City of Portland
Bureau of Development Services

Permits Online User Manual
Online Permits since 2005

Updated December 2011
Frequently Asked Questions

What is Permits Online?
Permits Online is a website developed and maintained by the City of Portland Bureau of Development Services. It provides a quick, easy alternative for contractors and homeowners to purchase simple electrical, mechanical, and plumbing permits that do not require plan review. Forget driving Downtown and finding a place to park – forget waiting in line! Once you have successfully completed your application and your permit has been issued, a copy of your permit will be sent to you via email attachment - that's it – that's all there is to it!

When is Permits Online available?
Permits Online is available 24 hours a day, 7 days a week. Like any other website, there is an occasional need for maintenance. We try to schedule maintenance on Saturdays between 7 a.m. and noon. If other non-routine maintenance is required, we will post a message at the top of the BDS Permits Online webpage. We recommend you bookmark this page. (see picture on page 5)

How do I access Permits Online?
To access the City of Portland Bureau of Development Services online permitting system use the BDS web address: http://www.portlandonline.com/bds, and choose the Quick Link, from the list on the left side of the page: Apply for an Online Permit (see page 4)

What are the minimum system requirements to use Permits Online?
1. One of the following browsers:
   - Microsoft Internet Explorer 6.02.28
   - Mozilla Firefox 0.8
   - Netscape 7.1
2. A credit card: VISA or MasterCard
3. A valid email account that accepts PDF attachments

Are there any additional fees for using Permits Online?
There are no additional fees for using Permits Online. You pay the exact same permit fees that you would pay if you visited the Development Services Center in the 1900 SW 4th Avenue Building to obtain your permits.

What payment options are available online?
At this time, Permits Online accepts VISA and MasterCard only.

How long does it take to get a permit using Permits Online?
Your permit will be created and entered into the Bureau of Development Services database as soon as you have completed the simple steps in the application process. Once fees are paid, your permit will be issued and you can schedule inspections. You will receive a copy of your permit via PDF email attachment within minutes. Please be sure your email system will accept email attachments from BDSPermitsOnline@portlandoregon.gov, or your permit may be rejected by your email server. It may also go to your Junk Email if our address is unknown to your system.

What if I need help with my permit?
If you need additional help, we’re just a phone call away. If you have specific questions about your online permit purchase and you need assistance, our helpful permit/technical staff can be reached at (503) 823-7420. Permits Online phone hours are 8:00 am to 4:00 pm Monday – Friday.
What permits can I purchase using Permits Online?
You may apply for simple plumbing, electrical, and mechanical permits under your own name and licensure. General Contractors may NOT purchase “third party” permits for subcontractors online—you must be the property owner or a contractor specifically licensed to perform the permitted work. It is important to note that permits applied for using Permits Online must not require plan review.

<table>
<thead>
<tr>
<th>PERMITS AVAILABLE VIA PERMITS ONLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electrical Permits</strong></td>
</tr>
<tr>
<td>• Residential Wiring</td>
</tr>
<tr>
<td>• Manufactured Home Service</td>
</tr>
<tr>
<td>• Services &amp; Feeders up to 600 amps</td>
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<tr>
<td>• Temporary Service Feeders</td>
</tr>
<tr>
<td>• Branch Circuits, with or without</td>
</tr>
<tr>
<td>service feeders</td>
</tr>
<tr>
<td>• Electrical Service Reconnection</td>
</tr>
<tr>
<td>• Pump or Irrigation Circles</td>
</tr>
<tr>
<td>• Sign or Outline Lighting</td>
</tr>
<tr>
<td>• Limited Energy Panel/Signal Circuits</td>
</tr>
<tr>
<td>• Renewable Energy up to 25 kva</td>
</tr>
<tr>
<td><strong>Mechanical Permits</strong></td>
</tr>
<tr>
<td>RESIDENTIAL Installations ONLY:</td>
</tr>
<tr>
<td>• Air Conditioners and Heat Pumps</td>
</tr>
<tr>
<td>• Furnace/Burner (includes ductwork,</td>
</tr>
<tr>
<td>vent and liner)</td>
</tr>
<tr>
<td>• Air Handling Units, Hydronic Hot</td>
</tr>
<tr>
<td>Water Systems, Boilers, Vents</td>
</tr>
<tr>
<td>• Gas or Wood Fireplace Inserts</td>
</tr>
<tr>
<td>• Chimney/Liner/Flue/Vents</td>
</tr>
<tr>
<td>• Woodstoves, Gas Fireplaces</td>
</tr>
<tr>
<td>• Exhaust &amp; Venting, Attic Fans</td>
</tr>
<tr>
<td>• Gas Fuel Piping</td>
</tr>
<tr>
<td>• Other Appliances—Oil Tanks, Gas or</td>
</tr>
<tr>
<td>Diesel Generators, Ceramic Kilns</td>
</tr>
<tr>
<td><strong>Plumbing Permits</strong></td>
</tr>
<tr>
<td>• Rain Drain, Storm Sewer, Water</td>
</tr>
<tr>
<td>Service Lines (by # of feet)</td>
</tr>
<tr>
<td>• Catch Basin/Area Drains</td>
</tr>
<tr>
<td>• Manufactured Home Utilities</td>
</tr>
<tr>
<td>• All types of plumbing fixtures—</td>
</tr>
<tr>
<td>washers, ice makers, garbage</td>
</tr>
<tr>
<td>disposals, drinking fountains,</td>
</tr>
<tr>
<td>toilets, sinks, tubs/showers,</td>
</tr>
<tr>
<td>urinals, hose bibs, backwater</td>
</tr>
<tr>
<td>valves, etc.</td>
</tr>
<tr>
<td>• Replace In-Building Water Supply</td>
</tr>
<tr>
<td>Lines (by # of floors)</td>
</tr>
<tr>
<td>• Commercial Roof drains</td>
</tr>
<tr>
<td>• Solar Units, Stormwater Tanks</td>
</tr>
</tbody>
</table>

