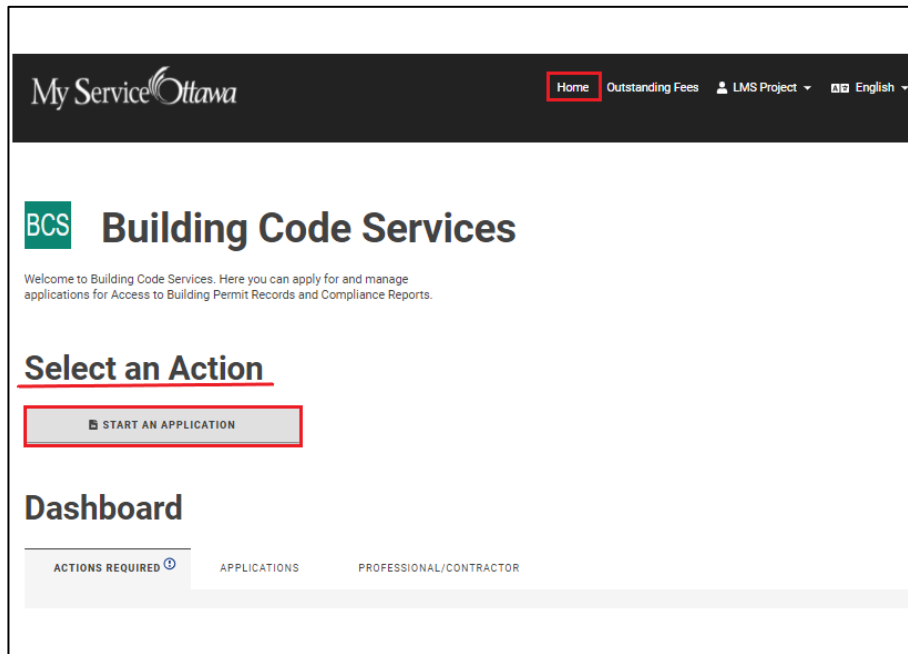


Building, Planning and Land Development Online Applications and Permits Customer Portal User-Guide

Submit An Online Application - Access to Building Permit Records

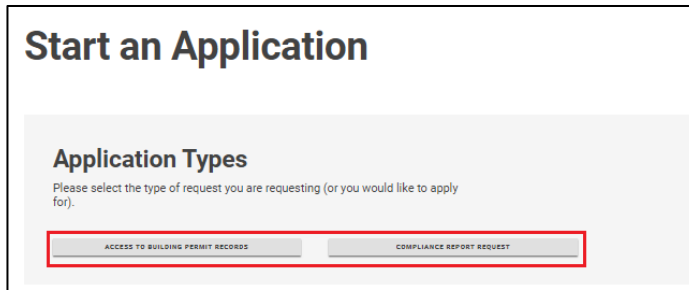
To submit an online application for a service offering, you must be in the **“Building, planning and land development”** service widget, located on the main dashboard in My ServiceOttawa (MySO).

1. From the **Building Code Services** Home page, under **“Select an Action”**, select the **“Start an Application”** button.



