

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

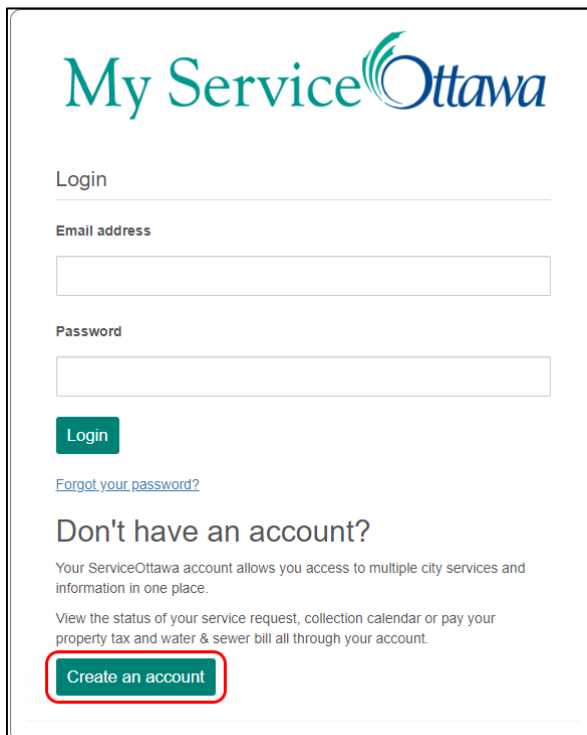
## Create a My ServiceOttawa (MySO) Account and Building, Planning and Land Development Registration

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.



My Service Ottawa

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.

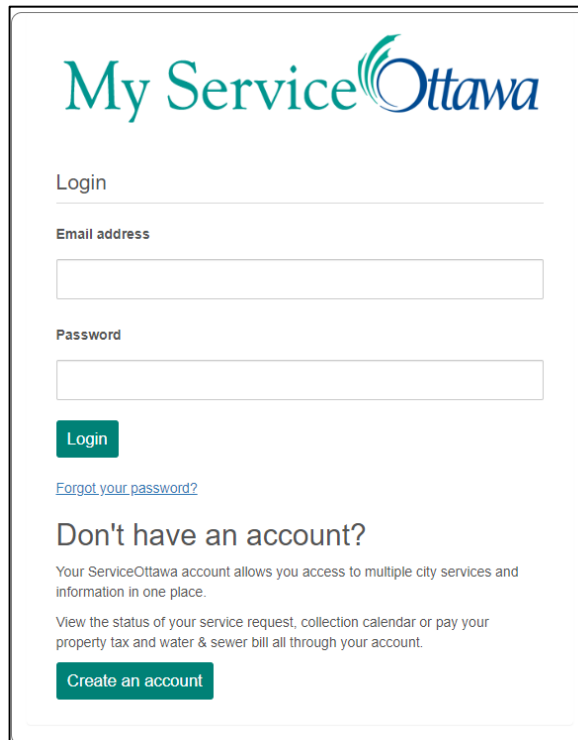
Create an account

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.

