

CITY OF REDDING



Online Permitting Training Guide

Citizen Access Portal

Development Services Department

11/29/2011

This document is intended to assist applicants in the access and use of the new Online Citizen Access Portal at the City of Redding. With the new online portal, there is a user registration process in order to apply for permits online. This document may be updated periodically to provide current information.

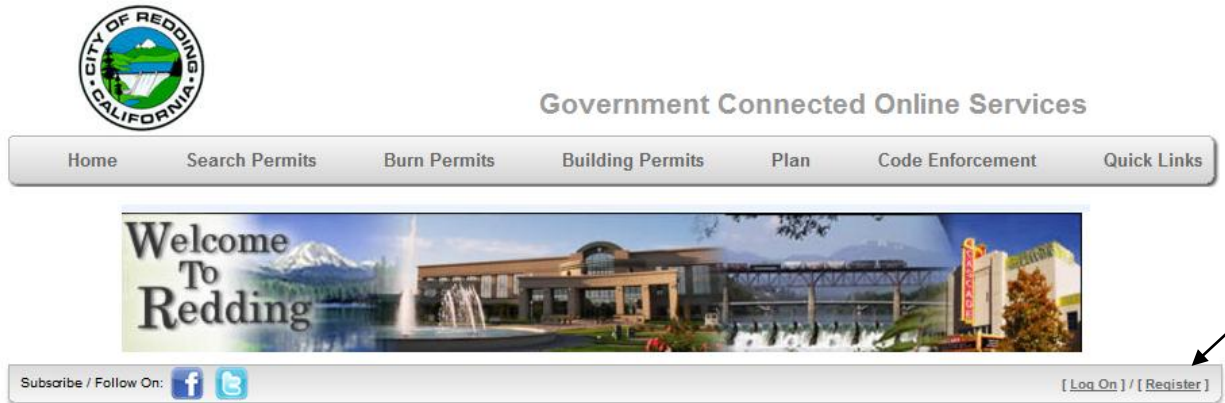
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Creating a New Account/Logging In

A new user account is required in order to apply for permits online, to schedule inspections, receive current plan review status, and pay fees.

Step 1: To create a new account, click the **“Register”** link in the middle/right of the screen, which will direct you to a New User Registration page.



Announcements

Welcome to Redding, CA

We would like to thank you for taking the time to visit the City of Redding web site. Our site is here to provide citizens, businesses and visitors easy access to our information and services. You can find the information that you are looking for in a number of ways. We hope you find this site to be a valuable resource that you will continue to use. If you have questions or comments feel free to send an email.

Step 2: Fill out the required information (indicated with a **red ***). After the form is filled out, click the **“Submit”** button, and your request will be sent in to City of Redding staff. You will be notified by email when your account has been approved and you are able to log in.

Step 3: To Log into your Citizen Access Portal account, click the **“Log On”** link on the right side of the screen (next to the **“Register”** link). Enter your email and password (setup when you created your account) and click the blue **“Log On”** button.

Log On

User Login

User name

Password

Remember me?

[Forgot Password](#)

Submit a New Permit Application

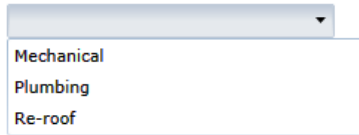
Step 1: To create and submit a new permit application, first log into your account by entering in your email address for your User ID, and enter the password you setup when you created your Citizen Access Portal Account.

Step 2: Next, click the **“Building Permits”** button on the top menu bar, and click the **“Apply”** link. After clicking this menu, you will be directed to a screen where you can apply for either a Commercial or Residential Building Permit online. Choose either **“Apply for a Commercial Building Permit”** or **“Apply for a Residential Building Permit”**.

Step 3: Select from the available lists of permit types offered online.


Before you begin your application process, please check to ensure your project address is within City limits. To do this, click the **“Quick Links”** button at the top of your screen, and select the **“City of Redding GIS”** option.

