

# Building, Planning and Land Development Online Applications and Permits

## Online Customer Portal User-Guide

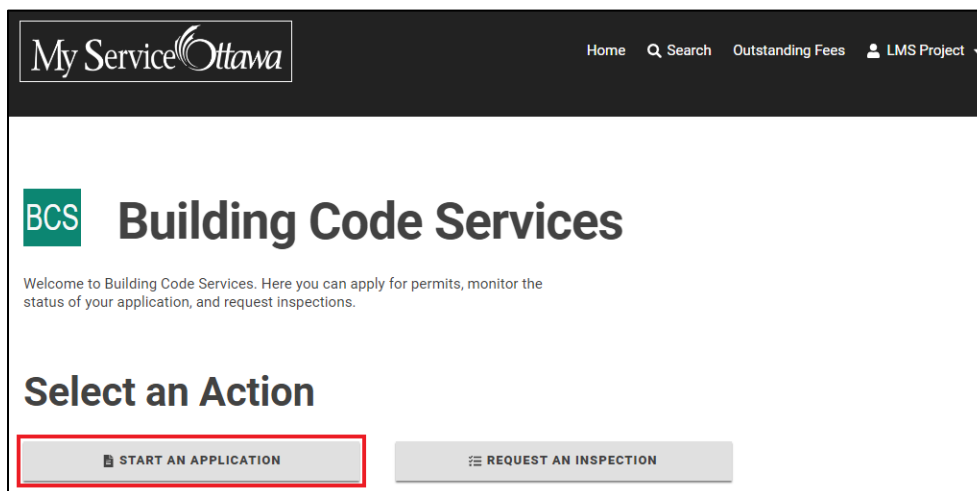
### Submit a Master Plan and Footprint Model through the Online Customer Portal

To apply for a Master Plan application through the Customer Portal, you must be in the **Building, planning and land development** service widget, located on the main dashboard in My ServiceOttawa.

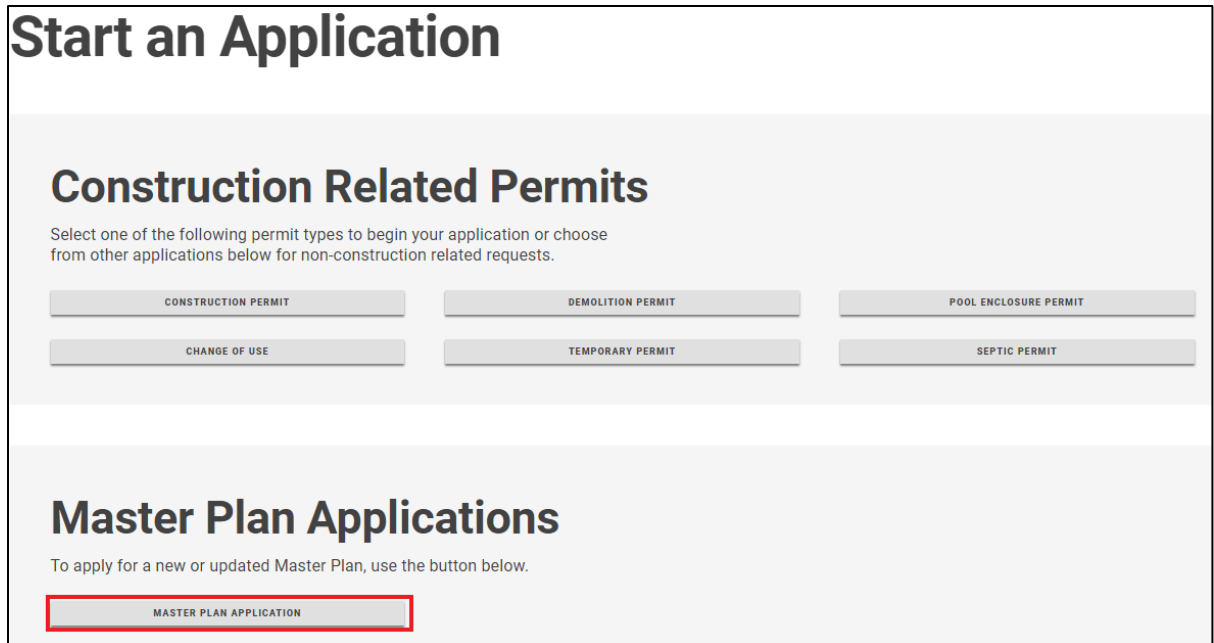
The Master Plan program is only available to large volume builders who construct the same model home on multiple occasions. This applies to Detached, Semi-Detached and Rowhouse construction only.

