

# Building, Planning and Land Development

## Online Applications and Permits

### Customer Portal User-Guide

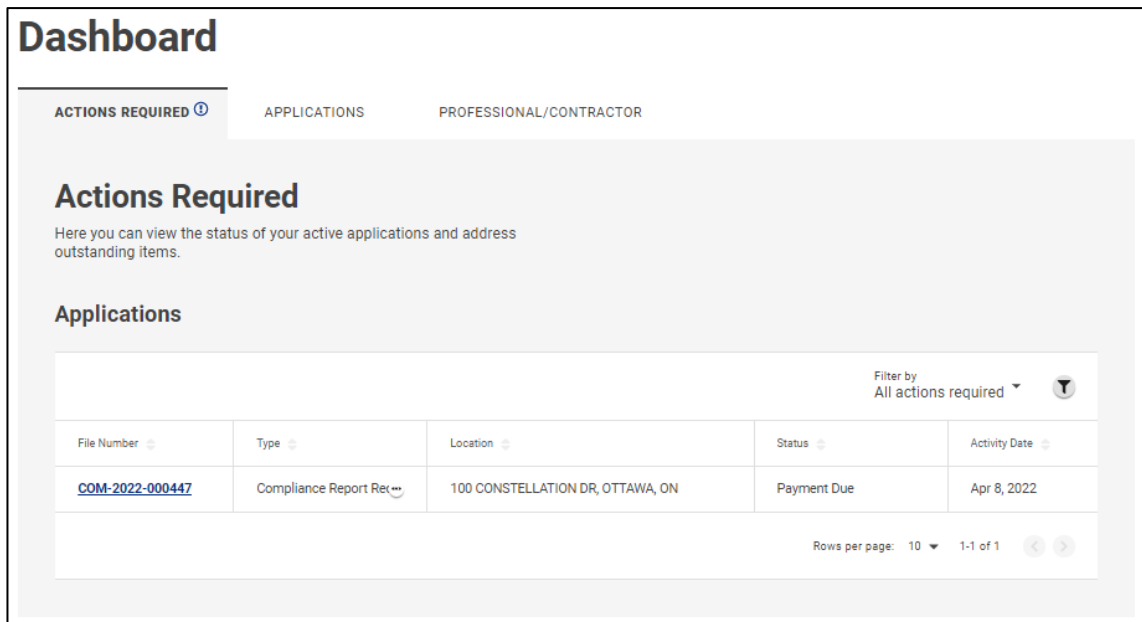
#### Single Fee Payment

Payments for applications will be requested once an internal review of the submission has been made and deemed complete. Payments must be paid in full at the time of the request.

Applicants will be notified when a payment is due, based on the notification method chosen at the time of registration (email or postal mail).

#### Using the “Dashboard” to select a single fee payment

1. Requested items, such as a fee payment, will be outlined in the Customer Portal “Dashboard”, under the “**Actions Required**” tab. This will be further noted by a blue exclamation mark on the tab.



**Dashboard**

ACTIONS REQUIRED ⓘ APPLICATIONS PROFESSIONAL/CONTRACTOR

**Actions Required**

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

**Applications**

File Number ⓘ	Type ⓘ	Location ⓘ	Status ⓘ	Activity Date ⓘ
<a href="#">COM-2022-000447</a>	Compliance Report Rec...	100 CONSTELLATION DR, OTTAWA, ON	Payment Due	Apr 8, 2022

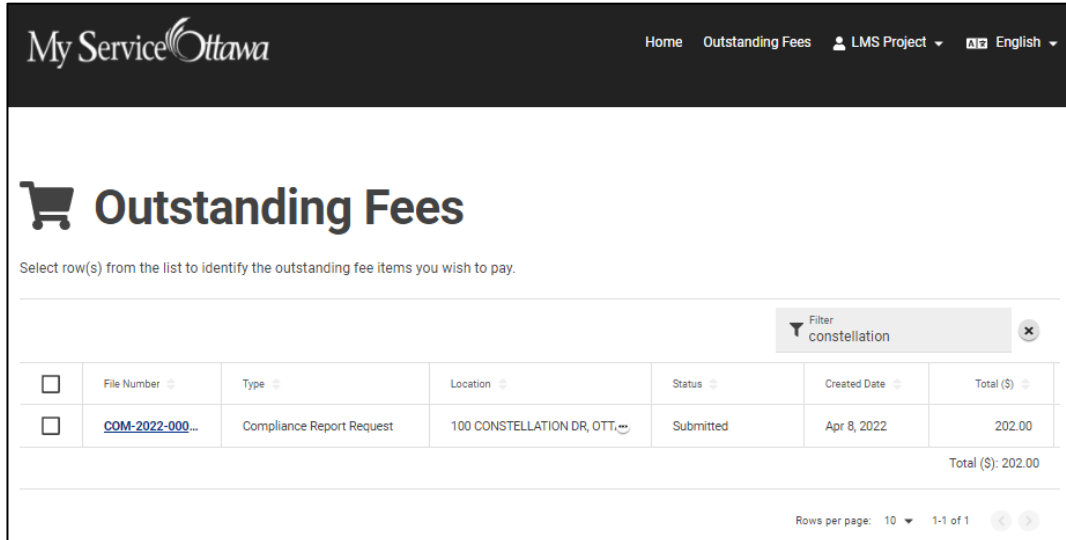
Filter by: All actions required ⓘ

Rows per page: 10 1-1 of 1

2. The specific applications that require a payment will be identified, with an active hyperlink to the payment page. Select the blue “**File Number**” hyperlink.  
**Note:** You can use the “**Filter by**” control to show only applications with a payment due.

