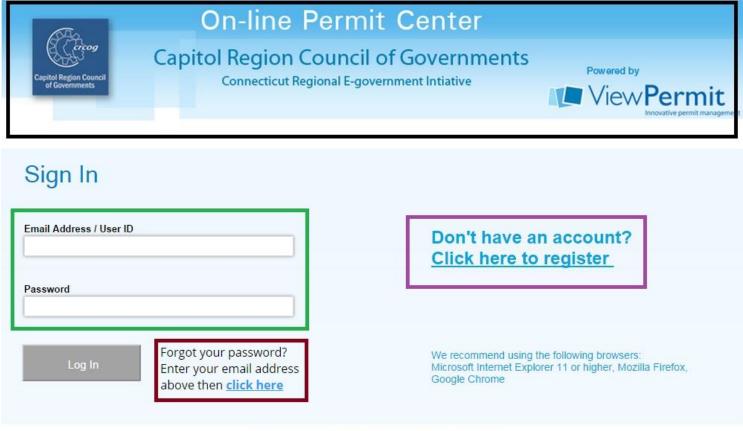


# Online Permit Center User Manual

#### Part One: Logging in

The Initial Sign-in page for the Online Permit Center has undergone some changes. It is far simpler for first-time users.



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**Log-In-** There's now one sign-in for every type of user. They just need to have an active account to sign-in. User accounts are tied to an email address, so it's a requirement for access to the Online Permit Center.

**Registration**- For first time user's the registration page is a click away; large and visible. The contents of which will be detailed in **Part Two**.

**Password Reset-** For users who have forgot their password, the "Forgot Password" button sends an email to the user with instructions for resetting. It is contained and visibly separate from the "Log in" button.

**Header**- is your custom header for your municipality.

### **Part Two: Registration**

When you use the system for the first time, you have to register to create an account. When you select "Register" it takes you to a separate screen. The Online Permit Center gives you sever Account Types, or Roles, depending on what kind of user you are.

# Select Account Type









**Home Owners**- Home Owners are able to perform their own work or select a contractor when going through the filing process.



**House Icon**- at the top left of the page, the black house icon will always take you back to the front page, no matter where you are in the Online Permit Center.

Clear- erases all form data that has been entered.

**Register-** Once the form is filled out completely, clicking this button sends an email to the applicant for them to activate their account. Once they click the link in that email, their account is live and they can sign in.

**Contractors-** If your municipality linked with a State or a local list, **Contractors** can assign licenses based on the work they're going to do. For example, they can assign their Heating License for Heating work and their Plumbing License for Plumbing work. The Licenses will display automatically when they are filing a permit. **Note**: if using a state list, if they aren't linked in the state database they will not be linked in the Online Permit Center (Example: one license is licensed to the DBA, but another is to the individual).

usiness Name (DBA)	License Type  AEL	License Number	Expires on  Validat
tep 2: Fill Login Information	n		
Email Address / User ID			
Password			
Re-type Password			
Contact Email Address (if differ	ent than user id)		
itep 3: Fill Contact Informat	ion		
Step 3: Fill Contact Informat	ion Last Name		

**Business Name-** Business name is the DBA of the contractor's company, if the contractor doesn't have a DBA it would just be his/her name. This is not required for License Validation.

License Validation- This has to match what it says on the contractor's license and should be done before the rest of the form is filled out. Once they have selected their License Type, entered their License Number, and Expiration; they'll have to hit "Validate" to confirm what they entered matches the Licenses in the system.

The remainder of the **Contractor** form is similar to the Homeowner's.

**Businesses**- Something of an "Other" option, **Businesses** have the option to say what kind of business they are, and enter emergency contact information.



**Utilities**- Identical in format to **Businesses**, though a separate registration page is given for the **Utilities** operating in your municipality to ease confusion.

#### Part Three: the Dashboard

Once you've registered and have signed into the system you'll be greeted by the Online Permit Center dashboard.



hisham@viewpoint-gis.com (Contractor)



## What would you like to do?







- + UNSUBMITTED APPLICATIONS
- + INCOMPLETE APPLICATIONS
- + BALANCE DUE
- + PERMITS & APPLICATIONS

**House Icon**- at the top left of the page, the **House Icon** will always take you back to the log in screen (if not signed in) or the **Dashboard** (if your signed in) no matter where you are in the Online Permit Center.

