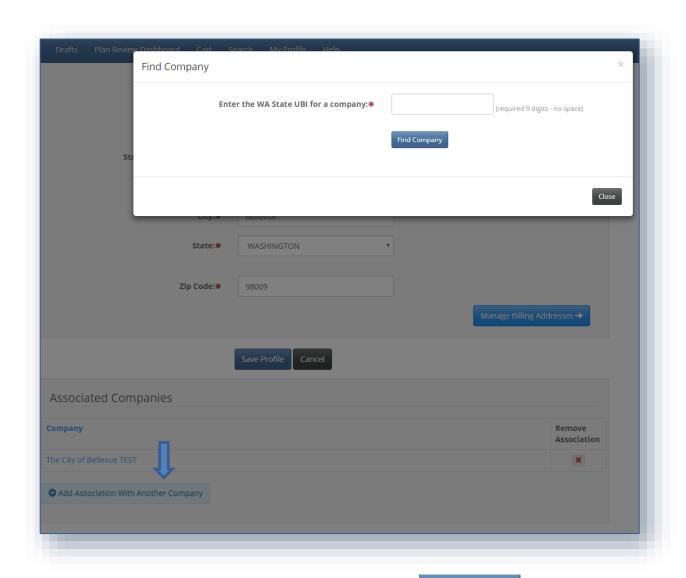
- a. Click + Enter A New Address
- b. Complete all required fields as indicated with a red asterisk * .
- c. Click
- d. Current billing addresses can be edited or deleted.
- 4. Add or remove associated companies:
 - **a.** To **remove** an association, click the red 'X' under Remove Association column on the far right. This only removes your user account's association to this company. It will not remove your account, the company profile, or any other users associated with the company.



My Profile

b. To add an association to another company, click

Add Association With Another Company

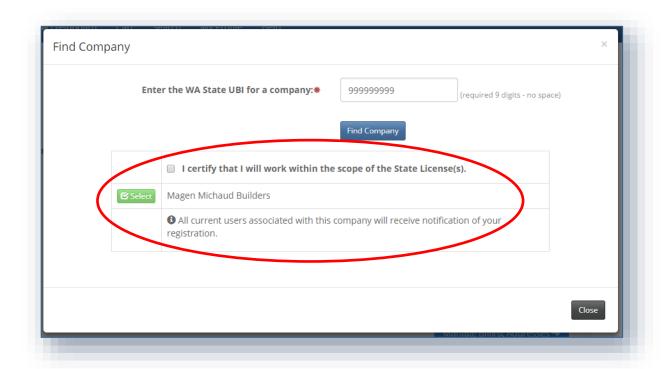


c. A window will pop up, enter the 9-digit WA UBI number and click

d. Click checkbox to certify and then green select button to add or click Close to cancel.



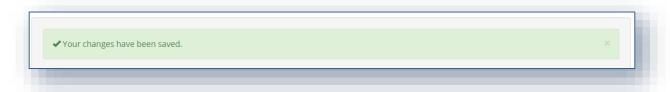
My Profile



5. Click

Save Profile

6. A confirmation will be received that changes have been saved.



Note: All existing user accounts associated with the company will receive an email regarding your new association with the company.





Status Site

Status Site

Contains a library of public record permits available to search based on any of the following criteria:

- Permit number
- Project information
- Address
- People (Applicant or Contractor)

Users can search within each Jurisdiction to check on the status or view details about specific permits. Links are provided within the returned search results to view additional details on permit status, activities, inspections, conditions, fees, and associated permit applications.

The Status site can be accessed by clicking on Check Status option on the MyBuildingPermit.com home page:



Permit Search Tips

- Jurisdiction is a **required** field and must be selected to initiate a search (search button is disabled until Jurisdiction has been selected).
- Returned results are specific to Jurisdiction selected.
- Each search option (Permit #, Project Info, Location, People) is unique and criteria entered on one tab does not carry over into another.
- To search by Date range, you must first select a date type (Applied, Issued, Finaled).
- Maximum returned results allowed = 100. If error message is received please narrow your search parameters.