## Using the “Outstanding Fees” menu to select a single fee payment

Alternatively, you can select the “**Outstanding Fees**” link from the main menu to view all applications requiring payment. Select the blue “**File Number**” hyperlink of the specific application you wish to pay to proceed.



My Service Ottawa

Home Outstanding Fees LMS Project English

### Outstanding Fees

Select row(s) from the list to identify the outstanding fee items you wish to pay.

Filter constellation

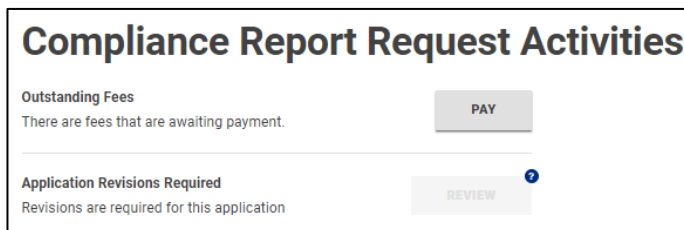
<input type="checkbox"/>	File Number	Type	Location	Status	Created Date	Total (\$)
<input type="checkbox"/>	<a href="#">COM-2022-000...</a>	Compliance Report Request	100 CONSTELLATION DR, OTT, ON	Submitted	Apr 8, 2022	202.00

Total (\$): 202.00

Rows per page: 10 1-1 of 1

## Continuing with a single fee payment

1. A new page will open displaying the application type “**Activities**” and the “**Pay**” button will be available.



### Compliance Report Request Activities

**Outstanding Fees**  
There are fees that are awaiting payment.

**PAY**

**Application Revisions Required**  
Revisions are required for this application


**REVIEW**

2. Select the “**Pay**” button to open a new “**One Time Payment / LMS Payment Information**” page, then follow the instructions in this document under the heading “**Completing a One-Time Payment**”.

## Multiple Fee Payments

You have the option to pay for several different application types, at the same time.

1. Navigate to the top menu bar and select the **“Outstanding Fees”** menu item. All outstanding payments will be listed in a table with each row indicating a different application.
2. Check the checkbox in the first column of each row for every application that you wish to pay at this time. Checking the checkbox in the first column of the first row of the table will select all rows at once.
3. Checking one or more checkboxes will cause a green **“Pay”** button to become available preceding the table (in the top right corner of the table area). Select the **“Pay”** button to open a new **“One Time Payment / Payment Information page**. The combined total amount owing for all the selected applications, will be automatically generated. To complete your payment, follow the instructions in this document under the heading **“Completing a One-Time Payment”**.



## Outstanding Fees

Select row(s) from the list to identify the outstanding fee items you wish to pay.

2 selected
PAY

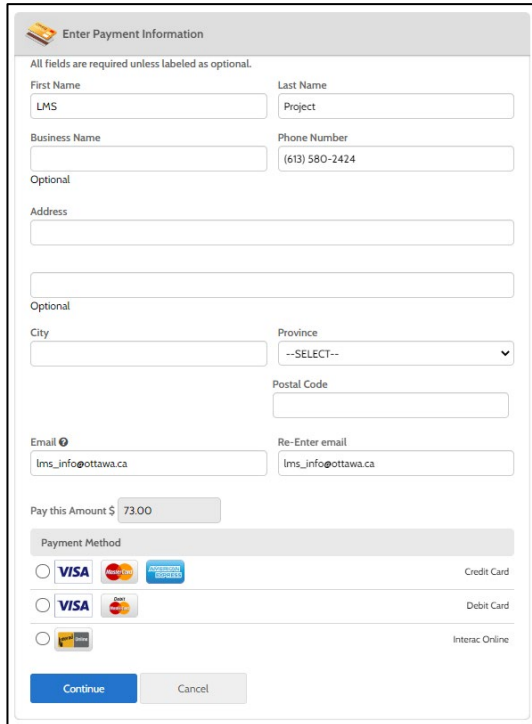
	File Number	Type	Location	Status	Created Date	Total (\$)
<input checked="" type="checkbox"/>	<a href="#">ABPR-2022-00...</a>	Access to Building Permit R...	110 LAURIER AVE W, OTTAWA, ...	Submitted	Apr 8, 2022	75.00
<input checked="" type="checkbox"/>	<a href="#">ABPR-2022-00...</a>	Access to Building Permit R...	801 KING EDWARD AVE, OTTA...	Submitted	Apr 8, 2022	75.00
<input type="checkbox"/>	<a href="#">COM-2022-000...</a>	Compliance Report Request	100 CONSTELLATION DR, OTT...	Submitted	Apr 8, 2022	405.00

Total (\$): 555.00

Rows per page: 10 1-3 of 3

## Completing a One-Time Payment

1. From the **“One Time Payment”** page, the total amount owing will be automatically generated. Complete the payment information in its entirety and select the **“Continue”** button at the end of the page once complete.



