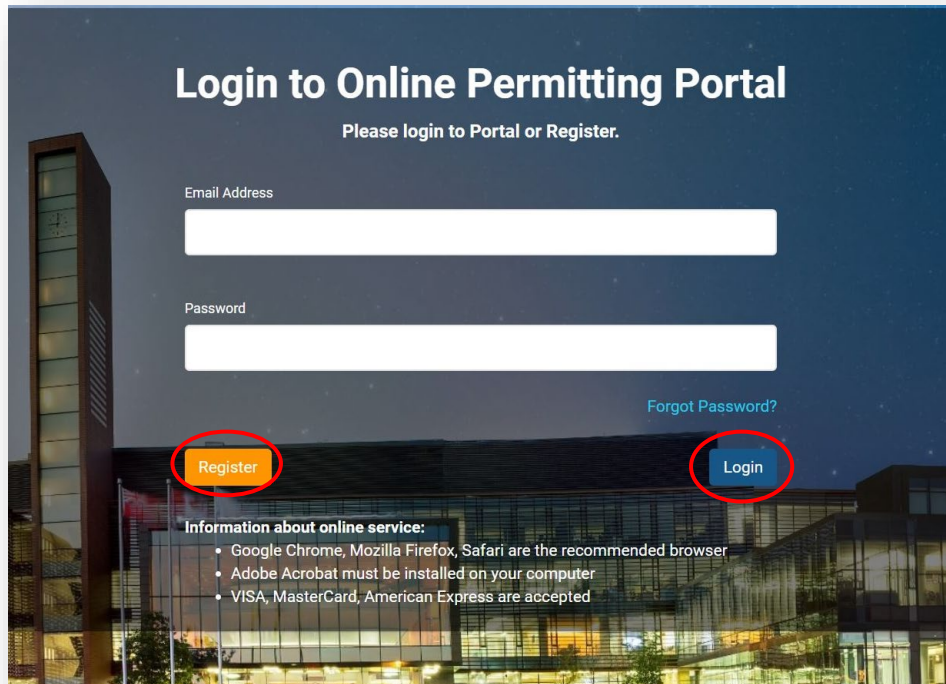


Property Information Request Applicant User Manual for Online Submission

How do I submit a Request for Information?

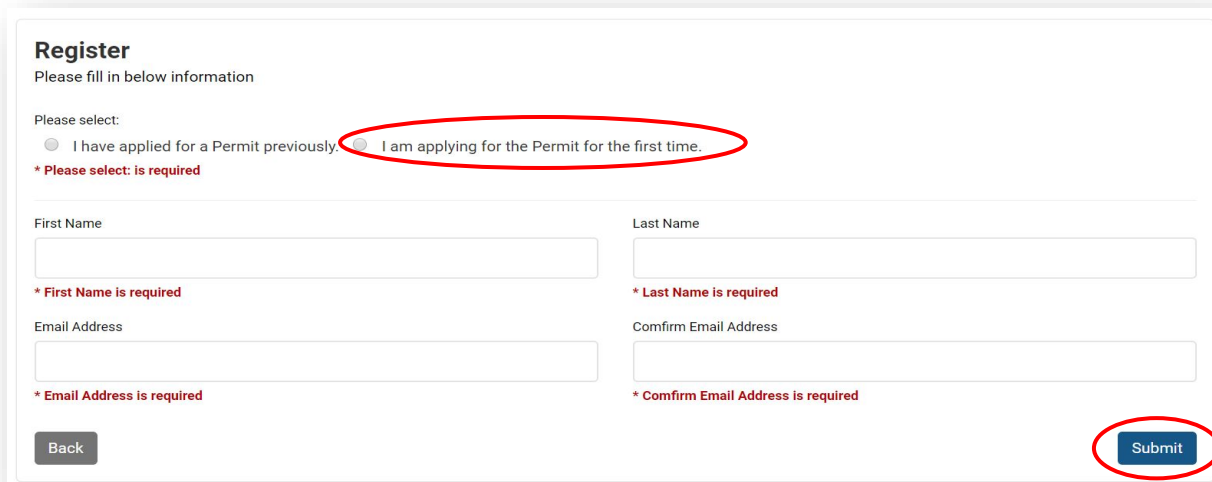
You need to be a registered user to apply and submit an application for a Request for Information. Go to the **City of Vaughan Online Permitting portal** at <https://eservices.v Vaughan.ca> and select “**Register**”