**Person Icon-** Will allow you to **Sign Out**, **Update your Account**, or take you back to the **Dashboard**, no matter where you are in the Online Permit Center.

You can also **Apply for a Permit or License**, **Request an Inspection**, or **Lookup a Permit**, which we will go into more detail on later.

The **Dashboard** contains four sections, delineated by gray bars. These are the categories for your permit data. They are expandable and collapsible by a click on the bar itself.

- UNSUBMIT	TED APPLICATIONS			
Click on any o	of the following records to	resume and submit your applica	ation	
Tracking #	Application Type	Address	Application For	Created
30650	Building	14 WARWICK LANE	Demolition - Residential	Oct 03, 2014

**Unsubmitted Applications**- These are **Applications** for **Projects** that you started, but never completed the submission process. If you stop an application mid-way through or sign out unexpectedly, the **Unsubmitted Applications** you were working on will be saved here. Just click on the record you'd like to resume and it will take you to the **Workflow** that will be detailed later.

- INCOMPLE	TE APPLICATIONS				
Click on any	of the following records	to view additional details and att	ach missing documentation.		
Permit #	Application Type	Address	Application For	Status	Submitted
TE-14-1523	Electrical	15 ACOSTA STREET	Central Vacuum	Online Application (Incomplete)	Oct 02, 2014
TP-14-965	Plumbing	616 Unit A HOPE STREET	Gas Line	Online Application (Incomplete)	Oct 02, 2014

**Incomplete Applications**- These are applications that the **Reviewing Department** in your municipality have said are missing information or **Documents**. By clicking on one of these, you will be taken to the **Permit Details** page, which will be reviewed in depth later in this guide.

#### - BALANCE DUE

Click on any of the following records to view additional details, pay balance due, and request inspection appointments

Permit #	Application Type	Address	Total Fee	Total Paid	Balance Due
TB-14-1659	Building	WASHINGTON BOULEVARD	\$ 75.52	\$ 0.00	\$ 75.52
TB-14-1666	5 Building	333 GLENBROOK ROAD	\$ 125.78	\$ 0.00	\$ 125.78

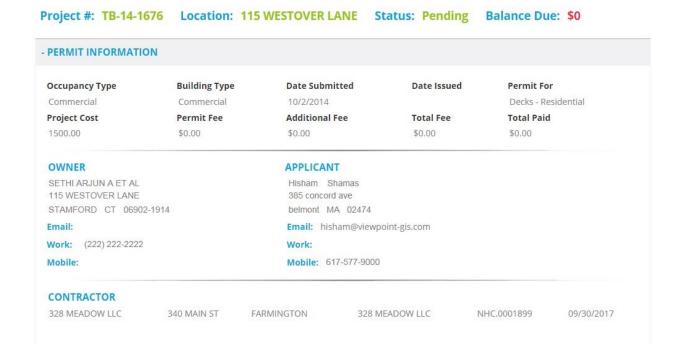
Balance Due- Balance Due is the section that calls out **Projects** on which you have outstanding **Payments**. For example, if the Municipality adds an additional fee, you'd go there to see it's been added and to pay it. Clicking will take you to the **Permit Details** page, there you can go to pay the balance. **Payment** will be covered in more detail later.

men off diffy	of the following records t	to view additional details, pay bal	ance due, and request inspection	appointments	
Permit #	Application Type	Address	Application For	Status	Submitted
TM-14-887	Mechanical	979 EAST MAIN STREET	Gas Piping	Online Application	Oct 02, 2014
ГВ-14-1674	Building	145 ACRE VIEW DRIVE	Chimneys - Commercial	Online Application	Oct 02, 201
TG-14-2	Gas	232 BOUTON STREET WEST	General Gas	Online Application	Oct 02, 201
ΓG-14-1	Gas	232 BOUTON STREET WEST	General Gas	Online Application	Oct 02, 201
ΓΕ-14-1522	Electrical	323 COVE ROAD	Central Vacuum	Online Application	Oct 02, 201
TB-14-1675	Building	142 ALTON ROAD	Decks - Residential	Pending	Oct 02, 201
B-14-1676	Building	115 WESTOVER LANE	Decks - Residential	Pending	Oct 02, 201
M-14-3	Food MilkLicense	145 ACRE VIEW DRIVE	Temporary Food Service	Issued	Oct 02, 201

