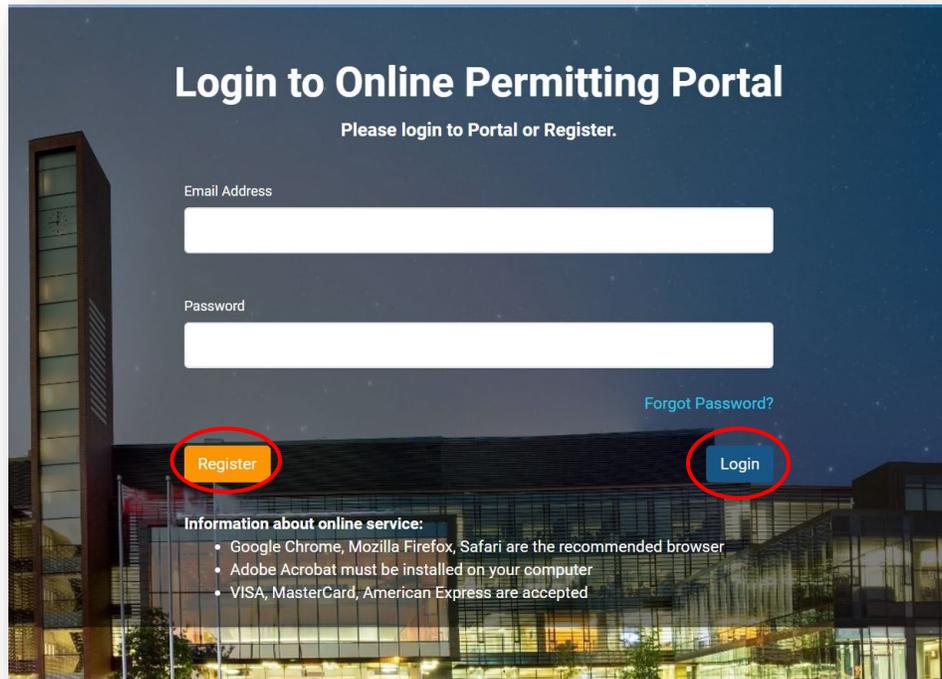


Property Information Request Applicant User Manual for Online Submission

How do I submit a Request for Information?

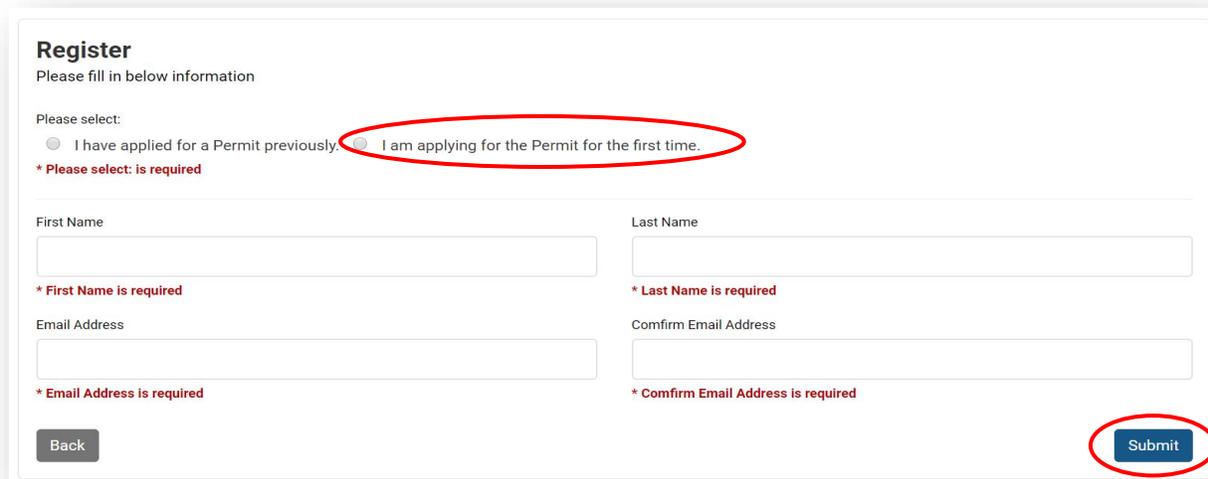
You need to be a registered user to apply and submit an application for a Request for Information. Go to the **City of Vaughan Online Permitting portal** at <https://eservices.vaughan.ca> and select “**Register**”



