

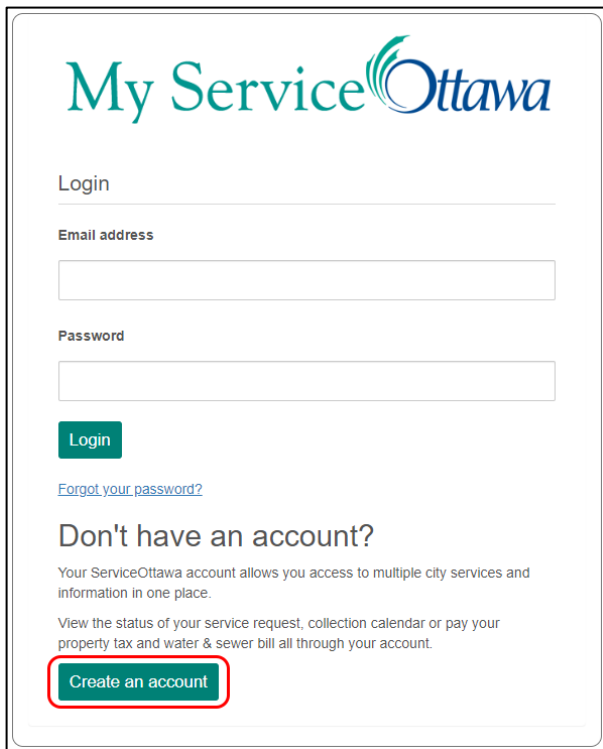
# Building, Planning and Land Development Online Applications and Permits

## Customer Portal User-Guide

### Municipal Information Form

The Municipal Information Form provides the Municipal Clerk official notification of all applications for a new Liquor Sales License or outdoor areas being added to an existing Liquor Sales License in your municipality. To submit a Municipal Information Form and access the online 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.

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. Follow the instructions to create and activate your MySO account, then continue to follow the “Building, Planning and Land Development System Registration” instructions.



My ServiceOttawa

Login

Email address

Password

Login

[Forgot your password?](#)

Don't have an account?

Your ServiceOttawa account allows you access to multiple city services and information in one place.

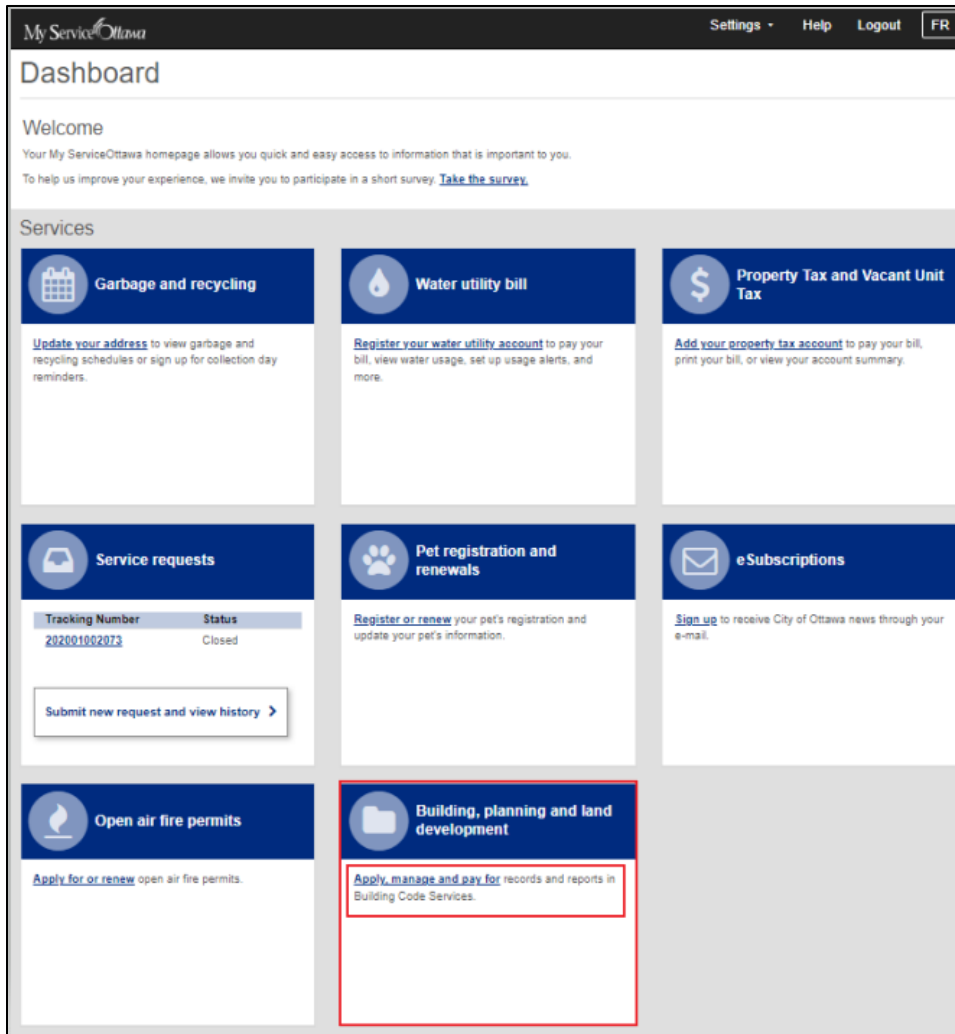
View the status of your service request, collection calendar or pay your property tax and water & sewer bill all through your account.