Before being able to apply for a Master Plan through the online Customer Portal, builders must be first identified as a Master Builder within the City of Ottawa's internal approval system. To identify as a Master Builder, contact City staff at 613-580-2424 ext. 29312 or visit your nearest Client Service Centre in person.

1. From the Customer Portal Home page, under Select an Action, select the **Start an Application** button.



2. Select the **Master Plan Application** button, under the Master Plan Applications section, to begin the application process. Only those who have been identified as a Master Builder with the City of Ottawa, will have this option available to them.



## Start an Application

### Construction Related Permits

Select one of the following permit types to begin your application or choose from other applications below for non-construction related requests.

CONSTRUCTION PERMIT      DEMOLITION PERMIT      POOL ENCLOSURE PERMIT

CHANGE OF USE      TEMPORARY PERMIT      SEPTIC PERMIT

### Master Plan Applications

To apply for a new or updated Master Plan, use the button below.

MASTER PLAN APPLICATION

- The Getting Started page initiates the process. A status of Draft will be immediately generated once the application has started. Begin by completing the drop-down fields and selecting the available options.

**Master Plan Application**

File Number: - Description: House

**Status**  
Draft

### Getting Started

The Master Plan program is a service available to large volume builders who construct the same model home on multiple occasions and applies to Detached, Semi-Detached, and Rowhouse Construction. Please note that Semi-Detached Models will now be classified as Rowhouse for Master Plan Review only.

- A red asterisk (\*) indicates a mandatory field.
- If applying for a Master Details and Specs Package please use your company name as the Model Name on step 3

Application Description\*  
House

Select the option that best describes the application.

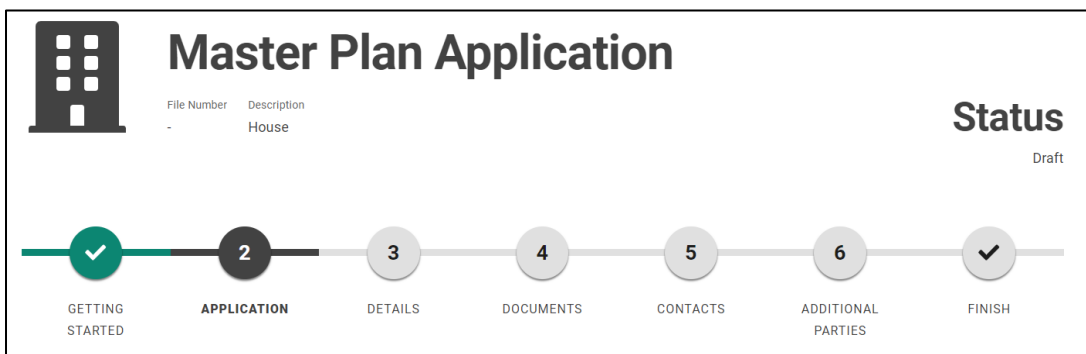
Work Type\*  
Rowhouse

Select the type of work.

Primary Work Scope\*  
New Model

Select the primary work scope.

- Select the **Next** button to move to the next step or, the **Save** button to save your application to come back to it at a later time.
- A series of steps will be outlined in a row with the identified task, to take you through the submission process.



A green coloured step indicates a completed step, black indicates the current step and grey indicates an incomplete step.

- On the Application step, the Applicant will be identified as a Professional/Contractor. If multiple profiles are available, a drop-down list will be generated where the appropriate Professional/Contractor can be selected.

GETTING STARTED   **2** APPLICATION   DETAILS   DOCUMENTS   CONTACTS   ADDITIONAL PARTIES   FINISH

## Application

Step 2 of 7

Applicant is Professional/Contractor

Professional / Contractor \*

Select the Professional / Contractor that you are applying on behalf of.

← PREV   SAVE   DELETE   NEXT →

- Select the **Next** button to continue.
- On the Details step, provide the mandatory information including Footprint Model name, number of storeys and floor area in square meters.

GETTING STARTED   APPLICATION   **3** DETAILS   DOCUMENTS   CONTACTS   ADDITIONAL PARTIES   FINISH

## Details

Step 3 of 7

Complete as much of the following information as possible.

Footprint Model Name \*

Number of Storeys \*

Floor Area (sq. metres) \*

Elevations and Options can be added using the drop-down lists available by selecting the respective **Add** buttons under each section.

