Creating A Residential Building Permit Application

Abstract
This document will cover the procedure for creating an application for a Residential Building Permit in ACA (https://eportal.cityofgalveston.org)

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Summary:
Creating a Residential Building Application through our EPortal website is a fairly simple process that can be completed with just a few clicks. This document aims to teach you, the user, how to successfully navigate your way through submitting your application.

Procedure:
To begin the procedure, open Internet Explorer and navigate to https://eportal.cityofgalveston.org:

We will start with registering a new user. If you already have an account on our EPortal website, you can skip this step and proceed to Page 7.

Registering as a New User –
If you are new to using our E-Permitting system, you will need to register a new account using the steps outlined below:

1) Click the Register For An Account link at the top-right corner of the website:
2) Review the Disclaimer and check the box below it. Afterwards, click Continue Registration to proceed:

3) If you are a contractor registered with the city, select your License Type and enter your city-provided Contractor Number. If you are a homeowner, select Owner/Builder for the License Type and use CONT2003-6 for the Contractor Number. Click Find License when you are done:
4) On the next screen, click the Contractor Number to associate it to your account:

**Adding a License:**

**License Information**

1 results found matching lookup criteria
Search a license number to continue.
Showing 1-1 of 1

<table>
<thead>
<tr>
<th>Contractor Registration Number</th>
<th>Type</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONT2003.6</td>
<td>Owner/Builder</td>
<td>OFirst OLast</td>
</tr>
</tbody>
</table>

[Search Again »]

5) Click OK in the confirmation box that pops up:

**Message from webpage**

Do you want to associate this license to your account?

[OK] [Cancel]

6) Click Continue Registration on the next screen to proceed:
7) On the next screen, you will need to enter in your account details as follows-
   a. User Name – This will be the name you login with. Must be unique.
   b. E-Mail – This is the e-mail address any notices will be sent to. Must be unique.
   c. Password – Must be 8-20 characters long.
   d. Type Password Again – To prevent typo errors, please type the password again.
   e. Select A Security Question – Will be asked if you need to reset your password.
   f. Answer – Answer to the previously selected Security Question.

Account Registration Step 2:
Enter Account Information

Login Information

* User Name:  
  johndoe

* E-mail Address:  
  john.doe@e-mail.com

* Password:  
  ********

* Type Password Again:  
  ********

* Select a Security Question:  
  What is the name of your first pet?

* Answer:  
  Fido
8) The bottom portion of the screen is for your contact information. The following fields are required -
   a. First – Your first name
   b. Last – Your last name
   c. Name of Business – If you are an Owner, just enter ‘Owner’. Otherwise, enter the name of your business
   d. Address Line 1 – Your mailing address
   e. City – Mailing address city
   f. State – Mailing address state
   g. Zip – Mailing address zip code. Must be in Zip+4 format. If you do not know the additional 4 digits, use ‘9999’
   h. Cell Phone – Cell phone number you can be contacted at. If you do not have a cell phone, enter another number you can be contacted at.
   i. Preferred Method of Contact – Select one

![Contact Information]

After you are finished filling out the information, click Continue Registration to proceed.
9) At this point you are completed with the registration process. If you are an Owner, you can login to the website now.

Your account has been successfully created.
Congratulations. You have successfully created an account with the Agency. An e-mail has been sent to you with instructions for verifying your information. If you have registered as a licensed professional, additional activation by the Agency may be required. If activation is necessary, another e-mail will be sent notifying you when activation is complete.

