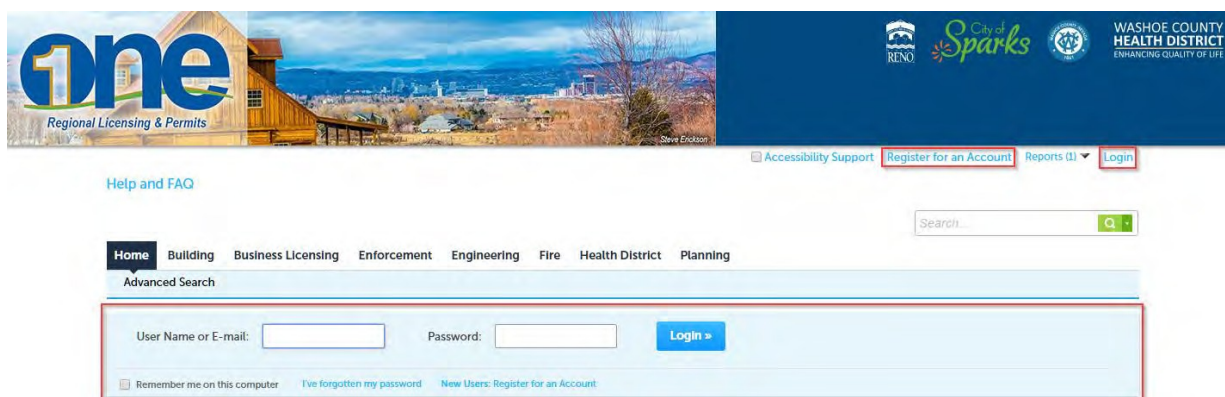# Applying for Permits Online – ONE Regional Licensing & Permits

1. Important Information

1. This website supports several internet browsers. For the latest list, see the "Compatible Browsers" list at www.onenv.info. Using other browsers may cause this site to not function as expected.
2. You must be logged in to use this service.
3. Fee Estimates and Partial Applications are automatically purged from the system 30 days after the initial request is made.
4. Adobe Acrobat Reader is required for viewing and printing reports, receipts and permits. Go to www.onenv.info for a link to the most updated version.
5. The examples used in this document reference a Building Inspection application. The same guidelines hold true for other online applications (e.g. Environmental Health Dept., Planning, Code Enforcement, Business Licenses, etc…).
6. The agencies are currently absorbing the convenience fee charged by the 3rd-party payment processor for this service, there will not be a convenience fee charged to you the citizen. You will have an opportunity to review all fees prior to completing your payment.
7. Some applications will be submitted for review and will need to allow for up to 2 business days to review prior to payment.
8. Screen shots in this document are subject to change. The general flow should still be the same and easy to follow.

