

Online Building Permit Applications



This guide provides step-by-step instructions on how to apply for a building permit online. It covers the process of logging in or registering for a new account, submitting an application, and checking the status of your submitted application. Following this guide will help streamline the building permit application process and keep you informed about the progress of your application.

Logging In and/or Registering for a new Account

- 1 Navigate to <https://citywideportal.com/login>

2

If you don't have an account, **click** "Click to Register". Follow the instructions below or skip to step 4.



Citywide Portal - City of North Bay

Citywide Portal

Email address

example@example.com

We'll never share your email with anyone else.

Password

.....

[Forgot your password?](#)

Login

Don't have an account? **Click to Register**

Continue as Guest

3

Enter your email address and create a password. **Click** "Register".

The screenshot shows a web browser window displaying the registration page for the Citywide Portal. The page has a dark blue header with a hamburger menu icon on the left, the City of North Bay logo and name in the center, and 'Login' and 'Register' links on the right. Below the header is a light blue navigation bar with the word 'Home'. The main content area is white and features a central registration form titled 'Citywide Portal'. The form includes three input fields: 'Email address', 'Password', and 'Confirm Password', each with a toggle icon for visibility. Below the fields is a blue 'Register' button and a 'Back to Login' link.

Home

Citywide Portal

Email address

We'll never share your email with anyone else.

Password

Confirm Password

[Register](#)

[Back to Login](#)

4

Once your account is created, enter your email and Citywide password. **Click** "Login" to log into the system.

Home

Citywide Portal

Email address
example@example.com
We'll never share your email with anyone else.

Password
.....

[Forgot your password?](#)

Login

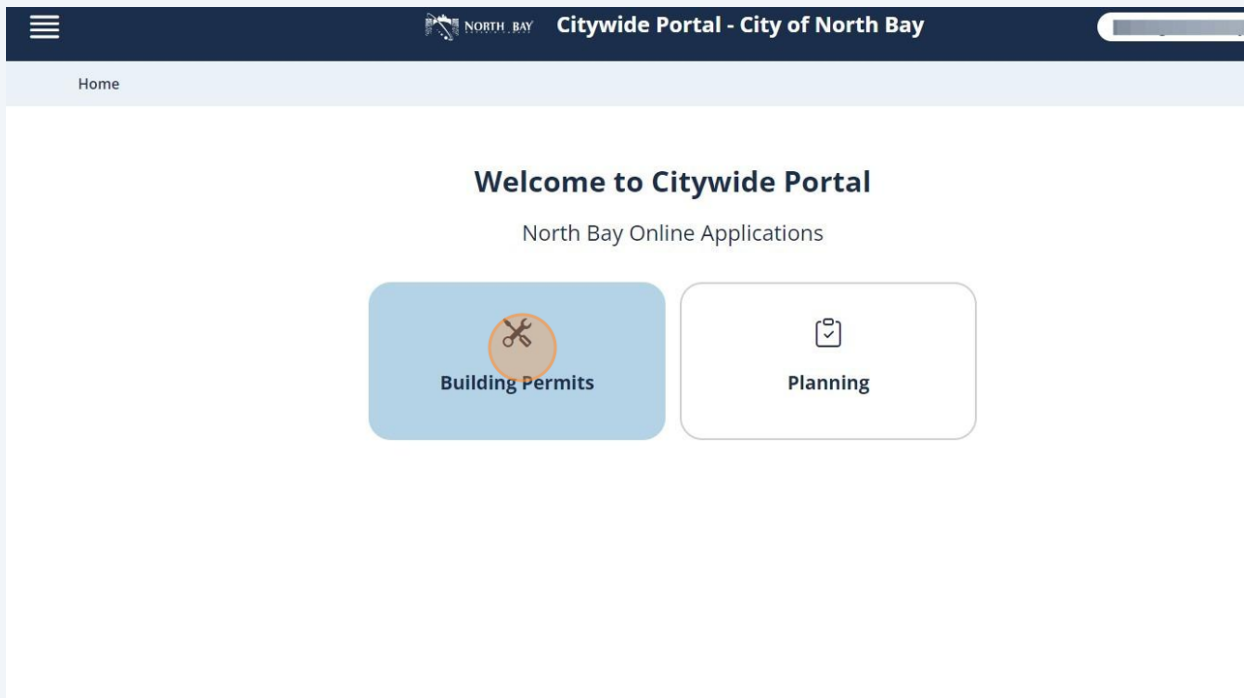
[Don't have an account? Click to Register](#)

[Continue as Guest](#)