Create an account

## Building, Planning and Land Development System Registration

To access the system, you must first complete a one-time registration process (described immediately below) for the services listed under **“Building, planning and land development”**.

2. 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.

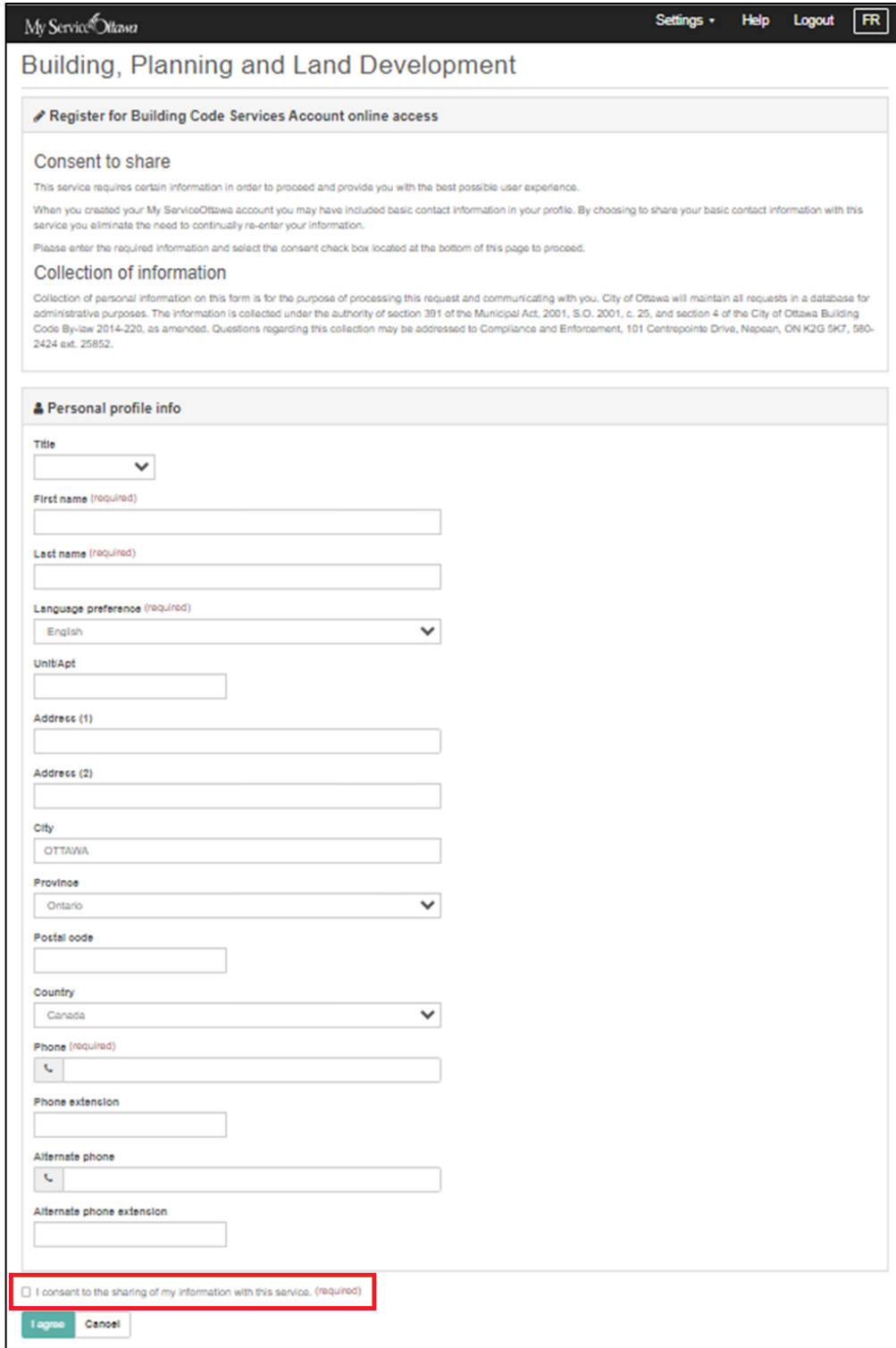


The screenshot shows the My Service Ottawa dashboard. At the top, there is a navigation bar with 'Settings', 'Help', 'Logout', and a language selector 'FR'. Below the navigation bar is the 'Dashboard' header and a 'Welcome' message. The main content area is titled 'Services' and contains several widgets:

- Garbage and recycling**: Includes a link to 'Update your address' to view garbage and recycling schedules or sign up for collection day reminders.
- Water utility bill**: Includes a link to 'Register your water utility account' to pay your bill, view water usage, set up usage alerts, and more.
- Property Tax and Vacant Unit Tax**: Includes a link to 'Add your property tax account' to pay your bill, print your bill, or view your account summary.
- Service requests**: Displays a table with columns 'Tracking Number' and 'Status'. The table contains one row with '202001002073' and 'Closed'. Below the table is a button 'Submit new request and view history >'.

Tracking Number	Status
202001002073	Closed
- Pet registration and renewals**: Includes a link to 'Register or renew' your pet's registration and update your pet's information.
- eSubscriptions**: Includes a link to 'Sign up' to receive City of Ottawa news through your e-mail.
- Open air fire permits**: Includes a link to 'Apply for or renew' open air fire permits.
- Building, planning and land development**: Includes a link to 'Apply, manage and pay for' records and reports in Building Code Services. This widget is highlighted with a red box.

3. The system registration requires a complete profile. Create your profile here by completing all the required fields, then check the “I consent to the sharing of my information with this service” checkbox and select the “I agree” button.



My Service Ottawa Settings Help Logout FR

## Building, Planning and Land Development

Register for Building Code Services Account 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 Centrepointe 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

