

Online Development Center User Guide

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1. Overview

The Online Development Center application is an easy-to-use web application designed for citizens and contractors who are seeking information or managing land development activities.

This user guide explains the many features of the Online Development Center web-based application.

2. Online Development Center Home Page and Activities

2.1 Technical Requirements

To successfully access the Online Development Center, you need:

1. A connection to the Internet.
2. Internet Explorer 6.0 or higher.
3. JavaScript enabled on your browser.
4. To access some areas of the web site, an authorized user name and password is required.

2.2 The Online Development Center Home Page

The Online Development Center home page can be accessed by entering the following website address:

<http://onlinedevcenter.raleighnc.gov/devservices>

This will open the **Home Page**, as shown below:

The Online Development Center is a multi-departmental service provided to citizens and contractors seeking information about land development and construction within the City of Raleigh's Planning and Zoning jurisdiction.

Visitors may search for and view information from a variety of city review processes. The following are currently available:	Contractors with a valid City of Raleigh user account and password may use the following online services:
Plan Review <ul style="list-style-type: none">• View Development Plans Search and view preliminary plan information.• View Public Improvement Plans Search and view construction plan information.• View Building / Permit Plan Comments Search and view plan review comments.	Permits <ul style="list-style-type: none">• Apply for Permits Apply for and purchase Electrical, Mechanical and Plumbing permits online.
Permits <ul style="list-style-type: none">• View Permits Search and view permit information.	Inspections <ul style="list-style-type: none">• Manage Inspection Activities Schedule, reschedule, cancel and view inspections.
	Account Administration <ul style="list-style-type: none">• Contractor Create or modify account.

2.3 Activities

The Online Development Center consists of the following four primary activities:

- Plan Review (Section 4)
- Permits (Section 5)
- Inspections (Section 6)
- Account Administration (Section 7)

Each of these activities is described in the respective sections.

3. User Interface

3.1 Overview

All web pages in the **Online Development Center** use a common user interface. This chapter describes these five elements. They are:

- Header (Section 3.2)
- Footer (Section 3.3)
- Information Message (Section 3.4)
- “The Islands” on the web page (Section 3.5)
- Security Timeout (Section 3.6)

3.2 Header

The Header section is the top part of the page that shows the City of Raleigh Online Development Center. It has tabs that allow users to navigate to activities within the Online Development Center.



3.3 Footer

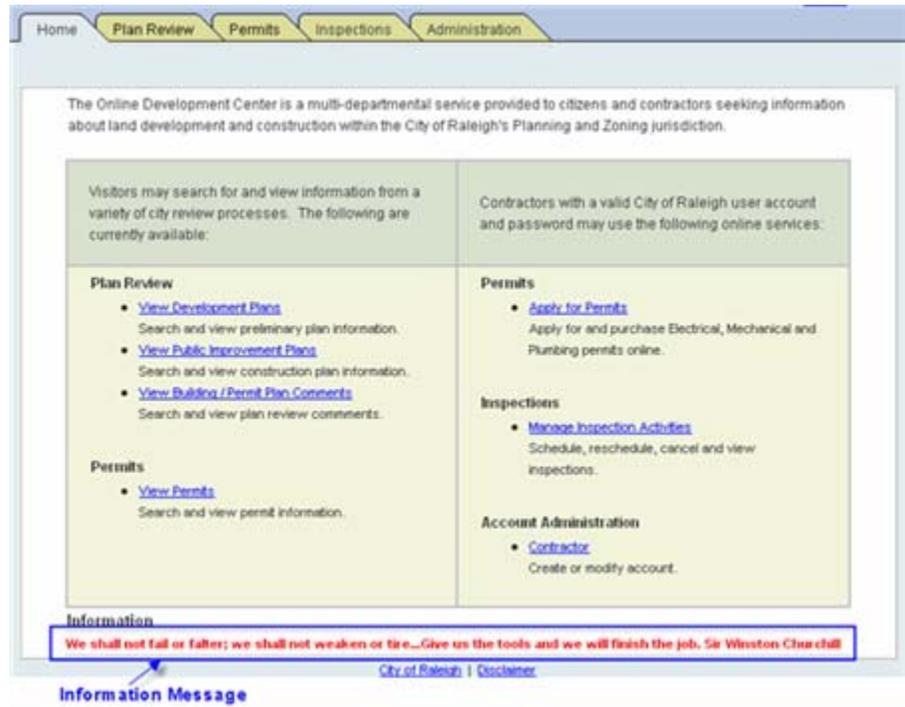
The Footer section, which is common to all web pages, contains the name and phone number of a person to contact if you have questions, as well as working hours and hyperlinks to the **City of Raleigh** website and our **Disclaimer**.

If you need help, please contact Rotonda McKoy during normal working hours (8:00 am to 4:45 pm) at (919) 516-2574 or by email at rotonda.mckoy@ci.raleigh.nc.us

[City of Raleigh](#) | [Disclaimer](#)

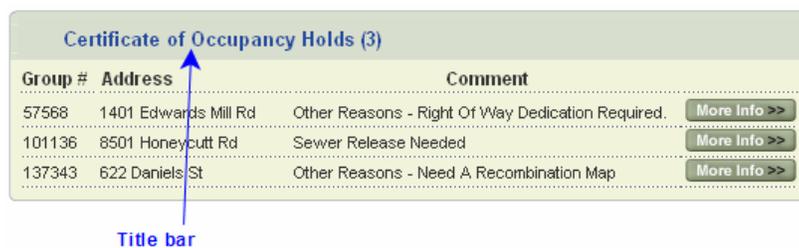
3.4 Information Message

The message to contractors is displayed on the home page, shown below:



3.5 The Islands

Many web pages have islands, as shown in the example below. Each island has its own title bar.



If the number of rows in an island is large and requires scrolling, you will see a **View All** button on the right side of the title bar as shown in the **Inspections Completed in the last 7 days** island below.

Inspections Completed in the last 7 days (11) View All

Inspection Details	Address	Result	Inspected Date	
Mechanical 18216 Final	4521 ANTIQUE LA	Approved	08/11/06	More Info >>
Mechanical 29008 Final	7317 BASSETT HALL CT	Approved	08/11/06	More Info >>
Mechanical 68858 Final	4909 BROOKHAVEN DR	Approved	08/11/06	More Info >>
Electrical 76228 Final	2817 KITTRELL DR	Approved	08/11/06	More Info >>
Mechanical 68892 Final	1904 LODESTAR DR	Approved	08/11/06	More Info >>

When you click **View All**, the island height expands so you can view all the rows without the need to scroll up or down. The text on the button changes to **Minimize**.

Inspections Completed in the last 7 days (11) Minimize

Inspection Details	Address	Result	Inspected Date	
Mechanical 18216 Final	4521 ANTIQUE LA	Approved	08/11/06	More Info >>
Mechanical 29008 Final	7317 BASSETT HALL CT	Approved	08/11/06	More Info >>
Mechanical 68858 Final	4909 BROOKHAVEN DR	Approved	08/11/06	More Info >>
Electrical 76228 Final	2817 KITTRELL DR	Approved	08/11/06	More Info >>
Mechanical 68892 Final	1904 LODESTAR DR	Approved	08/11/06	More Info >>
Electrical 75895 Final	1904 LODESTAR DR	Approved	08/11/06	More Info >>
Mechanical 68493 Final	2210 OXFORD RD	Approved	08/10/06	More Info >>
Electrical 75416 Final	2210 OXFORD RD	Approved	08/10/06	More Info >>
Mechanical 51019 Final	2436 OXFORD RD	Rejected	08/15/06	More Info >>
Mechanical 64875 Final	4601 SIX FORKS RD # 310	Approved	08/10/06	More Info >>
Mechanical 64875 Rough In	4601 SIX FORKS RD # 310	Approved	08/10/06	More Info >>

When you click **Minimize**, the island returns to its default size and the text on the button changes back to **View All**.

Each row in the island has a **More Info** button, as shown above. Clicking on the **More Info** button opens the appropriate details web page.

3.6 Security Timeout

Certain areas in the application require a valid username and password. Due to security and resource concerns, the system automatically logs you off after 30 minutes of inactivity.

When you are ready to resume working with the system, click any button on the screen. The system automatically loads the Sign-in page for you. You can also close the web-browser window and reload the login page manually in a new browser window.

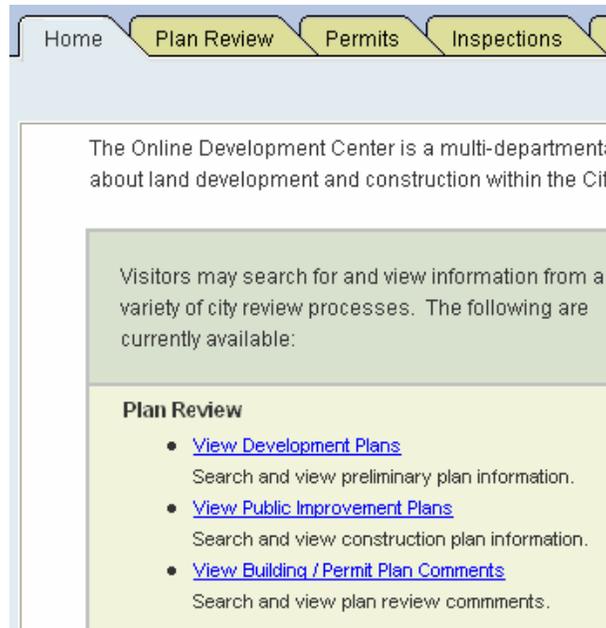
4. Plan Review

4.1 Introduction

You can perform three activities in the **Plan Review** module. They are:

- View Development Plans (Section 4.2)
- View Public Improvement Plans (Section 4.3)
- View Building / Permit Plan Comments (Section 4.4)

You can access these directly by clicking the desired activity on the Online Development Center **Home Page** under the **Home** tab, as shown below:



You can also access these activities by clicking on links provided under the **Plan Review** tab on the Online Development Center **Home Page**, as shown below:

Home Plan Review Permits Inspections Administration

Plan Review

The City of Raleigh reviews plans for many types of development and construction projects. The projects submitted to and reviewed by the city since the 1980's. Information about our review regulations can be found [here](#).

	Development Plans - View Plans Search and view preliminary plan information.
	Public Improvement Plans - View Plans Search and view public improvement construction plans.
	Building / Permit Plans - View Comments Search and view plan review comments.

4.2 View Development Plans

The Development Plans section allows you to search for Development Plans.

To start the search process, click on the Development Plans related hyperlink on the **Home** or **Plan Review** tab on the Online Development Center **Home Page**. This will take you to the **Search for Development Plans** web page, which has Quick Reports and Advanced Search islands, shown below:

Information is available for plans submitted since January 1, 1980.

Search for Plans in Review ~ QUICK REPORTS

- Plans submitted within the last 30 days
- Plans approved within the last 30 days
- Group housing (apartments/condos) submitted in the past year (last 365 days)
- Subdivisions submitted in the past year (last 365 days)
- Site plans submitted in the past year (last 365 days)

[View Report](#)

Search for Plans in Review ~ ADVANCED SEARCH

Planning District:

CAC District:

Planner:

File Number:

File Name:

Owner:

Plan Preparer:

Major Street:

Approval Date (M/D/YYYY):

Submittal Date (M/D/YYYY):

Lots:

Units:

Sq. Ft.:

Field, Links and Buttons on this Page

Search for Plans in Review – Quick Reports	
Plans submitted within the last 30 days	Select this option to find development plans submitted within the last 30 days
Plans approved within the last 30 days	Select this option to find development plans approved within the last 30 days
Group housing (apartments/condos) submitted in the past year (last 365 days)	Select this option to find group housing (apartments/condos) submitted in the past year (last 365 days)
Subdivisions submitted in the past year (last 365 days)	Select this option to find subdivisions submitted in the past year (last 365 days)
Site plans submitted in the past year (last 365 days)	Select this option to find site plans submitted in the past year (last 365 days)
View Report	Click View Report to generate the selected report
Search for Plans in Review ~ ADVANCED SEARCH	
Planning District	Drop-down box shows planning districts

CAC District	Drop-down box shows Citizen Advisory Council districts
Planner	Drop-down box shows names of planners
File Number	Filter plans based on plan type, number and year plan submitted
File Name	File name
Owner	Owner name
Plan Preparer	Drop-down box shows plan preparers
Major Street	Drop-down box shows major street
Approval Date	Click here to select the From and To dates when plans were approved. From date is start of date range and To date is end of date range
Submittal Date	Click here to select the From and To dates when plans were submitted. From date is start of date range and To date is end of date range
Find	Click Find to find plans that match search criteria
Clear	Click Clear to clear all fields

When you click **View Report** or **Find** after entering your search criterion, you will see the **Development Plans Results** web page, as shown below:

File Number	File Name	Major Street	Submittal Date
PA-31-1997	DOMINION HOMES OFFICE	NEW BERN AV	04/07/1997
PA-26-1997	CAMERON VILLAGE LOT2A	CLARK AV	03/17/1997
S-102-1995	MELROSE APARTMENTS	TRALWOOD DR	11/01/1995
PA-9-1997	APPLEBEEES	FORESTVILLE RD	02/03/1997
SP-2-1997	SHOPS AT GROVE BARTON	GLENWOOD AV	10/08/1997
S-73-1997	WILLOW PLACE TOWNHOMES	EDMUND ST	07/07/1997
PA-25-1997	CAMERON VILLAGE LOT 2B	CLARK AV	03/17/1997
PA-24-1997	CAMERON VILLAGE SUBDIVISION	CLARK AV	03/17/1997
SP-55-1998	RALEIGH RESCUE MISSION	NEW BERN AV	07/21/1998
S-15-1998	LINCOLN PARK EAST PH. 2	CORPORATION PKWY	02/19/1998
PA-17-1997	OAK CITY VILLAS	METHOD RD	02/17/1997
S-13-1999	ENCLAVE AT INMAN PARK	LEAD MINE RD	02/15/1999
S-17-1999	FALLS LOTS 49,50	FONVILLE RD	02/18/1999
S-46-1999	BEACON VILLAGE	CORPORATION PKWY	04/06/1999
GH-19-1999	AVENT FERRY APARTMENTS	AVENT FERRY RD	04/14/1999
S-22-1999	FALLS BRIDGE	FALLS OF NEUSE RD	04/17/1999

Click the **File Number** hyperlink to see details of the Development Plan, as shown below:

Development Plan Details		Development Plans Search
		Development Plans Search Results
Plan Review Results:		
The information you have requested is shown below:		
File Number:	S-66-2005	
Plan Type:	SUBDIVISION	
File Name:	MURRAY HILL @ CROSSWINDS	
Major Street:	MURRAY HILL DR	
<hr/>		
Number of Acres:	9.96	Zoning: R-4
Number of Lots Requested:	20	Planning District: NORTH
Number of Units Requested:		CAC District: NORTH
Square Feet:	0	Map Number: 0798.19
<hr/>		
Developer:	MURRAY HILL DEVELOPMENT	Submittal Date: 07/29/2005
Developer Phone:	(919) 848-5010	Action Date: 10/25/2005
Plan Preparer:	STUART JONES CONSULTING	Action Taken: A
Contact Phone:		Approved By: Planning Commission

4.3 View Public Improvement Plans

The Public Improvement Plans section allows you to search for Public Improvement Plans.

