

Permit Portal

Applicant Guide

Updated 5/22/2020

Step 1, 2, 3...



WESTERVILLE

PLANNING & DEVELOPMENT

Disclaimer: This guide is not intended for print as it may be updated often.

- ★ To view the **newest** version, please visit the Planning & Development Department's Forms and Applications website (<https://www.westerville.org/services/planning-development/forms-and-applications>)
- ★ Please review the rest of this guide to understand the necessary steps and process for submitting and paying for an eligible permit through the Permit Portal.
- ★ If at any point you have questions, please call us at 614-901-6650 option 4.

- Guide continues on the next page -

IMPORTANT NOTES

Available Application Types:

BUILDING PERMITS

Residential*

- Existing ⇨ Mechanical ⇨
 - Res - Furnace Gas
 - Res - Furnace Electric
 - Res - Water Heater Replacement Electric
 - Res - Water Heater Replacement Gas
 - Res - AC Replacement

- Existing ⇨ Other ⇨
 - Res - Sidewalk/Curb Cut/Approach

Commercial**

- Existing ⇨ Mechanical ⇨
 - Comm - HVAC Replacement Electric
 - Comm - HVAC Replacement Gas
 - Comm - Water Heater Replacement Electric
 - Comm - Water Heater Replacement Gas
 - Comm - Air Conditioning Replacement

- Existing ⇨ Other ⇨
 - Comm - Sidewalk/Curb Cut/Approach

** Includes buildings with 1, 2, or 3 residential units*

*** Includes buildings with 4 or more residential units*

Commercial Trade Permits

- Require the individual applying for the permit to have an active State of Ohio License
- See the **Steps** for how to provide a copy of your state license and request access to these permit types through the Portal

Payment Info

- Online payments are processed using PayPal with a credit or debit card
- Online payments will show on your credit card or bank statement as coming from “WPERMITPRTL” or “WESTVLPERMITPORTAL”
- If you have a question on any payment transactions or payment history for online permits, please call the Building Department at (614) 901-6650 option 4

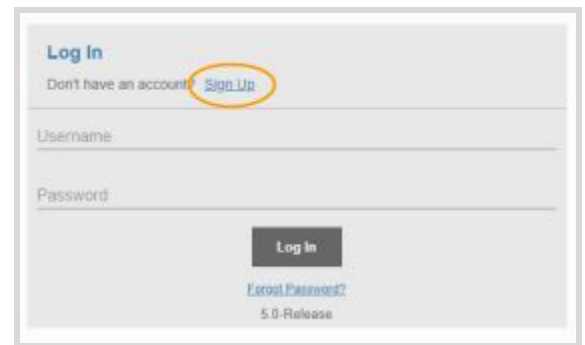
STEPS

I. Access the **Permit Portal**

- a. Accessible from the Planning and Development Department's [Forms and Applications website](#).
- b. Note: this is different from the **Online Plan Submission Portal**, which is used for submission of plans for ePlan review.

2. If you do not have an account yet, click **Sign Up**

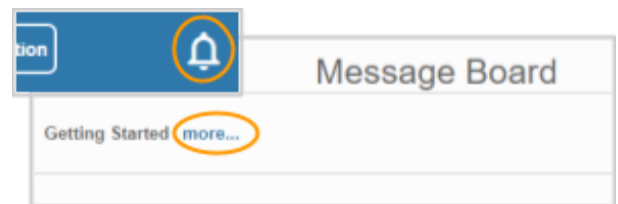
- a. Complete all fields under *Credentials* and *Contact Information*
 - i. **Important:** If this is a business account, use the business address, phone, and email information.
- b. Click **Register**
- c. Go to your email account you used to sign up
- d. Open the email that says “...*Your Cityworks registration is almost complete*” and click the activation link
- e. **Login** to complete your registration



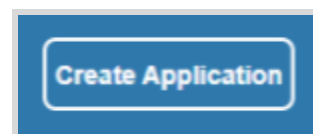
3. If you have an account, **Log In** to the Permit Portal

