

Building, Planning and Land Development Online Applications and Permits

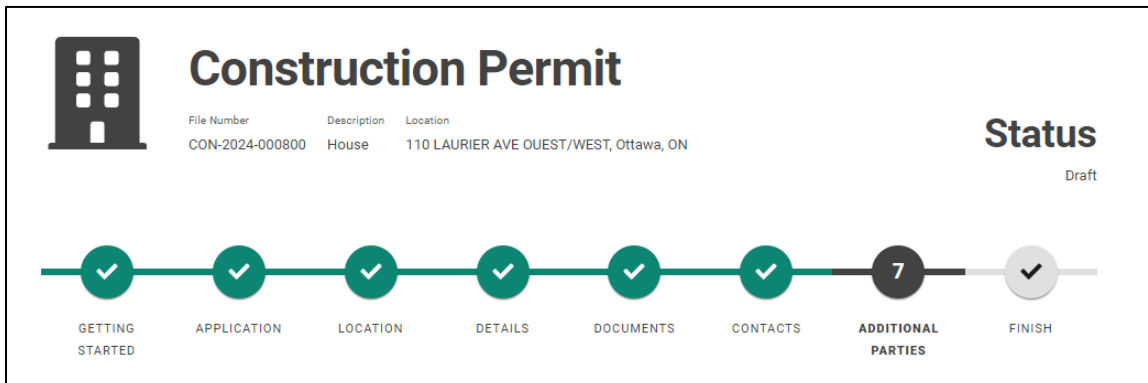
Customer Portal User-Guide

Adding an Additional Party

For Construction related permits and Master Plans, a voluntary submission step of Additional Parties will be available for completion, providing individuals or other Businesses, permissions to partake in your application.

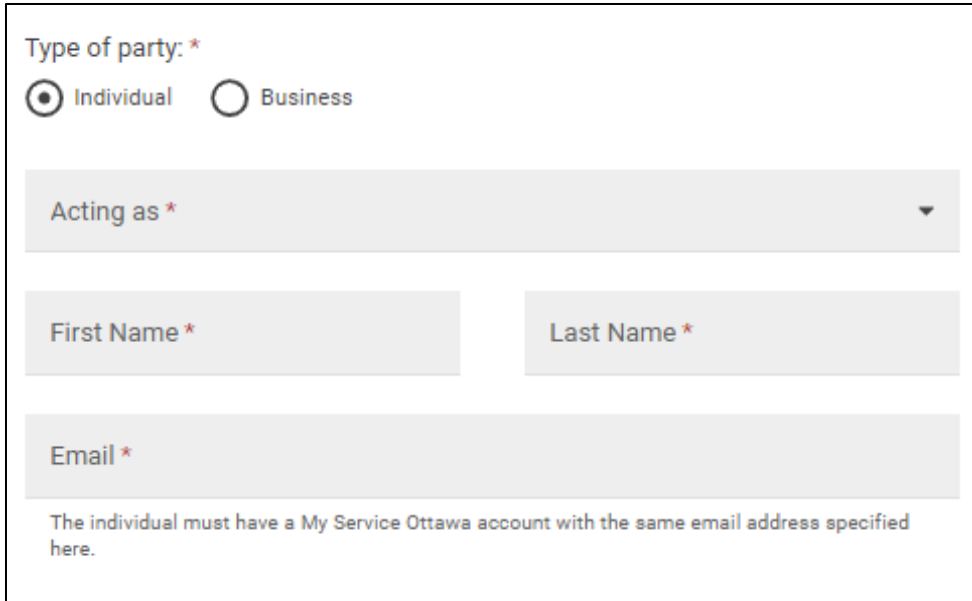
To add an Additional Party to your application,

1. Move the application submission process forward to the **Additional Parties** step.



2. On the Additional Parties step, an individual or business can be added to your application, providing them with permissions to either make payments, conduct reviews, or request inspections on your behalf.

3. Before an **Individual** can be added to the application as an Additional party, they must first have a My ServiceOttawa account under their name with their email address registered.



