How to Register and Manage your Active Permits and Applications
User Guide: Permits Online

Background:
The intention of this user guide is to provide applicants with instructions for managing active permits and applications using the City of Winnipeg’s Permits Online system.

Permits Online is your one-stop-shop to manage your active permits and applications. All customers can create an account to take full advantage of Permits Online. Once your account is activated, you can view and manage your active permit applications by tracking the status online, submitting documentation, and making online payments.

Please Note: At this time, only registered contractors can apply for select permits online. Other customers must apply in person at the permit office, located at Unit 31 – 30 Fort Street in Winnipeg. However, you can still benefit from a Permits Online account to manage your active permit applications. This user guide does not cover online permit applications.

Contents:
Register for Permits Online: ................................................................................................................................................... 3
Login to Permits Online: ......................................................................................................................................................... 6
Navigate Permits Online: ........................................................................................................................................................ 7
Home Page: ......................................................................................................................................................................... 7
Active Permits Page: ........................................................................................................................................................... 8
Details Page: ....................................................................................................................................................................... 9
Progress Page: ................................................................................................................................................................... 10
Submit Docs Page: ............................................................................................................................................................ 12
Pay Selected Permits Page: ............................................................................................................................................... 13
Reset Your Password ............................................................................................................................................................ 14
Questions? Contact Us......................................................................................................................................................... 14
Register for Permits Online:

1. Go to winnipeg.ca/permitsonline. Select “Access Permits Online”.

2. Not Registered? Select “Create Account”.

Welcome to Permits Online - your one-stop-shop to manage your permit applications. All customers can create an account to take full advantage of Permits Online. Once your account is activated, you can manage your active permit applications by tracking the status online, submitting revised documents, and making online payments.

If you have any questions regarding the permit process, please call 204-986-5149 or email pod.permits@winnipeg.ca.

If you are experiencing technical problems with Permits Online, please contact webinfo.
3. Enter your email address. Select “Continue”.

4. Enter your user information, including your “People Type” from the dropdown list. It is very important to select the correct people type. Options include:

- **Applicant**: Anyone associated with an active permit application (e.g. Engineer, Architect, Designer, Project Manager, Tenant, Building Owner, Home Owner, etc.).

- **Building Code Representative (DCP)**: The designate (or authorized signee) for Home Builders who are part of the Defect Certification Program (DCP).

- **Contractor**: A person that undertakes a contract to complete a construction project.

- **Garage Contractor**: A contractor who specializes in the construction of garages.

- **Licenced Contractor/Authorized Signee**: A contractor, or authorized signee, licenced with the City of Winnipeg (Plumbing, Mechanical, or Electrical).

- **Sign Contractor**: A contractor who specializes in the construction of signs.
5. All fields marked with an asterisk are mandatory. Upon completion of all mandatory fields, select “Continue”.

6. Once submitted, you will receive an automated email acknowledging that your registration request has been received and will be processed. Once your request has been processed, you will receive a second automated email containing a link to enter the last required information to complete your registration.

7. Enter a password, select a password reminder question from the dropdown list, and enter a password reminder answer. Select “Update Information” to complete the registration process.

8. You will receive an automated email confirming your registration. You are activated and ready to begin using Permits Online. Select “Login” from the left hand menu to get started.
Login to Permits Online:

1. Go to [winnipeg.ca/permitsonline](winnipeg.ca/permitsonline). Select “Access Permits Online”.

2. Enter your email address and password. Select “Login.”
User Guide: Permits Online

Navigate Permits Online:

Home Page:
The Home page is displayed upon login. Use the left menu bar located under your login name to navigate through Permits Online to select the option of your choice.

- **Active Permits** – Select active permits to view the status of your active permits and applications, submit documentation and make online payments.
- **Apply for Permits** – This feature is currently only available to contractors for select permit types.
- **Licence Renewal** – Select licence renewal if you are a contractor licensed with the City of Winnipeg (Plumbing, Mechanical, or Electrical) who would like to pay and process their licence renewal online.
- **User Profile** – Select user profile to update your contact information.
- **Log Off** – Select log off to end your Permits Online session.
Active Permits Page:

The Active Permits page displays a list of all active permits and applications associated with your login email address, while providing options for accessing additional details for each permit.

