Building, Planning and Land Development Online Applications and Permits Customer Portal User-Guide
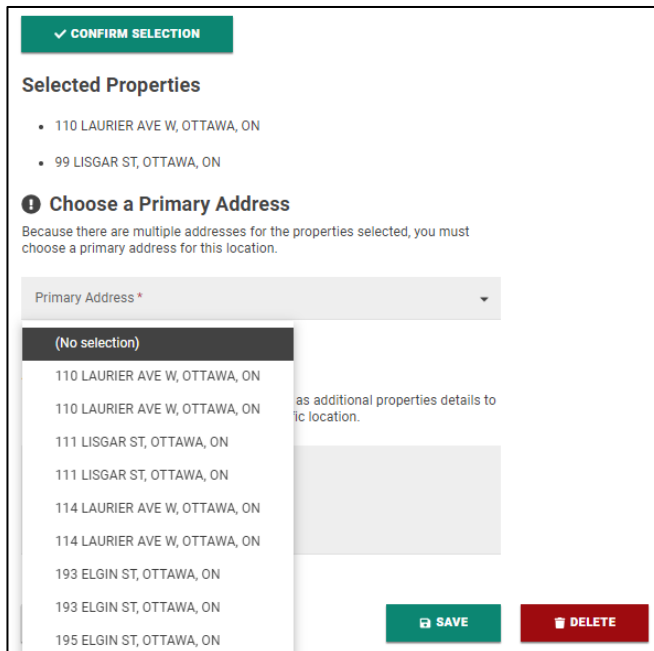
Add a Single Address

Each application must include an address selected from the system database. There is a dedicated step for this called – Location – of the application process. You can search for an address using the "**Search for an Address**" field, or by using the interactive map.

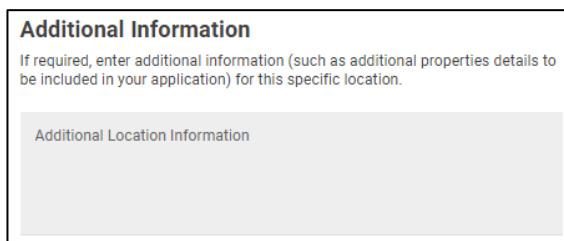### Using the "Search for an Address" field to search for an address

1. From the **"Location"** step, under the **"Select a property"** heading, in the **"Search for an Address"** search field (located on the top left corner of the map), enter a complete address of the location you are searching for (e.g. 123 Any Street).

2. Begin the search by selecting the **"Search"** button (magnifying glass icon).

3. A **"Parcel"** information box will appear on the bottom, left side of the map, displaying the address selected. Keyboard users can tab to this information to access it. Your search result will also appear on the map, noted by a black dot, within a parcel area highlighted in green.
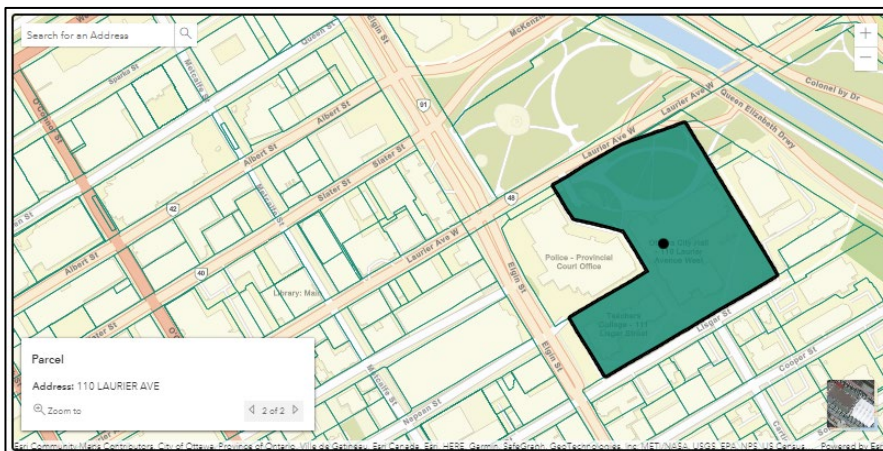
4. Under the **"Confirm selection"** heading on the page, select the green **"Confirm Selection"** button. This will pick the chosen address and will indicate it under the **"Selected Properties**" section.

5. If your chosen property has multiple addresses, you must choose a primary address for the location. Select the **"Primary Address"** from the provided drop-down list.

6. You have the option to add additional details in the **"Additional Information"** text box, if required.

7. Select the **NEXT** button to proceed to the next step.

**Using the interactive map to navigate and search for an address.**

1. From the **"Location"** step, under the **"Select a property"** heading, click-and-drag your cursor on the map to move to your desired location.