To start the process, click on the Public Improvement Plans related hyperlink on the **Home** or **Plan Review** tab on the Online Development Center **Home Page**. This will take you to the **Search for Public Improvement Plans** web page, which has Quick Reports and Advanced Search islands, as shown:

Search for Plans in Review ~ QUICK REPORTS

- Plans submitted within the last 30 days
- Plans approved within the last 30 days
- Group housing (apartments/condos) submitted in the past year (last 365 days)
- Subdivisions submitted in the past year (last 365 days)
- Site plans submitted in the past year (last 365 days)

Search for Plans in Review ~ ADVANCED SEARCH

File Number:

File Name:

Engineer:

Major Street:

Approval Date (M/D/YY):

Submittal Date (M/D/YY):

Field, Links and Buttons on this Page

Search for Plans in Review – Quick Reports	
Plans submitted within the last 30 days	Select this option to find plans submitted within the last 30 days
Plans approved within the last 30 days	Select this option to find plans approved within the last 30 days
Group housing (apartments/condos) submitted in the past year (last 365 days)	Select this option to find group housing (apartments/condos) submitted in the past year (last 365 days)
Subdivisions submitted in the past year (last 365 days)	Select this option to find subdivisions submitted in the past year (last 365 days)

Site plans submitted in the past year (last 365 days)	Select this option to find site plans submitted in the past year (last 365 days)
View Report	Click View Report to generate the selected report
Search for Plans in Review ~ ADVANCED SEARCH	
File Number	Filter plans based on plan type, number and year plan submitted
File Name	File name
Engineer	Drop-down box shows engineer
Major Street	Drop-down box shows major street
Approval Date	Click here to select the From and To dates when plans were approved. From date is start of date range and To date is end of date range
Submittal Date	Click here to select the From and To dates when plans were submitted. From date is start of date range and To date is end of date range
Find	Click Find to find plans that match search criteria
Clear	Click Cancel to clear information entered on this page

When you click **View Report** or the **Find** button after entering your search criterion, you will see the **Public Improvement Plans Results** web page, as shown:

View Public Improvement Plans - List of Results [Construction Plans Search](#)

Click a File Number below to view details for the Public Improvement Plan.			
File Number	File Name	Major Street	Submittal Date
S-97-1998	WORLD TRADE PARK PH 1-2-3	GLOBE RD	12/11/1998
GH-2-1998	BREEZEWOOD CONDOMINIUMS	DUNN RD	08/27/1998
S-16-1997	DURALEIGH SQUARE	DURALEIGH RD	03/26/1998
SP-97-1998	BODY OF CHRIST CHURCH	SPRING FOREST RD	10/27/1998
S-6-1998	VASBINDER SUBD.	WINDING TRL	02/25/1999
S-72-1998	STONE RIDGE SUBDIVISION PH-1	BUFFALO RD	03/12/1999
S-13-1999	THE ENCLAVE AT INMAN PARK	LEAD MINE RD	04/27/1999
S-63-1999	THE COLONNADE PH-1	SIX FORKS RD	06/30/1999
S-22-1999	TRAEMOOR VILLAGE, VILLAS	STRICKLAND RD	07/13/1999

Click the **File Number** hyperlink to see details of the Public Improvement Plan, as shown below:

View Public Improvement Plan Details [Construction Plans Search](#)
[Construction Plans Search Results](#)

Plan Review Results:
The information you have requested is shown below.

File Number: S-58-2005
Plan Type: SUBDIVISION
File Name: WAKEFIELD PARK TRACT 201 SEWER ONLY
Major Street: NEW FALLS OF NEUSE RD

# of Building Lots:	2	Street (Linear Feet):	0
# of Open Space Lots:	0	Sidewalk (Linear Feet):	0
Number of Units:	0	Water (Linear Feet):	0
		Sewer (Linear Feet):	500

Engineer:	BALLENTINE ASSOCIATES, PA	Submittal Date:	07/08/2005
Engineer Ph:	(919) 929-0481	Mylar Approved Date:	7/15/2005

4.4 View Building / Permit Plan Comments

The **Building / Permit Plan Comments** section allows you to search for Building / Permit Plan Comments.

To start the process, click on the Building / Permit Plan Comments related hyperlink on the **Home** or **Plan Review** tab on the Online Development Center **Home Page**. This will take you to the **Search for Plan Review Comments** web page, shown below:

Search for Plan Review Comments

Comments are available for plans currently being reviewed by the City of Raleigh.

Search:

Please enter your transaction number below.

Transaction Number:

If you do not have a transaction number, please enter the address below.

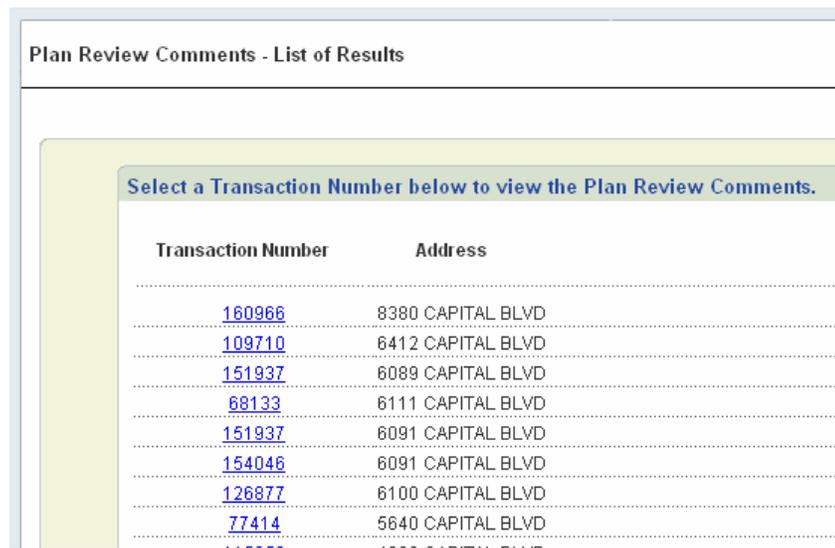
Street Number	Suite	Pre Dir	Street Name *Required	Post Dir	Street Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Field, Links and Buttons on this Page

Transaction Number	Enter the Transaction Number in the space provided
Submit	Click Submit to search based on the transaction number. This will take you directly to the plan review results web page
Street Number	Enter the street number
Suite	Enter the suite number
Pre Dir	Enter the direction of the street, if any
Street Name	Enter the street name
Post Dir	Enter the post direction of the street, if any
Street Type	Enter the street type
Find It	Click Find It to search based on address
Cancel	Click Cancel to clear information entered on this page

When you click **Find It**, there could be more than one address and /or transactions associated with an address, so you will get the **Plan Review Comments - List of Results** web page. However, if you entered a Transaction Number and clicked **Search**, it will take you directly to the **Plan Review Results** web page.

A screenshot of the **Plan Review Comments – List of Results** web page is shown:



If you click on a **Transaction Number** hyperlink, you will get the **Plan Review Results** web page, shown below:

Plan Review Results:

This is an incomplete listing of your review for this project. Do not bring any revisions pertaining to this review. If revisions will be required, a complete listing of review comments will be faxed or emailed to the project contact person upon the completion of this review cycle.

NOTE:
Once all review trades are approved and there are no outstanding administrative issues such as map recordings, contractor licensing information, etc., it could take up to three (3) days before your project will be ready for permit pick-up. Your project contact person will be notified via fax, email or phone.

Transaction Number:	60005	Contact Person:	CHRISTINE PECHNER		
		Phone:	(919) 878-5250		
		Fax:	(919) 878-9187		
Review Type Description:	city job: construct 3 boardwalks different sections @Kiwanis Park, gazebo, stairs @ proposed path @ Wake Forest Road, trail construction, asphalt, boardwalks & storm drainage structures; right ofway encroachment agreement in file w/application				
Plan Address:	222 W HARGETT ST				
Group Created:	01/06/2003	Started Plans Routing:	01/06/2003	Review Approved:	05/02/2003
Final Review Approved:	06/27/2003	Permits Issued:	07/28/2003		

Review Cycle - 4		Started - 04/23/2003	Completed - 05/02/2003	
Trade	Status	Reviewer	Date	
CONSERVATION	APPROVED	TODD RALL (919) 890-3172	04/23/2003	
TECHNICAL SERVICES	CONDITIONALLY APPROVED	MARY PESHEK (919) 890-3753	05/02/2003	
1 This is a City project, contractors out to bid, must go before council, information will be provided asap.				

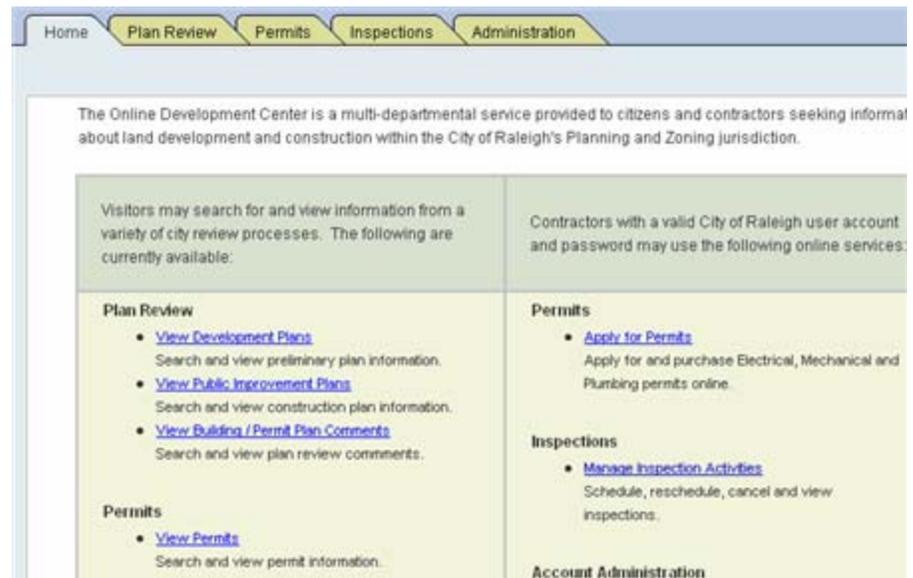
5. Permits

5.1 Introduction

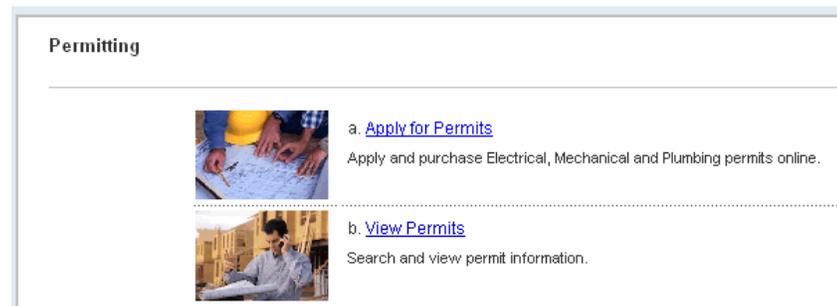
You can perform two activities in the **Permits** module. They are:

- View Permits (Section 5.2)
- Apply for Permits (Section 5.3)

You can access these activities directly by clicking on the required activity on the Online Development Center **Home Page** under the **Home** tab, as shown:



You can also access these activities by clicking on links provided under the **Permits** tab on the Online Development Center **Home Page**, shown below:



5.2 View Permits

To view permits, click the **View Permits** hyperlink either under the **Home** or the **Permits** tab on the Online Development Center **Home Page**. This takes you to the **Search for Permits** web page, shown below:

Search for Permits

Information is available for currently issued permits.

Please enter the project address :

Number	Suite	Pre Dir	Street Name	Suf Dir	Type
<input type="text"/>					

Field, Links and Buttons on this Page

Number	Enter the street number
Suite	Enter the suite number
Pre Dir	Enter the direction of the street, if any
Street Name	Enter the street name
Suf Dir	Enter the street direction of the address suffix, if any
Type	Enter the street type
Continue	Click Continue to search for permits based on address
Clear	Click Clear to clear the information entered on this page

When you click **Continue**, there could be more than one address and / or permit group associated with an address so you will get the **View Permits - List of Results** web page. However, if the search returned only one result, you will go directly to the **Permit Details** page.