Submitting an Application

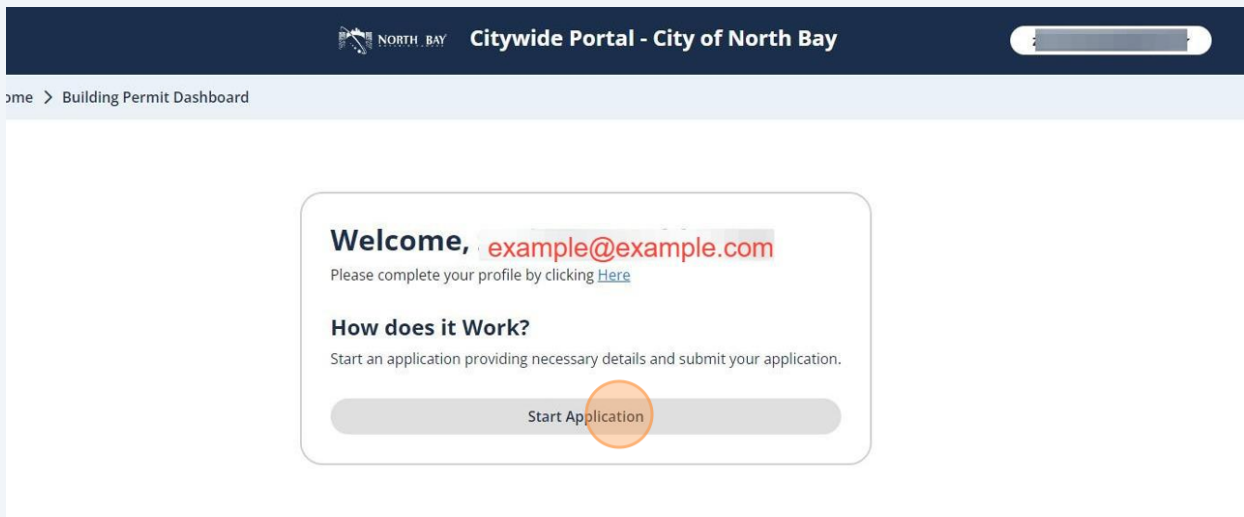
5

Select "Building Permits" or "Planning" depending on what you are applying for. The example below, goes through the Building Permit process.



6

Click "Start Application". If you haven't completed your profile, you will be directed to do so before you submit your application.



7

The example below, shows the information required as part of updating/completing your profile. **Fill in** all of the required fields in the "My Profile".

Home > User Profile

My Profile

Name and Corporation

First Name *

Last Name *

I Represent a Corporation

Address

Street Address

Address Line 2

Unit Number

Country Province City Postal Code

8 Once all required information has been entered. **Click** "Update User".

555 Citywide Cres

Country: Canada Province: Ontario City: North Bay Postal Code: P1B8V6

Contact Information

Phone Number *: 519-123-1234 Other Phone: 519-432-1234 Fax:

Email Address *: Other Email Address:

Professional Account

I am an Architect, Engineer, BCIN Designer, Consultant, Contractor or Similar

Update User

Change Password

9 Once your profile is complete, **click** "Start Application".

NORTH BAY Citywide Portal - City of North Bay

ling Permit Dashboard

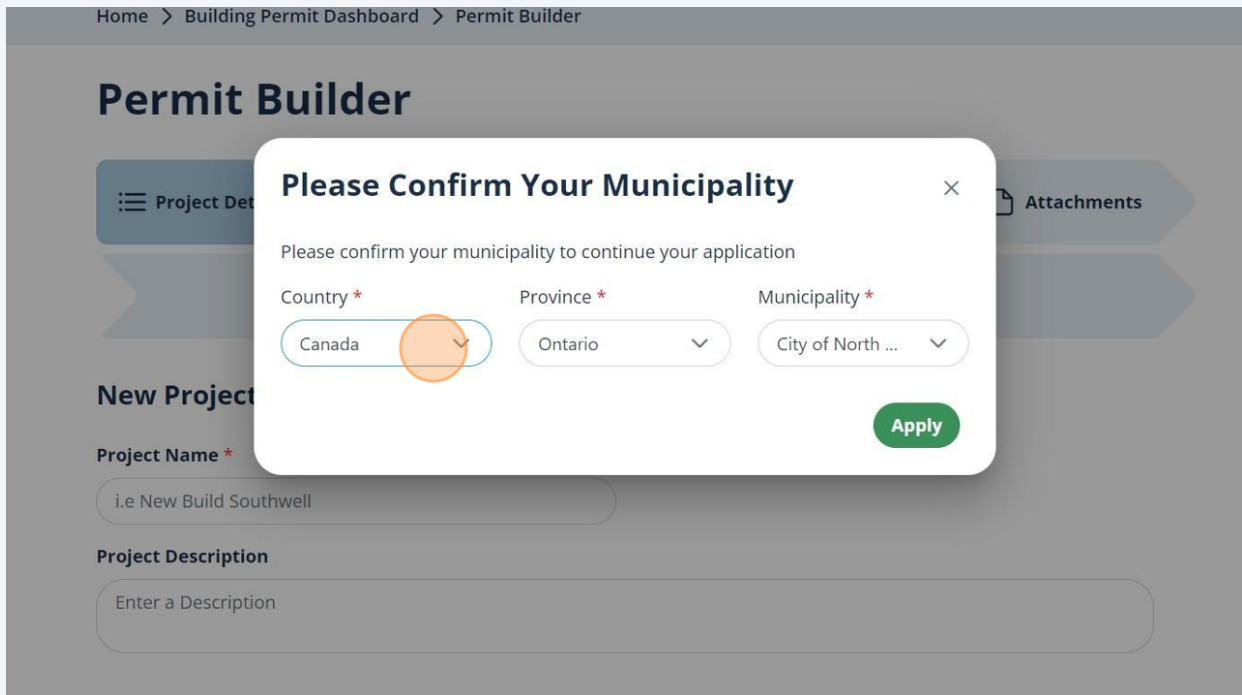
Welcome,
your name

How does it Work?
Start an application providing necessary details and submit your application.

