Building, Planning and Land Development Online Applications and Permits

Customer Portal User-Guide

Required Documents

Each application may require supporting documents which can be uploaded using the online Customer Portal.

Depending on your application type, documents may or may not be a mandatory requirement. Mandatory documents will be marked via a check mark under the **Required** column. Additional information is required to explain the **Attachment Type** and **Description** in their respective columns.

All *required* documents must be added to the application during the Documents step in the application process. You may also upload any other supporting documents to further assist in your application process. All documents submitted will be reviewed by staff.

If no required documents have been identified, you may upload any supporting documents of your choosing or you may proceed to the next step.

Upload Application Documents During Submission

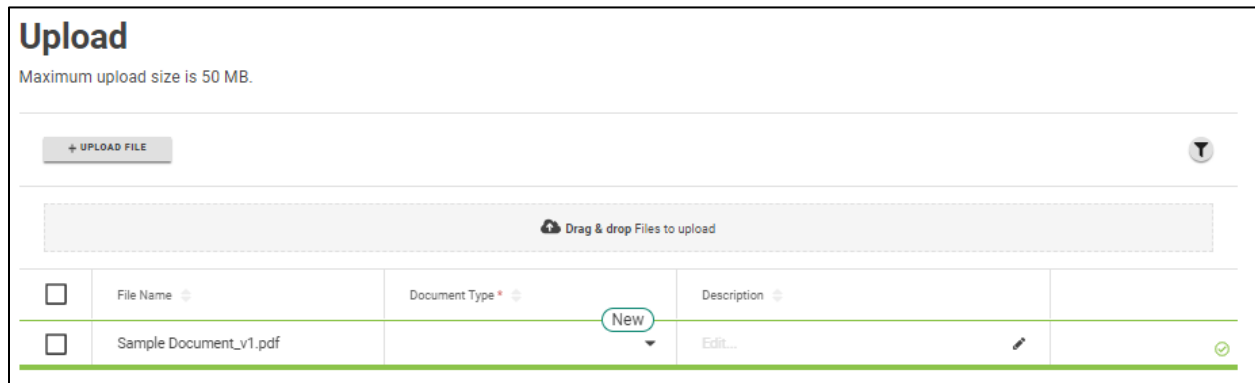There are two options available to upload documents:

1. Select the **Upload Files** button to browse for and upload a file(s) from your computer.

OR

2. From your computer, open a folder containing the file you wish to upload, select the file, and then drag and drop files to **Drop Files Here** section.

Upload

+ Upload Files

☐ File Name	Document Type	💬 Comments
	Drop Files Here	
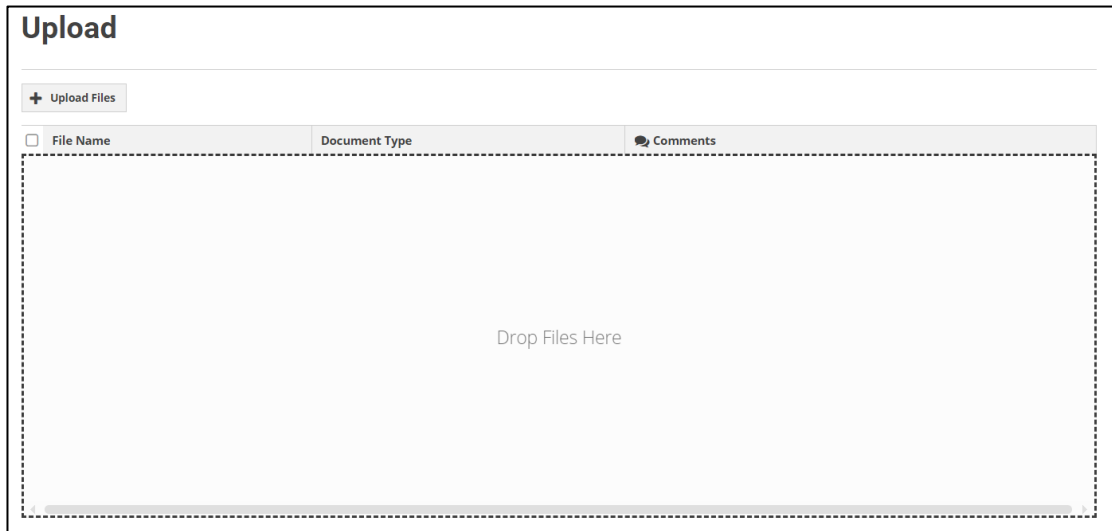
Once a document has been successfully uploaded, it will appear under the Upload section in a table. Additional information is required to explain the **Document Type** which can be selected from the drop-down list in the Document Type column. A Description of the document being attached can also be entered in the Description text box.

Upload

Maximum upload size is 50 MB.