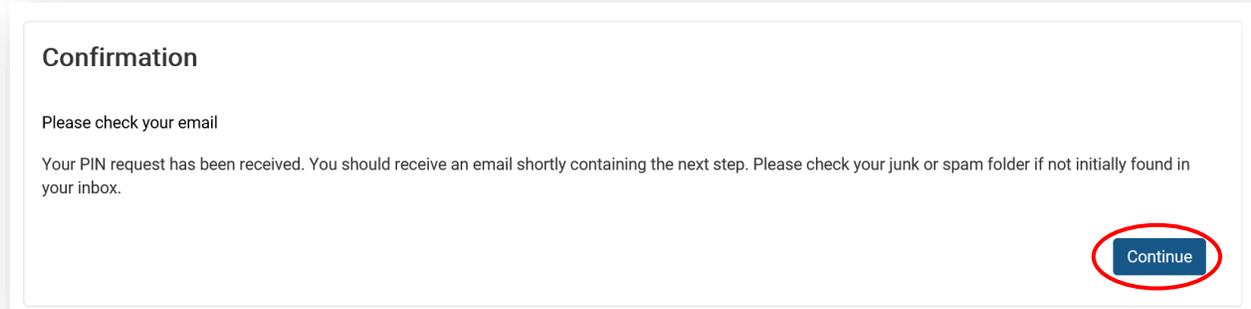
If you are a returning user, enter your e-mail address and password and select “**Login**”

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

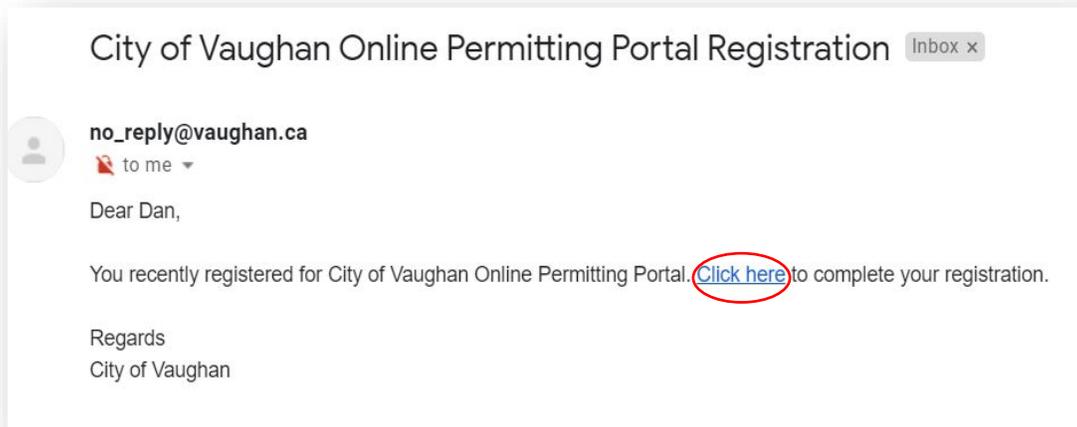
Complete all ***required fields** and select “**Submit**”



