



# FREQUENTLY ASKED QUESTIONS

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## DEVELOPMENT HUB PDX

### DEVHUB BASICS:

#### **What is DevHub?**

*Development Hub PDX (DevHub) 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 permits from several bureaus that do not require plan review. Forget driving Downtown, finding a place to park, or waiting in line!*

*Using DevHub, you'll be able to apply for many simple permits online, schedule inspections for trade permits obtained online, update contact information, pay a variety of fees, and download billing statements – all from your personal computer or mobile device. With more functions and a better user experience than Permits Online, the City of Portland is excited to offer expanded services through the new DevHub system.*

#### **Why is the system changing?**

*The City of Portland is expanding its online permitting system beyond trade permits – using DevHub, customers can now apply for more permits from more bureaus, with more features coming soon. Permits Online was developed in 2005, and in order to add more functionality to our website, the city needed to upgrade systems.*

#### **When is DevHub available?**

*DevHub services are available online 24 hours a day, 7 days a week.*

#### **How do I access DevHub?**

*To access DevHub, use the BDS web address: [devhub.portlandoregon.gov](http://devhub.portlandoregon.gov) and log in using your existing PortlandOregon.gov account (or create a new one).*

#### **Are there any additional fees for using DevHub?**

*There are no additional fees for using DevHub. You pay the exact same permit fees that you would pay if you visited the Development Services Center to obtain your permits.*

#### **What payment options are available online?**

*DevHub accepts VISA, Mastercard, American Express, Discover, and electronic check/ACH transfers.*



## APPLYING FOR A PERMIT:

### What permits can I purchase using DevHub?

You may apply for simple plumbing, electrical, and mechanical permits, as well as other simple permits such as root pruning or street use permits. It is important to note that permits applied for using DevHub must not require plan review.

Please reference the chart (right) for a full run-down of permits currently available on DevHub:

### What types of permits require plan review?

Permits that require plan review are not currently available via DevHub, and cannot be purchased online.

[CLICK HERE](#) to explore **what Trade permits require plan review**.

### How do I apply for a permit?

To reference the **DevHub Rapid Start Guide for BDS Trade permits**, [CLICK HERE](#).

To reference the **DevHub Rapid Start Guide for Urban Forestry permits**, [CLICK HERE](#).

### Do I need to finish my permit application in one sitting?

No, in DevHub you can save incomplete/unpaid permit applications and finish your transaction later! Need to step away from your application for a moment? Complete Step 4 (“Additional Info”) of the application process, then click the “**Save For Later**” button at the bottom of the webpage. Your not-yet-completed application will be saved to your DevHub login profile, and you can finish applying later that day (or within two weeks for BDS Trade permits).

**Please note:** Incomplete applications for Urban Forestry permits will be deleted nightly. Incomplete and unpaid BDS applications will be deleted after two weeks.

### How long does it take to get a permit using DevHub?

The time frame for receiving your permit will vary depending on the type of permit you apply for.

### How much will my Trade permit cost?

Trade permit fees vary based on the size and complexity of each individual project, however there is a minimum permit fee for some Trade permit applications. For additional information on BDS Trade permit fees, please review the appropriate permit application:

- [CLICK HERE](#) to review the **BDS Electrical Trade Permit Application**
- [CLICK HERE](#) to review the **BDS Plumbing Trade Permit Application**
- [CLICK HERE](#) to review the **BDS Mechanical Trade Permit Application**

Urban Forestry permit costs will vary based on the type of permit requested (some have no cost).

BUREAU	Permit Type	Apply Online	Pay Online	Schedule Inspections Online <small>ONLINE PERMITS ONLY</small>
LEGEND: ✓ AVAILABLE USING DEVHUB ✗ NOT CURRENTLY AVAILABLE USING DEVHUB				
BDS	ELECTRICAL	✓	✓	✓
BDS	MECHANICAL	✓	✓	✓
BDS	PLUMBING	✓	✓	✓
URBAN FORESTRY	ONLINE PRUNING	✓	Not Applicable	Not Applicable
URBAN FORESTRY	REMOVAL/REPLANT	✓	✓	✗
URBAN FORESTRY	ROOT PRUNING	✓	✓	✗
PBOT	STREET USE	✗	✓	✗
CIVIC LIFE	NOISE VARIANCE	✗	✓	✗
CIVIC LIFE	NOISE COMPLAINT	✗	✓	✗
FIRE & RESCUE	FIRE SYSTEMS	✗	✓	✗

## What if I need help with my permit?

If you need additional help, we're just a phone call away! DevHub is an easy-to-use online system, however you may have more specific questions about your project. If you have additional questions or need assistance from BDS staff, the DevHub Help Line can be reached at **(503) 823-1304** during regular business hours.

