



## 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](http://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](http://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.

A vertical scroll-down view of the same web application's home page. At the top, the navigation bar is visible with the 'Home' button highlighted. Below the navigation, there is a 'Cart (0)' section stating 'Your cart is empty.' Further down, a 'Welcome' message says 'You are now logged in.' A 'What would you like to do today?' section prompts the user to select a service, with 'Lookup Property Information' and 'Search for a Licensee' options. The scroll continues to reveal a 'General Information' section with a dark blue header. Below it are three buttons: 'Lookup Property Information', 'Search for a Licensee', and 'Building'. Under the 'Building' button, there are links for 'Create an Application by Address', 'Search Applications', and 'Schedule an Inspection'. Finally, the scroll reaches a 'Business Licensing' section with a dark blue header, containing links for 'Create an Application by Agency' and 'Search &amp; Renew Licenses'.

Find the “Create an Application...” button in each section.

The screenshot shows a web-based application interface. At the top, there is a navigation bar with links for Home, Building, Business Licensing, Enforcement, Engineering, Fire, Health District, and Planning. Below the navigation bar, there is a sub-navigation menu with links for Dashboard, My Records, My Account, and Advanced Search. A message "Cart (0)" indicates that the user's cart is empty. A "Welcome" message says "You are now logged in." Below this, a section titled "What would you like to do today?" suggests selecting one of the services listed below. The main content area has two sections: "General Information" and "Building". The "General Information" section contains links for "Lookup Property Information" and "Search for a Licensee". The "Building" section contains links for "Create an Application by Address", "Search Applications", and "Schedule an Inspection".

Or find it underneath each tab.

The screenshot shows a web-based application interface with a navigation bar at the top. The "Building" tab is selected. Below the navigation bar, there are three buttons: "Create an Application by Address" (highlighted with a red box), "Search Applications", and "Schedule an Inspection". The main content area has a blue header bar labeled "Records". Underneath the header, there is a "Show on Map" button and a table showing search results. The table has columns for Date, Record Number, Record Type, Project Name, Address, Status, Action, Agency, Description, Expiration Date, and Short Notes. A message "Showing 0-0 of 0" and "No records found." is displayed. Below the table, there is a "Search for Records" section with a list of search criteria: Site Address, Contractor License Information, Parcel Number, and Record Information. At the bottom, there is a blue header bar labeled "General Search".

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”.

The screenshot shows a navigation bar with links: Home, Building, Business Licensing (highlighted in blue), Enforcement, Engineering, Fire, Health District, and Planning. Below the navigation bar are two buttons: "Create an Application by Agency" and "Search & Renew Licenses". A blue header bar says "Select Services". On the left, there's a sidebar with a search bar and a "Search" button. The main content area lists categories: Building, Enforcement, Engineering, Fire (with sub-options: City of Sparks - Alarm, City of Sparks - Hydrant & Flow, City of Sparks - Prevention, City of Sparks - Sprinkler), Health, Licenses, and Planning. At the bottom is a "Continue Application" button.

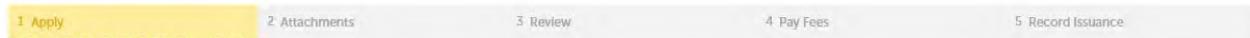
In a different example, when the category of “Engineering” is selected, you will first be asked to enter the work location (below).

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.

The screenshot shows a navigation bar with links: Home, Building, Business Licensing, Enforcement, Engineering (highlighted in blue), Fire, Health District, and Planning. Below the navigation bar are three buttons: "Create an Application by Address", "Search Applications", and "Schedule an Inspection". A message says "Please search and select one work location to see available services." A blue header bar says "Enter Work Location". The main form includes fields for Street No., Direction, Street Name, Street Type, Unit Type, Unit No., City, State, Zip, and a "Search" button. A "Clear" button is also present. A red box highlights 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.

Contact List

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Required Contact Type	Minimum
Applicant	1
Billing Contact	1
Business Name	1
Business Owner	1

**Select from Account** **Add New** **Look Up**

✓ Contact added successfully.

## Add Applicants

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

Applicant

Enter contact information. The Applicant information is required. If you are submitting this application, use 'Select from Account' option to copy your contact information from your registration. Note that you can update your contact information (phone number, address) using the Account Management link at the top of the page.

## Add Attachments

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

Attachments

The maximum file size allowed is 200 MB.  
htm,htm; mht;mhtml are disallowed file types to upload.

Name	Type	Size	Description	Document Status	Status Date	Upload Date	Action
No records found.							

**Add**

**Save and resume later** **Continue Application »**

## File Upload

The maximum file size allowed is 200 MB.  
htm;htm;mht;mhtml are disallowed file types to upload.

Continue    Add    Remove All    Cancel

## Review and Pay Fees

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

Home Building Business Licensing Enforcement Engineering Fire Health District Planning

Dashboard My Records My Account Advanced Search

Cart

1 Select item to pay    2 Payment Information    3 Receipt/Record issuance

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

**PAY NOW**

1 Application(s) | \$2,093.72  
Detached Accessory Dwelling Unit    Edit    Save for later    Remove

Total amount to be paid: \$2,093.72  
Note: This does not include additional inspection fees which may be assessed later.

Checkout »    Continue Shopping »

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