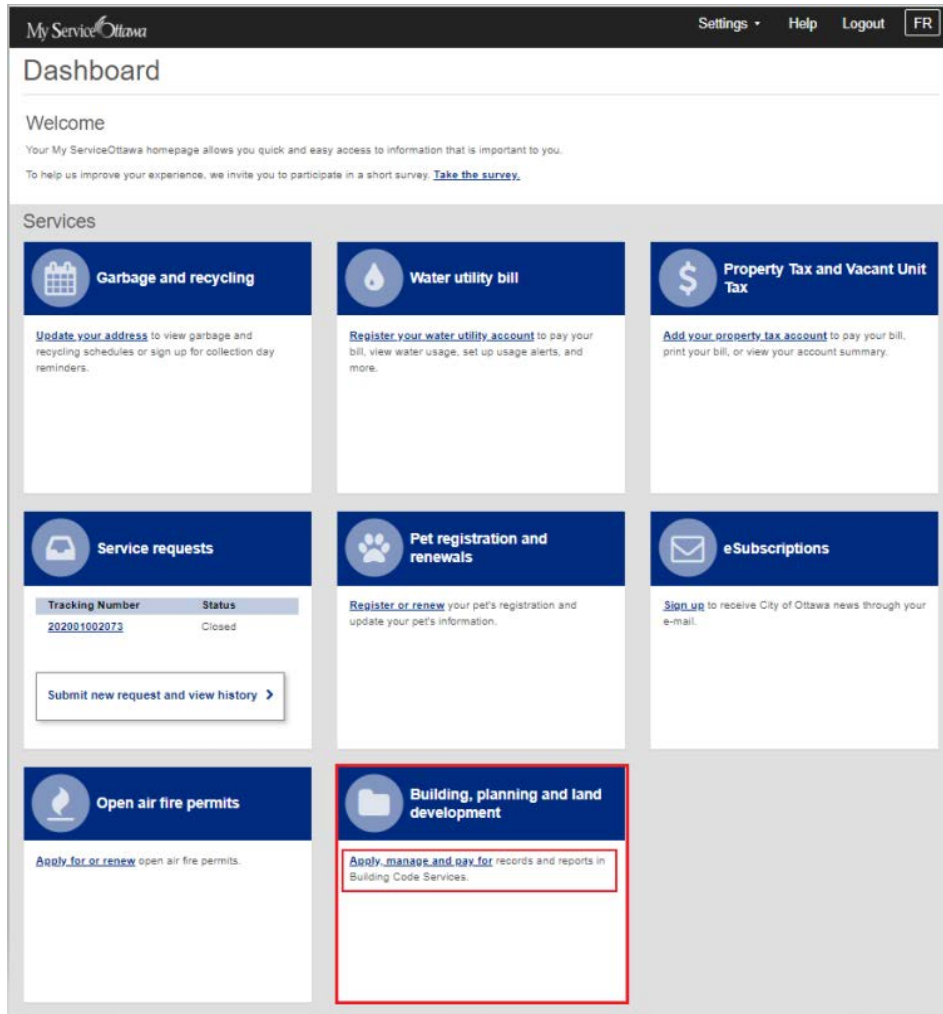


The screenshot shows the 'My Service Ottawa' login interface. At the top is the 'My Service Ottawa' logo. Below it are three input fields: 'Login', 'Email address', and 'Password'. A green 'Login' button is positioned below the password field. A blue link for 'Forgot your password?' is located below the login button. Underneath is the heading 'Don't have an account?' followed by a paragraph explaining the benefits of a ServiceOttawa account. At the bottom is a green 'Create an account' button.

