

# ONLINE PERMIT PORTAL INFORMATION

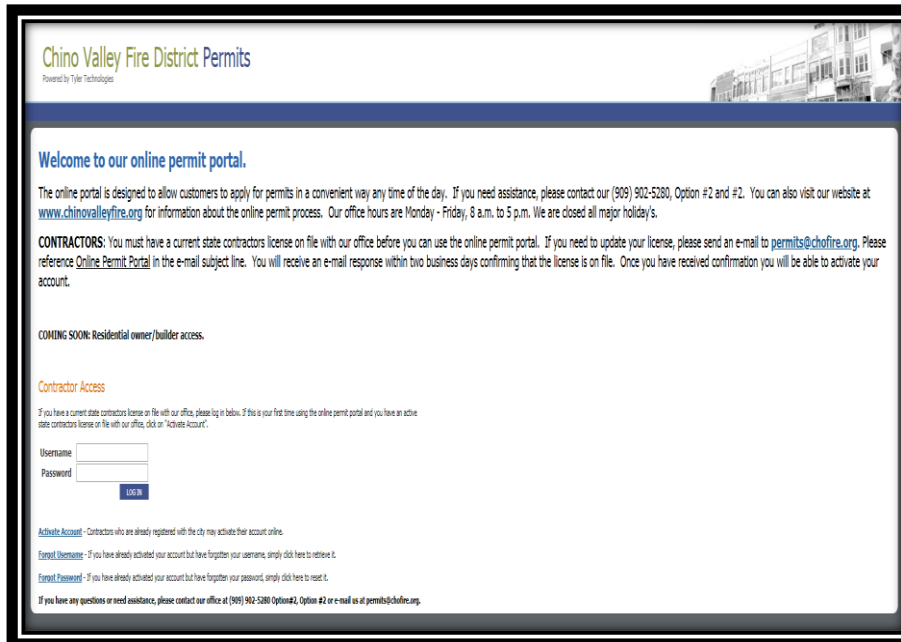
Access Chino Valley Fire's Online Permit Portal via our website at [www.chinovalleyfire.org](http://www.chinovalleyfire.org).



Place your cursor on the Departments Tab.

Under Community Risk Reduction, you will find the webpage for Permits & Plan check. Click on the hyperlink for the Permits & Plan check webpage.

The online permit portal hyperlink will be located near the bottom of the Permits & Plan check webpage, under Electronic Plan Check Submittal.



Welcome to the home page of the online permit portal.

Before you can log in, you will need to activate your account. See page 2 for steps on how to activate your account.

The home page is where you can activate your account, submit to find your username, once it has been established and or password, in the event you forget it.

Once you are logged in, the home page for your account will be "My Permits", this page will provide you access to the permits issued to you. Please note: Although there is a note that reads "Below is a list of the permits associated with your account. Click on a permit to get additional information, schedule inspections, or even make payments!" our current process does not allow for scheduling of inspections. This message is imbedded in the software and we are not able to change it.

All documents uploaded to the online permit portal need to be in PDF format.

# ONLINE PERMIT PORTAL INFORMATION

## Where do I activate my account?

On the home page of the online permit portal, there is a hyperlink entitled, "Activate Account".

**Contractor Access**

If you have a current state contractors license on file with our office, please log in below. If this is your first time using the online permit portal and you have an active state contractors license on file with our office, click on "Activate Account".

Username   
Password

**LOG IN**

**Activate Account** ← Contractors who are already registered with the city may activate their account online.

**Forgot Username** - If you have already activated your account but have forgotten your username, simply click here to retrieve it.

**Forgot Password** - If you have already activated your account but have forgotten your password, simply click here to reset it.

**If you have any questions or need assistance, please contact our office at (909) 902-5280 Option#2, Option #2 or e-mail us at [permits@chofire.org](mailto:permits@chofire.org).**

Welcome Page

### Contractor Account Activation

Please enter your business name, select "Contractor" and enter your contractors license number. When entering your contractors license, please do not enter the classification, only enter your actual license number. Example: 123456. Not C-16 123456. If your contractor information does not appear, please send an e-mail to [permits@chofire.org](mailto:permits@chofire.org). Please reference Online Permit Portal in the e-mail subject line. You will receive an e-mail response within two business days confirming that the license is on file. Once you have received confirmation you will be able to activate your account.

