![Ottawa logo]

Building, Planning and Land Development Online Applications and Permits

Customer Portal User-Guide

Add a Single Address

Each application must include an address selected from the system database. There is a dedicated step for this called – **Location** – of the application process. You can search for an address using the **"Search for an Address"** field, or by using the interactive map.

Using the "Search for an Address" field to search for an address.

1. From the Location step, in the **Search for an Address** search field (located on the top left corner of the map), enter a complete address of the location you are searching for (e.g. 123 Any St.).

2. Begin the search by selecting the magnifying glass search icon.
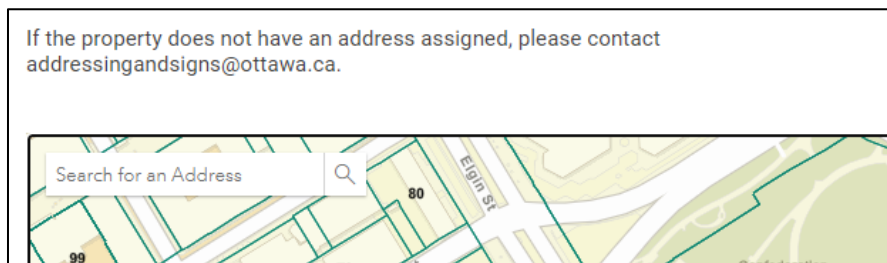
3. A Parcel information box will appear on the bottom, left side of the map, displaying the address selected. Keyboard users can tab to this information to access it. Your search result will also appear on the map, noted by a black dot, within a parcel area highlighted in green.

4. Select the green **Confirm Selection** button, under the Confirm selection heading. This will apply the chosen address and will indicate it under the Selected Properties section.
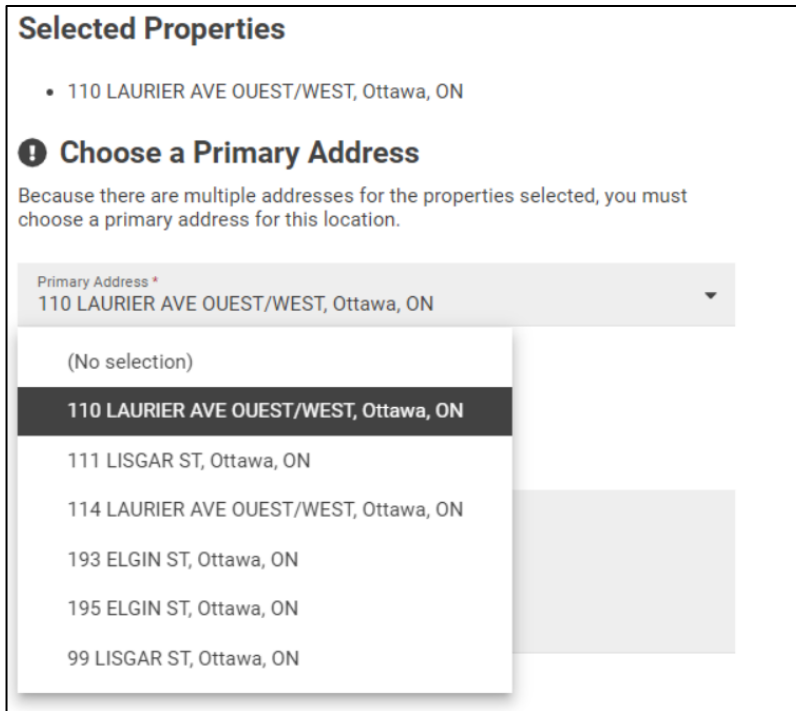
5. If multiple addresses are available for the property selected, a primary address must be chosen from the drop-done list provided. A **Choose a Primary Address** section will generate if this is applicable. Select the drop-down arrow to choose a primary address from the list.
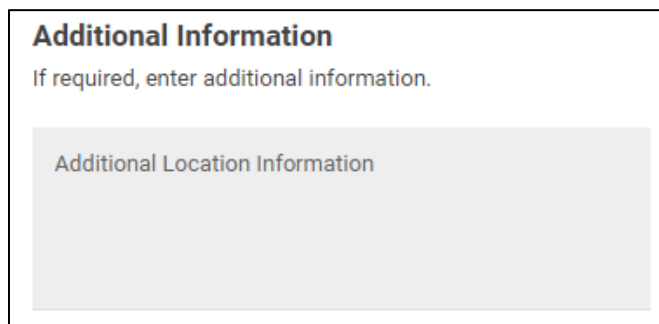
6. You have the option to add additional details in the **Additional Information** text box, if required.

7. Select the **NEXT** button to proceed to the next step or **SAVE** to save your application and come back to it at a later time.

