



ANDREW J. GINTHER, MAYOR

DEPARTMENT OF BUILDING
AND ZONING SERVICES

USER MANUAL FOR ONLINE PERMITTING

1,2,3 Family Roof, Siding, Windows, and Doors

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APPLYING FOR A 1,2,3 FAMILY ROOF, SIDING, WINDOWS, AND DOORS PERMIT

The following describes how to purchase a permit for roof, siding, windows, and door replacements. At this time, the online Citizen Access Portal only supports permits for 1, 2, 3 family structures.

Begin by logging into the Citizen Access Portal by entering user credentials into the login boxes on the left side of the home page. If you do not have login credentials, please refer to the “Creating an Account User Manual” user guide.

Register for an Account | Login

Login

User Name or E-mail:
Required only to purchase on-line permits.

Password:

Login »

Remember me on this computer

[I've forgotten my password](#)
[Register for an Account](#)

Welcome to the Citizen Access Portal

We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust that this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

PLEASE NOTE: No inspection can be scheduled here at this time. Thank you.

[Having Issues Logging In? You may want to clear your browsing cache and cookies. Click Here to see how.](#)

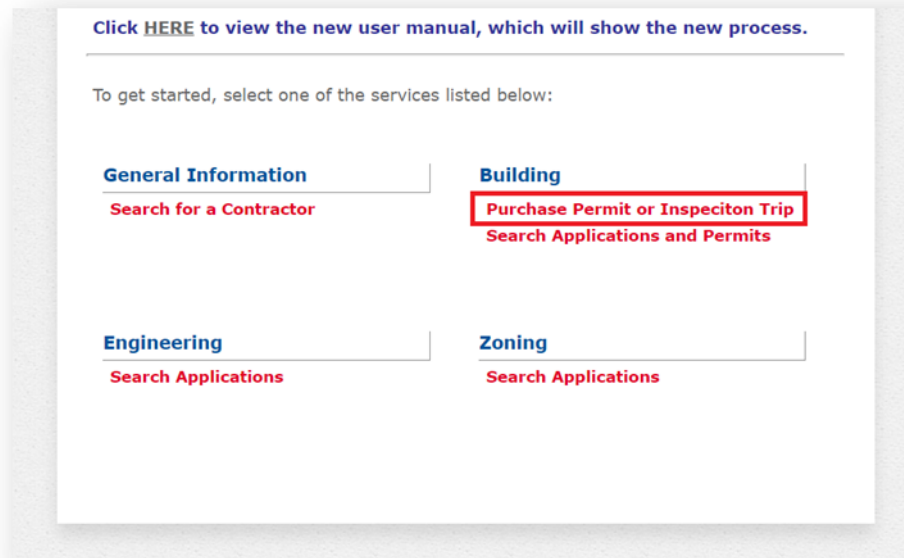
What would you like to do today?
To get started, select one of the services listed below:

General Information
[Search for a Licensee](#)

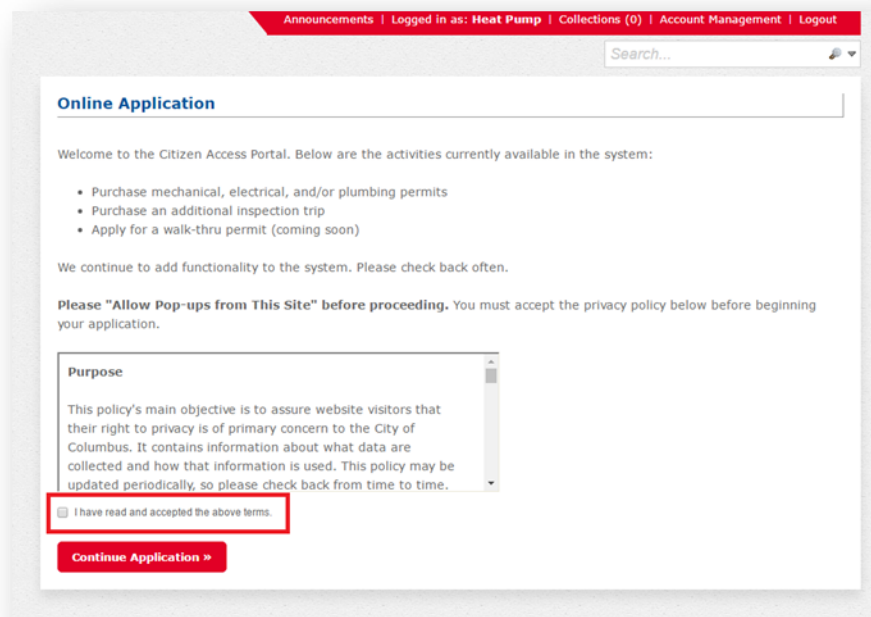
Building
[Search Applications](#)