Type of party: *

Individual Business

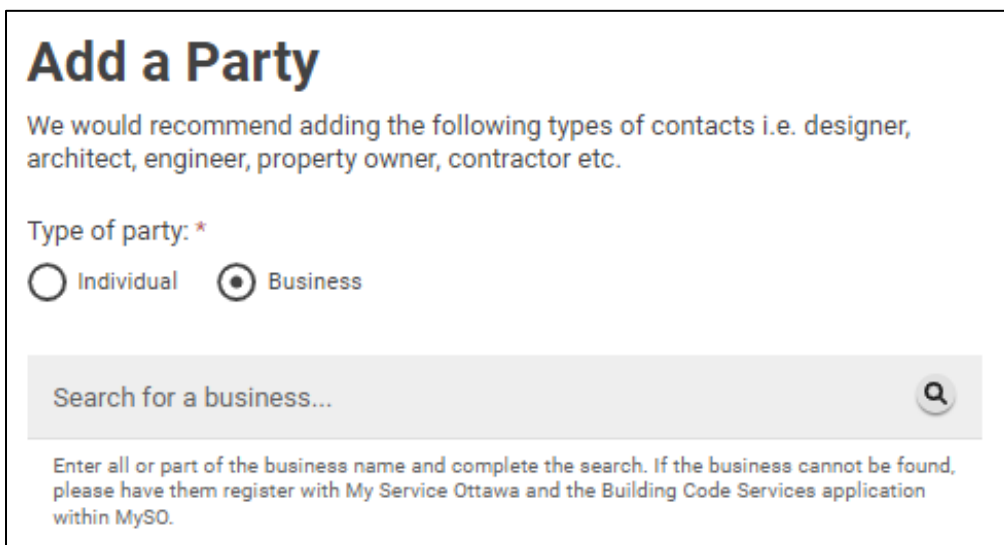
Acting as *

First Name * Last Name *

Email *

The individual must have a My Service Ottawa account with the same email address specified here.

4. To add a **Business** as an Additional Party, toggle the Business option and search for the business by name. Businesses must also have an existing My ServiceOttawa account in order for them to appear in a search.



Add a Party

We would recommend adding the following types of contacts i.e. designer, architect, engineer, property owner, contractor etc.

Type of party: *

Individual Business


Search for a business...

Enter all or part of the business name and complete the search. If the business cannot be found, please have them register with My Service Ottawa and the Building Code Services application within MySO.








If a business's name returns 0 results in the search, it is a sign that they do not have a My ServiceOttawa account and one must be first created.




If registration occurred, a list of business names will be generated, and the appropriate name can be selected from the list.

Select Professional / Contractor

Search for a business... *
LMS 

Enter all or part of the business name and complete the search. If the business cannot be found, please have them register with My Service Ottawa and the Building Code Services application within MySO.

	Selected Business 	Address 
<input type="checkbox"/>	LMS Architects	101 Centrepointe Dr Nepean, 
<input type="checkbox"/>	LMS Architects Ltd	1 Canal Lane Ottawa, ON K1A 
<input checked="" type="checkbox"/>	LMS Corp	101 Centrepointe Dr Nepean, 
<input type="checkbox"/>	LMS Corporation	111 Lisgar St Ottawa, ON K2P 
<input type="checkbox"/>	LMS inc	101 Centrepointe Dr Nepean, 

Rows per page: 5  1-5 of 12  

Select the **Select** button to apply.

- To add **Permissions** for the party, select one or all the permission types using the checkboxes.

Permissions

You will need to select the permissions you would like to grant each individual party.

Make Payments
Allow the party to pay for fees on this application.

Participate in Reviews
Allow the party to participate in the review process with the City. Often used for designers and architects involved in the development of plans.

Call for Inspections
Allow the party to request inspections. Often used for the building contractors.

Press the button below to invite the party to your application via email.

- Select the **Send Invite** button to send an email notification to the added party.

Press the button below to invite the party to your application via email.

→ SEND INVITE

An invitation confirmation message will appear at the top of the screen for every party that is added to the application.

✔ The party named LMS Corp has been successfully sent an invite. ✕

✔ The party named LMS Architects Ltd has been successfully sent an invite. ✕

We would recommend adding the following types of contacts: i.e. designer

- A list of all parties will be shown in the **Invited Parties** section, describing the party name, permissions granted and the status of the invitation.

Invited Parties			
Party	Permission(s)	Status	
LMS Architects Ltd (Architect)	Payments	Invitation sent	
LMS Corp (Architect)	Reviews	Invitation sent	

- To make any edits to the added party, or to delete the party, select the **Edit** icon on the same row as the party. A **Manage Party** pop-up will open where the permission options can be updated.

Manage Party

File Number	Name
CON-2024-000800	LMS Architects Ltd
Acting as	Status of Party
Architect	Invitation sent
Invitation First Sent	Invitation Accepted
Aug 6, 2024	-

Permissions

You will need to select the permissions you would like to grant each individual party.