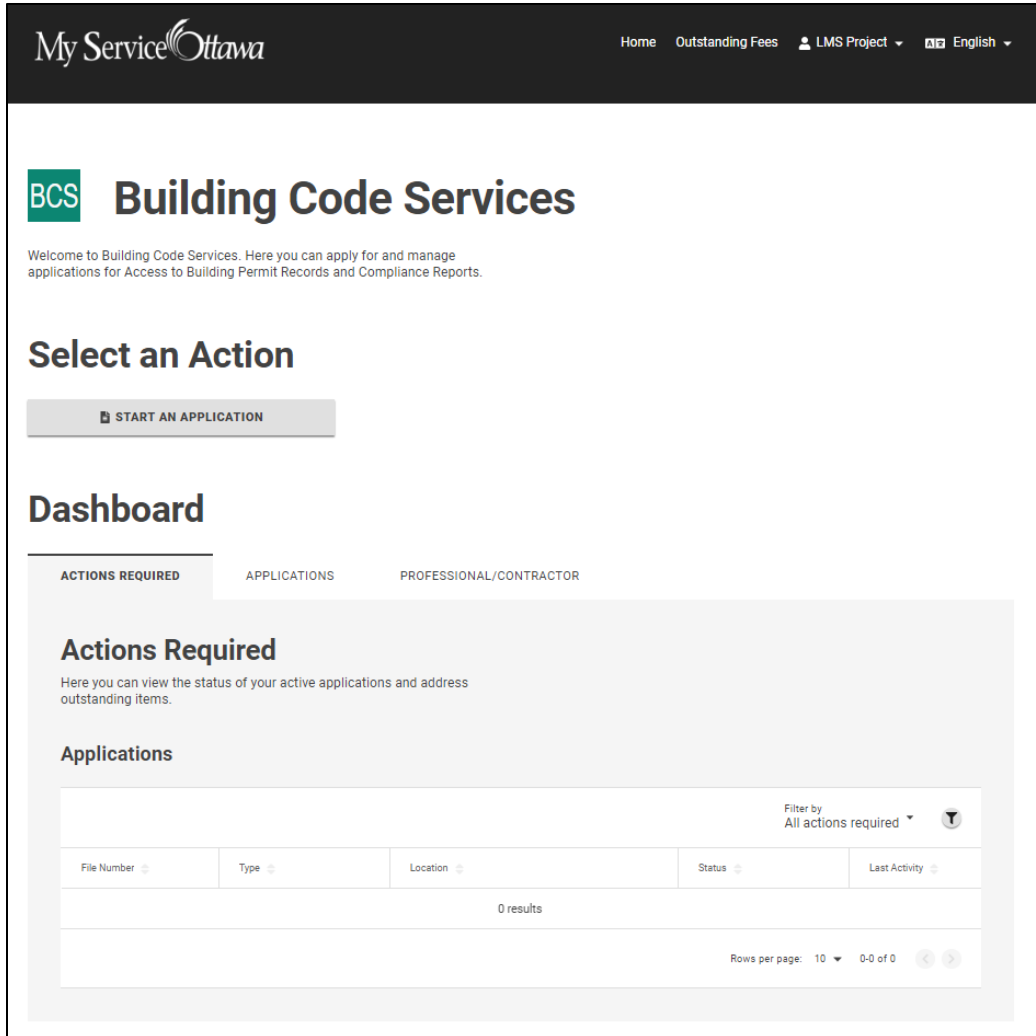
Alternate phone

Alternate phone extension

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

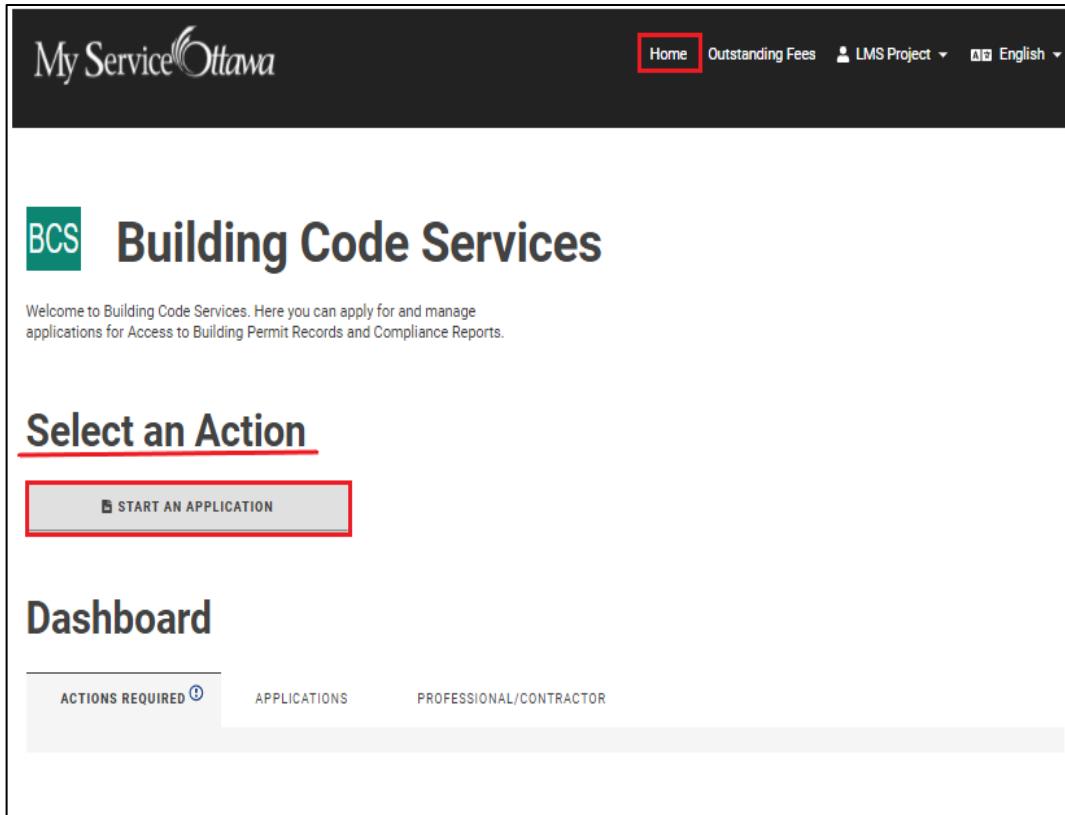
I agree Cancel

4. Once the registration process is complete, you will be immediately redirected to the “**Building Code Services**” home page where you may now begin to submit applications through the online Customer Portal.



The screenshot shows the 'My Service Ottawa' website interface for 'Building Code Services'. The top navigation bar includes 'Home', 'Outstanding Fees', 'LMS Project', and 'English'. The main heading is 'BCS Building Code Services' with a sub-header: 'Welcome to Building Code Services. Here you can apply for and manage applications for Access to Building Permit Records and Compliance Reports.' A prominent button labeled 'START AN APPLICATION' is visible. Below this is a 'Dashboard' section with three tabs: 'ACTIONS REQUIRED', 'APPLICATIONS', and 'PROFESSIONAL/CONTRACTOR'. The 'ACTIONS REQUIRED' tab is active, showing a sub-heading 'Actions Required' and a description: 'Here you can view the status of your active applications and address outstanding items.' Underneath is an 'Applications' section with a table. The table has columns for 'File Number', 'Type', 'Location', 'Status', and 'Last Activity'. A filter dropdown is set to 'All actions required'. The table currently displays '0 results' and a pagination control for 'Rows per page: 10' and '0-0 of 0'.

5. From the **Building Code Services** Home page, under “**Select an Action**”, select the “**Start an Application**” button.



The screenshot shows the 'My Service Ottawa' website interface for Building Code Services. At the top, there is a navigation bar with 'Home' highlighted in a red box, along with links for 'Outstanding Fees', 'LMS Project', and 'English'. Below the navigation bar, the 'BCS Building Code Services' logo is displayed. A welcome message states: 'Welcome to Building Code Services. Here you can apply for and manage applications for Access to Building Permit Records and Compliance Reports.' Under the heading 'Select an Action', a button labeled 'START AN APPLICATION' is highlighted with a red border. Below this, a 'Dashboard' section features three tabs: 'ACTIONS REQUIRED' (with a notification icon), 'APPLICATIONS', and 'PROFESSIONAL/CONTRACTOR'.

