Building Permit Hub user guide: Review Manager

Last updated on September 20, 2024

Contents

Overview of the Building Permit Hub

The Building Permit Hub is a digital tool designed to streamline and simplify the submission process for building permit applications within your jurisdiction. The Hub simplifies the process for builders and developers to submit digital applications for new housing projects. It also helps local and First Nation governments easily receive and process these applications. With the Building Permit Hub's unified and user-friendly platform, submitters can access the necessary forms and digitally submit their documentation across multiple jurisdictions, making the process more efficient and accessible.

Purpose of the user guide / roles and responsibilities

This document contains instructions to onboard Review Managers to the application.

Submitter - Submits completed building permits to the appropriate jurisdiction. Responsibilities include:

- Completing the building permit application
- Uploading any requested documentation
- Understanding local permitting requirements

Reviewer - Reviews permit applications for a jurisdiction. 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

Review Manager - Manages the available building permit templates for a jurisdiction. Responsibilities include:

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

Regional Review Manager - Has the same roles and responsibilities as a Review Manager, with the added capability of managing multiple jurisdictions within a single login account.

Getting started

Register with Business BCeID

The instructions below are for the person registering with Business BCeID.

Step 1: Register for Business BCeID.

Step 2: Answer the questions on the screens as you proceed through the registration. Your path through the registration screens differs depending on how you answer the questions.

Step 3: Once you register your organization with a Business BCeID and complete any identity proofing step, you will also be the owner of your administrative Business BCeID account with administrative powers to create and manage other accounts.

> a. We recommend creating an extra admin account for a backup person(s) in case you're unavailable. Admin accounts in your organization can create and manage other accounts as needed.

Log in with Business BCeID

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

Getting help with Business BCeID

Check if your organization is registered

Search the Service Directory to see if your organization is already 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. 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.

Menu

My profile

The 'My profile' section of the Building Permit Hub shows your first and last name and email

- Adjustments to your account will need to be done through BCeID which can be accessed by following the link
- Your notification settings can also be selected on this screen.

Submission inbox

This page contains a summary of all submitted applications.

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 for staff that should receive building permit applications. Click the edit button to update existing staff email addresses or add new ones.

Digital building permits

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

This includes new construction, renovations, additions, or alterations for the following residential buildings up to 3 storeys and 600 square meters, intended to create new housing units:

- single-detached houses and duplexes (with or without secondary suites)
- townhouses, multiplex or houseplex (e.g., triplex, fourplex)
- accessory dwelling unit (ADU) (e.g. garden suite or laneway house)
- house additions to create a secondary dwelling unit
- secondary suites in existing buildings (changing the use or occupancy e.g., from storage to residential, basement suite etc.)

Work type is "New Construction".

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.

Contact information

Contact information   Edit ⌃

Owner(s) contact details

First name   Last name

Email   Phone

✉   ☎

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)

B *I* U ☰ ☰ 🔗

Elective Form Fields

Manage elective field(s)

[Done]   [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.

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

- **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.

Configuration management

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

Configuration management

Locality type of local jurisdiction | Name of local jurisdiction
The | Town | of | Osoyoos

📧 **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 >

👥 **API settings**
Manage API keys for the Building Permit Hub.
Edit >

Submissions inbox setup

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

Send permit applications for | to recipient email(s) (optional) |
1-4 Unit detached housing | ✉ test@test.com | ✏ Edit

Energy and Zero Carbon Step Code requirements

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

PERMIT TYPE | **Standard Step Code compliance to pass** | | ✏ Edit
Small-scale/Multi-unit housing (Part 9 BCBC) | Energy Step Code Level | Zero Carbon Step Code Level |
| 3 | EL 1 - Measure Only |

If your jurisdiction has multiple step codes for part 9 housing types, you can set those up in the tool. This includes having a separate zero carbon step code as well. Click edit, then click customize to enter your first Energy Step Code and Zero Carbon Step Code combination. If a second combination is required, click Add another requirement combination button.

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.
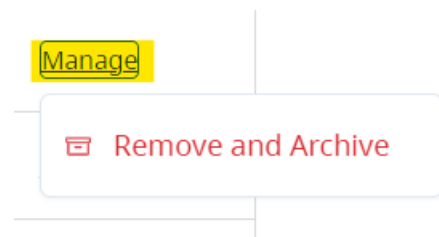
User management

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

Click "Manage" to remove selected user.

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

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.

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 address on their current account. You can then reinvite them into your local jurisdiction.

Additional resources

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

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