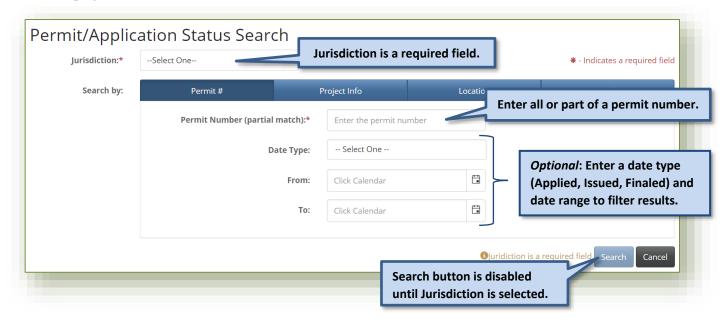
NOTE: If you have any issues navigating the site, technical support is available Monday-Friday, 7am-5pm PST. Contact the Support Desk at egovsupport@ecitygov.net or 425-452-4340.

For any questions regarding the information provided on a specific permit, please contact the Jurisdiction directly.

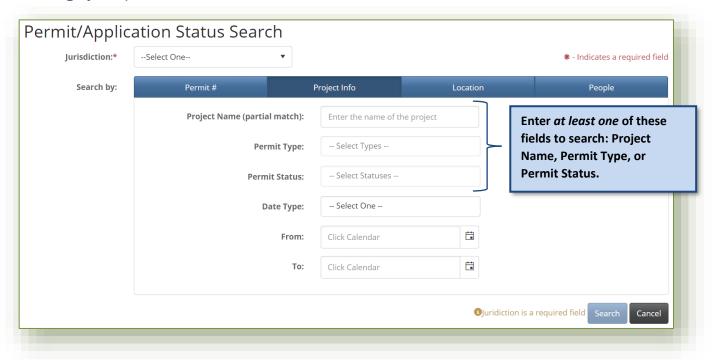


Status Site

Searching by Permit



Searching by Project Info

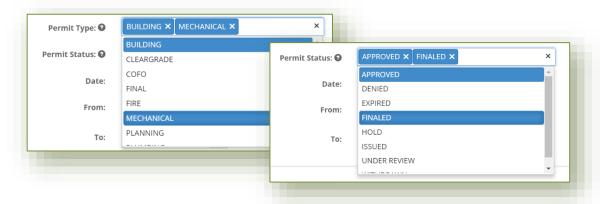




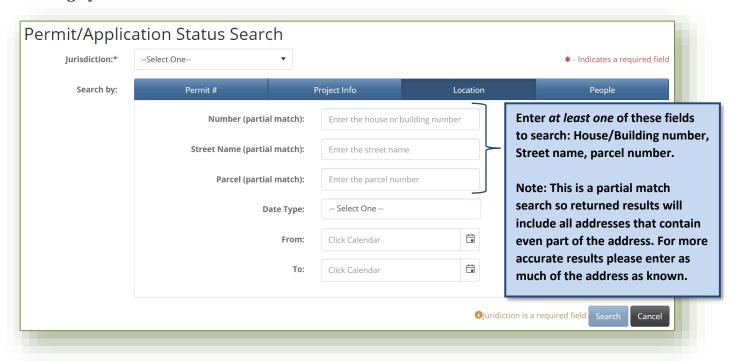
Status Site

Permit Type/Permit Status Search Tips:

- Smart Search enabled: Start typing the first part of the word and click to select from applicable matches (i.e. MECH would display MECHANICAL as an option to select).
- Multiple selections allowed: Click on all applicable types you would like to search by.
- To clear a selection: Click the 'X'.