What types of permits require plan review?
If any of the following are applicable to your project, then your permit requires plan review and cannot be purchased online:

<table>
<thead>
<tr>
<th>NOT AVAILABLE VIA PERMITS ONLINE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electrical Permits</strong></td>
</tr>
<tr>
<td>• Fire pump</td>
</tr>
<tr>
<td>• Emergency system</td>
</tr>
<tr>
<td>• Addition of new motor load of 100 HP or more</td>
</tr>
<tr>
<td>• Six or more residential units</td>
</tr>
<tr>
<td>• Health care facilities</td>
</tr>
<tr>
<td>• Hazardous locations</td>
</tr>
<tr>
<td>• Service or feeder over 600 amps</td>
</tr>
<tr>
<td>• Building over three stories</td>
</tr>
<tr>
<td>• Marinas and boatyards</td>
</tr>
<tr>
<td>• Floating buildings</td>
</tr>
<tr>
<td>• Commercial use agricultural buildings</td>
</tr>
<tr>
<td>• Installation of 75 KVA or larger separately derived system</td>
</tr>
<tr>
<td>• A, E, 1-2, 1-3 occupancy recreational vehicle parks</td>
</tr>
</tbody>
</table>

**Note that none of the above are applicable to temporary construction service**

**Mechanical Permits**
- At this time, Commercial Mechanical Permits are NOT available online.

**Plumbing Permits**
- Food service
- Medical gas systems
- Bathroom/Kitchen packages that are part of a Residential New Single Family Dwelling
- Fire Sprinklers
- Sewer Connection permits
- Sewer caps
- Sewer Lines and Sewer Line Repairs

Please note: Refunds will NOT be made on Residential Mechanical Permits purchased for projects deemed COMMERCIAL.
Contractor License Requirements

We sell permits according to State of Oregon requirements established by the Oregon Construction Contractors Board (CCB), and the State of Oregon Building Codes Division (BCD), which regulate and license the activities of construction contractors in our state.

A CCB License is required by all contractors using the Permits Online system. Then, each type of Trade Permit; Mechanical, Plumbing, and Electrical have specific license requirements of its own. Some specialty electrical license holders may purchase limited fixture types online.

Mechanical Trade (MT) Permits – ALL FIXTURES
- CCB License is the only required license for the full list of available fixtures online

Plumbing Trade (PT) Permits – ALL FIXTURES
- CCB License, AND
- BCD Plumbing License with the letters PB in it to purchase the full range of plumbing fixtures online

Electrical Trade (ET) Permits – ALL FIXTURES
- CCB License, AND
- BCD Electrical License (has the letter(s) C, LMS, CPI, CLS, CLR, CRE, BME, LEA, LEB, ST, LME, LMM, LRT, LR, or PS in it), AND
- BCD Supervising Electrical License (has the letter S in it) to purchase the full list of available electrical fixtures online

SPECIALTY ELECTRICAL LICENSES / PERMITS:

Electrical (ET) Permits – Limited Energy/Low Voltage (NO Supervising License)
- CCB License, AND
- BCD Limited Energy License (has the 3 letters CLE, CLR, CPI, CRE, or LHR in it)
Contractors with Limited Energy Electrical Licenses may buy the following 2 fixtures online:
  - Service Reconnect Only, and
  - Limited Energy Panel/Signal Circuits

Electrical (ET) Permits – Electrical Signage (NO Supervising License)
- CCB License, AND
- BCD Journeyman Electrical License (has the letter J in it)
Contractors with Journeyman Electrical Licenses may buy the following 2 fixtures online:
  - Service Reconnect Only, and
  - Sign or Outline Lighting

At this time Permits Online does not support Landscape Contractor Board (LCB) License Numbers.

Trade Permits may also be taken out by Home owners doing the work—no licenses required. Please note Trade Permits are sole proprietary as issued, and therefore non-transferable.
Using Permits Online

To access Permits Online use the BDS web address: http://www.portlandonline.com/bds, and choose the Quick Link, from the list on the left side of the page: Apply for an Online Permit.

