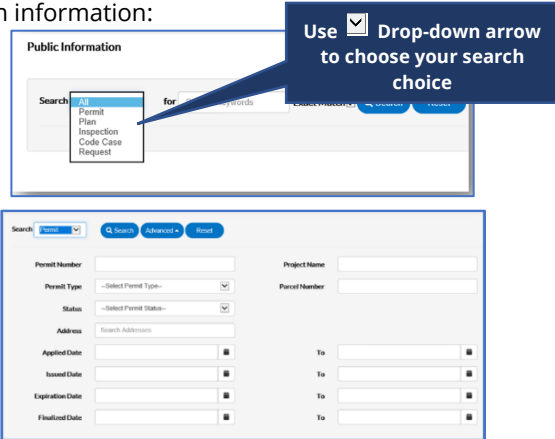## Overview

The essential purpose of the PermitSLO online portal is to allow citizens to interact with the EnerGov permit tracking and land management system. PermitSLO will allow the public to look up permit details, pay fees, and schedule building inspections.

Getting Started with PermitSLO

Access PermitSLO from any web browser by visiting

See Permits, Plans, or Inspections Without Logging In

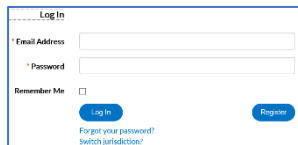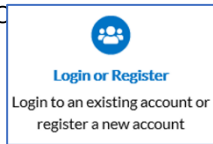Citizens may click on **Search** Q to search for Permit, Plans, or Inspection information:

1. From the Search window fill in as many fields as needed (not all fields need to be utilized).
   - All of part of Permit/Plan/Inspection **number.**
   - **Project Name.**
   - Select Permit or Plan **Type** from drop-down.
   - All or part of **Address.**
   - **Date**(s).
2. Click **Search** for results.
3. Click **Advanced** to hide the search criteria.
4. Click **Reset** to clear the search criteria.
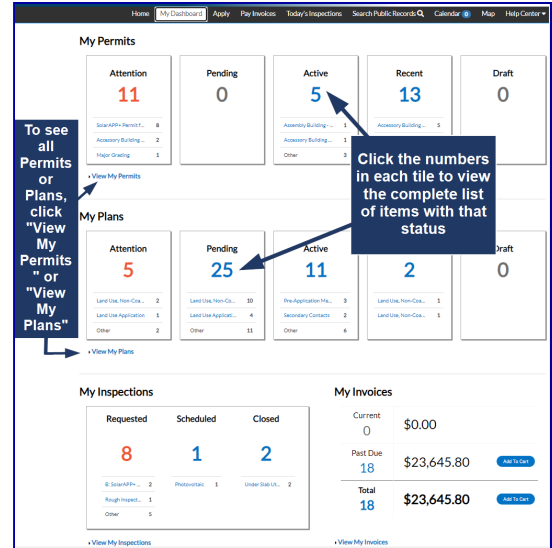
Logging Into PermitSLO

Follow these steps to log in to PermitSLO

1. First time users, click **Register** to register as a member.
2. Enter your email address. You will receive a confirmation email. Click **Confirm** in the email to navigate back to PermitSLO registration site.
3. Click **Register** (you will only have to register once).
4. If no existing contact is found for you, complete the **Personal Info** fields (those w/ red asterisks are required).
5. Enter your password choice for the PermitSLO site.
6. Choose an **Address type**, then click the 'I am not a robot' box, then click **Submit.**
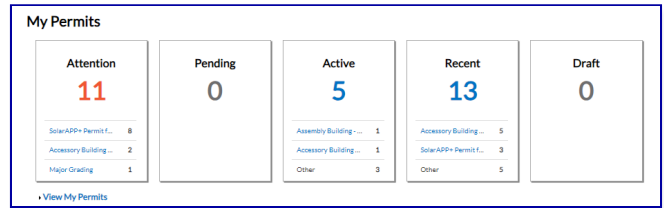7. Once completed, click **Login.**

Rev 7/24/19

Dashboard

Logged in users will see their permits, plans, and inspections organized by status, plus unpaid invoices.

Status Categories

Attention *(Permits/Plans)***:** List of Plans or Permits with this status, and the reason they need your attention.

Pending *(Permits/Plans)***:** List of Plans or Permits with Pending status.

Active *(Permits)***:** List of Permit numbers with Active status.

Denied *(Plans)***:** List of Plan numbers that have been applied for and denied (w/ reason).

Draft *(Permits/Plans)***:** List of Permits or Plans that have been saved, but not submitted for review. These drafts may be incomplete, and action may resume at any point in time. They may also be deleted from this screen if they are no longer needed.

Recent *(Permits/Plans)***:** List of Permits or Plans recently submitted.

Requested *(Inspections)***:** List of Inspections Case Numbers with Requested Date.

