



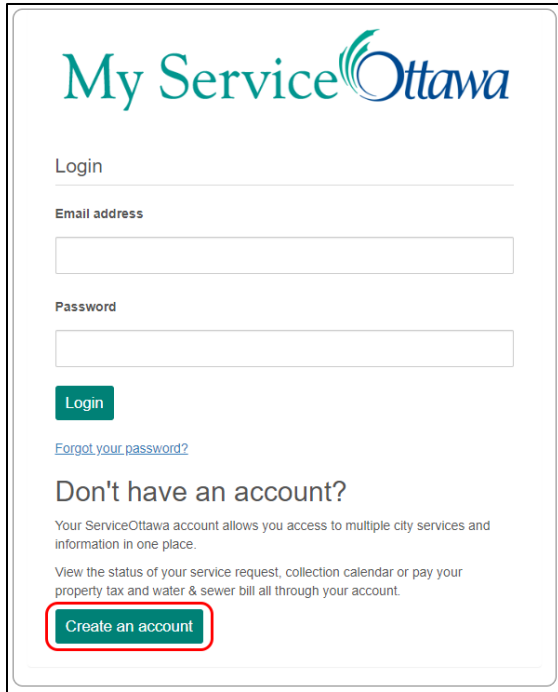
Building, Planning and Land Development Online Applications and Permits

Customer Portal User-Guide

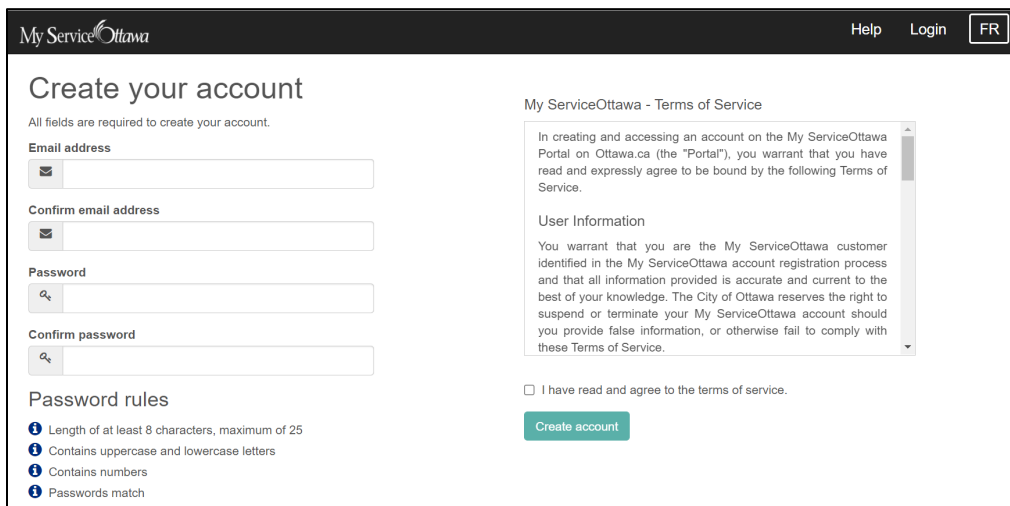
Create a My ServiceOttawa (MySO) Account and Building, Planning and Land Development Registration

- 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.

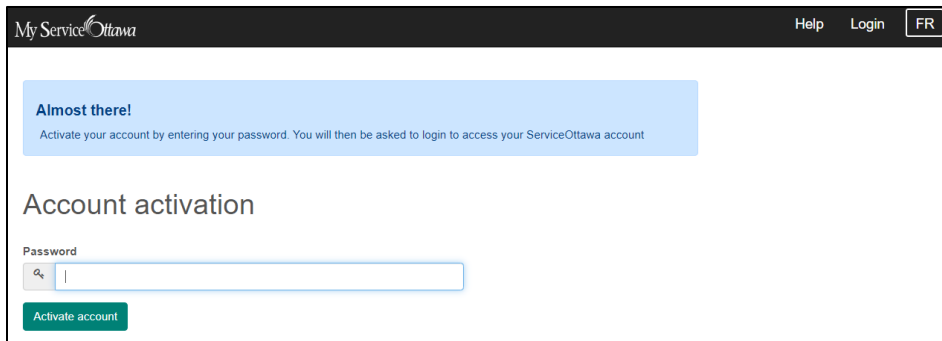
1. To create a MySO account, access the website at: <https://ottawa.ca/en/serviceottawa>. Once on the MySO page, select the “**Create an account**” button (the last button on the page) to begin.