Engineering
[Search Applications](#)

Once logged in, click the “Purchase Permit or Inspection Trip” link.

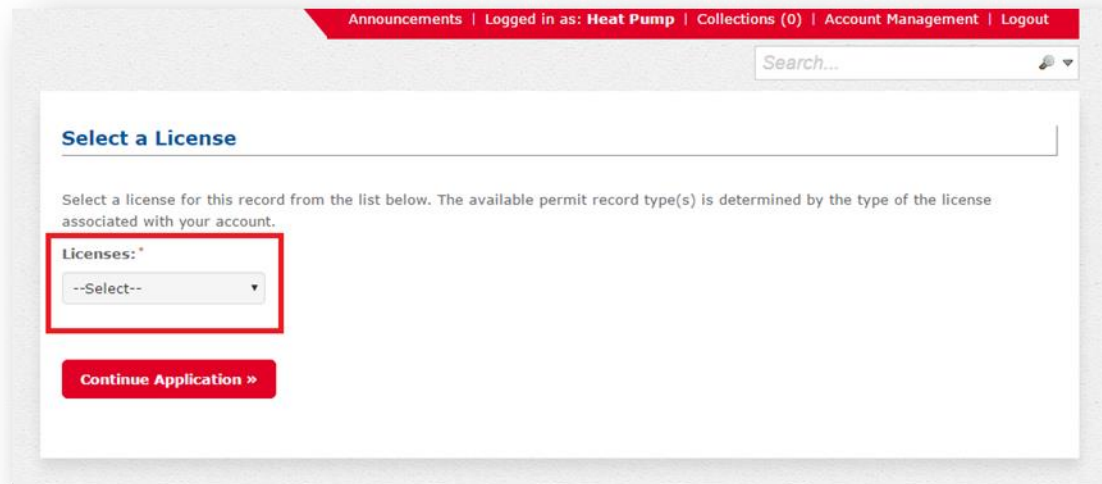


After reading the Privacy Policy, click the box indicating that you've read and understand the policy, then press "Continue Application".

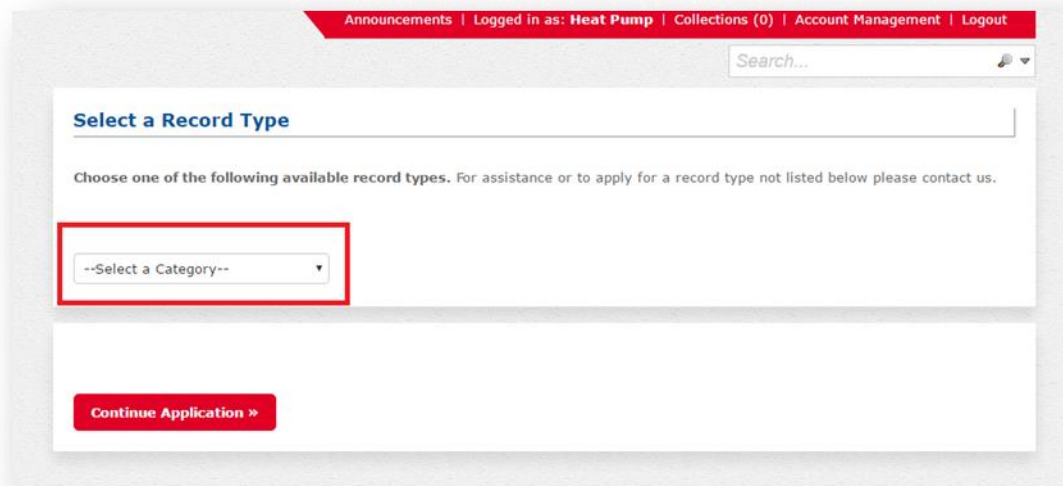


Select the applicable license from the drop down list, then press "Continue Application".

