

# Online Permitting Services Overview Guide

## for Residential Permits

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## What website do I use to apply for an online permitting account?

- Log onto: [permits.townofchapelhill.org](https://permits.townofchapelhill.org)

## New Users

- See [Online Permitting Services Account Registration Guide](#) for access to the website.

## Returning Users

### Login

1. Go to [permits.townofchapelhill.org](https://permits.townofchapelhill.org) and click **Log In** button at top of page.
2. Type user name and password into the **Log in** box at the center of the page.

### Forgot password?

1. Click **Forgot password?** in the right box.
2. Type in your user name and press enter.
3. Answer the password question that appears.
4. Click **Email My Password** to have your password emailed to you.

### Forgot User Name?

1. Click **Forgot username?** in the right box.
2. Type in the email address that you used to register and press enter.
3. Answer the password question that appears.
4. Click **Email User Name** to have your user name emailed to you.

## Create a New Permit Application

- See [Create an Online Permit User Guide](#) for details on creating a mechanical, electrical or plumbing sub permit

## Feature Overview



### 1. Town of Chapel Hill Home

The **Town of Chapel Hill Home** icon is always located at the upper left corner of the page in the top blue strip. Click anywhere on this icon to return to the Town of Chapel Hill homepage.

### 2. Town of Chapel Hill Online Permit Center Home

The **Town of Chapel Hill Online Permit Center** icon is located directly below the Town of Chapel Hill Home icon. Click the Online Permit Center icon to return to the Online Permit Center's homepage. From the homepage, you can create a new application or search existing ones after log in.

### 3. Search Bar

The **search bar** is located at the upper right corner of the page in the top blue strip. To search for a permit or project, click inside the box, type the address, permit number, project case number, or reference code and click on the **Search** button. The results that best match your search will appear.

### 4. Account Settings

The **Account Settings** link is located below the search bar. Click the Account Settings button to manage the personal information on your account.

Section One under Account Settings allows you to change your password:

1. Type your old password into the first box that says "Current password."
2. Type a new password into the second box that says "New password."
3. Retype the same new password into the third box that says "Confirm new password."
4. Click "Change password" and your new password should be effective immediately.

Section Two under Account Settings allows you to change your personal account information:

1. Update your last name, first name, organization, address, city, state, zip code, and phone number by typing the new information into the appropriate box.
2. Change your phone type by selecting work, home, or cell from the drop-down menu in number 10.

3. Check the notification box in number 11 if you would like an email when any of your account information is updated.
4. Click **Update Account Info** at the bottom of the section to save all new account information.

Section Three allows you to manage related items under Account Settings.

## 5. Log Off

The **Log Off** button is located below the search bar. To sign out of your account, click on the Log Off icon.

## 6. Your Cart

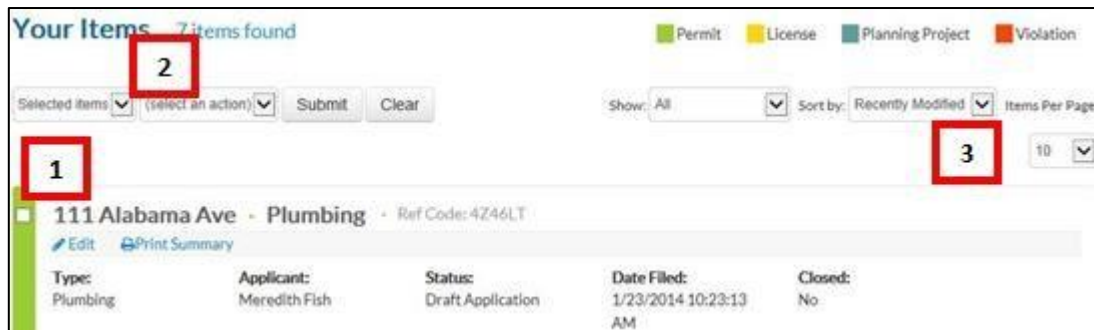
The **Your Cart** icon is located to the right of Log Off. Click **Your Cart** to view the Checkout page with items awaiting payment, after added from Your Items. Click the Pay Now button to pay an item(s). Remove items from Your Cart at any time by clicking the **Remove** button to the right of the item. You may also click **Cancel** to escape from Your Cart.

