Permitting Online Portal
How to Schedule and Inspection

Permitting Online Portal
How to Schedule and Inspection

Overview

The City of Santa Clara Permitting Online Portal is available 24 hours a day, 7 days a week to look up permits, apply for permits, pay permit fees, and create service requests. Basic access is available without an account, however, for more robust access and to apply for permits, you must set up an account.

Login

You can perform basic searches without logging in. Login to submit applications, schedule inspections, and see more search details for projects you are involved in.

1. Click **Login** in the top right corner of the screen.

2. Enter your email address or your username.

3. Type your password.

4. Click **Login**.

If you forget your password, click the **I've forgotten my password** at the bottom of the screen and follow the prompts.

Login for additional features

User Name or E-mail:
jsmith

Password:
••••••••

Login »

☐ Remember me on this computer

I've forgotten my password
New Users: Register for an Account
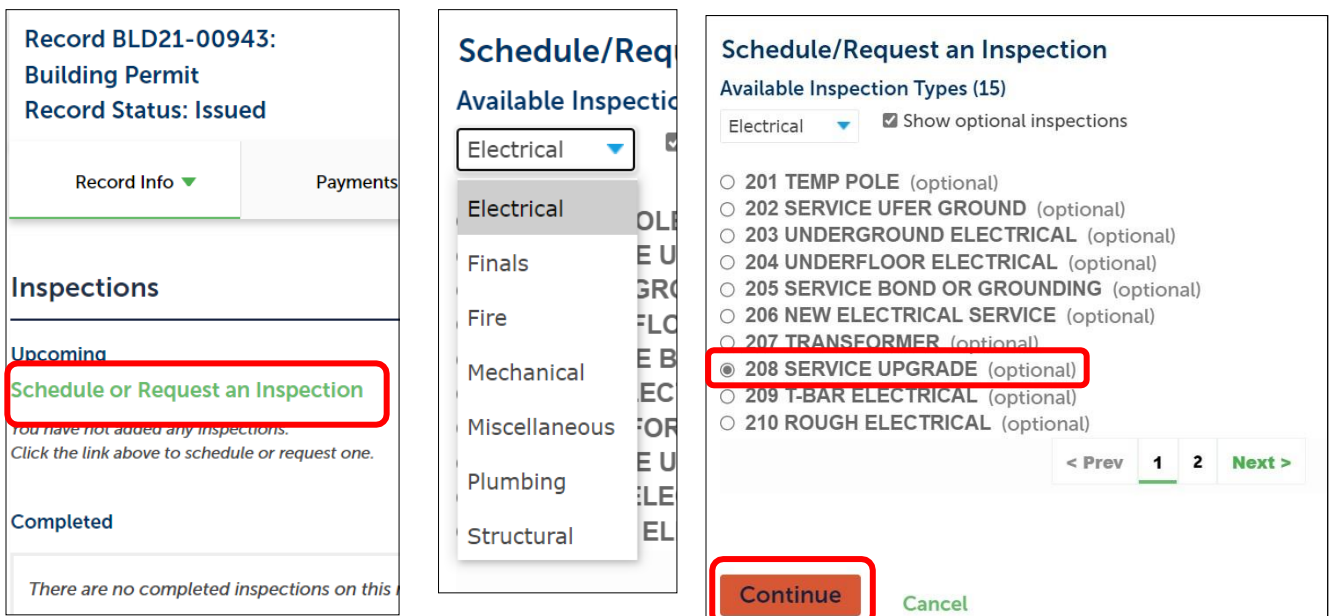
Schedule or Request an Inspection

1. Log in to your **Permitting Online Portal account**. (See **Create an Account** on page 2 if you do not have an account.) **Note: Your account must be connected to the BLD permit to schedule an inspection online. Unless you submitted the BLD permit under this account through the POP, you must ask for your account to be connected by a City staff member. (**See Page 7 for details.)

2. Click the **Building** tab, then **Schedule an Inspection**.
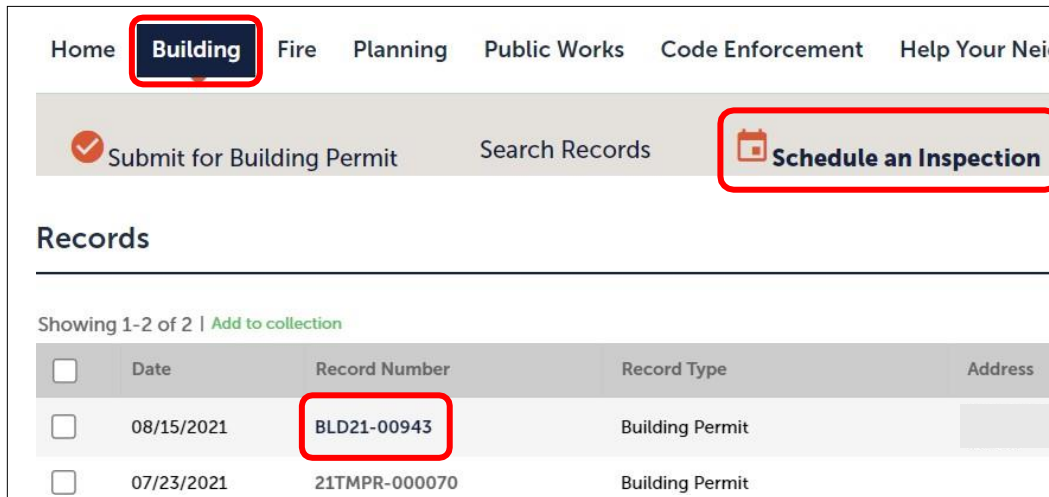
3. Click the **BLD Record Number** of the record for which you would like to schedule an inspection.