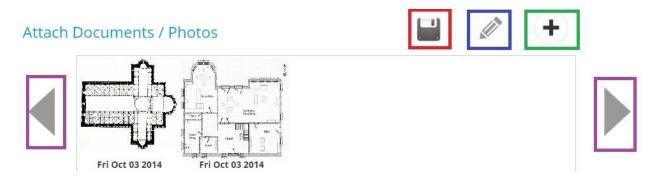
**Permits & Applications-** Is where you go to see all your **Projects**. Clicking on anyone will take you to the **Permit Details** page. **Note:** this includes your **Licenses** as well.

#### **Part Four: Permit Details Page**

The **Permit Details** page highlights the single place were all actions and Information for a **Project** can be seen by the user. Like the **Dashboard**, this too is broken up into sections.



**Permit Information**- This gives you the basic raw information of the **Project**. **Applicant, Owner, Date Submitted, Permit For**, et cetera.



**Attach Documents/Photos-** Here is where the user submits **Documents** after the fact. Click the **Plus** to add a new photo, the **Arrows** to scroll through, the **Pencil** to

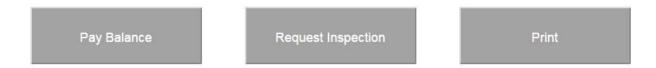
amend or delete any **Documents**, and the **Floppy Disc** to **Save** your changes. You must click **save** after uploading or deleting your documents, or else your application will not be updated.



**Review Status**- This is the place where the User can see the **Status** of their **Project** in the **Plan Review** Process. It shows the date and status of the **Review** by Department



**Inspections**- Show the user all Inspections done on the **Project**.



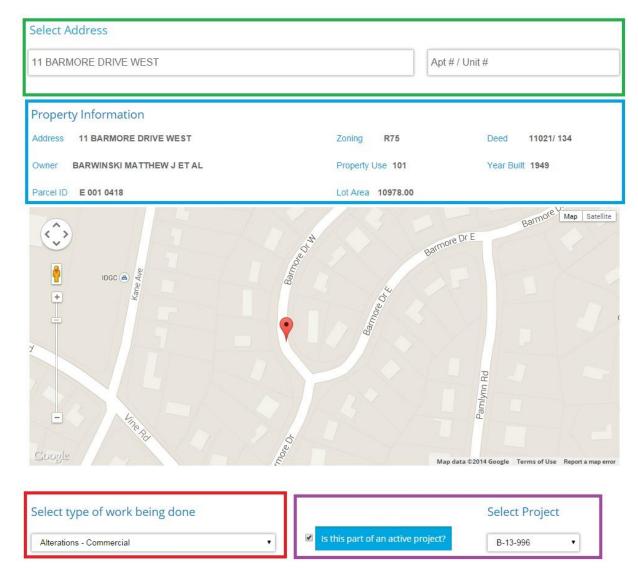
Lastly, there's three **Actions** at the bottom of the page. These will show and hide depending on the status of the **Project**.

**Pay Balance**- Takes you to the **Payment** page. **Request Inspection**- This is only for **Projects** that are **Issued**. This takes you to the **Request inspection** page and fills in the **Address** and **Permit** information automatically!

**Print**- This will print documents depending on the **Status** of the **Project**. If it's still an **Application**, it will only print an **Application**. If it is an **Issued Project** it will print the **Permit** form.