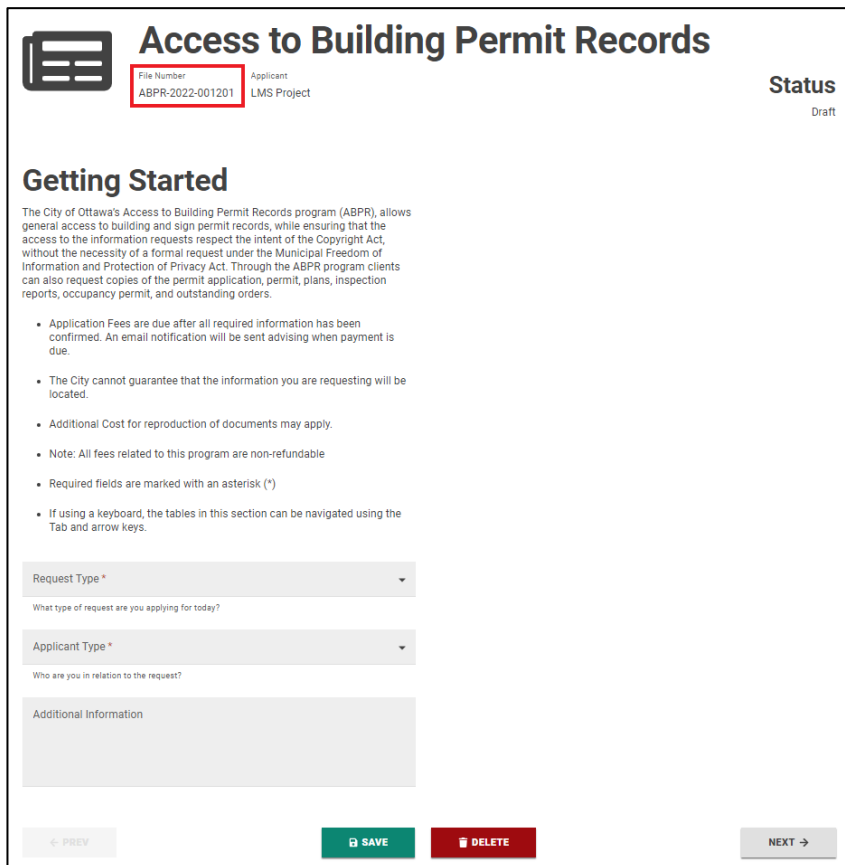
2. From the **“Start an Application”** page, select the desired application type using the available application type buttons to start the application. The available

buttons represent all application types that are currently available to be submitted online.



The screenshot shows a web page titled "Start an Application". Below the title is a section titled "Application Types" with the instruction: "Please select the type of request you are requesting (or you would like to apply for)". Two buttons are visible: "ACCESS TO BUILDING PERMIT RECORDS" and "COMPLIANCE REPORT REQUEST". Both buttons are highlighted with a red rectangular border.

3. The **“Getting Started”** page initiates the process for all application types. A unique file number (located directly after the main heading) will be immediately generated once an application has started. You may save or delete your application at any time using the “Save” or “Delete” buttons at the end of each application step page. Read the “Getting Started” information, complete the required fields, and select “Next”.



The screenshot shows the "Access to Building Permit Records" page. At the top left is a hamburger menu icon. The main heading is "Access to Building Permit Records". Below it, the "File Number" is "ABPR-2022-001201" and the "Applicant" is "LMS Project". The "Status" is "Draft".

Getting Started

The City of Ottawa's Access to Building Permit Records program (ABPR), allows general access to building and sign permit records, while ensuring that the access to the information requests respect the intent of the Copyright Act, without the necessity of a formal request under the Municipal Freedom of Information and Protection of Privacy Act. Through the ABPR program clients can also request copies of the permit application, permit, plans, inspection reports, occupancy permit, and outstanding orders.

- Application Fees are due after all required information has been confirmed. An email notification will be sent advising when payment is due.
- The City cannot guarantee that the information you are requesting will be located.
- Additional Cost for reproduction of documents may apply.
- Note: All fees related to this program are non-refundable
- Required fields are marked with an asterisk (*)
- If using a keyboard, the tables in this section can be navigated using the Tab and arrow keys.