A screenshot for the **View Permits - List of Results** web page is shown below:

View Permits - List of Results

Click the Group Number below to view details for the permit.

Group Number	Address	Proposed Work
96084	1000 CAPITAL BLVD	WATER STUB
129651	1000 CAPITAL BLVD	INSTALL 6' CHAIN LINK FENCE
48565	1090 CAPITAL BLVD	MODULAR EMPLOYEE BREAKROOM
68539	1090 CAPITAL BLVD	INSTALL FLOOD LIGHTS & EXPLOSION PROOF RECEPTACLES
29290	10965 CAPITAL BLVD	GRADING ONLY

When you click the **Group Number** hyperlink on the **View Permit - List of Results** web page, you see the **View Permit Details** web page, shown below:

Permit Details

General Inquiry Information

The information you have requested is given below:

Proposed Work:	REPLACING BOILER & 2 CONDENSERS
Square Footage:	
Occupancy:	
Address:	1117 CAPITAL BLVD
General Contractor:	PROPST & SON ELECTRICAL COMPAN
Phone:	(919)471-3604
Fax:	

Permit Type	Contractor	Phone Number
ELECTRICAL	PROPST & SON ELECTRICAL COMPAN	(919)471-3604
MECHANICAL	AIRMAKERS HEATING & A / C	(919)878-8800

5.3 Apply for Permits

In this section, you can apply and pay for Electrical, Mechanical and Plumbing permits for minor alterations and repairs. At the end of the permit application process, you will have to print your permit package. Please have your printer ready.

The **Apply for Permits** section has the following pages:

- Sign In (Section 5.3.2)

- Create New Account (This is discussed in the **Administration** section)
- Project Address (Section 5.3.3)
- Permit Application (Section 5.3.4)
- Electrical Permit Application (Section 5.3.5)
- Mechanical Permit Application (Section 5.3.6)
- Plumbing Permit Application (Section 5.3.7)
- Permit Summary (Section 5.3.8)
- Payment Form (Section 5.3.9)
- Permit Issuance Summary (Section 5.3.10)
- Permit Package (Section 5.3.11)

5.3.1 Sign-In

The **Apply for Permits** section requires you to login to the **Online Development Center** to obtain a permit.

Fields, Links and Buttons on this Page

User Name	Enter your user name
Password	Enter your password
Sign In	Click to sign in to the application
Forgot Your User Name?	Click, if you have forgotten your user name. This is discussed in detail in the Administration section
Forgot Your Password?	Click, if you have forgotten your password. This is discussed in detail in the Administration section

Create Account	New users require an account setup. To set up, click the Create Account button. This is discussed in detail in the Administration section
-----------------------	---

5.3.2 Project Address

To apply for a permit, you need a valid Raleigh address. Enter the address for which you are obtaining a permit. The **Project Address Page** performs an address validation before taking you to the **Permit Application Page**.

Fields, Links and Buttons on this Page

Number	Enter the street number
Suite	Enter the suite number
Pre Dir	Select the prefix direction, if any, by selecting a value from the drop-down list
Street Name	Enter the street name
Suf Dir	Enter the address suffix direction, if any, by selecting a value from the drop-down list
Type	Enter the street type
Continue	Click Continue to continue the permit application process

Clear	Click Clear to clear the form
--------------	--------------------------------------

You can either enter a fully qualified address or enter a partial address and click **Continue**. You will be presented with a list of addresses from which to choose, as shown below. Select the address and click **Continue**.

Contractor : NEWCOMB & CO

Please enter the project address :

Number	Suite	Pre Dir	Street Name	Suf Dir	Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="hargett"/>	<input type="text"/>	<input type="text"/>

- 9 E HARGETT ST
- 10 E HARGETT ST
- 11 E HARGETT ST
- 12 E HARGETT ST
- 12 1/2 E HARGETT ST
- 12 201 E HARGETT ST
- 13 E HARGETT ST
- 14 E HARGETT ST
- 16 E HARGETT ST
- 17 E HARGETT ST

Once you click on Continue, you will not be able to return to this page.

If you need help, please contact Rotonda McKoy during normal working hours (8:00 am to 4:45 pm) at (919) 516-2582 or by email at rotonda.mckoy@ci.raleigh.nc.us

NOTE	The address you enter has to be a valid address within the City of Raleigh’s jurisdiction. If there are any holds on this address, you will not be able to proceed with the online permit application.
-------------	--

5.3.3 Permit Application

After your address has been validated, you will be routed to the **Permit Application** page. Here you will choose the type of permits you require, the contact information, and the proposed work for the project.

Permit Application

Street Number	Suite	Pre Dir	Street Name	Suf Dir	Street Type
10		E	HARGETT		ST

Primary Contractor: NEWCOMB & COMPANY

Your project address has been validated. Please complete the following information for this project.

Owner:	EMPIRE D2 PROPERTIES LLC	Phone:	<input type="text"/>
	133 FAYETTEVILLE ST MALL STE 600		<i>Ex: 9198901234</i>
	RALEIGH NC 27601-2911	Fax:	<input type="text"/>
			<i>Ex: 9198901234</i>
		Email:	<input type="text"/>
Contact Person:	<input type="text"/>	Phone:	<input type="text"/>
			<i>Ex: 9198901234</i>
	<input type="checkbox"/> Notify me via email of each inspection result.	Fax:	<input type="text"/>
			<i>Ex: 9198901234</i>
		Email:	<input type="text"/>

Please apply for permits via the form below:

- Electrical Permit
- Mechanical Permit
- Plumbing Permit

Type of Work:

Description of Proposed Work:

Once you click on Continue, you will not be able to return to this page.

Fields, Links and Buttons on this Page

Owner Phone	Enter the owner's phone number
Owner Fax	Enter the owner's fax number
Owner Email	Enter the owner's email address

Contact Person	Enter the name of the contact person
Contact Phone	Enter the contact person's phone number
Contact Fax	Enter the contact person's fax number
Contact Email	Enter the contact person's email address
Notify Email Check Box	Check this box, if you would like to receive email notification of inspection results for this permit
Electrical Permit Check Box	Check this box to apply for an electrical permit
Mechanical Permit Check Box	Check this box to apply for a mechanical permit
Plumbing Permit Check Box	Check this box to apply for a plumbing permit
Type of Work	Select the type of work: residential, commercial, or group housing
Description of Proposed Work	Enter a brief description of the type of work
Continue	Click Continue to proceed with the permit application process
Clear	Click Clear to clear the form

5.3.4 Electrical Permit Application

This is the **Electrical Permit Application** page. Your validated address will appear on the top of the page.

Street Number	Suite	Pre Dir	Street Name	Suf Dir	Street Type
222		W	HARGETT		ST
Primary Contractor: BOLTON CORPORATION					
If you are not licensed to obtain this permit, please choose your authorized sub-contractor:					
<input type="text"/>					
Electrical Cost of Construction: \$ <input type="text"/>					
Voltage:					
<input type="radio"/> 50 or Less <input checked="" type="radio"/> 600 Or Less <input type="radio"/> Greater Than 600					
Residential SFD/Duplex:					
<input type="checkbox"/> Temporary Board <input type="checkbox"/> New Wiring Circuits <input type="checkbox"/> Replace Fixture <input type="checkbox"/> Repair Service					
<input type="button" value="Continue"/> <input type="button" value="Clear"/>					

NOTE	If you are installing a generator, select New Wiring Circuits . This will generate rough-in and final inspections.
-------------	---

Fields, Links and Buttons on this Page

Alternate Contractor	If you are not licensed to obtain this permit, you can choose a subcontractor from this list of authorized contractors
Electrical Cost of Construction	Enter the cost of construction
Voltage	Select the voltage range from the list provided
Residential SFD / Duplex	This is for residential single family dwelling / duplex only. Select all work that applies
Continue	Click Continue to proceed with the permit application process
Clear	Click Clear to clear the form

5.3.5 Mechanical Permit Application

This is the **Mechanical Permit Application** page. Your validated address will appear on the top of the page.

Mechanical Permit Application

Street Number	Suite	Pre Dir	Street Name	Suf Dir	Street Type
222		W	HARGETT		ST

Primary Contractor: BOLTON CORPORATION

If you are not licensed to obtain this permit, please choose your authorized sub-contractor:

Type of Work:	Please select existing type of heating:	Work Includes:
<input type="checkbox"/> Heating <input type="checkbox"/> Air Conditioning	<input type="radio"/> Oil <input type="radio"/> Gas <input type="radio"/> Electric	<input type="checkbox"/> Replace Duct Only

Is this a change in fuel type? No Yes

NOTE	<p>If you are installing a fuel line for a grill, heater, lights, etc., select Heating and Gas.</p> <p>If you are installing an Apollo System, select Heating and Gas. Also indicate in the Proposed Work field that it is an Apollo system.</p>
-------------	--

Fields, Links and Buttons on this Page

Alternate Contractor	If you are not licensed to obtain this permit, you can choose a subcontractor from this list of authorized contractors
Type of Work Check Box	Select type of work: heating or air conditioning
Existing Type of Heating	Select your existing type of heating
Work Includes	Check this box, if you are replacing duct work only

Is This a Change in Fuel Type?	There may be times when the fuel type changes. Click yes, if you are changing the fuel type
Select New Heating Type	If you selected Yes , you will be asked to select the new fuel type. Select the new heating type
Continue	Click Continue to proceed with the application process
Clear	Click Clear to clear the form

NOTE	<p>Certain types of permit application may require you to apply for additional permits. For your convenience, this application will prompt you with the dialog shown below. Click OK to continue and proceed to the next permit.</p> 
-------------	---

5.3.6 Plumbing Permit Application

This is the **Plumbing Permit Application** page. Your validated address will appear on the top of the page.

Plumbing Permit Application

Street Number	Suite	Pre Dir	Street Name	Suf Dir	Street Type
222		W	HARGETT		ST

Primary Contractor: BOLTON CORPORATION

If you are not licensed to obtain this permit, please choose your authorized sub-contractor:

Repair / Replace Underground Water Line
 Repair / Replace Sewer Service
 Replace Plumbing Fixture
 Add New Plumbing Fixture To Existing System

If you are replacing a water heater please select from the following:

Replace Water Heater - No change in Fuel Type
 Replace Water Heater - With change in Fuel Type from Gas to Electric.
 Replace Water Heater - With change in Fuel Type from Electric to Gas.

Fields, Links and Buttons on this Page

Alternate Contractor	If you are not licensed to obtain this permit, you can choose a subcontractor from this list of authorized contractors
Select Work To Be Done	Choose from a list of check boxes. Select all that apply
Replacing Hot Water Heater	If you are replacing a hot water heater, you must select from the list to indicate a change in fuel type, if any
Continue	Click Continue to proceed with the permit application process
Clear	Click Clear to clear out the form

5.3.7 Permit Application Confirmation

The **Permit Application Confirmation** page summarizes all the permits you have applied for and the total amount due. When you click **Proceed to Checkout**, you will be taken to a payment form where you can pay using your credit card.

Permit Application Confirmation

Street Number	Suite	Pre Dir	Street Name	Suf Dir	Street Type
222		W	HARGETT		ST

Primary Contractor: BOLTON CORPORATION

Electrical Permit Application Details

Voltage:	600 V or Less
Electrical Cost of Construction:	\$ 2000
Residential SFD/Duplex	Temporary Board
Electrical Permit Fees:	\$ 65
Contractor Name:	BOLTON CORPORATION

Total Fees: \$ 65

Fields, Links and Buttons on this Page

Proceed to Checkout	Click Proceed to Checkout to proceed with the permit application process
Cancel	Click Cancel to cancel the permit application process

After you click **Proceed to Checkout**, you will be taken to a secure page and then back to the main application. Depending on your browser settings, you will be prompted accordingly. This is shown below:



Depending on your browser settings, a security alert may appear. Click **Yes** to continue.

5.3.8 Payment Form

Once your Permit Application has been validated, you will be routed to the **Payment Form** page.

Payment Form

Amount:

Payment Method:

Account Number:

Expiration Date:

Cardholder Name:

Address:

City:

State/Province:

Zip/Postal Code:

Country:

Fields, Links and Buttons on this Page

Amount	This is a read only field and shows the payment amount
---------------	--

Payment Method	Select payment method. You can choose VISA or MASTERCARD
Account Number	Enter your credit card number
Expiration date	Enter the credit card expiration date
Cardholder Name	Enter the cardholders name as it appears on the credit card
Address	Enter the address of the cardholder
City	Enter the city
State / Province	Select the state
Zip Postal Code	Enter your zip code
Country	Select the country
Pay	Click Pay to make a payment and process the permits
Cancel	Click Cancel to cancel the payment

After you click the Pay button, you will be routed to a **Wait Page**, shown below:

Please wait while your transaction is being processed.



If you need help, please contact ROTONDA MCKOY during normal working hours (8:00 am to 4:45 pm) at (919) 516-2582 or by email at Rotonda.McKoy@ci.raleigh.nc.us
[City of Raleigh](#) | [Disclaimer](#)

NOTE	Please wait while this page completes processing. Do not close this page or click the back button while this page is being displayed.
-------------	--

5.3.9 Permits Issuance Summary

This is the final page in the Permits Application Process. A permit package has been generated for you. Print the permit package by clicking **Print Package**.

This page has the confirmation number that you can use for future reference. Please print and keep this page for your records.

ePermits Issuance Summary Page

Your permits have been issued. The ePermit(s) confirmation number is 4004075048.
For your records please print this web page now.

Plumbing Permit	# 43503
-----------------	---------

Caution!
Please print your permit(s) now.
If you do not print the permit(s) now, a fee will be charged for printing it at the City of Raleigh.

To apply for permits for another address, click [here](#).