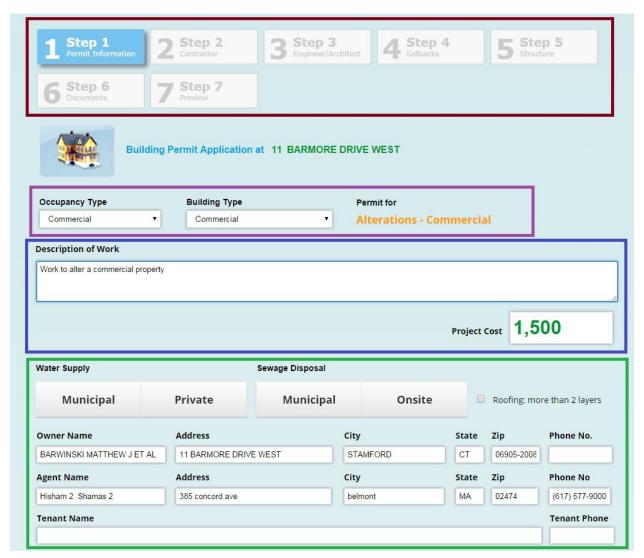
#### **Part Five: Permit Workflow**

Once you've hit **Apply for a New Permit** from the **Dashboard** and selected the **Permit Type** you enter the **Permit Workflow**.



**Address Selection**- Before you can start filling out information, you have to select an address. Type in the **Address Box** and select it from the dropdown list. Once you do that, you'll be see the **Assessors information** for the property, as well as its location on Google Maps.

After that, the User will select the type of work or **Permit For** from the drop down and, if it has **Open Projects** there, the User will be able to **Attach** this new **Child Project** to that **Parent Project**. If it doesn't have Open projects, they'll see nothing. Once that's done select **Start Application** to begin.



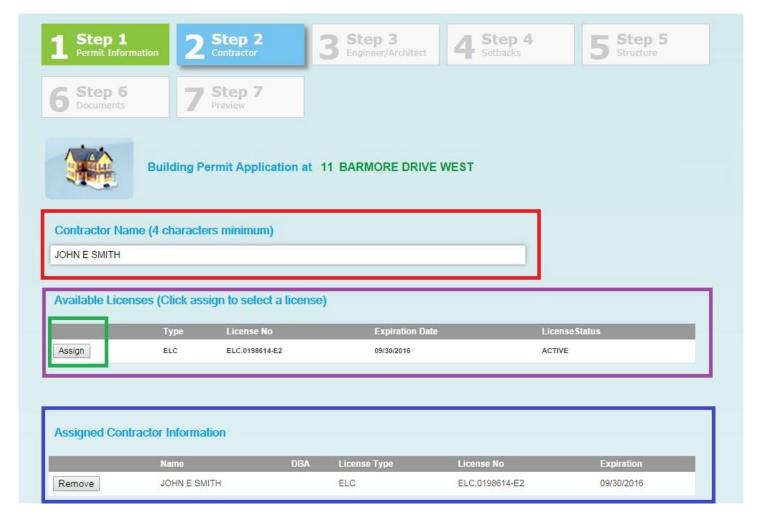
**Step 1- Permit Information**- This is where the basic information for the Permit is entered.

The Wizard up at the top informs the User where they are in the process.

The **Building and Occupancy Type** drop downs let the municipality know what kind of Property the work is being done at.

There's the **Work Description and Project Cost** that details the work that's being done and the valuation of it.

Applicant information. Applicant will auto-populate with the User's information and Owner will bring in the Assessors information. These can be overridden if needed. Once done, select **Next** at the bottom right to continue.

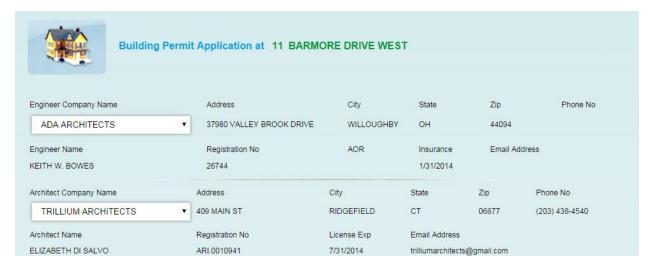


**Step 2- Contractor Information**- This is the place where you assign the **Contractor** and the proper license to the **Permit**. If the User is a **Contractor**, their licenses will come in automatically. If they're a **Home Owner** or a **Business/Utility**, you'll have to type in the **Contractor Name** to get it to populate before you can **Assign** it from the **Available Licenses**. If their license is expired, it will show up in red and the system will not let you **Assign** the license.

**Home Owner** and **Businesses** have a check box below the **Contractor Name** that allows them to be the **Applicant Doing Work**.

Once Assigned, they will move down to the Assigned Contractor Information.

Click **Next** to continue, **Prev** to go back.