2. Login to Account

First-time users will need to register for an account. If you already have an account, find the login screen. If you don't have an account, click "New Users: Register for an Account".
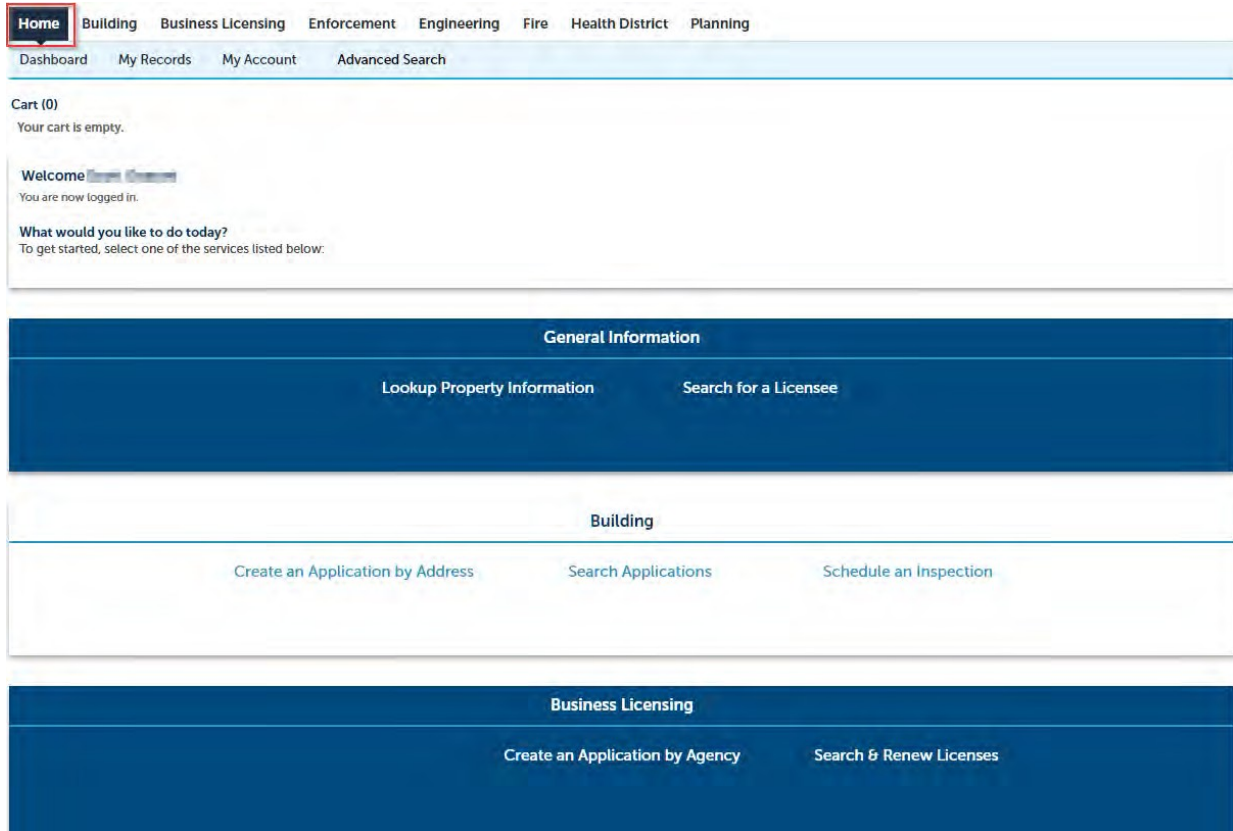
3. Begin the Application Process

To create an application, first you have to decide the area that you need the application from. Choose between Building, Business Licensing, Engineering, Fire, Health District or Planning.

Another way to determine which area is to scroll down if you're on the "Home" page.

Find the "Create an Application..." button in each section.

Or find it underneath each tab.

Depending on which category you choose, either the option for services will appear or the address for where the permit is being submitted will appear. For example, for Business Licensing the "Select Services" option appears first. Select one and click "Continue Application".

In a different example, when the category of "Engineering" is selected, you will first be asked to enter the work location (below).

Enter the information needed to find the address then click the "Search" button. It is not necessary to complete all the fields: Required fields have a gold asterisk next to them. Also available is the "Use map to select work location" button.

Track your Progress

Follow the line above the application to see your progress. (Note: This depiction will not necessarily appear like the one on your screen).
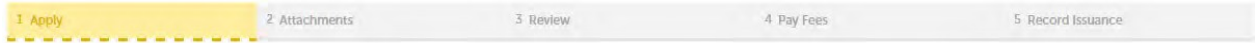
Add Contacts

Depending on your application, you will be asked to contact info for several parties. A green check mark will signify that you have met the required criteria.

Add Applicants

This is required on some applications. This will help users and ONE track your application.

Add Attachments

To add an attachment, click the word "Add" in the lower left corner.

Review and Pay Fees

Review all items before proceeding. Once reviewed, go to "Checkout".

After you submit your payment, you will receive a confirmation page.