

Special events application portal guide

Steps to apply for a permit

1. My ServiceOttawa account

Login to [My ServiceOttawa](#) to access the portal

Note: If you do not have an account, you will need to create one to access the portal.

If you have an e-mail address specific to your role as an event organizer, it is recommended you create an account with that address instead of your personal e-mail.

2. Launch the Special event applications and permits portal

1. Once logged in, scroll to the bottom of the page
2. In the Business Services section, locate the tile **Special event applications and permits portal**
3. Click the **Apply for a special event permit** to enter the portal

3. Register the organization

1. Click **Manage Organizations**
2. Click **Register a New Organization**
3. Enter organization details
4. Confirm age of majority
5. Click **submit**

Note: Registration requests must be approved before applying for a permit. Requests are reviewed Monday to Friday during business hours (8:00 am – 4:00 pm) and approvals can take up to two (2) business days.

4. Apply for the permit

1. Click **New Event Application** to start a new permit application
2. Complete all required sections
3. Upload supporting documents; at a minimum, all applications require:
 - a. a draft site plan and/or route plan
 - b. a draft emergency plan
4. Complete the consent waiver
5. Click **submit**