Start Application

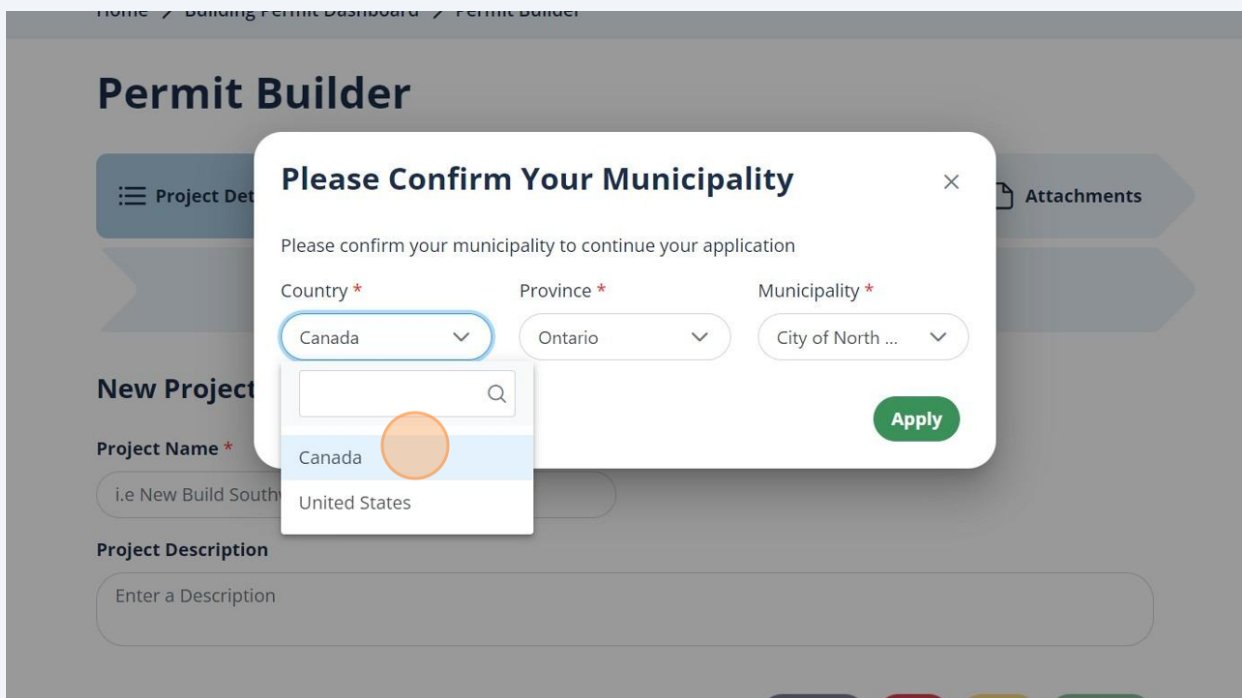
10

Citywide is available in a number of different communities. Please **confirm** that you are submitting the application to the "City of North Bay".