Searching by Location

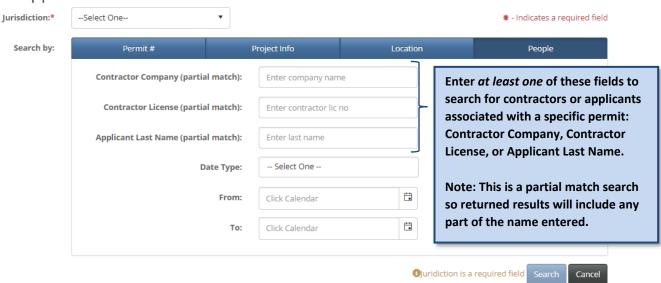




Status Site

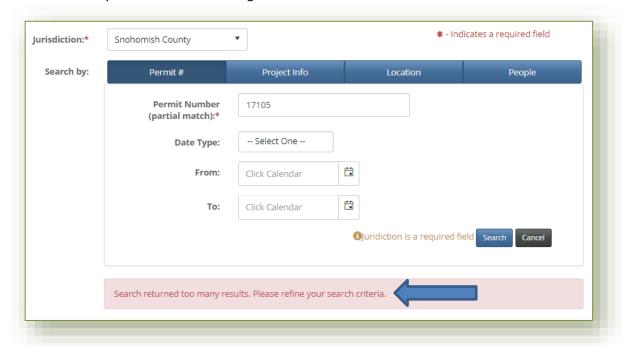
Searching by People

Permit/Application Status Search



Search Results

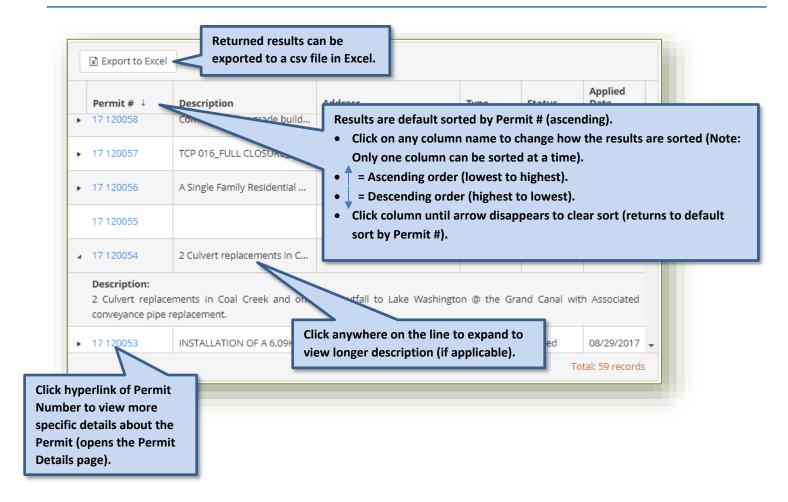
Search results are returned in a grid format with a maximum amount allowed of 100. If your search criteria returns too many results an error message will be received:



You will need to narrow your search by adding more specific criteria or filtering my date type and range.



Status Site



Permit Details Page

The information displayed on the Permit Details page is provided by the Jurisdiction that reviewed/issued the applicable permit. The following information, if available from applicable Jurisdiction, is provided:

- <u>Permit Details/Description</u>—provides an overview of the Permit.
- Documents—if provided by the Jurisdiction, links to corresponding permit documents.
- People—applicants or contractors associated with the Permit.
- Reviews and Activities—dates and notes regarding any activity that has happened on the permit.
- <u>Conditions</u>—list of applicable permit conditions if provided by Jurisdiction.
- <u>Inspections</u>—dates and notes from all applicable inspections. Also, if provided by the Jurisdiction, links to corresponding inspection documents.
- <u>Fees</u>—list of applicable fees associated with a permit and any remaining fees due.
- Other Permits on Same Parcel—historical list of all permits issued to the same parcel number.

Important Tips when viewing Permit Details page:

• Each section can be expanded or collapsed by clicking on the blue title bar.