NOTE	There is a link provided to apply for another permit. Please use this link. Do not use the browser back button.
-------------	---

5.3.10 Permits Package

The permit package consists of the following four documents. A screenshot for each of the documents is shown below:

- Receipt
- Group Summary report
- Individual Permit reports
- Inspection card

Receipt

City of Raleigh Inspections Department			
e-Permits Receipt			
Receipt #:	111538		
Payment Date:	13-JUN-06		
Confirmation #:	4004093292		
Total Payment:	VISA \$195.00		
Payor:	JOHN DOE 123 MORGAN STREET RALEIGH NC 27602		
Transaction #:	138483		
Group #:	130455		
Project Address:	10 HARGETT ST		
Permits:	EL 67583		\$65.00
	MC 61724		\$65.00
	PL 52817		\$65.00
Total:			\$195.00

Group Summary

City of Raleigh Inspections Department			
e-Permits Group Summary			
Transaction #:	138483		
Group #:	130455		
Project Address:	10 HARGETT ST		
Property Owner:	EMPIRE D2 PROPERTIES LLC 133 FAYETTEVILLE ST MALL STE 600 RALEIGH NC 27601-2911		
Permit Type	Permit #	Inspection	Work Type
EL	67583	FINAL	MINOR ALTERATIONS & REPAIRS
EL	67583	TEMPORARY BOARD	MINOR ALTERATIONS & REPAIRS
EL	67583	ROUGH-IN	MINOR ALTERATIONS & REPAIRS
MC	61724	FINAL	MINOR ALTERATIONS & REPAIRS
PL	52817	FINAL	MINOR ALTERATIONS & REPAIRS
<small>To help us serve you better, the Inspections Department is providing you with a listing of inspections required for your project. Please request these inspections in the order listed. The contractor performing the work must make the request for an inspection the business day prior to the desired inspection date. To request an inspection, please use our On-Line Development Center at www.raleighnc.gov/onlinedevelopmentcenter or call our Rapid Response line for automatic scheduling at (919) 857-4412. You may also call our Construction Division at (919) 516-2500 no later than 4:00 PM on the business day prior to the desired inspection date. Please be prepared to provide your permit number for the requested inspection. If your project includes driveway, sidewalk or utility structure installation, call the City of Raleigh Public Works Department at (919) 890-3030 to request these inspections. Additional notes of importance are printed on the permit. Refer to your inspection card for the name of your inspectors.</small>			

Individual Permits

Depending on the number of permits you have applied for in this session, individual permits are generated. This is an example of an Electrical Permit.

City Of Raleigh Inspections Department e-Permits Electrical Permit			
Transaction #:	138483	Property Owner:	EMPIRE D2 PROPERTIES LLC 133 FAYETTEVILLE ST MALL STE 600 RALEIGH NC 27601-2911
Group #:	130455	Contractor:	NEWCOMB & CO 10 HARGET ST RALEIGH NC 27658
Inspector:	DAUNOY, JAY	Permit #:	67583
Issued Date:	13-JUN-06	License #:	6641
Authorized Work	Replace heater - As per ePermit		
Work Type	MINOR ALTERATIONS & REPAIRS - EPERMIT		
Conditions/Comments	Temporary Board New Wiring Circuits Replace Fixture Repair Service		
Subdivision/Lot:			
Electrical Construction Cost:	\$200	Permit Approved By: ePERMITS	
Historical Landmark:			
Historical District:	MOORE SQUARE		
Permit Details			
Permitted Sq Ft:	Minimum Housing:		
Sq Ft for Calculation: 0	Flood Plain: NO		
Building Total Stories:	Parcel Land Use (Ex): 583/FAST FOODS		
Total Dwelling Units:	Building Land Use (Ex): 583/FAST FOODS		
Sprinkler Standpipe:	Unit Land Use (Ex): /FAST FOODS		
Basement Occupancy:			
Class Construction (New) 2002 Code 7.8	Class Construction (Ex)	Class Occupancy (New) 2002 Code RESIDENT 3 SFD/ODP	Class Occupancy (Ex)
<p>This permit authorizes the permit holder to perform work as described. No changes or deviations are permitted without prior approval of the Inspections Department. All work must conform with City, State, and Federal laws and regulations for the use of the building and for the construction thereof for which this permit is granted (NCGS 160A-417).</p> <p>This permit will expire six months after the date of issuance, if the authorized work has not commenced. If work has begun and then discontinued for a period of twelve months (no inspections requested), the permit will immediately expire and a new permit must be obtained to continue work.</p>			
Total Fee Paid: \$65.00		Receipt #: 111538	

Inspection Card

**City of Raleigh
Inspections Department
e-Permits Inspection Data**

Approvals shall be obtained through each phase of applicable inspections, prior to subsequent work in next phase. Inspections will be made as soon as practical; however, work shall not progress or be covered until the applicable inspection has been approved and card signed.

INSPECTION REQUEST The contractor performing the work must make the request for inspection the business day prior to the desired inspection date. To request an inspection, please use our On-Line Development Center at www.raleighnc.gov/onlinedevelopmentcenter or call our Rapid Response line for automated scheduling at (919) 857-4412. You may also call our Construction Division at (919) 516-2500 no later than 4:00 PM on the business day prior to the desired inspection date. Please be prepared to provide your permit number for the requested inspection. If your project includes driveway, sidewalk, or utility stub installation, call the City of Raleigh Public Works Department at (919) 890-3030 to request these inspections. Additional notes of importance are printed on the permit. Inspections Department approved plans including a site/plot plan must be on the project site before work can be inspected.

CONTACT INFORMATION:	Schedule Online: www.raleighnc.gov/onlinedevelopmentcenter
Inspections: (919) 516-2500	Permit Information: (919) 516-2150
Rapid Response (automated scheduling): (919) 857-4412	Right of Way Inspections: (919) 890-3030

Project Address: 10 E HARGETT ST

Required Inspection(s) & Permit Number(s)	Inspection Date(s)	Approved
ELECTRICAL: DAUNOY, JAY		
ROUGH-IN(67583 MINOR ALTERATIONS & REPAIRS)		
TEMPORARY BOARD(67583 MINOR ALTERATIONS & REPAIRS)		
FINAL(67583 MINOR ALTERATIONS & REPAIRS)		
MECHANICAL: PURYEAR, DAVID		
FINAL(61724 MINOR ALTERATIONS & REPAIRS)		
PLUMBING: VETTER, JOSEPH		
FINAL(52817 MINOR ALTERATIONS & REPAIRS)		

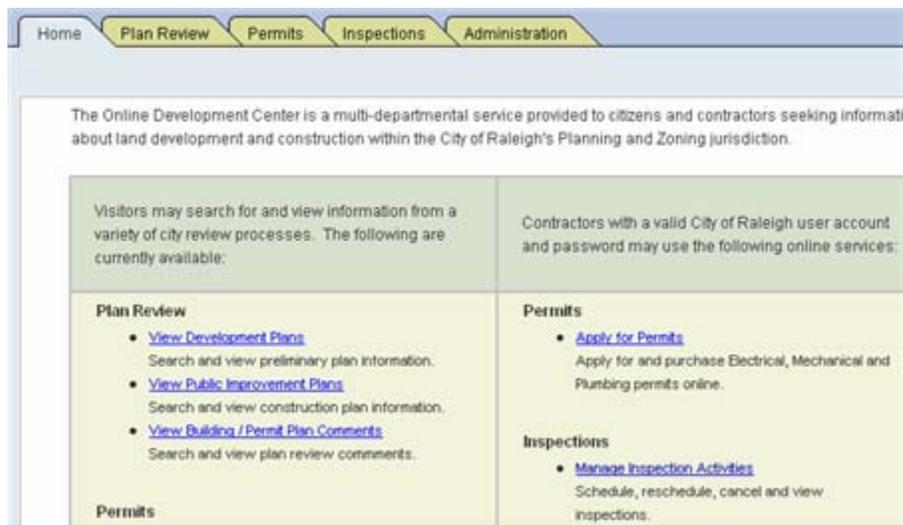
GENERAL This card must be kept posted in a building card enclosure or construction trailer located in front of the construction site until the Inspections Department approves all phases of the project. All work must conform with the Code of the City of Raleigh and the laws of the State of North Carolina.

6. Inspections

6.1 Introduction

You need an authorized User Name and Password to access the Inspections module. If you do not have these, you must register your company. This is discussed in detail in the **Administration** module in section 7.2.

You can access inspections activities by clicking **Manage Inspection Activities** on the Online Development Center **Home Page** under the **Home** tab, shown below:



If you have not signed in, you will see the **Sign In** page, shown below. If you have already signed in, you will go directly to the **Inspections Dashboard** page.

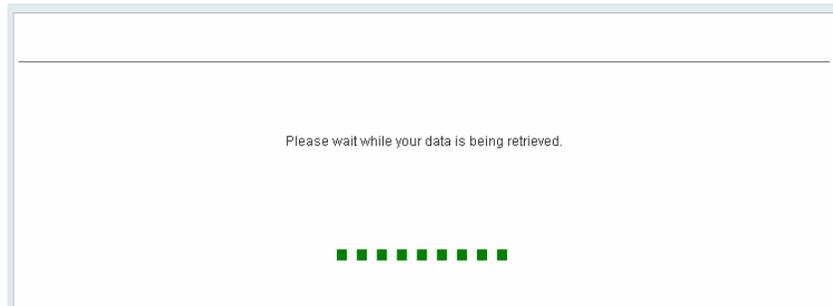
The screenshot shows the "Sign In" page. It has a header "Sign In" and two tabs: "Existing User" and "New User", separated by an "or" button. The "Existing User" tab is active. It contains a "User Name" input field with a "Forgot your user name?" link below it, a "Password" input field with a "Forgot your password?" link below it, and a "Sign In" button. The "New User" tab contains the text "Registration is free and easy." and "The advantage of being a registered user is that you will have access to personalized company information." with a "Create Account" button below it.

Fields, Links and Buttons on this Page

User Name	Enter your user name
Password	Enter your password
Sign In	Click to sign in to the application
Forgot Your User Name?	Click, if you have forgotten your user name. This is discussed in detail in the Administration section
Forgot Your Password?	Click, if you have forgotten your password. This is discussed in detail in the Administration section
Create Account	New users require an account setup. To do so, click this button. This is discussed in detail in the Administration section

6.2 Inspections Dashboard

Upon successful sign in, you will see the Wait Page shown below:



Once data is retrieved, you will see this **Inspections Dashboard** page. This is a customized page that gets company specific information and organizes it for easy viewing.

Certificate of Occupancy Holds (3) 1 [View All](#)

Group #	Address	Comment	
57568	1401 Edwards Mill Rd	Other Reasons - Right Of Way Dedication Required.	More Info >>
101136	8501 Honeycutt Rd	Sewer Release Needed	More Info >>
137343	622 Daniels St	Other Reasons - Need A Recombination Map	More Info >>

ReInspection Fees Due (16) 2 [View All](#)

Inspection Details	Address	Fees Due	
ELECTRICAL 40832 FINAL	5508 KIMBROOK DR	\$60	More Info >>
ELECTRICAL 41089 FINAL	305 FENTON ST	\$60	More Info >>
ELECTRICAL 41090 FINAL	1716 HUNTING RIDGE RD	\$60	More Info >>
ELECTRICAL 60764 FINAL	741 BISHOPS PARK DR# 203	\$60	More Info >>

Inspections Completed in the last 7 days (16) 3 [View All](#)

Inspection Details	Address	Result	Inspected Date	
Mechanical 66798 Final	2916 ELMGATE WY	Approved	10/06/06	More Info >>
Mechanical 65996 Above Ceiling	10000 FALLS OF NEUSE RD # 001	Cancelled	10/06/06	More Info >>
Mechanical 67034 Above Ceiling	10000 FALLS OF NEUSE RD # 310	Cancelled	10/06/06	More Info >>

Scheduled Inspection (1) 4

Inspection Details	Address	Inspector	Scheduled Date	
Mechanical 3296 Above Ceiling	343 E SIX FORKS RD # 180	TERRY JOHNSON (919)807-5147	10/12/06	More Info >>

I Would Like To:

- [Create an Inspection](#)
- [Schedule an Inspection](#)
- [Reschedule an Inspection](#)
- [Cancel an Inspection](#)
- [Inspection Status](#) **5**
- [Project Status](#)
- [Refresh Dashboard Page](#)

Search 6

By Street Name

[GO](#)

[Advanced Search](#)

Active Permit Summary

Active Permits less than 6 months	420
Active Permits 6 months to 1 year	649
Active Permits greater than 1 year	1069

The Inspections Dashboard page has the following seven islands:

1. Certificate of Occupancy Holds (Section 6.3)
2. List of ReInspection Fees Due (Section 6.4)
3. Inspections Completed in the last 7 days (Section 6.5)
4. Scheduled Inspections (Section 6.6)
5. "I Would Like To:" (Section 6.7)
6. Search (Section 6.8)
7. Active Permit Summary (Section 6.9)

Each of these islands is described in detail in the sections below.

6.3 Certificate of Occupancy Holds (#1)

This first island on top left of the page contains Certificate of Occupancy Holds. The number in parenthesis denotes the total number of certificates that are on hold. Each row in the grid below the title bar shows the summary of a Certificate of Occupancy on hold.

