AB+C

AUSTIN BUILD + CONNECT

Online Permit Application & Payment User Manual

CITY OF AUSTIN Development SERVICES DEPARTMENT

Austin Build + Connect is the City of Austin Development Services Department's online portal at *http://www.austintexas.gov/abc* to apply for permits, to schedule inspections, monitor Escrow accounts, pay for permit / inspection fees, and much more. If you do not have a need for these activities, you can abandon this process and continue to use the City's **Public Search** function at *abc.austintexas.gov.*

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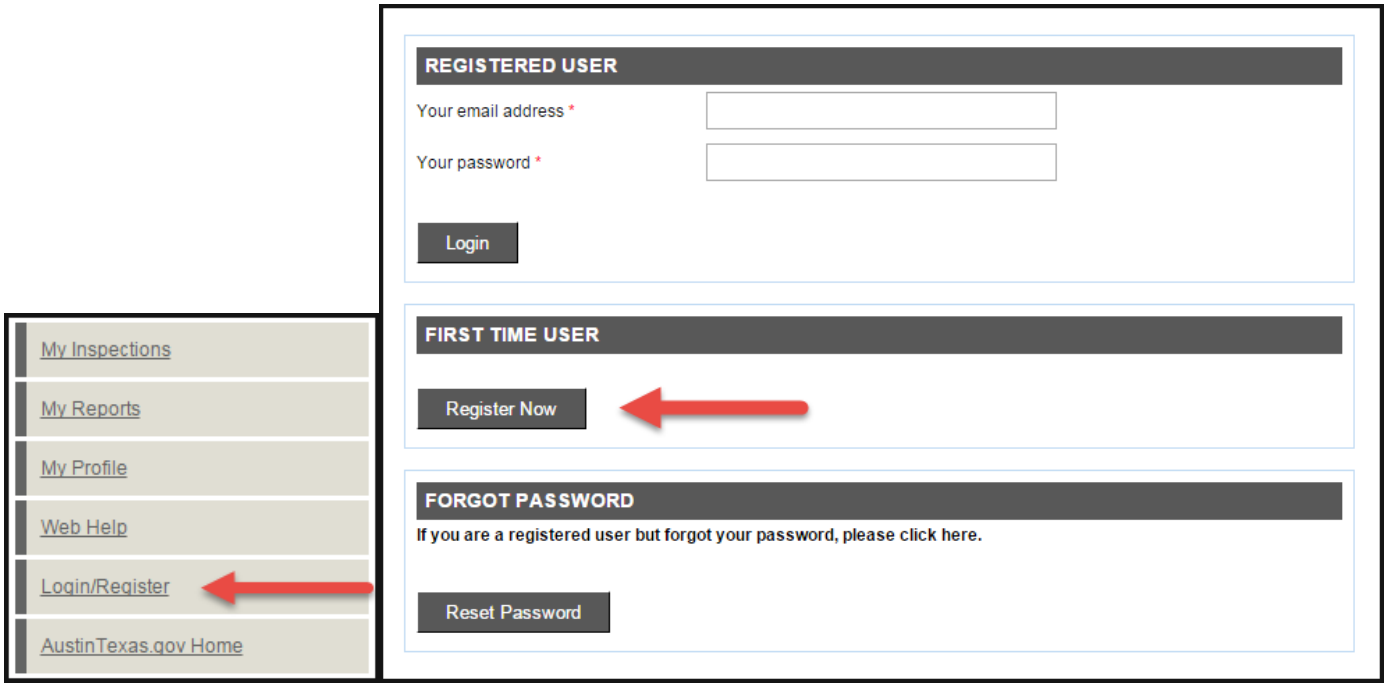
Registration for First Time Users

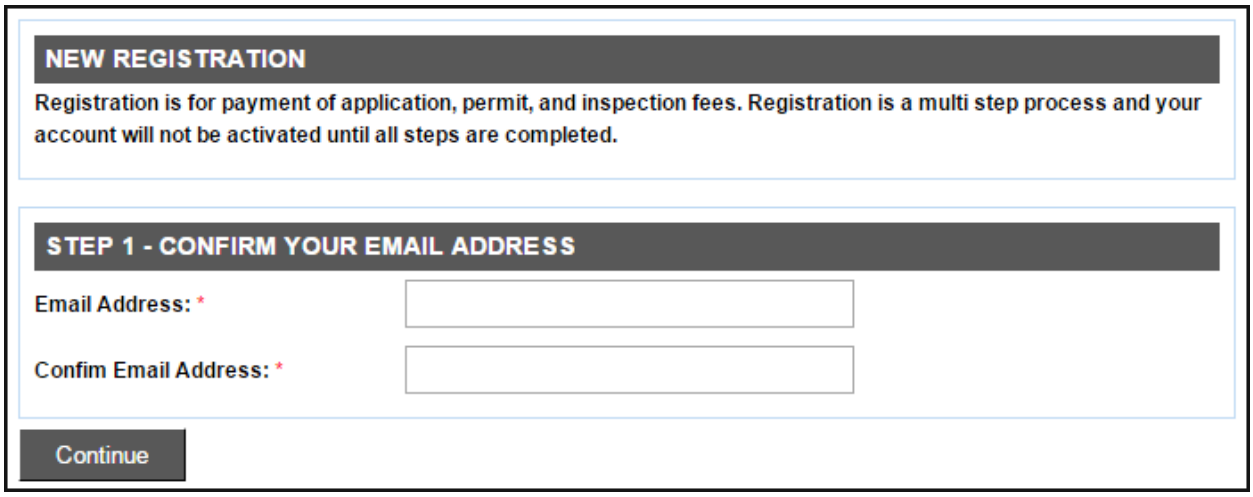
An online account is needed to process payments on this website.

1) **LOGIN/REGISTER** as **First Time User** to create an online account:



2) **NEW REGISTRATION (STEP 1):**

The first step to creating an online account is to select an email address to build your profile. You will receive emails during the registration process and will use this email to log in to the Austin Build + Connect website.



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3) USER INFORMATION (STEP 2):

The second step in the registration process is filling out your personal information. This data will be used to help create your online account and billing information.

The red asterisks (*) indicate required fields.

STEP 2 - USER INFORMATION

Email Address:

First Name: *

Last Name: *

Middle Name (optional):

House Number: *

Street Prefix:

Street Name: *

Street Type: *

Street Direction:

Unit Type:

Unit Number:

City: *

State: * Texas

Zip Code: *

Telephone Number: *

Organization (optional):

Submit

4) ACCESS REQUEST SENT (STEP 3):

Next you will receive an email from the City of Austin Development Services Department.

STEP 3 - ACCESS REQUEST SENT

Thank you for registering for Austin Build + Connect.
An email has been sent to _____ .
Please check your email for verification.

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- ***EXAMPLE EMAIL* - Austin Build + Connect Registration**

  The subject line of the email will be "*Austin Build + Connect Registration*." In this email are two important things: a link and a PIN number. Copy the PIN number and click on the longer link:

  Thank you for starting the registration process. After completing the registration process you will be able to conduct business online, such as

  * Viewing status of your permits, inspections, and fees
  * Pay for permits
  * Pay for fees

  If you do not have a need for these activities, you can abandon this registration process and continue to use the City's Public Search function at abc.austintexas.gov

  To continue your registration process, use the link and personal identification number (PIN) below to verify your information and gain access to the Austin Build + Connect website's Registered Users area:
  https://abc.austintexas.gov/web/permit/index

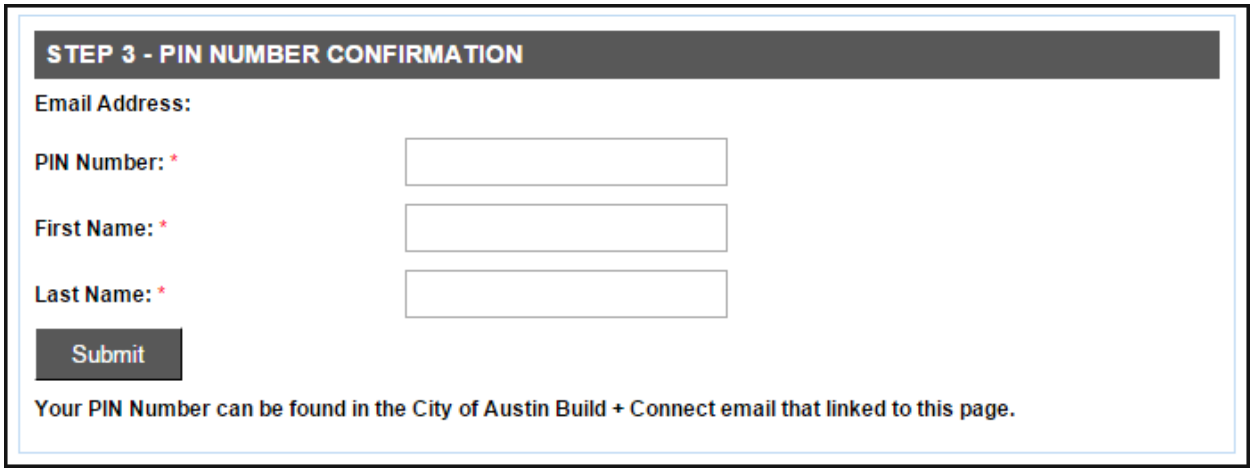
  PIN Number XXXXXXXXXXX (Copy PIN number before clicking on above link)

  Note: If you are unable to click on the link above, please be sure to copy and paste the entire link into your browser's navigation bar, as all the information is needed to continue registration.

  Regards,
  City of Austin
  311 or (512) 974-2000

5) PIN NUMBER CONFIRMATION:

Enter the PIN number from the email and the first and last name entered during registration.



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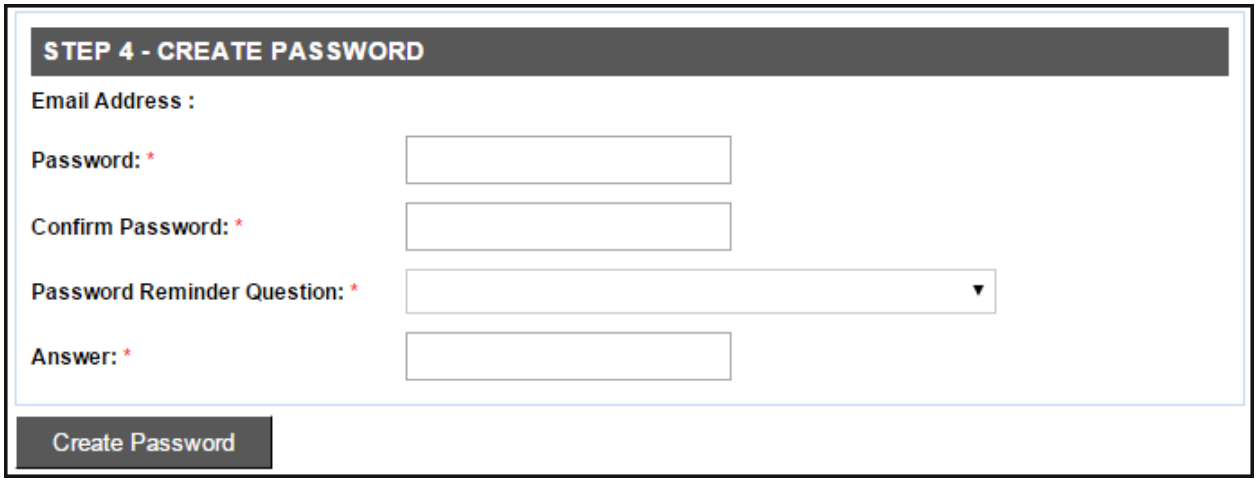
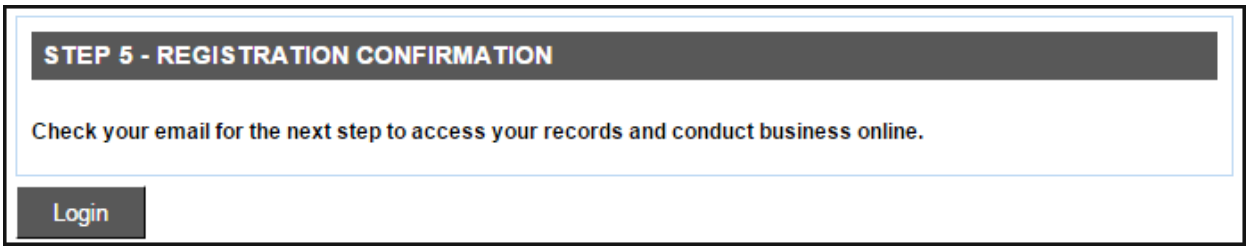
6) CREATE PASSWORD:

Enter a password, and select a password security reminder question.



7) REGISTRATION CONFIRMATION:

The City of Austin Development Services Department will send you an email with the subject line: "*Austin Build + Connect*." The email has instructions on getting your online account connected to your business account. After the accounts have been connected, you will be able to conduct business with the City of Austin thru the website.



- ***EXAMPLE EMAIL* - Austin Build + Connect Confirmation**

Congratulations on activating your Austin Build + Connect account! You are now able to access the City's website, view your permits, schedule inspections, and make payments online. To access your records and conduct business online, you need to have this new internet registration account linked with your business accounts. Please call (512) 978-4000 to have your accounts linked. Please have identifying information (account ID, etc.) for each account you need to link.

The staff at the Permit Center can also help you create and link up to six authorized Agents for your account. You can download the Contractor's Letter of Authorization form at austintexas.gov/page/building-applications and email to permitsubmittal@austintexa.gov

For sender validation, your Log-in ID is: _____

Regards,
City of Austin

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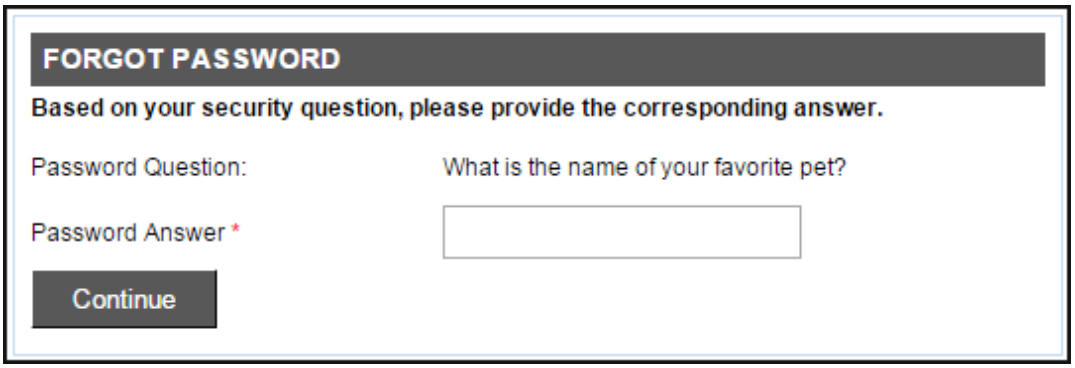
Forgotten Password (Reset)

In the event you forget your password, click Login/Register and 'Reset Password'. An email will be sent to your profile email address containing a new password.

1) RESET PASSWORD:

2) Enter the email address you used to create your profile:

3) Answer the security question you selected when registering:



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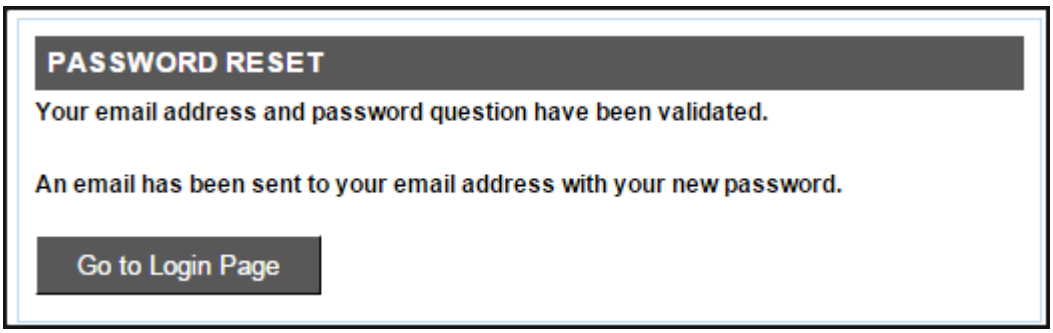
4) After answering the security question, a temporary password will be sent to the email address entered:



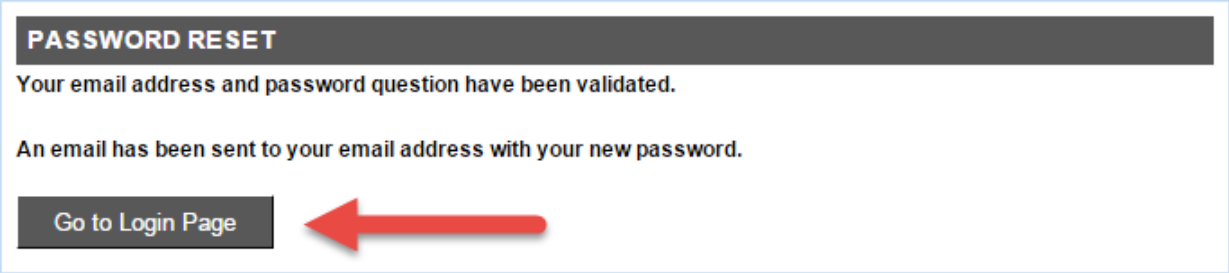
- ***EXAMPLE EMAIL* - Forgotten Password**

Dear Internet User,

This email has been sent to you in response to your password request from Austin Build + Connect. Your password has been reset to: *********
Once you have successfully logged in you can reset your password by clicking on the My Profile link on the left menu bar.

Regards,
City of Austin

5) Click 'Go to Login Page':



6) Login using your email address and the new reset password from the email you received:

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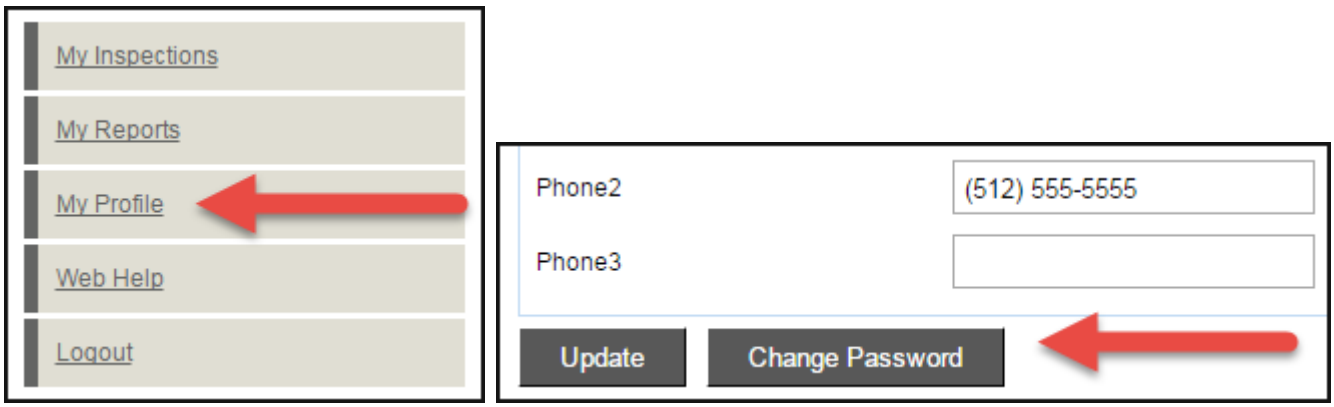
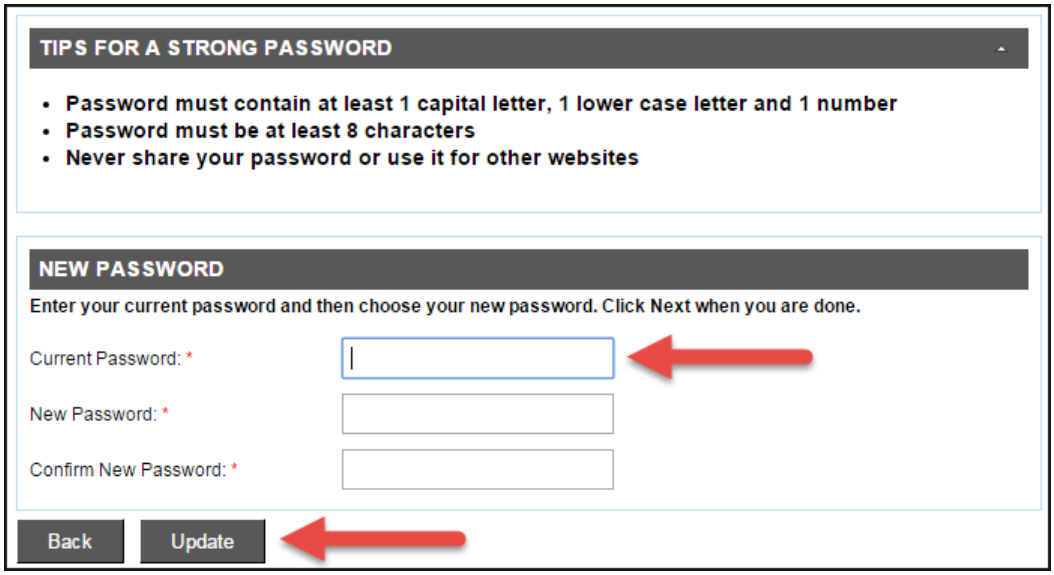
Change Password

After login you can change the temporary password you received in the email to a new personal password.