Status Site

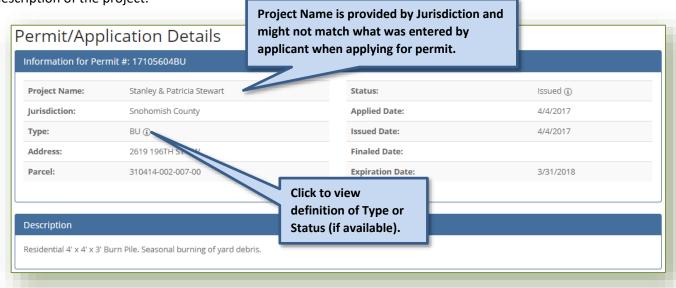
- Columns can be sorted in each section by clicking on the applicable column names:
 - o Only one column can be sorted at a time.
 - A small arrow will appear indicating a sort has been applied:
 - † = Ascending order (lowest to highest).
 - __ = Descending order (highest to lowest).
 - To remove sort, continue clicking column name until arrow disappears.

Note:

- All the information provided on the Permit Details page is provided by the applicable Jurisdiction.
- If you have any questions about the information provided on this page, please <u>contact the</u> Jurisdiction directly.
- If you have any issues navigating the site, technical support is available Monday-Friday, 7am-5pm PST. Contact the Support Desk at egovsupport@ecitygov.net or 425-452-4340.

Permit Details/Description

An overview of the permit including Permit number, project name, Jurisdiction, Permit type, Address/Parcel associated with permit, Permit Status, important dates (Applied, Issued, Finaled, and Expiration), and a description of the project:



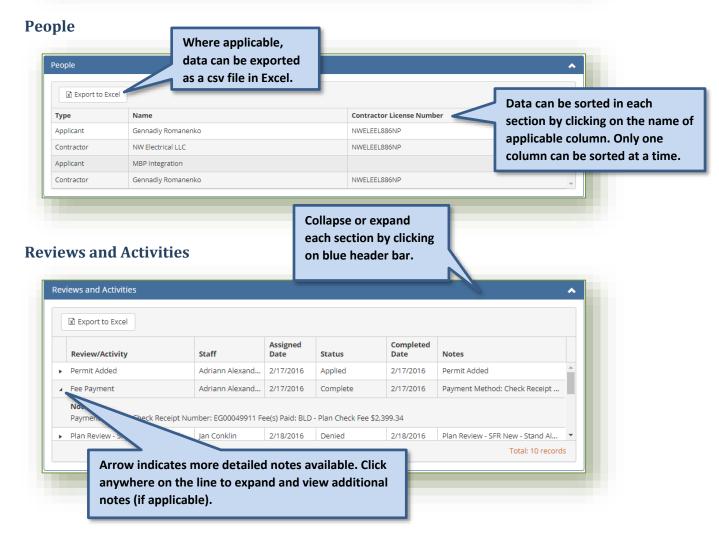


Status Site

Documents

If a Jurisdiction provides links to permit documents this section will appear. If no documents are available the section will not appear on the details page. For requests for documents on a particular permit, please contact the applicable Jurisdiction directly.



