



HELPFUL REMINDERS...

WHEN SUBMITTING PERMIT APPLICATIONS THROUGH CITYVIEW PORTAL

We have listed some helpful reminders below based on the most common mistakes found in permit applications submitted through the Portal. Remember you can access the Help Menu for more detailed instructions.

- ✓ **DON'T FORGET...THE PERMIT IS NOT ISSUED INSTANTANEOUSLY**
AFTER YOU SUBMIT THE APPLICATION, A REVIEW WILL TAKE PLACE. ONCE THE PERMIT IS APPROVED, YOU WILL SEE A STATUS OF "PAYMENT IN PROGRESS" WHICH MEANS THE PERMIT IS READY FOR PAYMENT. THE PERMIT IS ISSUED WHEN THE STATUS CHANGES TO "PERMIT(S) ISSUED" AND THE PERMIT DOCUMENT APPEARS UNDER "DOCUMENTS & IMAGES".

- ✓ **DON'T FORGET...TO ADD THE BUILDING CONTRACTOR & SUBCONTRACTORS**
When you get to the [Contacts](#) screen, click the [Add Business/Contact from address book](#) hyperlink to add a Building Contractor to the permit application. Repeat the process for each subcontractor. Make sure to select the type of contractor, and the contractor name from the address book. **DO NOT USE THE ADD NEW CONTACT LINK.**
NOTE: If you are applying as a contractor, you still need to add your company as the Building Contractor even if your company is already listed as the Applicant.

- ✓ **DON'T FORGET...WHEN USING SUBCONTRACTORS, PERMISSION/BID FORMS MUST BE UPLOADED**
If you do not have these at the time you submit the application you can upload them later. Navigate to the [My Items](#) page, find and select the permit, scroll down to the bottom of the page and click the "Upload Additional Document" heading and then select the [Click Here](#) hyperlink.
NOTE: For commercial projects, the bid portion of the form MUST be Notarized.

- ✓ **DON'T FORGET...TO SELECT THE ADDRESS FROM THE SEARCH FOR ADDRESS FIELD, DO NOT CREATE A NEW ADDRESS**
In the [Location](#) screen as you begin typing the address in the "Search for address" box, a drop down will appear to select the address. If the address does not appear, give it a few seconds, if it still doesn't populate verify that you have the correct address or contact our office for further assistance. **DO NOT USE THE CAN'T FIND ADDRESS HYPERLINK.**

- ✓ **DON'T FORGET...WHEN APPLYING FOR A FURNACE & A/C COMBO PERMIT ENTER IT AS AN "A/C REPLACEMENT"**
Select Mechanical as the Application Type and A/C Replacement under Type of Work. When you get to the Work Items screen, make sure to checkmark AC Unit (MH), Furnace (MH), and AC Unit (EL).