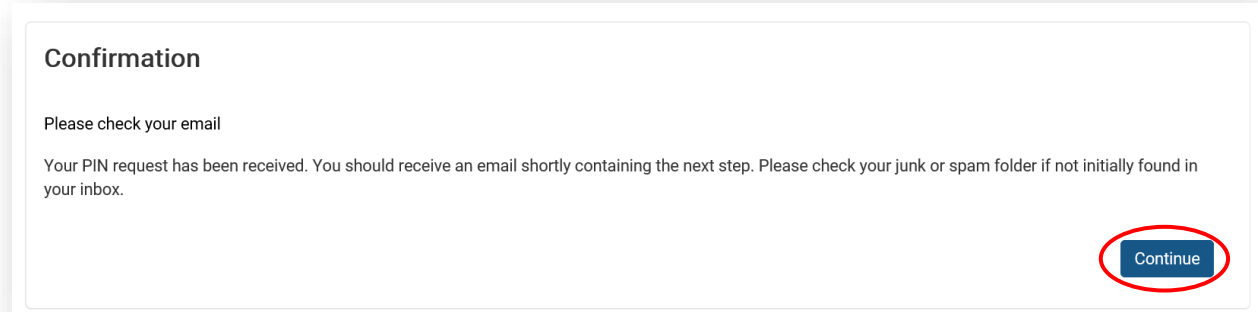
If you are a returning user, enter your e-mail address and password and select “**Login**”

Register Page - Select “**I am applying for the Permit for the first time**”

Complete all ***required fields** and select “**Submit**”



A confirmation window will pop up for PIN and 'next steps' to complete your registration, select **"Continue"**

A screenshot of a confirmation window titled "Confirmation". It contains the text "Please check your email" and "Your PIN request has been received. You should receive an email shortly containing the next step. Please check your junk or spam folder if not initially found in your inbox." A blue button labeled "Continue" is circled in red in the bottom right corner.

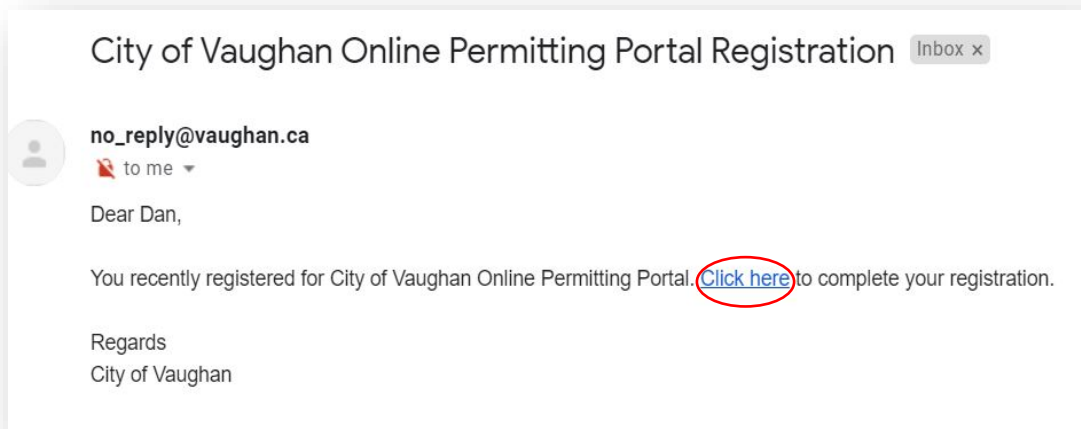
Confirmation

Please check your email


Your PIN request has been received. You should receive an email shortly containing the next step. Please check your junk or spam folder if not initially found in your inbox.

[Continue](#)

Email - Once you receive the confirmation e-mail, select the **"click here"** link to retrieve your PIN verification associated with your portal account

A screenshot of an email from "no_reply@vaughan.ca" to "Dan". The email body says "Dear Dan," followed by "You recently registered for City of Vaughan Online Permitting Portal. [Click here](#) to complete your registration." The "Click here" link is circled in red. The email is signed "Regards, City of Vaughan".

