

## Main Dashboard Page

The Customer Dashboard (previously referred to as the Plan Review Dashboard) has a whole new look and feel as well as some enhanced search, filter, and grouping functionality.

### mntest02's Dashboard

**Unpaid Invoices** 1

| Permit #         | Amount | Action                      |
|------------------|--------|-----------------------------|
| E18-21809 [View] | \$8.00 |                             |
| E18-21809 [View] | \$2.00 | <a href="#">Add to Cart</a> |
| E18-21809 [View] | \$3.00 | <a href="#">Add to Cart</a> |
| E18-21809 [View] | \$4.00 |                             |
| E18-21809 [View] | \$5.00 | <a href="#">Add to Cart</a> |

**Needs Attention** 2

| Permit #  | Project Name               | Description  |
|-----------|----------------------------|--------------|
| None      | MnTest02 - Reject Test 01  | Not Accepted |
| E18-21817 | MnTest02 _Delegate Test#01 | Document(s)  |
|           | MnPropOwn...               |              |

**Current Drafts** 3

| Jurisdiction | App.Type | Date ↓     |
|--------------|----------|------------|
| Bellevue     | Building | 10/08/2018 |
| Bellevue     |          | 10/02/2018 |

Key word search 4

Clear Filters
 Export to Excel

Drag a column header and drop it here to group by that column 5

| Permit# / App.ID         | Jurisdiction | App. Type  | Job Address          | Project Name                               | Status <span>7</span> |
|--------------------------|--------------|------------|----------------------|--------------------------------------------|-----------------------|
| E18-21832                | ISSAQUAH     | Plumbing   | 1333 HIGHLANDS DR NE | ↑ Sort Ascending                           | Issued                |
| E18-21831                | ISSAQUAH     | Mechanical | 1111 NE PARK DR      | ↓ Sort Descending <span>6</span>           | Issued                |
| E18-21830                | BELLEVUE     | Plumbing   | 1234 158TH AVE SE    | Columns                                    | Issued                |
| E18-21827                | BELLEVUE     | Mechanical | 1234 158TH AVE SE    | Filter                                     | Issued                |
| 569392                   | BELLEVUE     | Building   | 123 146TH AVE SE     | MnTest02- ProjectDetails and Contacts Test | Submitted             |
| E18-21818 <span>8</span> | BELLEVUE     | Building   | 1111 166TH AVE SE    | MnTest03 - First Test                      | Screened              |
| 569390                   | BELLEVUE     | Building   | 1234 149TH PL SE     | MnTest02 - Reject Test 01                  | Rejected              |
| E18-21817                | BELLEVUE     | Building   | 1234 158TH AVE SE    | MnTest02 _Delegate Test#01                 | Screened              |
| E18-21815                | BELLEVUE     | Mechanical | 1234 158TH AVE SE    |                                            | Issued                |
| E18-21813                | ISSAQUAH     | Building   | 121 FRONT ST N       | MnPropOwner-<br>Sep26- Belle...            | Screened              |

Total: 15

Records on this dashboard are removed 180 days after closure of the application by the jurisdiction.

**1. Unpaid Invoices**

| Unpaid Invoices                           |        |                                      |
|-------------------------------------------|--------|--------------------------------------|
| Permit #                                  | Amount | Action                               |
| <a href="#">E18-21809 [View]</a> <b>A</b> | \$8.00 | <a href="#">Add to Cart</a> <b>C</b> |
| <a href="#">E18-21809 [View]</a> <b>B</b> | \$2.00 | <a href="#">Add to Cart</a>          |
| <a href="#">E18-21809 [View]</a>          | \$3.00 | <a href="#">Add to Cart</a>          |
| <a href="#">E18-21809 [View]</a>          | \$4.00 | <a href="#">i</a> <b>D</b>           |
| <a href="#">E18-21809 [View]</a>          | \$5.00 | <a href="#">Add to Cart</a>          |

This quick view contains a list of all outstanding invoices that need to be paid before a permit can be issued. The following actions can be taken:

- A** Click the Permit # link to view permit details
- B** Click View to review a copy of the applicable invoice
- C** Click Add to Cart to move the invoice into your cart—an option to Pay Now will appear
- D** This icon indicates that the invoice listed is already in a delegate's cart

On the Invoice Details page, you can:

- E** Export a PDF copy of the invoice for your records
- F** View important messages from the Jurisdiction

Close
Export to PDF **E**


**CITY OF ISSAQUAH**  
WASHINGTON



Invoice #: 104491  
Permit #: E18-21813  
Project Name: MnPropOwner-Sep26\_PRIssaquah  
Invoice Date: 9/26/2018

Status: Unpaid  
Paid Date:

| Description  | Bill # | Amount        |
|--------------|--------|---------------|
| Blah         | 45     | \$1.00        |
| <b>Total</b> |        | <b>\$1.00</b> |

Please send payments to (include permit number on check):  
City of Issaquah  
Attn: Permit Center  
1775 12th Ave NW  
Issaquah, WA 98027 **F**  
Please be aware, fees exceeding \$2,000 must be paid by check.

2. Needs Attention

| Needs Attention        |                                  |                           |
|------------------------|----------------------------------|---------------------------|
| Permit #               | Project Name                     | Description               |
| None                   | MnTest02 -<br>Reject Test 01     | Not Accepted <sup>B</sup> |
| E18-21817 <sup>A</sup> | MnTest02<br>_Delegate<br>Test#01 | Document(s)               |
| E18-21813              | MnPropOwn...                     |                           |

Here you will find a list of items that need your attention. Some are informational, and some require action to be taken:

<sup>A</sup> Click on the Permit # link to view/access the Permit Details page

<sup>B</sup> The description column will reference one of the following:

**Not Accepted** = Application was not accepted and needs to be edited and resubmitted.

**Document(s)** = New documents have been uploaded by the Jurisdiction and are ready to view.

**Permit Issued** = Issued permit has been uploaded by the Jurisdiction.

**3. Current Drafts**

| Current Drafts             |              |            |
|----------------------------|--------------|------------|
| Jurisdiction               | App.Type     | Date ↓     |
| Bellevue <sup>A</sup>      | Building     | 10/08/2018 |
| Bellevue                   |              | 10/02/2018 |
| King County                | Land Use     | 09/18/2018 |
| Bellevue                   | Building     | 09/14/2018 |
| Kenmore                    | Right-of-Way | 09/13/2018 |
| Manage Drafts <sup>B</sup> |              |            |

Applications are automatically saved as you go through the application process. This is a list of your unfinished, draft applications:

- <sup>A</sup> Click the Jurisdiction name to continue an application from the point it was last saved.
- <sup>B</sup> Click Manage Drafts to view a list of all pending drafts.
- <sup>C</sup> On the Drafts page, you can take the following actions on the application: Continue or Delete.

| Drafts       |                  |                           |                               |              |                       |                                                 |
|--------------|------------------|---------------------------|-------------------------------|--------------|-----------------------|-------------------------------------------------|
| Jurisdiction | Application Type | Occupancy Type            | Job Site Address              | Project Name | Last Updated          | Action <sup>C</sup>                             |
| Renton       | Plumbing         | Single Family Residential |                               |              | 9/13/2018 10:26:00 AM | <a href="#">Continue</a> <a href="#">Delete</a> |
| King County  | Land Use         | Any Project Type          |                               |              | 9/18/2018 2:11:00 PM  | <a href="#">Continue</a> <a href="#">Delete</a> |
| Kenmore      | Right-of-Way     | Any Project Type          |                               |              | 9/13/2018 10:28:00 AM | <a href="#">Continue</a> <a href="#">Delete</a> |
| Bellevue     | Building         | Single Family Residential | 1234 158TH AVE SE<br>BELLEVUE |              | 10/8/2018 9:25:00 AM  | <a href="#">Continue</a> <a href="#">Delete</a> |
| Kirkland     | Plumbing         | Single Family Residential |                               |              | 9/13/2018 10:27:00 AM | <a href="#">Continue</a> <a href="#">Delete</a> |
| Bellevue     |                  |                           |                               |              | 10/2/2018 1:45:00 PM  | <a href="#">Continue</a> <a href="#">Delete</a> |
| Bellevue     | Building         | Single Family Residential |                               |              | 9/14/2018 7:58:00 AM  | <a href="#">Continue</a> <a href="#">Delete</a> |

## 4. Keyword Search

Key word search A

B Clear Filters Export to Excel

### Important Search Tips:

- **Addresses** – Exclude the street types/suffixes (i.e. DR, RD, AVE, etc.)
- **Permit #** – Partial permit numbers are allowed but remember the less entered, the more returned results

A New keyword search capabilities: search your list of permits by partial permit #, project address, key terms from a project name, etc.