- From the **Start an Application** page, select the desired application type using the available application type buttons to start the application. The available buttons represent all application types that are currently available to be submitted online.

**My Service Ottawa** Home Search Outstanding Fees Jannee Training English

## 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 Master Plan use the button below.

- MASTER PLAN APPLICATION

### Addressing and Signs Applications

Select one of the following types to begin your application.

- SIGN PERMIT
- SIGN MINOR VARIANCE
- 9-1-1 BLADE SIGN
- PRIVATE ROAD NAMING
- HIGHWAY NAME CHANGE
- CIVIC NUMBER CHANGE

### Other Applications

Select one of the following types to begin your application.

- ACCESS TO BUILDING PERMIT RECORDS
- COMPLIANCE REPORT REQUEST
- MUNICIPAL INFORMATION FORM**
- AGENCY LETTER OF APPROVAL
- ZONING INFORMATION LETTER

7. The **Getting Started** page initiates the process for all application types. Read the “Getting Started” information and complete the required fields. Once the Getting Started page is saved, a unique file number (located directly after the main heading) will be immediately generated. You may save or delete your application at any time using the “Save” or “Cancel” buttons at the end of each application step page. Then select the “Next” button.

File Number	Description	Location	Status
MIF-2024-000481	Commercial	-	Draft

### Getting Started

To serve liquor in the Province of Ontario, a Liquor Licence from the Alcohol and Gaming Commission of Ontario (AGCO) is required. As part of the Liquor Licence application package, the AGCO needs documents from the City of Ottawa.

- A Municipal Information Form (MIF) is required to be submitted to the City with an Agency Letter of Approval (ALA) application for review and approval.
- The City of Ottawa can provide the approval for the three Agency Letters of Approval (from Building Code Services, Ottawa Public Health and Ottawa Fire Services) and a Municipal Information Form (MIF) needed for your AGCO application. Each of the three agency letters of approval requires an inspection.
- A red asterisk (\*) indicates a mandatory field.

Application Description \*  
Commercial

Select the option that best describes the application.

← PREV    SAVE    CANCEL    NEXT →

Next, a series of numbered steps will be outlined to take you through the submission process including, application, location, details, and contacts. The number and details of steps required is based on the application type chosen and will differ by type. You can track your progress using the steps tab group located immediately after the “Status” heading. Complete each step by reading the information and instructions, then completing all required actions, then selecting the “Save” and “Next” buttons located at the end of the page.

**NOTE:** Additional information on completing each step may be available in other Customer Portal User Guides.

8. Complete the **Application** step by reading the information and instructions, then completing all required actions, then selecting the “Save” and “Next” buttons located at the end of the page.

The screenshot shows the 'Municipal Information Form' interface. At the top, there is a navigation bar with 'My Service Ottawa' logo and links for Home, Search, Outstanding Fees, Jannee Training, and English. The main content area features a progress bar with six steps: GETTING STARTED, APPLICATION (current step), LOCATION, DETAILS, CONTACTS, and FINISH. The 'APPLICATION' step is highlighted with a '2' in a circle. Below the progress bar, the 'Application' section is titled 'Step 2 of 6'. It includes a form for 'Applicant is \*' with radio buttons for 'Authorized Agent', 'Property Owner' (selected), and 'Professional/Contractor'. Below this is a text area for 'Work Description \*' containing 'Liquor License application'. At the bottom, there are buttons for 'PREV', 'SAVE', 'CANCEL', and 'NEXT'.

My Service Ottawa Home Search Outstanding Fees Jannee Training English

## Municipal Information Form

File Number	Description	Location
MIF-2024-000481	Commercial	-

Status  
Draft

GETTING STARTED APPLICATION LOCATION DETAILS CONTACTS FINISH

### Application

Step 2 of 6

Applicant is \*

Authorized Agent  Property Owner  Professional/Contractor

Select the option that best defines your relationship to this permit.