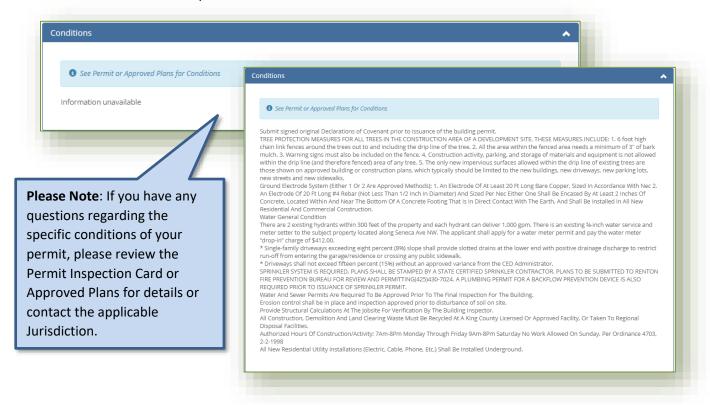


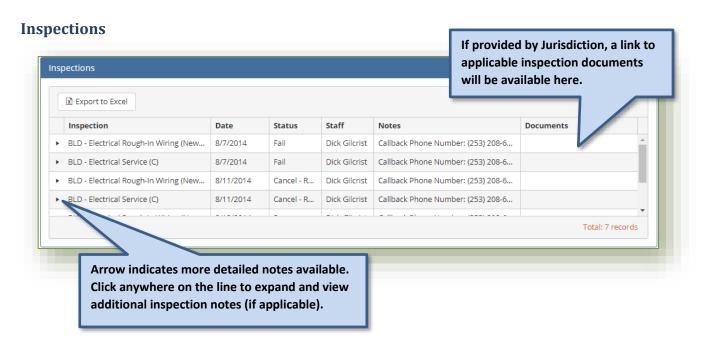


Status Site

Conditions

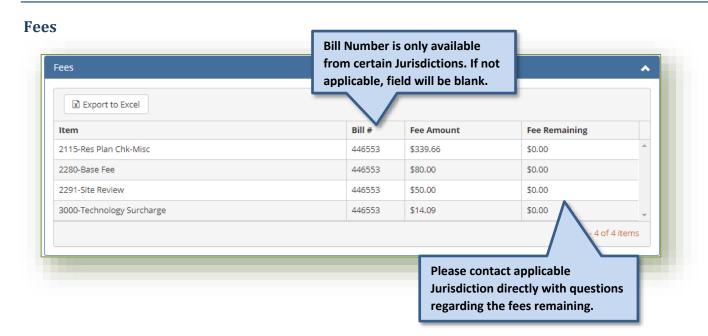
List of applicable permit conditions if provided by the Jurisdiction. **Note:** Even if conditions are provided they are not intended to be an exhaustive list. Please see the Permit Inspection Card or Approved Plans for an extensive list of conditions).



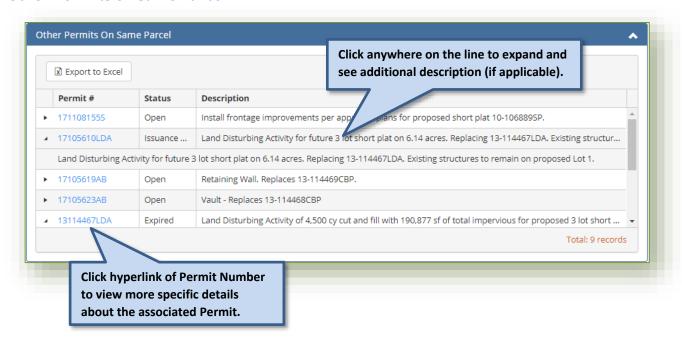




Status Site



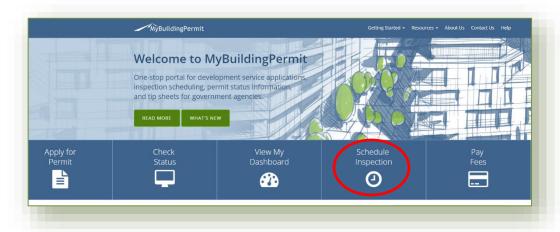
Other Permits on Same Parcel



Inspection Site

Inspection Site

Inspections must be performed to ensure that no important code requirements are overlooked. Through the Schedule Inspection link on the MyBuildingPermit.com home page, users can view, request, and cancel inspections for specific permits.



Note: Inspection scheduling information and rules are managed by the individual Jurisdictions. If a permit does not display or any other related information is not readily available through the Schedule Inspection site, contact the Jurisdiction that issued the permit for assistance.