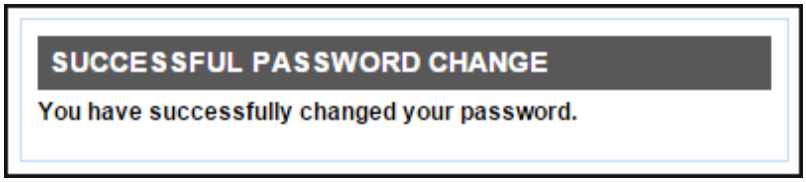
1) **Click 'My Profile' from the left menu bar and at the bottom of the *UPDATE MY PROFILE* page, click 'Change Password':**



3) **Your Current Password is the temporary password that was emailed toyou. Enter a personal password in the 'New Password' field, and re-enter it in the 'Confirm New Password' field. Click 'Update':**



CONGRATLUATIONS! You have changed your password:



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My Permits/Cases

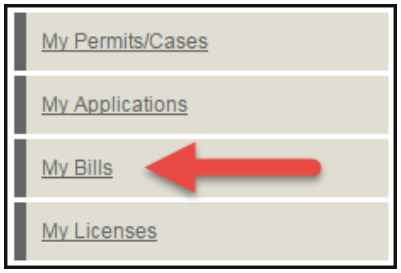
1) **Once logged in you will see a list of permits associated with your business account:**
A permit with a checkbox indicates that particular permit is eligible for payment.

VIEW STATUS OF MY PERMITS/CASES

#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
1		2016-		test folder for Portal II TEST	03/03/16	Active	No	$0
2		2016-		test folder for Portal II TEST	03/03/16	Active	No	$0
3	☐	2016-		test folder for Portal II TEST	03/03/16	Pending	No	$397.28
4	☐	2016-		test folder for Portal II TEST	03/03/16	Pending	No	$81.12

My Bills

1) **Clicking 'My Bills' will only display permits on your account that are eligible for payment:**



MY BILLS

#	Check	Permit Number	Project Name	Description	Status	Balance
1	☐	2016- PP		Replacement of any self-contained packaged units	Pending	$168.48
2	☐	2016- MP		Replacement of any existing gas appliance	Pending	$69.68
3	☐	2015- PP		Replacement or addition to an existing unit of up to four supply or return duct runs la la la	Pending	$168.48

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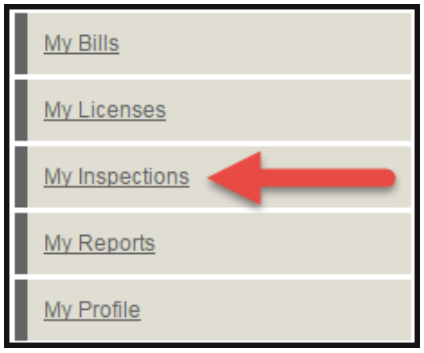
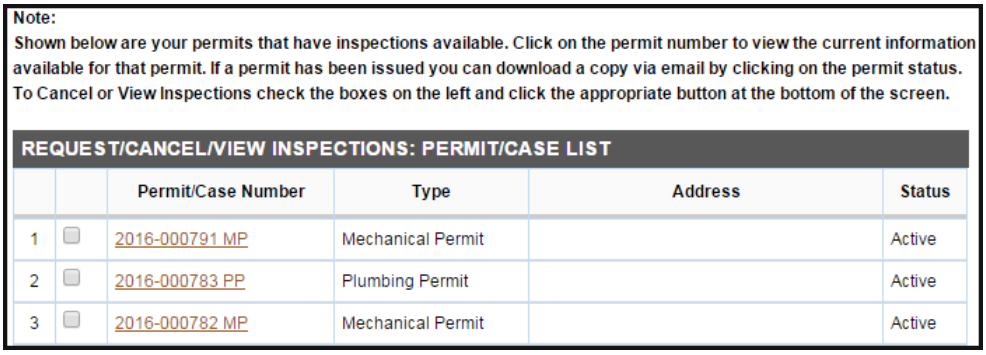
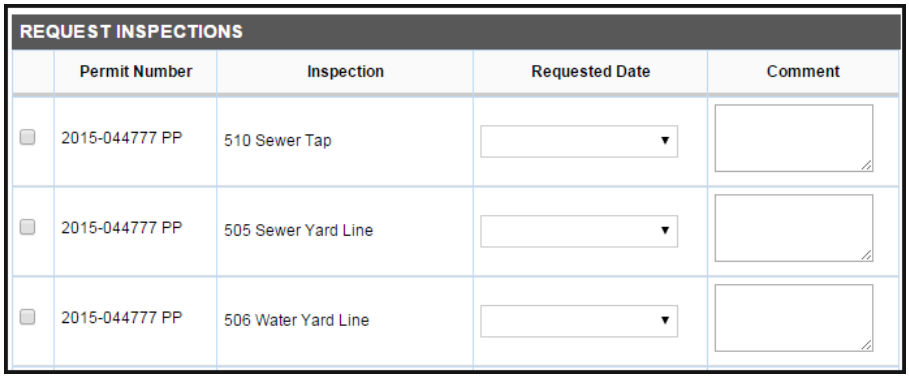
My Inspections

1) Clicking 'My Inspections' will display permits with available inspections to be scheduled:
Select the permit you want to schedule an inspection for by checking the box to the left of it.

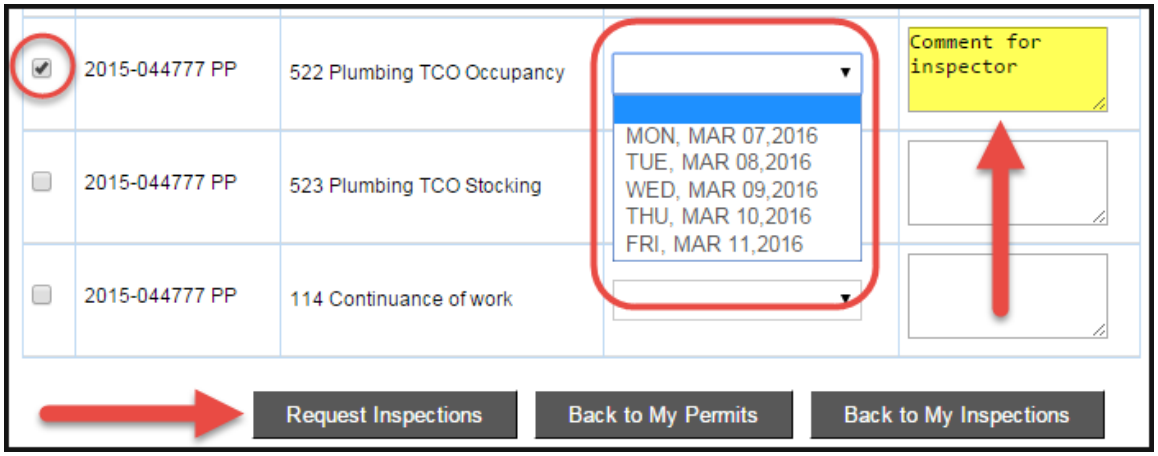




2) A list of inspections needed for that permit will appear:



3) Schedule your inspection:
Check the box for the inspection you want to schedule. Use the **'Requested Date'** column drop down to pick a day within five days from when you are scheduling the inspection. You can also leave comments/notes for the inspector. Once done, click **'Request Inspections.'**



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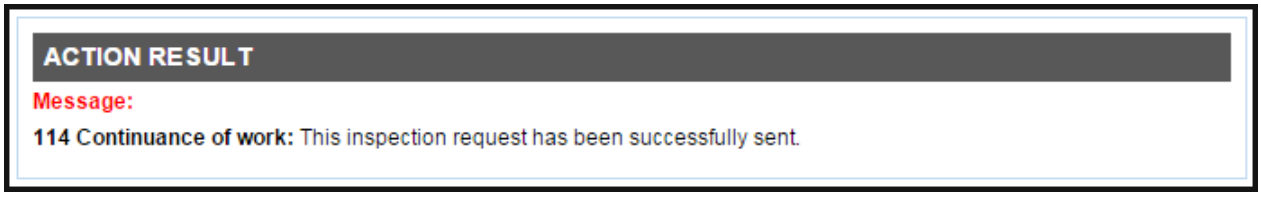
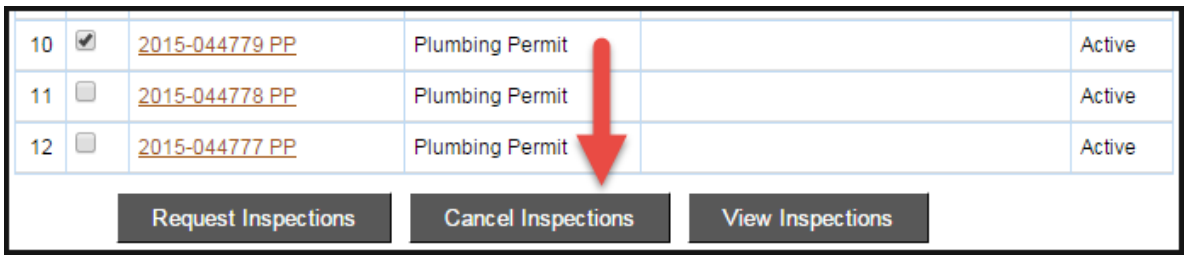
4) You will receive a confirmation once the inspection is successfully sent:

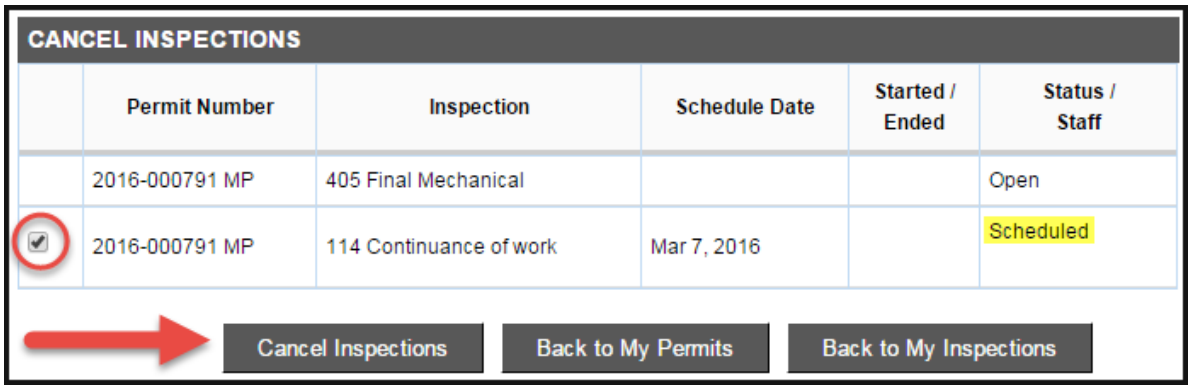


5) Cancel Inspection:

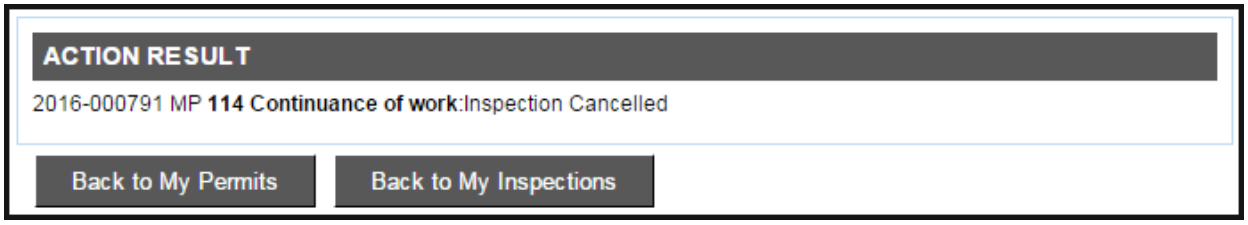
If you need to cancel an inspection, go to **'My Inspections,'** select the permit which has the scheduled inspection, and click **'Cancel Inspections.'**



6) Select the scheduled inspection(s) you want to cancel and click 'Cancel Inspections:'



7) A confirmation notice will appear saying the inspection has been cancelled:



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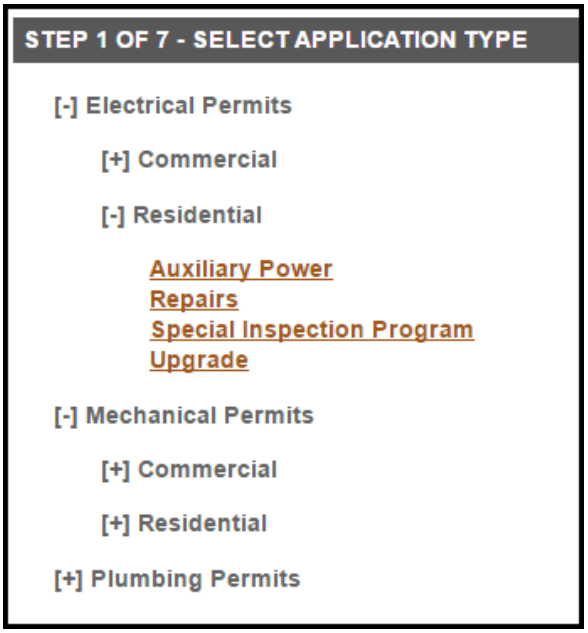
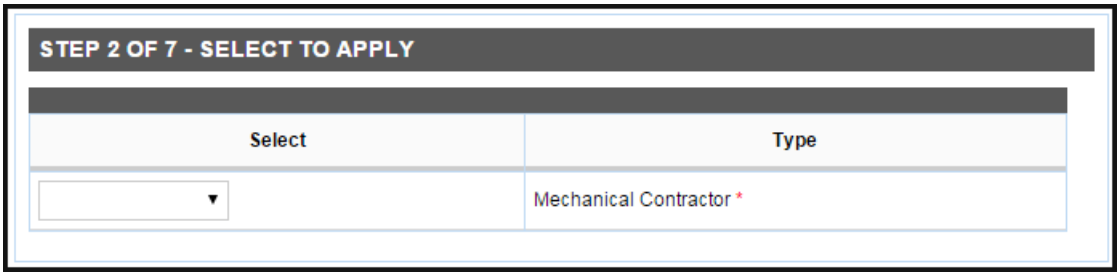
Applying for Permits

1) Click 'Apply for Permits/Cases' in the left navigationbar and select the application you need:



2) Select the contractor you want to assign to the permit:

Only contractors that match the permit type – i.e. Mechanical Permit – and have a valid license (or plumbing insurance) and registration on file with the City will be listed. Click **'Continue'**.



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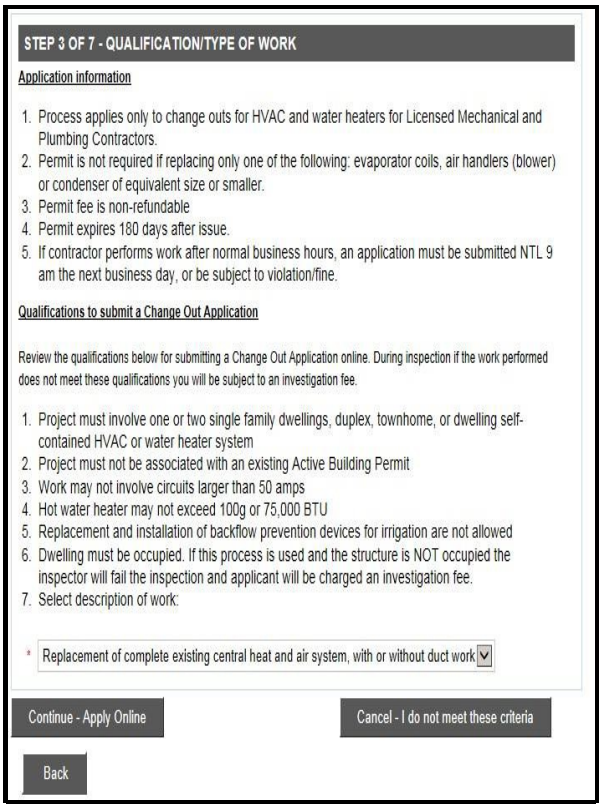
3) **For <u>Change out Permits</u>:** Please review the qualifications for a change out to determine if this permit is appropriate for the work being done. If so, select the type of work from the drop down.
For <u>Standalone Trade Permits</u>: Enter the description and scope of work for the permit.

Click 'Continue – Apply Online':



STEP 3 OF 7 - QUALIFICATION/TYPE OF WORK

Application information

1. Process applies only to change outs for HVAC and water heaters for Licensed Mechanical and Plumbing Contractors.
2. Permit is not required if replacing only one of the following: evaporator coils, air handlers (blower) or condenser of equivalent size or smaller.
3. Permit fee is non-refundable
4. Permit expires 180 days after issue.
5. If contractor performs work after normal business hours, an application must be submitted NTL 9 am the next business day, or be subject to violation/fine.

Qualifications to submit a Change Out Application

Review the qualifications below for submitting a Change Out Application online. During inspection if the work performed does not meet these qualifications you will be subject to an investigation fee.

1. Project must involve one or two single family dwellings, duplex, townhome, or dwelling self-contained HVAC or water heater system
2. Project must not be associated with an existing Active Building Permit
3. Work may not involve circuits larger than 50 amps
4. Hot water heater may not exceed 100g or 75,000 BTU
5. Replacement and installation of backflow prevention devices for irrigation are not allowed
6. Dwelling must be occupied. If this process is used and the structure is NOT occupied the inspector will fail the inspection and applicant will be charged an investigation fee.
7. Select description of work:

* Replacement of complete existing central heat and air system, with or without duct work

Continue - Apply Online | Cancel - I do not meet these criteria

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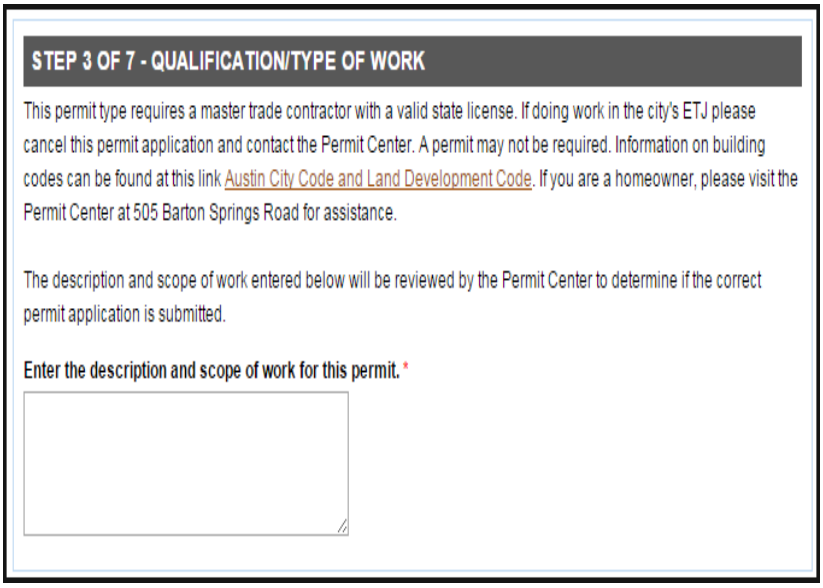

STEP 3 OF 7 - QUALIFICATION/TYPE OF WORK

This permit type requires a master trade contractor with a valid state license. If doing work in the city's ETJ please cancel this permit application and contact the Permit Center. A permit may not be required. Information on building codes can be found at this link Austin City Code and Land Development Code. If you are a homeowner, please visit the Permit Center at 505 Barton Springs Road for assistance.

The description and scope of work entered below will be reviewed by the Permit Center to determine if the correct permit application is submitted.

