



# Municipality of Dysart et al CityView Portal User Guide

Welcome to the Municipality of Dysart et al [Permitting Portal](#), powered by CityView. This online application is designed to be a “one stop shop” for your entire permitting process. This document has been created to help with the initial registration process, as well as a general reference for submitting applications, seeing the progress of your application, booking & viewing results of inspections, retrieving your approved plans and permit, etc.

Please review the steps laid out in this document. If you didn't find the answers you were looking for, or still require assistance, please contact us by email at [building@dysartetal.ca](mailto:building@dysartetal.ca) and one of our staff will follow up with you in a timely manner.

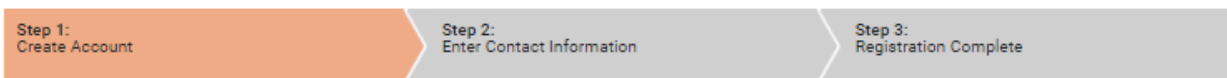
You can use the list below to jump to the section you require assistance with by pressing and holding the Ctrl key, and clicking on the desired section.

- [How to Register for Portal](#)
- [How to Sign in to Portal](#)
- [How to Submit a New Application](#)
- [How to View Previous Applications](#)
- [How to Pay Permit Fees](#)
- [How to Schedule an Inspection](#)
- [How to See My Inspection Results](#)
- [How to See Documents Pertaining to My Permit](#)

## Registration Instructions

- Access the Portal Page at <https://building.dysartetal.ca/Portal>
- Click on the Register button

- You will be redirected to the registration page, where you will input your email address and desired password. This will be used as your login information for all future access to the portal, so please record your Password for future reference.



### Welcome to the Municipality of Dysart et al Portal Registration

— Please enter your email address and choose a password —

NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request.

**Email Address (this is your Login ID)\***   
It is important that you provide a valid, working email address that you have access to, as it must be verified before you can use your account.

**Password (min. 8 characters)\***

**Confirm Password\***

- Step 2 will require you to fill out the fields with your personal contact information.

- If you are a property owner, you will input your HOME/ MAILING address into the address fields
- If you are a contractor, you will input your BUSINESS MAILING ADDRESS
- If your mailing address is within Dysart et al jurisdiction, you may use the search function. All other address will have to be inputted manually.
- All required fields will be marked with an asterisk(\*) and you will be unable to move passed this step without completing them

### New Contact Information

Required information is indicated with an asterisk (\*).

Full Name:\* Building Department

Preferred Contact Method:\* Email

#### Address

Search for address 135 MAPLE AVE

Begin typing a street address above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list. If you cannot find your address, you can enter it manually in the fields below.

#### Mailing Address

Same as Location Address: ☐

Street Address:\* 135 MAPLE AVE

Address Extra Line 1: PO Box 311

Address Extra Line 2:

City/Province/Postal Code:\* HALIBURTON Ontario K0M1S0

- You will need to complete the CAPTCHA code confirmation for security purposes prior to proceeding

Type the characters you see in the image below to continue.

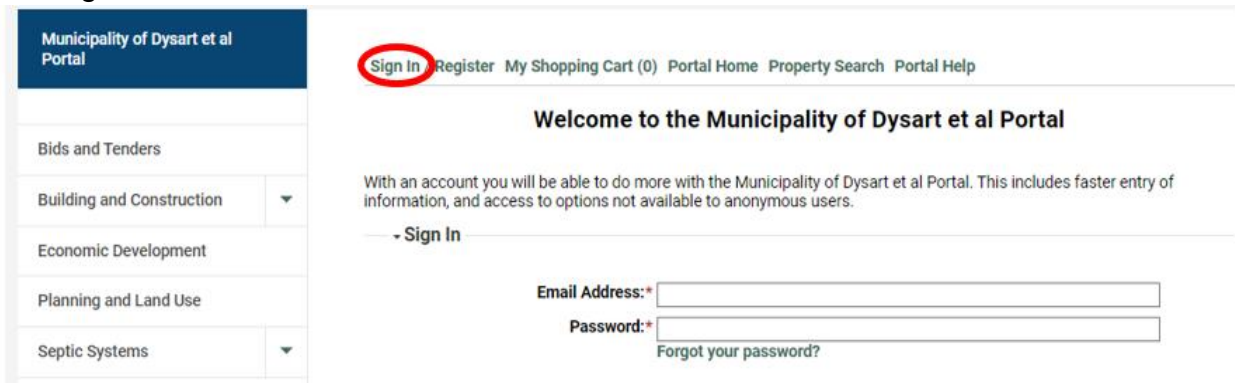


Refresh

- Once you hit submit you will be redirected to a confirmation page. At that time, you will need to check your email to complete the registration process. This may take a few minutes, so please be patient.

