Building Permit Hub user guide: Reviewer

Contents

Purpose

We are excited to introduce you to the Building Permit Hub, a digital tool designed to streamline and simplify the submission process for building permit applications within your jurisdiction. This document contains instructions to onboard Reviewers to the application.

Overview of Building Permit Hub

The Building Permit Hub will make it easier for builders and developers to digitally submit building permit applications for new housing and for local and Indigenous governments to receive and process the applications. With the Building Permit Hub, submitters can easily access necessary forms and submit documentation in a unified and user-friendly platform.

Role of the Reviewer

A Reviewer's role is to review permit applications for your jurisdiction. Your responsibilities include:

- Reviewing and approving permit applications

- Downloading documents and backend file management

- Sending email notification to submitters

- Providing support and assistance to submitters as needed

Getting started

Log in to the Building Permit Hub

You will receive an email from noreply-permit.hub@gov.bc.ca inviting you to create an account. Follow the instructions to complete your profile and accept the invitation.

Log in to the Building Permit Hub using your Business BCeID account information. To use the Building Permit Hub you need a Business BCeID account.

Getting help with Business BCeID

Check if your organization is registered

Search the Business Directory to see if your organization is registered. If you are having trouble using the search tool please use the contact us information on the BCeID web site to contact the BCeID helpdesk for assistance.

If you find your organization is registered with Business BCeID

- Choose one of the Business BCeID business managers shown for your organization, and request they create a Business BCeID account for you.
- Confirm you can use your account by logging in.
- Return to step 3 of the invitation and follow the instructions.

If your organization is not registered with Business BCeID

Your organization needs to be registered with Business BCeID. You can register your organization if you are authorized to act for your organization for such agreements.

If you can't, you must find somebody who is, and they register your organization with Business BCeID. Ask them to:

- Read and follow the registration instructions at the end of this insert.
- Confirm the administration account they create during registration by logging in.
- Have the account administrator create an account for you in the organization with their new account so you can login to the Building Permit Hub.

Note: Every account in your organization belongs to, and is only used by, a specific person, there is no generic account for the organization.

Once you have your account confirm you can use your account by logging in.

Using the Building Permit Hub

When you log in, you will be directed to your submission inbox. This page allows you to navigate to the following sections within the Building Permit Hub:

- **Menu button** – get help, edit your profile, log out
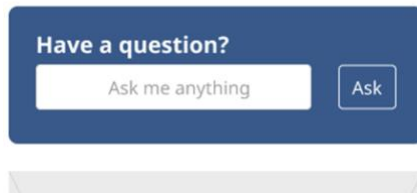- **Submissions inbox** (default page)– view all submitted building permit applications

Menu
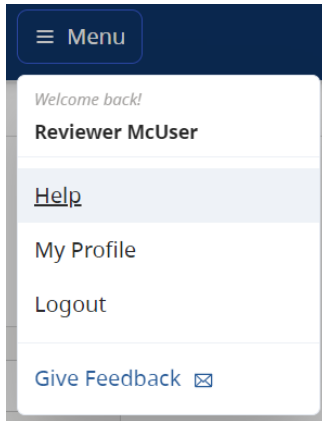
Get help

- Click the "Menu" button at the top right of the screen
- Select "Help" to pop up the help search menu
- Enter your question's key words

My profile

- Click the "Menu" button at the top right of the screen

- Select "My Profile"

- Edit the fields as needed
- Click "Save changes"

Submissions inbox

This page contains a summary of all submitted applications. The application number, permit type, submitter, viewed at date, and submitted at date of each application are available.

You can download the full application by selecting the file download button.

You can view the full application by selecting the view button.

Permit submission for review

This page shows the details of an individual submission and is visible after selecting "View" from the submission inbox. It will display the address, housing type, application ID and reference number in the top left corner. The information to be reviewed is accessed here.

When you open a permit application that is "New," it will automatically change the status to "Viewed". It will then send an email to the submitter that their permit application has been viewed. This only happens the first time.
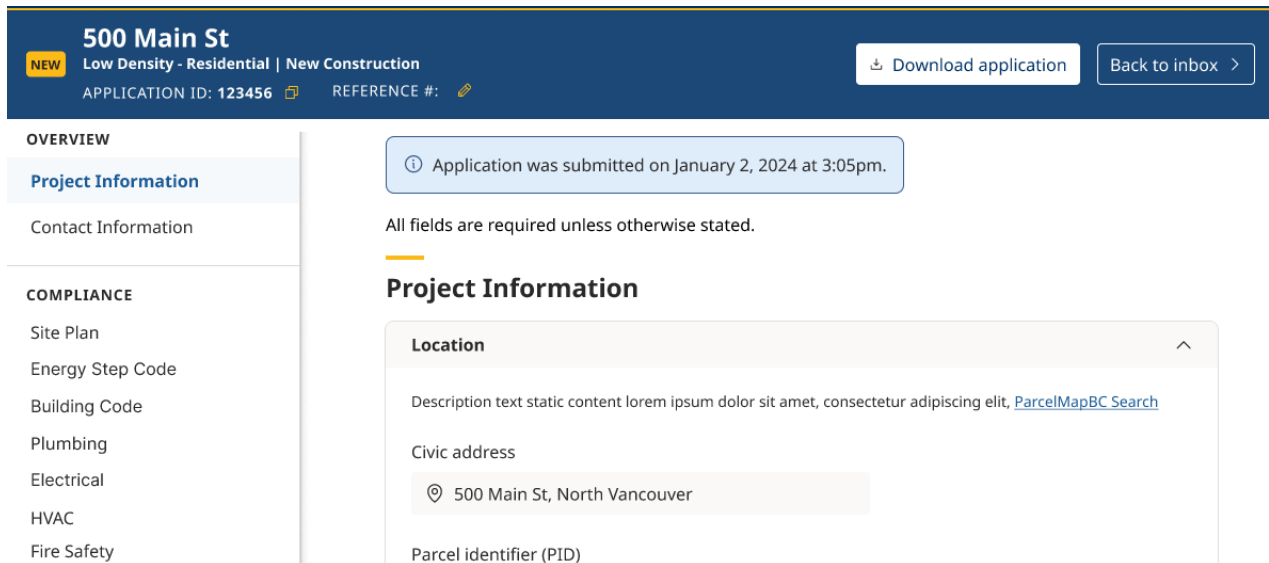
- Add a reference number using the pencil icon

  Once a reference number is added, an automatic email is generated to alert the submitter

- Click "Download application" to choose specific files or a .zip of all documents

    The form information is available as a document to download as well

- Click on the copy icon to automatically copy the application and reference numbers

Additional resources

For further assistance please contact our support team at digital.codes.permits@gov.bc.ca.

Thank you for partnering with us to improve building permit application management in your jurisdiction.