Enter the description and scope of work for this permit. *

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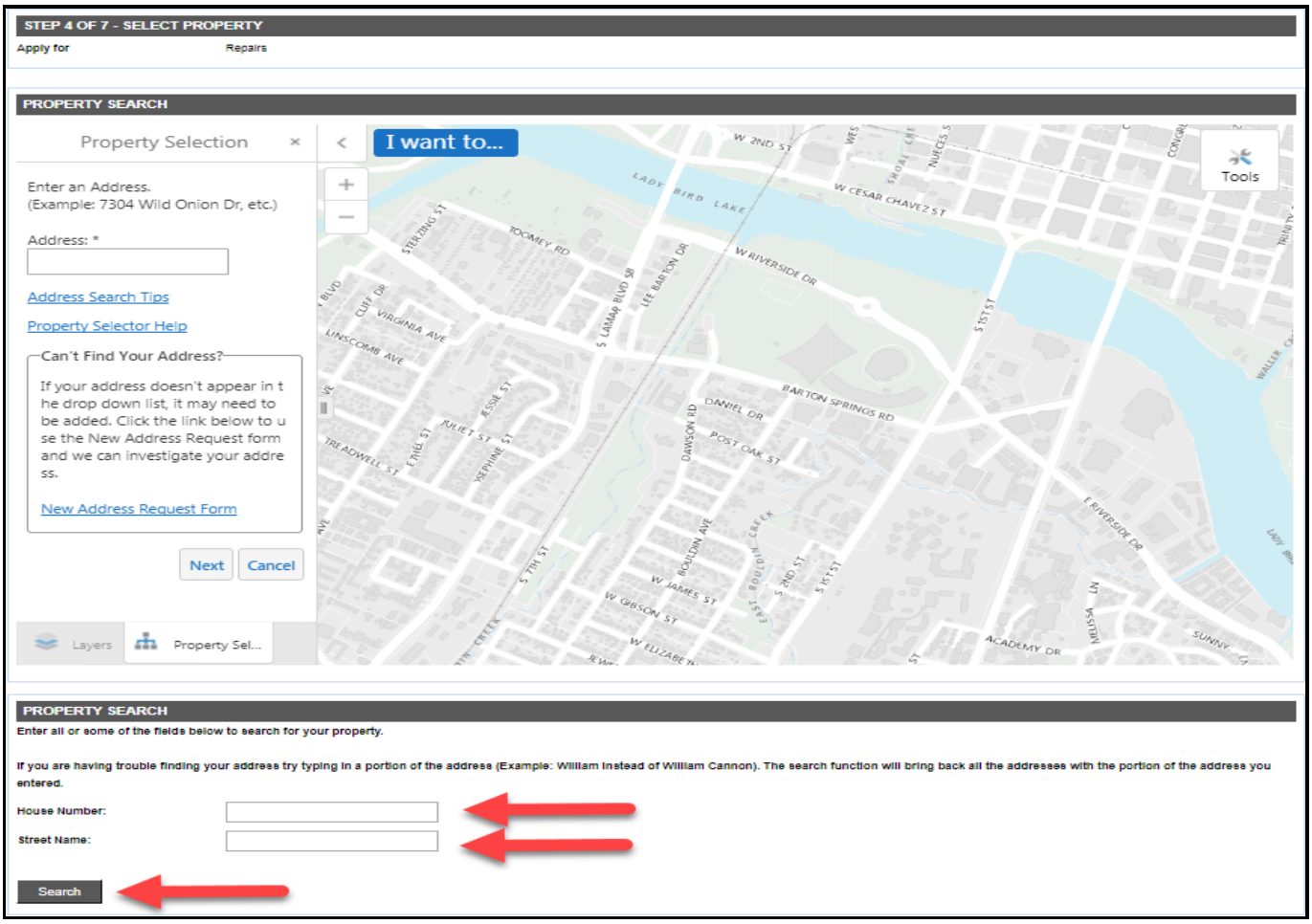
4) Search for an address:

Enter the house number and street name of the location. Click **'Search.'**
A list of addresses that contain the street number and name entered will appear.
Select the correct address.



5) For Change Outs: A summary of the information you have entered so far will be displayed.
For Standalone Trade Permits: Use this space to enter a description of the work to be done.

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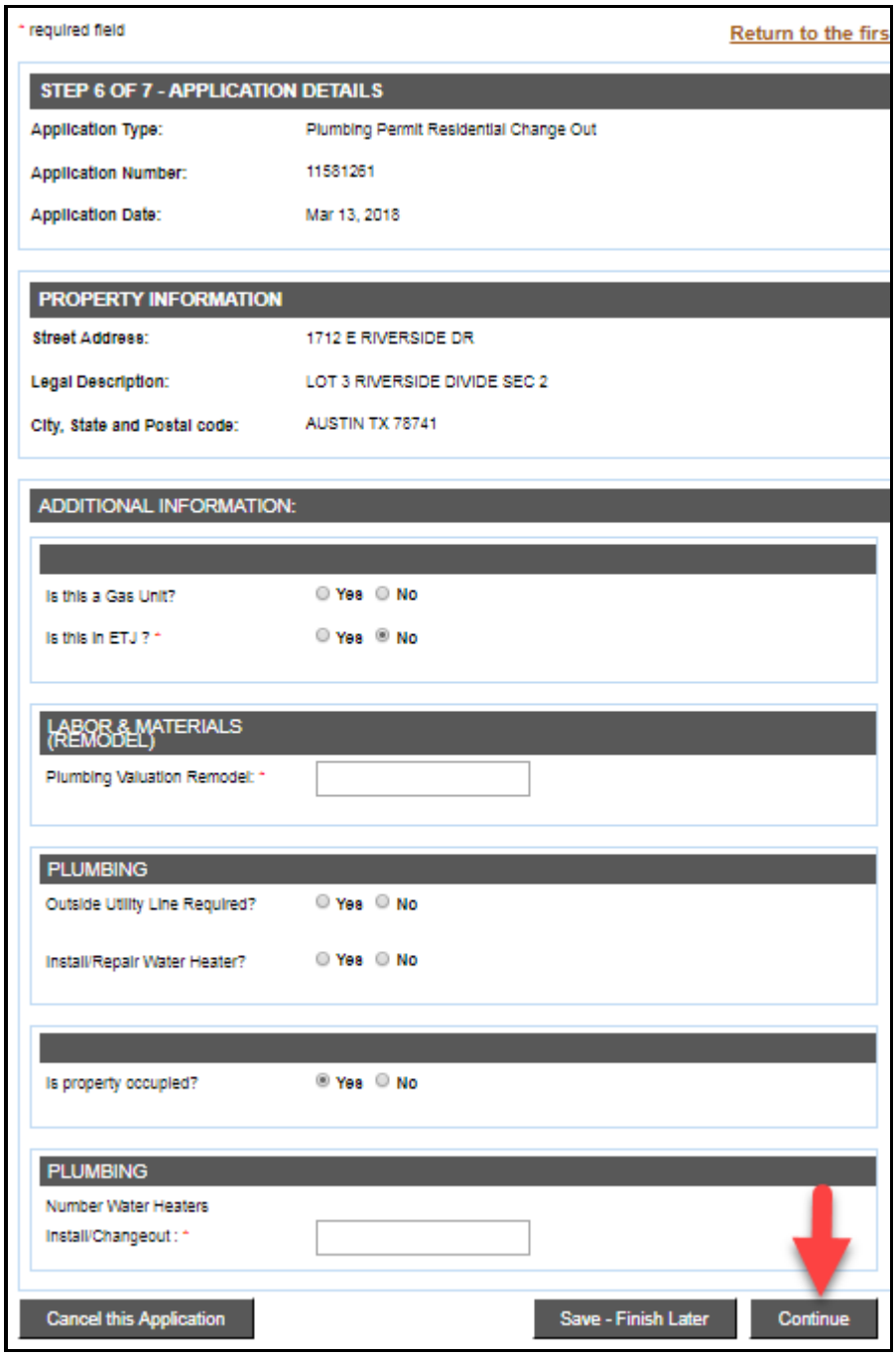
6) **Depending on the permit assignment, the Application Details page will appear requesting additional information:**
Once finished, you can '**Continue**', '**Save - Finish Later**' or '**Cancel this Application**'.



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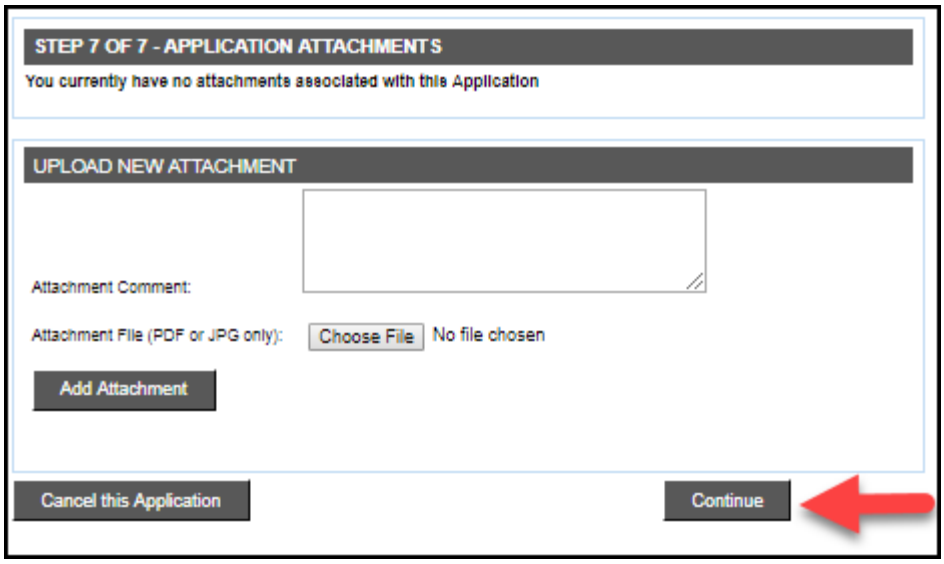
Attach/Upload Documents

7) **Any necessary paperwork associated with the permit can be uploaded in STEP 7: Application Attachments:**
Select **My Permits/Cases**. Select the permit and go into the permit. Scroll past the details, past the inspections section, and go to the section titled **Application Attachments.** Select **'Choose File'** and then select the document you want to upload. Once attached, click '**Add Attachment**.' A message will populate that states that the document was uploaded correctly. Once uploaded, click '**Continue**'.



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8) A summary of the application is displayed:

If you are applying for multiple permits you can '**Create new application with same info**' or '**Create new application with new info**.' You can also '**Save - Finish Later**.'
If you are ready to pay, click '**Submit for Billing**'.

NEW APPLICATIONS SUMMARY

Permit Number	Address	Fee Amount
2016-000790 MP		$166.40

Number of Application(s): 1

Create new application with same info | Create new application with new info

Submit for Billing | Save - Finish Later

9) For Change Out Permits, a detailed list of fees will be displayed:

INVOICES

Permit Number	Invoice Number	Fee Description	Fee Amount
2016-000791 MP	6221708	Mechanical Permit Fee	$65.00
2016-000791 MP	6221708	Change out Program - Mechanical	$2.00
2016-000791 MP	6221708	Development Services Surcharge	$2.68

Number of Invoice(s): 1 **Total Amount:** $69.68

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between $10 and $99,999.99. Clicking the "Pay Now" button will redirect you to JP Morgan Chase Bank's secure website to complete the payment process.

Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. Once on the Chase site ONLY use the "Exit" link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.

Return to My Permits/Cases | Pay Now

For Electronic Check Payment, copy your Austin Build + Connect ID:

Certain permit types require review by permit specialists and instead will go into a queue for review. You will receive an email notification once they are either accepted or rejected.

PERMITS IN QUEUE

The following permit(s) have been placed in a queue and are waiting for a review.

2016-000790 MP

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between $10 and $99,999.99. Clicking the "Pay Now" button will redirect you to JP Morgan Chase Bank's secure website to complete the payment process.

Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. Once on the Chase site ONLY use the "Exit" link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.

Return to My Permits/Cases

10) Continue with a payment process listed in the Paying Permits Section.

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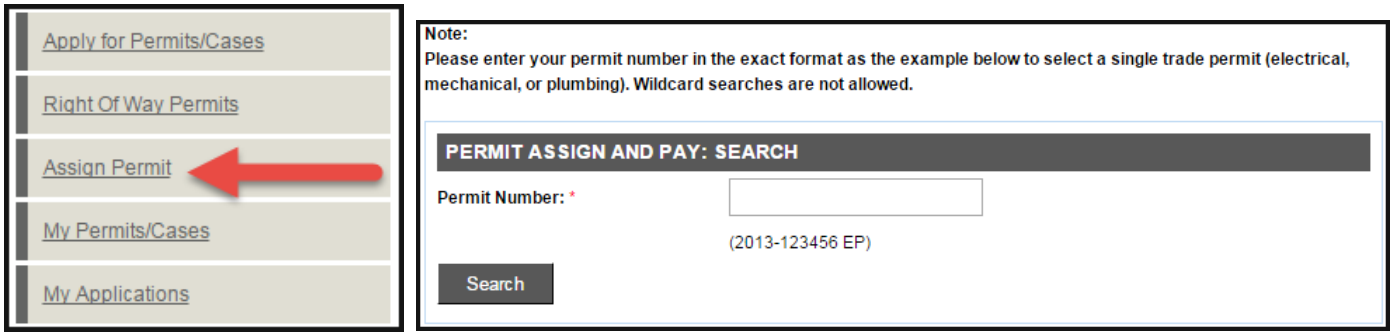
Permit Self-Assignment and Payment

This process applies to both RESIDENTIAL and COMMERCIAL Trade Permits associated with an ***active*** Building Permit.

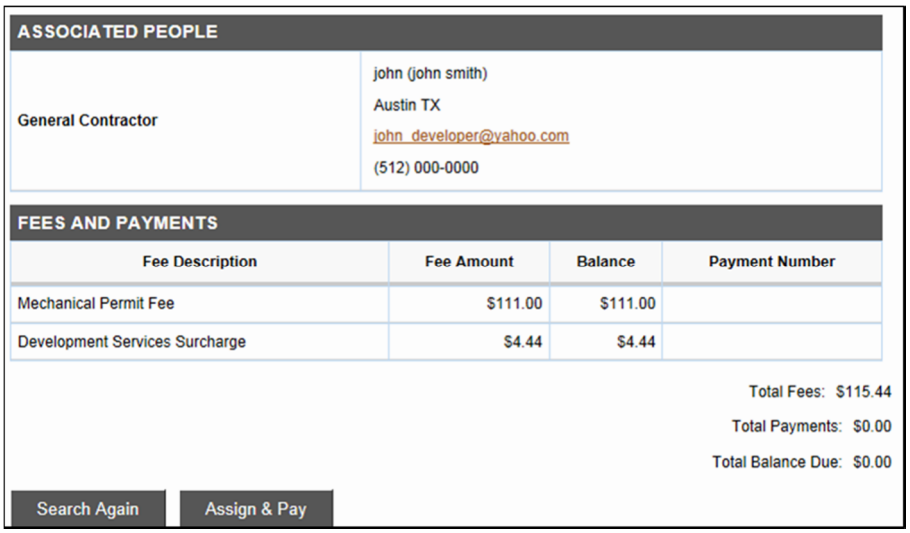
- There are now over 27 types of permits available online.
- All fees can be paid by a credit card, electronic check, or Escrow.
- Exceptions and changes to permits are only done in person at the Permit Center.

1) Clicking 'Assign Permit' in the left navigation bar will take you to the permit retrieve section so you can look up trade permits:



- Enter the permit number using the following format: Year, Permit Sequence Number and Permit Type (2016-123456 MP). No wildcard searches are allowed.
- When the permit is found, a window will display the following permit details so you can verify you have the correct permit number: Project Name (address), Permit Number, Description, Address, General Contractor, and Fee Due.

2) Click 'Assign & Pay' to take you to Contractor Selection:



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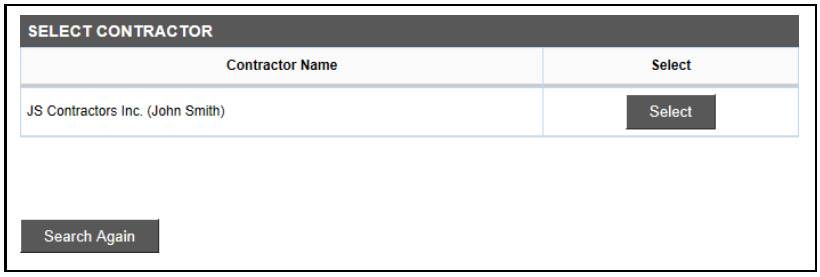
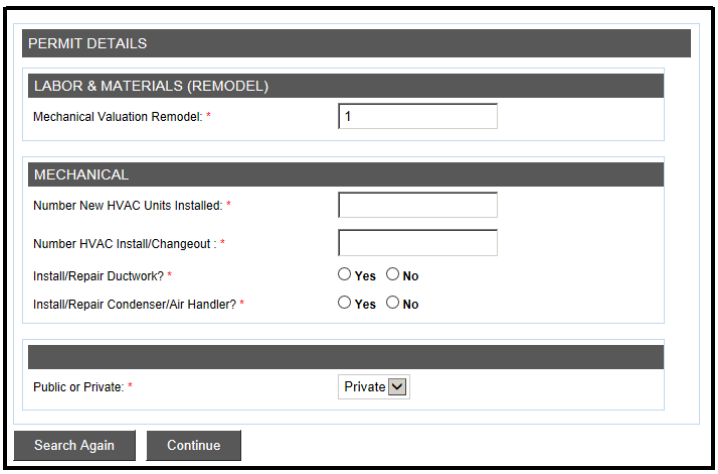
3) Select the contractor you want to assign to the permit:

Only contractors that match the permit type – i.e. Mechanical Permit – and have a valid license (or plumbing insurance) and registration on file with the City will be listed.

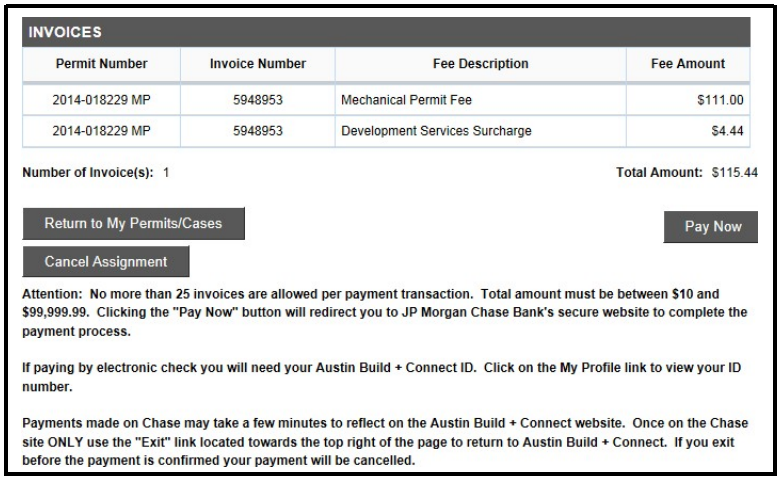


4) Depending on the permit assignment, the Permit Details page will appear requesting additional information. Once you have answered the questions, click 'Continue':



5) To proceed to the Citybase site to pay, click 'Pay Now:'

If you want to pay multiple permits, click **'Return to My Permits/Cases'** and select additional permits to pay in one transaction. Click **'Cancel Assignment'** if you wish to remove the contractor assigned on the Select Contractor page. Click **'Pay Now'** if you wish to pay for just that permit.



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Paying Permits

1) **Select the check box next to the eligible permit in either the 'My Permits/Cases' or 'My Bills' page.**

2) **After selecting the permit(s) you want to pay, click 'Pay Selected':**

MY BILLS

#	Check	Permit Number	Project Name	Description	Status	Balance
1	☑	2016- PP		Replacement of any self-contained packaged units	Pending	$168.48
2	☐	2016- MP		Replacement of any existing gas appliance	Pending	$69.68
3	☐	2015- PP		Replacement or addition to an existing unit of up to four supply or return duct runs la la la	Pending	$168.48

Select All

Pay Selected

3) **You will get a summary page displaying the permit(s) you are paying:**
Click **'Pay Now'** if you wish to continue the payment process.

INVOICES

Permit Number	Invoice Number	Fee Description	Fee Amount
2016- PP		Plumbing Permit Fee	$160.00
2016- PP		Change out Program - Plumbing	$2.00
2016- PP		Development Services Surcharge	$6.48

Number of Invoice(s): 1 **Total Amount:** $168.48

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between $10 and $99,999.99. Clicking the "Pay Now" button will redirect you to JP Morgan Chase Bank's secure website to complete the payment process.

Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. Once on the Chase site ONLY use the "Exit" link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.

Return to My Bills

Pay Now

For Electronic Check Payment, copy your Austin Build + Connect ID:

4) **Clicking 'Pay Now' will direct you to the Citybase site to process the payment:**
Select the payment method - either Bank Account or Credit or debit card.