### Elevations

**+ ADD ELEVATION**

Elevation \* ▾

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### Options

**+ ADD OPTION**

Option \* ▾

9. Select the **Next** button to continue.
10. Upload all required attachment types on the Documents step by selecting the **+ Upload Files** button. Required documents are noted by a checkmark in the Required column of the Attachment Types grid.

✓  
GETTING  
STARTED

✓  
APPLICATION

✓  
DETAILS

4  
**DOCUMENTS**

5  
CONTACTS

6  
ADDITIONAL  
PARTIES

✓  
FINISH

## Documents

Step 4 of 7

Please upload any relevant documentation below. Any documents required to complete this application will be marked with a checkmark in the far-left column.

### Attachment Types

Attach electronic copies of the documents listed below. (Required documents must be attached before the application can be submitted.)

Required ▾	Attachment Type ▾	Description ▾	Sample Form
✓	Elevation A Drawings	Elevation A Package to include: complete set of detailed working drawings drawn to scale, mechanical d... <span style="float: right; border: 1px solid blue; border-radius: 50%; padding: 2px;">New</span>	
	Elevation B Drawings	Elevation B Package to include: complete set of detailed working drawings drawn to scale, mechanical d...	
	Elevation C Drawings	Elevation C Package to include: complete set of detailed working drawings drawn to scale, mechanical d...	

### Upload

**+ Upload Files**

File Name	Document Type	Comments

Additional documents can be uploaded as required.

- On an uploaded document, select the required **Document Type** field in the upload grid to select the document type that is being uploaded. Required types are noted by a red asterisk in the drop-down list.

The screenshot shows the 'Upload' section of the application. It features a table with columns for 'File Name', 'Document Type', and 'Comments'. A document named 'Sample Document.pdf' is listed with a 'New' tag. A dropdown menu is open for the 'Document Type' field, showing three options: 'Elevation A Drawings (Elevation A Drawings)' (marked with a red asterisk), 'Elevation B Drawings (Elevation B Drawings)', and 'Elevation C Drawings (Elevation C Drawings)'. There is also an 'Add Comment' field next to the document.

Optional comments can be added in the **Add Comment** field.

- Select the **Next** button to continue.
- Select the **Add Contact** button to add additional contacts to the job on the Contacts step. Any required or recommended contacts will be noted in the step description.

The screenshot shows the 'Contacts' step, which is Step 5 of 7. At the top, a progress bar indicates the current step. Below the progress bar, there is a description: 'This section can be used to manage contacts and notifications related to this permit. We would recommend adding your contractor, designer, architect, or engineer, if applicable.' There is an '+ ADD CONTACT' button. Below this is a table with columns for 'Contact Type', 'Name', and an action column. Two contacts are listed: 'Professional / Contractor' (LMS Architects) and 'Applicant' (Jackk Training). At the bottom, there are buttons for 'PREV', 'SAVE', 'DELETE', and 'NEXT'.

14. Select an individual or business to be invited to partake in various steps of the submission process on the Additional Parties step. All invited parties must have a prior My ServiceOttawa account.

Searching for an individual or business can be in the **Add a Party** section. **Permissions** can be granted to the individual or business through the permissions checkboxes.

**Additional Parties** Step 6 of 7

This section can be used to invite a party to your application. This section is only mandatory when inviting additional parties.

**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

Acting as \*

First Name \* Last Name \*

Email \*

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

**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.

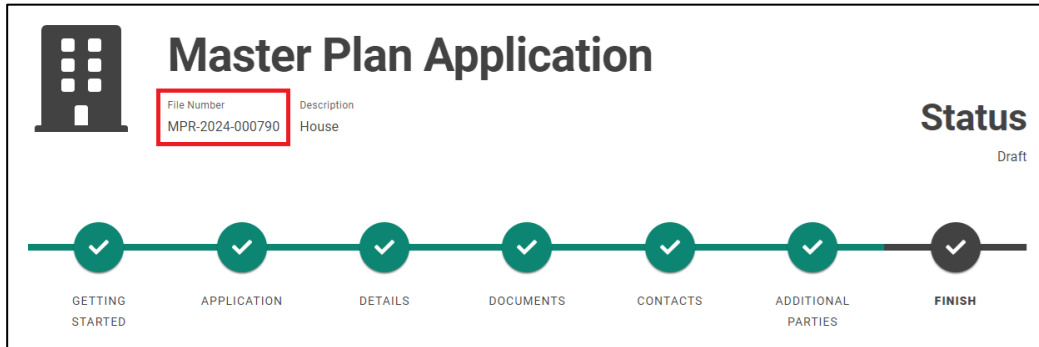
Call for Inspections  
Allow the party to request inspections. Often used for the building contractors.