City of Vaughan Online Permitting Portal Registration Inbox x

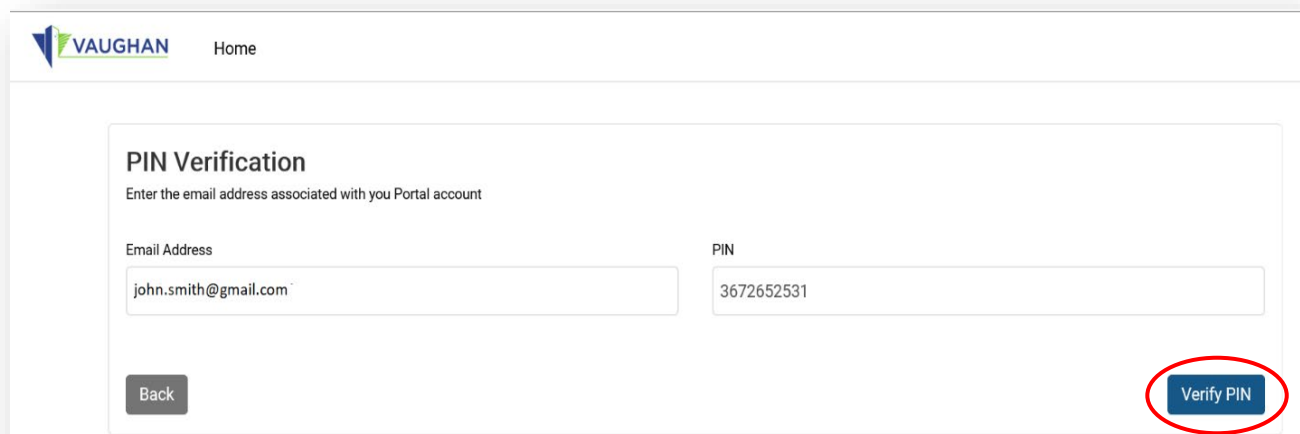
 **no_reply@vaughan.ca**
to me ▾


Dear Dan,

You recently registered for City of Vaughan Online Permitting Portal. [Click here](#) to complete your registration.

Regards
City of Vaughan

Select **"Verify PIN"**

A screenshot of the "PIN Verification" form on the City of Vaughan website. It has a header with the Vaughan logo and "Home". The form title is "PIN Verification" with the instruction "Enter the email address associated with you Portal account". There are two input fields: "Email Address" containing "john.smith@gmail.com" and "PIN" containing "3672652531". At the bottom left is a "Back" button, and at the bottom right is a blue "Verify PIN" button circled in red.

 **VAUGHAN** Home

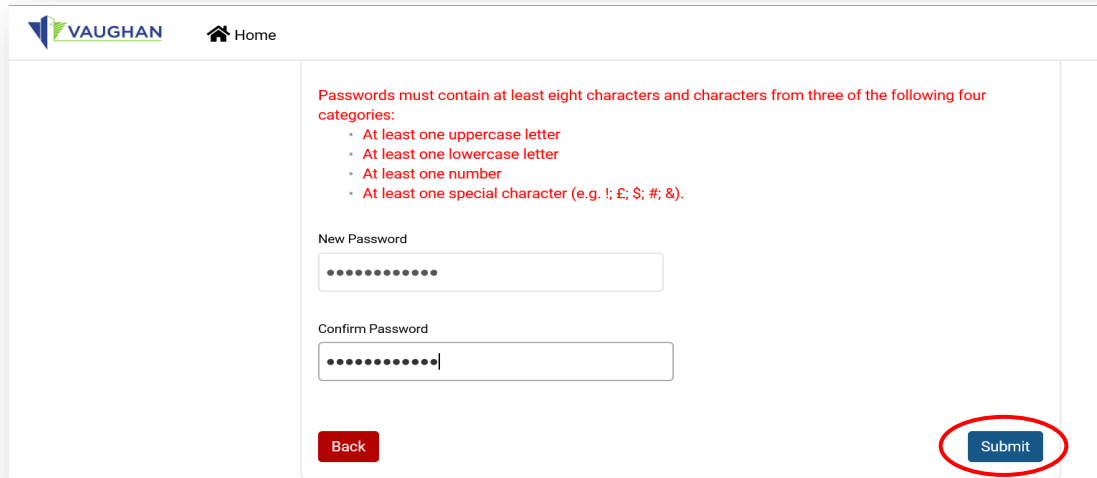
PIN Verification
Enter the email address associated with you Portal account