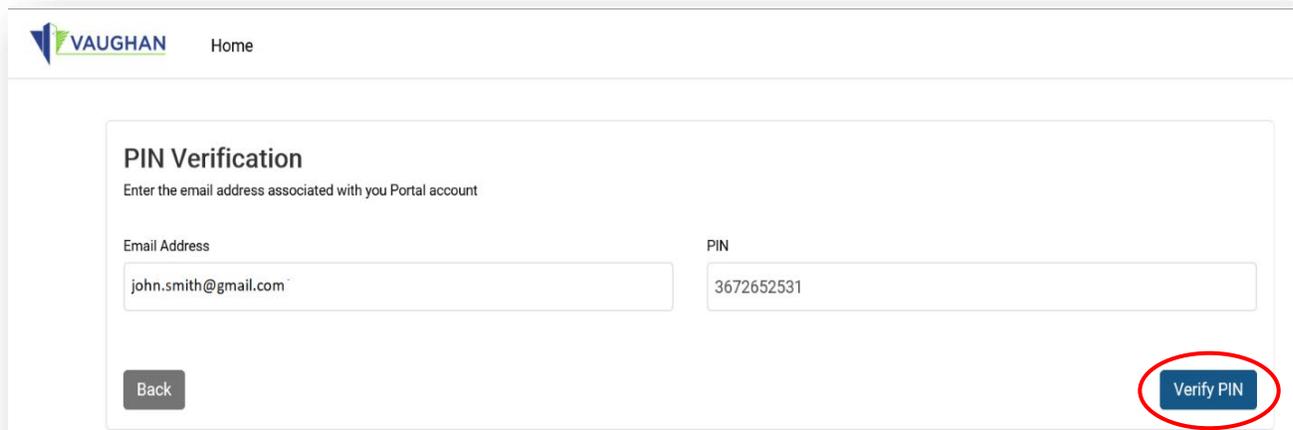
A confirmation window will pop up for PIN and 'next steps' to complete your registration, select **“Continue”**



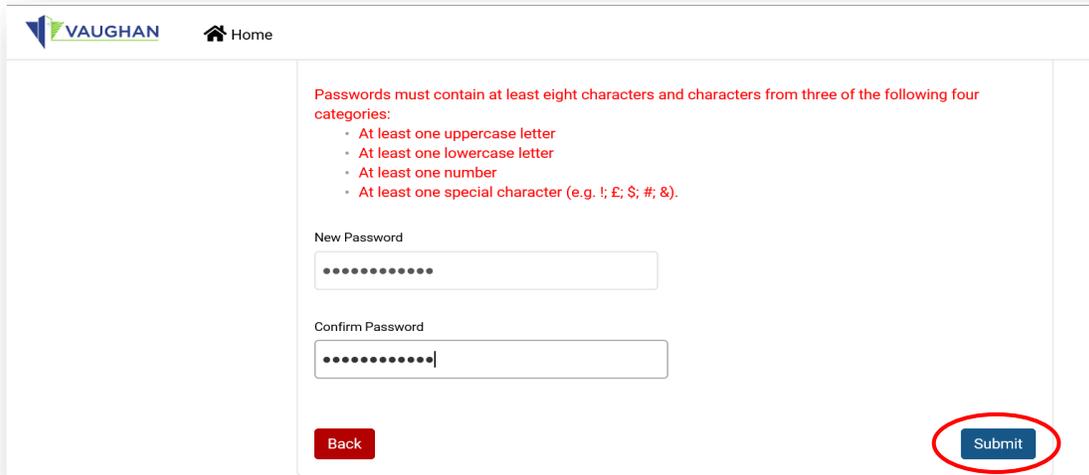
Email - Once you receive the confirmation e-mail, select the **“click here”** link to retrieve your PIN verification associated with your portal account