After clicking this link, you’ll move to the BDS Permits Online Launch Page. Please use this page to ‘bookmark’, or mark as a ‘favorite’ in your browser. If there are any special announcements regarding BDS Permits Online service, or any scheduled maintenance outages or disruptions, they will be posted here. We also provide updated links to User Manuals and announce new services available through BDS Permits Online on this page.
Bookmark the Permits Online Launch Page!

New Features & Service downtime announcements are posted on this page – Bookmark it! It also has links to Frequently Asked Questions, tables showing what permits you can and can’t buy online, Contractor License Requirements, how to get a refund, and where to get help with your online permit.

You’ll also find links to our Permits Online Customer Manual which has everything you need to know to get the most from the Permits Online system. Print this out and keep for future reference.

Resources and Help Links
- Frequently Asked Questions
- What Can You Buy Online?
- License Requirements
- Need Help? Need a Refund?

Click on "BUY A PERMIT" to start. It takes you to the Portland Online (POL) Logon Page, where you can:
- Sign in and buy a permit online.
- Create a new account, then buy a permit online.

First Time User?
Read/Print tips for creating your new (POL) Portland Online User Account.
Portland Online (POL) Logon Page

The first time you access the system, you will need to set up a PortlandOnline user account. Your PortlandOnline account will store your contact information as well as your user name and password.

- If you are a **new** customer:
  1. Click on the “Create a New Account” button. (See next page “How to create a new PortlandOnline user account”)

- If you are a **returning** customer:
  1. Enter your PortlandOnline User Name and Password.
  2. Click on the “Sign-In” button.
  3. You will move to the Permits Online Welcome Page (Skip to Page 8/9)

- **Forgot** your Account Name or Password?
  1. Click on the “forgotten your user account or password” link. The next screen will ask for your account email address. We will email you your account name and a NEW password.

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**Returning User?**
Enter your User Name and Password. Then, click on “Sign-In” button.

**First Time User?**
Click on “Create a New Account”

**Forget How to Log In?**
Click here to have your User Name and a new Password sent to you by email.
How to create a new PortlandOnline (POL) user account

1. If prompted, “Are you a City of Portland Employee?” select “No”.

   Are you a City of Portland Employee?
   □ Yes  □ No
   Submit

2. Click on the “Submit” button.
3. The New Account Form will display. All the bold fields are mandatory and must be filled in. However, filling in all the fields will provide us with helpful information in case we need to contact you in the future.
4. Once you have filled in the necessary fields, click on the Continue button.

Contractors may want to enter their Company Name in these fields as it will display on permits.

When you have completed the necessary fields, click on Continue.

Fill in the New Account Form.
You will be prompted to select your role on the project:

Please select the category that best fits your role on the permit:

☐ A contractor
☐ A homeowner doing work

Submit

If you are a contractor logging in to the system for the first time, you will be prompted to enter your license numbers:

NOTE: A CCB License is required by all contractors using the Permits Online system. To see the full range of fixtures for any permit type, a BCD License is required if you are an Electrician or Plumber (has letter(s) C for electrical or PB for plumbing in it). A Supervising BCD License is required if you are an Electrician (has letter S in it). See Page 3 Contractor License Requirements.

Limited Energy electrical permits are also available online. Mandatory licenses required for Low Voltage work include a Construction Contractors Board number (CCB#) and one of the Limited Energy Licenses (has the 3 letters CLE, CLR, CPI, CRE, or LHR in it) in the BCD# field.

Sign Contractors can buy electrical permits for sign installations online. Licenses required for Sign or Outline Lighting ET permits include a CCB# and a “J” type license in the BCD# field.

Your license numbers are validated on the State CCB/BCD websites before proceeding to the next screen, so it is very important to enter these numbers just as they appear on your license. Use all capital letters and include any punctuation. If you need help with this, please call 503-823-7420.

Once your license numbers are verified, the blue and white Welcome Page will be displayed.
On the Welcome page, you are presented with a variety of links. Here is a description of each link:

- **What is Permits Online?**: A link to our Permits Online Launch Page. This page has links to all of the resources you’ll need to use Permits Online; frequently asked questions, contractor license requirements, how to get a refund, what types of permits can be purchased online, and our Customer Manual which provides instructions for using the Permits Online website.

- **Apply for a Permit**: Takes you to Step 1 of the permit application process.

- **Manage my Permits**: See a list of permits that have been applied for, issued, or are in final status. Permits will only be removed from this list seven days after they have reached “Final” status (after Final Inspections are Approved) From this link, you can also schedule inspections or check the status of an inspection, pay for permits, and see details about specific permits. You can also have a copy of any issued permit sent to you again via email.

- **Add to existing issued internet permit**: Allows you to add fixtures to a permit that you previously purchased online. The permit must have been purchased using the City of Portland BDS Permits Online system, and in Under Inspection or Issued status.