Account Information

User Name: testuser5
John Doe
Owner
823 25th
alexanderdav@cityofgalveston.org
Preferred Method of Contact: E-mail

Home Phone:
Work Phone: 555-555-5555
Mobile Phone:
Fax:
Scanning Documents -
To begin, you will first need to make sure that you have all of the required documents available for uploading. If you already have your documents on a thumbdrive, you can skip the following steps. However, if you only have physical copies of the documents, please follow the steps below to scan them. Refer to the following table to determine which documents are required for your permit:

<table>
<thead>
<tr>
<th>Document</th>
<th>Required for</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plans</td>
<td>All</td>
</tr>
<tr>
<td>ResCheck</td>
<td>All</td>
</tr>
<tr>
<td>Elevation Certificate</td>
<td>New Construction</td>
</tr>
<tr>
<td>Survey</td>
<td>New Construction</td>
</tr>
</tbody>
</table>

1) To start scanning, first place the Plans into the scanner and press the Scan button:
2) After the scan is complete, you will see the following window appear on the screen. Click OK before proceeding to the next document:

3) Repeat steps 1 and 2 for the remaining documents in this order:
   a) ResCheck
   b) Elevation Certificate (if required)
   c) Survey (if required)
Creating a Permit Application -

1) **After creating an account and logging in**, you can start the process of creating a residential building permit application by either clicking the Building tab or by clicking “Create an application” under the Building section of the website:
2) You will first be brought to a Disclaimer page. After reading the disclaimer, please check the box below and click Continue Application to proceed:

Online Application

Welcome to City’s Online Permitting System. Using this system you can submit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

Contact Us

If you find incorrect information or seek permissions that fall outside of the guidelines above, you can contact the Department of Planning and Community Development at (409) 797-3660 or planningcounter@cityofgalveston.org. The City of Galveston always appreciates a note telling us of new links, information, how we are doing etc. Thank you for utilizing the City of Galveston E permitting website.

☐ I have read and accepted the above terms.

Continue Application »

3) The next screen will ask which license you wish to use for this application. If you are a contractor, you MUST have a license registered with the city and attached to your account. Otherwise, select the one labelled ‘Owner/Builder’ and click Continue Application to proceed:

Select a License

Select a license for this record from the list below. The available permit record type(s) is determined by the type of the license associated with your account.

*If you associated one or more licenses to your registered account and it does not appear in the dropdown, please contact a permit clerk 409.797.3633 to update your information. Thank you.

* Licenses:
- Electrical CONT2011-9999
- Mechanical CONT2004-42
- Owner/Builder CONT2001-5
- None Applicable

Continue Application »
4) On the next screen, you will be asked what type of permit you wish to create. Select the one labelled “Residential Building Permit” and click Continue Application:

Select a Record Type

Choose one of the following available record types. For assistance or to apply for a record type not listed below please contact us.

- Contractor Renewal
- Electrical Permit
- Mechanical Permit
- Residential Building Permit

Continue Application »

5) The next screen will confirm your selection for the Contractor number (or Owner/Builder if not a contractor). Nothing to be done on this page. Just click Continue Application:
6) On the next screen you will be asked for contact information. If you wish, you can check ‘Auto-Fill with’ to have the website use the information you registered with to automatically fill in the requested fields. Otherwise, enter the information requested (fields marked with a red * are required). Once finished, click Continue Application to proceed:

---

**Agent for Applicant**

To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name.

- **Name of Business:**
  ACA

- **Country:**
  - Select -

- **Address Line 1:**
  123 Over There

- **City:**
  Galveston

- **State:**
  TX

- **Zip:**
  77551-9999

- **Home Phone:**
  555-555-5555

- **Work Phone:**
  555-555-5555

- **Mobile Phone:**
  

- **Fax:**
  

- **E-mail:**
  test@cityofgalveston.org

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Save and resume later: 

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Continue Application
7) The next section will ask information about the address the work will be performed at. You do not have to fill out all of the information. Instead, this page acts like a search form. You will need to enter some basic criteria, and then select from a list of addresses that meet that criteria:

a) Enter search criteria -

b) If there is only one address that meets that criteria, it will automatically select it and fill out the rest of the fields. If not, you will need to select the appropriate one from a list –

c) After selecting the address, the information for Parcel and Owner will automatically fill out from our records. If any of this information is incorrect, or you cannot find the address you are looking for, please contact our Building department for assistance. Click Continue Application to proceed.
8) The next screen will be the last screen you are required to enter information on. This screen will ask you for all of the details concerning the permit, such as a Description of Work and Proposed Land Use. You will also be required to upload any relevant documents on this page. Again, any fields marked with a red * are required.