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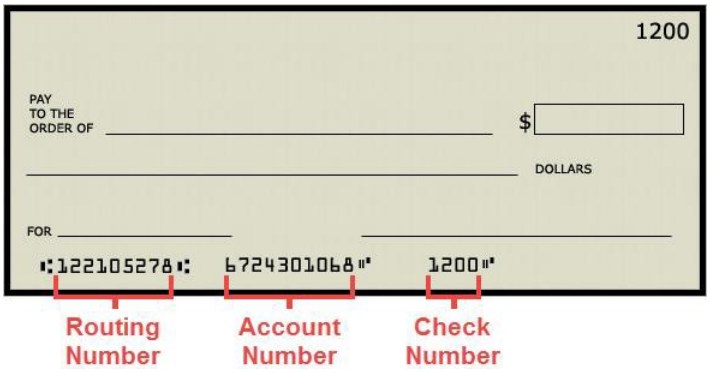
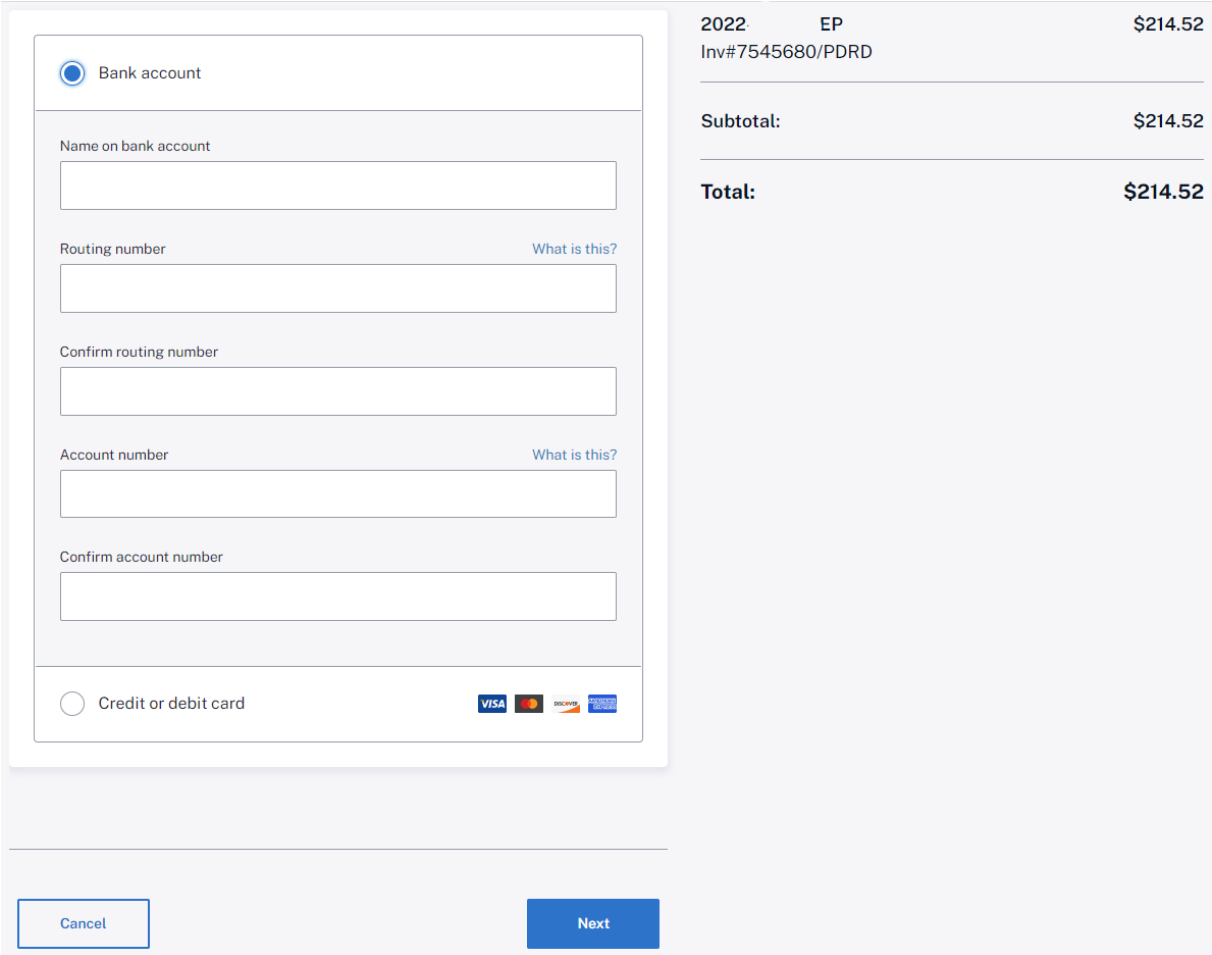
eCheck Payment Process

Information required for eCheck payments - Bank Routing Number and Bank Account Number:



1) Select 'Bank Account'
Enter your banking information and click **'Next'**.



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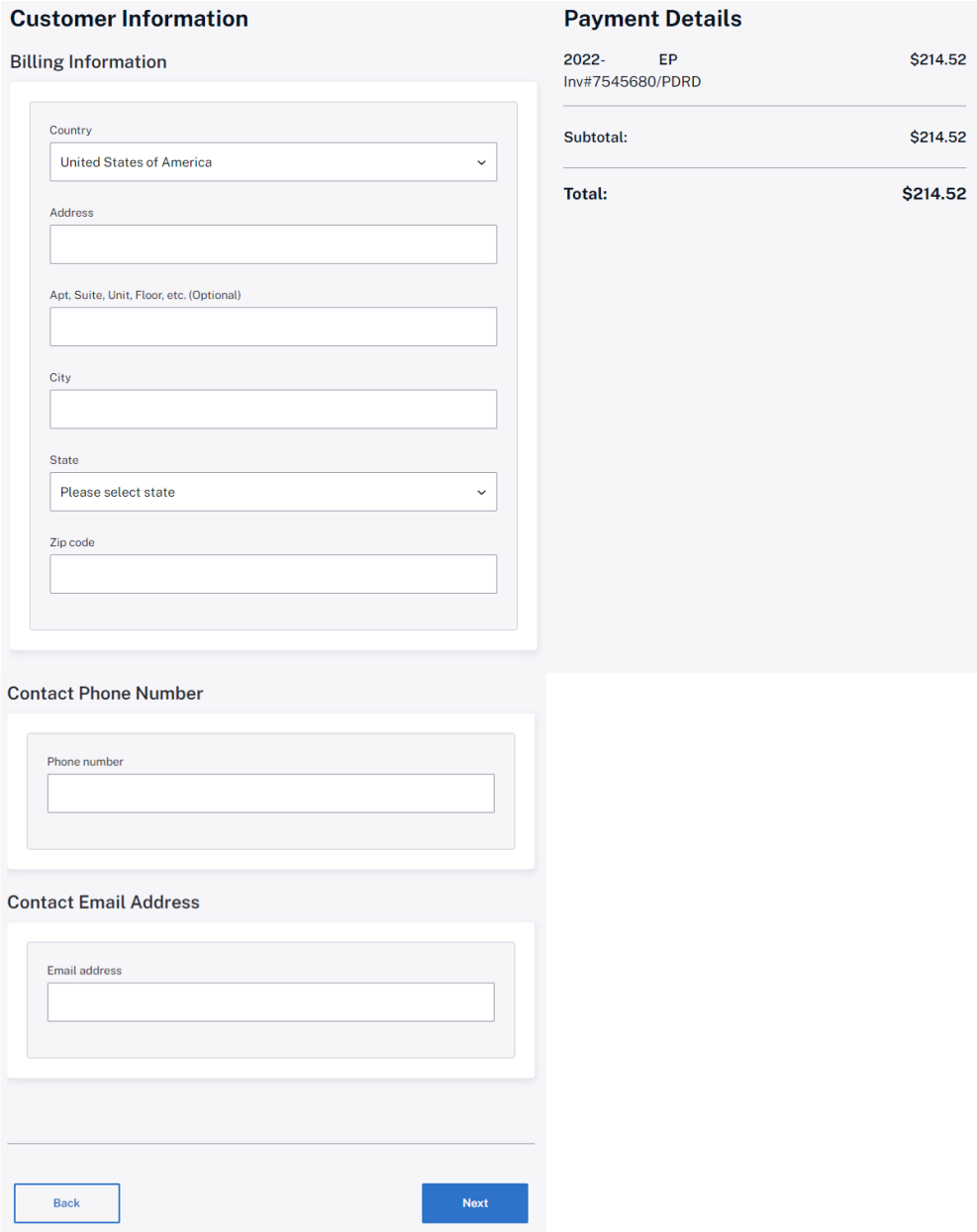
2) Customer Information

Enter your billing and contact information and click **'Next'**.



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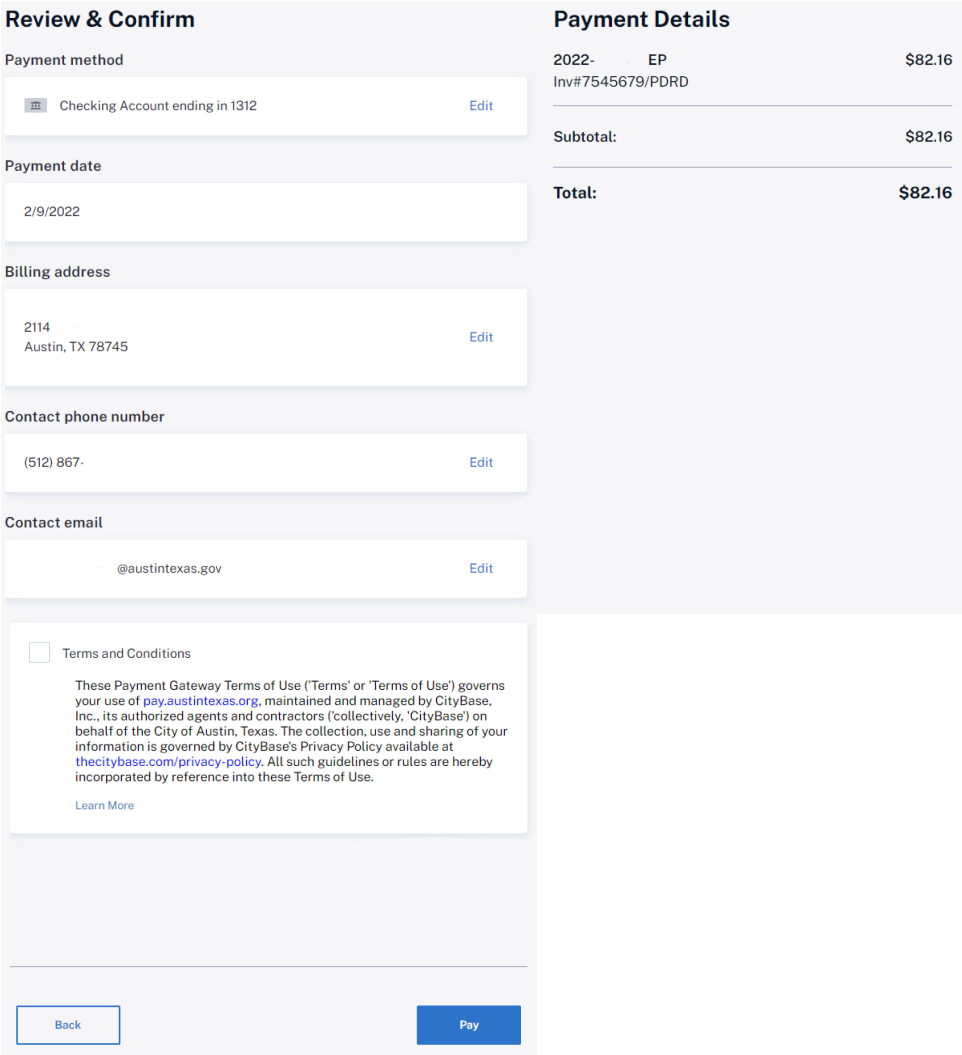
3) Review and Confirm

Review and Confirm your billing information, accept the Terms and Conditions, then click **'Pay'**.



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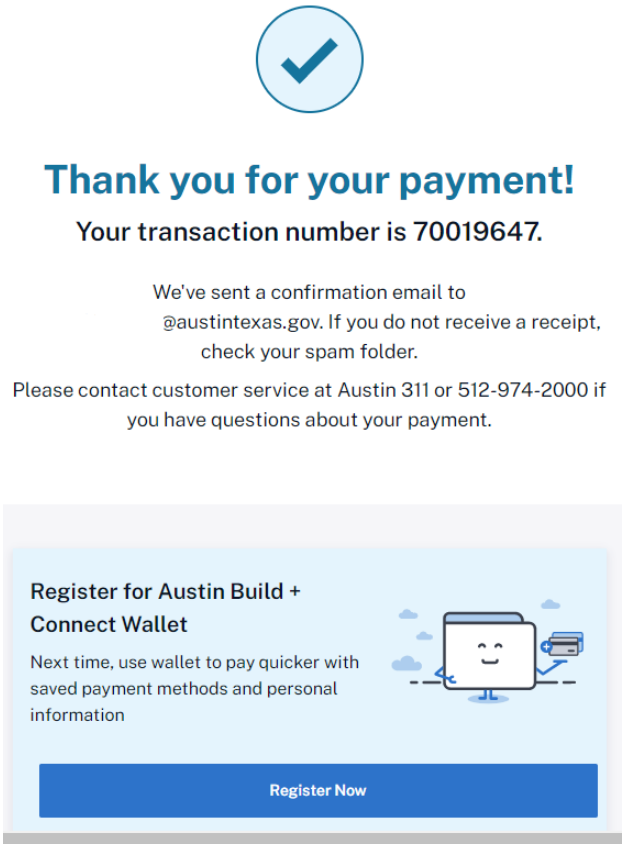
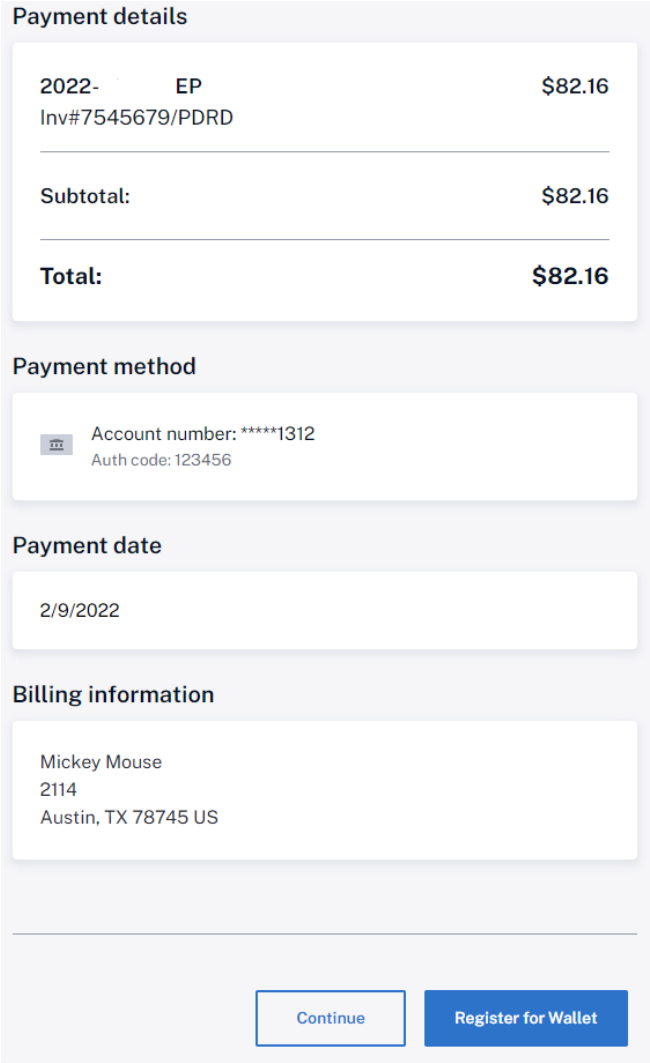
4) Confirmation

A confirmation of your payments will be displayed. Click **'Continue'** to return to the Austin Build + Connect site. You can also register and set up a Wallet with Citybase if you choose by clicking **'Register for Wallet'**. The Wallet allows you to save credit cards or checking accounts (ACH) with Citybase. The information saved is security encrypted and once added, the details are not visible and cannot be edited, but can be deleted and re-added. The Wallet allows you to speed up the checkout process, but it is not part of the City of Austin feature. You may pre-register your credit card(s) or checking account(s), or you may maintain what saved payment methods you have with Citybase through this link. You will be required to create and maintain a separate username and logon at the Citybase site.





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5) **Your payment has been processed:**

You will receive 3 emails. One email from no-reply@pay.for.austintexas.gov with a subject line of "Payment Success: Austin Build + Connect Payment Portal." This is an email from Citybase informing you the payment has been accepted. The second email will be from web.registration@austintexas.gov with a subject line of "Austin Build + Connect Payment Confirmation" informing you the payment has been received from Citybase and your permit has been issued. The third email will be from noreply@cityofaustin.org issuing you the approved permit.

- ***EXAMPLE EMAIL* - Payment Success: Austin Build + Connect Payment Portal**

Thank you for your payment

Your transaction number is 70019593.

Thank you for your payment on the Austin Build + Connect Payment Portal.

This is an auto-generated email. Please do not reply to this email.

Payment Details

2021-044657 SB Inv#7374396/PDRD		$70.72
	Subtotal:	$70.72
	Total:	**$70.72**

Payment Source

Visa ending in 1111
Auth code: PPS345

Payment Date

Copyright © 2022 Austin Build + Connect

If you have questions about this payment or need assistance, please view the payment online at Austin Build + Connect,or call Austin 311 at 512-974-2000. Thank you for your payment on the Austin Build + Connect customer portal

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- ***EXAMPLE EMAIL* - Austin Build + Connect Payment Confirmation**

Confirmation ID: XC1A68000001451
Thank you for using Austin Build + Connect Online Payment service! Your payment has been successfully applied and should now be reflected when viewing your information online. The following records have been updated:

Permit #:2016-000783 PP/Invoice #:6221704/PDRD: $168.48

Total Amount Applied: $168.48

If you need to report any issues, please contact 311 or (512) 974-2000 and they will initiate a service request that will be directed to the appropriate department. You can also submit a request online.

- ***EXAMPLE EMAIL* – City of Austin Development Services Department Permit Approval**

Permit Type: PP

PERMIT IS HEREBY ISSUED FOR
Name:
Organization Name:

Work Phone number:

Address of project: Permit number: 2016- PP Issue date: 03-MAR-16 Expiry Date: 30-AUG-16

Permit Fee: $168.48

Description of Work: Replacement of any self-contained packaged units

CONDITIONS OF PERMIT

It is agreed that the proposed development shall be performed and completed in accordance with the plans and specifications approved by the City of Austin Standard Specifications, Code requirements and State of Texas construction safety statutes. All development approved by this permit is subject to the inspection and control of the City of Austin.

All buildings, fences, landscaping, patios, flatwork, and other uses or obstructions of a drainage easement are prohibited. Unless expressly permitted by a license agreement approved by COA authorizing use of the easement.

Approval of the final plumbing inspection, if required, serves as completion and approval of a customer service inspection as required by 30 T.A.C. 290.46(j). Completion and acceptance of the final plumbing inspection meets the Customer Service inspection requirements as identified in TCEQ's Rules and Regulations for Public Water Systems 290.46(j).

City Code Chapter 25-12, Article 13: A permit expires on the 181st day if the project has not scheduled or received an inspection. A 'Cancelled' and/or 'Failed/No Work Performed' inspection result does not extend the expiration date. You may view the progress of your permit via web site:
https://www.austintexas.gov/devreview/b_showpublicpermitfolderdetails.jsp?FolderRSN=11408043

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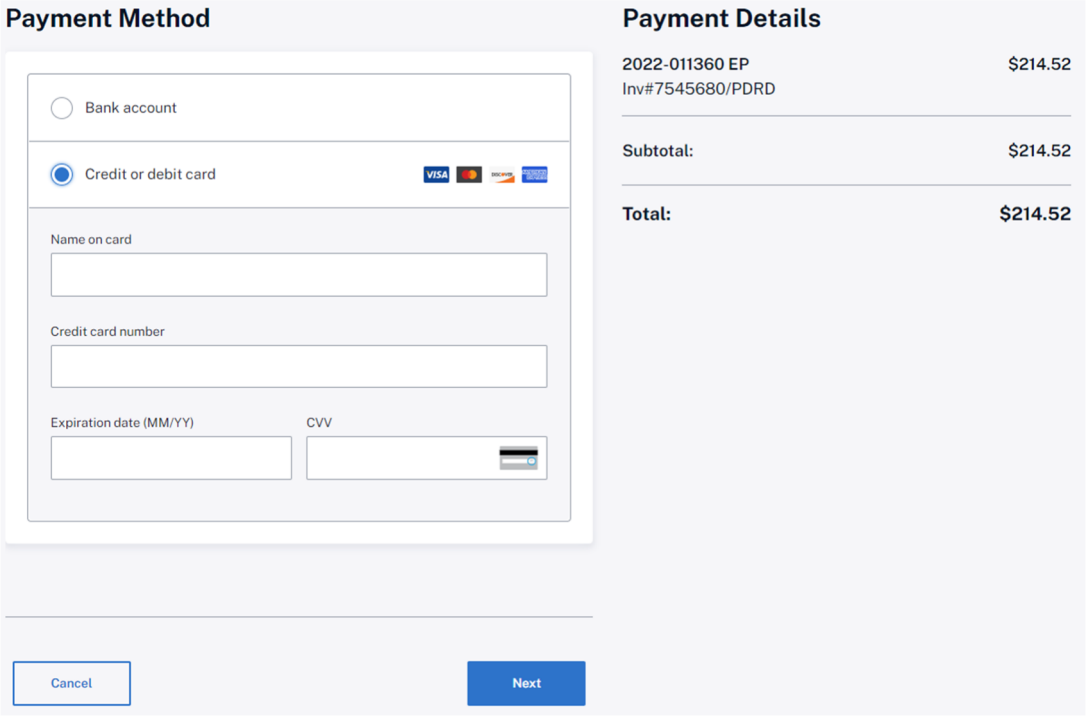
Credit Card Payment Process

1) **Select 'Credit or debit card'**
   Fill out the Credit Card information and click **'Next'**.