Please select your permit type from the list:



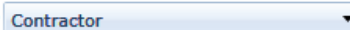
A screenshot of a web form showing a dropdown menu. The menu is open, displaying three options: "Mechanical", "Plumbing", and "Re-roof". The dropdown is positioned to the right of the text "Please select your permit type from the list:".

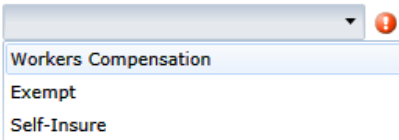
Step 4: Enter the information that pertains to your proposed permit. Fill out each page with the required information. At the bottom of each page, there are three options. Choose **“Next”** to proceed to the next page; choose **“Previous”** to return to the previous page; choose **“Cancel”** to exit the permit application and cancel your permit (NOTE: If Cancel is selected, your application will not be saved).



Step 5: Declare whether you are an Owner/Builder or a Contractor. Also declare your Workers' Compensation Requirement. After clicking the green **“Next”** button, you will be presented with the required declarations for your input. Choose **“Next”** to proceed to the next page. NOTE: Due to additional requirements, Agents acting on behalf of owners are not able to apply online at this time.

Are you a contractor or an Owner/Builder? 

Declare your Workers' Compensation requirement: 

Step 6: After the basic permit and required declarations are obtained, you will be prompted to identify the address where your permit work will occur.

6a. In the Address Line 1 field, enter the Street Number. In the Address Line 2 field, enter the Street Name. Then click the **“Search”** button at the bottom of the screen.

6b. To select the correct address from the list of search results, click the folder next to the desired address.

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6a. After entering Street Number in Address Line 1 and Street Name in Address Line 2, click "Search" to search addresses within the City's jurisdiction.

Step 7: At the Parcel Screen, simply click the green "Next" button at the bottom of the screen.

Step 8: Next, you will be prompted to associate yourself and/or your company to the permit application.

8a. To do this, click the large "Search" button next to the magnifying glass icon. Enter the Company Name or the Contact names of anyone who should be associated to this permit.

