

Building Permit Hub user guide: Review Manager

Contents

- Introduction 2
 - Purpose of the user guide 2
 - Overview of Building Permit Hub 2
 - Target audience for this guide..... 2
- Getting started..... 2
 - Login with BCeID 2
 - Register with Business BCeID 2
 - Getting help with BCeID 3
 - Check if your organization is registered..... 3
 - If you find your organization is registered with BCeID..... 3
 - If your organization is not registered with BCeID 3
- Log in to the Building Permit Hub 4
- Using the Building Permit Hub 4
 - Menu 4
 - My profile 4
 - Submission inbox 6
 - Digital building permits 7
 - Add a new building permit template type 9
 - Configuration management 9
 - Submissions inbox setup 9
 - Energy step code requirements 10
 - My jurisdiction’s about page 10
 - User management 10

Introduction

Purpose of the user guide

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 Review Managers 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.

Target audience for this guide

The Review Manager's role is to manage the available building permit templates for your jurisdiction. Your responsibilities include:

- Requesting new template types
- Edit tips and elective fields existing template types

Getting started

Login with Business BCeID

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.

To use the Building Permit Hub you need a Business BCeID account. Login to the Building Permit Hub with your Business BCeID account information.

Register with Business BCeID

The instructions below are for the person registering with Business BCeID. The person who completes the registration process also creates the first account. It will have administrative powers to create and manage other accounts.

1. [Register for Business BCeID.](#)
2. Answer the questions on the screens as you proceed through registration. Your path through the registration screens differs depending on how you answer the questions.

3. Once you register your organization with Business BCeID and complete any identity proofing step, you will also have your administrative Business BCeID account.
 - a. We suggest you create another administration account for an appropriate backup person(s) to provide coverage when you are not available. Accounts in your organization with administrative powers will create and manage all future accounts.

Getting help with Business BCeID

Check if your organization is registered

Search the [Service 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 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 BCeID

Your organization needs to be registered with 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 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](#).

Return to the invitation and proceed with step 3 to get access for your account to the Building Permit Hub.

Log in to the Building Permit Hub

In a web browser, navigate to the [Building Permit Hub](#). Use your BCeID account information to login.

Using the Building Permit Hub

When you login, the admin panel for your local jurisdiction will be visible. This page allows you to navigate to different sections within the Building Permit Hub.

Building Permit Hub - Admin Panel North Vancouver REVIEW MANAGER Menu

North Vancouver

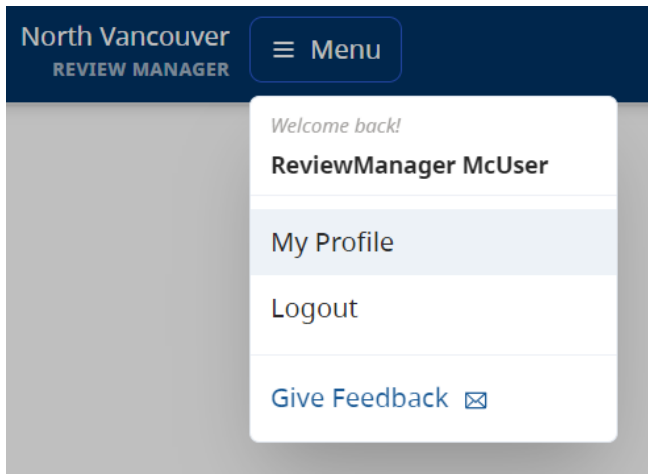
- Submissions Inbox** View >
View all submitted building permit applications.
- Digital Building Permits** Manage >
Control what permit types you want available for submitters to apply with on BC Building Permit Hub.
- Configuration Management** Manage >
Customize content in one centralized place.
- User Management** Manage >
Invite or remove Managers or Reviewers in the Building Permit Hub System.

Menu

My profile

Use this section to change your password, username and or email address.

- Click the “Menu” button at the top right of the screen
- Select “My Profile”



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

My Profile

Role
Review Manager

Username

Email address

First Name Last Name

Old Password [Show](#)

New Password [Show](#)

too short




Submission inbox

This page contains a summary of all submitted applications.

Submissions Inbox

 Setup

A copy of all submitted applications are also sent to one or more email addresses configured by the review manager.

Permit Applications							Q Search
Status	Application ID	Reference #	Permit type	Address	Applicant	Submitted	
NEW	12345		Low Density - Residential New Construction	{address}	Firstname Lastname	2023-12-01 hh:mm	 View 

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



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



The setup button will take you to Configuration management – Submissions inbox setup



This is where you can specify inboxes that should receive applications. Click edit to update exiting email addresses or add new ones.