Certificate of Occupancy Holds (2)			
Group #	Address	Comment	
933	4105 MANTUA WY	METER BOX TO GRADE W/STONE	More Info >>
933	4105 MANTUA WY	SEWER CLEANOUT TO GRADE	More Info >>

Clicking **More Info** shows the **Certificate of Occupancy Hold Details** web page, shown below:

Certificate of Occupancy Hold Details

Address Details

Group Number: 933

Address: 4105 MANTUA WY

Certificate of Occupancy Hold Details

Reason for Hold: METER BOX TO GRADE W/STONE

Person to contact to remove hold: ENGINEERING

Phone number of contact person: 890-0303

If you need help, please contact ROTONDA MCKOY during normal working hours (8:00 am to 4:45 pm) at (919) 516-2574 or by email at Rotonda.McKoy@ci.raleigh.nc.us

6.4 List of Reinspection Fees Due (#2)

This is the second island on the top of the page. It shows the list of reinspection fees owned by your company. The number in parenthesis denotes the number of inspections that have reinspection fees due. Each row in the grid below identifies the inspection that has reinspection fees due.

\$ List of Reinspection Fees Due (25) View All			
Inspection Details	Address	Fees Due	
ELECTRICAL 41090 FINAL	1716 HUNTING RIDGE RD	\$60	More Info >> ↑
ELECTRICAL 47994 FINAL	1536 CARR ST	\$60	More Info >> ☰
ELECTRICAL 49540 FINAL	911 WASHINGTON ST# 102	\$60	More Info >>
ELECTRICAL 50050 FINAL	1011 MARLOWE RD	\$60	More Info >> ↓

Clicking **More Info** opens the **ReInspection Fee Details** web page, shown below:

Reinspection Fee Details

Address Details

Group Number: 84140
 Address: 5508 KIMBROOK DR

Permit Details

Permit Type: ELECTRICAL
 Permit #: 40832
 Inspection: Final

The \$60 Reinspection Fee relates to the latest rejected inspection shown below.

Inspection History

Date	Results	Details
12/31/2003	 Rejected	Code: Inspector Comments: E-112 > F: OTHER

Reinspection Fee is due prior to scheduling another FINAL inspection for this permit.

6.5 Inspections Completed in the last 7 days (#3)

The third island down shows the number of inspections completed last week for permits associated with your company. The number in parenthesis denotes the number of inspections completed last week. Each row in the grid below the title bar identifies the inspection by detail and address.

 **Inspections Completed in the last 7 days (16)** [View All](#)

Inspection Details	Address	Result	Inspected Date	
Mechanical 66798 Final	2916 ELMGATE WY	Approved	10/06/06	More Info >> 
Mechanical 65996 Above Ceiling	10000 FALLS OF NEUSE RD # 001	Cancelled	10/06/06	More Info >> 
Mechanical 67034 Above Ceiling	10000 FALLS OF NEUSE RD # 310	Cancelled	10/06/06	More Info >> 

Clicking **More Info** opens a new page called **Inspection Status**, shown below:

Inspection Status

Address Details

Subdivision:

Lot Number:

Address: 3101 301 GLENWOOD AV

I Would Like To

[Schedule This Inspection](#)

[Reschedule This Inspection](#)

[Cancel This Inspection](#)

Permit Details

Permit #: 52667

Inspection: Mechanical Final

Authorized Work: YOUNG, MOORE AND HENDERSON, P.A. - ALTERATION

Inspection History

Date	Results	Details
12/8/2005	Approved	
12/7/2005	Rescheduled	Inspection scheduled for 12/9/2005
12/7/2005	Rescheduled	Inspection scheduled for 12/8/2005
12/7/2005	Rescheduled	Inspection scheduled for 12/10/2005
12/7/2005	Rescheduled	Inspection scheduled for 12/8/2005

6.6 Scheduled Inspections (#4)

The fourth island down shows the number of inspections scheduled next week for permits associated with your company. The number in parenthesis denotes the number of inspections scheduled, and each row in the grid shows the details of the inspection scheduled.

Inspections Scheduled Next Week (5) [View All](#)

Inspection Details	Address	Inspector	Scheduled Date
Mechanical 195 Final	4001 JOHN S RABOTEAU WYND	DICK FLOWERS (919)621-2773	12/08/05 More Info >>
Mechanical 195 Gas Piping	4001 JOHN S RABOTEAU WYND	DICK FLOWERS (919)621-2773	12/08/05 More Info >>
Mechanical 3296 Above Ceiling	343 E SIX FORKS RD # 180	BRUCE LANGDON (919)796-7901	12/08/05 More Info >>
Mechanical 56719 Final	1200 STEINBECK DR	BRUCE LANGDON (919)796-7901	12/08/05 More Info >>

Clicking **More Info** opens a new page called **Inspection Status**, shown below:

Inspection Status

Address Details

Subdivision: OLDE RALEIGH

Lot Number:

Address: 4001 JOHN S RABOTEAU WYND

Permit Details

Permit #: 195

Inspection: Mechanical Gas Piping

Authorized Work: INTERIOR ALTERATION/FINISH ATTIC

I Would Like To

[Schedule This Inspection](#)

[Reschedule This Inspection](#)

[Cancel This Inspection](#)

Inspection History

Date	Results	Details
12/8/2005	Scheduled	Inspection scheduled for 12/8/2005
12/8/2005	Cancelled	
12/8/2005	Rescheduled	Inspection scheduled for 12/12/2005

6.7 “I Would Like To:” (#5)

This first island in the top right corner shows seven actions you can perform. They are:

- Create an Inspection (Section 6.7.1)
- Schedule an Inspection (Section 6.7.2)
- Reschedule an Inspection (Section 6.7.3)
- Cancel an Inspection (Section 6.7.4)
- Inspection Status (Section 6.7.5)
- Project Status (Section 6.7.6)
- Refresh Dashboard (Section 6.7.7)

The screenshot of the island is shown below:



6.7.1 Create an Inspection

Create an Inspection is used to create an inspection record that does not exist. For example, if the Building Permit does not have a Slab Inspection and you feel that it is required, you can create the new inspection record using this hyperlink.

When you click on the **Create an Inspection** hyperlink, a new page called **Create an Inspection** opens, shown below:

Create an Inspection

Please enter the information for the new inspection you would like to create.
Click submit when finished.

Permit Type:	<input style="width: 80%;" type="text"/>
Permit Number:	<input style="width: 80%;" type="text"/>
Inspection Type:	<input style="width: 80%;" type="text"/>

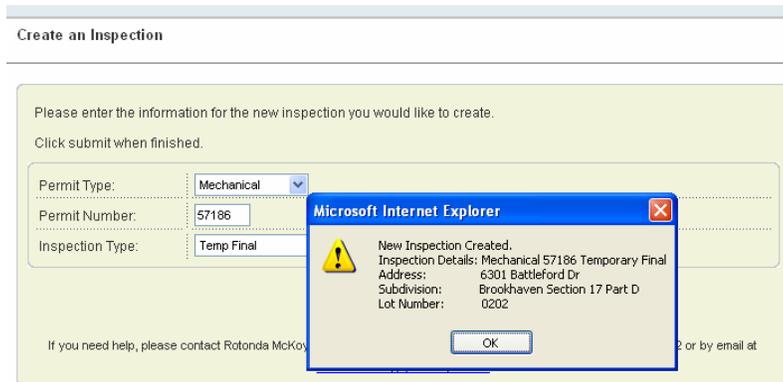
Fields, Links and Buttons on this Page

Permit Type	Click the drop-down arrow to select the permit type
Permit Number	Enter your permit number
Inspection Type	Click the drop-down arrow to select the inspection type

Submit	Click Submit to submit the request
Clear	Click Clear to clear the form

NOTE	<p>New inspection records can be created only when the permit is active.</p> <p>You cannot create a new inspection if the record for the same inspection already exists in the database. For example, if a Building Insulation inspection for permit number 12345 already exists in the database, you cannot create a new Building Insulation inspection for the same permit.</p>
-------------	---

If the inspection is successfully created, you will get a confirmation message, as shown in the example below:



6.7.2 Schedule an Inspection

This link enables you to schedule an inspection. When you click the **Schedule an Inspection** hyperlink, a new web page called **Schedule Inspection** opens up.

Schedule Inspection

Please enter the information for the inspection you would like to schedule.
Click submit when finished.

Permit Type:

Permit Number:

Inspection Type:

Schedule Date: / /
Month Day Year
For example: 11/25/2004

Notes to Inspector:

Fields, Links and Buttons on this Page

Permit Type	Click the drop-down arrow to select the permit type
Permit Number	Enter your permit number
Inspection Type	Click the drop-down arrow to select the inspection type
Schedule Date	Click the month, day, or year fields to open the calendar. Clicking the selected date on the calendar will automatically fill in the month, day, and year fields
Notes to Inspector	Enter the note to the inspector. For example, the note could say 'AM inspection please' or 'key under the mat'
Submit	Click Submit to submit the request
Clear	Click Clear to clear the form

If the inspection is successfully scheduled, you will get a confirmation message, as shown in the example below:

Schedule Inspection

Please enter the information for the inspection you would like to schedule.
Click 'Submit' when finished.

Permit Type	Electrical
Permit Number	6705
Inspection Type	Conditional Service
Schedule Date:	Month Day Year 5 15 2006 For example: 11/25/2004
Notes to Inspector:	Test

Inspection scheduled.

If you need help, please contact Rotonda McKoy during normal working hours (8:00 am to 4:45 pm) at (919) 516-2574 or by email at rotonda.mckoy@rci.releigh.nc.us

Microsoft Internet Explorer

Inspection Scheduled.
 Inspection Details: Electrical 6705 Conditional Service
 Scheduled Date: 5/15/2006
 Address: 3020 Highwoods Blvd
 Subdivision: Telecommunication Tower
 Lot Number:

Information Message

There are two types of information messages you may get when scheduling inspections:

- Forced scheduling message
- Preferred inspection sequence warning message

Forced scheduling message

Certain inspections cannot be scheduled without other related inspections being scheduled at the same time. In the case of Final Inspections, for example, if other inspections associated with the permit are not yet scheduled, the software will require you to schedule these inspections at the same time as the final inspection.

The screenshot below shows an example of a forced scheduling inspections message.

Schedule Related Inspections

In order for us to schedule this inspection, we will also have to schedule the unscheduled related inspections shown below. Would you like to proceed?

Ground Work Inspection for Electrical Permit #55249
 Service Change Inspection for Electrical Permit #55249
 Rough-In Inspection for Electrical Permit #55249
 Temporary Board Inspection for Electrical Permit #55249

Preferred inspection sequence warning message

Some inspection scheduling requests result in warning messages that inform you that the inspection is not being scheduled in the right sequence and may get

rejected. You can choose to ignore this message and proceed with scheduling the inspection.

The screenshot below shows an example of a related inspections warning message.

The screenshot shows a window titled "Preferred Inspection Sequence". Inside, a light green box contains the following text: "The related inspections that should preferably be scheduled prior to scheduling this inspection are shown below:" followed by a list: "Gas Piping Inspection for Plumbing Permit #19", "Rough-In Inspection for Plumbing Permit #19", and "Ground Work Inspection for Plumbing Permit #19". Below the list, it says "Scheduling this inspection may result in it being rejected. Would you like to schedule it anyway?" with "Yes" and "No" buttons.

6.7.3 Reschedule an Inspection

This link enables you to reschedule an inspection. When you click the **Reschedule an Inspection** hyperlink, a new web page called **Reschedule Inspection** opens.

The screenshot shows a form titled "Reschedule Inspection". It contains the following fields: "Permit Type" (a dropdown menu), "Permit Number" (a text input field), "Inspection Type" (a dropdown menu), "Reschedule Date:" (with sub-fields for Month, Day, and Year, and an example "11/25/2004"), and "Notes to Inspector:" (a text area). At the bottom of the form are "Submit" and "Clear" buttons. Below the form, there is contact information: "If you need help, please contact ROTONDA MCKOY during normal working hours (8:00 am to 4:45 pm) at (919)890-3711 or by email at Rotonda.McKoy@ci.raleigh.nc.us".

Fields, Links and Buttons on this Page

Permit Type	Click the drop-down arrow to select the permit type
--------------------	---

Permit Number	Enter your permit number
Inspection Type	Click the drop-down arrow to select the inspection type
Reschedule Date	Click on the month, day, or year fields to open the calendar. Clicking the selected date on the calendar will automatically fill in the month, day, and year
Notes to Inspector	Enter the note to the inspector. For example, the note could say 'AM inspection please' or 'key under the mat'
Submit	Click Submit to submit the request
Clear	Click Clear to clear the form

If the inspection is successfully rescheduled, a confirmation message will appear, as shown in the example below:

The screenshot shows a web browser window titled "Reschedule Inspection". The form contains the following fields:

- Permit Type: Mechanical (dropdown menu)
- Permit Number: 61281
- Inspection Type: Final
- Reschedule Date: 5 / 16 / 2006 (Month Day Year format)
- Notes to Inspector: am appt, homeowner to meet

Buttons for "Submit" and "Clear" are visible at the bottom of the form. A confirmation dialog box from "Microsoft Internet Explorer" is overlaid on the form, displaying the following message:

Inspection Rescheduled.
 Inspection Details: Mechanical 61281 Final
 Scheduled Date: 5/16/2006
 Address: 7300 Bassett Hall Ct
 Subdivision:
 Lot Number:

An "OK" button is present in the dialog box. Below the form, a red message states "Inspection rescheduled." and provides contact information for Rotonda Mckoy.

6.7.4 Cancel an Inspection

This link enables you to cancel an inspection. When you click the **Cancel an Inspection** hyperlink, a new web page called **Cancel Inspection** opens.

Cancel Inspection

Please enter the information for the inspection you would like to cancel.
Click 'Submit' when finished.

Permit Type:

Permit Number:

Inspection Type:

Fields, Links and Buttons on this Page

Permit Type	Click the drop-down arrow to select the permit type
Permit Number	Enter your permit number
Inspection Type	Click the drop-down arrow to select the inspection type
Submit	Click Submit to submit the request
Clear	Click Clear to clear the form

If the inspection is successfully cancelled, you will get a confirmation message, as shown in the example below:

Cancel Inspection

Please enter the information for the inspection you would like to
Click 'Submit' when finished.