**Step 3- Engineer and Architect**- You can **Assign** and **Engineer** or an **Architect** from a list of what has been entered in to the **ViewPermit** backend via the **Personnel Tab**.

1 Step 1 Permit Information	2 Step 2 Contractor	3 Step 3 Engineer/Architect  4 Step 4 Setbacks  5 Step 5 Structure
6 Step 6 Documents	7 Step 7	
Buil	ding Permit Application at	11 BARMORE DRIVE WEST
Set-backs	Required	Provided (optional)
Front	0	0
Back	0	0
Left	0	0
Right	0	0
Open Space	0	0.
Lot Coverage%	0	0

**Step 4- Setbacks-** where you can detail **Set-backs** for the **Permit**.

Building Permit	Application at	11 BARMORE DRIVE WEST	
Structural Requirements			
	Existing	Proposed	
No of floors including basement levels	0	0	
Total Height (ft)	0	0	
No of Bedrooms	0	0	
No of Bathrooms	0	0	
Living Space Area (sf)	0	0	
Cellar/Garage Area (sf)	0	0	
Total Area (sf)	0	0	

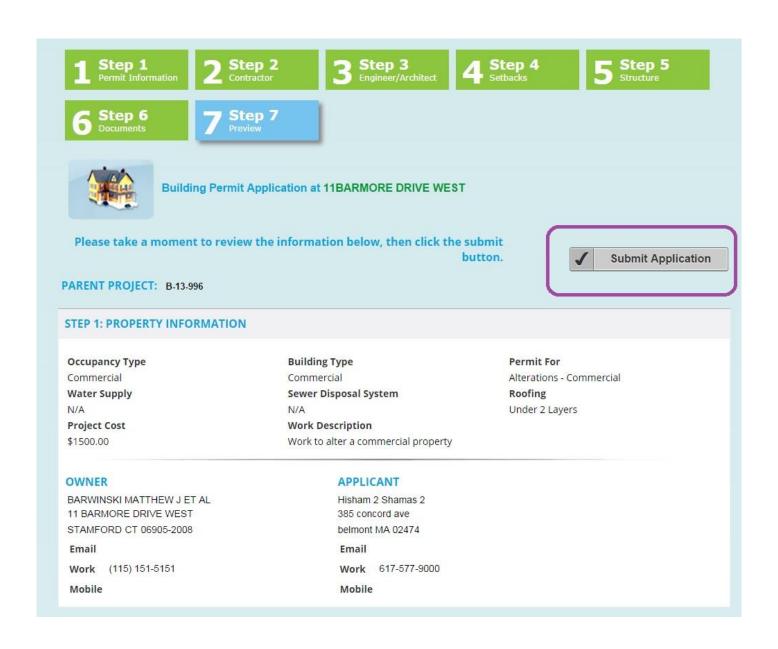
**Step 5- Structural Requirements**- Details specific information about the structure.



Step 6- Required Documents and Attachments-

**Required Documents**- Gives the User a check list of **Documents** that the municipality requires of the User to complete their **Application**.

Attach Documents- A place to Attach Documents, works the same as on the **Permit Details** Page. The only difference being is that you do not have to worry about the **Save** function here.



**Step 7- Preview**- This is where you can review your **Application** to make sure all the information is complete and correct. Then hit **Submit.** 

Additional Fees	
Certificate of Approval Fee	\$75.00
Total Fee:	\$125.00
Your Signature	
Type your full name	
note that the completion of the fie I also hereby certify that I am the c	owner of the property which is the subject of this application
note that the completion of the fie I also hereby certify that I am the concept of the propagation of the propagation of the propagation. I understand that whe right to violate the State Building Countained within is true and accurate	owner of the property which is the subject of this application perty owner and have been authorized to make this in a permit is issued, it is a permit to proceed and grants no code or any other code, ordinance or statute, regardless of in the submitted plans and specifications. All information atte to the best of my knowledge and belief. All permits is performed by a representative of this office. Requests for
note that the completion of the fie I also hereby certify that I am the or or the authorized agent of the propapplication. I understand that whe right to violate the State Building C what might be shown or omitted or contained within is true and accura approved are subject to inspection inspections must be made at least	owner of the property which is the subject of this application perty owner and have been authorized to make this in a permit is issued, it is a permit to proceed and grants no code or any other code, ordinance or statute, regardless of in the submitted plans and specifications. All information atte to the best of my knowledge and belief. All permits is performed by a representative of this office. Requests for

**Signature Pop-up**- After you hit **Submit** a **pop-up** detailing costs and fees will appear. The user will have to type their name in the **Signature box**, and agree to the two terms of conditions.