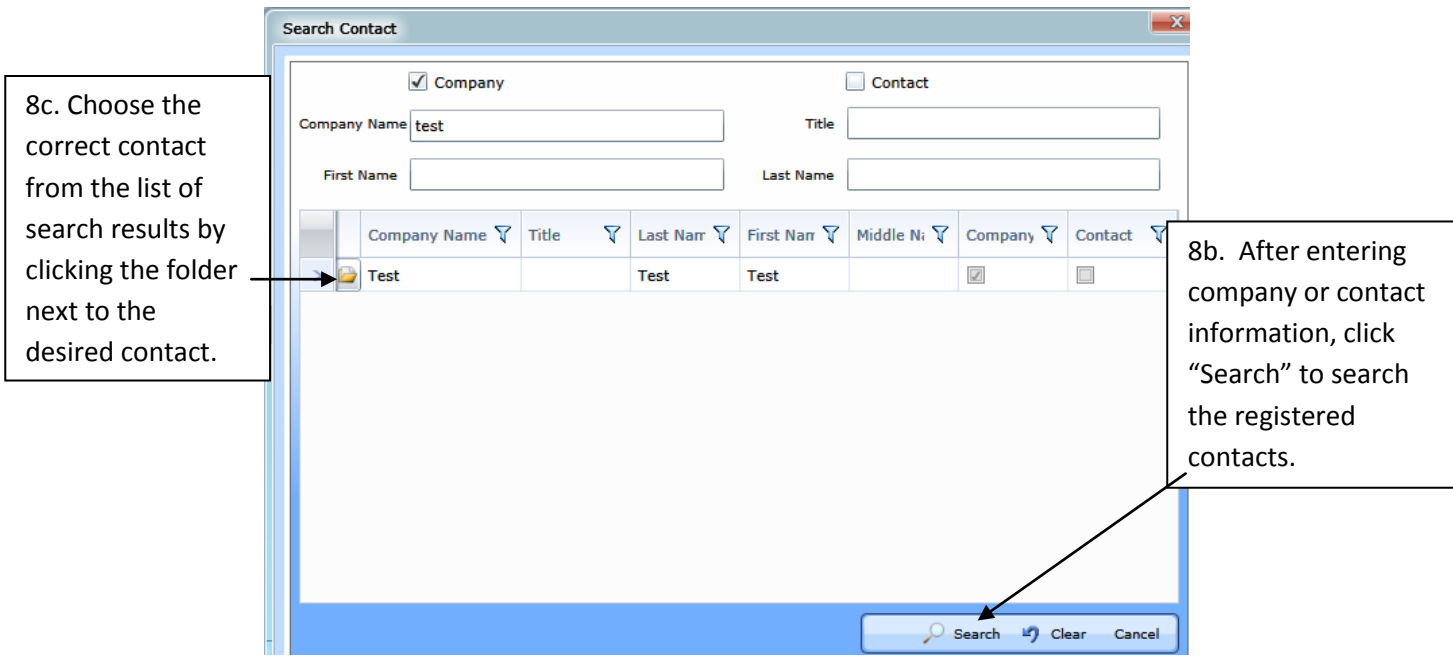
Search

Please search the City's contact database for your name. Add any additional contacts associated to this application

	Company Name	First Name	Last Name	Contact Type	Billing Contact

8b. On the Search Contact screen, enter either Company Name or Contact information and hit the "Search" button.

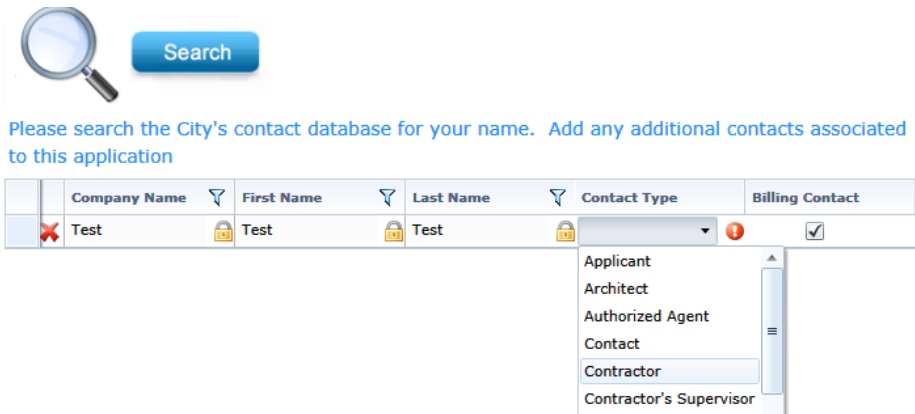
8c. To select the Contact from the list of search results, click the folder next to the desired contact.



8c. Choose the correct contact from the list of search results by clicking the folder next to the desired contact.

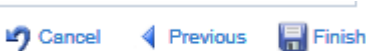
8b. After entering company or contact information, click "Search" to search the registered contacts.

8d. Flag the contact with the appropriate Contact Type, which will either be "Contractor" or "Owner/Builder"



Step 9: Last, you will be prompted for any attachments you may wish/need to submit with your permit application. To do this, click the "Add Attachment" link in the upper-left corner of your screen and follow the prompts to complete the process. Unless attachments are required, you can skip this step.

Step 10: To submit your online application, click the "Finish" button at the bottom-right of the screen.



Step 11: After you have submitted your permit application, you will receive an e-mail with confirming information. City of Redding staff will review the application and contact you regarding its status or when the permit is ready for payment of fees and issuance. To see a permit's status online, log into your Citizen Access Portal Account, and your home page will list the permits you have applied for, along with their status.

View Permits/Plans Applied For

Step 1: Log into your account by entering in your email address for your User ID, and enter the password you setup when you created your Citizen Access Portal Account.

Step 2: Click on the “Home” button at the top-left of the main menu bar. This will show all Permits and Plans the logged-in user is associated with (even those not applied for online). The Permit or Plan Number hyperlinks can be clicked to obtain more detailed information.

