How to Register and Manage your Active Permits and Applications
User Guide: Permits Online

Background:

The intention of this user guide is to provide applicants with instructions for managing permits and applications using the City of Winnipeg’s Permits Online system.

Permits Online is your one-stop-shop to manage your active permits and applications. A variety of permits are available for online application for homeowners and contractors. All customers can create an account to take full advantage of Permits Online. Once your account is activated, you can view and manage your active permits and applications by tracking the permit status, submitting documents, and making payments.

This user guide does not cover how to apply for a permit using an online application.

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Register for Permits Online:

Registering for a Permits Online account will automatically allow you to apply for the construction of a new Accessory Structure, including a carport, deck, outdoor pool, hot tub/spa, detached garage or other structure that is more than 10 m² (108 sq. ft.). General Contractors, Licensed Contractors/Authorized Signees and Sign Contractors can access additional online permit applications. Registered users can also manage active permits and applications by tracking the status, submitting documents, and making payments.

1. Go to [winnipeg.ca/permitsonline](http://winnipeg.ca/permitsonline). Select “Access Permits Online”.

2. Not Registered? Select “Create Account”.

3. Enter your email address. Select “Continue”.

4. Enter your user information. All fields marked with an asterisk (*) are mandatory. Upon completion of all mandatory fields, select “Continue”.

![Create Account form](image)

Your personal information is being collected consistent with the requirements and limitations set out under The Freedom of Information and Protection of Privacy Act (FIPPA). This collection of personal information is authorized by section 26(1)(c) of the FIPPA for permit management and administration. Your information is protected by FIPPA’s privacy provisions and will not be used or disclosed for any other purpose, except as authorized by law. Contact the City of Winnipeg’s Corporate Access and Privacy Officer by mail (City Clerk’s Department, Susan A. Thompson Building, 510 Main Street, Winnipeg MB, R3B 19) or by telephone (204) if you have questions about this collection of your personal information.
5. Indicate if you are a professional who requires additional online access as a General Contractor, and/or Sign Contractor by selecting all that apply, and your request will be reviewed for approval.

- **General Contractor** (new housing construction, garage): A person that undertakes a contract to complete a construction project.

- **Sign Contractor**: A contractor who specializes in the construction of signs.

**Note:** Plumbing, mechanical and electrical contractors and authorized signees already licenced with the City of Winnipeg will have the additional option of selecting online access as a Licenced Contractor/Authorized Signee.

6. Select “**Complete Registration**” to submit your registration request.

7. Once submitted, you will receive an automated email containing a link to complete your registration. Select the “**Complete Registration**” button to finish the registration process.

8. Enter a password, select a password reminder question from the dropdown list, and enter a password reminder answer. It is important to remember your password and password reminder question/answer to avoid requiring a password reset in future. Select “**Update Information**” to complete the registration process.
9. You will receive a second automated email confirming your registration and account status.

- **General Access users** – Once you receive this email your account is activated and ready to begin using Permits Online. Select “Login” from the left-hand menu to get started.

- **Optional Additional Access users** - (General Contractors, Sign Contractors, and Licenced Contractors/Authorized Signees) – Once you receive this email your account is activated, although part of your request requires approval. You will only have access to select permit applications until your request for additional access has been processed at which time you will be notified.
Login to Permits Online:

1. Go to winnipeg.ca/permitsonline. Select “Access Permits Online”.

2. Enter your email address and password. Select “Login.”
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Navigate Permits Online:

Home Page:
The Home page is displayed upon login. Use the left menu bar located under your login name to navigate through Permits Online.

- **Active Permits** – Select active permits to view the status of your active permits and applications, submit documentation and make online payments.
- **Apply for Permits** – Select apply for permits to apply for the construction of a new Accessory Structure, including a carport, deck, outdoor pool, hot tub/spa, detached garage or other structure that is more than 10 m² or 108 sq. ft. General Contractors, Licenced Contractors/Authorized Signees, and Sign Contractors can access additional permit applications.
- **Licence Renewal** – Select licence renewal if you are a contractor licensed with the City of Winnipeg (Plumbing, Mechanical, or Electrical) who would like to pay and process their licence renewal online.
- **User Profile** – Select user profile to update your contact information, change your password and/or password reminder question and answer.
- **Log Off** – Select log off to end your Permits Online session.
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Active Permits Page:

The Active Permits page displays a list of all active permits and applications associated with your login email address, while providing options for accessing additional details for each permit.