**Company Identity Verification**

Please answer the following questions to help us verify you are an authorized agent.

\* Business Name

\* Contractor License Type  Contractor License Number

I hereby assert that I am an authorized agent of the business described above.

**Contractor Account Profile**

Please fill in the following information to create your account.

\* Desired Username  7-100 letters and numbers only

\* Desired Password  7-25 characters (must contain: [ ])

\* Confirm Password

\* Email Address  Used for official communications

**CREATE ACCOUNT**

Enter your business name\*\* Select "CSLB" and enter your license number. When entering, do not enter the classification, only enter your actual license number.

Example: 123456 Not C-16 123456.

\*\*If your business name does not appear, please send an e-mail to [permits@chofire.org](mailto:permits@chofire.org). Please reference Online Permit Portal in the e-mail subject line. You will receive an e-mail response within two business days confirming that the license is on file. Once you have received confirmation you will be able to activate your account.

Follow the instructions provided to create your desired user name and password.

The e-mail address provided here will be the one to receive all notifications.

Remember: Only one account per licensed contractor is allowed.

# ONLINE PERMIT PORTAL INFORMATION

## How to make application for a permit?

After logging in; click on "Request Permit" to apply online and upload your plans.

**Please note: All fields with an asterisk are required to be completed.**  
**Yellow highlighted fields, shown below, indicate additional requirements. Failure to provide pertinent documentation will result in a delay of processing the application.**

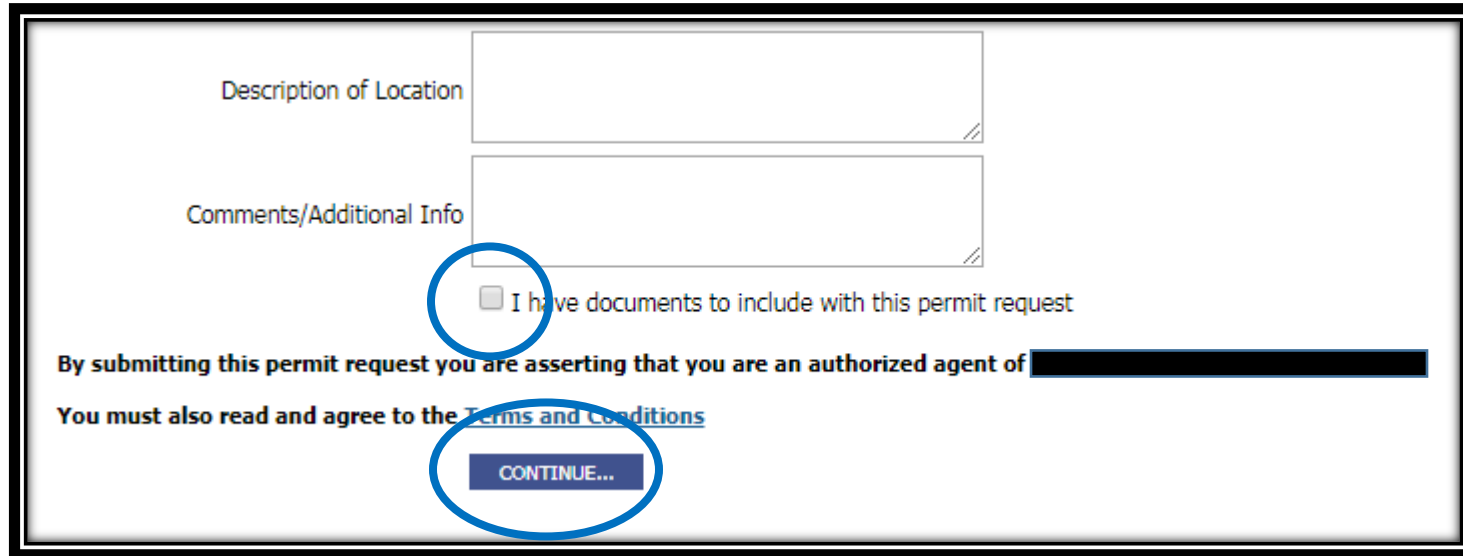
- \*Permit Type:** Select from the drop down menu.
- \*Worksite Address:** Begin typing the address, the field will start to auto-populate. If you have an issue finding an address, please e-mail [permits@chofire.org](mailto:permits@chofire.org) or call (909) 902-5280 Option #2 and #2.
- \*Description of Work Being Done:** Enter scope of work and be specific. (Example: Installation of 3 systems/risers. Each system has 200 heads)
- Description of Location:** If the site has a business or project name, please include the name here. You can also include information about the floor or section of the building the work will be conducted in. If the request is for a tract, include the tract #, phase and plan type.
- Comments/Additional Info: Include any information that will allow our office to process the application.
- Check the box below the comments section in order to upload documents on the next page.