The screenshot shows the top navigation bar of the Government Connected Online Services portal. The "Home" button is circled in red. Below the navigation bar is a banner for "Welcome To Redding" and a user login bar that says "Welcome Chris Therrien [Log Out]".

Below the banner, there is an "Announcements" section. The main content area displays two tables: "Permits" and "Plans".

Permits Table:

Permit Number	Type	Work Class	Status	Apply Date	Issued
BLDC-2011-00815	Building (C)	Misc Structures	Pending/In Plan Review	11/28/2011	
BURN-2011-00781	Fire Open Burn		Issued/Active	11/23/2011	
BLDR-2011-00776	Building (R)	HVAC Changeout	Pending/In Plan Review	11/23/2011	
BURN-2011-00773	Fire Open Burn		Issued/Active	11/22/2011	
EP-2011-00761	Encroachment	Work by Prepared Plans (Stand Alone)	Pending/In Plan Review	11/17/2011	

Work by Prepared

Displaying items 1 - 10 of 105

Plans Table:

Plan Number	Type	Work Class	Status	Apply Date
S-2011-00125	Subdivision Map	Subdivision (Multiple Applications)	Pending	10/13/2011

Pay Invoiced Fees/Print Receipt

Step 1: Log into your account by entering in your email address for your User ID, and enter the password you setup when you created your Citizen Access Portal Account.

Step 2: Click on the “Home” button at the top-left of the main menu bar. This will show all Permits and Plans the logged-in user is associated with (even those not applied for online). The Permit or Plan Number hyperlinks can be clicked to obtain more detailed information.

Step 3: Click on the Permit Number associated with the permit you are paying fees for.

Step 4: The “Remaining Fees” section provides the fees that are due and payable. Click on the “Pay Fee” link to pay the fees.


Pay Fee	Description	Date	Amount	Invoice
Pay Fee	Dana Traffic Impact Fee	11/15/2011	\$13818.50	00000241
Pay Fee	City Wide Traffic Impact Fee	11/15/2011	\$117308.80	00000241
Pay Fee	Building Fee	11/15/2011	\$38834.11	00000241

Step 5: Review the fees shown before clicking the blue “Pay Fees” button at the bottom of the screen.

Description	Date	Amount	Invoice
Dana Traffic Impact Fee	11/15/2011	\$13818.50	00000241
City Wide Traffic Impact Fee	11/15/2011	\$117308.80	00000241
Building Permit Fee	11/15/2011	\$38834.11	00000241
Building Plan Check Fee	11/15/2011	\$25567.17	00000241
Green Building Fee	11/15/2011	\$480.00	00000241
Fire Building Plan Check Fee	11/15/2011	\$5143.30	00000241

Step 6: Enter your credit card information in the fields shown, and click the blue “Process Payment” button at the bottom of the screen. After receiving confirmation of payment made, you can return to the permit and view the fees in the “Fees Paid” section of the permit. Print a receipt by clicking the printer icon next to a paid fee.

Paid Fees

Description	Date	Amount	Invoice	
Building Deposit	11/15/2011	\$500.00	00000240	

Print Receipt

1 Displaying items 1 - 1 of 1

Print Permit & Inspection Card

Step 1: Log into your account by entering in your email address for your User ID, and enter the password you setup when you created your Citizen Access Portal Account.

Step 2: Click on the “Home” button at the top-left of the main menu bar. This will show all Permits and Plans the logged-in user is associated with (even those not applied for online). The Permit or Plan Number hyperlinks can be clicked to obtain more detailed information.

Step 3: Click on the Permit Number associated with the permit you want to print.

Step 4: In the upper-left side of the screen, click the printer icon to print the Permit and Inspection Card.

Permit Number: BLDR-2011-00644



Permit Details		
Type: Building (R)	IVR Number: 100646	Application Date: 11/15/2011
Work Class: HVAC Changeout	Project Name:	Issued Date: 11/15/2011
Status: Issued/Active	District: <NONE>	Expiration Date: 5/13/2012
Description: gfrtgrtgdgfg	Square Feet: 0.00	Final Date: None
	Valuation: 0.0000	

Step 5: A new pop-up window will launch and will display the Building Permit on page 1 and the Inspection Card on page 2. Click the printer icon in the upper-left corner to print your permit.