Submissions Inbox Setup

Specify where submitted permit applications should be sent to.

Send permit applications for Low Density - Residential	to recipient email address <input type="text" value="permit_inbox@email.com"/>	Edit
Send permit applications for Medium Density - Residential	to recipient email address <input type="text" value="permit_inbox@email.com"/>	Edit

Digital building permits

As a Review Manager, you can see the building permit types available for your local jurisdiction to customize.

Digital Building Permits

Select a digital permit:



Work Type

New Construction

Low Density Residential | New Construction

Last updated: Mar 14, 2024

v.2024.03.14

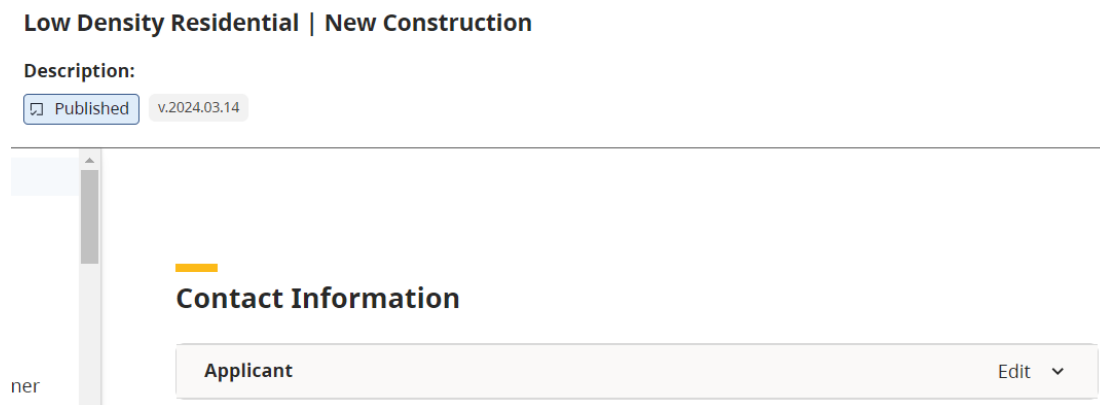
Manage

- **Work type definitions:**

- **New construction** - includes the addition to an existing building (infill development) but not the renovation of an existing home to include a secondary suite

By clicking “Manage” on a particular building permit type, you will be able to edit that selection. Review Managers cannot make changes to all sections of a template, but certain sections will allow minor updates such as adding tips or selecting elective fields.

The template status and version are displayed in the top banner.



Low Density Residential | New Construction

Description:

Published v.2024.03.14

Contact Information

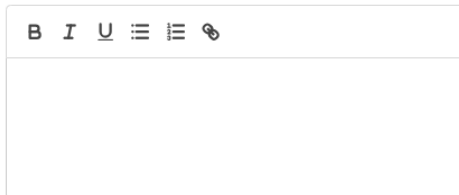
Applicant Edit

Click “Edit” to make changes to that section of the template. As a Review Manager, you can add a tip or manage elective form fields. Click done to close the editor and return to the template.

Applicant

Local jurisdictions can change building permit applications to fit their needs by adding elective fields and offering submitters practical tips. This helps make the application forms reflect the distinct regulations, standards, and requirements of each jurisdiction, so applicants provide the correct information needed by their area.

Tip for submitters (optional)



A rich text editor interface with a toolbar containing icons for Bold (B), Italic (I), Underline (U), Bulleted List, Numbered List, and Link. Below the toolbar is a large empty text area for entering the tip.

Elective Form Fields

[Manage elective field\(s\)](#)

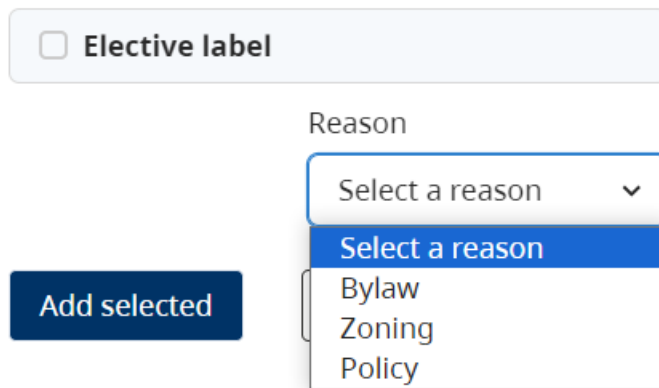


Two buttons: a dark blue button labeled "Done" and a white button with a grey border labeled "Cancel".