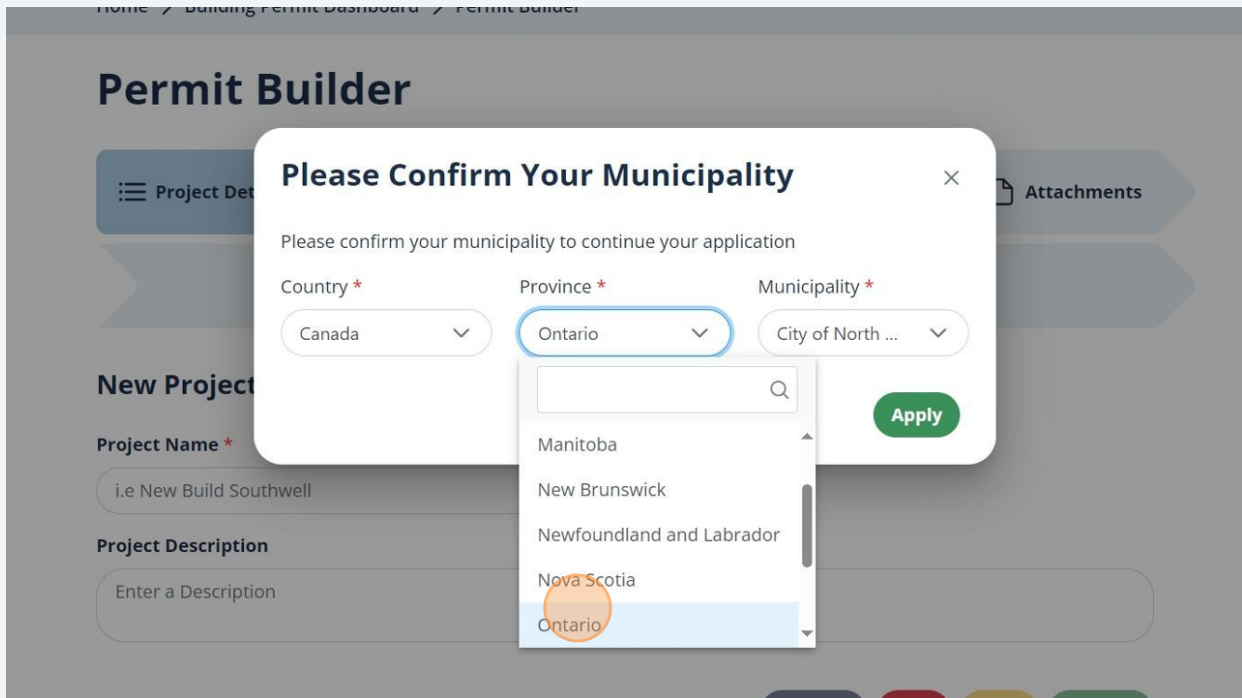


11

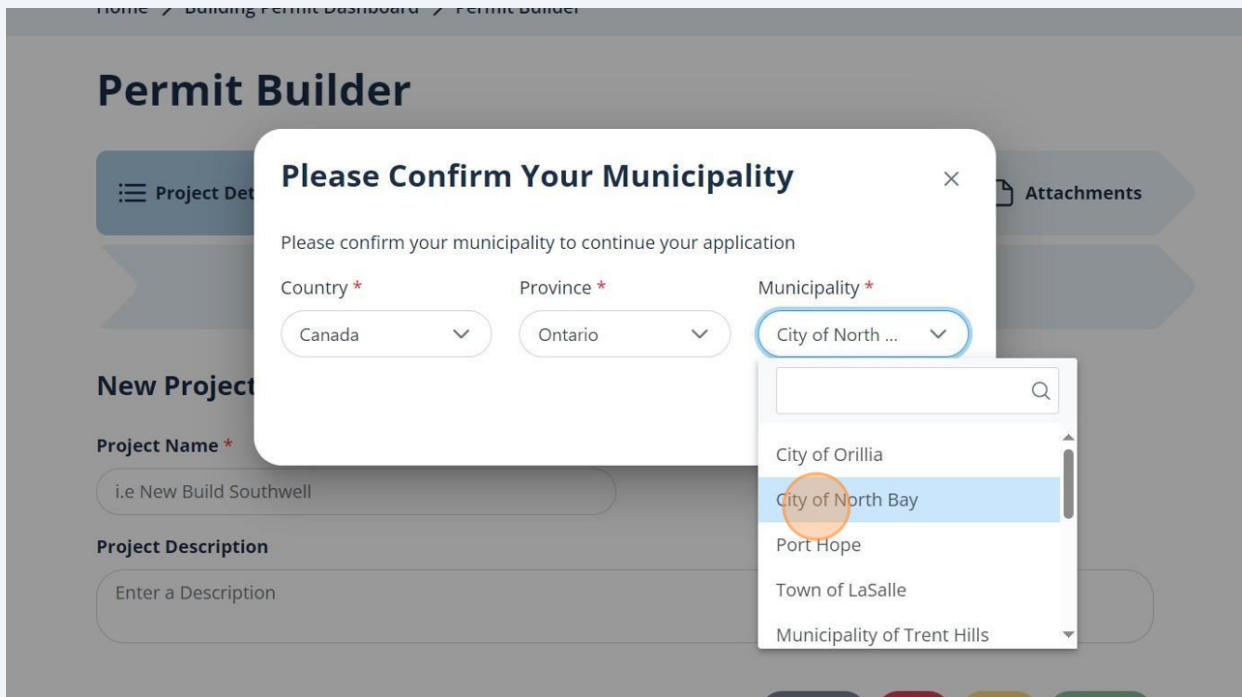
Click "Canada"