Steps to View, Request, or Cancel an Inspection

- 1. On the MyBuildingPermit.com home page, click on Schedule Inspection.
- 2. Select Jurisdiction from drop-down.

Note: No other information can be entered until a Jurisdiction is selected.

- 3. Select Search for Permit method: By Permit Number or By Address.
 - a. Permit Number—must be an exact match as it appears on the permit (including any dashes and/or spaces).



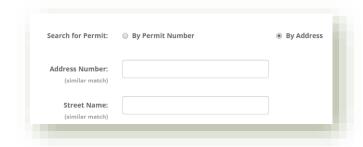


Inspection Site

b. Address—can be a partial address, system will search for all similar address matches.



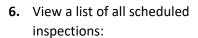
Note: If expected results do not display, contact the associated Jurisdiction as the inspection may not be currently available. Search results only display permits that

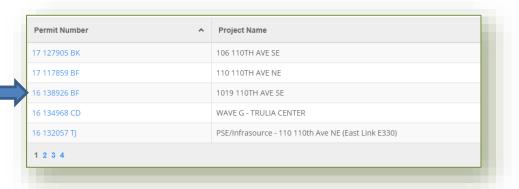


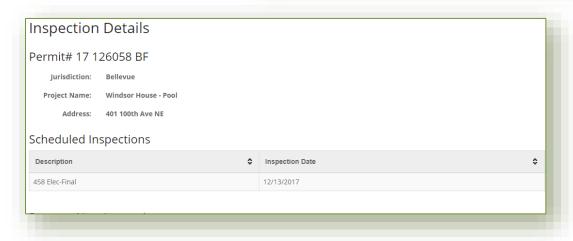
have at least one inspection already scheduled or at least one inspection available to be scheduled.

View Scheduled Inspections:

Click on the hyperlinked Permit Number in the search results. The *Inspection Details* page displays.







Requesting an Inspection:

7. On the *Inspection Details* screen, select the desired Inspection Date from the options available.

Note: Some Jurisdictions also allow you to select a Time Preference, select if available.

8. If applicable, enter a brief message to the Inspector.



Inspection Site

- 9. Complete the Inspection Site Contact information at the bottom of the page.
- **10.** Click Submit Inspection Request

Canceling an Inspection:

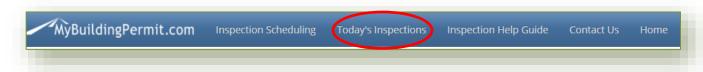
- **11.** On the *Inspection Details* screen, identify the correct inspection to cancel under the **Scheduled Inspections** section.
- 12. In the How to Cancel column, click Cancel Online

Note: If inspection is scheduled for today, you will need to contact the Jurisdiction directly to cancel. Phone numbers are provided under **Scheduled Inspections** section of the *Inspection Details* page if applicable.

- **13.** Acknowledge the pop-up message asking to confirm the cancelation.
- **14.** A confirmation page will appear, print for your records.

Steps to View Today's Inspections

- 1. On the MyBuildingPermit.com home page, click on Schedule Inspection.
- 2. Click on Today's Inspections in the blue bar across the top of the page:



- 3. Select the applicable Jurisdiction
- **4.** A list of all scheduled inspections will display:



Inspection Site

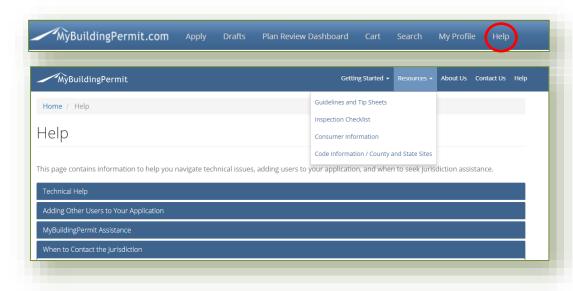
Permit Number	^	Description	Inspector
13 120079 BB		242 Bldg-Ext Lath	Jim Babst (425) 452-5204
13 120079 BB		268 Bldg-Final	Jim Babst (425) 452-5204
13 120079 BB		720 Fire-Life/Safety	Dennis Warner (425) 452-6011
13 120079 BB		720 Fire-Life/Safety	Dennis Warner (425) 452-6011
13 120079 BB		740 Fire-Final	Dennis Warner (425) 452-6011