Email Address

PIN

[Back](#) [Verify PIN](#)

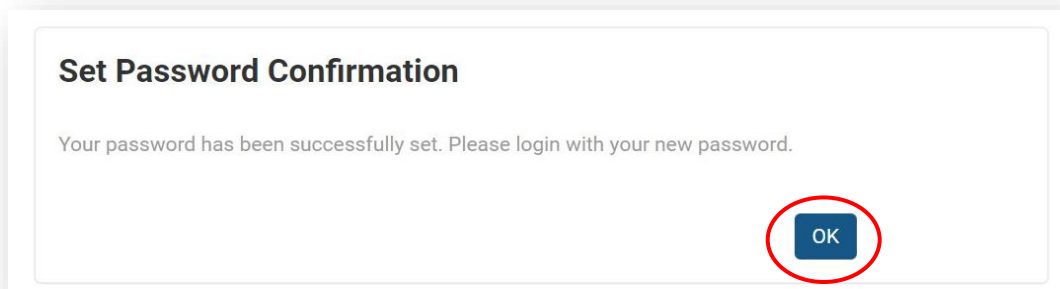
Create a password and select **“Submit”**



The screenshot shows the 'VAUGHAN Home' header. Below it, a red message states: 'Passwords must contain at least eight characters and characters from three of the following four categories:'. The categories listed are: 'At least one uppercase letter', 'At least one lowercase letter', 'At least one number', and 'At least one special character (e.g. !, £, \$, #, &).'.

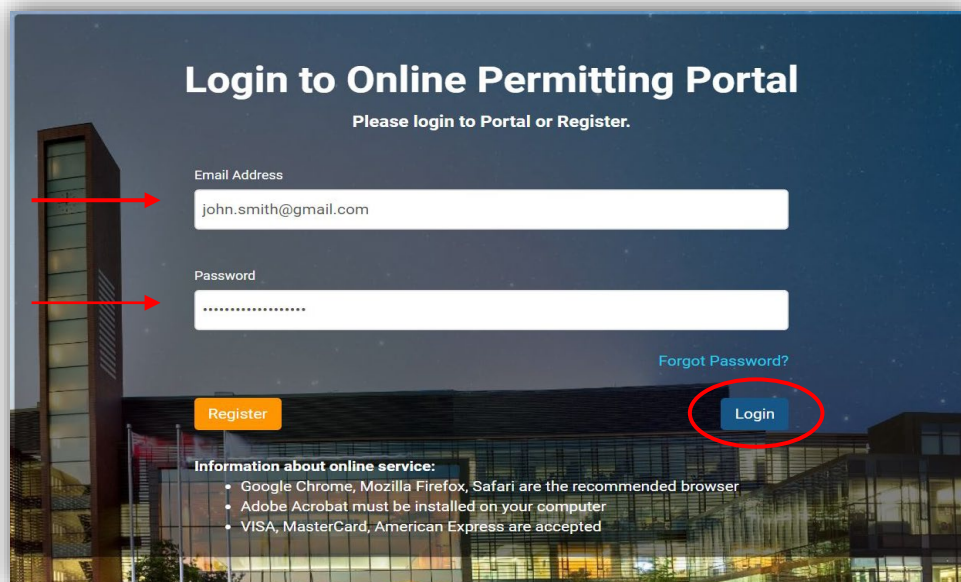
Below the message are two input fields: 'New Password' and 'Confirm Password', both containing masked characters. At the bottom left is a red 'Back' button, and at the bottom right is a blue 'Submit' button, which is circled in red.

A confirmation window will pop up indicating that your password has been set and to select **“OK”**.



The screenshot shows a 'Set Password Confirmation' window. The text inside reads: 'Your password has been successfully set. Please login with your new password.' At the bottom right, there is a blue 'OK' button, which is circled in red.