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.

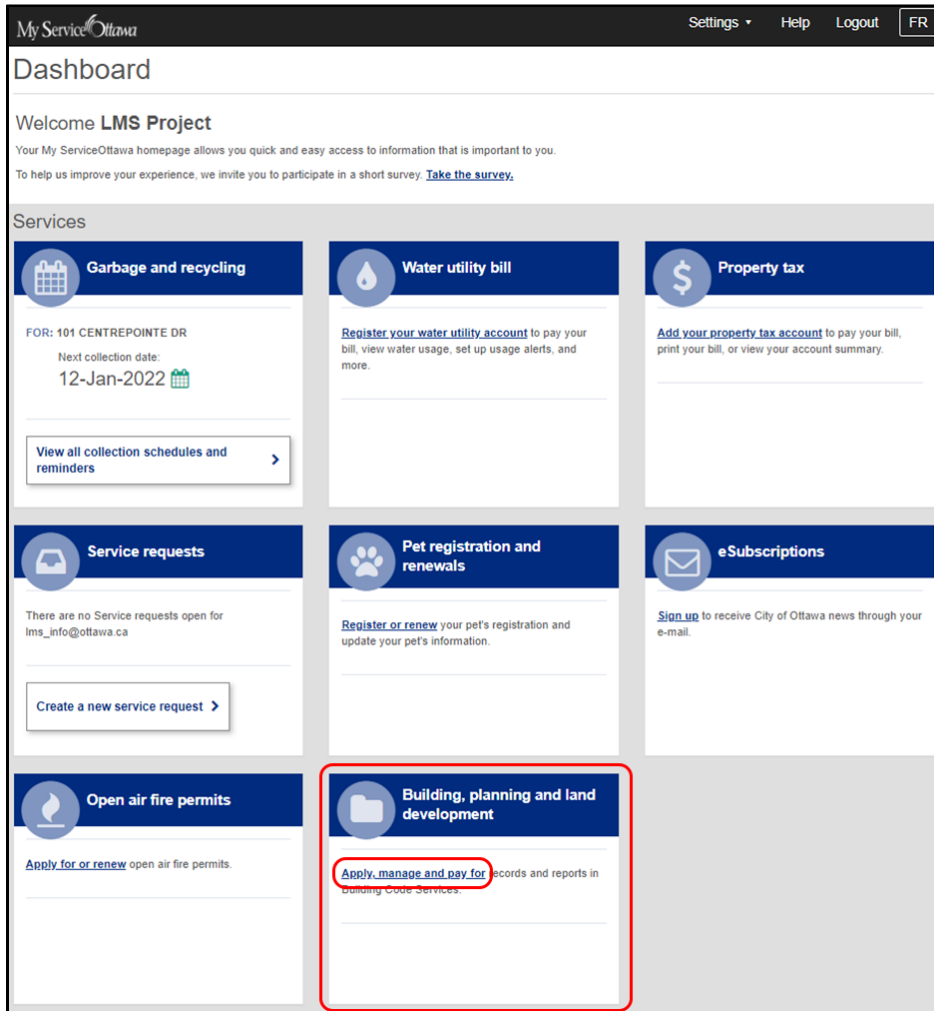


4. Once your MySO account is activated, if you are not taken to the main Dashboard page, you will be taken to the “My ServiceOttawa” login page where you can enter your email address and password once more, then select the “Login” button to arrive at the Dashboard page. You can always login to the “My 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.