- Make Payments**
Allow the party to pay for fees on this application.
- Participate in Reviews**
Allow the party to participate in the review process with the City. Often used for designers and architects involved in the development of plans.
- Call for Inspections**
Allow the party to request inspections. Often used for the building contractors.

At the bottom of the pop-up, an **Actions** section allows the applicant to either resend the invitation or remove the party using the respective buttons.

Actions

An invitation can only be re-sent a maximum of 5 times.

→ RESEND INVITATION Last sent: Aug 6, 2024

⊗ REMOVE PARTY

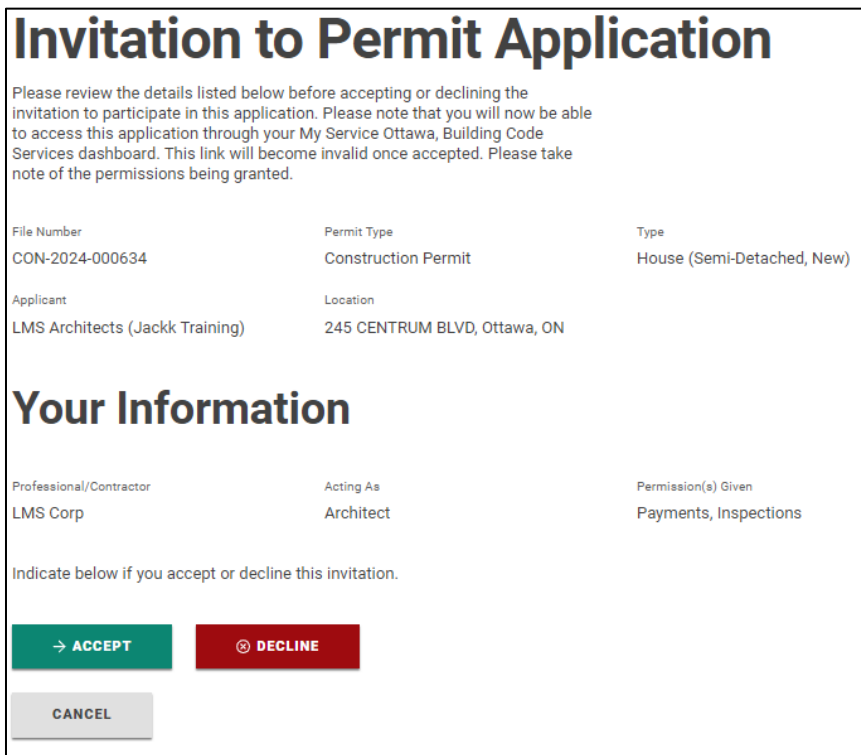
OK CANCEL

- Select **Next** to proceed to the next step in the application process.

Receiving the Additional Party Invitation

When an individual or business is added as an Additional Party on an application, they will receive an email notification to the email address listed.

1. On the email notification, select the **View** link provided. The link will either direct you to the My ServiceOttawa sign in page, or if already logged in, to the **Invitation to Permit Application** page.



Invitation to Permit Application

Please review the details listed below before accepting or declining the invitation to participate in this application. Please note that you will now be able to access this application through your My Service Ottawa, Building Code Services dashboard. This link will become invalid once accepted. Please take note of the permissions being granted.

File Number	Permit Type	Type
CON-2024-000634	Construction Permit	House (Semi-Detached, New)
Applicant	Location	
LMS Architects (Jackk Training)	245 CENTRUM BLVD, Ottawa, ON	

Your Information

Professional/Contractor	Acting As	Permission(s) Given
LMS Corp	Architect	Payments, Inspections

Indicate below if you accept or decline this invitation.

[→ ACCEPT](#) [Ⓢ DECLINE](#)

[CANCEL](#)

The application information, applicant and your permissions granted will be outlined on this page.

The View Invitation link is also available on the main Dashboard, under the **Pending Invitation** section.

2. Select the **Accept** button to agree to partake in the applicant's application or the **Decline** button, to decline the invitation.

- When accepted, an **Invitation to Permit Application** page will open, with a File Number link to the application.

Invitation to Permit Application

Your invitation acceptance has been confirmed. You will now be able to access the permit application below with the permissions given.

File Number
[CON-2024-000407](#)

Permission(s) Given
 Payments, Reviews, Inspections

- Select the File Number to open the applications **Activities** page. This page outlines the details of the application and the various activities that, when available, various buttons will become active.