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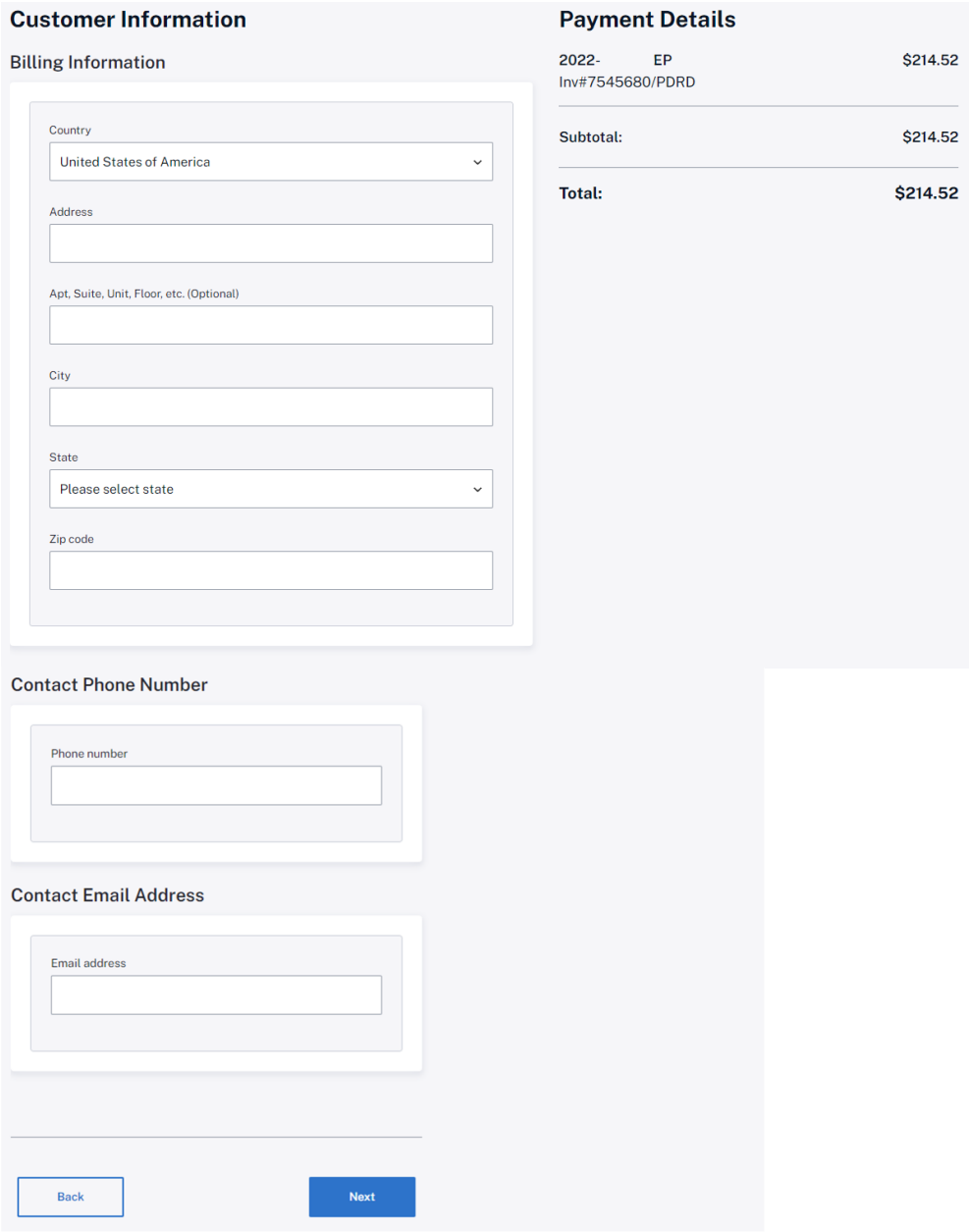
2) Customer Information

Enter billing and contact information, then click **'Next'**.



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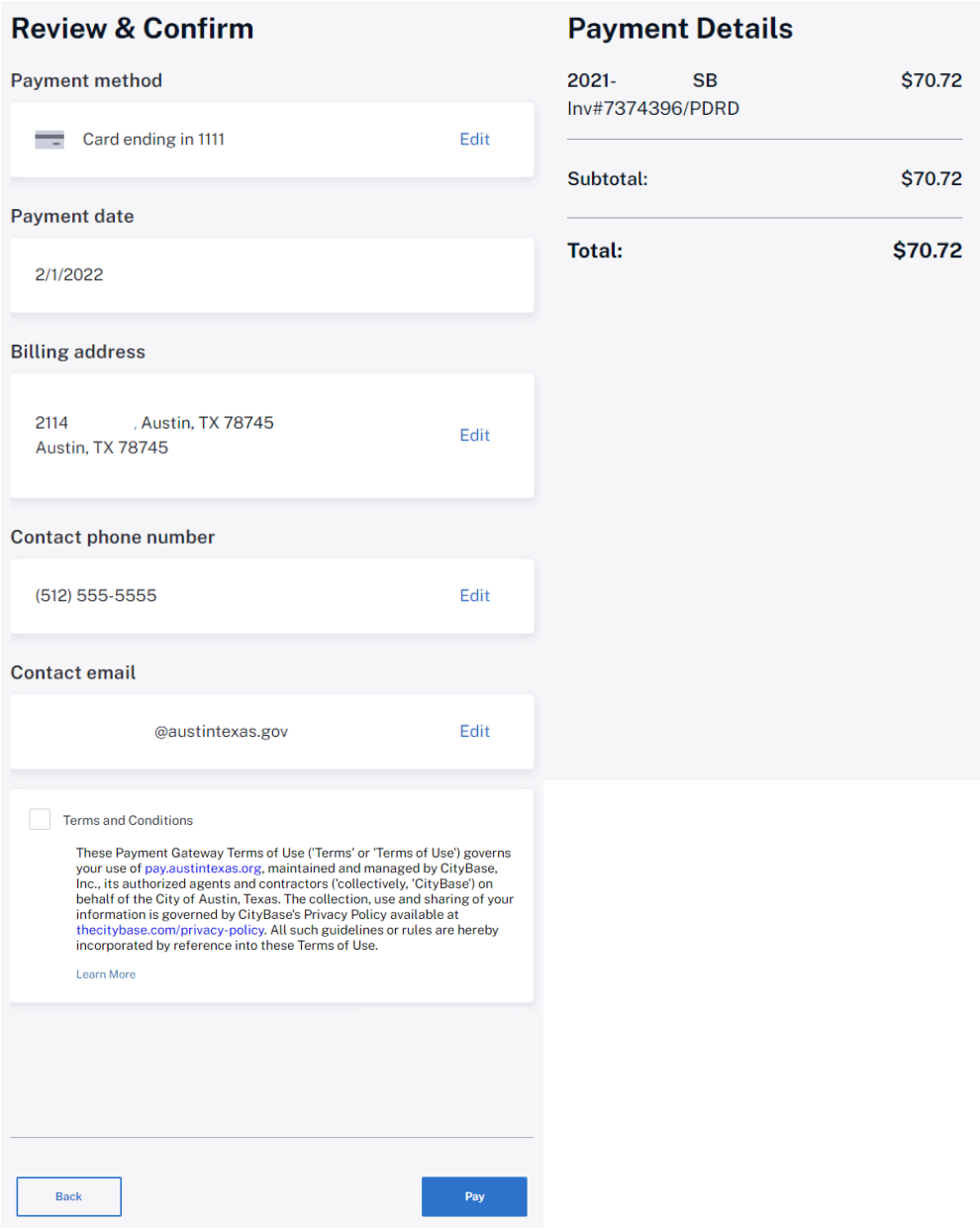
3) Review and Confirm

Review and Confirm your billing information, accept the Terms and Conditions, then click **'Pay'**.



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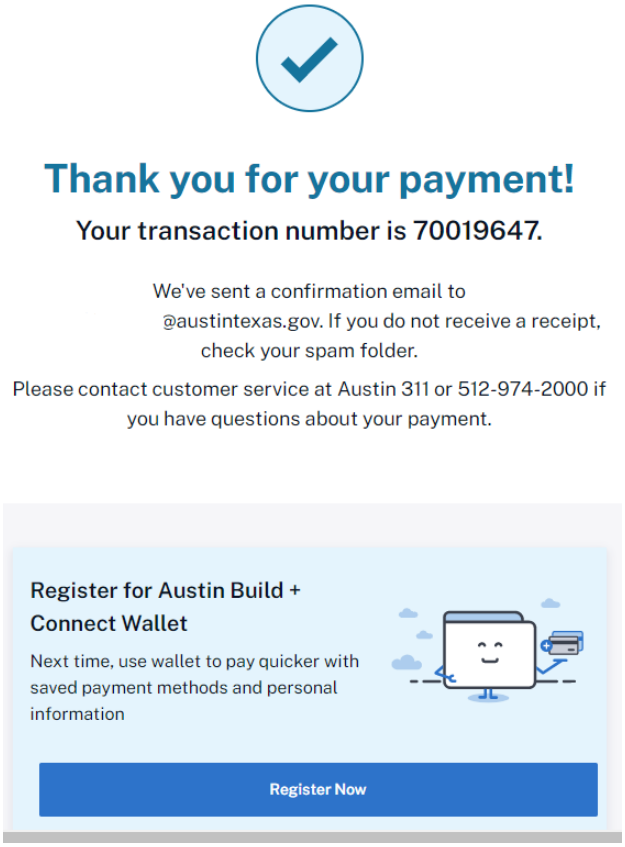
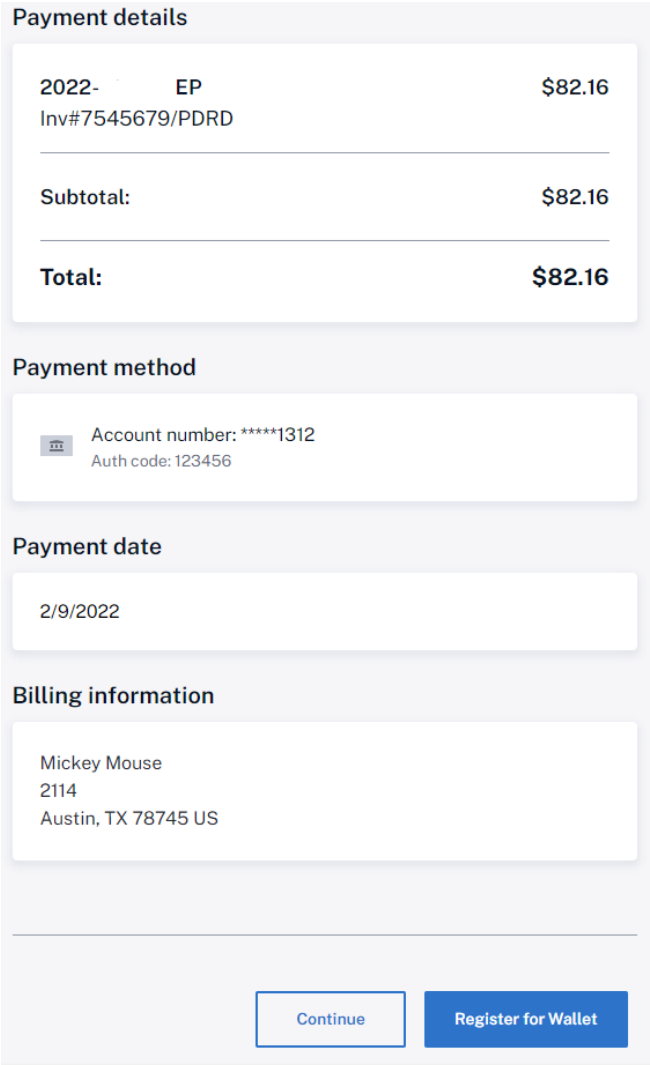
4) Confirmation

A confirmation of your payments will be displayed. Click **'Continue'** to return to the Austin Build + Connect site. You can also register and set up a Wallet with Citybase if you choose by clicking **'Register for Wallet'**. The Wallet allows you to save credit cards or checking accounts (ACH) with Citybase. The information saved is security encrypted and once added, the details are not visible and cannot be edited, but can be deleted and re-added. The Wallet allows you to speed up the checkout process, but it is not part of the City of Austin feature. You may pre-register your credit card(s) or checking account(s), or you may maintain what saved payment methods you have with Citybase through this link. You will be required to create and maintain a separate username and logon at the Citybase site.





5) Your payment has been processed:

You will receive 3 emails. See above for details and examples.

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View Payment Information on Permit

How do I view my **payment information** for a permit?

Select **My Permits/Cases**. Select the orange permit link. Go into the permit. Scroll down to **FEES AND PAYMENTS** and select the orange **PAYMENT NUMBER** (invoice number) link to see the **PAYMENT RECEIPT** and **PURCHASE INFORMATION.**

FEES AND PAYMENTS

Fee Description	Fee Amount	Balance	Payment Number
Building Permit Fee	$206.05	$0.00	6457782
Development Services Surcharge	$8.24	$0.00	6457782

Total Fees: $214.29

Total Payments: $214.29

Total Unpaid Fees: $0.00

YOUR PAYMENT RECEIPT

Return to the first view

PAYMENT INFO

Payment Number: 6457782

Payment Date: 09-May-2019 15:27:15

PAYER INFORMATION

Company/Facility Name: Organization Line

Payment Made By: [illegible]

PURCHASE INFORMATION

Fee Code	Fee Description	Invoice Number	Amount
50000	Building Permit Fee	6556112	$206.05
50014	Development Services Surcharge	6556112	$8.24

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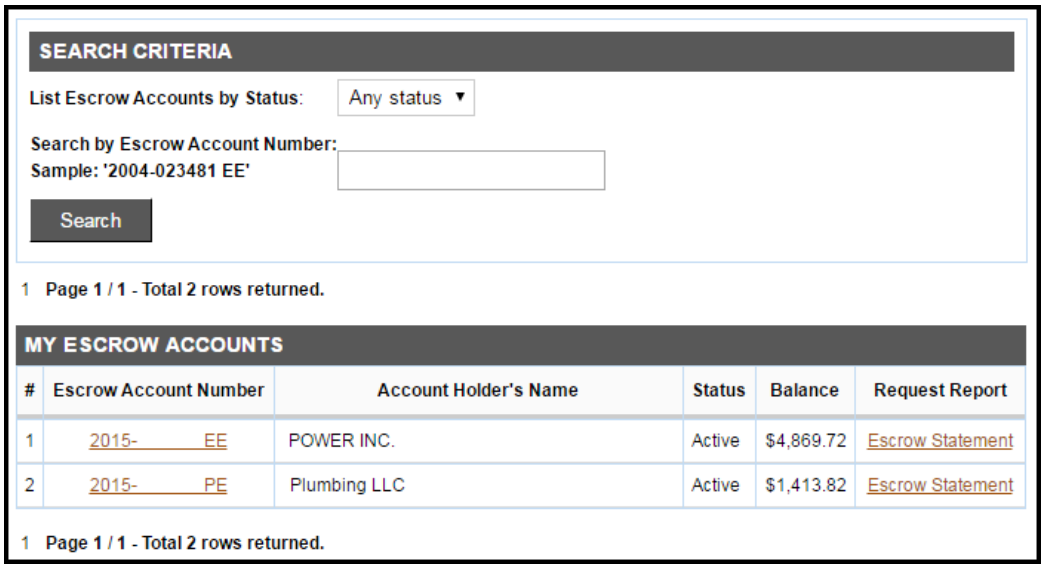
My Escrow Account

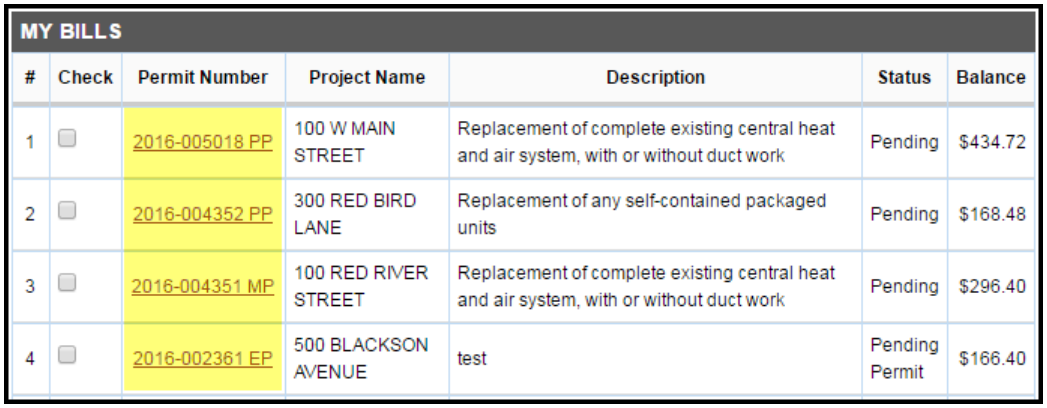
By click on **'My Escrow Account'**, you can view balances and statements for all escrow accounts associated with the contractors linked to your online account.

There are two ways to pay for permits using escrow on Austin Build + Connect:

1. Through the permit hyperlink (individual standalone permit)
2. With **Assign Permit** (contractor self-assignment)



1) When paying a standalone permit fee by Escrow, click the permit numberinstead of selecting the check box under **'My Bills'**. Select **'Pay Now'**.



2) The invoice will display an option to **Pay From Escrow Account**. Select the account, review the

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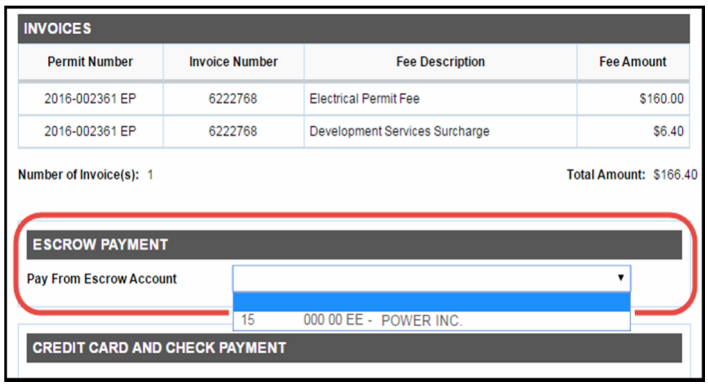
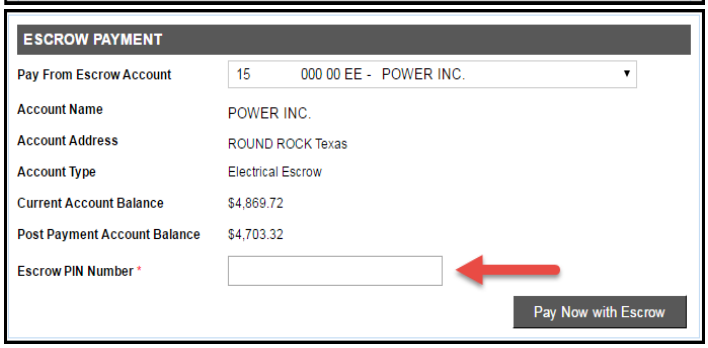
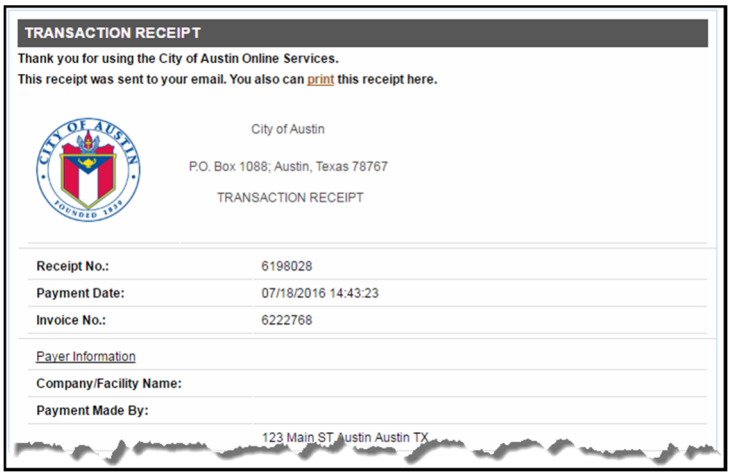
information, and enter the **Escrow PIN number**:





3) Select **'Pay Now with Escrow'** and a transaction receipt will appear, along with email verifications to the payer and the escrow account holder.



When pulling existing permits through Assign Permit, follow the same steps as described in self-assignment. If the contractor has an escrow account with enough money to cover the cost of the permit, an escrow payment option will be available under the invoice.