a) The first section, Job Information, covers the following information:
   a. Building Type – How many families the building is designed for
   b. Type of Work – Addition, Elevation, New, or Repair/Remodel
   c. Square Footage of building
   d. Current Land Use – for this and the one below, Residential Uses will apply to most cases
   e. Proposed Land Use – see above
   f. Describe Proposed Work – A brief description of the work you plan to do

![Form Image]

* indicates a required field.
b) The second section contains general information about the land and work:
   a. **Job Value** – A monetary estimate, including labor, of the work being done
   b. **Housing Units** – The number of housing units on the property
   c. **Number of Buildings** – Total number of buildings on the property
   d. **Public Owned** – an indicator whether or not the property is owned by the public
   e. **Construction Type** – *Not used/No longer on screen*

```
Additional Information

* Job Value($):
  5,000

Housing Units:  Number of Buildings:
  1     1

[ ] Public Owned

Construction Type:
  [ ] 424-Additions, Alterations and £
```

c) The last section is used to attach required documents. The documents required for a Residential Building Permit are:
   a. **Survey** (if new construction)
   b. **Elevation Certificate** (if new construction)
   c. **ResCheck** (all permits)
   d. **Plans** (all permits)

To start uploading documents, be sure to have either scanned them using the procedures outlined earlier in the document, or have them available on a USB thumbdrive. After that, follow the steps listed below:
   a. **Click the Browse button**

```
Attachment

Name  Type  Size  Latest Update  Action

No records found.

Browse
```
b. Click the Select Files button

c. Select the document(s) you wish to upload. If there are more than one, you can select multiple files by holding CTRL on the keyboard while clicking the files. When you are done, click Open to begin the upload:
d. Once all of the files show Finished, click the Finish button to proceed:
e. Finally, you will be asked what type of document it is (ex. Elevation Certificate, Plans, etc.), as well as a description. As you enter these, click Save to save the changes. Once you are finished with all of them, click Continue Application to proceed:
9) Once all of the information is entered, you will be taken to a Review screen where you can review all of the information you entered and edit it if needed:

### Residential Building Permit

<table>
<thead>
<tr>
<th>Steps</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>APQ</td>
</tr>
<tr>
<td>2</td>
<td>ASO</td>
</tr>
<tr>
<td>3</td>
<td>Review</td>
</tr>
<tr>
<td>4</td>
<td>Pay Fees</td>
</tr>
<tr>
<td>5</td>
<td>Record Issuance</td>
</tr>
</tbody>
</table>

**Step 4: Review**

Please review all information below. Click the “Edit” buttons to make changes to sections or “Continue Application” to move on.

#### Record Type

Residential Building Permit

<table>
<thead>
<tr>
<th>Licensed Professional</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Last: Home Phone: 555-5555</td>
</tr>
<tr>
<td>Owner/Builder: Owner/Builder CONT2003-6</td>
</tr>
<tr>
<td>Address: Galveston, 77570</td>
</tr>
</tbody>
</table>

**Agent for Applicant**

<table>
<thead>
<tr>
<th>Agent for Applicant</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Last: Home Phone: 555-555-5555</td>
</tr>
<tr>
<td>Email: <a href="mailto:alexanderdav@cityofgalveston.org">alexanderdav@cityofgalveston.org</a></td>
</tr>
</tbody>
</table>

If all of the information is correct, click Continue Application to proceed to the last page.
10) The last page is Record Issuance. As your Residential Application has not been approved, you will need to come back into ACA at a later point to pay your fees and print your permit. **Write down the Record Number on this page for your records.**