B Easily clear search results by clicking on 'Clear Filters' to reset to default display.

## 5. Grouping Columns

Clear Filters Export to Excel C

| Permit#/App.ID                                                                   | Jurisdiction | App. Type | Job Address       | Project Name |
|----------------------------------------------------------------------------------|--------------|-----------|-------------------|--------------|
| <div> <span>App. Type: Building</span> <span style="color: red;">B</span> </div> |              |           |                   |              |
| <div> <span>Status: Rejected</span> </div>                                       |              |           |                   |              |
| 569390                                                                           | BELLEVUE     | Building  | 1234 149TH PL SE  |              |
| <div> <span>Status: Screened</span> </div>                                       |              |           |                   |              |
| E18-21818                                                                        | BELLEVUE     | Building  | 1111 166TH AVE SE |              |
| E18-21817                                                                        | BELLEVUE     | Building  | 1234 158TH AVE SE |              |
| E18-21813                                                                        | ISSAQUAH     | Building  | 121 FRONT ST N    |              |
| E18-21812                                                                        | BELLEVUE     | Building  | 2312 108TH AVE SE |              |

A Drag and drop the column into the Grouping header to group the permits by the selected column(s).

B Order of the columns in the Grouping header matters. In this example, the permits are grouped first by Application Type, then within Application Type by Status.

C Click here to export a list of your permits to Excel. **Note:** Any filters or groupings applied will be maintained in the Excel workbook.

## 6. Column Settings

Drag a column header and drop it here to group by that column

Clear Filters Export to Excel

| Permit#/<br>App.ID | Jurisdiction | App. Type  | Job Address       | Project Name                               | Status    |
|--------------------|--------------|------------|-------------------|--------------------------------------------|-----------|
| E18-21832          | ISSAQUAH     | Plumbing   | ↑ Sort Ascending  | R NE                                       | Issued    |
| E18-21831          | ISSAQUAH     | Mechanical | ↓ Sort Descending |                                            | Issued    |
| E18-21830          | BELLEVUE     | Plumbing   | Columns           |                                            | Issued    |
| E18-21827          | BELLEVUE     | Mechanical | Filter            |                                            | Issued    |
| 569392             | BELLEVUE     | Building   | 123 146TH AVE SE  | MnTest02- ProjectDetails and Contacts Test | Submitted |
| E18-21818          | BELLEVUE     | Building   | 1111 146TH AVE SE | MnTest03 - First Test                      | Screened  |
| 569390             | BELLEVUE     | Building   | 123 146TH AVE SE  | MnTest02 - Reject Test 01                  | Rejected  |
| E18-21817          | BELLEVUE     | Building   |                   | MnTest02 _Delegate Test#01                 | Screened  |

**A** Each column header has a settings menu, accessed by clicking on the 3 vertical dots.

**B** The following setting options are available:

- **Sort Ascending/Descending** = Sort the column data from lowest to highest or highest to lowest (**Note:** You can also apply a sort by clicking on the column header).
- **Columns** = Contains a list of additional columns containing information obtained during the application process. You can add or remove columns from the grid display.
- **Filter** = Limit permits displayed in the grid by certain values (i.e. under App. Type, only display Plumbing permits).

## 7. Changing Column Order

Drag a column header and drop it here to group by that column

| Permit#/<br>App.ID | Jurisdiction | App. Type  | Job Address          | Project Name | Status    |
|--------------------|--------------|------------|----------------------|--------------|-----------|
| E18-21832          | ISSAQUAH     | Plumbing   | 1333 HIGHLANDS DR NE |              | Issued    |
| E18-21831          | ISSAQUAH     | Mechanical | 1111 NE PARK DR      |              | Issued    |
| E18-21830          | BELLEVUE     |            |                      |              | Issued    |
| E18-21827          | BELLEVUE     |            |                      |              | Issued    |
| 569392             | BELLEVUE     |            |                      |              | Submitted |

Drag a column header and drop it here to group by that column

| Permit#/<br>App.ID | Jurisdiction | Status    | App. Type | Project Name |
|--------------------|--------------|-----------|-----------|--------------|
| E18-21832          | ISSAQUAH     | Issued    | Plumbing  |              |
| E18-21831          | ISSAQUAH     | Issued    |           |              |
| E18-21830          | BELLEVUE     | Issued    |           |              |
| E18-21827          | BELLEVUE     | Issued    |           |              |
| 569392             | BELLEVUE     | Submitted |           |              |

- A** Change the order of columns in the grid by clicking and dragging the column header to the desired location.
- B** In this example, Status column was moved from the last position to the third.
- C** Columns can be moved either to the left or the right if they are within the grid dimensions. A '+' will appear in the header to indicate it is okay to insert.