[Reset to defaults](#)

Click "Manage elective form field(s)" to add a new elective field. Select the one you would like to add and the reason. Click "Add selected" to confirm your updates.

Select elective fields



The interface shows a light blue rounded rectangle containing an unchecked checkbox and the text "Elective label". Below this is a dark blue button labeled "Add selected". To the right, a "Reason" dropdown menu is open, showing "Select a reason" at the top with a downward arrow, followed by a list of options: "Select a reason" (highlighted in blue), "Bylaw", "Zoning", and "Policy".

Important: Changes are not automatically saved. Any changes will have to be published to save.



Two buttons: a dark blue button labeled "Publish" with a right-pointing chevron, and a white button with a grey border labeled "Close".

- **Publish** – After you have completed your updates, publish the changes to make the customizations available to the public. Published changes will take up to 1 hour to appear.
- **Close editor** – takes you back to the digital building permits page

Add a new building permit template type

To add a new permit type template, click “request a new permit type”.

This will open an email to allow you to describe the permit type that would be beneficial to your local jurisdiction.





Your administrator has made the above permit types available for digital submissions. If there is another permit type you want please [request a new permit type](#).

Configuration management

As a Review Manager, you will be able to edit the configuration management section.

Configuration Management

Only managers are able to edit.

Name of local jurisdiction City of Burnaby		Location LTSA address coordinates ?	
 Submissions Inbox Setup Specify email addresses that should receive applications.	Edit >	 Energy Step Code Requirements Define step code requirements.	Edit >
 My Jurisdiction's About Page Customize the informational page that submitters will see when they are in the Building Permit Hub.	Edit >	 Contact List Organize contacts you want to make available to submitters.	Manage >

Submissions inbox setup

Specify email addresses that should receive applications. Click edit to add additional email addresses.

Submissions Inbox Setup

Specify where submitted permit applications should be sent to.

Send permit applications for	to recipient email address	Edit
Low Density - Residential	<input type="text" value="permit_inbox@email.com"/>	

Energy step code requirements

Define step code requirements. Click edit to select options from the dropdown menus and then save to continue.

Energy Step Code Requirements

Define step code requirements.

Part 9 Building	Energy Step Required	Zero Carbon Step Code Level Required	Edit
	<input type="text" value="3"/>	<input type="text" value="EL 1 - Measure Only"/>	

My jurisdiction's about page

Customize the informational page about your local jurisdiction that submitters will see when they are in the Building Permit Hub.

User management

As a Review Manager, you will be able to see and manage the user accounts for your jurisdiction.

User Management

[Invite users](#)

User Accounts						<input type="text" value="Search"/>
Role	Email	Name	Date added	Last sign in		
Reviewer Manager	jane.doe@gov.bc.ca	Jane Doe	2023-12-01	2023-12-01	Manage	
Reviewer Manager	phoenix.black@gov.bc.ca	Phoenix Black	2023-12-01	2023-12-01	Manage	
Reviewer	michael.mitc@gov.bc.ca	Michael Mitc	2023-12-01	2023-12-01	Manage	
Reviewer	debbie.baker@gov.bc.ca	Debbie Baker	2023-12-01	2023-12-01	Manage	

Click "Manage" to remove selected user.

Manage

Remove and Archive

Click "Invite users" to add a new user in the Building Permit Hub.

Invite users

Select user role from the dropdown menu and enter the user's email address. First and last names are optional. Click "send invites" to save the changes. The new user will now receive an invitation from the Building Permit Hub.

Invite Users

Enter the email addresses of whom you wish to invite below. For details about permissions for each role, please see [User Roles & Permissions](#)

North Vancouver

Role	Email address	First Name (optional)	Last Name (optional)	
Review Manager ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	× Remove

+ Add more emails

Send Invites ↗

Cancel

Note: As a Review Manager, if you attempt to invite a submitter to become a Reviewer or Review Manager for your jurisdiction and encounter an error message stating: "The requested user has an existing account," it indicates that the user already has an account with a different role. In most cases this is because they have previously registered this email as a submitter.

Please ask them to change their email on their current account. You can then reinvite them into your local jurisdiction. . Additional resources

For further assistance, Review Managers can contact our support team at digital.codes.permits@gov.bc.ca.