+ UPLOAD FILE

☁ Drag & drop Files to upload

☐ File Name ⇕	Document Type * ⇕	Description ⇕	
		New	
☐ Sample Document_v1.pdf	▾	Edit... ✏	⊘

The Document Type must match the required attachment type previously indicated. All required document types are noted with a red asterisk when the drop-down list is selected.
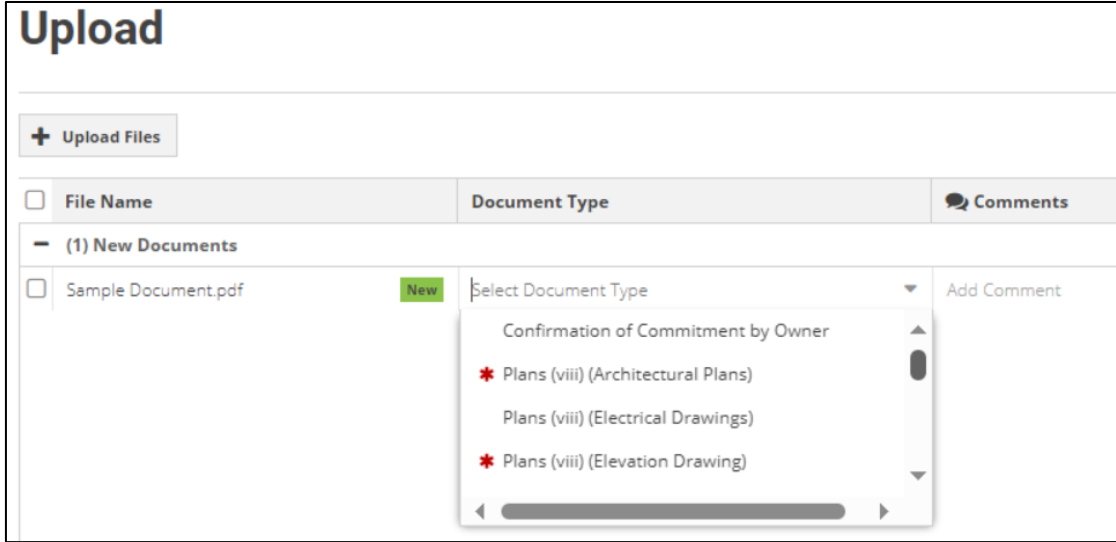

Sample Form Documents

The **Sample Form** column may have sample forms available for download for some attachment types. These sample forms are documents that require completion as part of the submission process. These sample forms will be noted by a link with a download icon within the Sample Form column.


When sample forms are available,

1. Select the **Download icon** next to the attachment type. A new tab will open with a fillable document ready for completion. Complete the form with as much information as possible.

2. Once complete, save the form by selecting the **Save icon** at the top right corner.
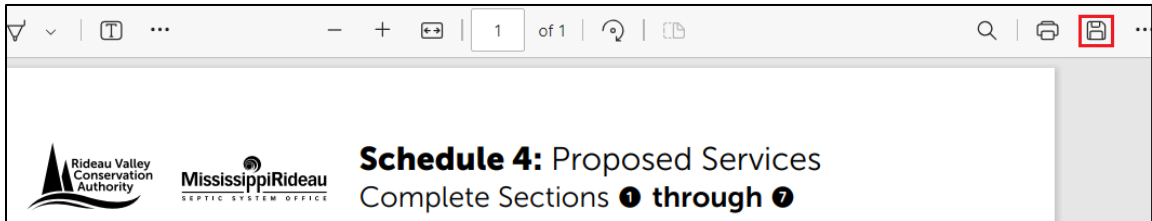
Save the form to a location on your computer and exit out of the tab.

3. Navigate back to your online Customer Portal account and upload the saved document. Ensure the correct Document Type is selected to match the document.
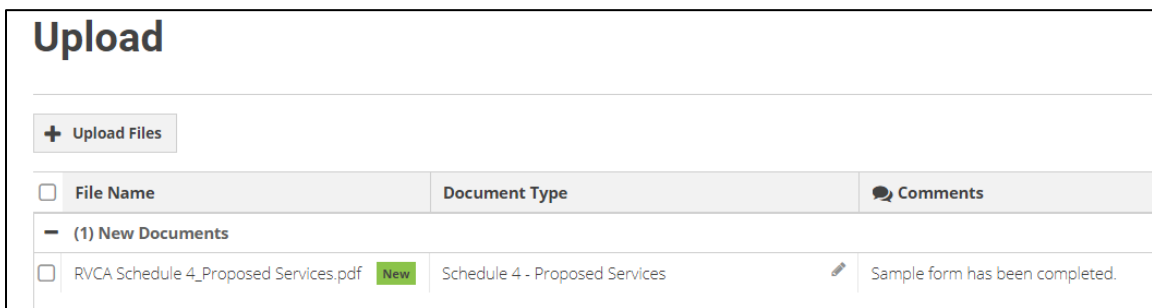
Document Deletion

If a document has been uploaded in error, check the checkbox preceding (in the column to the left of) the File Name column.

The document row will be highlighted in yellow, and a **Delete** button will then be available at to top right of the table. Selecting this Delete button will remove the uploaded document.

Upload

	File Name		Document Type		Comments	
					💬 Comments	
—	(2) New Documents					
☑	Sample Document.pdf	New	Plans (viii) (Architectural Plans)	✏	Architect plans	✏
☐	Sample Document_v1.pdf	New	Plans (viii) (Elevation Drawing)	✏	Add Comment	✏

1 item selected   🗑 Delete