Building, Planning and Land Development Online Applications and Permits Customer Portal User-Guide

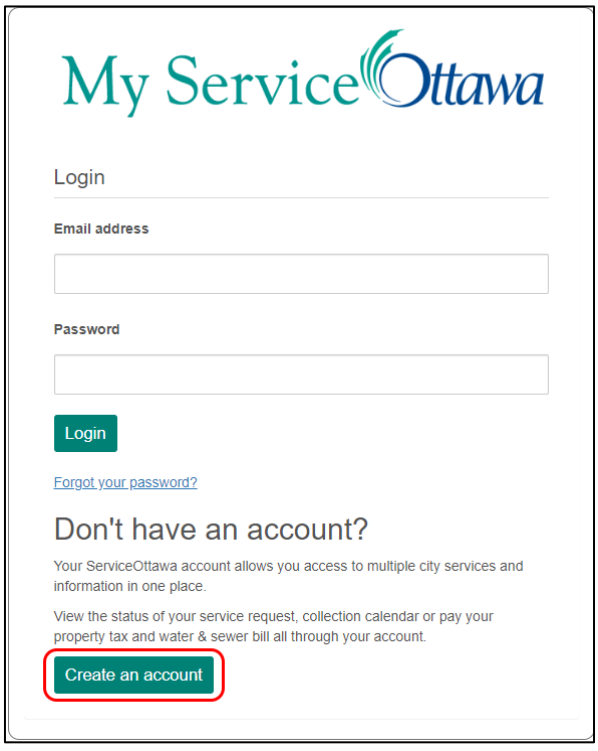
Create a My ServiceOttawa (MySO) Account and Building, Planning and Land Development Registration

To submit an online application and access the Customer Portal, an account with My Service Ottawa (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 and skip to the "Building, Planning and Land Development Registration" instructions in this document.

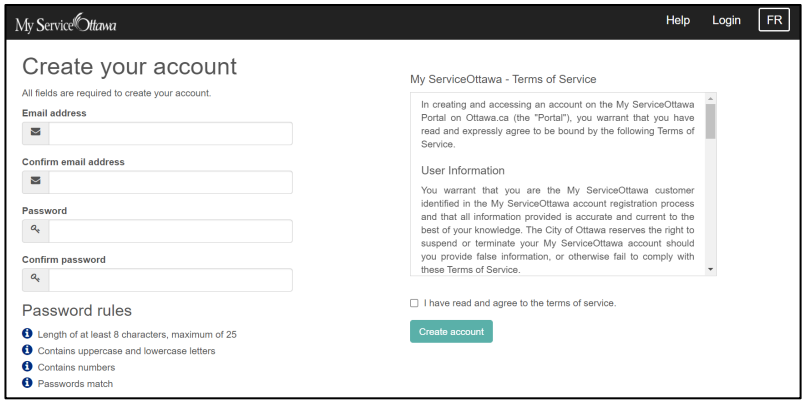
Otherwise, use the following instructions to create and activate your MySO account, then continue to follow the "Building, Planning and Land Development Registration" instructions. You may then use the online Customer Portal submission service.

1. To create a MySO account, access the website at:

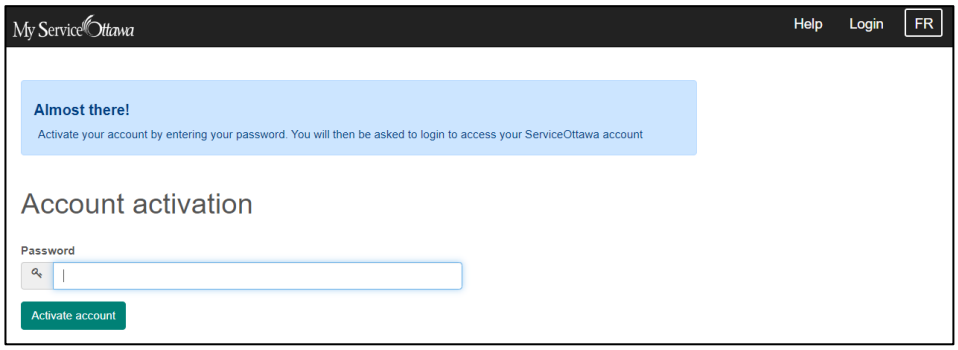
   https://ottawa.ca/en/serviceottawa. Once on the MySO page, select the "**Create account"** button (the last button on the page) to begin.