At this point you are done with the application submittal. You will be informed by e-mail when you will need to pay the fees and again when the permit is ready to print.
11) Logout of ACA and close the browser:
Paying Fees
At some point after submitting your application, you will be informed by e-mail that you owe fees for it. Please follow the procedure below to pay those fees:

1) **After logging into our EPortal website**, click Search Applications under the Building section:

   - **General Information**
     - Lookup Property Information
     - Search for a Licensee
   - **Building**
     - Create an Application
     - Search Applications
   - **Service Request**
     - Create an Application
     - Search Applications
   - **Enforcement**
     - Create an Application
     - Search Applications

2) Scroll down to the General Search area and enter your permit # in the Record Number box. Click the Search button to proceed:
3) You will see your Permit application listed at the bottom of the screen with a Pay Fees Due link under Actions. Click Pay Fees Due to proceed:

![Image]

4) The next page is a review of the fees. After looking these over, click Continue Application to proceed to the payment screen:

**Step 5 : Pay Fees**

Listed below are preliminary fees based upon the information you’ve entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Please note:** There is a $20 minimum for an Electrical Permit and $25 set fee for Contractor Renewal.

**Application Fees**

<table>
<thead>
<tr>
<th>Fees</th>
<th>Qty</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ceiling Fans</td>
<td>1</td>
<td>$3.00</td>
</tr>
<tr>
<td>Minimum Fee</td>
<td>1</td>
<td>$17.00</td>
</tr>
</tbody>
</table>

**TOTAL FEES**

Note: This does not include additional inspection fees which may be assessed later.

$20.00

![Continue Application]
5) The Payment screen is where you will enter your credit card information in order to make a payment. For the Billing Information, if the information you used to register for EPortal is the same as your credit card billing information, you can check the box next to Billing Information in order to auto-fill the information. Once all of the information is entered, click Submit Payment to submit your payment.

6) Once your payment has been submitted and all of the approvals are completed, you should be able to print your permit. Follow Steps 4 & 5 in the next section to print your permit.
Finding and Printing A Permit That Has Been Approved By Planning

If you have a permit that required Planning Approval, and received an e-mail stating that your permit is ready to print, follow the steps below to locate and print that permit:

1) After logging into to our EPortal website, click Search Applications under Building:

<table>
<thead>
<tr>
<th>General Information</th>
<th>Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lookup Property Information</td>
<td>Create an Application</td>
</tr>
<tr>
<td>Search for a Licensee</td>
<td>Search Applications</td>
</tr>
<tr>
<td></td>
<td>Schedule an Inspection</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Enforcement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create an Application</td>
<td>Create an Application</td>
</tr>
<tr>
<td>Search Applications</td>
<td>Search Applications</td>
</tr>
</tbody>
</table>

To get started, select one of the services listed below:
2) Scroll down the webpage a bit until you see the General Search area, and enter the permit number you were assigned in the Record Number box. Hit Enter or click Search to continue:

3) Below the Search button, you will see the results of your search. Click the Record Number of your permit to open the Record Details:
4) On the Record Details page, you will see a Print/View Record button. Click that button to open your permit in a new window:

Record ELE2011-00345:
Electrical Permit

Work Location

5623 Menard Ave
Galveston TX 77551

Record Details

Detail Description: General Wiring

Owner:
TOMAS AGUILAR
5623 MENARD AVENUE
GALVESTON TX 77551-5060

Trade permit/Electrical Permit

Print/View Record

Inspections

5) Once the new window has loaded, you can hit the Printer icon on the screen to print the permit:

Legal Description: ABST 628 PAGE91 LOT 13 BLK 3 STANDARD DREDGING RESUB

Owner
Name: Tomas Aguilar
Phone:

Contractor E & M Electric
State Lic.: EC21540
Local Lic.: CONT2002-200

Project Description:
General Wiring

I hereby certify that I have read and examined this application and know the same to be true and correct. The provisions of laws and ordinances governing this project will be complied with whether specified here in or not. The grant of a permit does

(Printer Icon)