- **Finish Incomplete Permits**: Provides a way to complete permits that have been set up but not yet paid for. Permits on this list will be those that successfully finished through Step 3. By Step #4 you will have an IVR number that can be accessed under Manage my Permits.

- **Look up Permits that have been applied for online**: Find permits that have been applied for online. There are several options to search by including address, IVR number, CCB license, and BCD license. Older permits in “Final” status can be found using this tool.

- **Update Personal Information**: Allows contractors to update CCB, BCD, and Supervising BCD license numbers and store and manage credit card numbers. This screen provides instructions to homeowners regarding changing their personal POL account information.

- **View a List of Permits by Property**: Links to the BDS Permit/Case Search tool that provides a way to view non-web based permits by search methods such as address or IVR Number.
Apply for a Permit ~ Step-By-Step

Now that you're logged into BDS Permits Online, what would you like to do today?

Apply for a Permit - Follow six easy steps to complete a simple, unreviewed electrical, mechanical, or plumbing permit
Manage my Permits - View a list of your active permits, pay for permits, and schedule inspections
Add to existing issued internet permit - Add fixtures to an existing issued online permit
Finish Incomplete Permits - Finish incomplete permits by updating the work to be done
Look up Permits that have been applied for online - Search for permits by IVR Number
Update Personal Information - Contractors can store Credit Card data on our secure
View a List of Permits by Property - Search for permits applied for since January 2000 using BDS Permit/Case Search

Before you begin

The first screen you will see is the instruction page. There are two options on this screen:

1. Skip the instructions and go to Step 1 by clicking on the button at the top of the page. Returning users can get right to the permit application.
2. Read through the instructions and click on the “Continue to Step 1 and apply for a Permit” button at the bottom of the page to continue on to Step 1. If you're a first time user, we recommend reading the instructions through.

From the Welcome Page, click here to start the Online Permit purchase process

Click here to start your Online Permit

Permits Online will walk you step-by-step through the permit application process. There are six steps that you must complete before your permit is issued:

Step 1: Select the Property - Indicate where the work is being done using one of the following: Site Address, Business Name, Tax ID Number, or State ID.

Step 2: Select the Permit Type - Select the type of permit you want to purchase: Electrical, Mechanical, or Plumbing. You may only purchase these permits using this online system if they do not require plan review. If plan review is required, visit the Development Services Center to obtain your permits.

Step 3: Select the Category of Construction and Type of Work - Define the type of work you are doing: Residential, Commercial. Select Residential if the work being done is on a one- or two-family dwelling (including duplexes or two-unit). Commercial if the work being done is on an industrial, commercial, or three or more family dwelling.

Step 4: Enter your Permit Details - Enter permit details such as a detailed description of the work to be done, information that is to be installed under the permit, and other pieces of information dependent on the type of work.

Step 5: Review Your Permit - Review the details of the permit you have applied for including the IVR Number, the status of the permit, and the balance due. Your IVR Number can be used to identify your permit when communicating with your inspector.

Step 6: Purchase Your Permits - Purchase the permits that you have applied for online by using Visa or Master Card.

Once your permit is issued: Use the "Manage my Permits" link to look at specific details of your permit and schedule the necessary inspections.

Click here to start your Online Permit
Step 1: Select the Property

The first step in the application process is to select the address where the work will be done. There are four ways to search for an address:

1.A. Search by street address: You may search by any or all of the fields in the street address search row. Enter the number on the building (house number) into the “Street Address” field, then tab to the “Direction” field. Use the pull down menu to select NW, SE, etc. Then, enter the “Street Name”. You may also enter “Type”, and “Unit Number” if that applies.

SEARCH TIPS:

- Enter only the house number and street direction, and then click on the Find Properties that match the above criteria button. You will get a list of addresses with the matching house number in that area. This is the easiest, most reliable method to find an address.
- If you enter only a street name, you will get a list of addresses on that particular street.

1.B. “Search by Business name”: To search by business name, enter the business name or the first few letters of the business name. To narrow down your results, enter a street name as well. Then click on the Find Properties that match… button.

1.C. Search by Tax ID Number: To search by your Tax ID Number, enter the Account Number provided by Multnomah County on the annual property tax statement. The number begins with a capital “R” and contains six digits. Then click on Find Properties that match…

1.D. Search by your State ID Number: Enter your State ID number and include 2 spaces between the first section of numbers/letters and the second section of numbers. Make sure all letters are capitalized. Then click on Find Properties that match…

Example Property Search

By address entry:
- Street Number—12345
- Direction—SE
- Street Name—Market

Click on Find Properties that match the above criteria button to search

You will then see the property listed below. Check the box to select it, then Continue to step 2 button
Step 1 Continued: Select the Property – Working With a List

Based on your search, a list of addresses may display on the page. If you’ve chosen only house number and street direction, you will see a list of properties. Note that there is a limit to the number of properties that will display on the web page. If you go over that limit, you will see a message like this, and will need to narrow your search criteria by adding more information, like street name:

RESULT: Too many addresses were found (##). Please refine your search.

