

Online Permit Status and Inspection Request Procedures

The City of North Bend now has the option for permit applicants to check the status of their application, schedule inspections online, upload new documents to your permit, and download documents from your permit once they are approved by the City through our website.

If you would like to take advantage of this new opportunity and help streamline the process, follow the simple steps listed below.

- 1.You must first set up an online access account through our website.
- 2.To create your account, Enter www.northbendwa.gov into your web browser to access the City of North Bend's website.
3. Hover your cursor over the word "Government" in the header, then hover down to "Building Department" on the left hand side and left click your mouse to enter.
- 4.In the middle of the page under "Building Department Informational Quick Links:" click on "Check the status of your Permit" or under "Inspections" click on "Online".
- 5.You will now be on the "Citizen Connect" page. Save this page in your favorites for quick future access.
- 6.In the upper right corner click on "Sign In / Register" this will bring up the Account Login popup.
- 7.Click on "Register New Account" in the lower portion of the pop-up, then provide the information requested to create your user account and click "Register" at the bottom.
(Please provide all the information, this will allow us to contact you if necessary.)

**Note: after you create an account, you can use this login for all future permits and inspections.*

To check the status of your permit or plan review.

- 1.Follow steps 1-6 above to arrive at the log in page or if you saved the page, access from your favorites.
- 2.Click "Sign In / Register", fill in your username and password.
- 3.Scroll down to the second section "Search" and Click on the "Click to Search" link.
- 4.If you have your permit number, enter that in the lower left box and click search, or enter your address in the lower right box and click Search.

To schedule an inspection after your permit has been issued.

- 1.Follow steps 1-6 above to arrive at the log in page or if you saved the page, access from your favorites.
- 2.Scroll down to the third section "Inspections" and click on "Schedule Inspection" to open the Inspection request page.
- 3.On the "Inspection Request" page enter your full permit number, i.e.: BLD2015-2222. and click "Continue".
- 4.A list of the required inspections will appear at the bottom of the page.
- 5.Scroll down the inspection list until you find the inspection you are requesting, then on the left side of the table click on the little calendar icon next to that inspection.
- 6.The next page will show four options for your inspection, select the day you would like the inspection performed or to schedule a day not on the list, click on the "Select my own" button and you may select a different day. (Remember we do not perform inspections on Holidays, Fridays, Saturdays, or Sundays.) then click on "Continue".
- 7.Verify the information for your request, change the contact person or phone number or leave a comment for the inspector, i.e.: AM, PM etc.
- 8.You must also type in the letters shown in the colored box to confirm your request then click on the "Continue" button at the bottom.

To submit documents for your permit.

1. Only persons associated with the permit will be able to upload documents. Other parties may be added to the permit at the applicant's request. Please contact the permitting department if additional names and email addresses are required.
2. Follow steps 1-6 above to arrive at the log in page or if you saved the page, access from your favorites.
3. Click "Sign In / Register", fill in your username and password.
4. Scroll down to the third section "UPLOADS" and Click on the "Upload New Item".
5. Next, you will be asked to enter your permit number "BLDXXXX-XXXX" then click Continue.
6. You will be asked to "please enter a description about the file you are uploading" and click Continue.
7. You will then be given the option to "Choose File", then click on the "Upload File" button in the lower right corner. The file will be automatically uploaded to our permitting system to your permit.
8. Next you will be given two options, "Upload another file" or "Continue" which will open your permit in Citizen Connect and you should see the pending document in the Upload section of the permit.
- 9.. Staff will receive notification of your pending upload/s. The upload/s will be reviewed to confirm readability. Then you will receive an email confirming receipt of the upload/s.

To print or download "Approved Documents" for your permit.

1. Once your permit has been approved and all fees have been collected, the "Approved Documents" will be made available for download and/or printing.
2. Follow steps 1-6 above to arrive at the log in page or if you saved the page, access from your favorites.
3. Click "Sign In / Register", fill in your username and password.
4. Scroll down to the second section "Search" and Click on the "Click to Search" link.
5. If you have your permit number, enter that in the lower left box and click search, or enter your address in the lower right box and click Search.
6. Your permit will show up below the Search Boxes.
7. Click on the "Permit ID" to open the permit screen.
8. Scroll down to the "Associated Files" section and here you will see the documents available for downloading and printing by clicking on the "VIEW" icons to the left of each file.
9. The "Approved Documents" are to be printed, in color, for the "Site Copy", these are required to be available onsite for use by the inspectors.
10. If the Approved Plans and other documents are not available for the requested inspections, a re-inspection fee may be charged before the inspection can be rescheduled.