4. In the **Inspections Upcoming** section, click **Schedule or Request an Inspection**.

5. From the Inspection category drop-down menu at the top of the screen, choose the Inspection Category.

6. Select the Inspection type from the list. Click **Continue**.

Schedule or Request an Inspection (continued)

1. Select an available date. Available dates appear as blue links.

2. Select a time frame.

3. **Click Continue.**

4. Review the information on the Location and Contact Screen.

   If correct, click **Continue**.

   If incorrect click **Change Contact** and enter **information** (for this inspection only.)

Schedule/Request an Inspection

Inspection type: 208 SERVICE UPGRADE

Location and Contact

Verify whether the location and contact person for the selected inspection are correct.

Location
111 Main Street

Contact
Hannah House
408-123-1234

Change Contact ▾

○ **Select an existing contact**
Hannah House : (408-123-1234)▾

◉ **Specify another person** (*for this inspection only*)

*First Name	Middle Name	*Last Name
Elisi		Jones

*Phone Number
408-222-3333

Submit   Cancel

Schedule/Request an Inspection

	Aug 2021							Sep 2021				
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th
1	2	3	4	5	6	7				1	2
8	9	10	11	12	13	14	5	6	7	8	9
15	16	17	18	19	20	21	12	13	14	15	16
22	23	24	25	26	27	28	19	20	21	22	23
29	30	31					26	27	28	29	30

« Prev

◉ 08:00 AM - 05:00 PM

Continue   Back   Cancel

Schedule or Request an Inspection (continued)

Review the confirmation. Click **Include Additional Notes** to add additional information to your inspection request.
Note: Reschedule must be made before 02:00 PM 1 day(s) prior to the inspection date/time.
Cancellations must be made before 02:00 PM 1 day(s) prior to the inspection date/time.

Click **Finish** when done.

The Inspection date and time show up in the **Upcoming** section in the Building record.

Click **Actions** to view more details about the inspection, reschedule, or cancel.

Details include:
- Scheduled date/time
- Status History
- Result Comments
- Related Inspections

Permitting Online Portal
How to Schedule and Inspection

City of Santa Clara
The Center of What's Possible

Create an account

1. Go to City of Santa Clara Permitting Online Portal. In the top right corner, click **Register for an Account**.

2. Read the Account Registration screen and check the box stating that you have read and accepted the terms.

   You will be asked to provide the following information to open an account:
   - Choose a username and password
   - Contact Information

3. Click **Continue Registration**.

4. Enter your Login information.

5. Click **Add New** to add additional Contact Information such as a phone number and street address.

6. Once your contact information is completed, click **Edit** to make changes. Click **Remove** to delete the contact information.

7. Click **Continue Registration.** A confirmation screen will show that you've successfully created your account.

☐ Accessibility Support   Register for an Account   🔒 Login

**Account Registration Step 2:
Enter/Confirm Your Account Information**

Login Information

* User Name: ⓘ
jsmith

* E-mail Address:
jsmith@xyz.com

* Password: ⓘ
••••••••

* Type Password Again:
••••••••

* Enter Security Question: ⓘ
what is your dog's name

* Answer: ⓘ
Rover

Contact Information

Choose how to fill in your contact information.

Add New

Contact Information

* First: John
* Last: Smith
Name of Business: Smith Company

* Address Line 1:
123 Main Street

* City: Santa Clara
* State: CA
* Zip: 95050-

Phone Number
4081111111
* E-mail:
jsmith@xyz.com

Continue **Clear** Discard Changes

Contact Information

Choose how to fill in your contact information.

✔ **Contact updated successfully.**

John Smith
jsmith@xyz.com
Home phone:4081111111
Mobile Phone:
Work Phone:
Fax:
Edit Remove

Connect your Permitting Online Portal (POP) account to existing Building (BLD) permits

Your account must be connected to the BLD permit to schedule an inspection online. Unless you submitted the BLD permit under this account through the POP, you must ask for your account to be connected by a City staff member.

To request that your POP account be added to a BLD permit, call our admin team at (408) 615-2440 and press 0, or email them at Building@SantaClaraCA.gov.

Please provide:

- Full name
- Username (or User ID)
- email address used when you made your Permitting Online Portal Account
- BLD permit number(s)
- Your role in the project(s)

Please allow a few business days for us to process your request.

Search for Building (BLD) records

Each division has its own Search function. To find other types of permits including Fire or Planning, start by clicking on their link at the top of the screen.

1. From the **Home** screen, or the **Building** tab, choose **Search Records**.

Your list of permit records will be listed. Scroll down the screen to see the **General Search** fields.

2. In the General Search section, enter information into any of the available fields, and click **Search**.

3. Scroll down below the General Search fields to see search results at the bottom of the screen.

Note the following:

- **Parcel No** must be formatted as xxx-xx-xxx. Example: 291-02-003

- **Start Date** and **End Dates** will limit searches to that date range. Delete the **Start Date** to search for records from any time up until today.

- **Record Type** and **Record Status**—Do not use these fields unless you are only looking for permits that were created after 8/23/21. Permits created prior to that time had different labels for these fields and may not come up in your search.

4. Click the record number of the record for which you would like to view additional details.