Monitoring & Tracking Your Permit

Learn tips here about using the system to monitor the progress of your application.

My Activities Tab

The My Activities tab is the heart of the ePermitting customer portal. The My Activities tab shows your permit status in real time; as the permits progress, the status will update. If a permit is returned to you for edits, you will see the notification in the My Activities Tab.

Monitoring Status

Permit applications begin as Drafts in your customer portal account. Drafts are not visible building standards staff and are therefore not considered applications. They are only applications once they submitted – once submitted Building Standards staff will then have access to your application.

Permits progress through the application steps in these stages:

-Submitted
-In Review
-Ready For Issue
-Issued.

As the status changes, the allowed actions also change. You can only request inspections after the permit is Issued. These actions are available as buttons in the permit file. At any time, you can open the permit file from the My Activities tab by clicking the icon beside the permit number.

Using the My Activities Table

You can search, sort and expand the information visible on the My Activities tab. Permits with the most recent activity will be at the top of the list. To search the table, use the search link at the bottom of the table or from the main menu bar.

Click on any of the column headers to sort the table; it will appear ascending to descending based on the information in the selected column. If you click the same header again, it will sort descending to ascending. Click the 'Show More' button at the top of the table; it will expand to show other types of information and reveal a second 'Show More' button at the bottom of the list which will reveal up to 100 permits. If there are more than 100 permits, use the search function to view permits not visible on the table.).

The Permit File

Open the permit file by clicking the icon beside the permit in the My Activities Tab at any time.

The permit file opens to the details tab that has the application information summary. From the details tab, customers can take actions including requesting inspections.

Additional tabs will appear in the permit file as it progresses through stages of approval.
 • When the permit is first submitted you will see a Documents Tab summarizing the supporting documents uploaded.
 • The Documents Tab is no longer visible during the In Review stage. A Reviews Tab will appear, and it allows you to track when reviews are completed. Documents associated with the application are listed at the bottom of this page. There is also a Review Schedule tab that appears and lists all required reviews on the permit (completed and outstanding).
 • Both the Reviews Tab and the Review Schedule tab disappear when the permit is Ready For Issue and the Documents tab reappears summarizing all documents on file as part of the permit.
 • When the permit is Issued, the permit file will show an Inspections tab that summarizes required inspections, requested inspection dates and inspection completed date. It also provides a link to cancel a scheduled inspection.

Common Questions & Troubleshooting

Q. My permit appears to be missing from my ePermitting account? Where did it go?
A. If your permit has been completed, a certificate has been issued and the permit requires no further action, it will be removed from your customer portal dashboard.

Q. What about my existing permits before the new online permit system went live?
A. Permits submitted before March 1, 2022 will remain in the existing system until complete or for fourteen days, whichever is sooner. You will continue to interact with Building Standards as you have been. Any permits submitted in the ePermitting system will be processed there and you can monitor them from your customer portal account.

Q. How do I know my permit status?
A. See the status of your permit in the 'My Activities' Tab of ePermitting. Note: applications with the status of Draft are NOT visible to Building Standards and we cannot begin their application process until the status reads 'Submitted.'