You have successfully Registered! You will be redirected back to the login portal screen. Type in your email address and password and select **“Login”**



The screenshot shows the 'Login to Online Permitting Portal' screen. The header text says 'Please login to Portal or Register.' Below this are two input fields: 'Email Address' (containing 'john.smith@gmail.com') and 'Password' (containing masked characters). Red arrows point to these fields from the left. To the right of the password field is a blue link that says 'Forgot Password?'. At the bottom, there are two buttons: an orange 'Register' button and a blue 'Login' button, which is circled in red. Below the buttons, there is a section titled 'Information about online service:' with a list of recommendations: 'Google Chrome, Mozilla Firefox, Safari are the recommended browser', 'Adobe Acrobat must be installed on your computer', and 'VISA, MasterCard, American Express are accepted'.

Select **“Add New”** under **“My Permits/Services”** section

The screenshot shows the 'My Permits / Services' section of a web application. At the top, there are navigation links: 'Home', 'Pay Online', and 'My Profile'. On the right, there is a 'Log out' button. Below the navigation bar, the section title 'My Permits / Services' is displayed, followed by the instruction: 'Please use this section to view and manage your permits. Click Add New button to apply.' Below this text is a search bar with the placeholder 'Type to filter the table columns...'. On the right side of the section, there is a blue button with a plus icon and the text 'Add New'. A red arrow points from the text 'Add New' in the instruction to this button.

New Application Process - Step 1 - Select Type

Select **“Application Type”** and complete all ***required fields** then select **“Continue”**

The screenshot shows the 'New Application' process, Step 1: Select Type. At the top, there are navigation links: 'Home' and 'My Profile'. On the right, there is a 'Log out' button. Below the navigation bar, there is a progress bar with seven steps: 1. Select Type (highlighted with a blue circle), 2. Property Details, 3. People Details, 4. Additional Information, 5. Supporting Documents, 6. Fees & Payment, and 7. Complete. Below the progress bar, the section title 'New Application' is displayed, followed by the instruction: 'Please select an application type from the list.' Below this text, there are two dropdown menus: 'Application Type' (with the selected value 'Building - Request for Information') and 'Work Type' (with the selected value 'Copy of Plans'). Below these dropdowns, there is a section titled 'Application Details' with the instruction: 'Please provide details for your application.' Below this text, there is a text input field labeled 'Description of Proposed Work' with the value 'Copy of drawings of my house'. Below this text input field, there are two text input fields: 'Model Certification Number (for Repeat Housing) (?)' and 'Unit Number (for Multi Unit Building)'. At the bottom left, there is a red 'Cancel' button. At the bottom right, there is a blue 'Continue' button with a red circle around it.

New Application Process - Step 2 - Property Details

Type in the address of the property in the “**Search Address**” field and select “**Search**”

Find the address from the “**Return Results**” field and choose “**Select**” and then select “**Continue**”

The screenshot displays the 'Property Detail' form with a progress bar at the top. The progress bar has seven steps: 1. Select Type, 2. Property Details (highlighted with a green circle and arrow), 3. People Details, 4. Additional Information, 5. Supporting Documents, 6. Fees & Payment, and 7. Complete. The form itself is titled 'Property Detail' and includes instructions: 'Steps: 1. Type the address (Street Number and Street Name only) in Search Address field and click Search button; 2. Click Select button in Return Result portion; 3. Click Continue button. (Note: Hwy for Highway, for example: Hwy 7, Hwy 400).' The 'Search Address' field contains '2141'. The 'Search' button is circled in red. The 'Return Result' field shows '2141 Major Mackenzie Dr, Vaughan ON, L6A1T1'. The 'Select' button is circled in red. The 'Selected Address' field shows the same address. The 'Remove' button is circled in red. The 'Continue' button is circled in red. A 'Back' button is also visible.

Property Detail

Steps:

1. Type the address (Street Number and Street Name only) in Search Address field and click Search button;
2. Click Select button in Return Result portion;
3. Click Continue button. (Note: Hwy for Highway, for example: Hwy 7, Hwy 400).