Work Description \*  
Liquor License application

Describe the nature of your request or the work you are proposing to complete.

← PREV SAVE CANCEL NEXT →



- Complete the **Location** step by reading the information and instructions, then select and confirm the property address and complete all required actions. Then select the “Save” and “Next” buttons located at the end of the page.

My Service Ottawa
Home Search Outstanding Fees Jannee Training English

## Municipal Information Form

File Number	Description	Location	Status
MIF-2024-000481	Commercial	-	Draft

✓  
GETTING STARTED

✓  
APPLICATION

3  
**LOCATION**

4  
DETAILS

5  
CONTACTS

✓  
FINISH

### Location Step 3 of 6

#### Select a property

To locate the property, enter the address in the Address Bar and select the Search button.

Multiple properties can be selected on the map by using a mouse, zooming in, and selecting a property parcel. All selected parcels appear highlighted.

For a construction permit application, additional addresses, including the main address can be added under details in the unit addresses section.

If you are a keyboard user: upon completing a search, Tab to the address card to verify the Primary Location. Then Tab to and select the Confirm Selection button to confirm the Primary Location.

Use the Additional Information field (located near the end of this page) to optionally add additional information you would like to include in your application.

If the property does not have an address assigned, please contact [addressingandsigns@ottawa.ca](mailto:addressingandsigns@ottawa.ca).

Primary Location

Address: 101 CENTREPOINTE DR

Select the Confirm Selection button to proceed. If multiple properties are selected, choose a Primary Address from the following dropdown list. A primary address must be selected.

✓ CONFIRM SELECTION

#### Selected Properties

- 101 CENTREPOINTE DR, Ottawa, ON

#### Choose a Primary Address

Because there are multiple addresses for the properties selected, you must choose a primary address for this location.

Primary Address \*

101 CENTREPOINTE DR, Ottawa, ON

Choose a primary address for this application.

#### Additional Information

If required, enter additional information.

Additional Location Information

← PREV

SAVE

DELETE

NEXT →

10. Complete the **Details** step by completing all required actions, then selecting the “Save” and “Next” buttons located at the end of the page.

The screenshot shows the 'Municipal Information Form' interface. At the top, there is a navigation bar with 'My Service Ottawa' and links for Home, Search, Outstanding Fees, Jannee Training, and English. The main content area features a progress bar with six steps: GETTING STARTED, APPLICATION, LOCATION, DETAILS (current step), CONTACTS, and FINISH. The 'DETAILS' step is highlighted with a dark circle and the number 4. Below the progress bar, the 'Details' section is active, showing a form with two fields: 'Establishment Name \*' with the value 'Ottawa Bar & Grill' and 'Is this application for retail authorization? \*' with the value 'Yes'. At the bottom, there are four buttons: 'PREV', 'SAVE', 'CANCEL', and 'NEXT'.

My Service Ottawa Home Search Outstanding Fees Jannee Training English

## Municipal Information Form

File Number	Description	Location
MIF-2024-000481	Commercial	101 CENTREPOINTE DR, Ottawa, ON

**Status**  
Draft

GETTING STARTED APPLICATION LOCATION **DETAILS** CONTACTS FINISH

### Details

Step 4 of 6

Establishment Name \*  
Ottawa Bar & Grill

Is this application for retail authorization? \*  
Yes

← PREV SAVE CANCEL NEXT →

11. Complete the **Contacts** step by reading the information and instructions provided. Select the **+ Add Contact** button to add the required contact of Property Owner to the application. Select the “Save” and “Next” buttons located at the end of the page.

My Service Ottawa
Home [Search](#) [Outstanding Fees](#) [Jannee Training](#) [English](#)

## Municipal Information Form

<small>File Number</small>	<small>Description</small>	<small>Location</small>	
MIF-2024-000481	Commercial	101 CENTREPOINTE DR, Ottawa, ON	<b>Status</b> <small>Draft</small>

✓

GETTING  
STARTED

✓

APPLICATION

✓

LOCATION

✓

DETAILS

5

CONTACTS

✓

FINISH

### Contacts

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.