## 8. Delegate Indicator

|                                                                                               |          |          |                  |
|-----------------------------------------------------------------------------------------------|----------|----------|------------------|
| 569392                                                                                        | BELLEVUE | Building | 123 146TH AVE SE |
| E18-21818  | BELLEVUE | Building |                  |
| 569390                                                                                        | BELLEVUE | Building | 1                |

- A** The people symbol next to a permit number indicates you are a delegate assigned to the permit. As a delegate you can upload documents and pay invoices on behalf of the applicant.

## Permit/Application Details Page

The permit details page has a new layout, as well as some enhanced features.

### E18-21817 ▴ Details

#### Project Details

**Project Name:** MnTest02\_Delegate Test#01

**Address:** 1234 158TH AVE SE  
BELLEVUE, 98008

**Jurisdiction:** BELLEVUE

**Status:** Screened

**Date Submitted:** 10/2/2018

#### Contacts

**Project Contact**  
MnTest02 TestEnvironment  
(425)666-8888  
[mnair@bellevuewa.gov](mailto:mnair@bellevuewa.gov) [Edit](#)

**Contractor**  
The City of Bellevue TEST  
MnTest02 TestEnvironment  
(555) 700-9999  
[mnair@bellevuewa.gov](mailto:mnair@bellevuewa.gov)

[Add a Contractor](#)

#### Delegates

sheril test  
BISHOP HEATING AND ELECTRIC  
(425)753-2601  
[sgalloway@bellevuewa.gov](mailto:sgalloway@bellevuewa.gov)

MnProdTest Contractor  
Prod User Company  
(425)246-1594  
[MNair@bellevuewa.gov](mailto:MNair@bellevuewa.gov)

[Manage Delegate\(s\)](#)

#### Application Details

**App ID:** 569388

**App. Type:** Building

**Project Type:** Single Family Condominium Unit

#### Invoices

[Export to Excel](#)

| Invoice # | Invoice Date | Amount   | Created By  | Status | Age     | Action                                                                   |
|-----------|--------------|----------|-------------|--------|---------|--------------------------------------------------------------------------|
| 104495    | 10/02/2018   | \$22.00  | Nair, Manju | Unpaid | 43 days | <a href="#">View</a> <a href="#">Add to Cart</a> <a href="#">Pay Now</a> |
| 104496    | 10/02/2018   | \$23.00  | Nair, Manju | Unpaid | 43 days | <a href="#">View</a> <a href="#">Add to Cart</a> <a href="#">Pay Now</a> |
| 104497    | 10/02/2018   | \$100.00 | Nair, Manju | Unpaid | 43 days | <a href="#">View</a> <a href="#">In Cart</a> ⓘ                           |
| 104498    | 10/04/2018   | \$50.00  | Nair, Manju | Unpaid | 41 days | <a href="#">View</a> <a href="#">In Cart</a> ⓘ                           |
| 104511    | 10/15/2018   | \$999.00 | Nair, Manju | Unpaid | 30 days | <a href="#">View</a> <a href="#">Add to Cart</a> <a href="#">Pay Now</a> |

Total: 5 records

#### Files & Documents

[Submit Documents](#)

| Document Type                              | Date                  | Uploaded By | File Size  |
|--------------------------------------------|-----------------------|-------------|------------|
| <a href="#">Additional File Submittal</a>  | 10/23/2018 4:39:33 PM | Mntest02    | 0.07 (MB)  |
| <a href="#">Value of Improvements Form</a> | 10/23/2018 4:39:27 PM | Mntest02    | 0.07 (MB)  |
| <a href="#">Site Plan</a>                  | 10/23/2018 4:39:27 PM | Mntest02    | 83.89 (MB) |
| <a href="#">Additional File Submittal</a>  | 10/23/2018 4:38:14 PM | Mntest02    | 0.07 (MB)  |
| <a href="#">Site Plan</a>                  | 10/23/2018 4:38:07 PM | Mntest02    | 83.89 (MB) |
| <a href="#">Additional File Submittal</a>  | 10/23/2018 3:12:11 PM | Mntest02    | 0.07 (MB)  |

