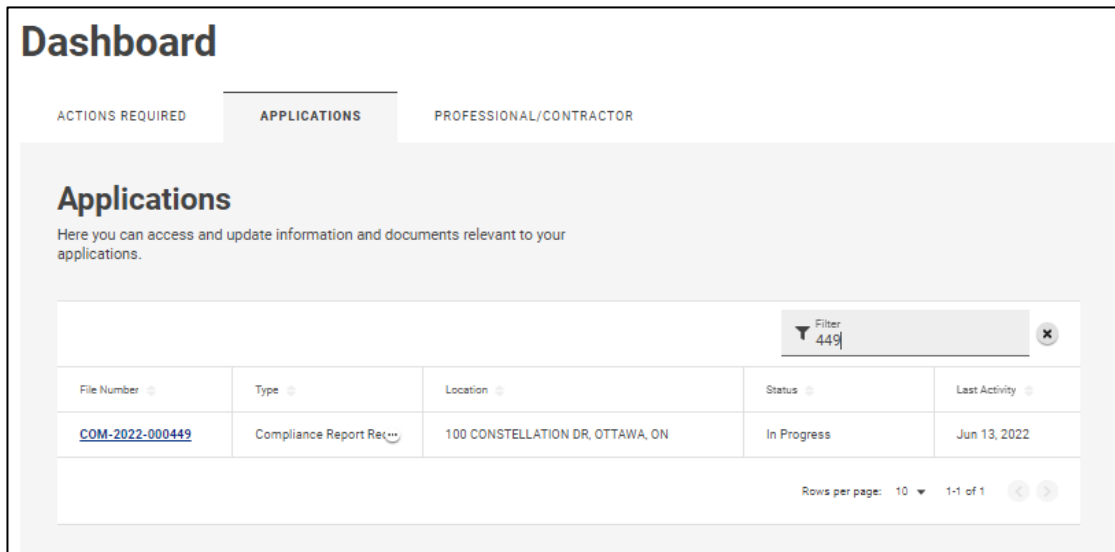


Building, Planning and Land Development Online Applications and Permits Customer Portal User-Guide

Withdraw of an Application

Applicants can only withdraw a submitted application for a **“Compliance Report Request”**. A request to withdraw an application can only be requested once payment has been made and the application has moved to a status of **“In Progress”** but before a review has been conducted.

1. To request a withdraw, locate the application in the Customer Portal **“Dashboard”**, under the **“Applications”** tab.
2. **Select** the File Number hyperlink to open the application.



Dashboard

ACTIONS REQUIRED **APPLICATIONS** PROFESSIONAL/CONTRACTOR

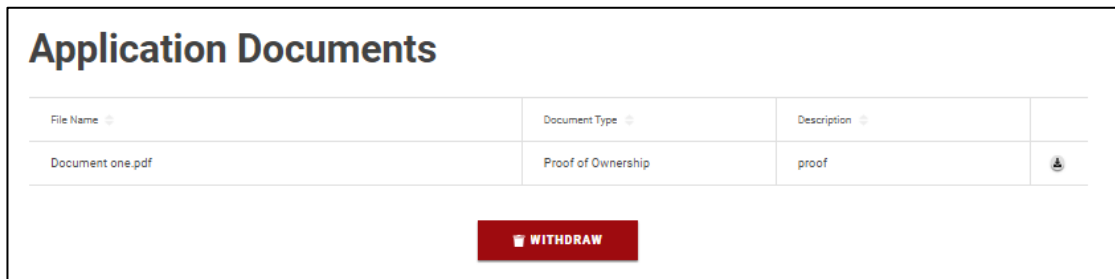
Applications
Here you can access and update information and documents relevant to your applications.

File Number	Type	Location	Status	Last Activity
COM-2022-000449	Compliance Report Rec...	100 CONSTELLATION DR, OTTAWA, ON	In Progress	Jun 13, 2022

Filter 449

Rows per page: 10 1-1 of 1

3. An **“Activities”** page will open, displaying the application details. Select the **“Withdraw”** button at the end of the page to withdraw this application.

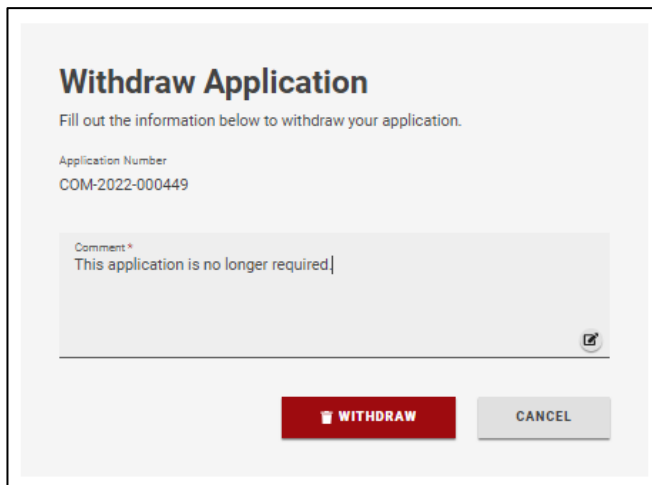


Application Documents

File Name	Document Type	Description
Document one.pdf	Proof of Ownership	proof

WITHDRAW

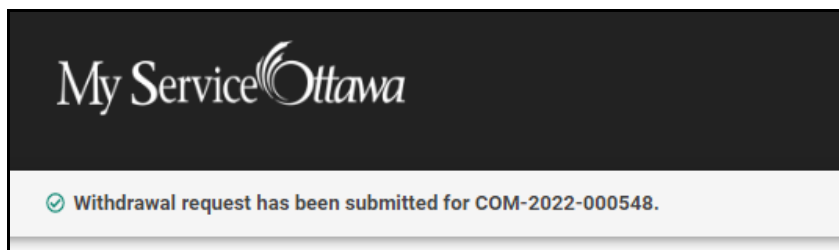
4. From the resulting **“Withdraw Application”** page, add information about the reason for your withdraw request in the mandatory **“Comment”** field. Select the **“Withdraw”** button once more to confirm.



The screenshot shows a web form titled "Withdraw Application". Below the title, it says "Fill out the information below to withdraw your application." The form contains the following fields and buttons:

- Application Number: COM-2022-000449
- Comment*: This application is no longer required
- Buttons: WITHDRAW (red) and CANCEL (grey)

5. A message confirming your withdrawal request will appear near the beginning of the **“Activities”** page.



You have now completed the withdraw request for your application. Please note, the status of the application will remain **“In Progress”** until reviewed by a city staff

member. An email notification of your request to withdraw your application will be sent to you.

<https://lms-ugt-nonprod.ottawa.ca/qa/pub/lms/#/object/26929339/Public>

City of Ottawa / Ville d'Ottawa

Withdraw Request / Demande retirée

Applicant:

This Email is to inform you that we have received a request to withdraw this application (**File Number:** COM-2022-000548). Your request is being reviewed, a member of our team will contact you to discuss.

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

Ce courriel vise à vous informer que nous avons reçu une demande de retrait pour cette application (**numéro de dossier :** COM-2022-000548). Nous vérifions actuellement votre demande. Un membre de notre équipe communiquera avec vous pour en discuter.

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

City of Ottawa / Ville d'Ottawa

City staff will be notified of your withdraw request in the system where your request will be reviewed, and a refund request initiated to determine if a refund is applicable.