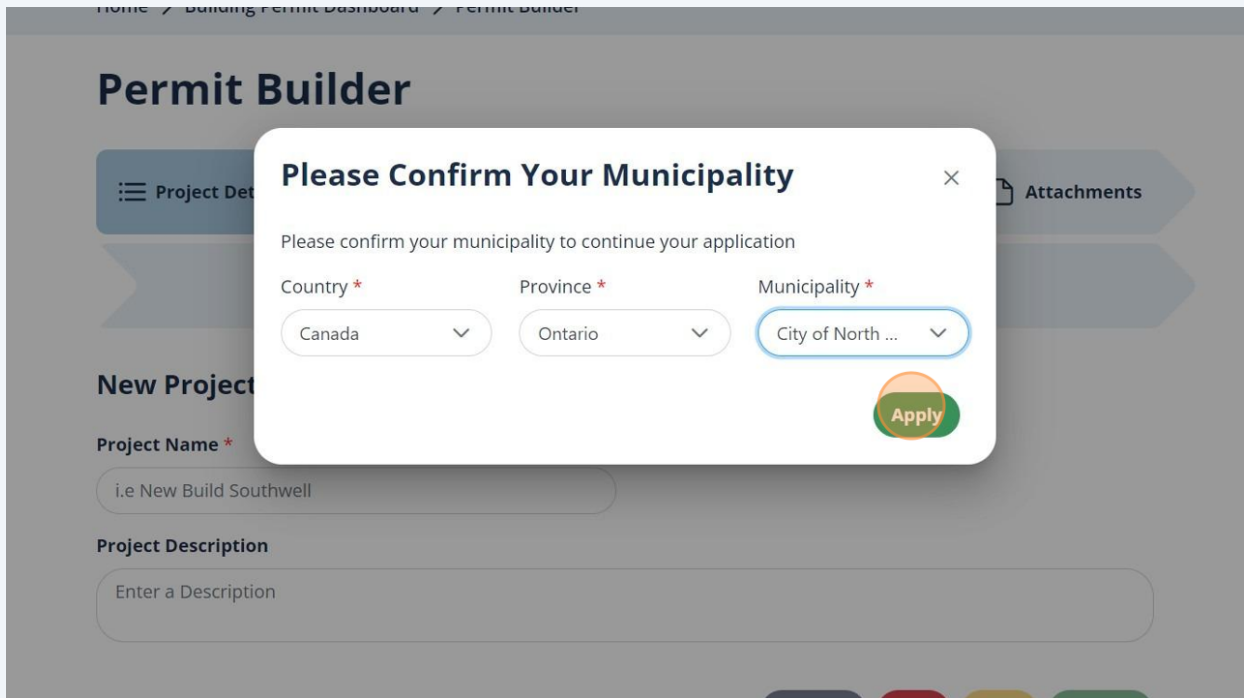
12 Click "Ontario"



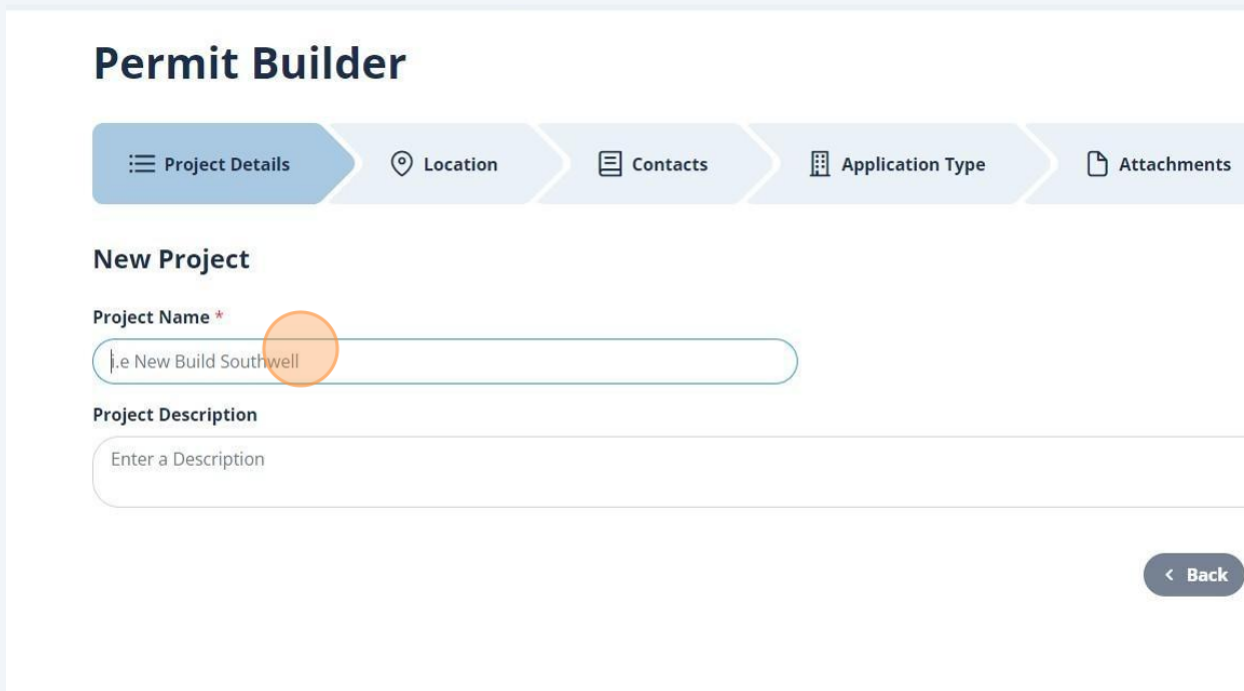
13 Click "City of North Bay"