2. Once located, click inside the desired parcel boundary. Your parcel will now be highlighted in green and the **"Parcel"** window box will appear.

3. To confirm your address, select the green **"Confirm Selection"** button.

Add Multiple Addresses (mouse users only)

Unfortunately, currently, there is no way for keyboard only users to add multiple addresses. If you require assistance, please contact the City of Ottawa and an agent will be happy to assist you in completing your multiple address selections. For mouse users, for applications that require multiple addresses, you can search for your initial address following the previous steps, then add additional addresses using the following steps:

1. To select additional addresses, use the interactive map to select a parcel with your cursor. You can select as many parcels as required.

2. To deselect a parcel, click on any currently selected parcel.

3. As you continue to select and deselect parcels, the **"Parcel"** information box will update to reflect the multiple selections.
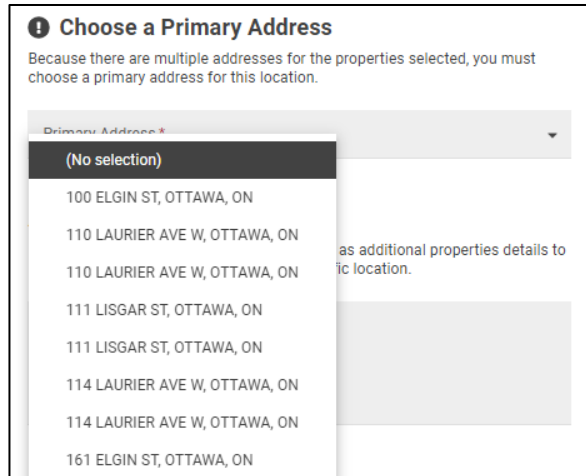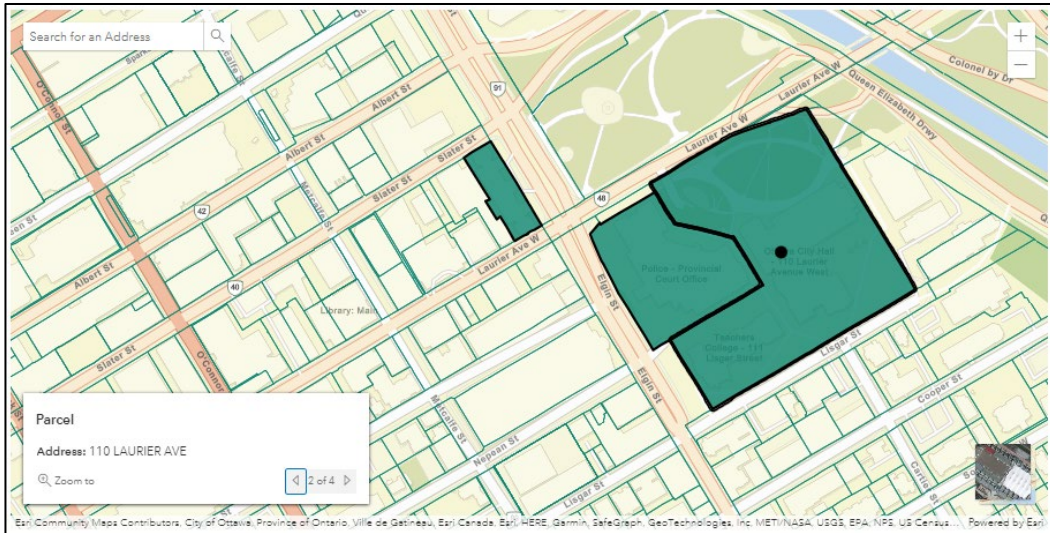

4. Once all of your desired parcels are selected, select the **"Confirm Selection"** button. This will confirm the chosen addresses and list them under the **"Selected Properties"** section.
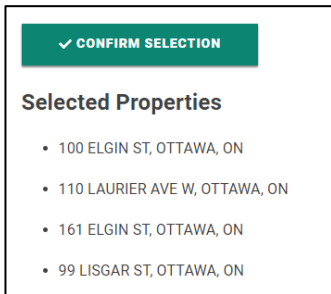
5. When multiple addresses are selected, one primary address must be identified for the application. This primary address is indicated by the location of the black dot, located on the map.

6. Select the **"Primary Address"** drop-down field and select the primary address from the list of confirmed addresses. The black dot on the map will update accordingly.

7. You have the option to add additional details in the **"Additional Information"** text box, if required.

8. Select the **"NEXT"** button to proceed to the next step.