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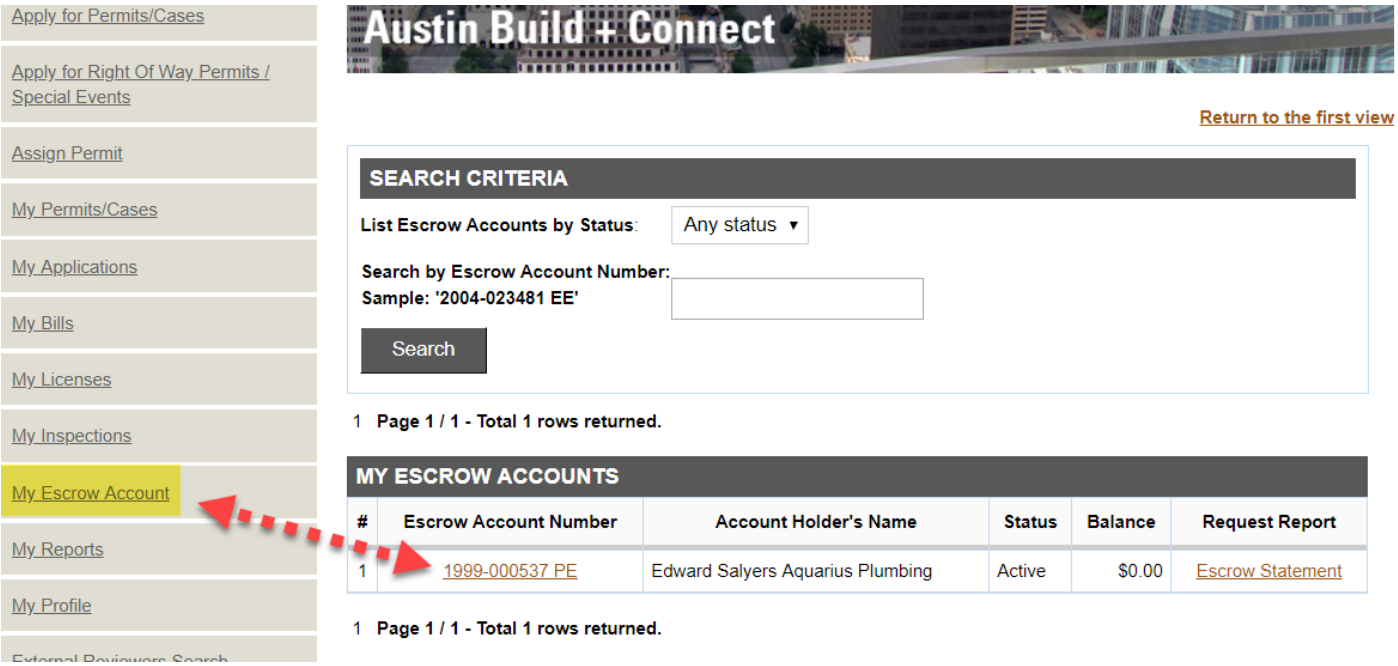
Search for permits paid through Escrow

To find permits paid through Escrow, select **My Escrow Account.** Select the **Escrow Account Number** as shown in the example scree shot below. Select **Escrow Statement** under the column **Request Report.**



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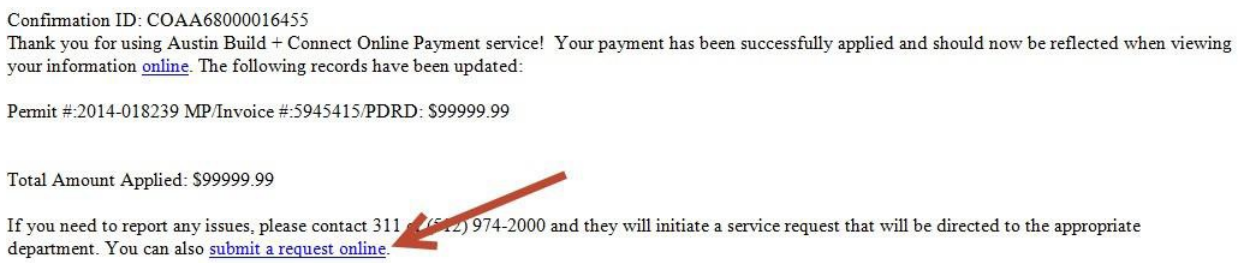
Payment Errors

If you submit a payment but receive a page error or close the page, you will not be able to immediately select the permit to try again. The Citybase system will put the permit on hold for approximately 90 minutes in order to prevent multiple payments on the same permit. After the 90 minute period, the permit will be available to select again if the previous payment did not get processed.

311 Ticket (Refund, Voids, Cancellations)

If there is a problem with your payment (ex: used wrong credit card, paid wrong permit, etc.), you can request an adjustment from the City of Austin Development Services Department.

1) **In the Austin Build + Connect Payment Confirmation email there is a link to request a refund, void, or cancellation. The link will take you to the City of Austin's 311 System where you can submit your request:**


Confirmation ID: COAA68000016455
Thank you for using Austin Build + Connect Online Payment service! Your payment has been successfully applied and should now be reflected when viewing your information online. The following records have been updated:

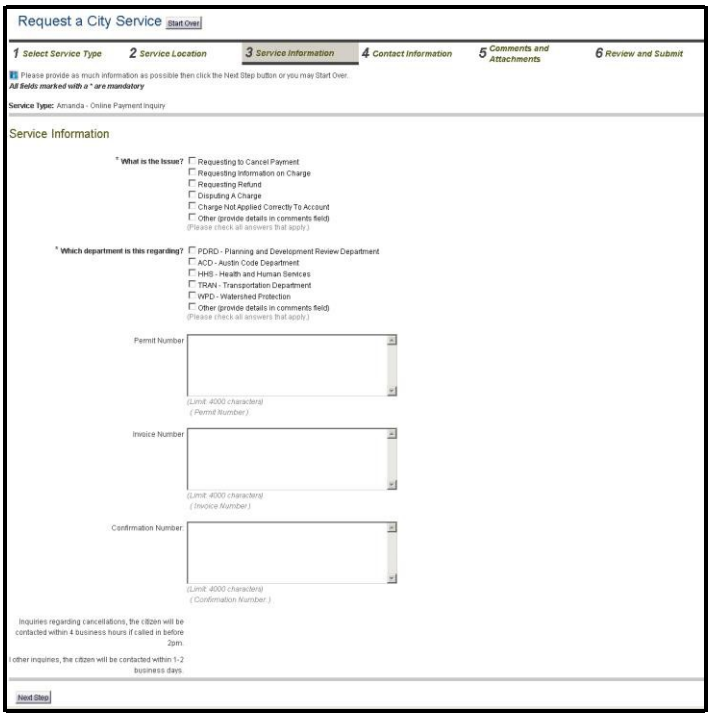
Permit #:2014-018239 MP/Invoice #:5945415/PDRD: $99999.99

Total Amount Applied: $99999.99

If you need to report any issues, please contact 311 or (512) 974-2000 and they will initiate a service request that will be directed to the appropriate department. You can also submit a request online.

Link here: **Submit a Request online**

2) **The Service Information request ticket:**



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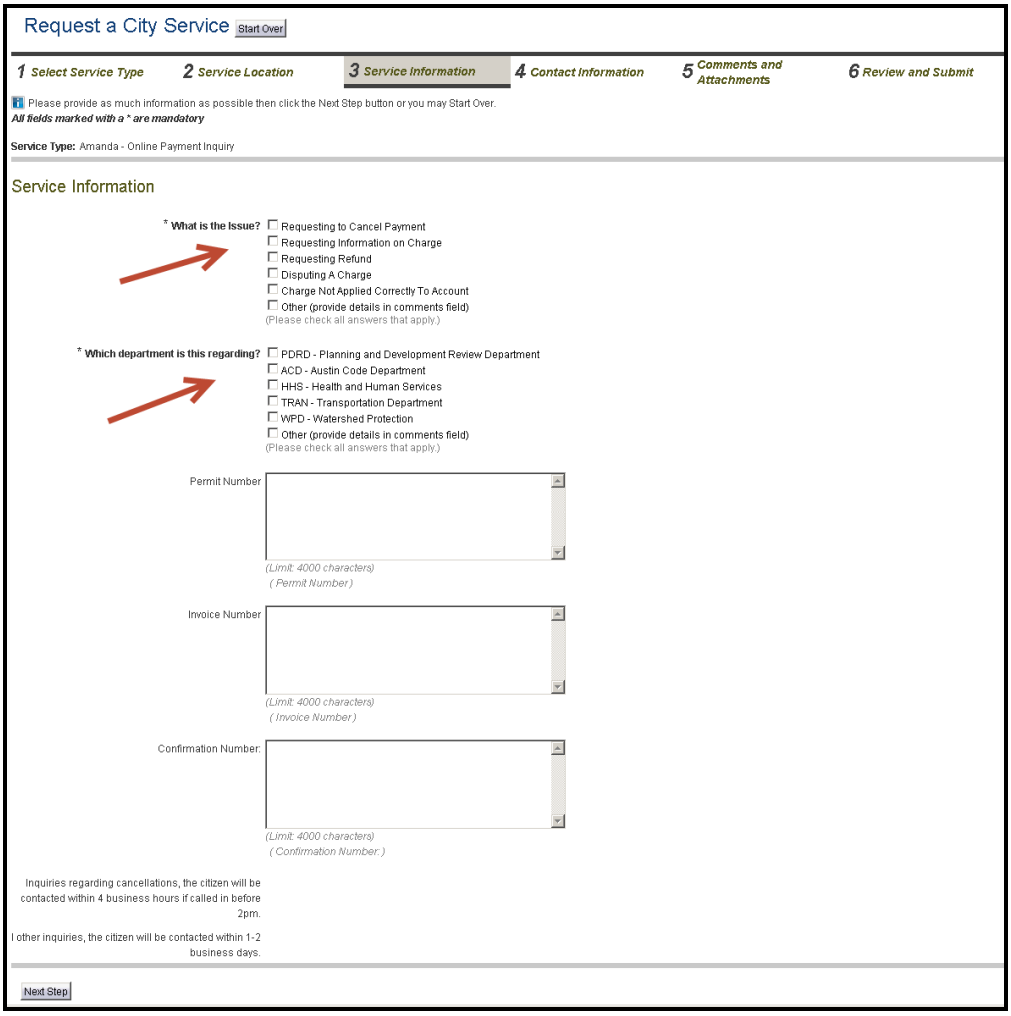
3) Select the issue that reflects your request. Select the department this is regarding:



4) The Permit Number, Invoice Number, and Confirmation Number can be found in either Payment Confirmation emails:

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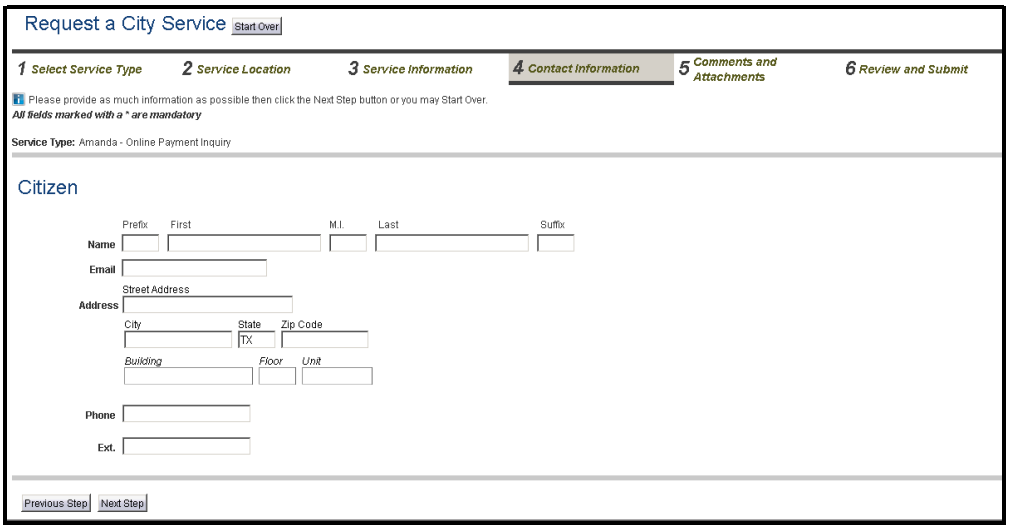
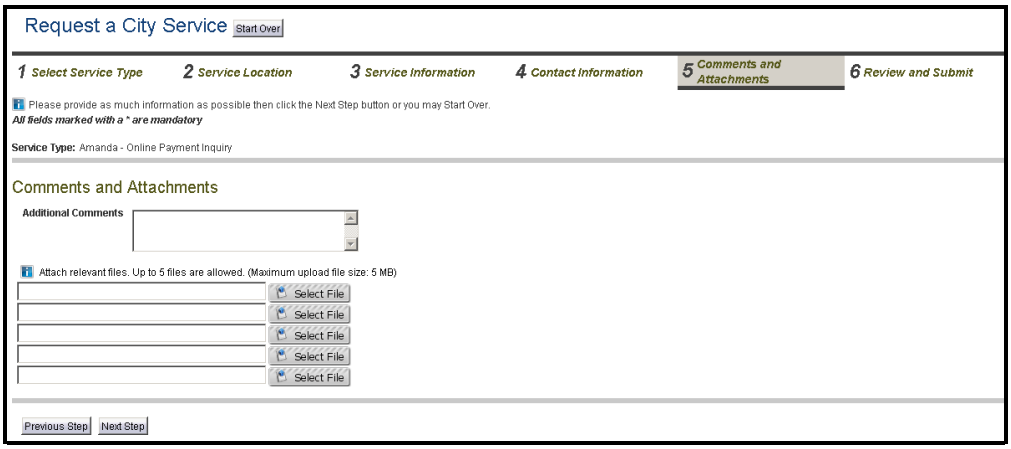
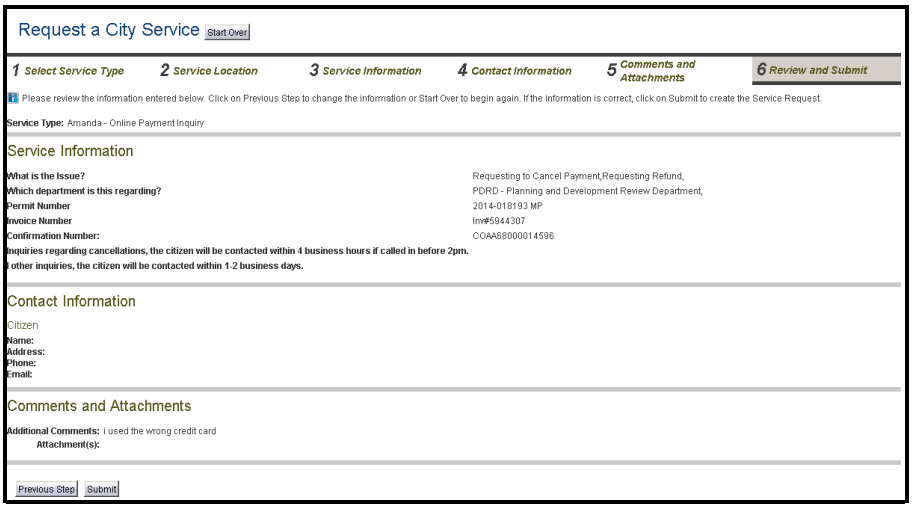
5) Enter your information. Click 'Next':



6) Enter your reason for request and attach any relevant files. Click 'Next':



7) Review your request before submitting. Click 'Submit':



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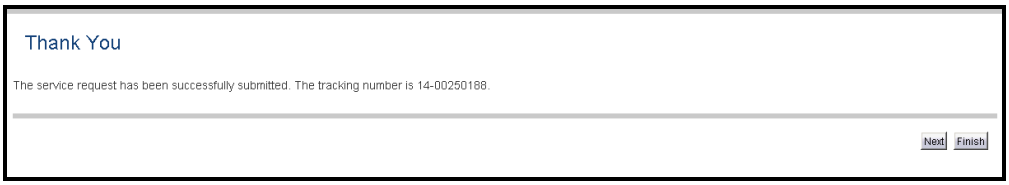
8) Tracking Number is displayed. Click 'Finish':



9) You will receive an email from the City of Austin 311 Ticket System confirming your request:

CSR - Automated Response E-mail Notification - DO NOT REPLY

Thank you for reporting your city services needs. Your service request for Austin Build and Connect Online Payment Inquiry has been added to the service request tracking system and assigned the unique service request number 14-00250410. This number is the official reference number for your service request if you need to inquire about it in the future. It can be used in conjunction with your E-mail address to query the latest available status via the Internet.

Please click on the following link to check the status of service request number 14-00250410.
https://austin-p1csrprodcwi.motorolasolutions.com/StatusCheck.mvc/StatusCheck

Find Final / Closed Permits

Once a permit has passed inspection, the permit will no longer be listed within **My Permits/Cases.**

To find final permits or closed permits:

If the permit is finaled, go to **"my permits/cases"**. Select the **Search** button at the top of the list. Search by either **permit number or address**. Also when searching for a permit, the **date range that it auto populates is from today's date to 1 year ago.** If the permit is older than that make sure to change the date range, but it can only search a span of 365 days at a time (Example: 2015-01-01 thru 2016-01-01). You will also need to select the checkbox by **Final** permits. Click on Retrieve. The orange permit # will populate. The **Status** will show as **Final.**

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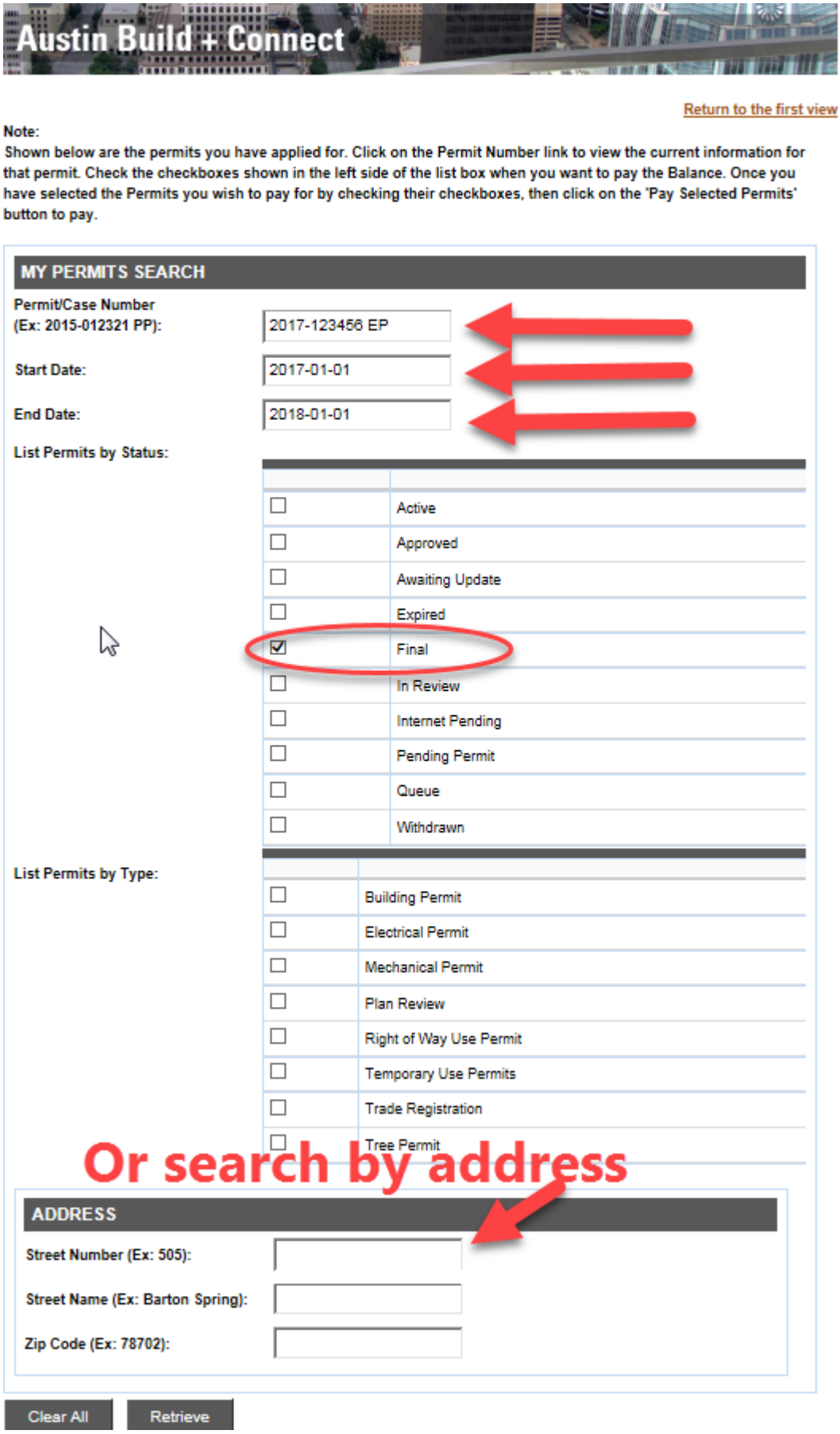

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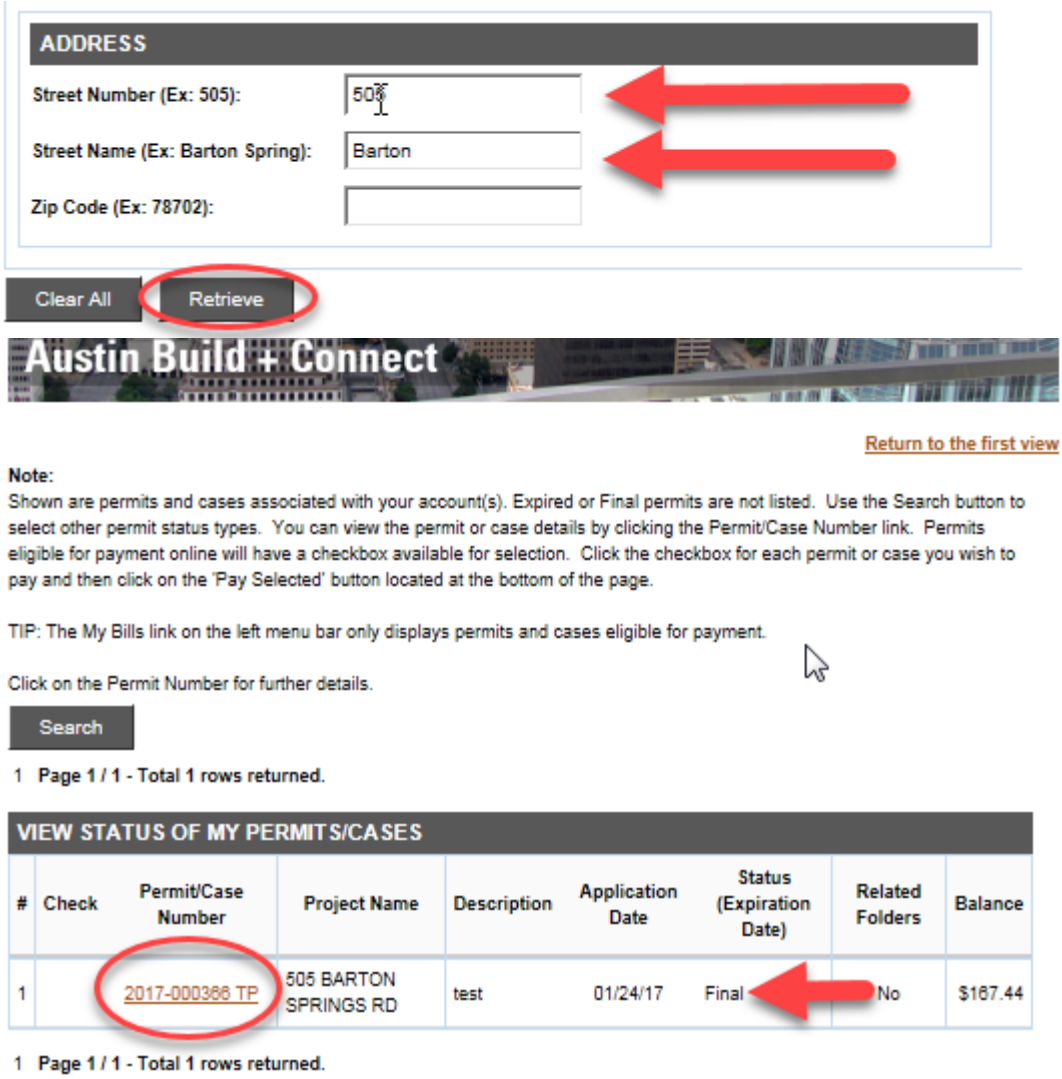

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Printing Permits

(Example: Using Google Chrome browser)

Printing Permits are available for Development Services permits only.