2. Once on the “Create your account” page complete the required fields, read the “My ServiceOttawa - Terms of Service”, check “I have read and agree to the terms of service”, and select the “Create account” button to create your account.

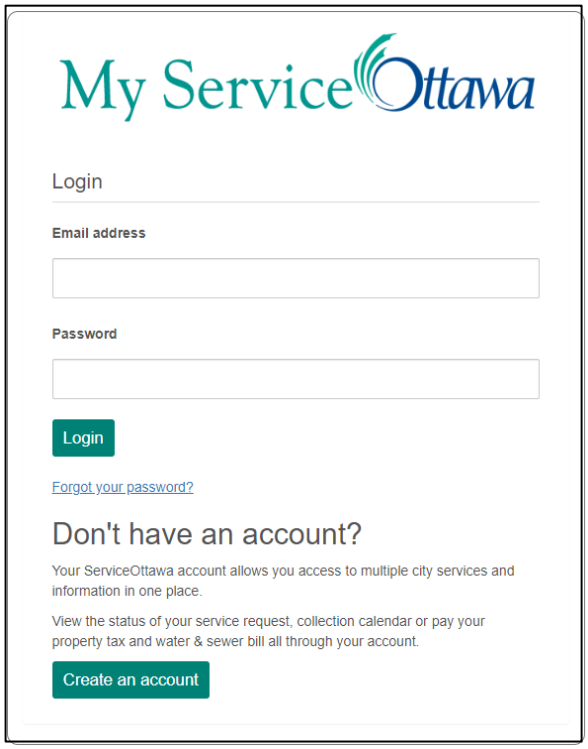


3. After creating your account, an **activation link** will be sent to the email you provided. This link will be valid for 48 hours. From the email, select the “activate your account” link. You will be directed to a MySO webpage where you will be asked to enter the password you created for your account during the account creation process. Enter your password in the “Password” field and select the “Activate account” button.



Once your MySO account is activated, if you are not taken to the main Dashboard page, you will be taken to the “My ServiceOttawa” login page where you can enter your email address and password, then select the “Login” button to arrive at the Dashboard page. You can always login to the “My ServiceOttawa” Dashboard page by visiting

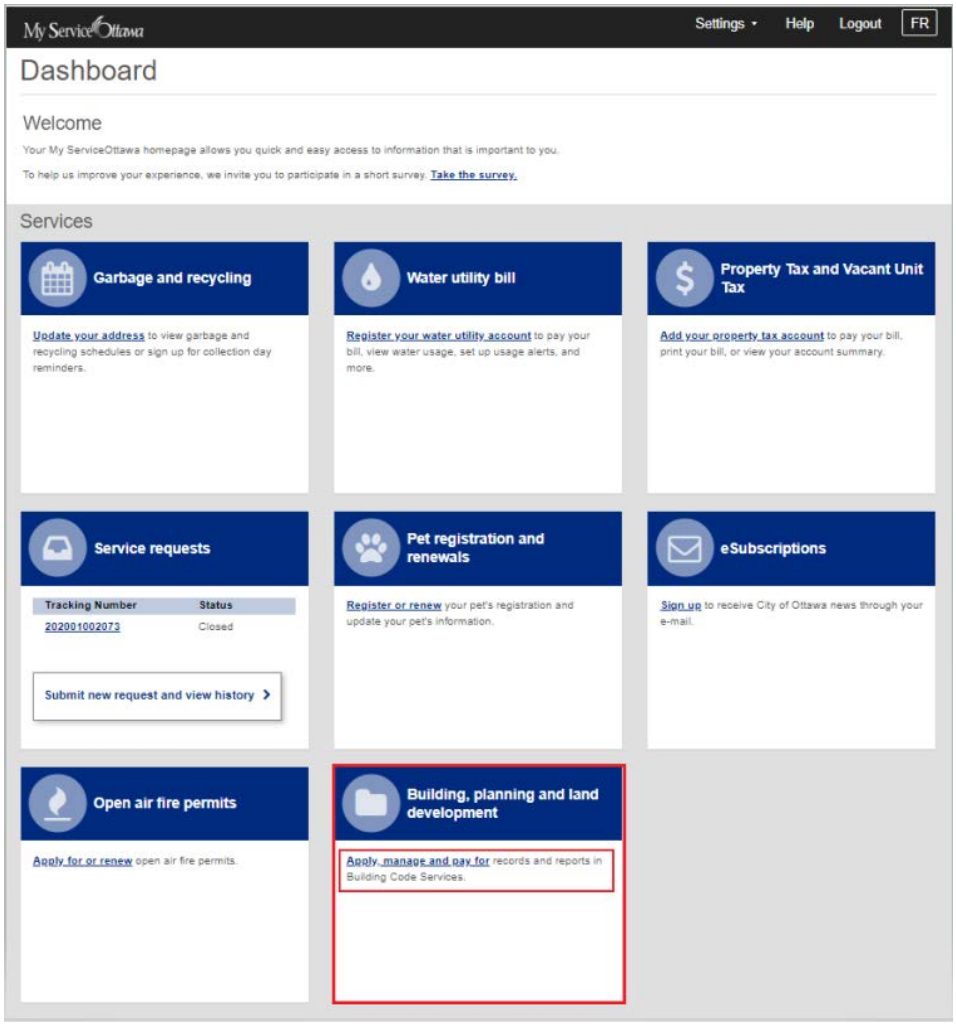
https://ottawa.ca/en/serviceottawa. Once you have successfully logged in, continue with the “Building, Planning and Land Development Registration” instructions following the next graphic.



