

Getting Started

with the Cloudpermit Building Permit System

The Town of Niagara-on-the-Lake is pleased to offer Cloudpermit, a community development software that accepts and issues complete building permits online. Cloudpermit gives customers access to a simple and efficient online application process and provides self-service options to check the status of a building permit.

Create an Account

To get started with Cloudpermit, users must **Create an Account** using a valid email address.

1. Go to the Cloudpermit site at <https://ca.cloudpermit.com/login>.
2. Click "**Create a New Account**" under the "Continue" arrow.
3. Insert your email address.
4. Cloudpermit will send a confirmation email used.
5. Once the confirmation email is received, the registration process can be completed by following the steps outlined in the email.

Users are only required to set up an account once. Please use the same login information when revisiting the site.

Start a New Application

1. Login to Cloudpermit.
2. Click "**Apply for a Permit**" in the upper right-hand corner.
3. **Create a New Project** and give it a name; some combination of the property address and the project type will help keep track of multiple permits. (ex. 123 Evergreen Street – Basement Reno) Once complete, select **NEXT** →.
4. Provide the **Location** where the work will be taking place. Change the municipality by using the drop-down menu in the upper right-hand corner and selecting Niagara-on-the-Lake. Enter the property address or roll number, OR find

the property on the map provided. Once the correct location has been selected (it appears under the map), select **NEXT →**.

5. Select the **Application Type Category, Work Type and Work Target** appropriate for the project. Most categories are self-explanatory but note that "Accessory Structures" must be selected for smaller structures such as sheds and detached garages. Once complete, select **NEXT →**.
6. Using the **Summary** provided, check to ensure all information is accurate. If changes are required, use the "Back" button to make revisions. If everything is correct, select **CREATE APPLICATION →**.

Draft Permit Application

After following the steps outlined in this document's "Start a New Application" section, a draft Building Permit application should appear on the screen. Some additional information may be required.

- Ensure the **"Receive Email Notifications"** is marked as YES. Email is the primary way Town Staff communicate with applicants throughout the process.

Under "General"

Under **Parties of the Application**, additional email addresses can be added for other people and/or companies that should have access to the application. Applicants may wish to add their spouse/partner, contractor, architect, etc.

- **The application must have an owner and an applicant.** Make sure to include contact information for both. Note that the owner and applicant may be the same person.
- When another party's information is provided, applicants will be asked to give them permission to modify (change) the application and/or add new applications to the project. For example, applicants may wish to provide their heating contractor the ability to add a new application

for a Heating Permit.

- Applicants can opt to type in the information manually, in which case the party will not receive an email indicating they have been added to the application.

Under **Application Data**, fill out the "Application for a Permit to Construct or Demolish." Any additional forms that are required will also appear in this section.

Attachments

Attachments such as site plans, architectural drawings, etc., may be required. Click on the "Attachments" title to see what is required for your project.

Uploading Documents:

1. Upload required documents items by dragging them into the grey box OR using the "Click Here" button to select them from your device.
2. Once all documents have been uploaded, select the attachment type and then select "Done."
3. Do this for all the required attachments.

Note: An attachment can be multiple attachment types. Instead of submitting the same attachment multiple times for different attachment types, select all applicable attachment types in the drop-down menu.

If at any time applicants need to change or update their attachments (prior to submitting the application), applications can be deleted using the little garbage cans and uploaded again.

Signing Off on the Application

Sign Off on the application using the button at the top right-hand side of the screen.

1. Review the items listed and indicate if they apply and/or if you agree with the terms. Then click "Sign off Application."
2. Note the sign-off form can be downloaded at the top of the page.

Submit an Application

Applicants will receive an email to confirm their application has been submitted and subsequent emails regarding its status.

Making a Payment

Invoices will be uploaded directly into your Cloudpermit account. Fees can be paid via online banking or in person via cash, debit, or cheque. If using a credit card, please note that there is a \$25,000 limit and that other fees may apply.

In person payments can be made at the Niagara-on-the-Lake Municipal Office located at 1593 Four Mile Creek Road, Virgil, Monday to Friday between the hours of 8:30 a.m. and 4:30 p.m.

Tips

Dashboard - At any point, applicants can return to the "My Dashboard" page to see all their applications and if any information or documents are outstanding.

Delete – Applicants can delete their application any time before submission by using the "Select Action" drop-down menu at the top of the page.

Back Button – There is no back button in the software. To back out of your tab, use the browser back button or the file path at the top of the screen.

Need Help?

Visit <https://support-ca.cloudpermit.com/en/support/home> for answers to commonly asked questions or contact the Town of Niagara-on-the-Lake's **Building Services Division** at 905-468-3266 ext. 287 or building@notl.com.