Select **“Verify PIN”**

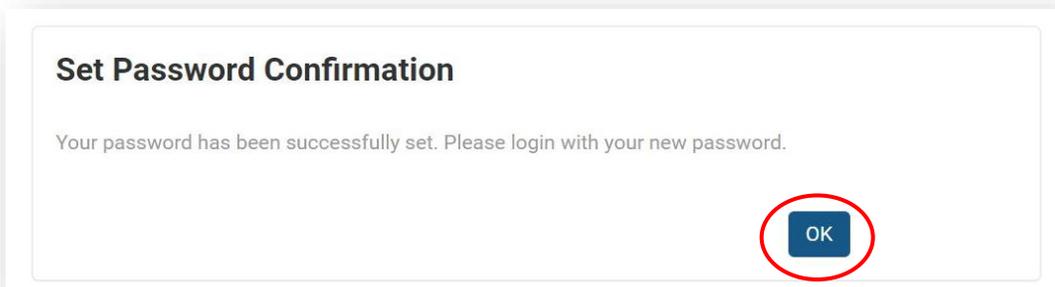


Create a password and select **“Submit”**



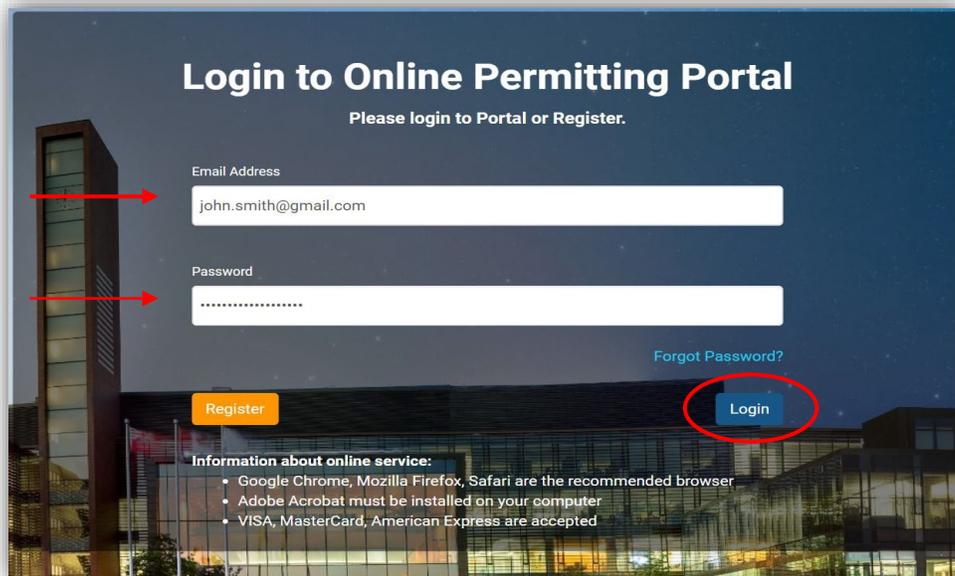
The screenshot shows the VAUGHAN website's password creation interface. At the top left is the VAUGHAN logo and a 'Home' link. The main content area contains a red heading: 'Passwords must contain at least eight characters and characters from three of the following four categories:'. Below this are four bullet points: 'At least one uppercase letter', 'At least one lowercase letter', 'At least one number', and 'At least one special character (e.g. !, £, \$, #, &.)'. There are two input fields: 'New Password' and 'Confirm Password', both filled with dots. At the bottom left is a red 'Back' button, and at the bottom right is a blue 'Submit' button circled in red.

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



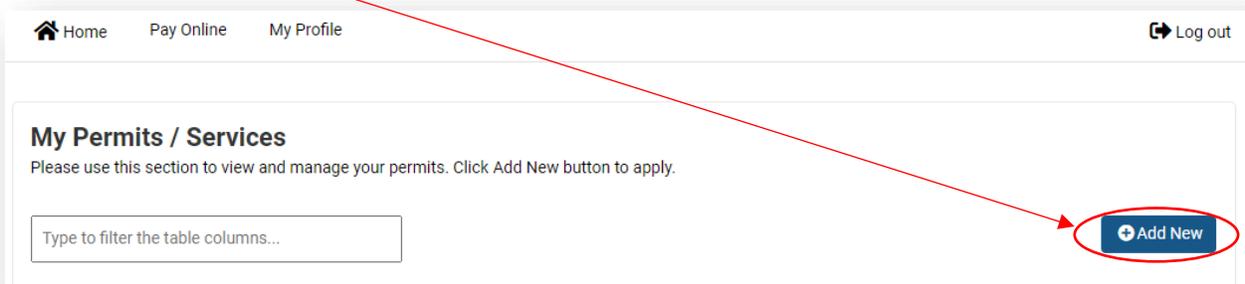
The screenshot shows a 'Set Password Confirmation' dialog box. The title is 'Set Password Confirmation'. Below the title is the text: 'Your password has been successfully set. Please login with your new password.' At the bottom right is a blue 'OK' button circled in red.