- If you need to add a license to your public user account, you can do that by clicking the “Account Management” link in the upper right part of the screen.



Select the category “1,2,3 Family” from the drop down list, then press “Continue Application”.



The available records will then be displayed depending on your selection. Choose “Roof, Siding, Windows, Doors Permit | 1,2,3 Family”, then press “Continue Application”.


The screenshot shows a web form titled "Select an Application Category". It includes instructions to select a category from a drop-down box and to choose "Trip Purchase" for an additional inspection trip. A drop-down menu is set to "1,2,3 Family". Below it, four radio button options are listed: "Electrical Permit | 1,2,3 Family", "Mechanical Permit | 1,2,3 Family", "Plumbing Permit | 1,2,3 Family", and "Roof, Siding, Windows, Doors Permit | 1,2,3 Family". The last option is selected and highlighted with a red box. A red "Continue Application >" button is at the bottom.

Enter the work location of your project by specifying the address number, street name, and unit number (if applicable). **Then press the “Search” button.** If the address is valid, the remaining address and parcel information will populate. Then press “Continue Application”.

- Note that if your project is identified as outside the City of Columbus, you will be prevented from proceeding

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 WORK LOCATION 2 PROJECT SCOPE 3 SCOPE DETAILS 4 ADDITIONAL INFO. 5 CONTACTS 6 7 8 9

Step 1: Work Location > Location Details 

* indicates a required field.

Address

Addresses/parcels can be verified to be in the city of Columbus using our online Zoning Map at <http://gis.columbus.gov/zoning>


Street No.: * Direction: Unit No.:

Street Name: (ALL CAPS) * Street Type:

City: State:

Parcel

Do not include dashes "-" in parcel search

Parcel Number: * 

Enter the ownership information, then press "Continue Application".

The screenshot shows the 'Step 1: Work Location > Owner Details' section of the online permitting application. At the top, there is a progress bar with nine steps: 1 WORK LOCATION (highlighted in red), 2 PROJECT SCOPE, 3 SCOPE DETAILS, 4 ADDITIONAL INFO., 5 CONTACTS, 6, 7, 8, and 9. Below the progress bar, the current step is 'Step 1: Work Location > Owner Details' with a red star icon. A note indicates '* indicates a required field.' The 'Owner' section contains three text input fields: 'Owner Name: *' with 'CITY OF COLUMBUS' entered, 'Owner Address: *' with '757 CAROLYN AVE' entered, and 'City, State Zip: *' with 'COLUMBUS, OH 43224' entered. There are 'Search' and 'Clear' buttons below the address field. At the bottom of the form, there is a 'Continue Application >' button and a 'Save and resume later:' option with a save icon.

Indicate the scope items to be included in your permit by checking “Yes” next to each included item. Press the “Continue Application” button.

- Note that each scope item you specify, will take you to a dedicated page where more information will be required.

The screenshot shows the 'Step 2: Project Scope > Scope of Work' section of the online permitting application. The progress bar at the top shows step 2 'PROJECT SCOPE' highlighted in red. The current step is 'Step 2: Project Scope > Scope of Work' with a red star icon. A note indicates '* indicates a required field.' The 'Scope Items' section contains the instruction 'Select the work scope items to be included in this permit'. Below this are four questions with radio button options: 'Roof: Does the scope of work included roofing?: *' (Yes selected), 'Siding: Does the scope of work include siding?: *' (No selected), 'Windows: Does the scope of work include windows?: *' (Yes selected), and 'Doors: Does the scope of work include doors?: *' (No selected). At the bottom of the form, there is a 'Continue Application >' button and a 'Save and resume later:' option with a save icon.