4. Click the **bell icon** to see the latest info in the **Message Board**

- a. Click **More...** to see the entire content



5. Click **Create Application**



6. If you need access to *commercial trade permits*, do the following:

- a. Click **Account Update**, select **Commercial Trade Permit Access Request** and click **Begin Application**
- b. Fill out all required fields (show in red)
 - i. Advance to each section by clicking **Next**
 - ii. In the *People* section, click **More...** in order to see and fill in the *Company Name* and *Phone (Work)* fields



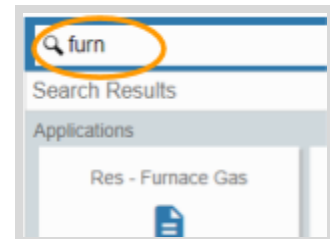
- iii. In the *Datagroup* section, check the box next to the permit types to which you have a valid state license and would like access to.
- c. Click **Add** to upload a copy of your state license(s)
 - i. **Important:** must be a picture file format such as a .jpg, .png, or .tif file (taking a picture with your phone is one way to do this). Cannot be PDF file.
 - ii. Select a label for each attachment
- d. Click **Submit** and then **Accept** to the Terms and Conditions



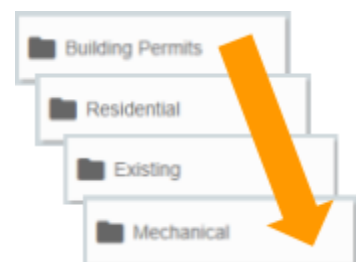
- e. Check to see that you receive an email notification confirming your request
- f. Please wait approximately **1 business day** for staff to process your request, update your contractor record in the permit system and grant you access.
- g. You will receive an email notification as soon as access is granted to the selected commercial trade permit types.

7. Find the desired permit application two different ways:

- a. Use the **search** to type in the name of the application and results will appear below.
 - i. If you did not find what you were looking for, verify that it is in the list of eligible applications and then use the next method below.
 - ii. To start over, select and delete what you typed into the search.

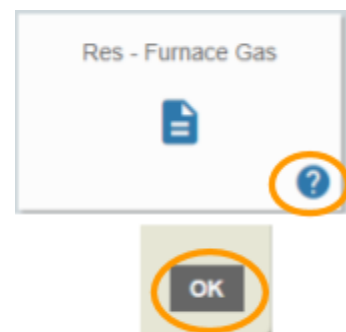


- b. Click through the folder options and results will appear.
 - i. Refer to the list of eligible applications for the folder location of each application type.

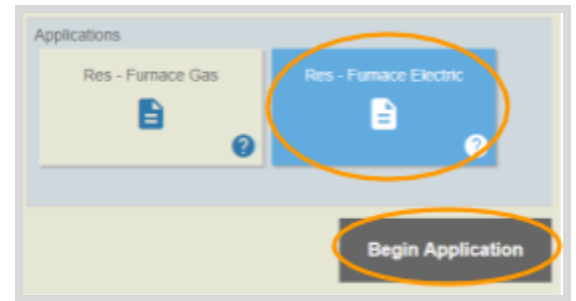


8. Click the **question mark icon to find out more information about the application type**

- a. Click **OK** to close the information window
- b. Note: if there are any links in the window, clicking on them will take you to a new page. (to return to the Portal, click the **back** button in your web browser)

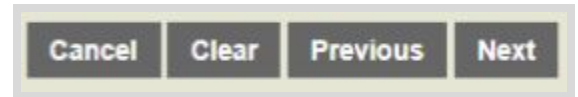


9. To start the submission process, select the application and then click **Begin Application**



10. Fill out the fields in each section

- a. **Cancel** exits the application (can be found later in your **Incomplete** tab)
- b. **Clear** removes info entered in the current section
- c. **Next** and **Previous** moves you between sections
- d. When entering an address with a suite number, make sure to select the correct suite number. (You can enter the first part of the address and choose from the selection)
 - i. If your address does not appear, the address is either outside of the city limits or does not exist in our records. Call us 614-901-6650 to confirm.



- e. Fields in red are required (make sure to update non-required fields too!)