## Signing in to Your Account

- Once you have registered for an account you will login on the Portal Home Page by selecting the Sign In button



The screenshot shows the 'Municipality of Dysart et al Portal' header. A navigation bar includes 'Sign In' (circled in red), 'Register', 'My Shopping Cart (0)', 'Portal Home', 'Property Search', and 'Portal Help'. Below the header, a sidebar lists categories: 'Bids and Tenders', 'Building and Construction' (with a dropdown arrow), 'Economic Development', 'Planning and Land Use', and 'Septic Systems' (with a dropdown arrow). The main content area is titled 'Welcome to the Municipality of Dysart et al Portal' and contains a message: 'With an account you will be able to do more with the Municipality of Dysart et al Portal. This includes faster entry of information, and access to options not available to anonymous users.' Below this is a '- Sign In' button. The login form consists of two input fields: 'Email Address: \*' and 'Password: \*', both with asterisks indicating required fields. A link 'Forgot your password?' is located below the password field.

- Input the email address and password you chose during registration.
- If successful, you will be redirected to your Portal Home Page.
- If you receive an error message, please confirm that your email address and password are typed out correctly. If you require further assistance please contact the Building Department at [building@dysartetal.ca](mailto:building@dysartetal.ca) or 705-457-1740 ext. 658.

## Applying for a New Permit

- Once you have signed in, select the Apply for a Building Permit on the Portal Home Page screen

### Welcome Building Department

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

The Municipality's new web portal is now online. Apply for permits, check the status of applications and inspections, all from the comfort of home. No more lineups.

The CityView Portal is the first step in the Municipality's plan to improve its service offerings for citizens. Watch for more updates coming soon.



### Building Department

[Apply for a Building Permit](#)

[Request an Inspection](#)

[Status and Fees](#)

- You will then proceed through the various steps. Different application types may add or remove steps based on what is applicable to that application.
- As a reminder, any fields that are marked with an asterisk (\*) are required fields. You will not be able to move past these fields until they are completed.

## Descriptions of Steps:

- Application Type**
  - Select the application you are applying for (i.e. septic, building, demolition, etc.)
  - Provide a description of the proposed work (i.e. new dwelling, addition to dwelling, new private cabin, etc.)

- Complete as many of the additional details fields as possible. Note, these are not required fields but will assist with the review process of your application.
- Please indicate whether the application is being carried out by the owner, or an authorized agent.
- **Work Items**
  - Select the category that your construction applies to.
- **Description of Work**
  - Complete the required fields with the information pertaining to your proposed construction/design.
- **Location**
  - Search for your project location by entering the municipal address or roll number assigned to the property. The map tool may also be used to find the property.
- **Contacts**
  - The property owner information will automatically be added to the application based on the registered owner of the property inputted in the location tab. This information will be blocked out, for privacy reasons.
  - The applicant information will populate based on the user information inputted during your portal registration process.
  - You can add additional contacts from the address book on this page (i.e. contractors, septic installers, designers, tradesmen, etc.)
    - Please note, if you cannot find the contact information of your contractor, installer, etc. it is likely because they're not in our address book at this time. Please have this person contact the Building Department for assistance, and encourage them to register for their own portal account.
- **Upload Documents**
  - Please refer to the Required Documents information sheets for any of the application types you're applying for.
  - As a reminder, if you are an authorized agent, this is where your letter of authorization is required to be submitted.
  - Click the next step button to complete the upload of your documents. This may take a few minutes depending on your file size, and internet speeds.
- **Review and Submit**
  - This step summarizes the previous steps completed for this application.
  - Review the information for completeness and accuracy, and then submit when you are satisfied.
  - You will need to agree to the disclosure statement at the bottom of the page to proceed

By submitting this application I guarantee that any and all construction authorized through this permit will be in compliance with the Building Code Act, Ontario Building Code and all other applicable law. I agree to submit all required plans and specifications for review to enable adequate review. I agree to pay all applicable fees as determined by the Municipalities Building Department Fees by-law.

Do you agree?:\*

- As a final step, complete the CAPTCH function to confirm your validity

Type the characters you see in the image below to continue.



## Accessing Previous Applications

Welcome Building Department

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

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### Building Department

[Apply for a Building Permit](#)  
[Request an Inspection](#)  
[Status and Fees](#)

Personal information collected by the Municipality as a result of an online permit and any information collected during the processing and/or investigation of same is protected under the authority of the Municipal Freedom of Information and Protection of Privacy Act. If you have any issues with submitting the application, please contact Building Department at 705-457-1740 ext. 658 or [Send Email](#)

- On the Portal Home Page you will select the My Items button to take you to the list of your applications.

### - My Permit Applications

Show Active ▾

Reference Number *	Address *	Type *	Status *	Date Created ▾
PR20220009	135 MAPLE AVE	Building - Residential	Pending	03/07/2022
<u>Description:</u> addition to existing dwelling				

### Apply for a Building Permit

- From here, you can click on the reference number to access the application, review details, add documents, etc.
- You can also verify the status of the permit. Some statuses include pending, in plans review, issued, etc.