**Enter Payment Information**

All fields are required unless labeled as optional.

First Name: LMS Last Name: Project

Business Name: Phone Number: (613) 580-2424

Optional

Address:

Optional

City: Province: --SELECT--

Postal Code:

Email: lms\_info@ottawa.ca Re-Enter email: lms\_info@ottawa.ca

Pay this Amount \$ 73.00

Payment Method

☐ VISA ☐ MasterCard ☐ American Express Credit Card

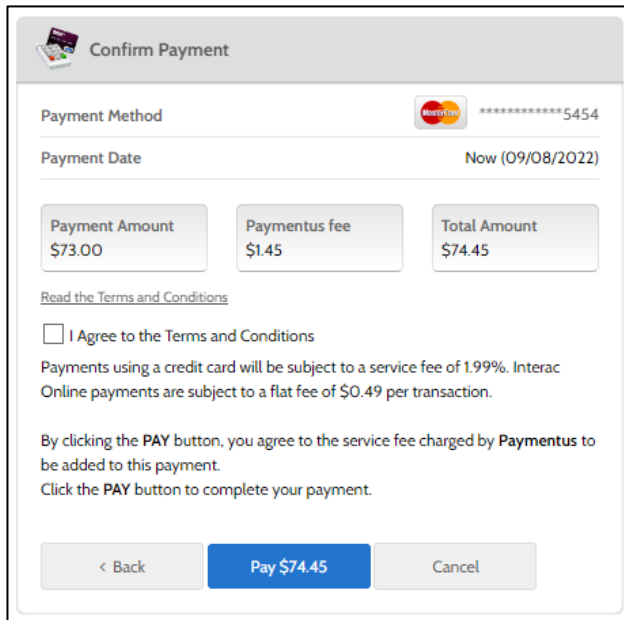
☐ VISA ☐ Debit Debit Card

☐ Interac Online Interac Online


2. From the **“Confirm Payment”** page, you will have the opportunity to confirm your payment and amount. Confirm all information is correct, read the Terms and Conditions and other information, then check the **“I Agree to the Terms and Conditions”** checkbox before selecting the **“Pay”** button at the end of the page.

**Note:** There is a service charge of 1.99% that is charged by Paymentus for

payments using a credit card and a flat fee of \$0.49 per transaction when using Interac Online.



**Confirm Payment**

Payment Method:  \*\*\*\*\*5454

Payment Date: Now (09/08/2022)

Payment Amount \$73.00	Paymentus fee \$1.45	Total Amount \$74.45
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[Read the Terms and Conditions](#)

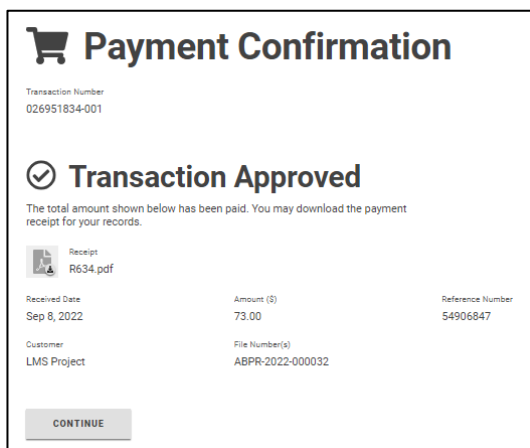
☐ I Agree to the Terms and Conditions


Payments using a credit card will be subject to a service fee of 1.99%. Interac Online payments are subject to a flat fee of \$0.49 per transaction.

By clicking the **PAY** button, you agree to the service fee charged by Paymentus to be added to this payment.  
Click the **PAY** button to complete your payment.


< Back   **Pay \$74.45**   Cancel

3. A **“Payment Confirmation”** page will be generated, outlining the payment information and your receipt. Receipts can be downloaded via the download PDF link. Select the **“Continue”** button to return to the application **“Activities”** page.




 **Payment Confirmation**

Transaction Number  
026951834-001

 **Transaction Approved**

The total amount shown below has been paid. You may download the payment receipt for your records.

 [Receipt R634.pdf](#)

Received Date Sep 8, 2022	Amount (\$) 73.00	Reference Number 54906847
Customer LMS Project	File Number(s) ABPR-2022-000032	

**CONTINUE**

4. Payment is now complete. Applicants will receive a receipt from Paymentus as well as a confirmation of payment by email, if the notification method of email was chosen at the time of registration.