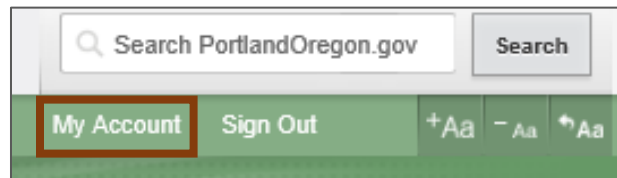
## TROUBLESHOOTING:

### How do I change my DevHub email address?

It's now possible to easily update personal information attached to your in-progress DevHub permit applications! Need your permit-related emails to be sent to a different address? Want to update the phone number for inspector calls? Click on the "**Account Information**" tab at the top of the DevHub screen to update your personal details. To reference instructions on updating your personal information in the DevHub system [CLICK HERE](#).

#### Please Note:

- Updates made within the DevHub system will **only impact** personal information attached to your **in-progress or future permits applied for through DevHub**.
- Updates made within the DevHub system will **NOT** update personal information attached to your **PortlandOregon.gov** account.
- To update your **PortlandOregon.gov** account information, navigate to the City of Portland Homepage. Click on the "**My Account**" button located at the top of your browser and update your information in the pop-up window that populates.
- To Update personal information attached to **BOTH** your DevHub permit applications **and** your PortlandOregon.gov account, please update information **both** within the DevHub system and via the "**My Account**" menu on PortlandOregon.gov website.



### How do I schedule inspections?

For more information on how to schedule inspections through the DevHub system, please [CLICK HERE](#) for **step-by-step instructions**.

For detailed information about BDS inspection types and the inspection process, please [CLICK HERE](#) to view the **BDS Inspections webpage**. If you need assistance identifying what type of inspection you need to schedule, you can access the **Interactive Voice Response (IVR) system** for additional inspection information. For more information on the IVR system, inspection codes, and more resources, [CLICK HERE](#).

## TROUBLESHOOTING, CONTINUED:

### Why can't I find my CCB#/BCD# when I search for it?

A CCB License is required by all contractors using the DevHub system. If you're unable to find your CCB License after searching in Devhub, please confirm that your license is currently active. For additional information about the City of **Portland's Contractor License Requirements**, please [CLICK HERE](#).

**Please Note:** It may take up to a day for licenses to show up in the Development Hub database. If you need to verify if your license is active with the state, please contact the following:

- Construction Contractors Board (CCB) at (503) 378-4621
- Building Codes Division (BCD) at (503) 378-4133

If you believe your license is active or if you have recently applied for a new or to reinstate your license and it is still not showing up here, please call the DevHub Help Line at **(503) 823-1304**.

- [CLICK HERE](#) to use the **Oregon CCB Contractor License Search**
- [CLICK HERE](#) to use the **State of Oregon BCD License Search**

### Why can't I find my address/property when I search for it?

The DevHub system often prefers less – not more – information. If you are unable to find your property in DevHub when searching for a complete address, try searching just the house number and direction (i.e. N, SE, NW). You can continue to refine your search until you find your property within the system.

If you are unable to find your property after attempting the above troubleshooting steps, please contact the DevHub Help Line at **(503) 823-1304**.

### Why didn't I get my permit?

If you are unable to find your permit in your email inbox, please check your email Spam folder. You can always update your email preferences to make sure that all future emails sent from the Development Hub will be visible in your inbox.

### I purchased the wrong permit – can I get a refund?

If you've purchased a permit in error, you'll need to apply for a refund. For more information on the **BDS Refund Policy**, [CLICK HERE](#) (this applies to BDS Trade permit refunds only). For questions or additional information on Trade permit refunds, call the DevHub Help Line at **(503) 823-1304**.

To contact Portland Fire & Rescue with questions related to Fire permits, please call **(503) 823-3770**.

To contact the Portland Bureau of Transportation (PBOT), please call **(503) 823-7002**.

To contact the Bureau of Community & Civic Life regarding Noise Complaints or Noise Variance permit applications or refunds, please call **(503) -823-4519**.

Urban Forestry permits do not currently have a cost associated with them. For any questions regarding Urban Forestry permits, please call **(503) 823-TREE**.

## TROUBLESHOOTING, CONTINUED:

### What do I do if I forgot my user name or password?

Use the “Forgot Password” function on the [Portlandoregon.gov](https://portlandoregon.gov) sign-in page, and follow the prompts.

## ADDITIONAL RESOURCES:

- For tips on **creating a portlandoregon.gov account for online permit purchases**, [CLICK HERE](#).
- For information on **Trade permit extensions**, [CLICK HERE](#).
- For information on **Trade permit reactivations**, [CLICK HERE](#).
- For information on **contractor license requirements**, [CLICK HERE](#).
- For information on **what types of permits require plan review**, [CLICK HERE](#).
- For detailed information on **BDS inspections**, [CLICK HERE](#).