

# Building, Planning and Land Development Online Applications and Permits

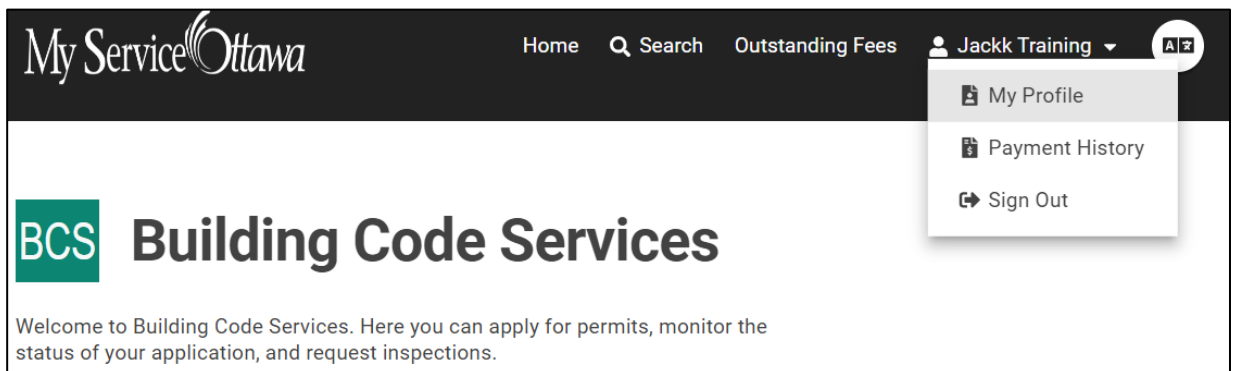
## Online Customer Portal User-Guide

### Setting up a Pre-authorized Debit Account

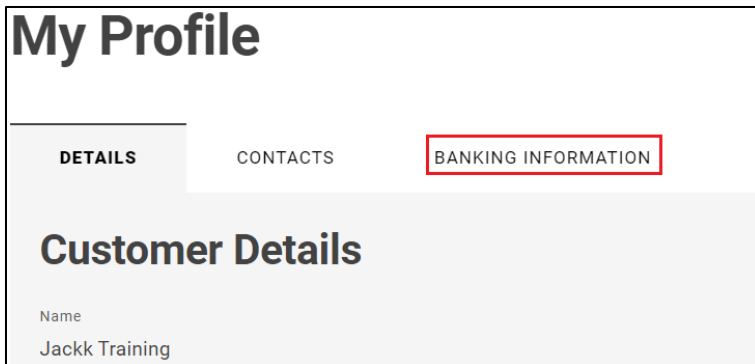
To pay for a permit through the Customer Portal, you must be in the **Building, planning and land development** service widget, located on the main dashboard in My ServiceOttawa.

A pre-authorized debit account can be set up with the bank of your choice, for easy and fast payments within your Customer Portal profile. There are limits to the number of accounts that can be set up.

1. From the Customer Portal Home page, select your name at the top right corner of the page. From the drop-down menu, select **My Profile**.

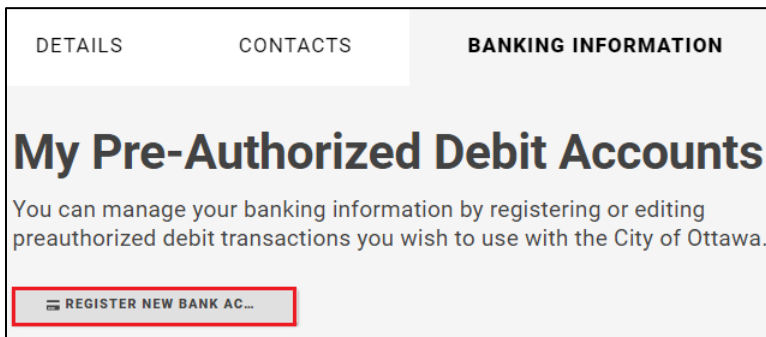


2. Select the **Banking Information** tab. This is where you can set up a pre-authorized debit account.




If the pre-authorized debit account is to be set up for business or company, select the **Business Name** under the **Professionals/Contractors** tab on the Dashboard.

3. Select the **Register New Bank Account** button.



4. A new **Register Pre-Authorized Debit Account** page will open. Complete all fields as indicated. All fields marked with an asterisk are mandatory.



## Register Pre-Authorized Debit Account

Jackk Training

### Your Bank Account Details

**Transit Number \***  
Enter the Bank Transit Number shown on your cheque (5 digits)


**Bank or Institution Number \***  
Enter the Bank or Institution Number (3 digits)

**Account Number \***  
Enter your Bank Account Number (up to 12 digits)

**Account Nickname \***  
Enter a nickname to help you identify this account (e.g. Savings Account - Project Name)

5. Select the upload icon next to **Cheque Image** to upload the mandatory VOID cheque picture. The cheque image must include your name or your company name.