Once you find the address you want, click in the box to the left of the address. A “✓” will be inserted. If you see duplicate addresses, select only one. It is important to note that an identical permit will be created for each address that you select.

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345 SE BUSH ST</td>
</tr>
<tr>
<td>12345 SE BYBEE BLVD</td>
</tr>
<tr>
<td>12345 SE FLAVEL ST</td>
</tr>
<tr>
<td>12345 SE HOLGATE BLVD</td>
</tr>
<tr>
<td>12345 SE IVON ST</td>
</tr>
<tr>
<td>12345 SE KEYES ST</td>
</tr>
<tr>
<td>12345 SE MAIN ST</td>
</tr>
<tr>
<td>12345 SE MARKET ST</td>
</tr>
<tr>
<td>12345 SE MILL ST</td>
</tr>
<tr>
<td>12345 SE PINEWOOD ST</td>
</tr>
<tr>
<td>12345 SE SCHILLER ST</td>
</tr>
<tr>
<td>12345 SE STARK ST</td>
</tr>
</tbody>
</table>

Click on Find Properties that match the above criteria button to search

You will then see a list of properties matching street number/direction from which to choose. Choose only ONE

Check the box to select the property you need for your permit. Then, Continue to step 2 button

1.E. Once you have selected your job address, click on the Continue to Step 2 button.
Step 2: Select the Permit Type

By Step 2, you will see that your name and the site address are displayed at the top of the screen. As you proceed through the application process you will notice that your permit information will display at the top of the page.

At Step 2 you select the type of permit. You can select from Electrical, Mechanical, or Plumbing by clicking on the words listed in the “Pick Permit Type” box. If you need to go back and change your property, use the Change Property button at the bottom of the page.

SAMPLE RESIDENTIAL ELECTRICAL PERMIT

As you move through the online process you see your permit details “build” with each step. You see which step you’re on, and what you’ve chosen for each previous step. At Step 2, you see your name and the job address you chose.

Step 2—
You see a list of Permit Types from which to choose—Electrical, Mechanical or Plumbing. You may Choose only ONE from the list. Click the type of permit you need Then, Continue to step 3 button

Once you have selected your Permit Type, it will be highlighted with a blue background. Click on the Continue to step 3 button.
Step 3: Select the Category of Construction and Type of Work

At Step 3 you choose the Category of Construction and Type of Work.

**Category of Construction:**
- Residential 1 & 2 Family: applies only to houses, duplexes and two-unit rowhouses.
- Commercial/Multifamily: applies only to tri-plexes, apartments, condominiums, rowhouse developments with three or more attached units as well as other commercial projects such as offices, retail, manufacturing, warehouses, etc.

**Type of Work:**
- Addition/Alteration/Replacement: applies only to work on existing structures
- New Construction: applies only to work on new, ground-up construction, not involving any existing structure.

**SAMPLE RESIDENTIAL ELECTRICAL PERMIT**

Once you have selected your Category of Construction and Type of Work, your choice will be highlighted with a blue background. Choose one only from each list. Click on the **Continue to step 4** button.
Step 4: Enter your Permit Details

Step 4 is the online permit application, where you will choose “fixtures” or “items” for your Electrical, Mechanical, or Plumbing permit. First, you must enter a description of the work to be performed. It is important to be as specific as possible. This field is limited to 255 characters.

The next field is for you to provide any details about the property location. A business name, building floor, or any other information an inspector might need to find your job site. Some examples are provided showing the kind of information that you’ll need to enter.

At this point, if you find you’ve made an error in any steps 1 through 4, STOP NOW. Scroll to the bottom of the page and use the Apply For Another Permit button and start over. (A picture of this button is shown on the following page)

SAMPLE RESIDENTIAL ELECTRICAL PERMIT

Your permit details are listed in the Permit Application Summary

At Step 4, you now also see the permit IVR Number

The IVR Number is used to identify your permit and order inspections—please make a note of it!

If you don’t see any items listed here—we don’t have your license numbers!
Step 4 Continued: Enter your Permit Details

Next, enter the number or amount of “fixtures” or “items” to be installed under this permit. This list will vary based on the type of permit you’ve selected and your license scope. The example below shows a list of Electrical permit fixture/items. Plumbing and Mechanical permits have different fixture/item lists for online purchase, which reflect plumbing and mechanical installations/repairs.

For Contractors, these “fixture” lists are also trimmed based on your license type. For example, Low Voltage Electrical Contractors will see only 2 fixtures on the list for Electrical permits:
- Service Reconnect Only
- Ltd Energy Panel/Signal Circuits

IF THIS LIST IS INCOMPLETE OR MISSING ENTIRELY, MAKE SURE YOU HAVE CHOSEN THE RIGHT PERMIT TYPE FOR YOUR LICENSE TYPE, AND VERIFY THAT YOUR LICENSE NUMBERS ARE ENTERED CORRECTLY. (Plumbers will see NO Electrical fixtures. Electricians will see NO Plumbing fixtures. Mechanical Contractors will see nothing on Electrical or Plumbing permits) Call the Permit Hotline (503) 823-7420 if you don’t see the fixtures you need.

