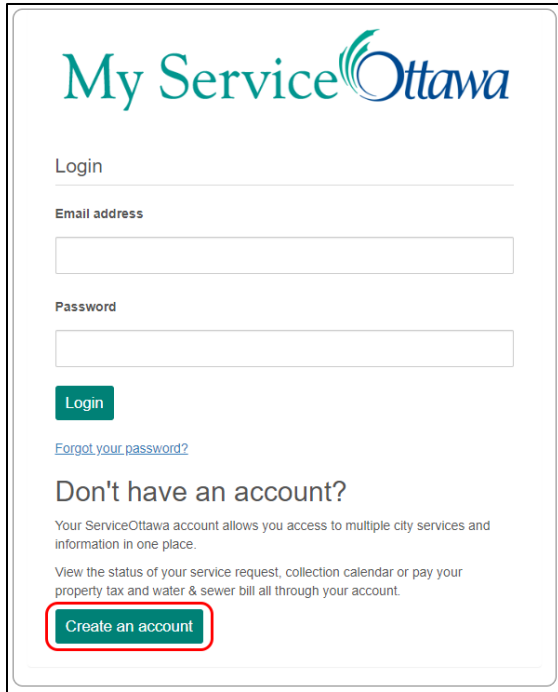# Building, Planning and Land Development Online Applications and Permits
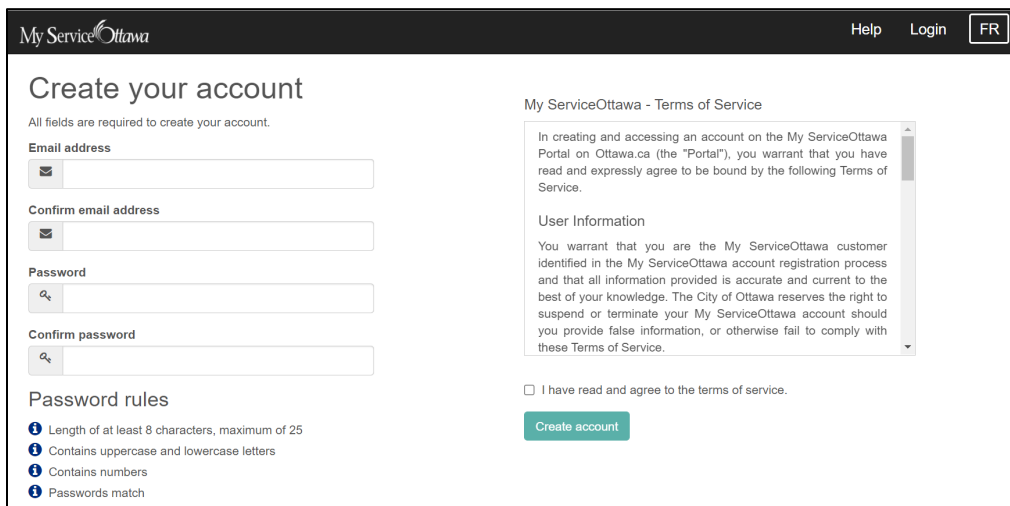
Customer Portal User-Guide

Create a My ServiceOttawa (MySO) Account and Building, Planning and Land Development Registration

- To submit an online application and access the Customer Portal, an account with My ServiceOttawa (MySO) and registration with the new Building, Planning and Land Development system is required.

- If you already have a MySO account, you may login using your existing account and skip to the "Building, Planning and Land Development Registration" instructions in this document.

- Otherwise, use the following instructions to create and activate your MySO account, then continue to follow the "Building, Planning and Land Development Registration" instructions. Once complete, you may then use the online Customer Portal submission service.
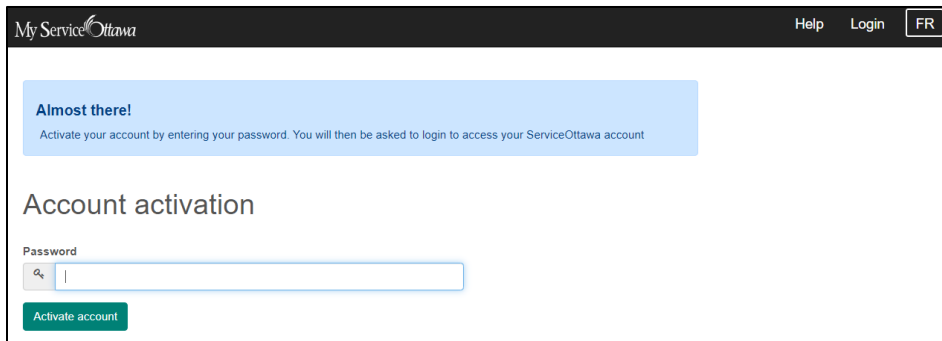
![Ottawa logo]

1. To create a MySO account, access the website at:
   https://ottawa.ca/en/serviceottawa. Once on the MySO page, select the "**Create an account**" button (the last button on the page) to begin.

2. Once on the Create your account page, complete the required fields and read the "My ServiceOttawa - Terms of Service." Check "I have read and agree to the terms of service" checkbox, and select the "Create account" button to create your account.