- In the example above, the permit has been received by the department, but review has not started, therefore the permit status is Pending.
- Once your permit is issued, you will be able to pay your applicable fees from here, request inspections, etc.
- In the example below, the permit review has been completed and the permit is ready to be issued. You'll notice now that you can pay the applicable fees, schedule inspections, etc.

### My Permit Applications

[Show Active](#) ▼

Reference Number *	Address *	Type *	Status *	Date Created *
PR20220009	135 MAPLE AVE	Building - Residential	Ready for Issuance	03/07/2022
<b>Description:</b> addition to existing dwelling				
<a href="#">Add Fees to My Cart</a> <a href="#">Schedule Inspection</a>				

[Apply for a Building Permit](#)

## Paying Permit Fees

- Click on the “My Items” tab
- Once your permit has been reviewed and approved by the Building Department, a button labelled “Add Fees to My Cart” will show up, as displayed in the screen shot above.
- Click the “Add Fees to My Cart” button to select the applicable fees to apply your payment to.
- Once you have added the fees to your cart, you will notice that the “My Shopping Cart” button will indicate that there has been an item added.

### Welcome Building Department

[Sign Out](#)
[My Account](#)
[My Items](#)
[My Shopping Cart \(1\)](#)
[Portal Home](#)
[Property Search](#)
[Portal Help](#)

- Click into your shopping cart to see the breakdown, as well as the total fees payable for your application.
- To make a secure online payment using your debit or credit card, select the Make Payment button at the bottom of the page.
- This will direct you to our secured external payment page, powered by Paymentus.
- **NOTE:** as the user, you will be charged the applicable fee automatically calculated and added to your final payment by Paymentus
- Enter your contact information and select your card type. Hit continue to preview the transaction, and view the applicable service charges.
- Hit the “I authorize...” button and then click the Pay button to complete your transaction.
- An online receipt will display, and a copy will be sent to your email.

## Scheduling Inspections

- Click on the “My Items” tab.
- If you have applied for multiple permits, make sure you’re working with the correct application.
- Under the reference number there should be a button that says “Schedule Inspection”, click this button.
- Select the applicable inspection, click next to request a date/time.
- Input your desired date, and a preference of AM or PM. Please note, we will do our best to accommodate your request but cannot make any guarantees that your inspection will be accommodated exactly as requested.
- **Please read the description at the top of the booking page for details on inspection areas, etc.**


### Schedule an Inspection

PR20220009

We will do our best to accommodate your inspection as requested. Please note that inspections are scheduled based on inspection areas. Monday's, Wednesday's and Friday's are reserved for Kawagama Lake, Kennisis Lake, Haliburton Lake and surrounding areas, whereas Tuesday's and Thursday's are for Harcourt, Elephant Lake, Miskwabi Lake and surrounding areas. Additionally, while we can accept a request for a morning/afternoon inspection, we do not make any guarantees that we will be able to accomodate all requests

Inspection Type	Location
Forming of Footings	135 MAPLE AVE

— **• Please choose a date and time for your inspection** —

Select a Date:\* 03/10/2022 

Select a Time Frame: AM 

Notes: Gate code is 1234

[Return to permit status \(without scheduling an inspection\)](#)

[Previous Step: Select an Inspection](#)

[Next Step: Complete](#)



## Inspection Results

- From the portal home page, select the My Items tab.
- Click on the applicable application from the list of your items.
- Scroll down to the list of your inspections.
- The completed inspection will be found at the bottom of the inspection list.
- The table will display the inspector who completed the inspection, the outcome, and the date of the inspection. Any notes pertaining to the inspection will be included there.

Forming of Footings	Partial Pass	4/8/2022 (PM)	4/8/2022	04/08/2022
	Inspector:	Inspector Name		
	Comments:	Send Email Comments from the inspector appear here.		
	Corrections:	<u>Correction 1:</u> Permit Correction <u>Status:</u> Carried Forward <u>Date Status Changed:</u> 04/08/2022 <u>Comments:</u> Miscellaneous Permit Correction comments appear here.		

## Reviewing Documents

- To review documents pertaining to your application, go to the My Items tab from the Portal Home Page.
- Click on the applicable permit application.
- You may choose to collapse all sections by hitting the blue “Collapse All” button, to limit the amount of information open on the page.

Welcome Building Department

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Property Search](#) [Portal Help](#)

### Permit Application Status

PR20220009

You will only be able to view fees or schedule inspections if you are a contact on the permit application.

[Expand All](#) / [Collapse All](#)

Note: You can collapse and expand individual sections by clicking the header of the section you wish to collapse/expand.

- Scroll to the section titles Documents & Images.
- Here you will find all documents pertaining to your application including the drawings, building permit, permit placard, receipt of payment, etc.

### Documents & Images

Date Uploaded	File Type	Document Name
03/07/2022		5dbd4f41d02d71572687681
03/07/2022	Letter	Dys-Building Permit
03/07/2022	Letter	Dys-BP-Plaque
03/07/2022	Receipt	Receipt for transaction:2022-000010