

E-Permit FAQs

Below is a list of the most Frequently Asked Questions about electronic submission of applications, electronic review of applications and the issuance of Building Permits.

Process overview – how it works

Submit your complete Permit Application through the Public Portal

[After you submit your application](#)

[After your Permit has been issued](#)

What is an electronic plan review?

The Orillia Building Division reviews all Permit Applications using an electronic plan review process and no longer reviews paper Applications. When an Application is approved, the Permit will be issued in PDF format and sent to the applicant in digital format.

The applicant must print the documents and drawings which form the Building Permit and keep them on the construction site.

How do I register?

1. From the [portal homepage](#), click on 'Register' on the left menu.
2. Enter the email address you will be using for the portal.
3. Create a password and re-enter to confirm.
4. Click 'Register'.
5. Once you click on 'Register' you will receive an email from notifications@psdcitywide.com at the address you used to register to confirm your account.
6. Click on 'Verify' or copy the URL into your browser. The link in the message will validate your account. Make sure you are using the email address you registered with.
7. You can now sign into the public portal and update your profile and begin to submit Permit Applications.

Troubleshooting and common issues:

- Registering with a different email than the one you are using on your cell phone.
- Expecting your confirmation email but looking into an email box not associated with registration.

I have registered but I did not receive my registration email. Now what do I do?

There are a couple of things to check:

- You should receive an email within 15 minutes of registering. However, sometimes emails can be delayed for reasons out of our control. Please be patient.

- Did you spell your email address correctly? Are you accessing the email address you used to register with? If you are not sure, you could try registering again with the same email address. If we already have that email on file, you will see a message indicating “An account already exists for this username.”
- Check your junk/spam folder. Sometimes messages end up in places we don't intend.

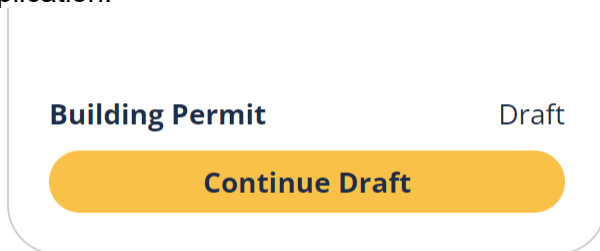
I forgot my password - what do I do now?

From the Home page:

- Click the 'Forgot Password' link.
- Enter the email address for your account.
- Click the 'Send Link' button.
- You will receive an email with a link to change your password.

Can I start and save a Building Permit Application to complete later?

Yes. If you have started a Building Permit Application, you can select “Save” at the bottom of the application webpage. Your progress will be saved. To resume your application, select My Building Permits from the dashboard. A listing of all Building Permits and draft applications will be presented. Select the “Continue Draft” button under the selected appropriate draft application. You will need to complete the checklist each time you resume the application.



How do I see the items I submitted?

- Log into the [Public Portal](#)
- Click on Building Permits
- The Permits will be listed under “My Building Permits”

How do I upload documents to my Permit?

If you need to upload more documents to your existing application or Permit:

- Sign in to the [Public Portal](#) and click on “Building Permits”
- Find the Application or Permit and click on it to open it.
- Select the “Upload” button and follow the prompts.



[Upload](#) [Download All](#)

Permit Type	Updated
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[Upload](#)

How will my Permit be delivered when it is issued?

Your Permit will be issued in PDF format and sent to you via email. If the Permit package is less than 10MB, it will be attached to the email sent to the Applicant, provided all the fees have been paid. If the Permit package is greater than 10MB, a secure link will be included in the email to the applicant to allow the Permit package to be downloaded.