Permit Type:

Permit Number:

Inspection Type:

Inspection cancelled.

If you need help, please contact Rotonda McKoy during normal working hours (8:00 am to 4:45 pm) at (919) 516-2574 or by email at rotonda.mckoy@ci.raleigh.nc.us

Microsoft Internet Explorer

! Inspection Cancelled.
Inspection Details: Mechanical 61281 Final
Address: 7300 Bassett Hall Ct
Subdivision:
Lot Number:

Error Message

Certain inspections cannot be cancelled until related required inspections are cancelled. For example, Electrical Rough-In inspections cannot be cancelled when an Electrical Final inspection is scheduled.

The screenshot below shows an example of an error message.

Cancel Inspection

Please enter the information for the inspection you would like to cancel.
Click 'Submit' when finished.

Permit Type:

Permit Number:

Inspection Type:

**You cannot cancel this inspection as it has the following required inspections that are scheduled:
Final Inspection for Electrical Permit #78383**

6.7.5 Inspection Status

This link enables you to get the inspection status. When you click the **Inspection Status** hyperlink, a new web page called **Get Inspection Status** opens.

Get Inspection Status

Please enter the information for the inspection you would like to get status.
Click submit when finished.

Permit Type:

Permit Number:

Inspection Type:

Fields, Links and Buttons on this Page

Permit Type	Click the drop-down arrow to select the permit type
Permit Number	Enter your permit number
Inspection Type	Click the drop-down arrow to select the inspection type
Submit	Click Submit to submit the request

If the inspection exists in the database, you will see the **Inspection Status** web page, as shown in the example below:

Inspection Status

Address Details

Subdivision: HIDDEN VALLEY

Lot Number:

Address: 6712 VALLEY DR

Permit Details

Permit #: 19

Inspection: Plumbing Groundwork

Authorized Work: INSTALL GAS WATER HEATER

Inspection History

Date	Results	Details
	<input type="checkbox"/> Not Scheduled	

I Would Like To

[Schedule This Inspection](#)

[Reschedule This Inspection](#)

[Cancel This Inspection](#)

Fields, Links and Buttons on this Page

Schedule This Inspection	Click this hyperlink to open the Schedule Inspection web page
Reschedule This Inspection	Click this hyperlink to open Reschedule Inspection page
Cancel This Inspection	Click this hyperlink to open Cancel Inspection page

6.7.6 Project Status

This link allows you to get the project status. For example, if you are building a new single family home, you need to enter only one permit type and permit number and you will be able to see the status of the entire project, including all other permits associated with the project.

When you click on the **Project Status** hyperlink, a new web page called **Get Project Status** opens.

Get Project Status

Please enter the information for the project you would like to get status.
Click submit when finished.

Permit Type:

Permit Number:

Fields, Links and Buttons on this Page

Permit Type	Click the drop-down arrow to select the permit type
Permit Number	Enter your permit number
Submit	Click Submit to submit the request

If the permit number you entered is valid, you will see the **Project Summary - Graphical View** web page. This page shows all the permits and inspections associated with the project. The page is divided into two parts. The left side of the page contains the selected project. The right side shows the status of each inspection using an icon, as shown in the example below:



Fields, Links and Buttons on this Page

Inspection Status Icons	Click the icon to open the Inspection Status page for the inspection
Table View	Click this button to change to a table view
Create a New Inspection	Click to open the Create an Inspection web page

When you click the **Table View** button on the **Project Summary - Graphical View** web page, you get the **Project Summary - Table View** web page, shown below:

Projects List	Permit Details
Subdivision / Lot # Address Proposed Work NOMELL RIDGE SUBDIVISION (REVISED) 0023 6401 CEDAR WATERS DR	Permit Number: <input type="text" value=""/> Group Details Group #: 138719 Proposed Work: TOWNHOUSE TYP. 86036; LOT 142

Fields, Links and Buttons on this Page

Permit Number	Click the drop-down box to select the permit number. This will show you the list of inspections associated with the permit
Group View	Click to change the view to a graphical view

In the above example, clicking the **Permit Number** drop-down box will show you the four permits associated with the project, as shown below:

Permit Details	
Permit Number	<input type="text" value=""/>
Group Details	
Group #:	138719
Proposed Work:	TOWNHOUSE TYP. 86036; LOT 142

Building - 56339
Electrical - 72537
Mechanical - 66016
Plumbing - 56697

Selecting any of the permits will give you the list of inspections associated with that permit, as shown in this example:

Permit Details	
Permit Number	<input type="text" value="Building - 56339"/>
Group Details	
Group #:	138719
Proposed Work:	TOWNHOUSE TYP. 86836; LOT 142

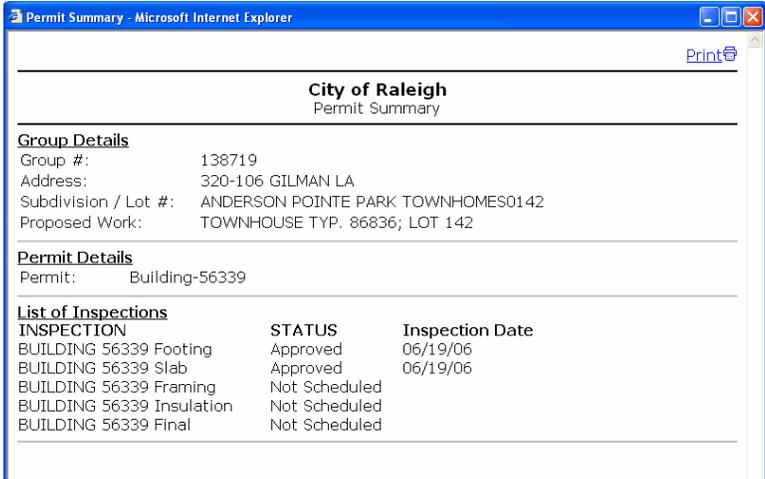
List of Inspections		
Permit Type / Permit Number / Inspection Type	Status	Inspected Date
BUILDING 56339 Footing	Approved	06/19/06
BUILDING 56339 Slab	Approved	06/19/06
BUILDING 56339 Framing	Not Scheduled	
BUILDING 56339 Insulation	Not Scheduled	
BUILDING 56339 Final	Not Scheduled	

Fields, Links and Buttons on this Page

Permit Number	Click the drop-down box to select the permit number. This will show you the list of inspections associated with the permit
----------------------	--

Group View	Click to change the view to a graphical view
Print Permit Summary	Click to generate a permit summary report

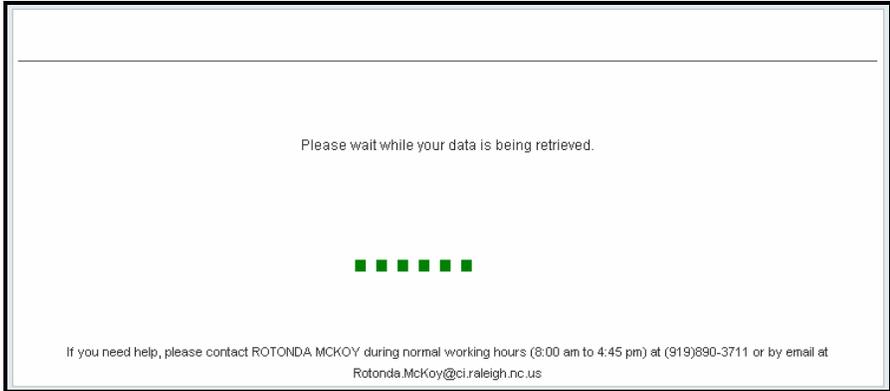
When you click **Print Permit Summary**, the system generates a permit summary report page, shown below:



6.7.7 Refresh Dashboard

The information displayed on the dashboard page does not automatically refresh. To refresh the information, click **Refresh Dashboard** page hyperlink.

You will see a **Wait** page as the information is being refreshed. Once the refresh is complete, you will see the **Inspections Dashboard** page with the latest information.



6.8 Search Inspections (#6)

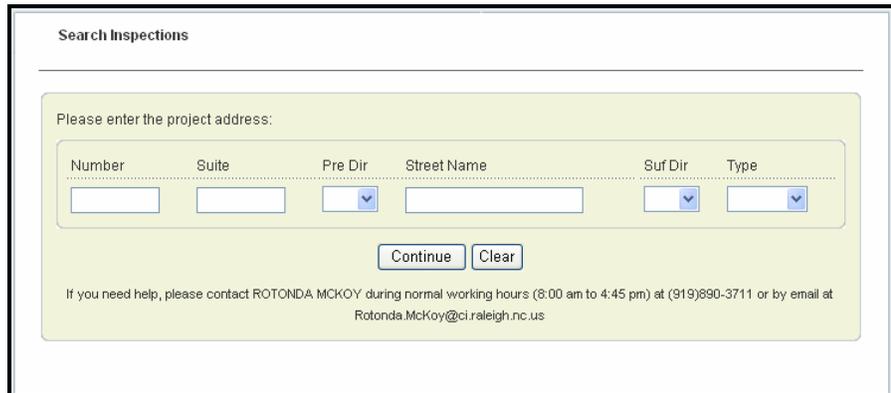
The second island on the right side of the Inspections Dashboard page is the **Search** Island, shown below:



The screenshot shows a search interface titled "Search". Below the title, it says "By Street Name". There is a text input field for entering a street name. To the right of the input field is a green circular button with the text "GO". Below the input field and button is a blue hyperlink labeled "Advanced Search".

When you enter a street name and click **GO**, you will get the **Project Summary – Table View** page, which was defined in Section 6.7.6 with a list of active projects on the left side.

If you click the **Advanced Search** hyperlink, you will get the **Search Inspections** web page, shown below:



The screenshot shows the "Search Inspections" web page. At the top, it says "Search Inspections". Below that, there is a section titled "Please enter the project address:". This section contains a form with six input fields: "Number", "Suite", "Pre Dir", "Street Name", "Suf Dir", and "Type". The "Pre Dir" and "Suf Dir" fields are drop-down menus. Below the input fields are two buttons: "Continue" and "Clear". At the bottom of the form, there is a small text block: "If you need help, please contact ROTONDA MCKOY during normal working hours (8:00 am to 4:45 pm) at (919)890-3711 or by email at Rotonda.McKoy@ci.raleigh.nc.us".

Field, Links and Buttons on this Page

Number	Enter the street number
Suite	Enter the suite number
Pre Dir	Click the drop-down box to select the direction of the

	street, if any
Street Name	Enter the street name
Suf Dir	Click the drop-down box to select the suffix direction of the street, if any
Type	Click the drop-down box to select the street type
Continue	Click Continue to search based on address. You will get the Project Summary - Table View page with the list of active projects that match the search criteria
Clear	Click Clear to clear information entered on this page

6.9 Active Permit Summary (#7)

The island below the Search Island on the right side of the Inspections Dashboard page is the **Active Permit Summary** Island, shown below:

Active Permit Summary	
Active Permits less than 6 months	427
Active Permits 6 months to 1 year	679
Active Permits greater than 1 year	1106

This island has three rows. It shows the number of permits that are active and issued in the past six months; those issued six months to one year ago; and those issued more than a year ago.

Clicking on any of the hyperlinks in the above island will take you to the **Project Summary – Table View** page, which has a list of projects that fall in that category.

7. Account Administration

7.1 Introduction

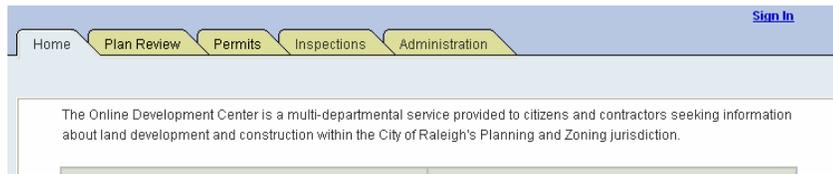
There are six administration activities that can be performed. They are:

- Create a New Account (Section 7.2)
- Forgot user name (Section 7.3)
- Forgot password (Section 7.4)
- Update Company Information (Section 7.5)
- Manage Project Contacts (Section 7.6)
- Manage Email Notification for Projects (Section 7.7)

The first three activities can be performed on the **Sign In** page. The last three activities can be performed on the **Administration** tab.

7.2 Create a New Account

To create a new account, click **Sign In** on the **Home** page, shown below:



This takes you to the **Sign In** page. Click on **Create Account**, as shown below:

A screenshot of the 'Sign In' page. The page has a green header with the title 'Sign In'. Below the header, there are two options: 'Existing User' and 'New User', separated by an 'or' button. The 'Existing User' section contains a 'User Name' input field, a 'Forgot your user name?' link, a 'Password' input field, a 'Forgot your password?' link, and a 'Sign In' button. The 'New User' section contains the text 'Registration is free and easy.' and 'The advantage of being a registered user is that you will have access to personalized company information.' Below this text is a 'Create Account' button.

This takes you to the **Create New Account: Company Information** page, shown below:

Create New Account : Company Information

Note: You will need a valid Contractor ID and Pin to create a new account for the Online Development Center application.

Contractor ID:

If you do not know your Contractor ID, please contact the City of Raleigh at the number below.

Contractor Pin:

If you do not know your pin number, please contact the City of Raleigh at the number below.

Field, Links and Buttons on this page

Contractor ID	Enter the contractor ID provided by the City of Raleigh
Contractor Pin	Enter the contractor pin provided by the City of Raleigh
Next	Click this button to continue
Clear	Click Clear to clear the information entered on this page

After you have completed entering information on the above page, click **Next**. This takes you to the **Create New Account: Your Information** page, shown below:

Create New Account : Your Information

Yes, I am authorized to be the primary user / administrator for the company.