- **Details** – Provides information related to the property and people associated with the permit or application.
- **Progress** – Provides detailed information regarding the status of your permit or application, including plan reviews, approvals, inspections, and occupancy documentation review (if applicable). This is the main page for managing your permits and applications.
- **Upload PDF Docs** – Allows you to upload documents via Permits Online for City staff to review.
- **Pay Selected Permits** – Provides the option to pay fees online.

If you submitted a permit application that is not appearing on your active permits list, please contact ppd-permit@winnipeg.ca for assistance.
Details Page:

The Details page displays information related to the property and people associated with the permit or application. All people listed on this page can view the status once they are registered for Permits Online.

If you need to add someone to the permit or application because they are not appearing on the details page, the applicant must submit a request to ppd-permit@winnipeg.ca with complete contact information of the person they wish to add.
Progress Page:

The Progress page displays the status of plan reviews, approvals, inspections, and occupancy documentation review (if applicable). This is the main page for managing your active permits and applications.

Building Permit Example:

Key statuses that indicate action is required include, but are not limited to the list below. Processes vary depending on the permit type and its complexity. If a process status appears as a hyperlink, select it to view City staff comments (e.g. On Hold, Defects).

- **Open** - No action has occurred to date.
- **On Hold** – The process is on hold; action by the permit applicant is required.
- **Conditions / Defects** – Deficiencies were identified during inspections. Action is required to rectify and arrange for re-inspection(s). Additional fees may apply.
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Progress Page:

The Progress page displays the status of plan reviews, inspections, and occupancy documentation (if applicable). This is the main page for managing your active permits and applications.

Occupancy Permit Example:

Key statuses that indicate action is required include, but are not limited to the list below. Processes vary depending on the permit type and its complexity. Hover over any Occupancy Permit status to view a description/definition of that status. If a process status appears as a hyperlink, select it to view City staff comments (e.g. On Hold, Accepted Interim, Scheduled).

- **Open** - No action has occurred to date.
- **On Hold** – The process is on hold; action is required by the permit applicant.
- **Conditions** – Deficiencies were identified during inspections. Action is required to rectify and arrange for re-inspection(s). Additional fees apply.
- **Declined** (Occupancy Permits Only) – Occupancy document is not accepted. Resubmission is required. Select the “Declined” status to view City staff comments.
- **Accepted Interim** (Occupancy Permits Only) – Document is conditionally accepted. Resubmission is required to obtain final acceptance. Select the “Accepted Interim” status to view City staff comments/certification expiry, if applicable.
- **Can be Submitted** (Occupancy Permits Only) – Building Occupancy Permit Request Form can be submitted to initiate occupancy inspections. Select the Building Occupancy Permit Request button to open the form.
Upload Documents Page:

The Upload Documents page allows you to upload documents via Permits Online for City staff to review. Use the dropdown to select the document type you want to upload. Follow these steps to upload documentation:

1. Use the dropdown arrow to select the document type you want to upload.
2. Select “Choose File” to navigate to the location of the file.
3. Select “Upload PDF Docs” to upload the file into Permits Online.
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Payment Page:

The Payment page provides the option to pay fees online by credit card or customer trust account (if applicable). Selecting “Pay Now” will redirect you to a third-party payment website, specializing in secure Credit Card transactions. Credit Cards accepted include, Visa, MasterCard and American Express.

**Customer Trust Accounts**: Payments will be processed based on current arrangements with the Zoning & Permits office for trust account holders. Funds will not automatically be withdrawn from Trust Accounts. Please note that if you do not have a trust account, you will not see this option.

Follow these steps to pay online by credit card:

1. Select “Pay Now”.
2. Enter your Credit Card information.
3. Select “Pay With Your Credit Card” to complete the transaction.
4. You will have an opportunity to print your receipt once your payment has been processed.
Reset Your Password

Follow these steps to reset your password online.

1. Visit winnipeg.ca/permitsonline
2. Select “Access Permits Online”
3. From the Login page, select “Forgot Password”
4. Enter your email address, select your password question from the dropdown list, and enter your password answer. You must use the security question/answer saved as part of your User Profile. Select “Submit”.
5. Once your information is validated, you will receive an email with a new temporary password.
6. After logging in successfully, reset your password by selecting “User Profile”.

Questions? Contact Us

Visit winnipeg.ca/permitsonline for more information.

- Email: ppd-permit@winnipeg.ca
- Permits Direct Line: 204-986-5140
- Business Hours: 8:30 a.m. – 4:30 p.m., Monday to Friday
- Location:
  Planning, Property and Development Department
  Zoning & Permits Branch
  Unit 31-30 Fort Street
  Winnipeg, Manitoba R3C 4X7