The screenshot shows a web browser window displaying a permit report. The browser's address bar contains a long alphanumeric string. The report header includes the text "CITY OF REDDING - BUILDING PERMIT -" and "IVR #: 100646". Below this, it lists "Office: 225-4013" and "Inspection Request: 1-866-458-7319". A warning message states: "THIS PERMIT EXPIRES IF THE BUILDING OR WORK AUTHORIZED HEREIN IS NOT COMMENCED WITHIN 180 DAYS OR ABANDONED. AFTER EXPIRATION THIS PERMIT MUST BE RENEWED BEFORE WORK MAY COMMENCE." A table at the bottom of the report contains the following data:

BUILDING ADDRESS	A.P.#	DATE ISSUED	CONSTRUCTION TYPE	OCCUPANCY GROUP	PERMIT NO.	WORKCLASS
		11/15/2011			BLDR-2011-00644	HVAC Changeout

View Plan Check Status

Step 1: Log into your account by entering in your email address for your User ID, and enter the password you setup when you created your Citizen Access Portal Account.

Step 2: Click on the “Home” button at the top-left of the main menu bar. This will show all Permits and Plans the logged-in user is associated with (even those not applied for online).

Step 3: The Permit or Plan Number hyperlinks can be clicked to obtain more detailed information. Click on the Permit Number associated with the permit you want a plan check status for.

Step 4: The “Existing SubPlans” section shows Plan Reviews. Click on the hyperlink next to the Plan Number hyperlink to open the Plan Review associated with your permit.


Existing SubPlans			
Plan Number	Type	WorkClass	Status
PLCKC-2011-00247	Building Plan Check (C)	New Building	Pending

Displaying items 1 - 1 of 1

Step 5: In the upper-left side of the screen, click the printer icon to print the Plan Check Status Report.

Plan Number: PLCKC-2011-00247



Plan Details		
Plan Type: Building Plan Check (C)	Description: 	Apply Date: 11/15/2011
WorkClass: New Building	District: <NONE>	Expire Date: 5/20/2013
Status: Pending	Assigned To:	Complete Date: None
		Approval Expire Date: None

Step 6: A new pop-up window will launch and will display the Plan Check Status report. Click the printer icon in the upper-left corner to print your permit. This report can be run as many times as desired. It will always pull the most current information.

Schedule Inspections/View Inspection Status

Step 1: Log into your account by entering in your email address for your User ID, and enter the password you setup when you created your Citizen Access Portal Account.

Step 2: Click on the “Home” button at the top-left of the main menu bar. This will show all Permits and Plans the logged-in user is associated with (even those not applied for online).

Step 3: The Permit or Plan Number hyperlinks can be clicked to obtain more detailed information. Click on the Permit Number associated with the permit you want to schedule an inspection for.

Step 4: Once you are on the permit screen, scroll to the “Schedule Inspections” section and view the list of pending inspections. Click on the “**Schedule**” link next to the inspection you wish to schedule. **(Note: Invoices must be paid before this action can be performed).**

Select	Type	Status	Date	Reinspection
Schedule	Residential Electrical Final			No
Schedule	Residential Mechanical Final			No
	Residential			

Step 5: Request your preferred month and day from the pop-up calendar options. Choose your desired timeframe (AM or PM) and enter any comments. Please note that due to low staffing levels, City of Redding ability to honor AM/PM or other special requests may be limited.

Step 6: Click the “Schedule” button to schedule your inspection.

Step 7: To view scheduled and completed inspections, scroll to the “Existing Inspections” section in the corresponding permit and view the list of requested, scheduled, and completed inspections. Some basic information is provided, such as Status (Requested, Scheduled, Passed, Failed) and the Inspector.

Type	Status	Request Date	Scheduled Date	Inspector
Residential Lowest Floor Elevation	Requested	11/9/2011	11/9/2011	Madsen , Hans