## 7. Apply

The **Apply** button is located in the upper right corner of the page directly below Your Cart. Click the **Apply** button to start a new application.

## 8. Your Items

The **Your Items** button is located directly to the right of the Apply button. Click the **Your Items** to see all current permit applications.



1. Each **Item box** displays basic information about the permit. Edit an item by clicking the **Edit** link within the box, which will take you to the original application. Click the **Print Summary** icon to view a printable version of your permit information. To select an item, click the checkbox to the left of the address.
2. Two action menus are located below **Your Items**. These drop-down menus can be used to make payments or export selected items. Use the first drop down menu to choose the **selected items** or **all items** to perform the action on. Use the second drop-down menu to choose the action to complete. **Exporting** will export your application into an Excel spreadsheet. **Paying** will add the item to Your Cart once the application has been approved. Click **Submit** to complete the action or **Clear** to start over.

- Three organization menus are located in the upper right section of the page: Show, Sort by and Items per Page. Click the **Show** drop-down menu to choose what type of items to display (permits, licenses, planning projects, or violations). Click the **Sort By** menu to change the order of which the items are displayed. Click the **Items Per Page** menu to choose how many items are displayed on a single page. In each case, when you click on your preferred option from the menu, the change automatically displays.

After an application has been accepted and approved, the change is reflected within the item. There are several new actions you can take such as (1) making payments and (2) downloading documents.



- Clicking the **Pay Fees** button will add the item to Your Cart. Click **Pay Now** button and following the instructions on the screen. For more detailed information, see the **Making a Payment** section below.
- Click the **Download** button download any documents associated with your permit.

## 9. Help

The **Help** icon is located at the top right of the page directly below the search bar. Click the **Help** icon to bring up the frequently asked questions related to applying, searching, or general help topics. Click on the tab (**Applying**, **Searching** or **General**) under which your question applies and click on the **question** to see the response.

## 10. Make a Payment

After your application has been processed by the review team, a **Pay Fees** icon will appear on the application summary on the Your Items page. Payments can be made by PayPal or Credit Card.



Click the Pay Fees button and the **Checkout** page appears and you see items in **Your Cart**. If a payment is not required, click **Remove** button to the right of the fee. Click **Cancel** at any time to exit the Checkout page. Click the blue **Pay now** button to proceed with checkout.

## Checkout

| Description  | Type      | Number              | Fee            |                        |
|--------------|-----------|---------------------|----------------|------------------------|
| 111 Silo Dr  | Plumbing  | Permit #: 201406139 | \$50.00        | <a href="#">remove</a> |
| 111 Silo Dr  | Recycling | Permit #: 201406139 | \$4.00         | <a href="#">remove</a> |
| <b>Total</b> |           |                     | <b>\$54.00</b> |                        |

Credit & debit cards accepted: Visa, Mastercard, American Express and Discover

You will receive an approval code for transaction verification purposes. Please make a note of it.

You will be taken to a new payment page after clicking **Pay now**. Complete the rest of the payment process by choosing a payment type from PayPal or Credit Card and click **Submit**.

### 11. Printing Your Permit

At any time, you may click on the Print Summary icon on the Your Items page to see a printer-friendly version of your permit and print at home or office.

**406 W Rosemary St - Electrical** - Ref Code: 14UQJ4

|              |                   |                       |                       |                |
|--------------|-------------------|-----------------------|-----------------------|----------------|
| <b>Type:</b> | <b>Applicant:</b> | <b>Status:</b>        | <b>Date Filed:</b>    | <b>Closed:</b> |
| Electrical   | Meredith Fish     | Application Submitted | 2/25/2014 12:00:00 AM | No             |

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