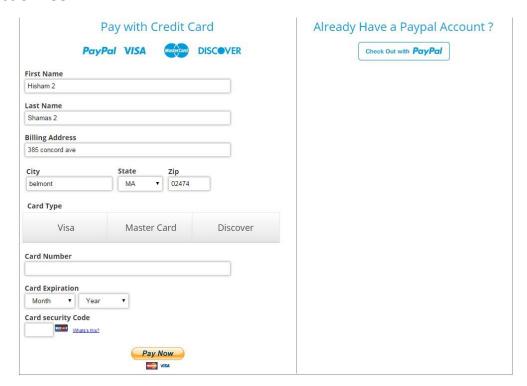
Those being done, once they hit **Submit** again, their permit has been submitted to the municipality for review. You can then **Print** the **Application** from the **Confirmation Screen** and it will link you to the **Payments Screen**.

#### **Part Six: Payments**

Whether you're coming of the **Confirmation Screen** after submitting an **Application** or coming in from the **Permit Details Page**, **Payments** are all the same.



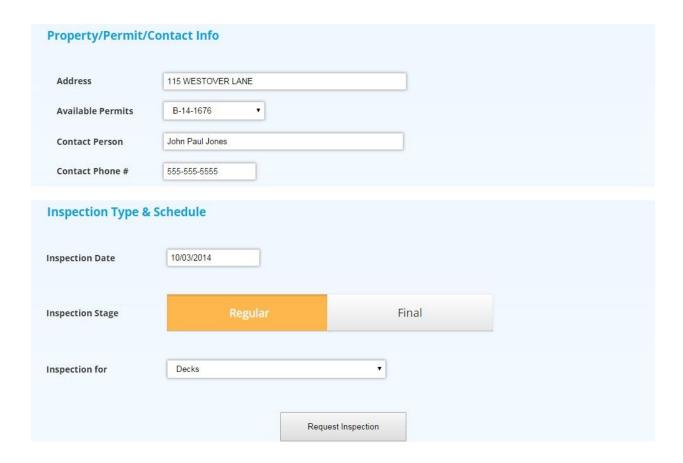
**Overview**- first it gives you a breakdown of the Permit fees themselves and the transaction fee.



**Checkout-** Users can either elect to use their **PayPal** accounts or **Credit cards** when checking out. Once the user hits **Pay Now**, the **payment** is submitted and the **project** is removed from the **Balance Due** area of the **Dashboard**.

#### Part Seven: Request an Inspection

Whether you're coming of the top of the **Dashboard** or coming in from the **Permit Details Page**, **Inspection Requests** are a little different.



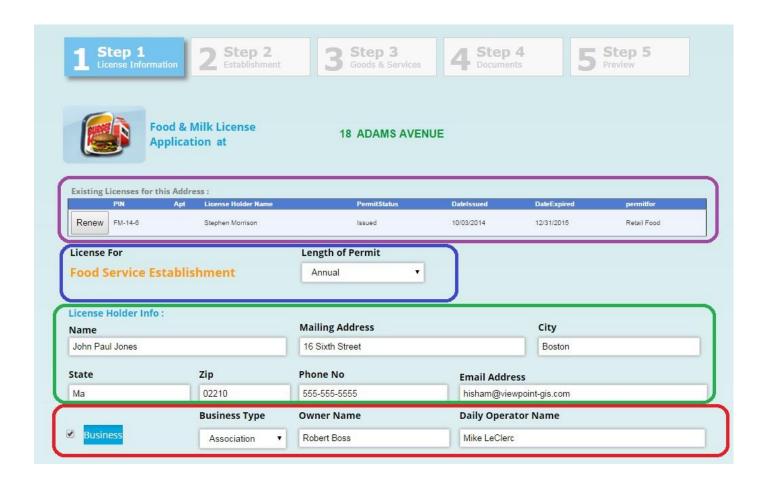
If coming in from the **Permit Details**, the Online Permit Center will input the **Address** and the **Permit Number** for the User.