15. Select the **Send Invite** button to send an email notification to the individual or business informing them they have permissions and access to the application.

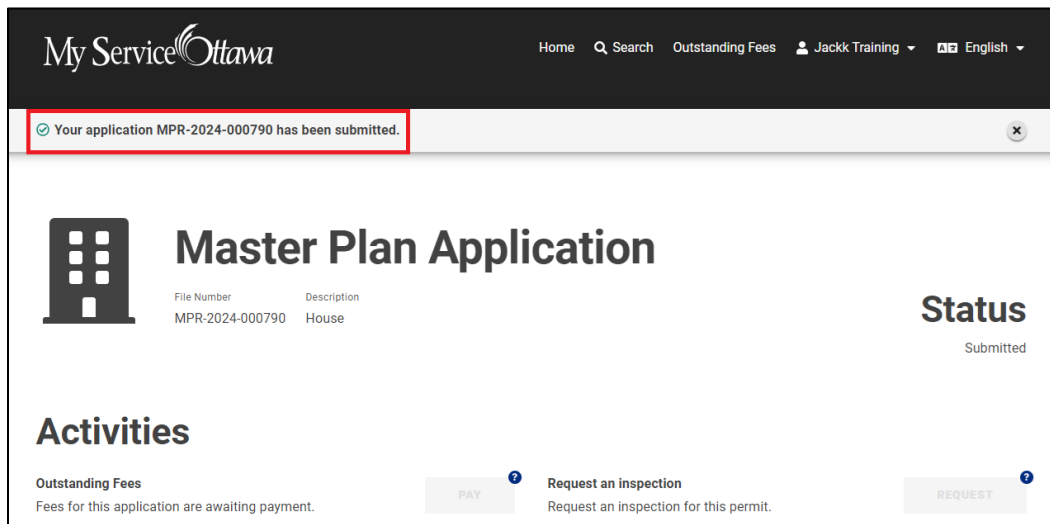
Press the button below to invite the party to your application via email.

**→ SEND INVITE**

16. Select the **Next** button to continue.
17. Select the disclaimer acknowledgement checkbox to activate the **Submit** button on the Finish Application step. A unique file number will be generated for the application.

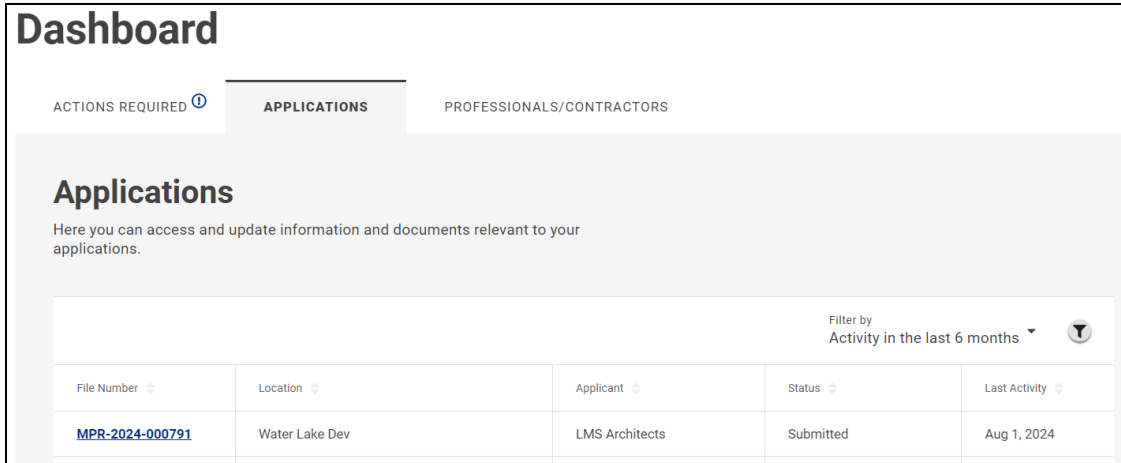


18. Select the **Submit** button to send the application to the City of Ottawa. A confirmation of the submission will appear at the top of the application's Activities page.





19. The newly submitted application can be found on the Applications tab on the main Building Code Services dashboard page when the Home menu is selected. The Footprint Model Name will appear under the Location column.



File Number	Location	Applicant	Status	Last Activity
<a href="#">MPR-2024-000791</a>	Water Lake Dev	LMS Architects	Submitted	Aug 1, 2024

A submission confirmation notification, if selected in your account profile, will also be sent to the email on file.