Help

Users can access information to help navigate technical issues and instructions on how to complete specific tasks on the MyBuildingPermit.com Help site.

Users can also access resources such as Tip Sheets, Inspection Checklists, and Code Information.



Technical Assistance

Contact the Support Desk at egovsupport@ecitygov.net or 425-452-4340. Support is available Monday-Friday 7 AM-5PM.

MyBuildingPermit Assistance

Users can find links to documents that provide instructions on performing specific actions on the website. These include informational documentation on:

- Creating and Managing user accounts
- Applying for an over-the-counter or plan review permit
- Information regarding the Plan Review process:
 - o Electronic Plans Requirements
 - o Plan Review Dashboard
 - Paying Invoices
 - Adding delegates to an application
- Scheduling Inspections and checking their status

Contact Jurisdiction

Users should contact the Jurisdiction directly when they need to do the following:

- Add an address within MyBuildingPermit.com
- Determine if a Permit is required
- Request a refund
- Update their Business License information
- Request a change to a Permit
- Inquire about Permit fees

Frequently Asked Questions

Q. Why do the changes I made to the columns not go away when I log off or refresh the page?

Any changes to the grid related to the layout or design (i.e. rearranging the order of the columns, adding or removing columns displayed, etc.) are saved as a user preference behind the scenes. To reset the grid to its default display and undo any changes made, log out and clear the cache. When you log back in, the display will be returned to its default state (but will again save any changes made to the layout).

Q. I searched for a delegate to add but am not sure it worked. How can I tell if my search was successful?

If a search by username or email is successful, the returned result will appear at the top of the Suggested Project Delegates list and will be highlighted. To add the returned result to your Current Project Delegates list, click on the rarrow. If no users were found with the username and/or password provided, or if the user has already been added to the Suggested or Current list, an error message will appear. **NOTE**: If multiple users are associated with the same email address, only those not currently on one of the two lists will be added.

Q. How can I tell if a Jurisdiction received my Cancel Application request?

When you click on Cancel Application, complete the applicable form, and select 'Submit to Jurisdiction' you will be returned to the details page. You will see a new document type labelled 'Cancellation Request' in the Files & Documents section of the permit. The Jurisdiction is notified via email of your request. Any questions about the cancellation process should be directed to the applicable Jurisdiction.

Q. I submitted info to Add a Contractor, but I am not sure if it was successful. How can I verify my request was received by the Jurisdiction?

When you click on Add a Contractor to complete the applicable form and select 'Submit to Jurisdiction', you will be returned to the details page. You will see a new document type labelled 'Contractor Information' in the Files & Documents section of the permit. The Jurisdiction is notified via email of your request. Any questions about adding or updating contractor information on a permit should be directed to the applicable Jurisdiction. **NOTE:** 'Add a Contractor' just sends the information to the Jurisdiction to insert into their permitting system, it will not update the Contacts section on the details page. Only contractor information entered when applying will display in this section.



Q. I have read a document on the permit, but it is still listed under the Needs Attention section. When will this drop off the list?

Make sure that *all* documents have been read under the Files & Documents section on the details page. If multiple files are uploaded on a permit, it will only display once under the Needs Attention section, but it will not clear off this list until all the uploaded documents have been viewed. Also, a permit might be listed in the Needs Attention section for two different reasons i.e. once for new documents to view, and once when the Issued Permit has been uploaded. These are considered two separate actions that need the applicant's attention.