Full Name:

Contact Information

Company Telephone: Ex.9195161234

Cell Phone: Ex.9195161234

User Name:

Password:

Re-enter Password:

Field, Links and Buttons on this page

Primary User	This box must be checked to proceed. You must be the primary user to register your company
Full Name	Enter your full name
Company Telephone	Enter your company telephone number
Cell Phone	Enter your cell phone number
User Name	Create your user name
Password	Create your password
Re-enter Password	Re-enter your password
Next	Click Next to continue
Clear	Click Clear to clear the information entered on this page

After completing the information on the above page, clicking **Next** takes you to the **Create New Account: Terms and Conditions** page, shown below:

Create New Account : Terms and Conditions

Attention: Please read carefully and accept these terms and conditions before using this website.

Terms and Conditions
This is an agreement for the City of Raleigh Online Development Center.

If You Send Us Personal Information.
Visitors who request services through this site may be required to furnish additional information in order for us to provide the service requested. The additional information collected will be no more specific than if the visitor were requesting the service by any other means, including by telephone or an in-person visit to a city facility. If you participate in a survey, send us an email or submit an online form, your email address and the other information you volunteered will be collected. We may share this information with other governmental agencies or organizations to provide the help you are requesting. We may also use that information to help assess user needs and analyze trends.

When you use this website for electronic commerce, we may collect, process and disclose your name, address and contact

Please read the terms and conditions carefully. To proceed, you must accept the terms and conditions, either as the contractor or as the authorized agent of the contractor, as shown below:

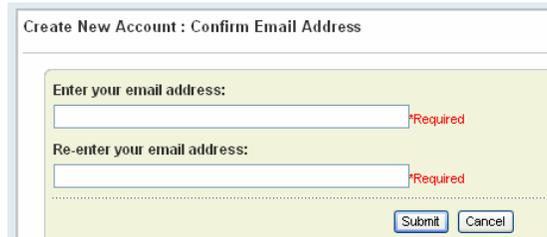
I accept as Authorized Agent of Contractor License Holder

I accept as Contractor License Holder

I do not accept

Continue

Once you have accepted the terms and conditions by clicking **Continue**, you will see this **Create New Account: Confirm Email Address** page:



After you have entered email information on the above page, click **Submit**. This will create the account and you will see the **Create New Account: Registration Successful** page, shown below:

here to return to the Online Development Center homepage.'" data-bbox="319 332 815 439"/>

7.3 Forgot User Name

If you have forgotten your user name when you are trying to Sign In, click the **Forgot User Name** hyperlink, as shown below:



This will take you to the **Forgot User Name** web page, which asks you for your email address, as shown below:

Forgot user name

Please enter the email address that was used when your account was created.

If you need help, please contact Rotonda McKoy during normal working hours (8:00 am to 4:45 pm) at (919) 516-2574 or by email at rotonda.mckoy@ci.raleigh.nc.us

Enter your email address and then click **Submit**. If the email address you entered is correct, you will get an email with your user name. You will also get a confirmation page, shown in the example below that confirms that the email has been sent to you.

Forgot user name

Your user name has been sent to this email address: angela.breedlove@ci.raleigh.nc.us

If you need help, please contact Rotonda McKoy during normal working hours (8:00 am to 4:45 pm) at (919) 516-2574 or by email at rotonda.mckoy@ci.raleigh.nc.us

7.4 Forgot Password

When you are trying to Sign In and have forgotten your password, click the **Forgot Your Password** hyperlink, as shown below:



Sign In
Existing User

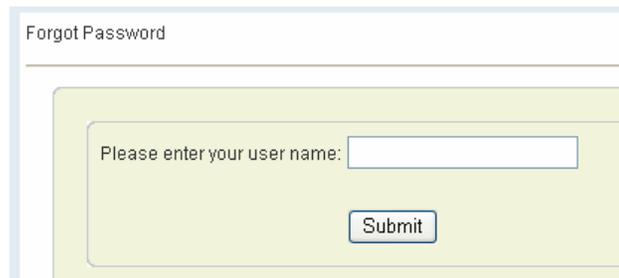
User Name

[Forgot your user name?](#)

Password

[Forgot your password?](#)

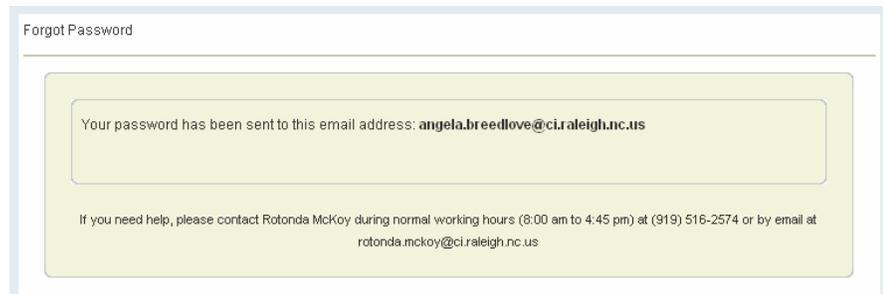
You will get the **Forgot Password** web page that asks you for your user name, shown below.



Forgot Password

Please enter your user name:

Enter your user name and then click **Submit**. If the user name that you entered is correct, you will receive an email with your password. You will also get a confirmation page, shown in the example below that confirms that the email has been sent to you.



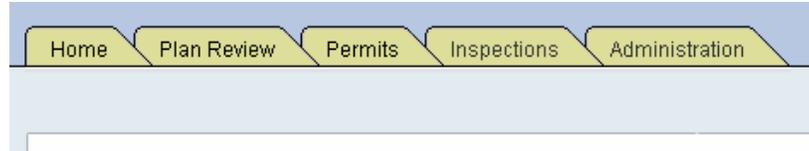
Forgot Password

Your password has been sent to this email address: **angela.breedlove@ci.raleigh.nc.us**

If you need help, please contact Rotonda McKoy during normal working hours (8:00 am to 4:45 pm) at (919) 516-2574 or by email at rotonda.mckoy@ci.raleigh.nc.us

7.5 Update Company Information

After you have signed in, you can update your company's information by clicking the **Administration** tab, as shown below:



This takes you to the **Contractor Administration** page, shown below:



Field, Links and Buttons on this page

Update Company Information	Click this link to update company information
Manage Project Contacts	Click this link to manage project contacts
Manage Email Notification for Projects	Click this link to manage email notification for projects

Click the **Update Company Information** hyperlink. This takes you to the **Company Information** web page, shown below:

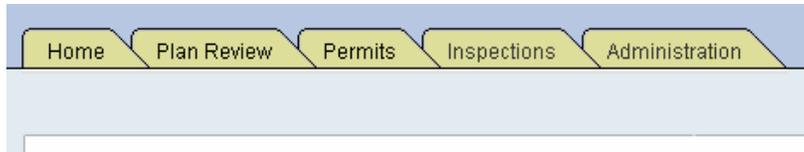
Company	
Company Name:	<input type="text" value="Some Contractor"/>
Address 1:	<input type="text" value="3000 Yahoo St"/>
Address 2:	<input type="text" value="PO BOX 12345"/>
City:	<input type="text" value="Raleigh"/>
State:	<input type="text" value="NORTH CAROLINA"/>
Zip Code:	<input type="text" value="27602"/>
Phone:	<input type="text" value="9191112222"/>
Fax:	<input type="text" value="9192223333"/>

Field, Links and Buttons on this page

Company Name	Change your company name
Address 1	Change the first line of your company's address
Address 2	Change the second line of your company's address
City	Change the city
State	Select a new state, if required, using the drop-down box
Zip Code	Change the zip code
Phone	Change your company's phone number
Fax	Change your company's fax number
Update	Click to update the information
Cancel	Click Cancel to cancel any changes and close the page
Manage Project Contacts	Click this hyperlink to go to Project Contacts web page
Manage Email Notification for Projects	Click this hyperlink to go to the Manage Email Notification For Projects web page

7.6 Manage Project Contacts

After you have signed in, you can manage your project contacts by clicking the **Administration** tab, as shown below:



You will get the **Contractor Administration** page, shown below:



Field, Links and Buttons on this page

Update Company Information	Click this link to update company information
Manage Project Contacts	Click this link to manage project contacts
Manage Email Notification for Projects	Click this link to manage email notification for projects

Click the **Manage Project Contacts** hyperlink. This will take you to the **Project Contacts** page, shown below:

Project Contacts [Update Company Information](#)
[Manage Email Notification for Projects](#)

Contacts	Contact Details
Angela Breedlove	Full Name: <input type="text"/> Ex: John Doe
Corey Gunter	Role: <input type="text"/>
James Tschupp	<i>** See note below for role definitions.</i>
Jane Doe	<u>Login Information</u>
Jane Doe	User Name: <input type="text"/>
Jim Lane	Password: <input type="text"/>
John Doe	Re-enter Password: <input type="text"/>
John Doe	<u>Contact Information</u>
John Wood	Business Phone: <input type="text"/> Ex: 9195161234 Ext: <input type="text"/>
Ray Jack	Cell Phone: <input type="text"/> Ex: 9195161234 Mobile <input type="text"/> Ex: <input type="text"/>
Rhonda Hayes	lt: 123*45678*90
Robert Bierer	Email Address: <input type="text"/>
sally jones	<i>A person with an administrator role will have full access to the online development center including administration functionality. A person with a regular user role will not be able to access administration functionality but will be able to apply for permits online, view and perform actions from the inspections dashboard and review plans, etc.</i>
	<input type="button" value="Save"/> <input type="button" value="Save & New"/> <input type="button" value="Delete"/>

The left side of the page has a list of project contacts. The right side has the contact information associated with the contact.

The three actions you can perform are:

- Create a new contact
- Edit a contact
- Delete a contact

7.6.1 Create a New Contact

To create a new contact, enter the information on the blank form, as shown below.

Project Contacts [Update Company Information](#)
[Manage Email Notification for Projects](#)

Contacts	Contact Details
Angela Breedlove	Full Name: <input type="text"/> Ex: John Doe
Corey Gunter	Role: <input type="text"/>
James Tschupp	<i>** See note below for role definitions.</i>
Jane Doe	Login Information
Jane Doe	User Name: <input type="text"/>
Jim Lane	Password: <input type="text"/>
John Doe	Re-enter Password: <input type="text"/>
John Doe	Contact Information
John Wood	Business Phone: <input type="text"/> Ex: 9195161234 Ext: <input type="text"/>
Ray Jack	Cell Phone: <input type="text"/> Ex: 9195161234 Mobile <input type="text"/> Ex: <input type="text"/>
Rhonda Hayes	Id: <input type="text"/> 123*45678*90
Robert Bierer	Email Address: <input type="text"/>
sally jones	<i>A person with an administrator role will have full access to the online development center including administration functionality. A person with a regular user role will not be able to access administration functionality but will be able to apply for permits online, view and perform actions from the inspections dashboard and review plans, etc.</i>
	<input type="button" value="Save"/> <input type="button" value="Save & New"/> <input type="button" value="Delete"/>

Field, Links and Buttons on this page

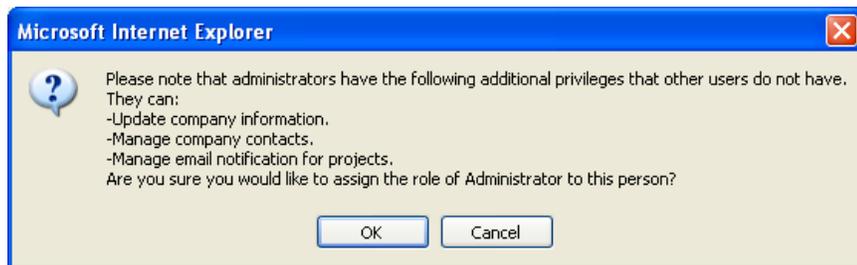
Full Name	Enter the full name
Role	Select the person's role using the drop-down box. Roles are "Regular User" and "Administrator".
User Name	Create the user name
Password	Create the password
Re-enter password	Re-enter the password
Business Phone and Ext	Enter the business telephone number and extension
Cell Phone and Mobile ID	Enter the cell phone number and mobile ID
Email Address	Enter the email address
Save	Click to save the information
Save and New	Click to save the information and get a blank form for creating another new contact
Update Company Information	Click this hyperlink to go to Company Information page

Manage Email Notification for Projects	Click this hyperlink to go to the Manage Email Notification For Projects page
---	--

When you click on Save, you will have to confirm data entered as shown below:



When you setup a person as an administrator, you will receive a pop up describing the additional privileges of the administrator. Click OK to accept and continue.



7.6.2 Edit a Contact

To edit a contact, click the **Project Contact** you want to edit on the left side of the screen. The selected project contact appears in blue font and the contact details associated with the person show up on the right side of the screen, as shown in the example below.

Project Contacts [Update Company Information](#)
[Manage Email Notification for Projects](#)

Contacts	Contact Details
Angela Breedlove	Full Name: <input type="text" value="John Doe"/> <i>Ex: John Doe</i>
Corey Gunter	Role: <input type="text" value="Regular User"/> <input type="button" value="v"/>
James Tschupp	<i>** See note below for role definitions.</i>
Jane Doe	<u>Login Information</u>
Jane Doe	User Name: <input type="text" value="jdoe"/>
Jane Doe	Password: <input type="text"/>
Jim Lane	Re-enter Password: <input type="text"/>
John Doe	
John Doe	
John Wood	
Ray Jack	
Rhonda Hayes	

After you have made the changes, click **Save** to save the changes.

7.6.3 Delete a Contact

To delete a contact, click on the desired **Project Contact** on the left side of the screen. The selected project contact appears in blue font and the contact details associated with the person show up on the right side of the screen, as shown in the example below.