Search Address

2141

Search

Return Result

2141 Major Mackenzie Dr, Vaughan ON, L6A1T1

Select

Selected Address

2141 Major Mackenzie Dr, Vaughan ON, L6A1T1

Remove

Back

Continue

*Please note, when entering the address in the “**Search Address**” field, do not include a street type (i.e., Street or St., Road or Rd., etc.) only the street number and/or name are required

New Application Process Step 4 - Additional Information

Complete all ***required fields** and select **“Continue”**

Home My Profile Log out

1 Select Type 2 Property Details 3 People Details 4 Additional Information 5 Supporting Documents 6 Fees & Payment 7 Complete

Additional Information

Please provide additional details for your application.

Application Declaration

I do hereby declare that I am

*** This input field is required.**

If other, please describe

Disclaimer

I acknowledge that the initial fee covers the cost of a records search and is non-refundable, even if no records are found, and that additional fees are payable for copying. City of Vaughan will not proceed the request until proof of ownership has been received (i.e Tax bill, property deed, or purchase of sale agreement which states the property owner and date of closing). A written and signed consent is required for client representative or a management company and the requests without consent will not be accepted.

☐ Yes ☐ No

*** This input field is required.**

Back Save for Later Continue

Please read the Disclaimer section carefully as it will guide you to the appropriate documentation required dependent on who your chosen declaration for the property

New Application Process Step 5 - Supporting Documents

Select the “**Document Type**” that provides proof of declaration from the dropdown which matches the form you will be uploading. Then enter the “Description” for the uploaded document. Then select “Continue”.

Home My Profile Log out

1 Select Type 2 Property Details 3 People Details 4 Additional Information 5 Supporting Documents 6 Fees & Payment 7 Complete

Supporting Documents

Please note, we will not proceed with your request until proof of ownership has been received

1. Tax bill, property deed, or purchase of sale agreement which states the property owner and date of closing
2. If a management company is providing written, signed consent, the proof required in 1 above, is also required
3. Requests without consent are not accepted

You do not have any document(s) at this moment

Upload New Document

Steps:

1. Select the Document Type and complete the Description;
2. Click the 'browse' button to upload PDF or Drag and Drop the PDF;
3. Click the 'Upload Document' button.

Document Type Description

* This input field is required. * This input field is required.

Detail

File

Drag or Browse to select file(s) to upload.

* This input field is required.

Upload Document Back Save for Later Continue

*(If you have further detail to provide, you can enter the information in the “**Detail**” field)*

New Application Process Step 6 - Fees & Payment

Check mark the minimum payment fee amount then select “Pay Selected Fees”

[Home](#) [My Profile](#) [Log out](#)

1Select Type

2Property Details

3People Details

4Additional Information

5Supporting Documents

6Fees & Payment

7Complete

Fees & Payment

Initial fees are non-refundable
Click check box and select any unpaid fees and click "Pay Selected Fees" button to make payment

Bill # ^	Fee Details	Total	Payment Status
<input checked="" type="checkbox"/> 349512	Drawings \$ Documents(Taxable Sales) \$79.50 HST #R108130642 \$10.34	\$89.84	Unpaid
1 total			

Fees selected for payment:

- **\$89.84: Bill Number: 349512**
Drawings \$ Documents(Taxable Sales) \$79.50
HST #R108130642 \$10.34

Total Amount: \$89.84

[Pay Selected Fees](#) [Save and Submit Later](#)

A shopping cart window will appear to enter your credit card information to complete the minimum payment fee. **Complete the following fields: Full Name, Credit Card Number, Month, Year and CVC then select “Submit Payment”**

The screenshot shows a payment form with the following fields and elements:

- Amount: \$164.00 CAD
- Card Number: 1234567
- Card Type: VISA (dropdown menu)
- Cardholder Name: John Smith
- Card Number: 1234567890123456789
- Month: 02 (dropdown menu)
- Year: 2021 (dropdown menu)
- CVC: 123
- Comments: (empty text area)
- Submit Payment button (circled in red)
- Accepted cards: Visa, Mastercard, Discover and Amex are accepted.
- Powered by bambora
- Logos for VISA, Mastercard, AMERICAN EXPRESS, and a generic card logo.

Four red arrows point to the following fields: Card Type, Cardholder Name, Card Number, and the Year field.