Answer required questions for each specified scope item, then press “Continue Application”.

- The questions below only apply to roof and windows scope items.

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 WORK LOCATION 2 PROJECT SCOPE 3 SCOPE DETAILS 4 ADDITIONAL INFO. 5 CONTACTS 6 7 8 9

Step 3: Scope Details > Roof

* indicates a required field.

Roof: Scope Details

Is the replacement of the same type and materials as existing?: *

Yes No

Reroofing Materials: *

Asphalt Shingle

Roofing Type: *

Tear off

Is any structural work being performed (roof framing, etc.): *

Yes No

Additional information (location, etc.):

entire house - not garage

spell check

Continue Application >

Save and resume later:

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 WORK LOCATION 2 PROJECT SCOPE 3 SCOPE DETAILS 4 ADDITIONAL INFO. 5 CONTACTS 6 7 8 9

Step 3: Scope Details > Windows

* indicates a required field.

Windows: Scope Details

Are the replacement(s) the same size, type, and location?: *

Yes No

Number of Windows: *

6

Additional information (location, etc.):

front of house

spell check

Continue Application >

Save and resume later:

Provide the required additional information, then press “Continue Application”.

- If you are aware that your project requires a certificate of approval or appropriateness (COA), you may select the “Yes” button. This will allow you to upload an electronic copy of the COA.
- If you are unsure if your project requires a COA, click “No” and you will be notified via email if required.

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1 2 PROJECT SCOPE 3 SCOPE DETAILS 4 ADDITIONAL INFO. 5 CONTACTS 6 ATTACHMENTS 7 8 9

Step 4: Additional Info. > General Info. ★

* indicates a required field.

Project Info.

Area of Construction (Sq. Ft.):*

120

Does this work require a Certificate of Approval/Appropriateness?:*

Yes No

Additional Info.

Job Value(\$):*

4,500

[Continue Application »](#) Save and resume later:

Select the applicant and licensed professional for this application.

- **The licensed professional information should pre-populate based upon the license you selected at the start of the application.**

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 2 3 SCOPE DETAILS 4 ADDITIONAL INFO. **5 CONTACTS** 6 ATTACHMENTS 7 REVIEW 8 9

Step 5: Contacts > Applicant Info. ★

* indicates a required field.

Applicant

To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name.

[Select from Account](#) [Add New](#)

Licensed Professional

To add a new Licensed Professional, click the Add Licensed Professional link. To find a Licensed Professional, enter the search criteria and click the Search button. To edit an existing Licensed Professional, select the Licensed Professional number in the list.

Dummy User
License Type: HIC General
License Number: 444444
Address: Columbus - 43224
[Edit](#)

[Continue Application »](#) Save and resume later:

After the applicant information has been attached, press the “Continue Application” button.

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 2 3 SCOPE DETAILS 4 ADDITIONAL INFO. **5 CONTACTS** 6 ATTACHMENTS 7 REVIEW 8 9

Step 5: Contacts > Applicant Info. ★

* indicates a required field.

Applicant

To add a new contact, click the Add Contact link. To edit a contact, click the link next to a contact name.

✔ Contact added successfully.

**Heat Pump
heatpump**
datagroup@columbus.gov
Home phone:
Mobile Phone:
Work Phone:
Fax:
[Edit](#) [Remove](#)

Licensed Professional

To add a new Licensed Professional, click the Add Licensed Professional link. To find a Licensed Professional, enter the search criteria and click the Search button. To edit an existing Licensed Professional, select the Licensed Professional number in the list.

Dummy User
License Type: HIC General
License Number: 444444
Address: Columbus - 43224
[Edit](#)

[Continue Application »](#) Save and resume later:

If you indicated that you have a COA that you'd like to upload, click the "Add" button.