Contacts	Contact Details
Angela Breedlove	Full Name: <input type="text" value="Jim Lane"/> <i>Ex: John Doe</i>
Corey Gunter	Role: <input type="text" value="Regular User"/> <input type="button" value="v"/>
James Tschupp	<i>** See note below for role definitions.</i>
Jane Doe	<u>Login Information</u>
Jane Doe	User Name: <input type="text" value="user3"/>
Jane Doe	Password: <input type="text"/>
Jim Lane	Re-enter Password: <input type="text"/>
John Doe	
John Doe	
John Wood	
Ray Jack	
Rhonda Hayes	
Robert Blerer	<u>Contact Information</u>
sally jones	Business Phone: <input type="text" value="1234567890"/> <i>Ex: 9195161234</i> Ext: <input type="text" value="2345"/>
	Cell Phone: <input type="text" value="1234443333"/> <i>Ex: 9195161234</i> Mobile: <input type="text" value="1122"/> <i>Ex: 123*45678*90</i> Id: <input type="text"/>
	Email Address: <input type="text" value="jim.lane@ci.raleigh.nc.us"/>
	<i>A person with an administrator role will have full access to the online development center including administration functionality. A person with a regular user role will not be able to access administration functionality but will be able to apply for permits online, view and perform actions from the inspections dashboard and review plans, etc.</i>
	<input type="button" value="Save"/> <input type="button" value="Save & New"/> <input type="button" value="Delete"/>

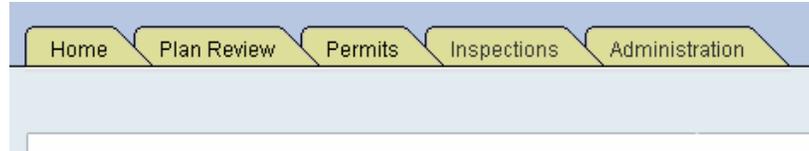
If you need help, please contact ROTONDA MCKOY during normal working hours (8:00 am to 4:45 pm) at (919) 516-2582 or by email at Rotonda.McKoy@ci.raleigh.nc.us

Click **Delete** to delete this contact and confirm deletion by clicking **OK** on the confirmation message window shown below:

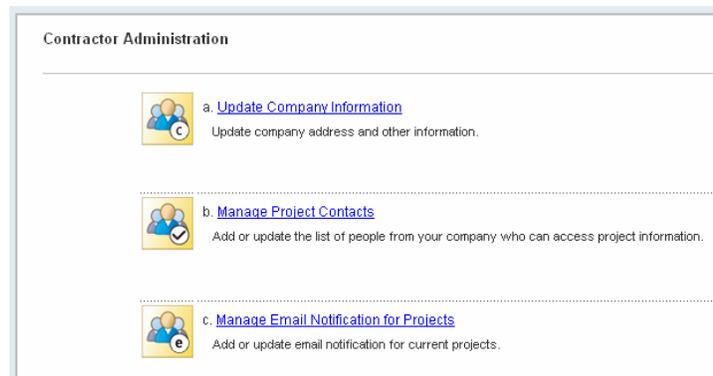


7.7 Manage Email Notification for Projects

After you have signed in, you can manage email notification for projects by clicking the **Administration** tab, as shown below:



You will see the **Contractor Administration** page, shown below:



Field, Links and Buttons on this page

Update Company Information	Click this link to update company information
Manage Project Contacts	Click this link to manage project contacts
Manage Email Notification for Projects	Click this link to manage email notification for projects

Click the **Manage Email Notification for Projects** hyperlink. This will take you to the **Assign Contacts to Projects** page, shown below:

Assign Contacts to Projects [Update Company Information](#)
[Manage Project Contacts](#)

Projects List	Project Details																		
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">Recent Projects <input type="button" value="v"/></div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 2px;">Subdivision / Lot #</th> <th style="text-align: left; padding: 2px;">Address</th> <th style="text-align: left; padding: 2px;">Proposed Work</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION</td> <td></td> <td></td> </tr> <tr style="color: blue;"> <td style="padding: 2px;">ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION</td> <td></td> <td></td> </tr> <tr> <td style="padding: 2px;">ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION</td> <td></td> <td></td> </tr> <tr> <td style="padding: 2px;">ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION</td> <td></td> <td></td> </tr> <tr> <td style="padding: 2px;">ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION</td> <td></td> <td></td> </tr> </tbody> </table> </div>	Subdivision / Lot #	Address	Proposed Work	ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION			ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION			ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION			ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION			ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION			<div style="border: 1px solid #ccc; padding: 5px;"> <p>Assign contractor/company staff to specific projects.</p> <p>Address: 1511 110 SUNDAY DR Proposed Work: INTERIOR COMPLETION</p> <p>Select a Trade: <input style="width: 100%;" type="text"/></p> </div>
Subdivision / Lot #	Address	Proposed Work																	
ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION																			
ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION																			
ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION																			
ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION																			
ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION																			

The left side of the page has a list of recent projects. The right side contains the project details associated with the project.

The three actions you can perform are:

- Select a primary contact for the project
- Add email addresses to receive automated inspection results
- Delete email addresses

7.7.1 Select a Primary Contact for Project

To select a primary contact for the project, select the required **Project** on the left side, as shown below. The selected project appears in blue font.

Assign Contacts to Projects [Update Company Information](#)
[Manage Project Contacts](#)

Projects List	Project Details																		
<div style="border: 1px solid #ccc; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">Recent Projects <input type="button" value="v"/></div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 2px;">Subdivision / Lot #</th> <th style="text-align: left; padding: 2px;">Address</th> <th style="text-align: left; padding: 2px;">Proposed Work</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION</td> <td></td> <td></td> </tr> <tr style="color: blue;"> <td style="padding: 2px;">ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION</td> <td></td> <td></td> </tr> <tr> <td style="padding: 2px;">ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION</td> <td></td> <td></td> </tr> <tr> <td style="padding: 2px;">ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION</td> <td></td> <td></td> </tr> <tr> <td style="padding: 2px;">ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION</td> <td></td> <td></td> </tr> </tbody> </table> </div>	Subdivision / Lot #	Address	Proposed Work	ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION			ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION			ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION			ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION			ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION			<div style="border: 1px solid #ccc; padding: 5px;"> <p>Assign contractor/company staff to specific projects.</p> <p>Address: 1511 110 SUNDAY DR Proposed Work: INTERIOR COMPLETION</p> <p>Select a Trade: <input style="width: 100%;" type="text"/></p> </div>
Subdivision / Lot #	Address	Proposed Work																	
ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION																			
ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION																			
ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION																			
ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION																			
ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION																			

Next, select the **Permit** using the drop-down box, as shown below:

Assign Contacts to Projects [Update Company Information](#)
[Manage Project Contacts](#)

Projects List	Project Details
Recent Projects	Assign contractor/company staff to specific projects.
Subdivision / Lot # Address Proposed Work	Address: 1511 110 SUNDAY DR Proposed Work: INTERIOR COMPLETION
ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION	Select a Trade: Building: 56474 Electrical: 72677 Fire Protection: 15193 Mechanical: 66140 Plumbing: 56825
ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION	
ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION	

When the permit is selected, the right side of the **Assign Contacts to Projects** changes to reflect the information, as shown below:

Assign Contacts to Projects [Update Company Information](#)
[Manage Project Contacts](#)

Projects List	Project Details
Recent Projects	Assign contractor/company staff to specific projects.
Subdivision / Lot # Address Proposed Work	Address: 1511 110 SUNDAY DR Proposed Work: INTERIOR COMPLETION
ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION	Select a Trade: Building: 56474 Contractor Name: VISION CONTRACTORS INC.
ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION	Select the primary contact person for this project: [Dropdown Menu]
ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION	Also send inspection result emails to: [Text Field] Add Email Address
ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION	There are no additional emails setup currently for this permit.
ARENA PLACE I 0002 1400 109 SUNDAY DR	

Next, select the **Primary Contact Person** associated with the project by clicking the dropdown box as shown in the screenshot below:

Projects List	Project Details							
<div style="border: 1px solid gray; padding: 5px;"> Recent Projects </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Subdivision / Lot # Address Proposed Work</th> </tr> </thead> <tbody> <tr> <td>ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION</td> </tr> <tr style="color: blue;"> <td>ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION</td> </tr> <tr> <td>ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION</td> </tr> <tr> <td>ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION</td> </tr> <tr> <td>ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION</td> </tr> <tr> <td>ATLANTIC/SIX FORKS CNTR LTS 1,2,4,7 0001 2600 100 ATLANTIC AV INTERIOR COMPLETION</td> </tr> </tbody> </table>	Subdivision / Lot # Address Proposed Work	ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION	ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION	ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION	ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION	ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION	ATLANTIC/SIX FORKS CNTR LTS 1,2,4,7 0001 2600 100 ATLANTIC AV INTERIOR COMPLETION	<div style="border: 1px solid gray; padding: 5px;"> Assign contractor/company staff to specific projects. </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> Address: 1511 110 SUNDAY DR Proposed Work: INTERIOR COMPLETION </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> Select a Trade: Building: 56474 Contractor Name: VISION CONTRACTORS INC. </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> Select the primary contact person for this project: <div style="border: 1px solid gray; padding: 2px; display: inline-block;"> Jane Doe </div> janedoe8@janedoe8.com </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> result emails to: <div style="border: 1px solid gray; padding: 2px; display: inline-block;"> Jane Doe </div> </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> emails setup currently for this permit. </div>
Subdivision / Lot # Address Proposed Work								
ANDERSON FOREST 3240 ANDERSON DR 1 STORY ADDITION								
ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION								
ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION								
ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION								
ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION								
ATLANTIC/SIX FORKS CNTR LTS 1,2,4,7 0001 2600 100 ATLANTIC AV INTERIOR COMPLETION								

The selected person will automatically be notified via email on any inspection activity relating to the permit.

7.7.2 Add notification Email Addresses

You can add email addresses for people, such as subcontractors, whom you want notified about inspection results.

To add email addresses, select the **Project** and the **Permit**. Next, enter the email address and click **Add Email Address**, as shown in the example below:

[Update Company Information](#)
[Manage Project Contacts](#)

Projects List	Project Details						
<div style="border: 1px solid gray; padding: 5px;"> Recent Projects </div> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Subdivision / Lot # Address Proposed Work</th> </tr> </thead> <tbody> <tr style="color: blue;"> <td>ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION</td> </tr> <tr> <td>ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION</td> </tr> <tr> <td>ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION</td> </tr> <tr> <td>ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION</td> </tr> <tr> <td>ATLANTIC/SIX FORKS CNTR LTS 1,2,4,7 0001 2600 100 ATLANTIC AV INTERIOR COMPLETION</td> </tr> </tbody> </table>	Subdivision / Lot # Address Proposed Work	ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION	ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION	ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION	ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION	ATLANTIC/SIX FORKS CNTR LTS 1,2,4,7 0001 2600 100 ATLANTIC AV INTERIOR COMPLETION	<div style="border: 1px solid gray; padding: 5px;"> Assign contractor/company staff to specific projects. </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> Address: 1511 110 SUNDAY DR Proposed Work: INTERIOR COMPLETION </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> Select a Trade: Fire Protection: 15194 Contractor Name: DAVID PRUITT ELECTRIC </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> Select the primary contact person for this project: <div style="border: 1px solid gray; padding: 2px; display: inline-block;"> Jane Doe </div> </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px;"> Also send inspection result emails to: <div style="border: 1px solid gray; padding: 2px; display: inline-block; width: 100px; height: 15px;"></div> </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px; text-align: center;"> <input type="button" value="Add Email Address"/> </div> <div style="border: 1px solid gray; padding: 5px; margin-top: 5px; font-size: small;"> There are no additional emails setup currently for this permit. </div>
Subdivision / Lot # Address Proposed Work							
ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION							
ARENA PLACE I 0002 1400 101 SUNDAY DR INTERIOR COMPLETION							
ARENA PLACE I 0002 1400 105 SUNDAY DR INTERIOR COMPLETION							
ARENA PLACE I 0002 1400 109 SUNDAY DR INTERIOR COMPLETION							
ATLANTIC/SIX FORKS CNTR LTS 1,2,4,7 0001 2600 100 ATLANTIC AV INTERIOR COMPLETION							

7.7.3 Delete Email Addresses

The email addresses of people you wanted notified about inspection results show up on the right side of the screen, as shown below:

Assign Contacts to Projects [Update Company Information](#) [Manage Project Contacts](#)

Projects List	Project Details
<p>Recent Projects <input type="button" value="v"/></p> <p>Subdivision / Lot # Address Proposed Work</p> <p>ARENA CENTER OFFICE BUILDING SUBD 0006 1511 110 SUNDAY DR INTERIOR COMPLETION</p> <p>ARENA PLACE 0002 1400 101 SUNDAY DR INTERIOR COMPLETION</p> <p>ARENA PLACE 0002 1400 105 SUNDAY DR INTERIOR COMPLETION</p> <p>ARENA PLACE 0002 1400 109 SUNDAY DR INTERIOR COMPLETION</p> <p>ATLANTIC/SIX FORKS CNTR LTS 1,2,4,7 0001 2600 100 ATLANTIC AV INTERIOR COMPLETION</p>	<p>Assign contractor/company staff to specific projects.</p> <p>Address: 1511 110 SUNDAY DR Proposed Work: INTERIOR COMPLETION</p> <p>Select a Trade: <input type="button" value="v"/> Fire Protection: 15194 Contractor Name: DAVID PRUITT ELECTRIC</p> <p>Select the primary contact person for this project: <input type="button" value="v"/> James Tschupp james.tschupp@ci.raleigh.nc.us</p> <p>Also send inspection result emails to: <input type="button" value="Add Email Address"/></p> <p>john@construction.com Delete paul@acme_plumbing.com Delete</p>

To delete an email address, click the **Delete** hyperlink next to the email address.