SAMPLE RESIDENTIAL ELECTRICAL PERMIT

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Res Wtr: 1,000 sf or less</td>
<td>0</td>
<td>Only use if “Res Wtr: First 1000 sf or less” = 1</td>
</tr>
<tr>
<td>Res Wtr: Each Add 500 sf or part</td>
<td>0</td>
<td>Only use if “Res Wtr: First 1000 sf or less” = 1</td>
</tr>
<tr>
<td>Res Wtr: Limited Energy</td>
<td>0</td>
<td>Available online if fault current exceeds 10,000 amp</td>
</tr>
<tr>
<td>Svc/Fdr, 200 amps</td>
<td>1</td>
<td>Service Reconnect Only</td>
</tr>
<tr>
<td>Svc/Fdr, 201 to 400 amps</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Svc/Fdr, 401 to 600 amps</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Svc/Fdr, 1001 to 10000 amps</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Temp Svc/Fdr, Over 1,000 A/V</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Branch Circuit with Svc/Fdr</td>
<td>2</td>
<td>Must only be purchased with:</td>
</tr>
<tr>
<td>1st Branch Circuit w/o Svc or Fdr</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Each Add. Branch Circuit w/o Svc or Fdr</td>
<td>0</td>
<td>Must only be purchased with:</td>
</tr>
<tr>
<td>Pump or Irrigation Circle</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Sign or Outline Lighting</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Ltd Energy Panel/Signal Circuits</td>
<td>0</td>
<td>See ORS 479.905 for specific license limitations</td>
</tr>
<tr>
<td>Renewable Energy: 5 kva or less</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Renewable Energy: 5.01-15 kva</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Renewable Energy: 15.01-25 kva</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

If you don’t see any items listed here—we don’t have your license numbers!

Step 4—Choosing “fixture” quantities

Enter numbers for each “fixture” or “item” you need for your permit. In this example Electrical Permit, we’re buying 1 service feeder and 2 branch circuits. Enter amounts for the items you need for your job—and that match your permit type and work description. Then, Continue to step 5 button

Once you have entered your permit details click on the Continue to step 5 button.
Step 5: Review your Permit

This is the final step before payment. Verify ALL the information on this page prior to selecting permits for payment. If you need to change any permit detail or “fixture/item” selections, click on the “Edit” link in the right column of your permit list. This will take you back to the Step 4 screen and allow you to choose different or more fixture/items. Fees will be recalculated based on your new choices when you click on the Continue to permit summary button.

Note: you can only change the information on the Step 4 screen using the “Edit” button—work description, location, and installation fixture/items. If your permit type, job address, category of construction, or type of work are not correct, STOP Do not pay for the permit. Click on the Apply for Another Permit button and start again.

We regularly delete any incomplete “permit mistakes” from the system, so don’t worry about creating a permit that isn’t “quite right”. Be sure to leave it unpaid, and we’ll clean it up for you.

SAMPLE RESIDENTIAL ELECTRICAL PERMIT

Make a mistake on the address, or any item listed here in the Permit Application Summary? Click here to start over with a brand new permit from Step 1.

Just need to change your “fixture/item” selections? Click here to choose those again. You can also edit the permit description of work and location info. Fees will recalculate automatically.

Click Pay Selected Items to buy your permit. It will be sent to you by email a few minutes after payment.
Step 6: Pay for your Permit ~ The Payment Gateway

The last step is to pay for the permit using your VISA or MasterCard. You must enter data on the first 3 lines of this page only. Verify the Card Type, Card Number, and Card Expiration you’ve entered prior to clicking on the “Submit” button. Do NOT add spaces or dashes in your card number entry. DO NOT HIT THE SUBMIT BUTTON MORE THAN ONCE, this may generate duplicate charges to your credit card.

By clicking on “Submit”, you affirm that—
You have fully described the scope and physical location of the work under your permit
The fixtures you have chosen are accurate as to the actual work being performed, and
You are properly licensed to execute the parameters of this permit, or are an owner occupant of the property

General Contractors may NOT purchase permits for their subcontractors online! “Third Party” permit purchases must be made in person or by mail.

Remember, if you need help, or to report any customer issues connecting to BDS Permits Online or the Payment Gateway, please call the Permits Online Help Line at 503-823-7420. We answer this phone between 8:00 and 4:00 Monday – Friday.

You can also send an email to us at: BDSPermitsOnline@portlandoregon.gov
Step 6 Continued: Pay for your Permit ~ The Payment Receipt

Print the Receipt Page
When your payment is accepted, you will then move to a Receipt Page which tells you, “Your Payment was Successful” and lists your payment details. PRINT THIS PAGE, it is your receipt. Your permit will then be emailed to you shortly, but permits do not include a receipt, fee amount, or payment information so please remember to print the receipt page.