Scheduled *(Inspections)***:** List of Inspections Case Numbers with Requested Date and Scheduled Date.

Closed *(Inspections)***:** Inspections that have been closed.

Invoices

PermitSLO users can access invoices that are paid, voided, or unpaid. Invoices can be added to the integrated electronic shopping cart that allows citizens to view, add, pay, or remove invoices, and displays single or multiple cases associated with each invoice.

My Invoices

Current	$0.00	Add To Cart
0		
Past Due	$454.53	Add To Cart
2		
Total	$454.53	Add To Cart
2		

▸ View My Invoices

▪ By clicking on **Add To Cart** oval to the right of Current, Past due, or Total invoices, the citizen will be able to access the Shopping Cart screen where all invoices are listed.

Shopping Cart

Total $8.25

Check Out

Invoice: INV-00000008   Description: NONE
Due Date: 04/06/16   Billing: Tyler Technologies (Demo, Tyler)
                               Contact: $1.65

Case Number	Project	Case Address	Amount Due
BLDR-000017-2016			$1.65

Remove

- The citizen may access the Invoice by clicking on the **Invoice Number** or they may access the Case by clicking on the **Case Number**.
- To remove an Invoice from the Shopping Cart, the citizen may click **Remove** to the right of the invoice.
- To checkout, click on the **Check Out** oval to the right of the screen. This will take you to a payment screen to complete the payment for the invoice(s).

Applying for a Plan or Permit

Home   Help Center ▾   Today's Inspections   Map   **Apply**   Pay Invoice   Search 🔍   Calendar 0

Application Assistant   ①

Search for application names and keywords   ② 🔍

| 🏠 All | 📊 Trending | 📖 Construction Permits | 📖 Planning Applic ③ |

▸ Show Categories

Photovoltaic System   ④   Apply
Category Name: Description:
Renewable Energy   Any photovoltaic system which includes solar panels.

Energy Storage System   Apply
Category Name: Description:
Renewable Energy   Any system that uses batteries to store energy.

SolarAPP+ Permit for Photovoltaic Systems   Apply
Category Name: Description:
Renewable Energy   This permit is for those solar contractors that first went to SolarAPP+ to submit their plans,and
                       received their Approval ID from SolarAPP+. Please follow this link to find out how to become a
                       certified SolarAPP+ installer: https://help.solar-app.org/article/15-permit-application

① Click the Apply Button in the Top Menu to find the correct Permit or Plan Application type.
② Enter the name or keyword in the search bar (either a Permit or Plan) then click the
③ Filter by clicking on one of the tiles: All, Trending, Construction Permits or Planning Applications
④ Choose from the options below by clicking on Apply to start the application. (If you do not see the permit/plan application type — scroll down for more options)

5. **Contacts:** Registrant contact will be added by default. Click **Add Contact +** and search for or enter manually any additional contacts' information. Click **Submit**.
6. **Attachments**: Click **Add Attachment +** open a file browsing window.

Save Draft   Next

7. **Save Draft**: Click if information is incomplete and needs to be finished later. Click on Draft status circle in Dashboard to resume the Plan/Permit later.
8. **Next**: Click to be taken to Additional Information page.
9. **Submit**: Click to submit the application if no other fields are required.

Requesting Inspections After Permit Issuance

1. Click on the Permit Number of the permit you want to request an inspection for.
2. In the Permit window, click **Inspections** tab.   5 Inspections
3. From the list of **Remaining Inspections** near the bottom, click the Action box for the inspection you are requesting.
4. Click **Request** at bottom-right of page.   Request
5. Next, enter Requested Date and any Comments, then click Request.
6. The inspection information and green check will pop up if successfully requested.   ✅

Paying Fees

1. From the Plan or Permit of your choice, click on the Fees tab.   Fees
2. You will see the list of Remaining Fees and Paid Fees, with Invoice numbers next to the fee name.
3. Click on the Dashboard tab in black banner at top of screen to return to Dashboard, then navigate to Invoices at bottom of page. Each invoice in list will show **Primary Fees, Misc Fees, Payments, Attachments, Contacts**, and **Add to Cart**.

View My Permits, My Plans, or My Inspections

1. Use the View tab at top of the Dashboard.   View ▾
2. Click My Permits, My Plans or one of the Inspection options (Existing/Request/Today's).
3. Use **Display** drop-down to filter the types of cases shown, and click on the **Sort** drop-down to sort by feature column.
4. Use the page navigation buttons to move between pages.

Map

The PermitSLO integrated map allows for powerful searches, pinned results, and applying for cases. Type partial or complete addresses and click the magnifying glass. Results show associated Parcel, Owner and Permit/Plan/Inspections. You can also click the 📍 icon, then click on a parcel of last to see search results- which can be filtered.

Dashboard   Apply ▾   View ▾   Map

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