If the User is coming from the **Dashboard**, they'll have to type in the **Street name** and select the **House number** from the drop down. At that point, they'll be able to select the **Permit Number**.

Users can Request a **Date**, an **Inspection stage**, and an **Inspection For**, before submitting their request. Once it's **scheduled** in **ViewPermit**, an email will be sent back to the User letting them know the date of their appointment.

#### **Part Eight: License Workflow**

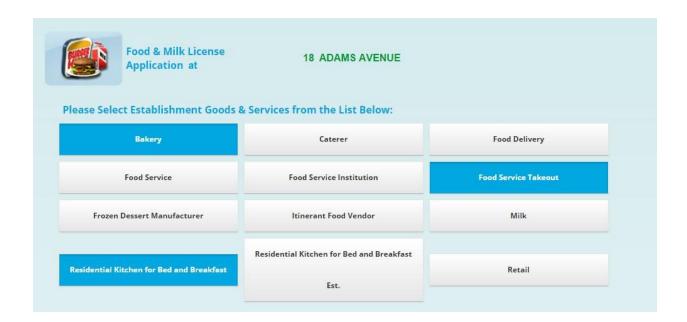
Although similar to the **Permit Workflow**, the **License Workflow** is noticeably different. Like a Permit, it starts with an **Address** and **Permit For** selection to begin the **Application**.



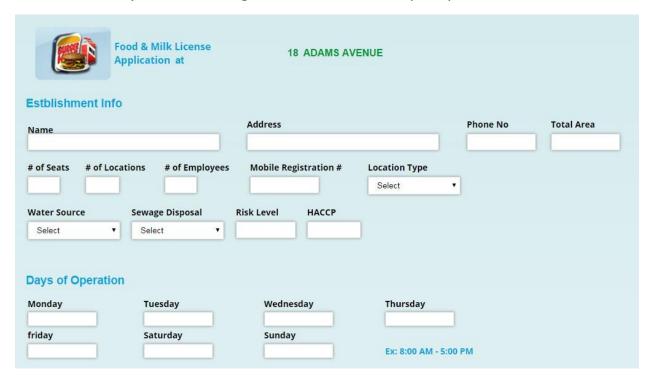
#### **Step 1- License Information-**

If this is a **Renewal** of an existing license, the button to apply for a **renewal** is at the top, this is a click once process. This will not show up for new Licenses.

You can set the **Length of the Permit**, the **License Holder information** and, if a **Business**, the **Type**, **Owner**, and **Daily Operations Person**.

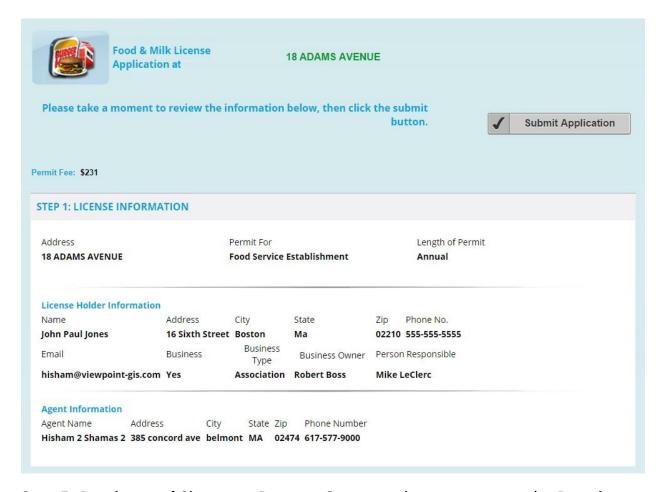


**Step 2- Goods and Services**- This is where you go to select the type of **Food Establishment** you are running. You can select multiple options.



**Step 3- Establishment Info**- This is where you can input the specific information for that relating to the **Food Service Company** itself.

**Step 4- Document Attachment-** Operates the same way as the **Permit** form.



**Step 5- Preview and Signature Pop-up**- Operates the same way as the **Permit** Form.

Payments and Inspection scheduling work the same way too!