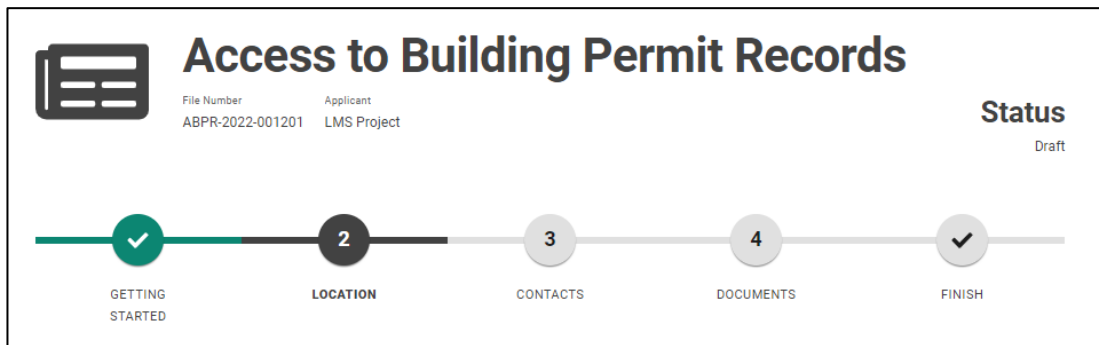
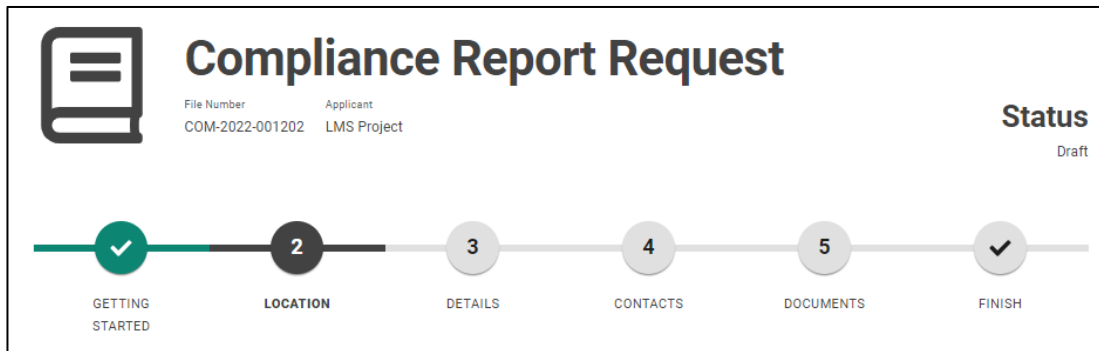
Request Type *
What type of request are you applying for today?

Applicant Type *
Who are you in relation to the request?

Additional Information

Navigation buttons: < PREV, SAVE, DELETE, NEXT >

- A series of steps will be outlined to take you through the submission process including, location, contacts, and documents. The number of steps required is based on the application type chosen and will differ by type. You can track your progress using the steps tab group located immediately after the “Status” heading. Complete each step by reading the information and instructions, then completing all required actions, then selecting the “Next” button located at the end of the page. **NOTE:** Additional information on completing each step may be available in other Customer Portal Guides.



- The final step in all processes, titled “**Application Summary**” and labeled “**Finish**” in the steps tab group, is the application summary where an

acknowledgment of the disclaimer is required to submit the application. Read the disclaimer information, check “I acknowledge the disclaimer” and select “Submit”.

6. A notification will appear at the top of the page with an application number, confirming that your application has been submitted.

A confirmation email, if one was selected, will be sent of your submission.

City of Ottawa / Ville d'Ottawa

Application Submitted / Demande soumise

Applicant:

This Email is to inform you that we have successfully received your application (**File Number:** ABPR-2022-001203 - 110 LAURIER AVE W, OTTAWA, ON). Our team will be reviewing your submission for completeness. We may contact you for further information to support your application.

Once your application has been accepted, you will receive a similar notification prompting you to complete the application process by submitting payment online. Please note that your application is not deemed to be received until all applicable fees are paid.

If you have any questions regarding this process please contact us at buildingpermits@ottawa.ca.

Ce courriel vise à vous informer que nous avons bien reçu votre demande (**numéro de dossier** : ABPR-2022-001203 - 110 LAURIER AVE W, OTTAWA, ON). Notre équipe examinera votre soumission pour s'assurer qu'elle est complète. Nous vous contacterons si des informations additionnelles sont requis.

Lorsque votre demande aura été acceptée, vous recevrez une notification similaire vous invitant à terminer le processus en soumettant votre paiement en ligne. Veuillez noter que votre demande ne pourra pas être acceptée tant que tous les frais applicables n'auront pas été payés.

Si vous avez des questions à ce propos, veuillez communiquer avec nous par courriel buildingpermits@ottawa.ca.

City of Ottawa / Ville d'Ottawa