Total: 27 records

#### Reviews & Activities

[Export to Excel](#)

| Review/Activity                                                | Staff | Assigned Date | Status | Completed Date | Notes |
|----------------------------------------------------------------|-------|---------------|--------|----------------|-------|
| No reviews or activities information available for this permit |       |               |        |                |       |

No items to display

#### Inspections

[Export to Excel](#) [Today's Inspections](#)

| Inspection                                           | Date | Status | Staff | Notes | Documents |
|------------------------------------------------------|------|--------|-------|-------|-----------|
| No inspections information available for this permit |      |        |       |       |           |

No items to display

**1. Project/Application Details**

**E18-21817 ▴ Details**

**Project Details**

**Project Name:** MnTest02\_Delegate Test#01

**Address:** 1234 158TH AVE SE  
BELLEVUE, 98008 **A**

**Jurisdiction:** BELLEVUE

**Status:** Screened **B**

**Date Submitted:** 10/2/2018

**Contacts** **C**

**Project Contact**  
MnTest02 TestEnvironment  
(425)666-8888  
[mnair@bellevuewa.gov](mailto:mnair@bellevuewa.gov) **Edit**

**Contractor**  
The City of Bellevue TEST  
MnTest02 TestEnvironment  
(555) 700-9999  
[mnair@bellevuewa.gov](mailto:mnair@bellevuewa.gov)

**Add a Contractor** **D**

On the left side of the screen is a summary of the project and contact information collected on the Application.

- A** The project address selected is now displayed on the Details page.
- B** This is the Jurisdiction status of the permit/application. For questions regarding this status, contact the applicable Jurisdiction.
- C** This section lists important contacts submitted while applying.
- D** Click here to complete the Contractor submittal form, which is emailed to the Jurisdiction and attached as a PDF form under the Files & Documents section.
- E** Click here to submit a request to cancel the application to the Jurisdiction.

**Application Details**

**App ID:** 569388

**App. Type:** Building

**Project Type:** Single Family Condominium Unit

**Activity Type:** Remodel

**Scope of Work:** Residence

**Cancel Application** **E**

## 2. Invoices

| Invoices        |              |        |             |        |         |                          |
|-----------------|--------------|--------|-------------|--------|---------|--------------------------|
| Export to Excel |              |        |             |        |         |                          |
| Invoice #       | Invoice Date | Amount | Created By  | Status | Age     | Action                   |
| 104485          | 09/17/2018   | \$8.00 | Nair, Manju | Unpaid | 64 days | View In Cart ⓘ           |
| 104486          | 09/24/2018   | \$2.00 | Nair, Manju | Unpaid | 57 days | View Add to Cart Pay Now |
| 104487          | 09/24/2018   | \$3.00 | Nair, Manju | Unpaid | 57 days | View Add to Cart Pay Now |
| 104488          | 09/24/2018   | \$4.00 | Nair, Manju | Unpaid | 57 days | View In Cart ⓘ           |
| 104489          | 09/24/2018   | \$5.00 | Nair, Manju | Unpaid | 57 days | View Add to Cart Pay Now |
| 104490          | 09/24/2018   | \$6.00 | Nair, Manju | Unpaid | 57 days | View In Cart ⓘ           |
| 104512          | 10/23/2018   | \$9.00 | Nair, Manju | Unpaid | 28 days | View Add to Cart Pay Now |
|                 |              |        |             |        |         | Total: 7 records         |

- A** Click on the Invoice number to view a copy of the invoice that can be exported to PDF (see [Unpaid Invoices](#) section for more info).
- B** Rows highlighted **red** reflect invoices older than 30 days; rows highlighted **yellow** are older than 7 days but less than 30 days. If row is white, then invoice has recently been added or has already been paid.
- C** The following actions can be taken on each invoice:
- View** = Click to view a copy of the applicable invoice
  - Add to Cart** = Click to add invoice to your cart to pay later
  - Pay Now** = Click to add invoice to your cart and be taken directly to cart to pay the invoice
- D** This 'i' symbol indicates the invoice has been added to a delegate's cart (hovering over the icon will show the username of the owner of the cart).