A “**Payment Completed**” window will prompt you to print your receipt and select “**Continue**”. You will receive confirmation email regarding your payment status and next steps.

The screenshot shows a confirmation page with the following content:

- Payment Completed**
- Approved
- You may print this confirmation page for your record. The receipt has been sent to your email.
- Fee List:
- \$164.00 : Bill Number: 320608
Minimum Permit Fee \$164.00
- Total Payment Amount: CA\$164.00
- Print button (circled in red)
- Continue button (circled in red)

New Application Process Step 7 - Complete

Your Application has now been submitted. Select “Go to Home”.

1

Select Type

2

Property Details

3

People Details

4

Additional Information

5

Supporting Documents

6

Fees & Payment

7

Complete

Thank You

Your application has been submitted. Please see a summary of your application below.

Application Details

Permit Number:	Permit number will be available once the application is accepted	Type/SubType/Work:	Residential Bldg - Single/Semi/Townhouse / 001 - Single Detached Dwelling / New
Address:	2141 Major Mackenzie Drive	Acceptance Date:	
Status:	Online Payment Pending	Issue Date:	
Description:	test	Expiry Date:	

You can click 'Go to Home' button to view all your applications.

Go to Home

On the home page you will be able to view your “Record Details”

Note the **Record ID** number associated with your Application. Note the **Status** column, as this will advise the status of your application.

My Permits

Please use this section to view and manage your permits. Click Add New Permit button to apply for new permits.

Type to filter the table columns...

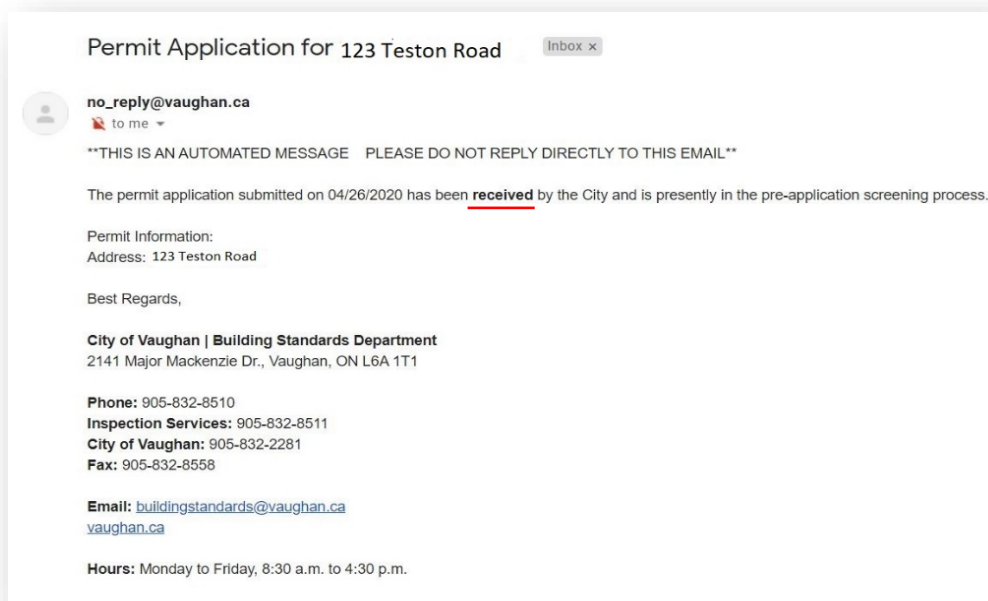
Add New Permit

Record ID	Permit Number	Type/SubType/Work	Status	Acceptance Date	Address	Actions
483731	Permit number will be available once the application is accepted	BP - Housing (Single, Semi, Townhouse) / 001 - Single Detached Dwelling / New	Pre-Application Screening		123 Teston Road	Detail
483730	20 105924 000 00 A	BP - Housing (Single, Semi, Townhouse) / 001 - Single Detached Dwelling / New	Received	2020-04-26	Teston Road	Detail

2 total

No permit selected

You will receive another e-mail confirming the City's receipt of your application



Upon acceptance of the Pre-Application screening, you will receive another confirmation email indicating that your Application is now assigned for review.