14 Click "Apply"



15 Fill out the required fields, including the name of your project and project description.



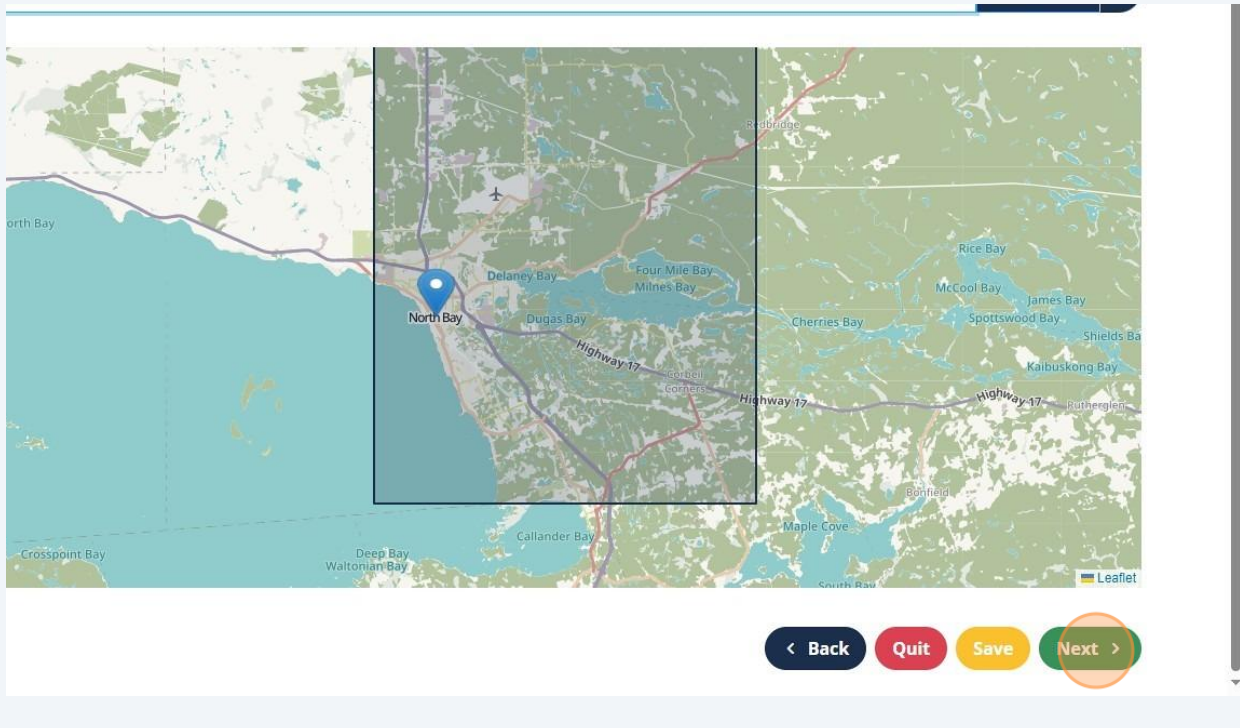
16 Click "Next"

The screenshot shows the 'Permit Builder' interface for a 'New Project'. At the top, there is a navigation bar with a hamburger menu, the City of North Bay logo, and the title 'Citywide Portal - City of North Bay'. Below this is a breadcrumb trail: 'Home > Building Permit Dashboard > Permit Builder'. The main heading is 'Permit Builder'. A horizontal progress bar contains six steps: 'Project Details', 'Location', 'Contacts', 'Application Type', 'Attachments', and 'Final Summary'. The 'Project Details' step is active. Below the progress bar, the 'New Project' section contains a 'Project Name' field with a placeholder 'Project Name' and a 'Project Description' field with a placeholder 'Enter a Description'. At the bottom right, there are four buttons: 'Back', 'Quit', 'Save', and 'Next'. The 'Next' button is highlighted with an orange circle.

17 Click the "Address" field. **Type** in the address of your property. You can also use the map feature to navigate to the property.

The screenshot shows the 'Permit Builder' interface for the 'Location' step. The progress bar at the top highlights the 'Location' step. Below the progress bar, the heading is 'Location'. The text below reads: 'Select a property for the application. Search by address or point to a location on the map.' Below this is an 'Address' field with a placeholder 'Address' and a 'Free Select' button. The 'Address' field and the map below it are highlighted with orange circles. The map shows a satellite view of the North Bay area with various locations labeled, including Great North Bay, Delaney Bay, Dudas Bay, Four Mile Bay, Milnes Bay, Rice Bay, McCool Bay, James Bay, Spottswood Bay, and Chernies Bay. A zoom control is visible in the top left corner of the map.

18 Click "Next"



19 Your name will automatically be added to the contact list. You can edit this field to assign different roles (e.g. owner, applicant, payer, builder/designer etc.). You can also add additional contacts to the file and assign roles for each person

ermit Builder

Project Details | Location | **Contacts** | Application Type | Attachments | Final Summary

Contacts

Keyword Search | + Add Contact

Contact Name	Phone Number	Email Address	Contact Roles	Updated
our name	705-474-0400	example@example.com	Applicant	06/17/2024, 01:16 PM

<< < 1 > >>

< Back | Quit | Save | Next >

20

Click "New Roles" to assign your role to your contact information. You can select more than one role (e.g. if you are the applicant and builder/designer).

Full Name *

your name

Address

Street Address

200 McIntyre St E

Contact Information

Phone Number * Extension Email Address *

705-474-0400 123 example@example.com

Edit Roles

New Roles *

Select Roles

Selected Roles

Applicant

Cancel Edit

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To add any other contacts to your application, **Click "Add Contact"**. You can add as many contacts as needed and assign their various roles. These roles and contact information will be used to send updates and notifications from Citywide about your Building Permit.