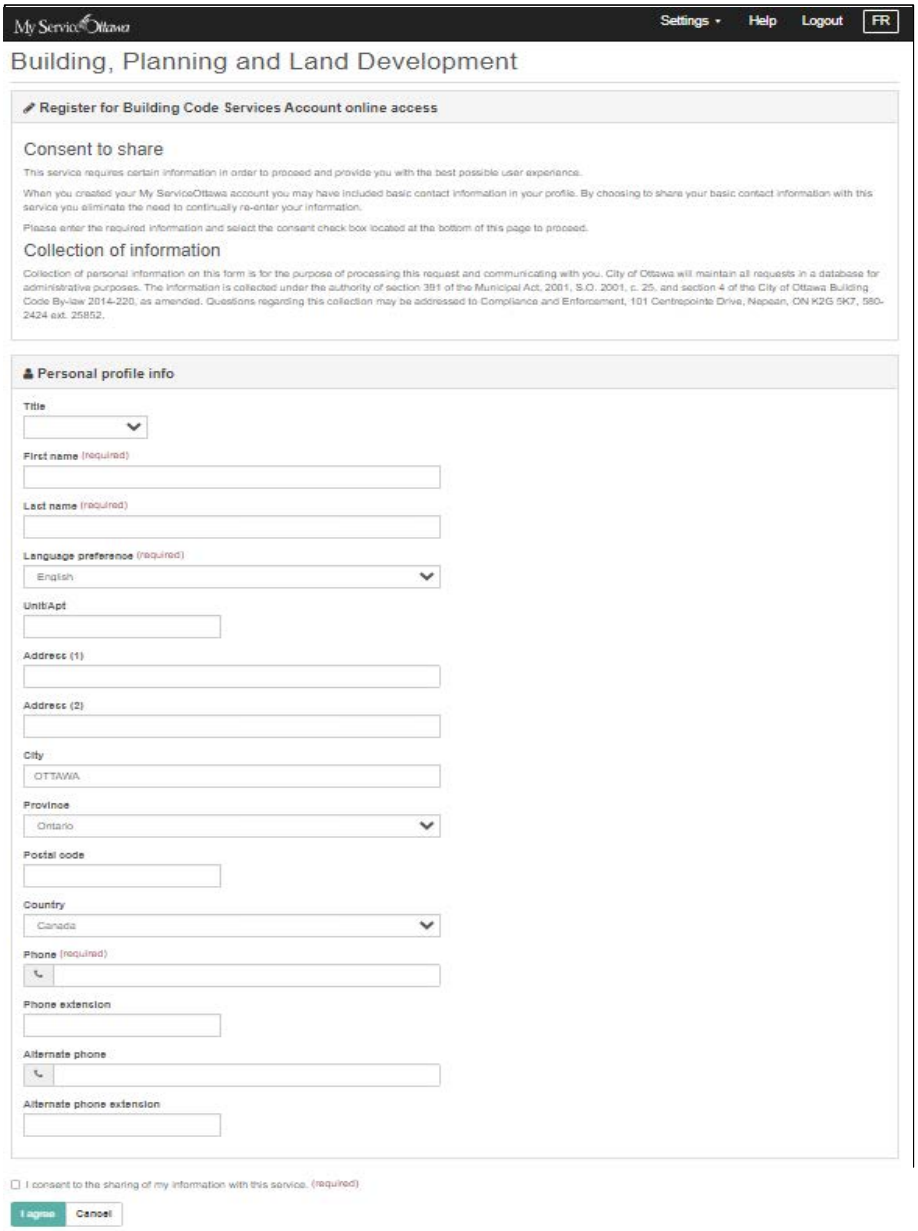
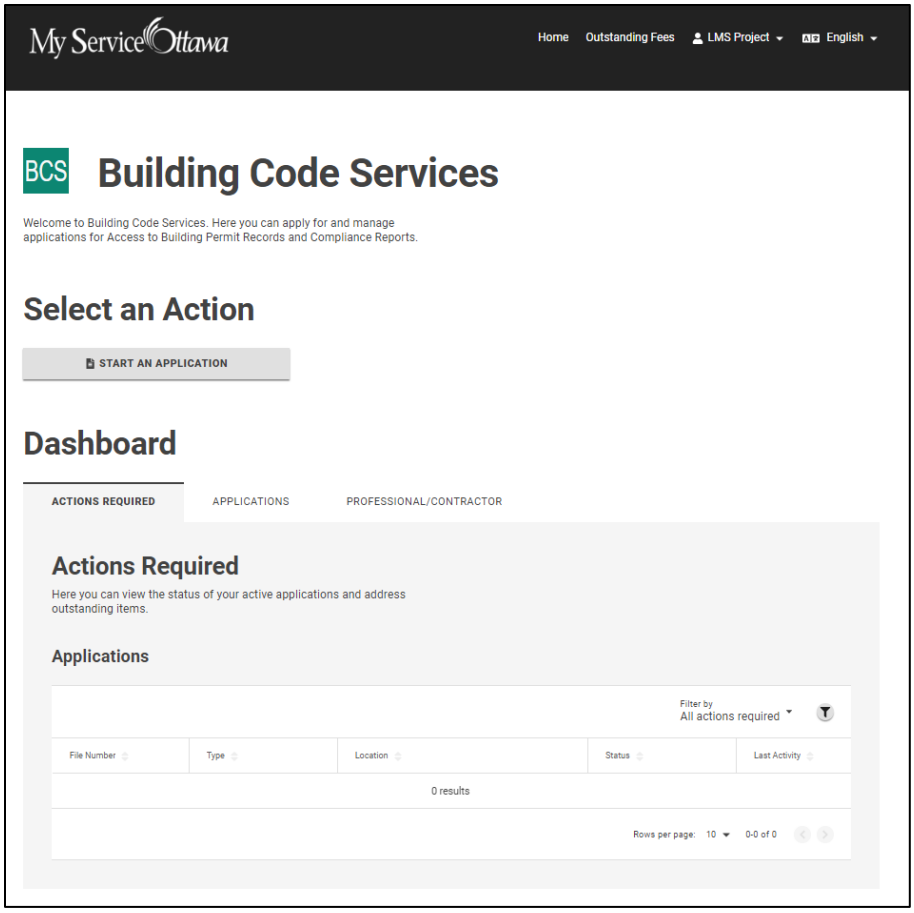
Building, Planning and Land Development System Registration

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”**.

1. From the “**Building, planning and land development”** service widget, select the “Apply, manage and pay for” link to access the LMS system and begin the registration process.



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



The registration process is now complete. You will be immediately redirected to the LMS "**Building Code Services**" page where you may now begin submitting applications through the online Customer Portal.