- Lot Number:** This is required for residential tracts, including sprinklers and or photovoltaic for residential tract homes.
- Current Property Value: Not Required
- Estimated Improvement Value: Not Required
- Improvement Sq. Ft.:** This information is required for all new residential, commercial or industrial projects, as well as any T.I. permits for similar work. All HPS submittals are required to provide this information.
- \*Contact Email Address:** This field is auto-populated and linked to our database. If it is blank, please contact our office to provide a contact e-mail. You can either e-mail [permits@chofire.org](mailto:permits@chofire.org) or call (909) 902-5280 Option #2 and #2.
- \*Phone Number:** This field is populated with the information associated with our database. If it is incorrect, please e-mail us at [permits@chofire.org](mailto:permits@chofire.org) or call (909) 902-5280 Option #2 and #2.
- Click the Continue button at the bottom of the screen.

## ONLINE PERMIT PORTAL INFORMATION

### Where do I upload plans?

At time of initial request/submittal, you will need to check the box directly under the “Comments/Additional Information” box. Once this box is checked and you click “Continue”, you will be directed to a screen allowing you to upload the plans, cut sheets, consultant letter and any other relevant documents. All documents need to be in PDF format.



The screenshot shows a web form with two text input fields: "Description of Location" and "Comments/Additional Info". Below the "Comments/Additional Info" field is a checkbox labeled "I have documents to include with this permit request", which is checked. Below the checkbox is a bolded statement: "By submitting this permit request you are asserting that you are an authorized agent of [redacted]". Underneath that is a link: "You must also read and agree to the [Terms and Conditions](#)". At the bottom of the form is a blue button labeled "CONTINUE...". Two blue circles highlight the checkbox and the "CONTINUE..." button.

If you fail to upload the documents/plans at the time of initial request/submittal, you will have to wait until the application is reviewed by our office. Once that is complete, you can access the application under “My Permits”. Click the application/permit hyperlink. Scroll to the bottom of the page. You will find a “Documents” section, where you will be able to upload the documents/plans.



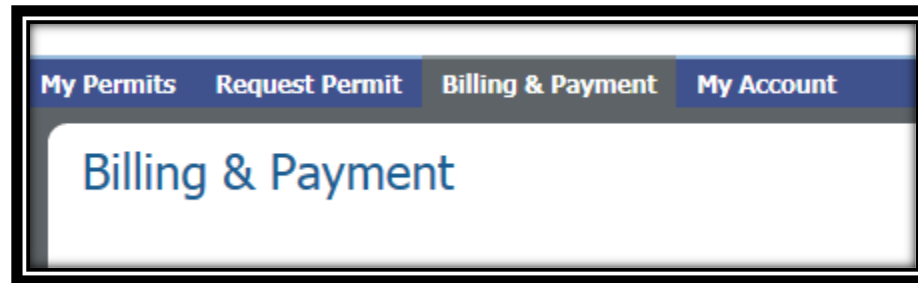
The screenshot shows a section titled "Documents (0)". Below the title is a table with one header row: "Filename". Below the table are two buttons: "+ Select Files To Upload" and "Download Selected Files".