Once Your Payment is Complete...
You will receive a copy of your permit via PDF email attachment within minutes. Please be sure your email system will accept email attachments from BDSPermitsOnline@portlandoregon.gov, or your permit may be rejected by your email server. It may also go to your Junk Email if our address is unknown to your Internet Service Provider or restricted by security settings in your system.

Use Manage My Permits link for your online permits:
• Verify an IVR number or address on a permit
• Schedule Inspections
• Have a second permit copy emailed to you
• Pay for a permit you created online

THIS IS YOUR RECEIPT
• Note your IVR Number, you will use this to order inspections
• Information on Refunds and how much you may expect to receive
Features Available in Manage My Permits

Manage My Permits displays a list of all the permits you’ve recently created online. It will show permits that have been applied for, issued, under inspection, or are in final status. Permits will be removed from the list 7 days after reaching “Final” status (after Final Inspections are Approved).

The listing displays each Permit and IVR Number, the Site Address, Issue Date (if issued), the Work Description, Balance (unpaid fees), permit Status, and a link to the permit Summary page.

From this page you can pay for permits if a Balance is showing. From the Summary link, you can schedule inspections or check the status of an inspection, and see details about specific permits. You can also have a copy of any issued permit sent to you again via email.

**IVR and Permit Numbers**

- **Link to Permit Summary page:** Use this link to schedule any inspections or have a permit copy emailed to you.

- **Check box(s) if you want to pay for a permit. You will see the total displayed for your selection here. Then, click Pay Selected Items.**

**Home** takes you to the menu on the Permits Online Welcome Page.

**Click Apply for Another Permit and go right to Step 1 for a new permit.**
The Permit Summary Page

This section shows the basic permit details, IVR Number, Job Address, type of permit, Issue and Expiration dates if the permit has been issued.

This section lists the quantity of each fixture or item included in the permit.

This box lists all inspection activity based on permit type. To request inspections click on the schedule button for the inspection you want. These buttons are active ONLY if all permit fees are paid.

Sample Residential Electrical Permit

To schedule the inspection: 199 Final - Electrical, click this schedule button.

You can have a permit copy emailed to you if it is issued and no fees are due—click on Email Permit, this message box will pop up, your permit will arrive in your Inbox shortly.

The new Permit will be emailed to you soon.
Scheduling Inspections Online

From the Permit Summary Page, you will see this screen open after clicking on the Schedule button next to any open inspection. Although you will see many inspections listed on the Summary Page, on most simple Trade Permits (Plumbing, Electrical, Mechanical), you will only need to schedule a Final Inspection. Our inspectors start their day early—to schedule or cancel a same day inspection, you must enter your request no later than 6:00 a.m.

In this example, the schedule button was clicked for 199 Final – Electrical Inspection. You will need to fill out the Contact Name, Contact Phone Number, the Date you’d like your inspection, and you may also request AM or PM inspection. There is NO guarantee that an inspector will be able to honor this request, but they will try. You may also enter some text for an Inspector that will appear on his Inspection Request card. If there is something an inspector should know, you can type it in the comments box. This is totally optional. Then, click the Schedule Inspection button.

Complete these fields to schedule your inspection. The inspector will need some contact information.

Then, click on Schedule Inspection. You will then see the confirmation screen. It shows the details of the inspection you’ve just scheduled.

If this is not the inspection you wanted, or you need another inspection on this permit, click on My Permit Details, and choose the Summary page again to cancel and/or request another inspection.
Cancelling Scheduled Inspections Online

On the Summary Page, you will see the inspections that are scheduled on your permit. To cancel an inspection, click on the Cancel button in the Cancel Inspection column. The confirmation page will appear with your inspection cancellation details. To request more or different inspections, you can always choose any inspection(s) from the Summary page when you are ready for them.

If you need to cancel or change any inspection request on the day of your inspection, you cannot do this online! Please call Commercial or Residential Inspections.

To schedule or cancel a same day inspection, you must enter your request no later than 6:00 a.m. to reach the inspector before he goes out into the field for the day. After 6:00 a.m., call the BDS Inspections Division at:
(503) 823-7388 for Residential jobs
(503) 823-7303 for Commercial jobs

Click here to cancel your scheduled inspection if it is scheduled for tomorrow or later. For same day changes, you must call.

The confirmation page will show your inspection has been cancelled. Click on My Permit Details and the Summary page to choose again.
New Feature ~ Add to an Existing Online Permit

Here are the basics on how the new “add on” feature works:

- Applies only to Electrical, Plumbing, or Mechanical Trade Permits (ET, PT or MT type)
- The permit must have been originally created and purchased using BDS Permits Online
- Permits must be in Issued or Under Inspection status
- Click on the new link called “Add on to existing, issued internet permit”
- Choose from a list of your issued permits, select additional fixtures/items, and pay the new balance owed (representing only the add-on fixtures/items)
- A new, updated permit will be emailed to you showing the combined total of all existing fixtures/items on the permit, including the ones you just added.