### 3. Reviews & Activities

Reviews & Activities

Export to Excel

| Review/Activity                                               | Staff        | Assigned Date | Status                               | Completed Date | Notes                                               |
|---------------------------------------------------------------|--------------|---------------|--------------------------------------|----------------|-----------------------------------------------------|
| ▶ Building Review (Assigned: 03/22/2018) (Target: 04/05/2018) | Ben VanDuine | 04/18/2018    | Returned to Applicant for Correction | 04/18/2018     | PLM2018-12100 - Building Review, Plumbing Review... |
| ▶ Building Review (Assigned: 05/21/2018) (Target: 05/29/2018) | Ben VanDuine | 06/04/2018    | Approved                             | 06/04/2018     | PLM2018-12100 - Building Review, Plumbing Review... |

Total: 2 records

- A** This is a list of the any reviews or activities on the permit as provided by the jurisdiction.
- B** To view all notes, click on the line to expand.
- C** You can export a list of the information contained in each section by clicking on the Export to Excel button.

### 4. Inspections

Inspections

Export to Excel

Schedule Inspections

Today's Inspections

| Inspection          | Date       | Status              | Staff | Notes                   | Documents |
|---------------------|------------|---------------------|-------|-------------------------|-----------|
| ▶ 516 Plbg-Rough In | 05/25/2018 | Partial Approval    |       | above floor only        |           |
| ▶ 516 Plbg-Rough In | 05/29/2018 | Inspection Canceled |       | IVR CONFIRM #=198746-01 |           |
| ▶ 516 Plbg-Rough In | 05/31/2018 | Approved            |       |                         |           |

Click here to schedule inspection

Schedule Inspection

New

- A** Click here to schedule an Inspection. You will be directed to the Inspection Scheduling site.
- B** Click on this button to view inspections scheduled for the current day for the applicable jurisdiction.
- C** There may be a delay for new or recently scheduled inspections to appear in this section.

### Inspection Scheduling

Enter search criteria to find a permit. Once a permit is selected, inspections can be viewed, requested, and scheduled.

Jurisdiction: Kirkland

Note: Re-inspection fees may be charged if the permit is rescheduled.

Search for Permit: ☒ By Permit Number

Permit Number:   
(exact match) Example: BSF14-01234  
Please enter the permit number exactly as it shows on the permit.

| Permit Number               | Project Name                         |
|-----------------------------|--------------------------------------|
| <a href="#">ESF18-02976</a> | Electrical Single Family, Alteration |

When you click Schedule Inspections from the Details page, you will be directed to the Inspection Scheduling page. The system will automatically search for the permit number at the applicable Jurisdiction. **Note:** System will return results **only** if there are inspections available to schedule for the specific permit number entered.

**D** Click on the hyperlinked Permit Number to schedule an inspection.

Click on Today's Inspections from the Details page to view all scheduled inspections at the applicable Jurisdiction.

**E** Click here to view today's scheduled inspections at a different Jurisdiction (select from drop-down list).

### Today's Inspections

Please select a jurisdiction to see the scheduled inspections for the current day.

Jurisdiction: Kirkland

The inspection list is sorted by permit number. The order of this list is not an indication of the order inspections will occur.

| Permit Number | Description             |
|---------------|-------------------------|
| BMF18-01686   | Exterior Wall Sheathing |
| BMF18-06714   | Building Other          |
| BMF18-07001   | Building Pre-con        |

**5. Manage Delegates**

Delegates

sheri test

BISHOP HEATING AND ELECTRIC

(425)753-2601

sgalloway@bellevuewa.gov

MnProdTest Contractor

Prod User Company

(425)246-1594

MNair@bellevuewa.gov

Delegate01TestEnv Test Environment

Delegate01's Test Company

4254333333

manju.nair@outlook.com

A

Manage Delegate(s)

**A** This is a list of all the delegates who have been added to this specific permit. Click on Manage Delegate(s) to add or remove delegates from the permit. **Note:** Only applicant can add or remove delegates from a permit.