If you experience any issue with uploading the document, due to the size, please contact our office.

## Can I pay fees through the online permit portal?

Yes. After your request/submittal has been reviewed by our office and the status of the request is no longer pending, the fees that have been assessed to the request/submittal can be paid online. Once fees have been assessed to the application, they are required to be paid within 5 business days. Fees paid by credit card, will incur a 2.5% convenience fee.

To pay online via the permit portal, once you are logged in, click on “Billing & Payment”, this will show you all fees associated to an application/permit that are unpaid. You will be able to select what application/permit you wish to pay.

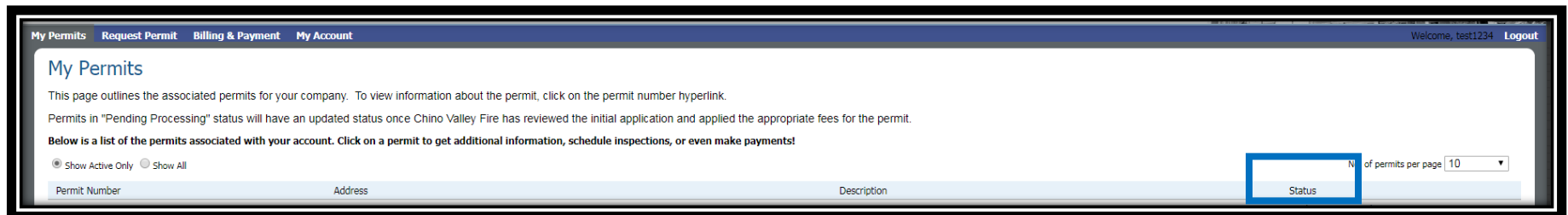


## What other options are available for paying on a permit request/submittal?

You are able to submit payment in person at our office, located at 14011 City Center Drive, Chino Hills. Once fees have been assessed to the application, they are required to be paid within 5 business days.

## How do I check the status of my plan review?

Once you are logged into the online portal, you can review the status of an application/permit by clicking on the application/permit number under “My Permits”. The application/permit will be in one of 7 statuses that is available. See page 6 for the various application/permit statuses.



## ONLINE PERMIT PORTAL INFORMATION

### What does my application/permit status mean?

Application Created: Waiting for plan check review.

Application Canceled: Job canceled.

Application Denied: Corrections needed.

Permit Created: Plans approved; Permit waiting to be issued.

Permit Issued: Work can commence.

Permit Expired: Application/permit exceeded time with no activity.

Permit Complete: All inspections finalized.

### How do I submit revisions and/or as-builts plans?

Access the application/permit under “My Permits”. Click the application/permit hyperlink. See page 4 on how to upload plans. Please note: All revised and/or as-built plans should be labeled with the permit number\_job site address\_title of plans.

**Example: 2019-1010\_14011 City Center Dr\_Revisions or 2019-1010\_14011 City Center Dr\_AsBuilts**

### How do I schedule inspections?

Contractors are required to contact our office a minimum of 48 hours prior to the desired date and time of the requested inspection. The 48 hours does not include weekends and or holidays. Most projects will have an assigned inspector and the inspections should be scheduled with the assigned inspector. A business card is provided at the time of permit issuance for the assigned inspector. If you do not know who your project inspector is, please contact us at 909-902-5280 Option #2 and #1 or e-mail us at [permits@chofire.org](mailto:permits@chofire.org).

### Can I check the status of my inspections?

Yes. Once you are logged in, access the application/permit under “My Permits”. Click the application/permit hyperlink. Scroll to near the bottom of the page. You will find an “Inspections” section where you will be able to view the required inspections and the status of the inspection(s).



Inspections				REQUEST	
Date	Inspection Type	Request	Inspection Comment	Status	Pass/Fail
	FS FINAL			Created	
08/23/2018 12:30 PM	<a href="#">FS COMBO - ROUGH HYDRO</a>	<a href="#">Add Comment</a>		Scheduled	