3. After creating your account, an **activation link** will be sent to the email you provided. This link will be valid for 48 hours. From the email, select the "activate your account" link. You will be directed to a MySO webpage where you will be asked to enter the password you created for your account during the account creation process. Enter your password in the "Password" field and select the "Activate account" button.
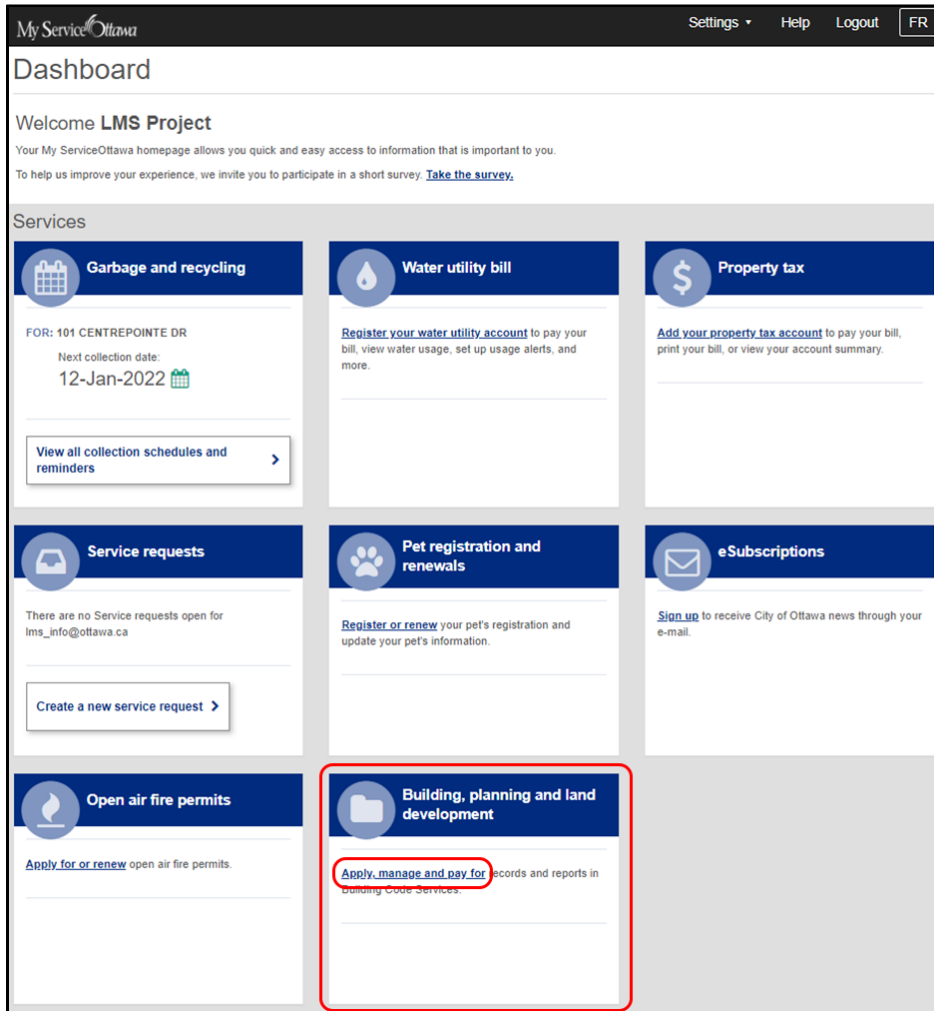

4. Once your MySO account is activated, if you are not taken to the main Dashboard page, you will be taken to the "My ServiceOttawa" login page where you can enter your email address and password once more, then select the "Login" button to arrive at the Dashboard page. You can always login to the "My ServiceOttawa" Dashboard page by visiting **https://ottawa.ca/en/serviceottawa**. Once you have successfully logged in, continue with the "Building, Planning and Land Development Registration" instructions following the next graphic.

Building, Planning and Land Development System Registration

To access the system, you must first complete a one-time registration process, as outlined on the next page, for the services listed under **"Building, planning and land development"**.

1. From the "**Building, planning and land development"** service widget, select the "Apply, manage and pay for" link to access the system and begin the registration process.

2. The system registration requires a complete profile. Complete your profile here by completing all the required fields, then check the "I consent to the sharing of my information" checkbox and select the "**I agree**" button.

3. The registration process is almost complete. A "**Prior Customer Record**" page will open.

If you received a notice from the City of Ottawa containing a PIN, you may associate your account with the Customer Record on file for you. Enter the received PIN in the "**Customer PIN**" field below and select the "**Link using pin**" button
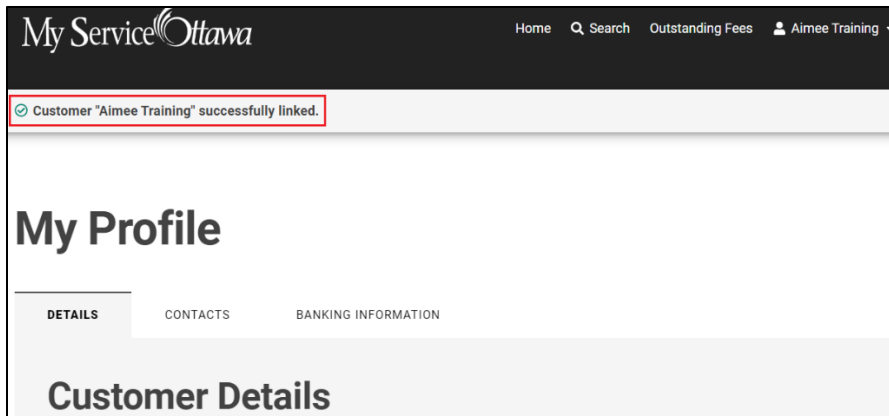
The **"My Profile"** page will open with a message confirming the Customer was successfully linked.

Selecting the **"Home"** button on the top menu bar, will take you to the Building Code Services dashboard page.

If you did not receive this notice, proceed to the "**Do Not Link and Continue**" button to proceed. You will be immediately redirected to the "**Building Code Services**" home page where you may begin submitting applications through the online Customer Portal.