- **Details** – Provides information related to the property and people associated with the permit or application.
- **Progress** – Provides the status of plan reviews, inspections, and occupancy documentation (if applicable). This is the main page for managing your permits and applications.
- **Submit Docs** – Allows you to upload documents into Permits Online for review.
- **Pay Selected Permits** – Provides the option to pay fees online.

If you submitted a permit application that is not appearing on your active permits list, please contact ppd-permit@winnipeg.ca for assistance.
Details Page:

The Details page displays information related to the property and people associated with the permit or application. All people listed on this page can view the status once they are registered for Permits Online.

If you need to add someone to the permit or application because they are not appearing on the details page, the applicant must submit a request to ppd-permit@winnipeg.ca with complete contact information of the person they wish to add.
Progress Page:

The Progress page displays the status of plan reviews, inspections, and occupancy documentation (if applicable). This is the main page for managing your active permits and applications.

Building Permit Example:

<table>
<thead>
<tr>
<th>Processes</th>
<th>Status</th>
<th>Start Date</th>
<th>Initial Hold Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Centre Processes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NR-Commercial AE</td>
<td>Closed</td>
<td>2019-01-08</td>
<td>2019-01-08</td>
<td></td>
</tr>
<tr>
<td>NR-Issue &amp; Collect Fees</td>
<td>Open</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zoning Development Processes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NR-Zoning Review</td>
<td>Open</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan Examination Processes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Approvals</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receive Shop Drawings and Certifications</td>
<td>Open</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inspection Processes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pre-Inspection Inspection</td>
<td>Open</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO-Interior Framing</td>
<td>Open</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO-Interior Finish</td>
<td>Open</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO-Building Final</td>
<td>Open</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Key statuses that indicate action is required include, but are not limited to the list below. Processes vary depending on the permit type and its complexity.

- **Open** - No action has occurred to date.

- **On Hold** – The process is on hold; action is required. If the “On Hold” status is a hyperlink, select it to view City staff comments.

- **Conditions / Defects** – Deficiencies were identified during inspections. Action is required to rectify and arrange for re-inspection(s). Additional fees may apply.
User Guide: Permits Online

Progress Page:

The Progress page displays the status of plan reviews, inspections, and occupancy documentation (if applicable). This is the main page for managing your active permits and applications.

Occupancy Permit Example:

Key statuses that indicate action is required include, but are not limited to the list below. Processes vary depending on the permit type and its complexity.

- **Open** - No action has occurred to date.
- **On Hold** – The process is on hold; action is required. If the “On Hold” status is a hyperlink, select it to view City staff comments.
- **Conditions / Defects** – Deficiencies were identified during inspections. Action is required to rectify and arrange for re-inspection(s). Additional fees may apply.
- **Declined** (Occupancy Permits Only) – Occupancy document is not accepted. Resubmission is required. Select the “Declined” status to view City staff comments.
- **Can be Submitted** (Occupancy Permits Only) – Building Occupancy Permit Request Form can be submitted to initiate occupancy inspections. Select the hyperlink to open the form.
Submit Docs Page:

The Submit Docs page allows you to upload documents into Permits Online for review. Use the dropdown to select the document type you want to upload. Follow these steps to upload documentation:

1. Use the **dropdown arrow** to select the document type you want to upload.
2. Select “**Choose File**” to navigate to the location of the file.
3. Select “**Submit Docs**” to upload the file into Permits Online.
Pay Selected Permits Page:
The Pay Selected Permits page provides the option to pay fees online. Selecting “Pay Now” will redirect you to a third party payment website, specializing in secure Credit Card transactions. Credit Cards accepted include, Visa, MasterCard, American Express and Discover.

Follow these steps to pay online:

1. Select “Pay Now”.
2. Enter your Credit Card information.
3. Select “Pay With Your Credit Card” to complete the transaction.
Reset Your Password
Follow these steps to reset your password online.

1. Visit Winnipeg.ca/permitsonline
2. Select “Access Permits Online”
3. From the Login page, select “Forgot Password”
4. Enter your email address, select your password question from the dropdown list, and enter your password answer. Select “Submit”.
5. Once your information is validated, you will receive an automated email to complete your registration.
6. Enter a new password, password reminder question and answer. Select “Update Information” to complete the registration process.
7. You will receive an automated email confirming your registration. You are activated and ready to begin using Permits Online.

Questions? Contact Us
Visit Winnipeg.ca/permitsonline for more information.

- Email: ppd-permit@winnipeg.ca
- Phone: 204-986-5140
- Business 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