Home > Building Permit Dashboard > Permit Builder

Permit Builder

Project Details Location **Contacts** Application Type Attachments Final Summary

Contacts

Keyword Search + Add Contact

Contact Name	Phone Number	Email Address	Contact Roles	Updated
your name	705-474-0400	example@example.com	Applicant	06/17/2024, 01:16 PM

<< < 1 > >>

< Back Quit Save Next

22

Once you have completed adding all of the required contact information, **Click** "Next".

ermit Builder

Project Details Location **Contacts** Application Type Attachments Final Summary

Contacts

Keyword Search + Add Contact

Contact Name	Phone Number	Email Address	Contact Roles	Updated
Your name	705-474-0400	example@example.com	Applicant	06/17/2024, 01:16 PM

<< < 1 > >>

< Back Quit Save Next >

23

Click "Select Application Type"

Project Details Location Contacts **Application Type** Attachments

Application Type

The available types depend on your selected municipality. Selecting the correct type will help the appropriate department receive your application.

Type *

Select Application Type

< Back

24

In the "Application Type" you can either scroll through the list to **Select** your application type or you can search for the application type in the search bar.

Permit Builder



Application Type

The available types depend on your selected municipality. Selecting the correct type will help the appropriate department receive your application.

Type *

Select Application Type

- Convert Private Garage to Commercial
- Convert Private Garage to Dwelling
- Convert Residential to Institutional
- Convert Residential with Additional Dwelling Unit
- Convert SFD to Apartments

25

Click on the application type appropriate for your application. In the example below, a "New Single Family Dwelling" is selected.

Permit Builder



Application Type

The available types depend on your selected municipality. Selecting the correct type will help the appropriate department receive your application.

Type *

Select Application Type

- New Shed (not garage)
- New Single Family Dwelling
- New Single Family Dwelling with Additional Dwelling Unit
- New Summer Cottage
- New Town Houses

26

Once you select the type of application, the work fields will automatically update. Please review all information and include any missing information in the required work fields.

Project Details | Location | Contacts | **Application Type** | Attachments | Final Summary

Application Type

The available types depend on your selected municipality. Selecting the correct type will help the appropriate department receive your application.

Type *

New Single Family Dwelling

Project Value * Area of proposed work

Estimated Fees

Fee Type	Cost
Building Permit Fees	\$0.00
Refundable Fees	\$0.00
Development Charges	\$13,692.00
Total Cost:	\$13,692.00

Please note: these estimated fees will be updated by Building Staff during your application process

27

Click "Next". Please note, the Estimated Fees included will be updated once your building permit application is reviewed by Building staff.

The available types depend on your selected municipality. Selecting the correct type will help the appropriate department receive your application.

Type *

New Single Family Dwelling

Project Value * Area of proposed work

Estimated Fees

Fee Type	Cost
Building Permit Fees	\$0.00
Refundable Fees	\$0.00
Development Charges	\$13,692.00
Total Cost:	\$13,692.00

[Back](#) [Quit](#) [Save](#) [Next](#)

28

Upload the required documents. If you don't have them all available, you can save your application and navigate back to this page and upload them at a later date. **Important!** Your application will not be complete until all required documents are submitted. All documents are to be provided in PDF format.

Please ensure your documents follow the City's file naming convention, "address-filename"

Example: 200 McIntyre St E-Site Plan

Attachments

Keyword Search Upload Download All

Document Type(s)	Name	Description	Attachment Type	Updated
Schedule 1 Designer information			None	Upload
HVAC Design Summary			None	Upload
Site Plan			None	Upload
Lot Grading Plan			None	Upload
HVAC Design			None	Upload

« < 1 2 > »

< Back Quit Save Next >

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Once your documents are uploaded, or to continue and submit your documents at a later date, **click** "Next".

ermit Builder

Project Details Location Contacts Application Type Attachments Final Summary

Attachments

Keyword Search Upload Download All

Document Type(s)	Name	Description	Attachment Type	Updated
Energy Efficiency Design Summary			None	Upload
Construction Drawings			None	Upload

<< < 1 2 > >>

< Back Quit Save Next >

30

Read the terms and conditions. If you agree, **click** "I agree". Once you've agreed, you can **click** "submit" to submit your application.