1) Find the finaled building permit.

If the permit is finaled, go to "My Permits/Cases". Select the search button at the top of the list. Search by either permit number or address. Also when searching for a permit, the date range that it auto populates is from today's date to 1 year ago. If the permit is older than that make sure to change the date range, but it can only search a span of 365 days at a time (Example: 2015-01-01 thru 2016-01-01). You will also need to select finaled permits.

To find all other permits that are active or not finaled or closed.

Under **My Permits/Cases**

Click on the permit # (the orange number link) under **My Permits/Cases**. **See print screen example: 2017-001028 BP*

VIEW STATUS OF MY PERMITS/CASES

#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
26		2017-002846 TP	1712 E RIVERSIDE DRIVE	I need to attach my 26 page Scope of Work (SOW). How do I do this? I also have a bee problem. Do you need to remove the bees before work is started? Want to ensure safe removal of the hive. There are 2 hives actually.	05/24/17	Queue	No	$0.00
27	☐	2017-001028 BP	4801 ALTA LOMA DR	new home	02/17/17	Active (08/08/18)	No	$106.00

2) Scroll down past Attachment Upload to the section called Reports. Click on **View Permit.**

REPORTS

View Permit

The City of Austin permit will populate on the screen.

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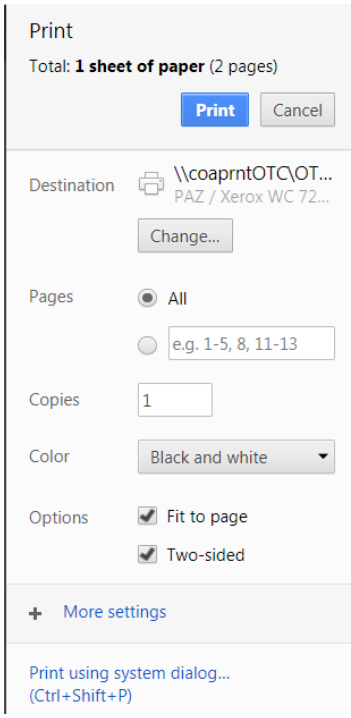
3) **To print: move the mouse to the right hand side top of the screen and click on the print icon .**
Note Move the mouse in the upper right hand part of the screen for the grey bar to pop up with the print icon print screen below.

A pop up of a screen on the left side of your computer looks like the print screen below:

4) **Select the blue print button and the permit should print to the printer destination.**



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Permit Change Request

Permit Change Requests are available for Development Services permits only.

There are three (3) types of Permit Change Requests.

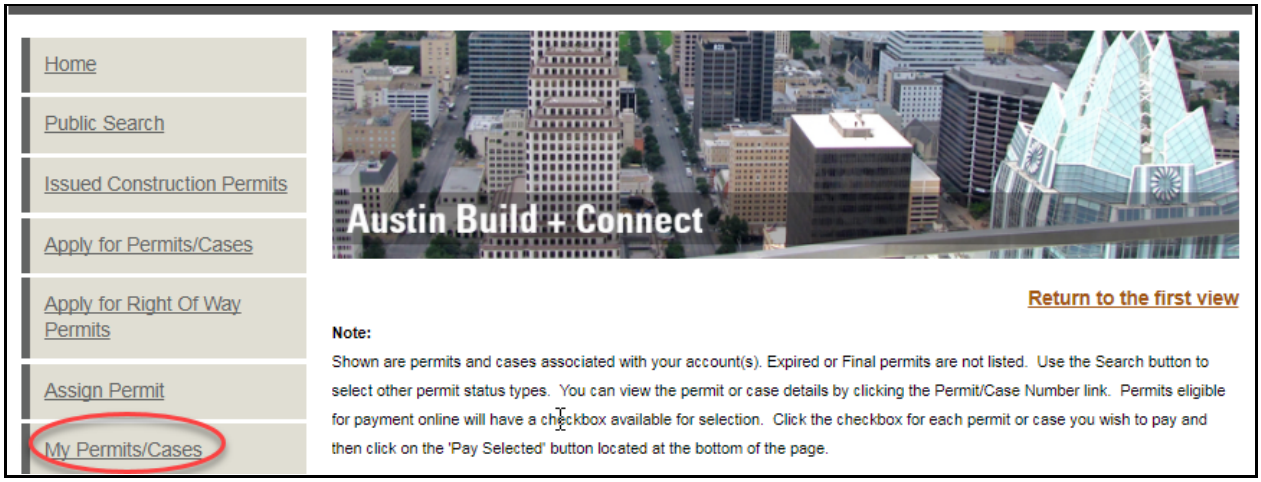
1. **How to Withdraw a Permit**
2. **How to Request an Extension of a Permit**
3. **How to Reactivate an Expired Permit**

Note: Not all permits qualify for permit change requests.
To find out if your permit meets the criteria for a permit change request, please contact the Service Center at 512-974-1373.

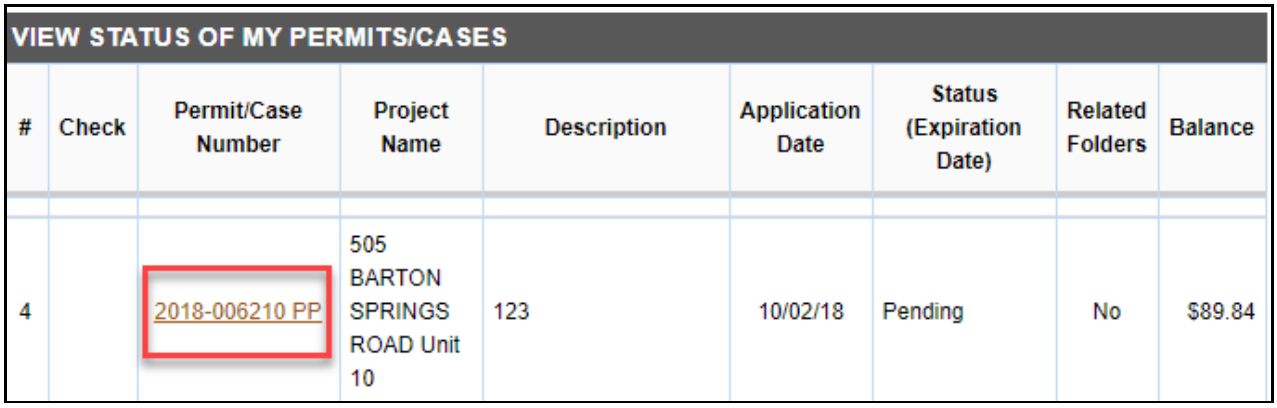
How to Withdraw a Permit

Note: Cannot withdraw an Active permit once inspections have started.
If permit is in Application Incomplete status, select My Applications and Discard.

1) Click on My Permits/Cases.



2) Click on the pending Permit # (orange permit # link) for withdrawal.



VIEW STATUS OF MY PERMITS/CASES

#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
4		2018-006210 PP	505 BARTON SPRINGS ROAD Unit 10	123	10/02/18	Pending	No	$89.84

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3) Select Permit Change Request.

PERMIT DETAILS

Description	Value
Is this in ETJ ?	No
Has Smart Housing Been Approved?	No
Electrical Valuation Remodel	7466
Usage Category	4000
Electric Service Planning Application Req'd?	No
Electric Inspection	Yes

PERSONS ASSOCIATED WITH PERMIT

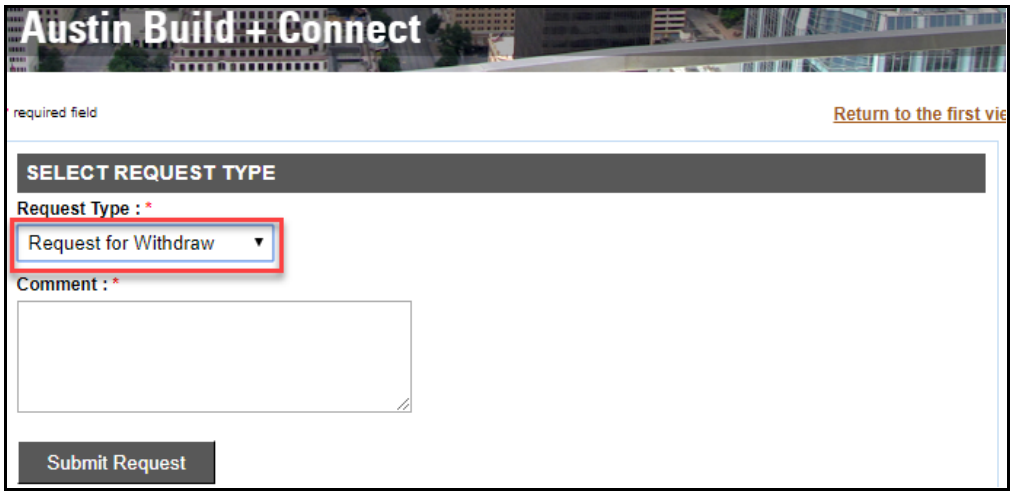
Electrical Contractor	James Z Zap Electric (James Z Paxton) 136 Kalis Cove Buda TX 78610 (512) 845-3558
Online Applicant	Johna City of Austin - Development Services (Johna May) 1712 E Riverside DR Austin TX 78741 (512) 974-1784

PERMIT WORK FLOW

PROCESS	STATUS	TOD	Start Date	Scheduled End Date	End Date	STAFF
Web Application Acceptance	Duplicate Review			10/09/18		ABC Permit Center

Request Inspections | Cancel Inspections | View Inspections | Permit Change Request

4) Select Request Type from drop down menu.



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5) In the Comment section add comments here. Select Submit Request.

6) Add Reason for Withdrawal. Select I Agree.

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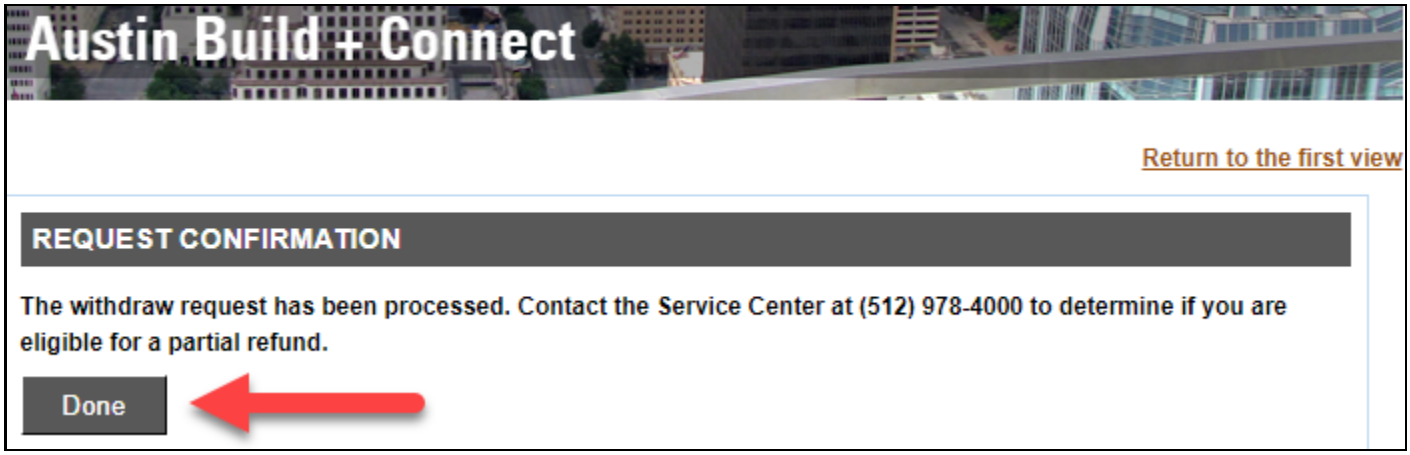
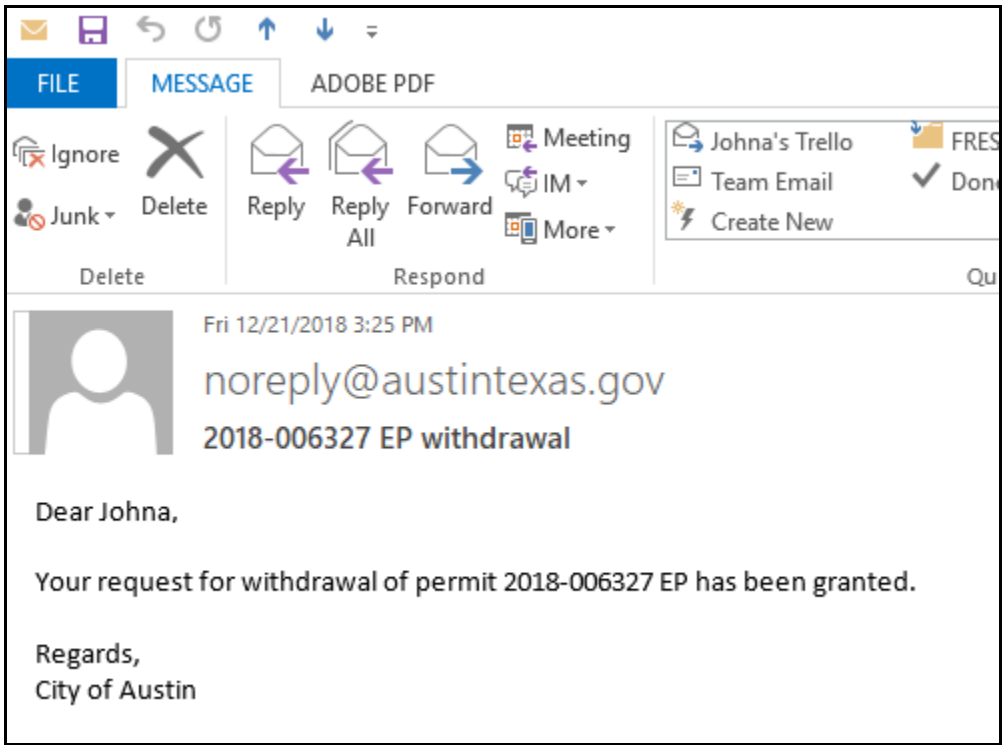
7) The Request Confirmation populates on screen. Select Done.



8) An auto generated email will be sent to the email listed on the contractor account.

***EXAMPLE EMAIL* - Austin Build + Connect Withdrawal of Permit Confirmation**



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How to Request an Extension of a Permit

1) Select the permit with the soon to expire expiration date.

VIEW STATUS OF MY PERMITS/CASES

#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
		2018-004258 PP	505 BARTON SPRINGS RD UNIT 10	sdf	07/19/18	Active(01/15/19)	No	$0.00

2) Go into the permit. Scroll past the Permit Summary, Property Details, Permit Details, Persons Associated With Permit and Permit Work Flow and click on Permit Change Request.

Administrative Hold	Open					
Red Tag Hold	Open					
Permitting	Open					
Permit Refund	Open					

Request Inspections | Cancel Inspections | View Inspections | Permit Change Request

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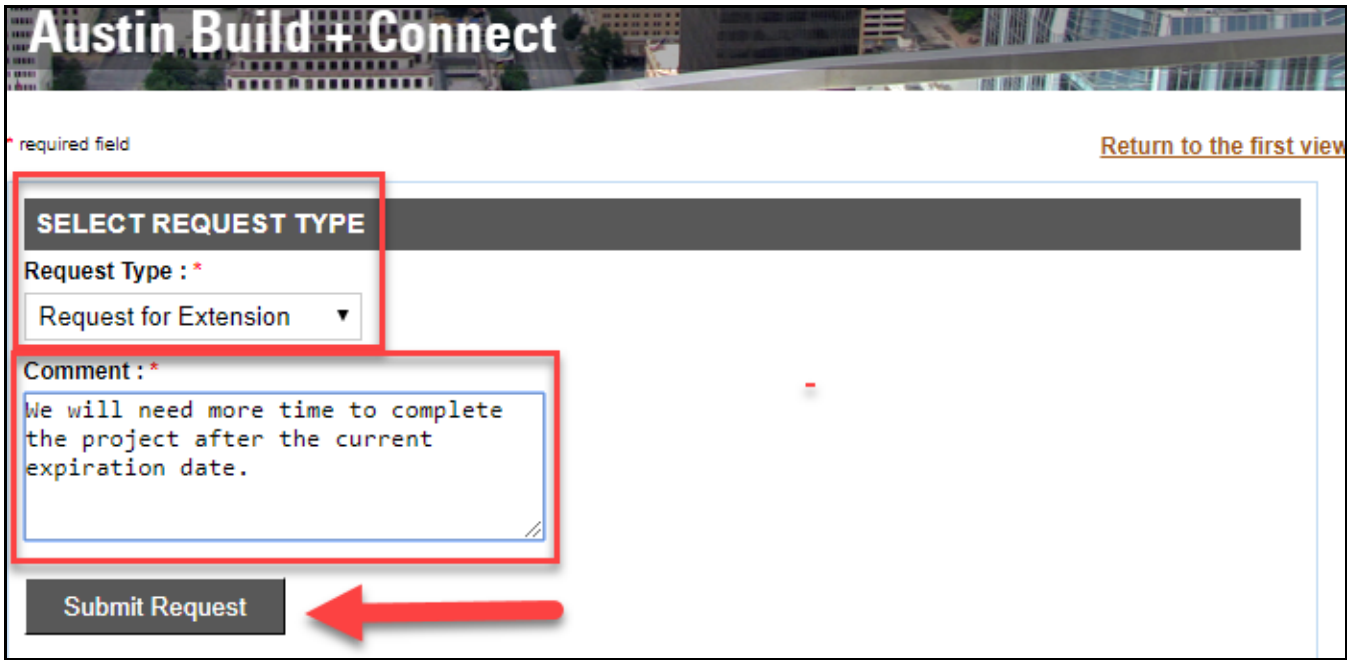
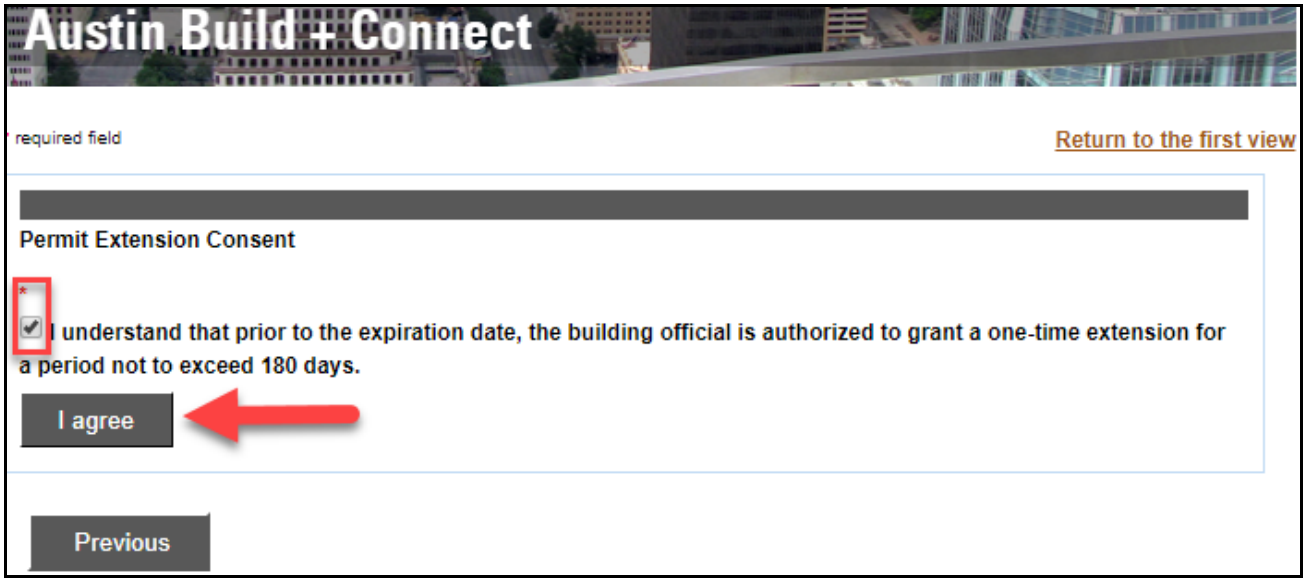
3) **Select the drop down box for Request Type. Select Request for Extension and type in the comments the reason for extension. Select Submit Request**