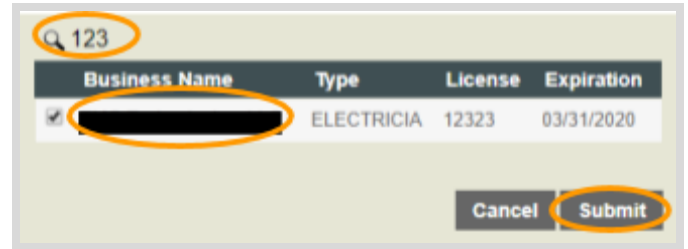


- f. Type in the *applicant, property owner* (and *professional contact* if commercial) or click **Use My Information** to use the information associated with your Portal account.
 - i. **Important:** Click **More...** to see all of the fields including the required fields: *Work Phone, Company Name, and Email Address.*



11. If applicable, select a contractor (required for commercial).

- a. Click **Select Contractor(s)...**
- b. Type in the name, click on the name to select it, and click **Submit**
- c. If you cannot find the contractor from the list of contractors but you entered a **professional contact**, staff will use the information from the **professional contact** to create and add the contractor to your permit for you.

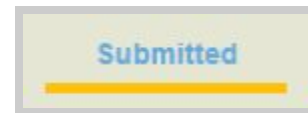


12. Click **Submit** and after reviewing the terms and conditions, click **Accept**.



13. You will receive an email notification once you submit your permit.

14. Applications that are submitted will be listed in the **Submitted** tab.

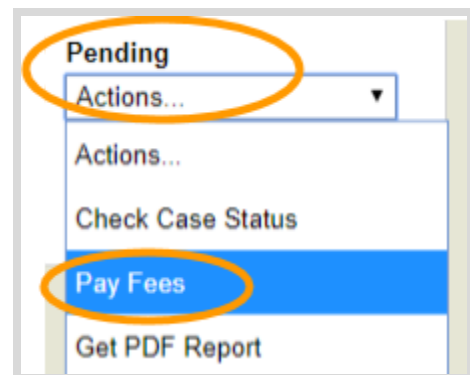


15. Check for and pay any fees due.

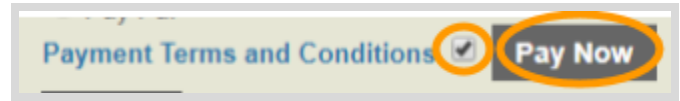
- a. Look in the **Fees** section for **Total Due**

Fee	Amount	Amount Paid	Amount Due
Comm - Plan Review 1 Fee	\$0.00	\$0.00	\$0.00
Comm - Hvac Replacement	\$150.00	\$0.00	\$150.00
Comm - State Bldg Assessment(3%)	\$4.50	\$0.00	\$4.50
Total Fees:	\$154.50	Total Paid: \$0.00	Total Due: \$154.50

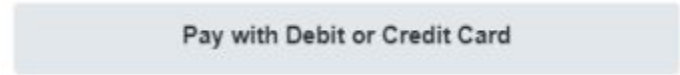
- b. If there are fees that are due, click the dropdown arrow under **Actions** and then click **Pay Fees**.



- c. Check the box next to the Terms and Conditions and click **Pay Now**
 - i. Payment with a credit or debit card through PayPal is the current form of accepted payment.



- d. On the PayPal site, click **Pay with Debit or Credit Card**



- e. Enter the credit card info, billing address, contact information and click **Continue**

- f. You will be returned to the Permit Portal where you may look under the **Fees** section to check payment history and confirm that there are no remaining fees due.
 - i. Permit status will also be updated to "Paid In Full".

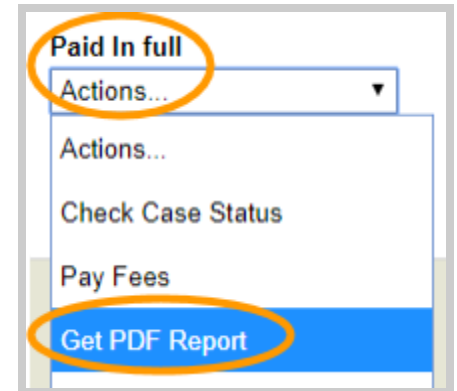
Total Fees:	Total Paid:	Total Due:
\$154.50	\$154.50	\$0.00

16. Staff will process your permit and issue it within approximately **1 business day**. **Inspections should not be requested until the permit is issued.**

17. You will receive an email notification once the permit is issued.

18. *Call in inspections as required.* Inspection requests must be completed by 12 PM the day before the inspection is desired.