The following contact type(s) are required:

- Property Owner

+ ADD CONTACT
▼

<input type="checkbox"/>	Contact Type *	Name	
<input type="checkbox"/>	Property Owner	Jannee Training <span style="float: right; border: 1px solid #28a745; border-radius: 50%; padding: 0 2px; font-size: 8px;">New</span>	
<input type="checkbox"/>	Applicant	Jannee Training	
<input type="checkbox"/>	Professional / Contractor	LMS Corp	

← PREV

SAVE

CANCEL

NEXT →

12. Complete the final **Finish Application** step by reading the disclaimer and selecting the “I acknowledge the disclaimer”. Select the “Save” and “Submit” buttons.

The screenshot shows the 'Municipal Information Form' interface. At the top, the 'My Service Ottawa' logo is on the left, and navigation links for 'Home', 'Search', 'Outstanding Fees', 'Jannee Training', and 'English' are on the right. The main heading is 'Municipal Information Form'. Below it, a table displays the form details:

File Number	Description	Location	Status
MIF-2024-000481	Commercial	101 CENTREPOINTE DR, Ottawa, ON	Draft

A progress bar below the table shows six steps: 'GETTING STARTED', 'APPLICATION', 'LOCATION', 'DETAILS', 'CONTACTS', and 'FINISH'. The first five steps are marked with green checkmarks, and the 'FINISH' step is marked with a grey checkmark. The 'Finish Application' section contains a 'Disclaimer \*' with the following text: 'By acknowledging this disclaimer, I consent to the collection of my personal information on this form for the purpose of processing and communicating with me. I understand that the City of Ottawa will maintain all requests in a database for administrative purposes. Questions regarding this collection may be addressed to (613)580-2424 ext.29312'. A checkbox labeled 'I acknowledge the disclaimer.' is checked. At the bottom, there are four buttons: 'PREV', 'SAVE', 'CANCEL', and 'SUBMIT'.

13. The **Activities** page will appear, displaying a notification at the top of the page with an application number, confirming that your application has been submitted. The page includes a summary of the application details and the option to withdraw the application.

**My Service Ottawa** Home Search Outstanding Fees Jannee Training English

Your application MIF-2024-000481 has been submitted.

## Municipal Information Form

File Number: MIF-2024-000481 | Description: Commercial | Location: 101 CENTREPOINTE DR, Ottawa, ON

**Status**  
Submitted

### Activities

**Outstanding Fees**  
Fees for this application are awaiting payment.

**Provide supplemental documents**  
Provide additional documentation related to your application or permit.

**Resolve Holds**  
A document or explanation is required before this permit can be issued/completed.

#### DETAILS

##### Summary

Submitted Date	Application Date	Issued Date	Completed Date
Feb 14, 2024	-	-	-
Applicant Type	Applicant	Type	Work Type
Property Owner	Jannee Training	Commercial	Not Applicable
Primary Work Scope	Work Description	Project	
Not Applicable	Liquor License application	-	
Primary Location	Specific Location		
101 CENTREPOINTE DR, Ottawa, ON	-		

##### Details

Establishment Name	Retail Authorization	Indoor Areas	Outdoor Areas
Ottawa Bar & Grill	Yes	-	-

##### Contacts

Edit contacts or add new contacts.

Name	Contact Type	Phone Number	Email Address	Mailing Address	Phone
Jannee Training	Applicant	(613) 580-2400	janneetraining@gmail.com	101 Centrepointe Dr Nepean	
Jannee Training	Property Owner	(613) 580-2400	janneetraining@gmail.com	101 Centrepointe Dr Nepean	
LMG Corp	Professional / Contra..	(613) 580-2400	lmcorg@gmail.com	101 Centrepointe Dr Nepean	✓