Activities

<p>Outstanding Fees Fees for this application are awaiting payment.</p>	<div style="background-color: #ccc; padding: 5px; border: 1px solid #ccc;">PAY</div>	<p>Request an inspection Request an inspection for this permit.</p>	<div style="background-color: #ccc; padding: 5px; border: 1px solid #ccc;">REQUEST</div>
<p>Provide supplemental documents Provide additional documentation related to your application or permit.</p>	<div style="background-color: #ccc; padding: 5px; border: 1px solid #ccc;">PROVIDE</div>	<p>Resolve Holds A document or explanation is required before this permit can be issued/completed.</p>	<div style="background-color: #ccc; padding: 5px; border: 1px solid #ccc;">RESOLVE</div>
<p>Apply for a Permit Revision Apply for a revision to an issued Permit.</p>	<div style="background-color: #ccc; padding: 5px; border: 1px solid #ccc;">APPLY</div>	<p>Review Conditional Agreement Documents Review and agree to conditional agreement documents, or provide feedback.</p>	<div style="background-color: #ccc; padding: 5px; border: 1px solid #ccc;">REVIEW</div>

DETAILS

Summary

Application Date	Issue Date	Expiration Date	Completed Date
-	-	-	-
Applicant Type	Applicant	Type	Work Type
Professional/Contractor	LMS Corp (Jannee Training)	House	Coach House

The application will now be stored on the Applications tab of the Dashboard on the invited party's account for easy access.

Dashboard

ACTIONS REQUIRED ⓘ **APPLICATIONS** PROFESSIONALS/CONTRACTORS

Applications

Here you can access and update information and documents relevant to your applications.

Filter by All applications ▼

File Number	Location	Applicant	Status	Last Activity
CON-2024-000409	110 LAURIER AVE OUEST/WEST, Ottawa, ON	True Builders Inc	Submitted	Feb 1, 2024
CON-2024-000407	110 LAURIER AVE OUEST/WEST, Ottawa, ON	LMS Corp	Submitted	Feb 1, 2024

5. Based on the permissions received, the added party will automatically receive email notifications when their permission activities are required, such as when a review is required, an inspection can be requested or, as in the below example, when a payment is required.

City of Ottawa / Ville d'Ottawa

Payment Required / Paiement exigible

Payment in the amount of \$103.00 is due on application CON-2024-000634 - 245 CENTRUM BLVD, Ottawa, ON.

Please note that this email is circulated to all parties that were granted the "make payments" permission. To avoid duplicate payments, please confirm with the applicant prior to making a payment.

Click link below for more information regarding this notification.

[View](#)

La somme de 103,00 \$ est exigible relativement à la demande CON-2024-000634 - 245 CENTRUM BLVD, Ottawa, ON.

Veuillez noter que ce message a été envoyé à toutes les parties qui ont été autorisées à «effectuer des paiements». Afin d'éviter tout paiement en double, veuillez obtenir une confirmation auprès du requérant avant de procéder au versement.

Veuillez cliquer sur le lien ci-dessous pour en savoir plus sur cette notification.

[Afficher](#)

City of Ottawa / Ville d'Ottawa

The payment request can also be accessed through the **Actions Required** tab on the main Dashboard of the online Customer Portal. A status of Payment Due will be showing.

Dashboard

ACTIONS REQUIRED | APPLICATIONS | PROFESSIONALS/CONTRACTORS

Actions Required

Here you can view the status of your active applications and address outstanding items.

Applications

Filter by: All actions required

File Number	Location	Applicant	Status	Last Activity
CON-2024-000407	110 LAURIER AVE OUEST/WEST, Ottawa, ON	LMS Corp	Payment Due	Feb 1, 2024

6. Selecting the email notifications **View** link, will redirect the party to the applications **Activities** page where the required task's button will become activated.

Construction Permit

File Number: CON-2024-000407 | Description: House | Location: 110 LAURIER AVE OUEST/WEST, Ottawa, ON

Status: Submitted

Activities

- Outstanding Fees**: Fees for this application are awaiting payment. **PAY**
- Request an inspection**: Request an inspection for this permit. **REQUEST**
- Provide supplemental documents**: Provide additional documentation related to your application or permit. **PROVIDE**
- Resolve Holds**: A document or explanation is required before this permit can be issued/completed. **RESOLVE**
- Apply for a Permit Revision**: Apply for a revision to an issued Permit. **APPLY**
- Review Conditional Agreement Documents**: Review and agree to conditional agreement documents, or provide feedback. **REVIEW**

Each permission type will send their own unique email notification at various milestones of the approval process to be actioned.