## 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.

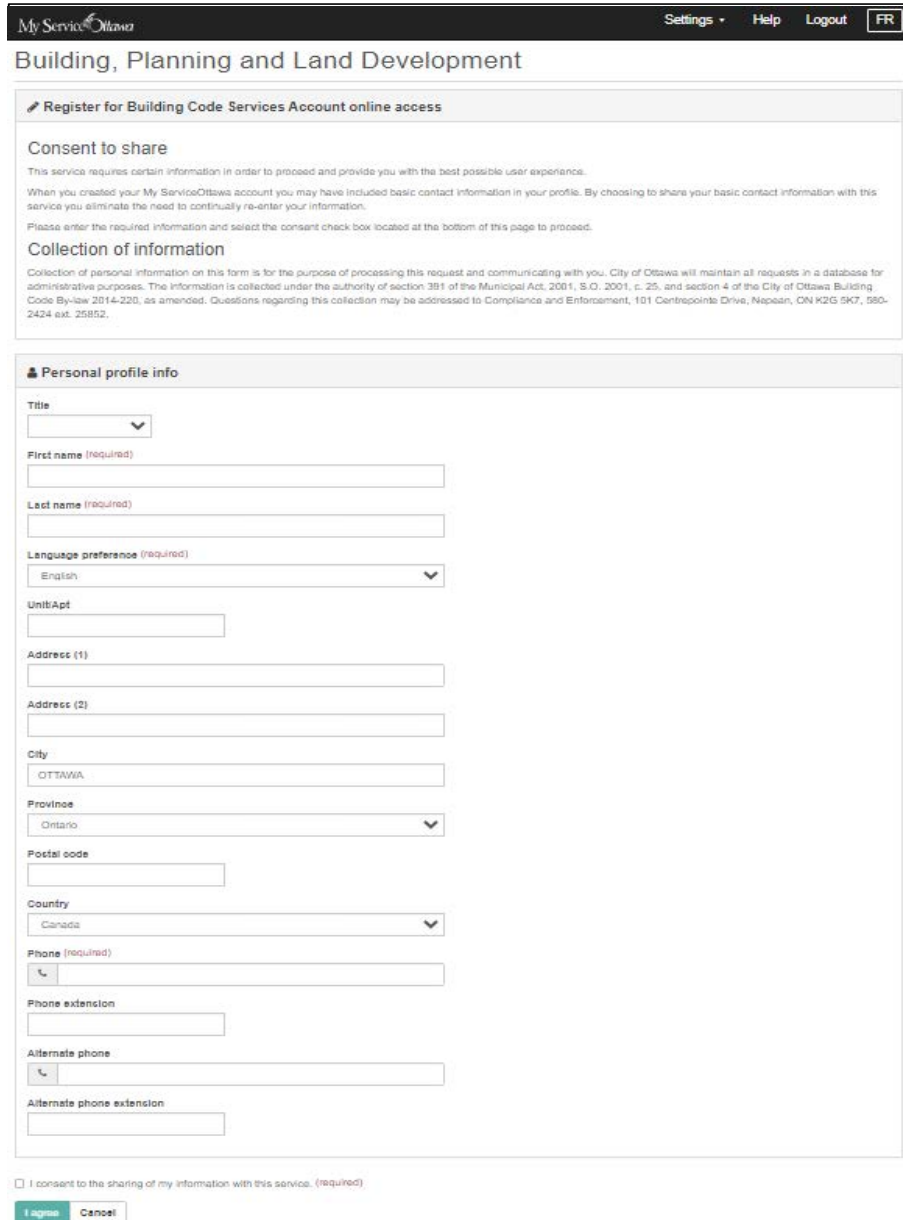


The screenshot shows the My Service Ottawa dashboard. At the top, there is a navigation bar with 'Settings', 'Help', 'Logout', and a language selector 'FR'. Below the navigation bar is the 'Dashboard' header and a 'Welcome' message. The main content area is titled 'Services' and contains several widgets:

- Garbage and recycling**: Includes a link to 'Update your address'.
- Water utility bill**: Includes a link to 'Register your water utility account'.
- Property Tax and Vacant Unit Tax**: Includes a link to 'Add your property tax account'.
- Service requests**: Displays a table with tracking numbers and statuses, and a button to 'Submit new request and view history'.
- Pet registration and renewals**: Includes a link to 'Register or renew'.
- eSubscriptions**: Includes a link to 'Sign up'.
- Open air fire permits**: Includes a link to 'Apply for or renew'.
- Building, planning and land development**: Includes a link to 'Apply, manage and pay for'.

The 'Building, planning and land development' widget is highlighted with a red border.

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.



**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)  
English ▼

Unit/Apt  
\_\_\_\_\_

Address (1)  
\_\_\_\_\_

Address (2)  
\_\_\_\_\_

City  
OTTAWA

Province  
Ontario ▼

Postal code  
\_\_\_\_\_

Country  
Canada ▼

Phone (required)  
\_\_\_\_\_

Phone extension  
\_\_\_\_\_

Alternate phone  
\_\_\_\_\_

Alternate phone extension  
\_\_\_\_\_

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

**Agree** **Cancel**

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.

**My Service Ottawa** Home Outstanding Fees LMS Project English

## BCS Building Code Services

Welcome to Building Code Services. Here you can apply for and manage applications for Access to Building Permit Records and Compliance Reports.

### Select an Action

[START AN APPLICATION](#)

### Dashboard

**ACTIONS REQUIRED** APPLICATIONS PROFESSIONAL/CONTRACTOR

#### Actions Required

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

#### Applications

Filter by: All actions required

File Number	Type	Location	Status	Last Activity
0 results				

Rows per page: 10 0-0 of 0