**B** On the Delegates page, you can search for a specific username or email of an active, registered MBP user you would like to add. If search is successful, the user will be added to the list of Suggested Project Delegates and can then be added to the Current Project Delegates (see below).

**C** This is a list of registered users who are associated with your company (i.e. as a delegate on another permit, an associated user, etc.). To add a delegate, click on the bold name to highlight, and then click on the ► arrow to move to Current Project Delegates list.

**D** This is the list of current delegates added to permit. To remove a delegate, click on the bold name to highlight, and then click on the ◀ arrow to move to Suggested Project Delegates list.

Adding a delegate to your application authorizes the delegate and gives the individual(s) authority to:

- Pay invoices
- Upload new documents
- View all documents uploaded by the jurisdiction

Search:  **B** Find

Suggested Project Delegates ⓘ

**Darci D** (DarciContractor)

The City of Bellevue TEST

**Sheri GallowayTest** (sheri42)

The City of Bellevue TEST

**Sheri GallowayTest** (MnContractor01\_new)

The City of Bellevue TEST

**Bubba Gump** (gqcontractor)

The City of Bellevue TEST

**Linh Kang** (lkang8611)

The City of Bellevue TEST

**Missy Marshall May**

Current Project Delegates

**sheri test** (sheri55)

BISHOP HEATING AND ELECTRIC

**MnProdTest Contractor** (MnProdTestContractor)

Prod User Company

**Delegate01TestEnv Test Environment** (Delegate01TestEnv)

Delegate01's Test Company

►

◀

## Frequently Asked Questions

### Q. Why does “ErrorNumber” display in the Permit #/App. ID column?

ErrorNumber displays as the permit is in route to the Jurisdiction for processing. It can take up to 2 minutes for a permit number to be returned and displayed by the Jurisdiction. Wait a few seconds and refresh the browser to display the permit number. If ErrorNumber is still displayed after 2 minutes and refresh, then there was an issue during integration with the Jurisdiction’s permitting system. Contact the applicable Jurisdiction regarding any integration issues.

### Q. Why do the changes I made to the columns not go away when I log off or refresh the page?

Any changes to the grid related to the layout or design (i.e. rearranging the order of the columns, adding or removing columns displayed, etc.) are saved as a user preference behind the scenes. To reset the grid to its default display and undo any changes made, log out and clear the cache. When you log back in, the display will be returned to its default state (but will again save any changes made to the layout).

### Q. I searched for a delegate to add but am not sure it worked. How can I tell if my search was successful?

If a search by username or email is successful, the returned result will appear at the top of the Suggested Project Delegates list and will be highlighted. To add the returned result to your Current Project Delegates list, click on the ► arrow. If no users were found with the username and/or password provided, or if the user has already been added to the Suggested or Current list, an error message will appear. **NOTE:** If multiple users are associated with the same email address, only those not currently on one of the two lists will be added.

### Q. How can I tell if a Jurisdiction received my Cancel Application request?

When you click on Cancel Application, complete the applicable form, and select ‘Submit to Jurisdiction’ you will be returned to the details page. You will see a new document type labelled ‘Cancellation Request’ in the Files & Documents section of the permit. The Jurisdiction is notified via email of your request. Any questions about the cancellation process should be directed to the applicable Jurisdiction.

**Q. I submitted info to Add a Contractor, but I am not sure if it was successful. How can I verify my request was received by the Jurisdiction?**

When you click on Add a Contractor to complete the applicable form and select 'Submit to Jurisdiction', you will be returned to the details page. You will see a new document type labelled 'Contractor Information' in the Files & Documents section of the permit. The Jurisdiction is notified via email of your request. Any questions about adding or updating contractor information on a permit should be directed to the applicable Jurisdiction. **NOTE:** 'Add a Contractor' just sends the information to the Jurisdiction to insert into their permitting system, it will not update the Contacts section on the details page. Only contractor information entered when applying will display in this section.

**Q. I have read a document on the permit, but it is still listed under the Needs Attention section. When will this drop off the list?**

Make sure that *all* documents have been read under the Files & Documents section on the details page. If multiple files are uploaded on a permit, it will only display once under the Needs Attention section, but it will not clear off this list until all the uploaded documents have been viewed. Also, a permit might be listed in the Needs Attention section for two different reasons i.e. once for new documents to view, and once when the Issued Permit has been uploaded. These are considered two separate actions that need the applicant's attention.