From the BDS Permits Online Welcome Page, choose the link “Add on to existing issued internet permit”
Remember, this feature is ONLY available for permits that you originally created and bought using the BDS Permits Online system.
After clicking this new link, you will see a list of your issued permits that are in Issued or Under Inspection Status. Choose the permit you wish to edit, and click on the ADD button to add/purchase more fixtures.

'ADD' button feature allows you to choose additional fixtures/items on the next screen.

You cannot edit any text in the description or location fields. It is in Display Only format to help you verify that you have selected the correct permit.

In the “Added” column, enter ONLY the number of fixtures/items you wish to ADD at this time. You will be charged only for the fixture/items you are adding to your permit.

After entering the numbers for each new fixture/item you wish to add to your permit, click on Continue to permit summary.

When the fixture screen displays from this new “ADD” option, you will NOT see the permit’s original fixtures/items listed here. At this point, you will select ONLY fixtures/items to be added to the original permit. You will NOT be able to edit the permit description or location information.
When **Continue to Permit Summary** button is clicked, you will move to this screen. The Balance column will show ONLY the value of unpaid fees for the fixtures/items you’ve just added.

Balance shows charge for added fixtures/items only, plus state surcharge of 12%. Click here to pay for the added fixtures/items. After your payment is complete, a newly updated permit is emailed to you just like it does for any new online permit.

At this point, the screen will function just it does now for any other online permit purchase. Simply proceed to the Payment Screen by clicking **Pay Selected Items**, or continue with additional permit purchases by choosing **Apply for another Permit** to create a new permit.

To Add Fixtures to a different permit and pay for both at one time, click on the **Home** button and start again using the link **Add on to existing internet permit**.

**What if I see a Zero ($0.00) Balance Due on this page?**

If you’ve added only 1 fixture to an existing single fixture MT or PT permit, this may not generate new fees in excess of the minimum charge you have already paid on your original permit. In this case, you will see a ZERO Balance. (Also displays if you didn’t “add” any fixtures/items)

If you see a **$0.00** Balance, you have not exceeded the minimum fee for your new fixtures/items. Or…you did not enter any new “add” fixtures/items quantities.

Click on the **Summary/Print** button, and go to the Summary Page to review your added fixtures and request your permit to be sent to you via email.
The Permit Summary Page shows the details of your permit. You can also order and/or cancel inspections from this page. (See pages 22 and 23 on how to schedule/cancel inspections) At the bottom of this page is a new button called Email Permit. If your permit is Issued or Under Inspection and there are no fees due, click this button and we will email you a copy of your permit—just as we did with the original permit. This button will NOT appear if you have fees due on your permit. If fees ARE due, then click My Permits and pay for the item. Once your payment is complete, the system will automatically email you an updated permit, you won’t need to click on the Email Permit button to get a new permit if you’re making a payment.

Order or Cancel Inspections in this section. Click on the Schedule button for the inspection you need. It will then ask you to pick a date. (see pages 22 and 23)

If your Balance Due is $0.00, you can click Email Permit and we’ll email a copy of your permit to you in a few minutes.
Need a Refund or Help With an Online Permit?

How to Apply for a Refund

If you've purchased a permit in error, or find you've purchased a duplicate permit, you'll need to apply for a refund. You can find the Refund Request Form online at the Bureau of Development Services website at www.portlandonline.com/bds in the Application Forms listing.

You will need to print the Refund Request Form and fill it out. Then mail or fax it to BDS:
Mail the request to:
Bureau of Development Services Attn: Permit Refund Request
1900 SW Fourth Avenue Suite 5000
Portland, Oregon 97201
Or fax a copy of the completed Refund Request Form to 503-823-4172.

Per Title 24.10.102 Building Permit and Plan Check/Process Fee:
- Requests for refunds must be made within 6 months of payment or permit issuance, whichever is later.
- Refunds may only be issued to the party who paid the fees, according to the payor information on record at BDS.
- Permit refunds for online permits are paid by check

How Much is Refunded? As a general rule, if permit or plan review fees are paid by customers due to an error on the part of the City of Portland, these fees will be fully refunded at 100%. However, the following applies to all permits purchased in error by customers, where the City was not at fault in accepting payment:

Refunds of up to 80% may be issued:
- If the City services covered by the customer fees (reviews or inspections) HAVE NOT yet begun or have not been performed at the time a Refund Request is received by the City

NO Refunds will be issued:
- If the City services covered by the customer fees (reviews or inspections) HAVE begun or have been performed at the time a Refund Request is received by the City
- If a residential mechanical permit is purchased, where the project is deemed commercial

Contact Us For Help With an Online Permit

Remember, if you need help, or to report any customer issues connecting to BDS Permits Online or the Payment Gateway, please call us:

Permits Online Help Line at 503-823-7420.
We answer this phone between 8:00 and 4:00 Monday – Friday.

You can also send an email to us at: BDSPermitsOnline@portlandoregon.gov

We’re happy to help with any license entries or changes, trouble locating an address, logon problems, account changes, email issues, or any other feature of Permits Online.