

User Guide: Permits Online

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How to Apply for a Sign Permit Online

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Background:

The intention of this user guide is to provide applicants with instructions for submitting Sign Permit Applications using the City of Winnipeg’s Permits Online system. Refer to the [Sign Permit Information Guide](#) to assist in preparing your Sign Permit Application.

At this time, only contractors can apply for Sign Permits online. You must be a registered Permits Online user to access the system. Please refer to the [Permits Online User Guide](#) for details on how to register and manage your active permits and applications.

Please follow the steps below to submit an online Sign Permit application.

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Sign Definition:

Definition	<p>“Sign” means any writing (including letter, word or numeral) pictorial representation (including illustration or decoration), emblem (including device, symbol, logo or trade mark), flag (including banner or pennant), or any other figure of similar character, which</p> <p>(a) is a structure or any part thereof, or is attached to, painted on, or in any other manner represented on or in a building or other structure; and</p> <p>(b) is used to announce, identify, direct attention to, or advertise</p> <p><i>The Winnipeg Building By-law No. 4555/87</i></p>
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Complete Online Application

1. Go to winnipeg.ca/permitsonline.
2. Select the “Access Permits Online” button and Login.
3. Not registered? Select the “Create Account” button and complete the registration process. Refer to the [Permits Online User Guide](#) for details.
4. Select “Apply for Permits” from the menu bar.
5. Permits Online will display a list of permit types you may apply for based on your eligibility.
6. Select “Sign” from the list of permit types.
7. Select the type of sign permit you are applying for from the dropdown list:
 - a. Billboard - Facia - Erect
 - b. Billboard - Projecting - Erect
 - c. Billboard - Standing - Erect
 - d. Facia Sign - Erect and Replace Face(s) Only
 - e. Free Standing Sign - Erect and Replace Face(s) Only
8. Select the construction type to indicate if you are erecting a new sign or replacing an existing sign.
9. Provide the job site address by completing the blank fields and select “Proceed”.

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10. If you wish to submit the same type of application for another job site address, complete the blank fields and select “Add this Address to the list”. Once all addresses have been identified, select “Continue to application form”.
11. Add details about the sign you want to install by completing all mandatory fields.
 - a. **Note:** The “Description of Work” field should include a detailed description containing an overview of the size and purpose of the sign. For example: “*Erect a 4' x 20' illuminated, use id facia sign on the north elevation, 'Billy's Blue Jeans'.*”
12. Review the check box information, check it off and select “Submit”.

Submit Documents and Make Payment

13. A Summary of Permit Applications page will display where you can submit PDF documents and view fees.
14. To submit documents:
 - a. Select the “Submit Docs” button to bring you to the document submission page.
 - b. Use the dropdown menu to select the document type that you want to upload.
 - c. Select “Choose File” to navigate to the location of the file.
 - d. Select “Submit Docs” to upload the file into Permits Online.
 - e. A popup window will confirm the upload was successful.
 - f. Select “Ok” to submit more files or “Cancel” if you have finished uploading all of your files.
15. Once you have finished uploading all of your files, selecting “Cancel” will take you back to the Summary of Permit Applications page where you must select “Finish” to complete your application. Selecting “Finish” will take you to the Payment page.
16. Permit fees are due at the time of application. To pay permit fees, select one of the following:
 - a. **Pay Now** – Pay fees online by Credit Card. Selecting “Pay Now” will redirect you to a third party payment website, specializing in secure Credit Card transactions. Credit Cards accepted include Visa, MasterCard and American Express.
 - b. **Use Trust Account (if applicable)** – Customers who have Trust Accounts can select this option. Payments will be processed based on current arrangements with the Zoning & Permits office for trust account holders. Funds will not automatically be withdrawn from Trust Accounts. If you do not have a trust account, you will not see this option.

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- c. **Delete Application** – Do not pay fees and delete the application. Resubmission of application required.

17. To pay online by credit card:

- a. Select “**Pay Now**”.
- b. Enter your Credit Card information.
- c. Select “**Pay With Your Credit Card**” to complete the transaction.
- d. You will have an opportunity to print your receipt once your payment has been processed.

Note: Additional fees may apply to your permit application and will be assessed prior to permit issuance (if applicable). You will be notified via email if this occurs.

18. Once your submission is complete and payment has been processed, your permit application will be reviewed for completeness. If additional information is required, you will be contacted.

19. Your permit will be issued via email when reviews are complete and any outstanding fees have been paid (if applicable).

Questions? Contact Us

- **Email:** ppd-permit@winnipeg.ca
- **Permits Direct Line:** 204-986-5140
- **Hours:** 8:30 am – 4:30 pm, Monday to Friday
- **Location:**
Unit 31-30 Fort Street, Winnipeg, Manitoba R3C 4X7
Zoning & Permits Office, Development and Inspections Division
City of Winnipeg