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



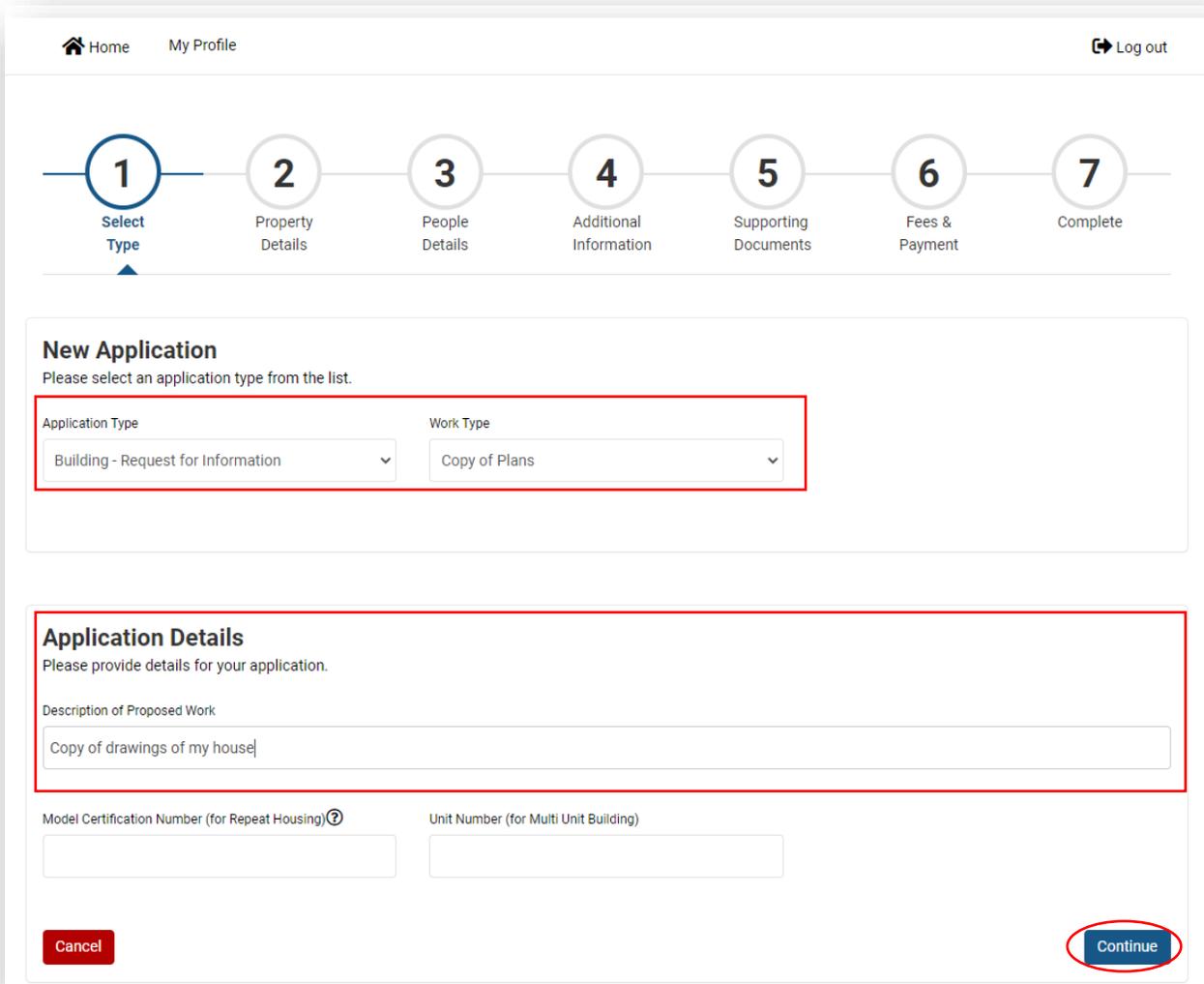
The screenshot shows the 'Login to Online Permitting Portal' screen. The title is 'Login to Online Permitting Portal' and the subtitle is 'Please login to Portal or Register.'. There are two input fields: 'Email Address' with the value 'john.smith@gmail.com' and 'Password' with dots. Below the password field is a link for 'Forgot Password?'. At the bottom left is an orange 'Register' button, and at the bottom right is a blue 'Login' button circled in red. At the bottom of the screen is a section titled 'Information about online service:' with three bullet points: '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