19. *If you would like to download a history of your fee payments and your permit information:* click the dropdown arrow under **Actions** and then click **Get PDF Report**.



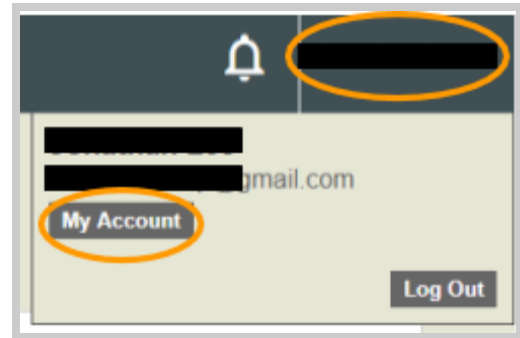
20. If additional payments are required, Staff will communicate this to you by phone or email. Pay the fees using the same steps used the first time.

21. You will receive an email notification any time inspections are completed and you may print out the inspection result(s) and history by clicking the dropdown arrow under **Actions** and then clicking **Get PDF Report**.

FAQs

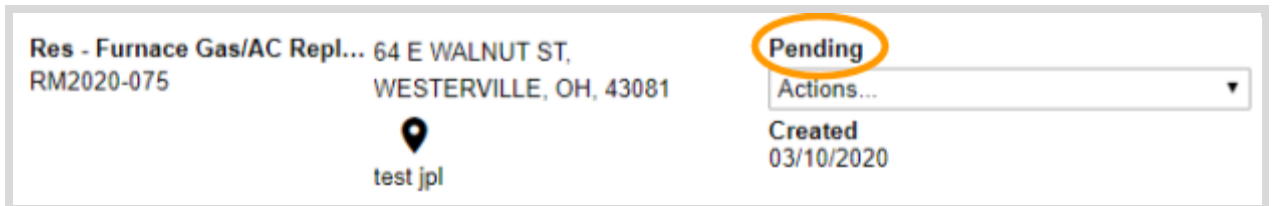
How do I update my account?

- Click on your username in the top right corner and then **My Account**
- Click **Edit Account Details** to update your name, address and phone
- Click **Change Password** to update your password



How do I check the permit status?

- Return to the home screen by clicking the **Cityworks** logo in the top left corner
- Status is listed above the **Actions** menu



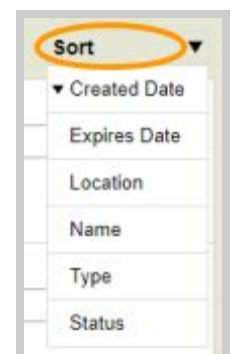
- If you have additional questions on the permit status or next steps, please refer to the **Steps** in this guide or call us at 614-901-6650 option 4 with your permit number ready.

How do I see more details on my submitted permit application?

- Return to the home screen by clicking the **Cityworks** logo in the top left corner
- Click on your permit and it will show more details including the information you entered when submitting it, associated fees/payment, and inspections.

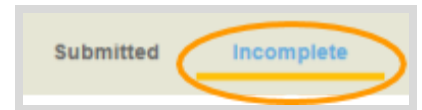
How do I find my submitted permit?

- Return to the home screen by clicking the **Cityworks** logo in the top left corner
- In the **Submitted** tab, you can use the search bar and search by permit number or address. You may also sort your permits by clicking the **Sort** button and sorting by location, type, status, etc.



How do I finish submitting an application that I started but did not complete?

- Return to the home screen by clicking the **Cityworks** logo in the top left corner
- Click on the **Incomplete** tab
- Click on the permit and proceed with filling out the required information and submit it (see **Steps** for submitting a permit application)
- After a permit is submitted, it will be listed in the **Submitted** tab



Need additional assistance? Please call the Building Division at (614) 901-6650 option 4 with your permit number ready.