The screenshot shows the My Service Ottawa dashboard. At the top, there is a navigation bar with 'Settings', 'Help', 'Logout', and a language selector 'FR'. The main heading is 'Dashboard' and it says 'Welcome LMS Project'. Below this, there is a 'Services' section with several widgets:

- Garbage and recycling**: Shows address '101 CENTREPOINTE DR', next collection date '12-Jan-2022', and a link to 'View all collection schedules and reminders'.
- Water utility bill**: Includes a link to 'Register your water utility account'.
- Property tax**: Includes a link to 'Add your property tax account'.
- Service requests**: States 'There are no Service requests open for lms_info@ottawa.ca' and has a 'Create a new service request' button.
- Pet registration and renewals**: Includes a link to 'Register or renew'.
- eSubscriptions**: Includes a link to 'Sign up'.
- Open air fire permits**: Includes a link to 'Apply for or renew'.
- Building, planning and land development**: This widget is highlighted with a red box. It contains a link 'Apply, manage and pay for' which is circled in red. The text below the link reads 'records and reports in Building Code Services'.

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.

My ServiceOttawa Settings Help Logout FR

LMS

[Register your LMS account for online access.](#)

Consent to share

This service requires certain information in order to proceed and provide you with the best possible user experience.

When you created your My ServiceOttawa account you may have included basic contact information in your profile. By choosing to share your basic contact information with this service you eliminate the need to continually re-enter your information.

Please enter the required information and select the consent check box located at the bottom of this page to proceed.

Collection of information

Collection of personal information on this form is for the purpose of processing this request and communicating with you. City of Ottawa will maintain all requests in a database for administrative purposes. The information is collected under the authority of section 391 of the Municipal Act, 2001, S.O. 2001, c. 25, and section 4 of the City of Ottawa Building Code By-law 2014-220, as amended. Questions regarding this collection may be addressed to Compliance and Enforcement, 101 Centrepoina Drive, Nepean, ON K2G 5K7, 580-2424 ext. 25852.

Personal profile info

Title

First name (required)

Last name (required)

Language preference (required)

Unit/Apt

Address (1)

Address (2)

City

Province

Postal code

Country

Phone (required)

Phone extension

Alternate phone

Alternate phone extension

I consent to the sharing of my information with this service. (required)

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

⚠ Registration almost complete. Please choose whether to link to a prior Customer record or not.

Prior Customer Record

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. Choose one of the following options below.

Link

Enter the Customer PIN you received to correctly associate your account.

Customer PIN

LINK USING PIN

Do Not Link

If you do not wish to link to an existing account.

DO NOT LINK AND CONTINUE

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

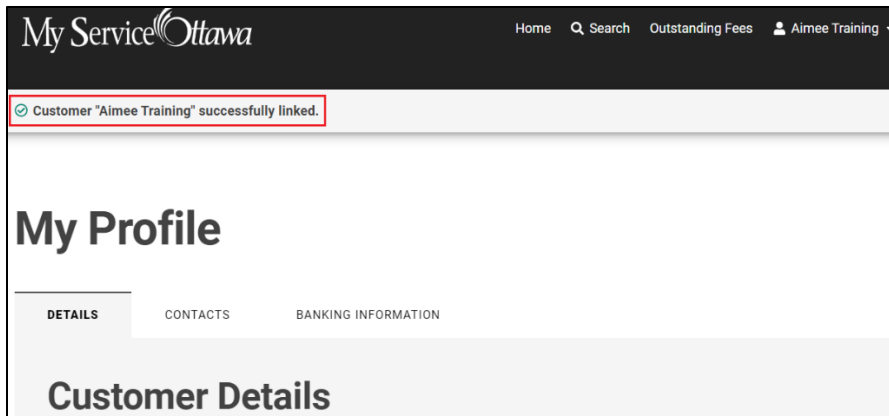
Link

Enter the Customer PIN you received to correctly associate your account.

Customer PIN

LINK USING PIN

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.