New Application Process - Step 1 - Select Type

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



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**”

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

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

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**

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)
- 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, Amex
- Powered by bambora
- Logos for VISA, Mastercard, AMERICAN EXPRESS, and Discover

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”**.

The screenshot shows a progress bar with 7 steps: 1. Select Type, 2. Property Details, 3. People Details, 4. Additional Information, 5. Supporting Documents, 6. Fees & Payment, and 7. Complete. Below the progress bar is a 'Thank You' section with the text: 'Your application has been submitted. Please see a summary of your application below.' This is followed by an 'Application Details' section with the following information:

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:	

At the bottom of the page, there is a 'Go to Home' button with a house icon, which is circled in red. Below the button, it says 'You can click 'Go to Home' button to view all your applications.'

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

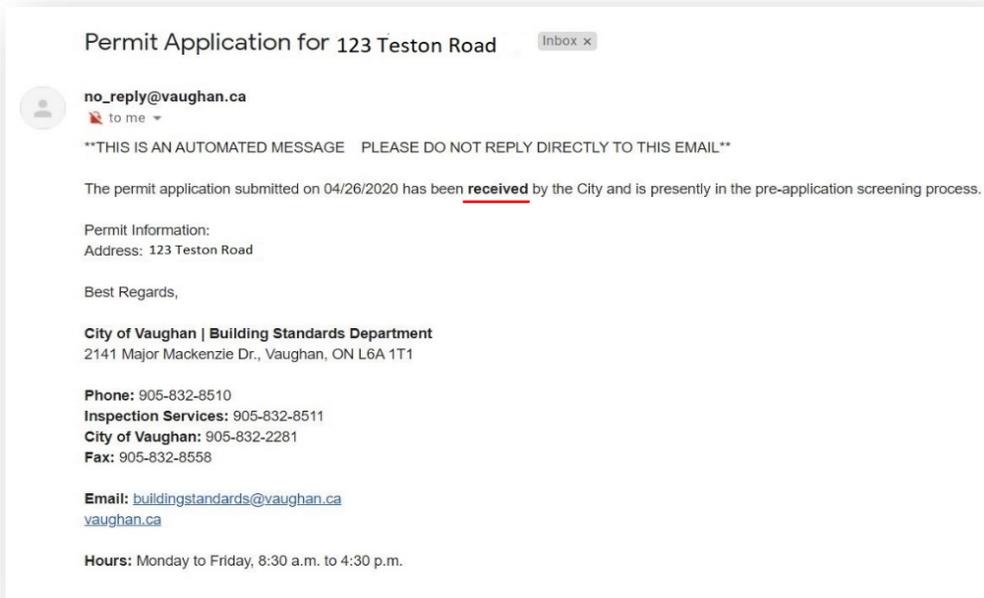
Note the **Record ID** number associated with your Application. Note the **Status** column, as this will advise the status of your application.

The screenshot shows the 'My Permits' section with the following text: 'Please use this section to view and manage your permits. Click Add New Permit button to apply for new permits.' There is a search bar with the placeholder text 'Type to filter the table columns...' and an 'Add New Permit' button. Below this is a table with the following columns: Record ID, Permit Number, Type/SubType/Work, Status, Acceptance Date, Address, and Actions. The 'Record ID' and 'Status' columns are circled in red. The table contains two rows of data:

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

At the bottom of the table, it says '2 total'. Below the table, there is a message: '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.