Schedule 1 Designer information None Upload

VAC Design Summary None Upload

Site Plan None Upload

Lot Grading Plan None Upload

VAC Design None Upload

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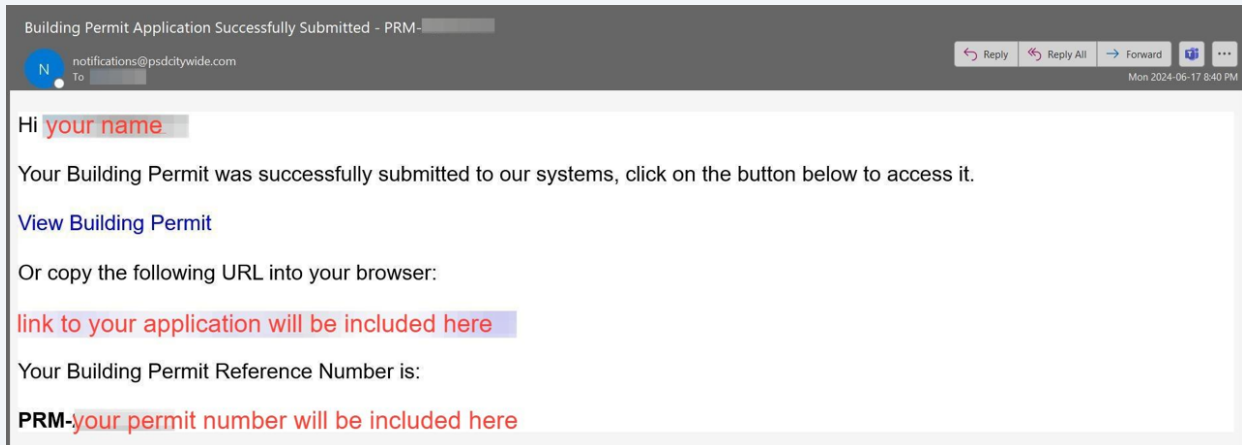
By clicking submit, I do declare THAT:
the statements made, and the information provided herein are true and correct and are made and provided with full knowledge of the circumstances relating to these actions;
until a pre-screening of this application has been completed by the Chief Building Official, the time period prescribed in the Ontario Building Code for notification of issuance or refusal of a permit does not apply; and
this declaration satisfies the notification requirements set out in the Ontario Building Code.

I Agree

< Back Quit Save Submit >

31

Once your application is submitted, you will receive an email indicated that it has been submitted, as well as a link to take you directly back to the application page. An example email is below.



32

Once your application is submitted, the City's Building Department is notified and your Building Permit application review process begins. Building staff will follow up with you if additional information is required. Your Building Permit will be issued when the application review process is complete.

Updating and Status of Submitted Applications

33

Once you have submitted your application, and you log into Citywide, you can see any permits that you have submitted or have been added as a contact on.

My Building Permits New Application

Search/Filter

Search Status Recently Submitted Show Drafts Submitted by Me

Results (3)

- PRM-2024-0164**
test
200 McIntyre Street East
Ontario
Building Permit Application Submitted
- PRM-2024-0163**
test2
200 McIntyre Street East
Ontario
Building Permit Application Submitted
- PRM-2024-0162**
test3
200 MCINTYRE ST E
Building Permit Application Completed

34

Click "Open" on any of your permits to see details related to its status or to submit any additional information.

My Building Permits New Application

Search/Filter

Search Status Recently Submitted Show Drafts Submitted by Me

Results (3)

- PRM-2024-0164**
test
200 McIntyre Street East
Ontario
Building Permit Application Submitted
- PRM-2024-0163**
test2
200 McIntyre Street East
Ontario
Building Permit Application Submitted
- PRM-2024-0162**
test3
200 MCINTYRE ST E
Building Permit Application Completed

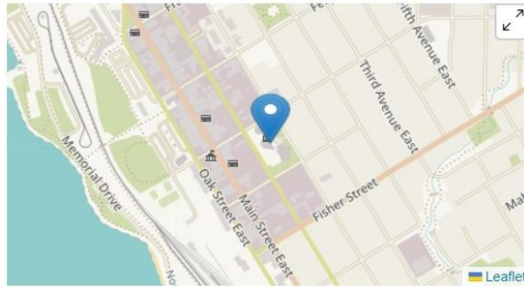
35

Click "Attachments (4)"

Add to Single Family Dwelling Application Submitted

200 McIntyre Street East Ontario

(Sandbox City of North Bay, Ontario)



Required Information

Contacts (1) Pending	When your application is submitted to the City, the contact information is "pending" until reviewed and confirmed.	>
Work Fields		>
⚠ Attachments (4)	If you are missing attachments or need to upload any additional materials, you can upload them here.	>
Reviews (8)		>

36

If you **click** on "Reviews" you can see the status of your permit through the review stages with the City.

<< < 1 > >>

Reviews (8) ▾

Engineering Review

Task Name	Description	Status	Zoning	Approved / Denied Date
Lot grading		Not Completed	No	
Lot drainage		Not Completed	No	
Easements		Not Completed	No	
Service connections		Not Completed	No	
Private approach notification		Not Completed	No	

<< < 1 2 > >>

37 Example of additional stages of review process.

Confirm requirement for MTO Building and Land Use permit		Not Completed	No	
If applicable, received MTO Building and Land Use permit		Not Completed	No	
NBMCA DIA				
Task Name	Description	Status	Zoning	Approved / Denied Date
Confirm requirement for DIA permit		Not Completed	No	
If applicable, received DIA permit		Not Completed	No	
NBMCA Septic				
Task Name	Description	Status	Zoning	Approved / Denied Date
Confirm requirement for septic permit		Not Completed	No	
If applicable, received septic permit		Not Completed	No	

38 If you have any questions, please contact the Building Department at building@northbay.ca or at 705-474-0400 ext 2415