Using the interactive map to navigate and search for an address

1. From the Location step under the Search for an Address field, click-and-drag your cursor on the map to move to your desired location. Use the plus and minus icons to zoom in and out on the map.

2. Once located, select inside the desired parcel boundary. Your parcel will now be highlighted in green, and the Parcel window box will appear.

3. To confirm your address, select the green **Confirm Selection** button.

Add Multiple Addresses (mouse users only)

Currently, there is no way for keyboard only users to add multiple addresses. If you require assistance, please contact the City of Ottawa and an agent will be happy to assist you in completing your multiple address selections.

For mouse users, for applications that require multiple addresses, you can search for your initial address following the previous steps, then add additional addresses using the steps below.

1. To select additional addresses, use the interactive map to select a parcel with your cursor. You can select as many parcels as required. All selected parcels will turn green.

2. To deselect a parcel, select on any currently selected parcel once more. When a parcel is deselected, the green highlight will be removed.

3. As you continue to select and deselect parcels, the Parcel information box will update to reflect the multiple selections.
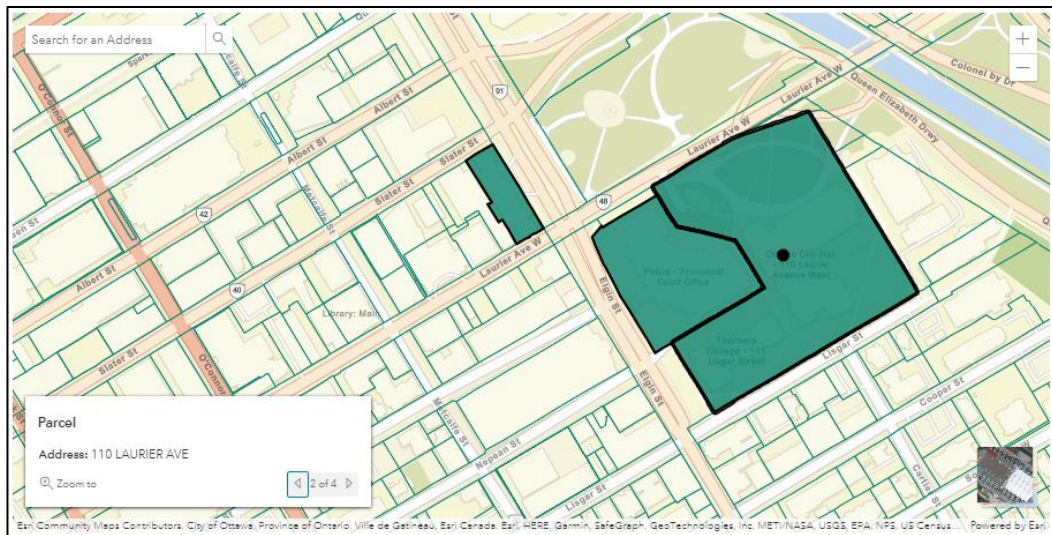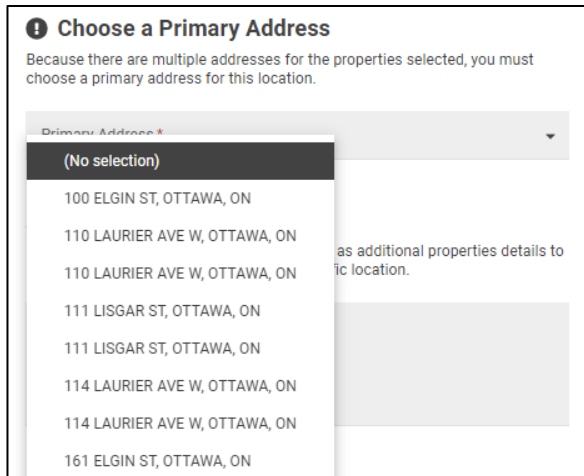

4. Once all of your desired parcels are selected, select the **Confirm Selection** button. This will confirm the chosen addresses and list them under the Selected Properties section.
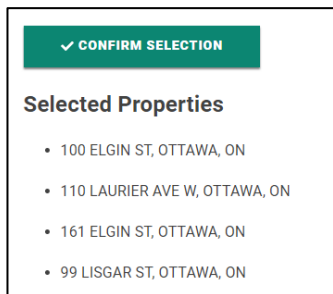
5. When multiple addresses are selected, one primary address must be identified for the application. This primary address is indicated by the location of the black dot, located on the map.

6. Select the **Primary Address** drop-down field and select a primary address from the list of confirmed addresses. The black dot on the map will update accordingly.

7. Select the **NEXT** button to proceed to the next step or **SAVE** to save the application and come back to it at a later time.