4) **A pop up screen will appear to check the box that "I understand that prior to the expiration date, the building official is authorized to grant a one-time extension for a period not to exceed 180 days." Select I agree and a pop up message will appear that the extension request has been granted.**



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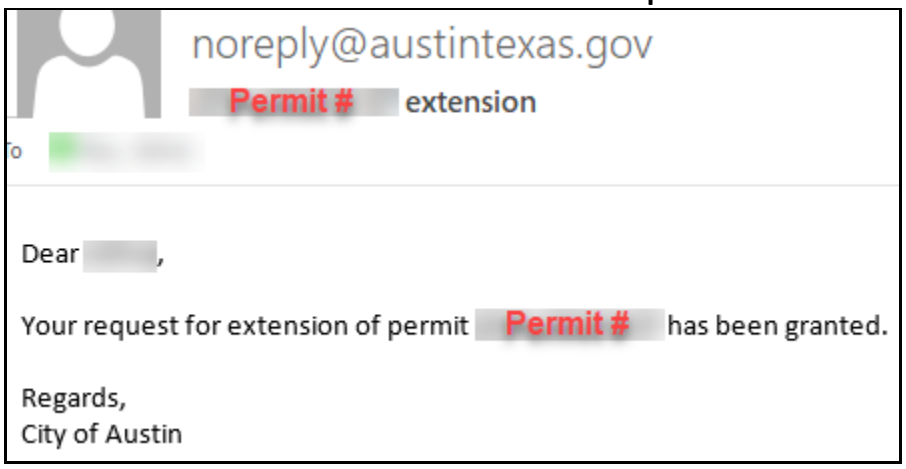
5) **A Confirmation will populate stating that the extension request has been granted.**

6) **An auto generated email from noreply@austintexas.gov will be sent to the email that is listed on the contractor record.**

***EXAMPLE EMAIL* - Austin Build + Connect Request for Extension Confirmation**



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How to Reactivate an Expired Permit

1) Permit holder will receive an auto generated notification 30 days before the permit will expire.

(EXAMPLE: Notification) Permit Expiration 30 Day Notice

Warning: This is an automated 30 day notice generated from the City's electronic system informing you that your permit will expire in 30 days from the date of this automated e-mail.
Permit Number : 2018-123465 EP
Address : 505 BARTON SPRINGS
Issued on : 20 December, 2017

In order to keep your permit active, you must schedule a required inspection.
Please be aware that:
1. If your inspection is posted on the Permitting system as "Cancelled" or "Failed/No Work Performed" the expiration date will not be updated for an additional 180 days.
2. If this permit expires, no work or inspections may be performed under this permit after the expiration date.
3. If you know what inspection is required, you may schedule an inspection by phoning the Interactive Voice Response (IVR) system at (512) 480-0623.
4. If your permit expires, the information and steps to request an extension can be found at the following link:
http://www.austintexas.gov/department/expired-permits-and-extensions
5. To determine the status of your application, use the following public access link:
https://abc.austintexas.gov/web/permit/public-search-other?t_detail=1&t_selected_folderrsn=10873971

2) Select the Permit # that is expired.

VIEW STATUS OF MY PERMITS/CASES

#	Check	Permit/Case Number	Project Name	Description	Application Date	Status (Expiration Date)	Related Folders	Balance
53		2015-001729 MP	608 BLANCO ST	Change of Use and Interior Remodel from Duplex to Triplex, Patio Cover and Addtion In Rear (Structure will be fully Sprinkled)	01/08/15	Expired(09/19/15)	Yes	$0.00

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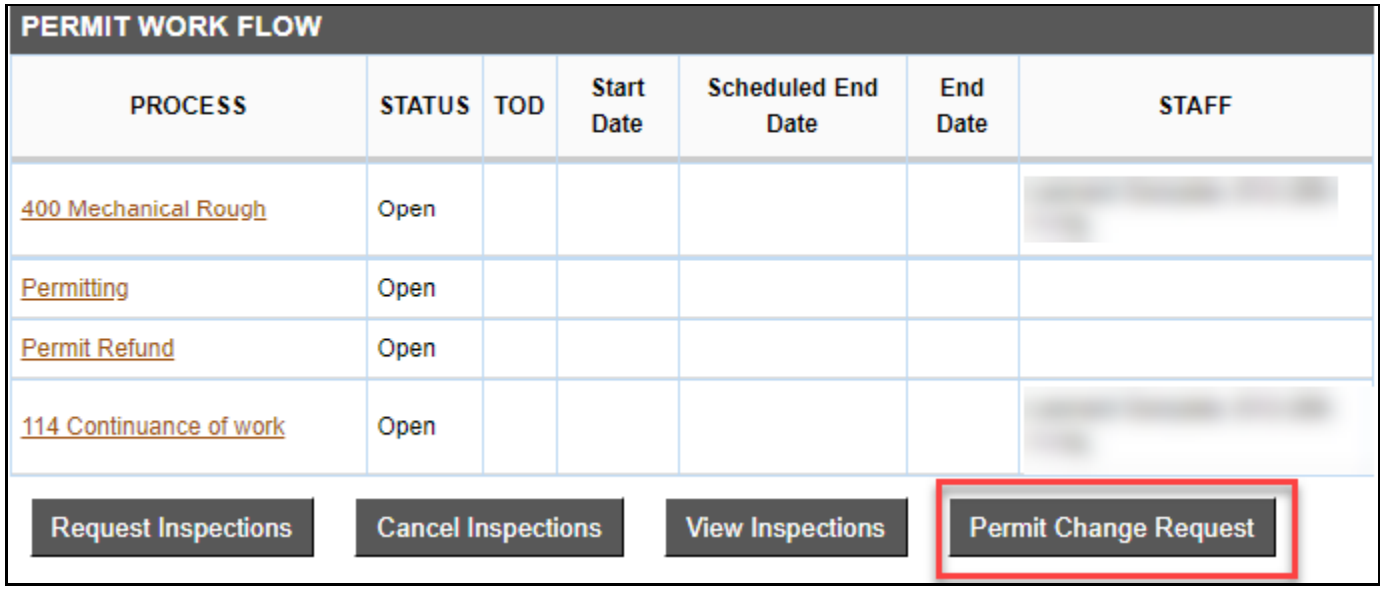
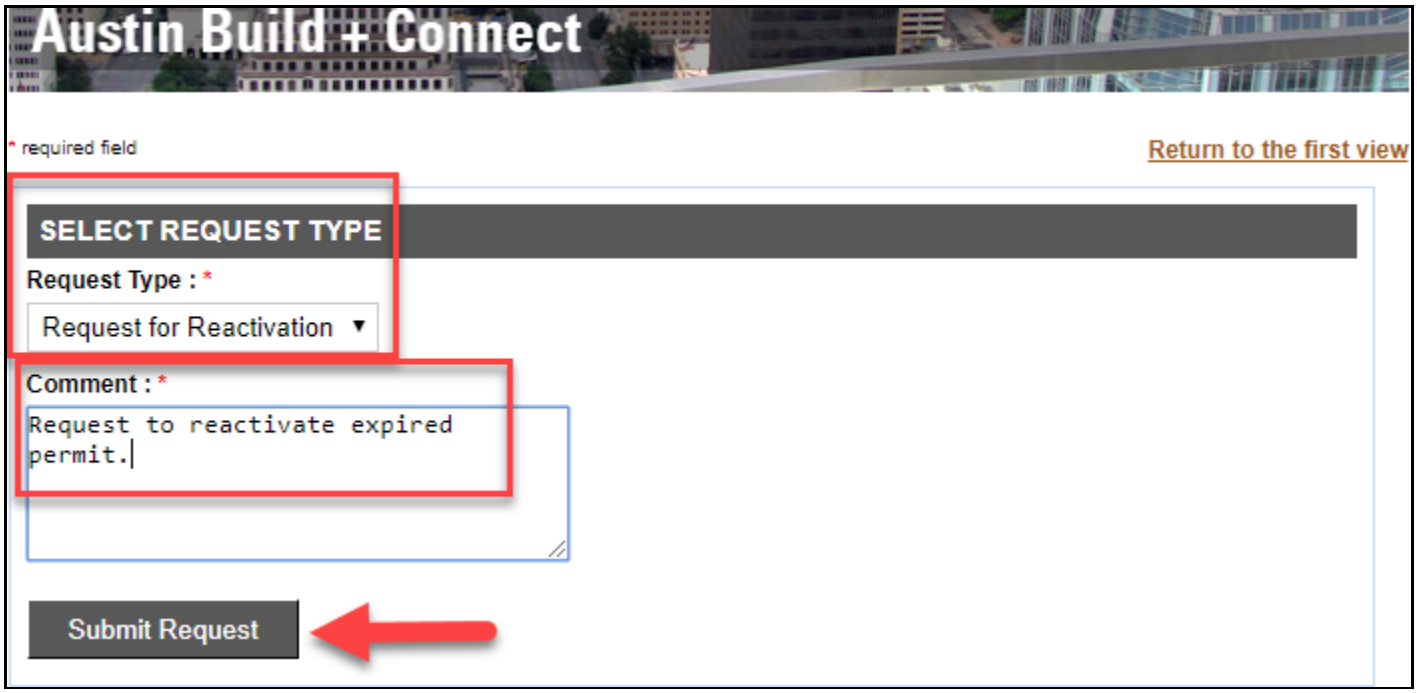
3) **Scroll past Permit Work Flow and select Permit Change Request.**



4) **The Request Type will appear with a drop down box. Select from the drop down menu Request For Reactivation. Type in permit comments in the Comment Box. Select Submit Request.**



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5) Answer the 4 Permit Reactivation Consent Questions. Select I agree.

Austin Build + Connect

* required field

Return to the first view

Permit Reactivation Consent

*

☑ have included evidence demonstrating that substantial work required to complete the project was commenced within the 180-day period prior to the expiration date provided for under City Code Section 25-12-267 (Expiration) or Subsection (B). I have included receipts or invoices for work performed on the project, photographs of the work performed on the project, or other evidence acceptable to the building official.

*

☑ understand that a permit that is reactivated in accordance with City Code section 25-12-269B expires on the 181st day after the date that the permit is reactivated if the project has received no inspections as required under the Code.

*

☑ understand that no more than one reactivation may be approved for one & two family residential structure, in accordance with City Code section 25-12-269C unless the project complies with all codes and ordinances in effect on the date that the application for reactivation is submitted

*

☑ understand it is solely the responsibility of the permit holder to keep a permit active by actively performing work towards the completion of the project as permitted by scheduling an inspection. If you are permitting projects where structural or other conditions exist that do not allow for intervals of inspections less than 180 days, you will need to keep the permit active by scheduling a #114 continuance of work inspection. I understand I may schedule #114 continuance of work inspection in order for the inspector to verify if work has continued. If the inspector has determined that work has not continued the permit will not receive a passed inspection, and the permit will expire at the end of 180 days from the time of issuance or the last documented pass or fail inspection. An inspection result of "failed/no work performed" or "cancelled" will not keep a permit active.

I agree

6) A screen will populate that shows the reactivation request has been received. Select Done.

Austin Build + Connect

Return to the first view

REQUEST CONFIRMATION

The reactivation request has been received. The process will continue after the Expired Permit Review Fee is paid.

Done

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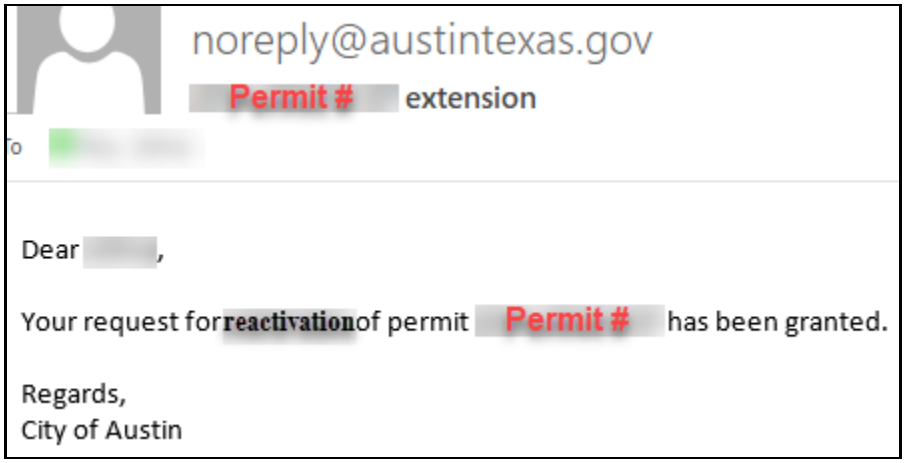
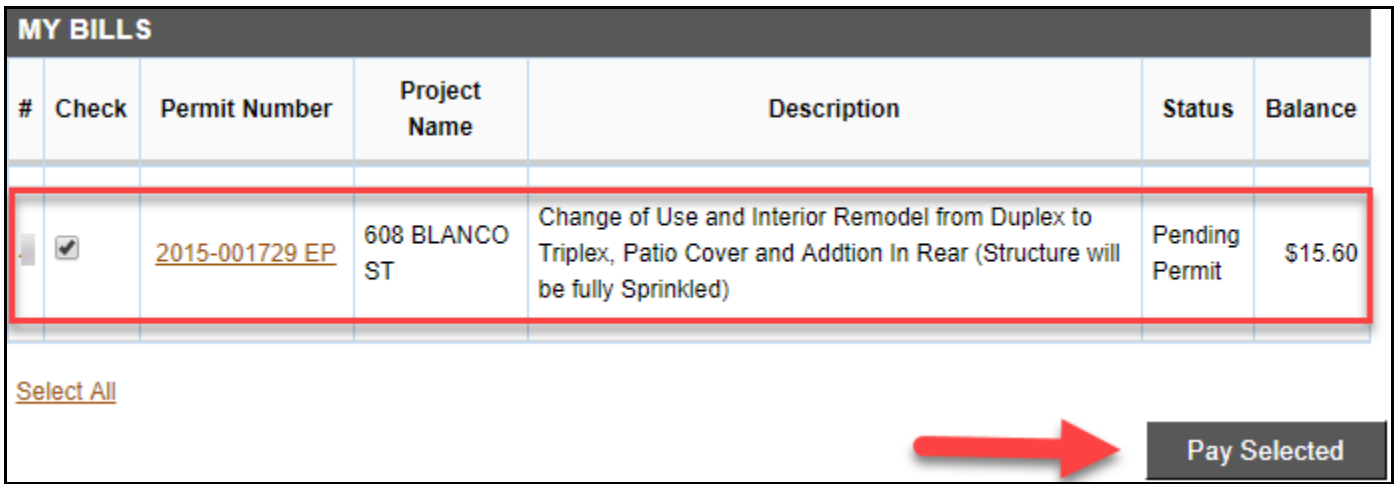
7) **An auto generated email from noreply@austintexas.gov will be sent to the email that is listed on the contractor record stating that the *reactivation of the permit has been granted.***

***EXAMPLE EMAIL* - Austin Build + Connect Reactivation of Permit Confirmation**



8) **Select My Bills. The permit status has changed to Pending Permit. Select Pay Selected.**



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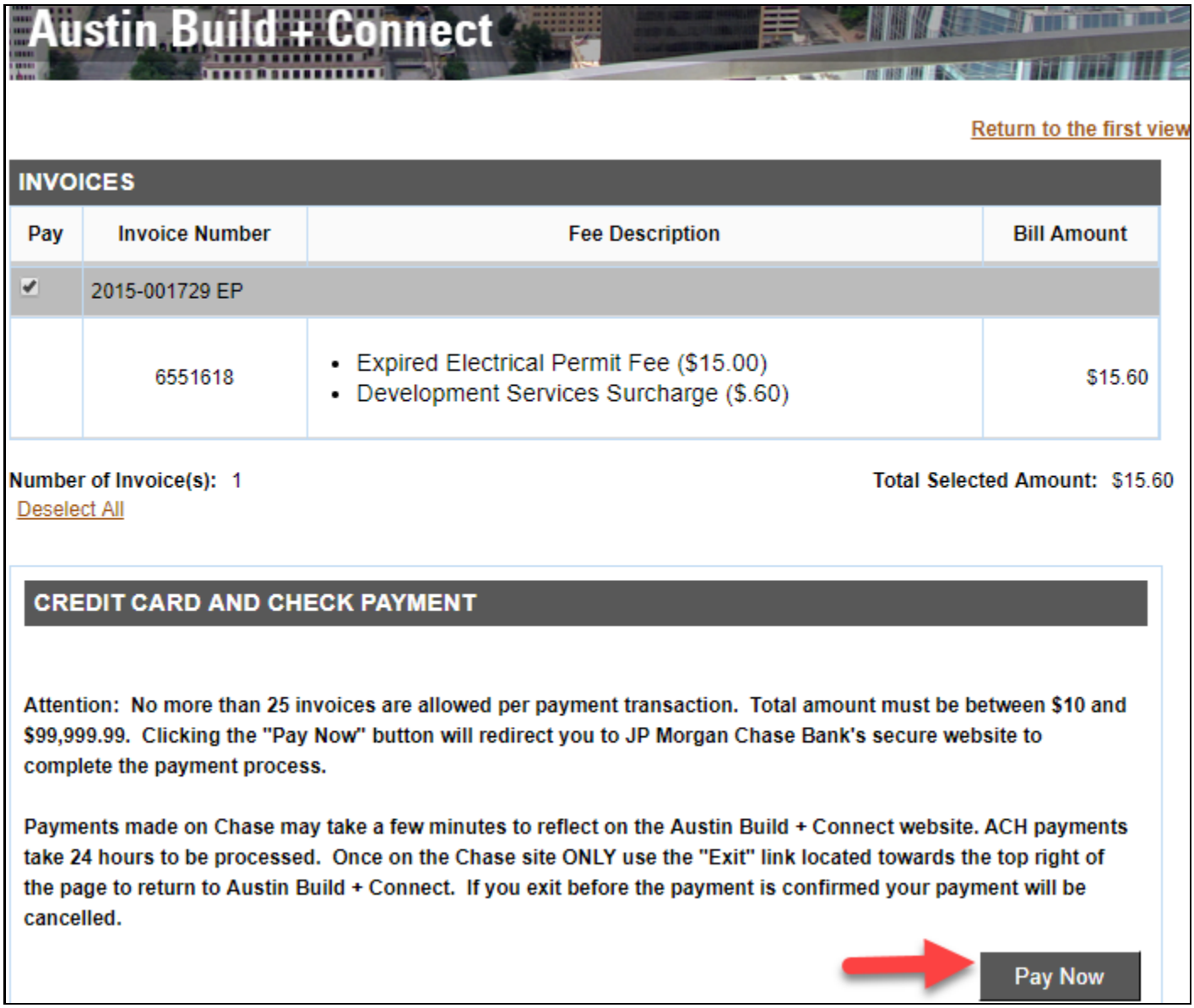
9) Select Pay Now. Proceed to pay the expired permit fee.



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Uploading Files for ePlan Review

Once you have submitted the required paper applications for plan review, you will receive an email that initiates the electronic plan review. From there all file uploading of plans will be done through the Project Dox portal.

Assistance

Should you have questions or need assistance please call the following numbers:

- ***For Permitting questions call 512-978-4000***
- ***For Financial questions call 311 (512-974-2000)***

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