

CityView Portal FAQ's

Q. Where do I start?

A. <https://cityviewportal.cityofthornton.net/>

Q. How do I sign up?

A. Once you browse to the site, follow the registration instructions in the [Portal Help](#) menu to begin.

Q. What can I do via the portal?

A. You can apply for a building permit, apply for a contractor license, schedule a building inspection, review your permits, search for permit history on a property, pay for permits and upload required documentation.

Q. How do I access the site?

A. Via any modern web browser, we recommend Chrome. You can download the browser at: <https://www.google.com/chrome/>

Q. What type of permits can I get on the portal?

A. At this time you can apply for most permits on the portal, however you can only pay for permits with total fees of \$5,000 or less.

Q. What if I have more questions?

A. There are a number of help files on the [Portal Help](#) menu that detail the application process as well as a number of other items.

Q. What if I can't find a permit?

A. Refer to the [Portal Help](#) menu for [Search for Permit Information](#) instructions. Often it is easiest to use the find function in your browser to search for a permit number. You can do this by hitting Ctrl and F on your computer keyboard. If a permit that you have applied for does not appear under *My Items*, contact our office as we may have to add you to the permit as a contact.

Q. What do the permit statuses mean?

A.

Status Identification in the CityView Portal	
Portal Status	What it Means
Pending	Application is waiting for acceptance
In Plan Check	Application has been accepted and routed for plan review
Ready for Issuance	Plans have been approved by all reviewers
Payment in Progress	Final Processing has been completed and fees are now visible and available to pay
Permit(s) Issued	Fees have been paid and the permit issued
Closed	Permit has been finaled.
Canceled	After the permit was issued a cancellation request was received.
Void	Permit was not issued, was either entered in error or was a duplicate and was voided
Withdrawn	The application was submitted but not paid for. Permit was not issued.
Expired	Permit is no longer valid. Was not finaled. Expired.