## Supporting Documentation

**Cheque Image \*** 

Upload a picture of a VOID Cheque. If you do not have a cheque on hand, a VOID cheque image can be downloaded from your online banking website. The cheque image must include your name or your company name.

6. Review and accept the Terms and Conditions by selecting the **I accept** box. A copy of the terms and conditions can be printed for your records.

- The Submit button will then activate. Select the **Submit** button to complete your pre-authorized debit account set up. A **Confirmation** page will open, summarizing the account details.



## Register Pre-Authorized Debit Account

Jackk Training

**Status**  
Pending Review

### Confirmation

Your registration has been successfully submitted for review.

Transit Number	Bank or Institution Number	Account Number
12345	123	XXXXXXXXX789

Account NickName  
Sample Account

- Once submitted, City staff will conduct an internal review of the account request. Under the **Banking Information** tab under Your Profile, the newly created debit account will show a status of **Pending Review**.

## My Profile

DETAILS
CONTACTS
**BANKING INFORMATION**

### My Pre-Authorized Debit Accounts

You can manage your banking information by registering or editing preauthorized debit transactions you wish to use with the City of Ottawa.

REGISTER NEW BANK ACCOUNT

Account Nickname *	Status
Sample Account <span style="float: right; font-size: x-small;">✎</span>	Pending Review

- Once reviewed and approved, the status will change to **Active**.

**My Profile**

DETAILS CONTACTS **BANKING INFORMATION**

### My Pre-Authorized Debit Accounts

You can manage your banking information by registering or editing preauthorized debit transactions you wish to use with the City of Ottawa.

[REGISTER NEW BANK ACCOUNT](#)

Account Nickname *	Status	
Sample Account	Active	<a href="#">Manage</a>

If the debit account is **denied**, the account and its Account Nickname will no longer be available in the Banking Information tab.

- Select the **Manage** link next to the status column to change the Account Nickname or to Deactivate the debit account.

## Paying using a Pre-Authorized Debit Account

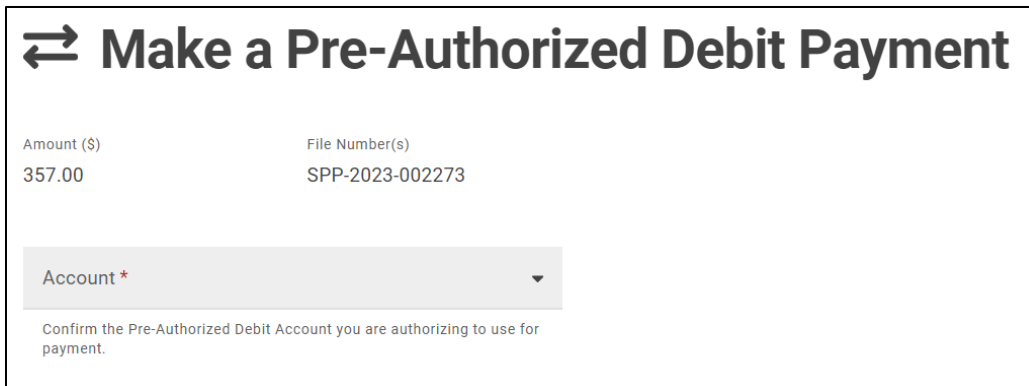
When payments are required on an application or permit, a **Pay by Bank Account** button will be visible as an option.

### Application Fees

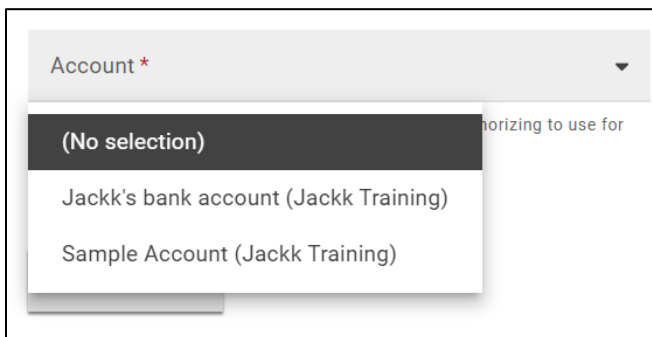
Description	Amount (\$)	Balance (\$)	
Sign Permit Fee	2,596.00	357.00	
			Subtotal (\$): 357.00
			<b>Total (\$)</b> 357.00

[CANCEL](#) [PAY BY PAYMENT CARD](#) [PAY BY BANK ACCOUNT](#)

1. Select the **Pay by Bank Account** button to select the debit option. A new **Make a Pre-Authorized Debit Payment** page will open.



If multiple debit accounts are available, select the downward arrow to choose the account from the list available.




2. Select the **Submit** button to apply the payment.


3. A **Payment Confirmation** page will open summarizing the transaction. A Receipt can be downloaded or printed by selecting the download icon.

## Payment Confirmation

Transaction Number  
075683723-001

 **Transaction Approved**

The total amount shown below has been paid. You may download the payment receipt for your records.

 Receipt  
R3928.pdf

Received Date	Amount (\$)
Jul 31, 2024	357.00