

Building, Planning and Land Development Online Applications and Permits

Customer Portal User-Guide

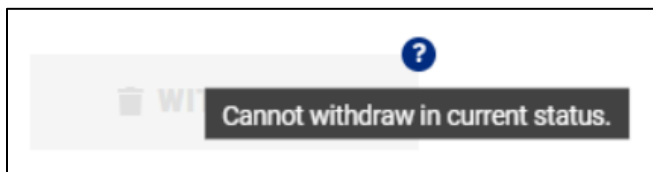
Withdraw of an Application

Most application types can be withdrawn when applications hold a certain status, but before permit issuance.

For those applications that can be withdrawn, and are in their appropriate status, a red Withdraw button will be activated on the applications Activities page.

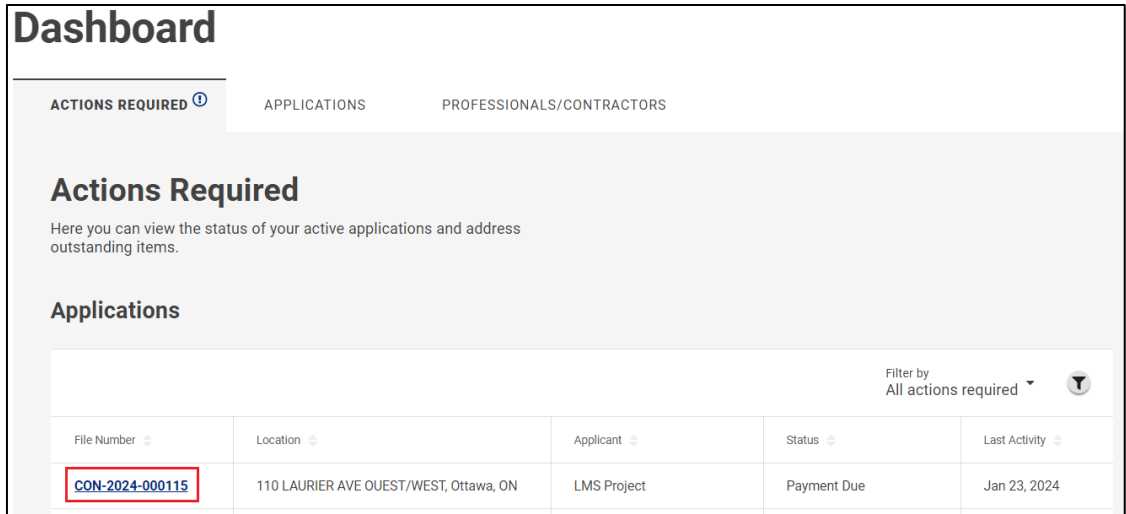


If the application cannot be withdrawn, the button will be greyed out. Selecting the question mark icon, will provide information as to the reason.



1. To request a withdraw of an application, locate the application in the Customer Portal, under the Applications tab.

2. Select the **File Number** hyperlink to open the Activities page for the application.



Dashboard

ACTIONS REQUIRED ⓘ APPLICATIONS PROFESSIONALS/CONTRACTORS

Actions Required

Here you can view the status of your active applications and address outstanding items.

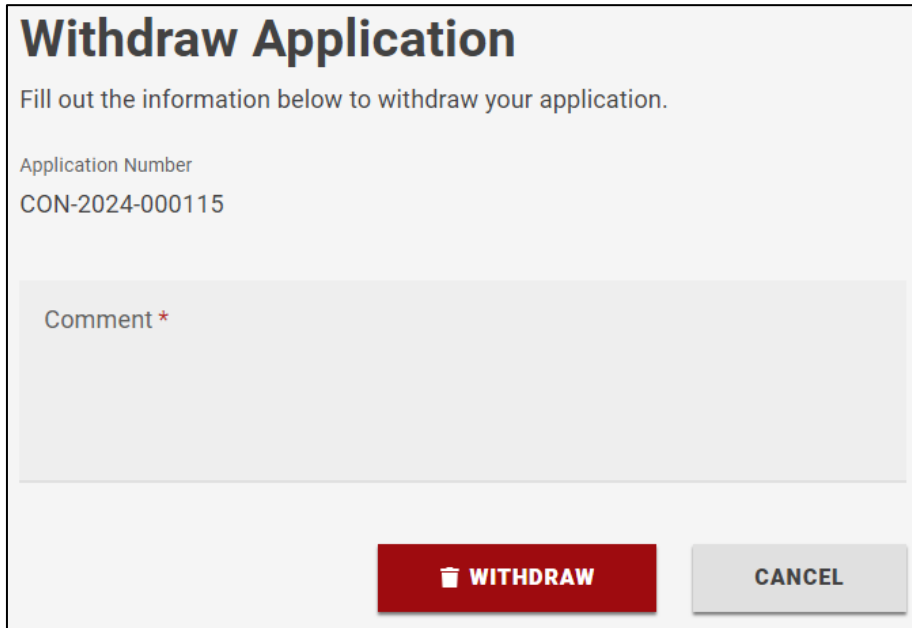
Applications

Filter by: All actions required ▼

File Number	Location	Applicant	Status	Last Activity
CON-2024-000115	110 LAURIER AVE OUEST/WEST, Ottawa, ON	LMS Project	Payment Due	Jan 23, 2024

The applications Activities page will open.

3. Scroll down to the bottom of the page to view the **Withdraw** button.
4. Select the **Withdraw** button to proceed. A new **Withdraw Application** page will open.



Withdraw Application

Fill out the information below to withdraw your application.

Application Number
CON-2024-000115

Comment *

WITHDRAW CANCEL

5. Select the Comment box to provide added information or a reason for the withdraw request. This is a mandatory requirement to cancel the application.
6. Select the red **Withdraw** button once more to confirm the request.

- A message confirming the withdraw will appear near the top of the application page.

The screenshot shows the 'My Service Ottawa' website. At the top, there is a navigation bar with links for Home, Search, Outstanding Fees, LMS Project, and English. A notification banner at the top states: "Withdrawal request has been submitted for CON-2024-000115." Below this, the main content area is titled "Construction Permit" and includes a building icon. A table below the title shows application details:

File Number	Description	Location
CON-2024-000115	House	110 LAURIER AVE OUEST/WEST, Ottawa, ON

To the right of the table, the status is shown as "Submitted".

An email notification will also be sent to the applicant, if the “Withdraw Application” notification type was selected in the account profile settings.

- City Staff will review the withdraw request and review the application. Any refund requests, if applicable, will be determined at this time.

Once City Staff process and approve the withdraw, a status of Withdrawn will appear in the Applications tab for the application.

The screenshot shows the "Dashboard" with three tabs: "ACTIONS REQUIRED", "APPLICATIONS", and "PROFESSIONALS/CONTRACTORS". The "APPLICATIONS" tab is active. Below the tabs, there is a section titled "Applications" with a brief description: "Here you can access and update information and documents relevant to your applications." Below this is a table of applications with a filter dropdown set to "All applications".

File Number	Location	Applicant	Status	Last Activity
CON-2024-000115	110 LAURIER AVE OUEST/WEST, Ottawa, ON	LMS Project	Withdrawn	Jan 24, 2024