- **Note that you will only see this screen if you selected "Yes" on the "Additional Info." page to the question "Does this work require a Certificate of Approval/Appropriateness". If you've arrived here by mistake, click the "4 Additional Info." link above, and answer "No" to that question.**

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 2 3 4 ADDITIONAL INFO. 5 CONTACTS 6 ATTACHMENTS 7 REVIEW 8 PAY FEES 9

Step 6: Attachments > Supporting Docs. *

Certificate of Approval/Appropriateness

* indicates a required field.

Attach the require certificate of approval/appropriateness required for work at this location if applicable.

The maximum file size allowed is 16 MB.
html;htm;mht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Continue Application »

Save and resume later:

After you have selected your file, choose "Certificate of Approval/Appropriateness" from the drop down and click the "Save" button.

- **Note that you will only see this screen if you selected "Yes" on the "Additional Info." page to the question "Does this work require a Certificate of Approval/Appropriateness".**

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 2 3 4 ADDITIONAL INFO. 5 CONTACTS 6 ATTACHMENTS 7 REVIEW 8 PAY FEES 9

Step 6: Attachments > Supporting Docs. ★

* Indicates a required field.

Certificate of Approval/Appropriateness

Attach the require certificate of approval/appropriateness required for work at this location if applicable.

The maximum file size allowed is **16 MB**.
html;htm;nht;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

Type: * Remove

Certificate of Approval/Appropriateness

File:
download.jpg
100%

Description:

spell_check

[Save](#) [Add](#) [Remove All](#)

[Continue Application »](#) Save and resume later:

If the file has uploaded successfully, as indicated by the green banner, press “Continue Application”.

- **Note that you will only see this screen if you selected “Yes” on the “Additional Info.” page to the question “Does this work require a Certificate of Approval/Appropriateness”.**

The attachment(s) has/have been successfully uploaded.
It may take a few minutes before changes are reflected.

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 2 3 4 ADDITIONAL INFO. 5 CONTACTS **6 ATTACHMENTS** 7 REVIEW 8 PAY FEES 9

Step 6: Attachments > Supporting Docs. ★

* indicates a required field.

Certificate of Approval/Appropriateness

Attach the require certificate of approval/appropriateness required for work at this location if applicable.

The maximum file size allowed is **16 MB**.
htm;htm;hmt;mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
download.jpg	Certificate of Approval/Appropriateness	8.50 KB	06/08/2017	Actions ▾

Add

Continue Application » Save and resume later:

Verify that the information on the application is correct. If anything needs to be modified, click the edit button next to the applicable section. Once you are satisfied with the information provided, read the certification text at the bottom of the page. Check the box underneath the certification, then press the “Continue Application” button.

Inspections for this permit:

I certify that the information provided as part of this application is true, complete, and correct and that no material information has been omitted. Failure to provide complete and accurate information may result in additional fees for undisclosed work, possibly including fees for working without a permit. By checking the box below, I understand and agree that I am electronically signing and filing this application.

By checking this box, I agree to the above certification. Date:

Continue Application » Save and resume later:

An itemized list of the applicable fees will appear, with a subtotal below. Press the “Continue Application” button to proceed to payment.

- If your project lies in an area that requires a COA you will bypass the fees screen and go straight to the permit issuance screen. However, your permit is not issued until you

upload the COA and it has been reviewed and approved by Building and Zoning Services staff for completeness. If approved, you will receive an email requiring the payment of fees. Once fees have been paid, your permit will be issued and ready to print.

The screenshot shows a web interface for a permit application. At the top, it says 'Roof, Siding, Windows, Doors Permit | 1,2,3 Family'. Below this is a progress bar with steps 1 through 9. Step 8, 'PAY FEES', is highlighted in red. Below the progress bar is a header for 'Step 8: Pay Fees' with a red star icon. The main content area contains a paragraph of text explaining that the fees are preliminary and based on the information entered. Below this is a table titled 'Application Fees' with columns for 'Fees', 'Qty.', and 'Amount'. The table lists three fees: Application Fee (Qty: 40, Amount: \$40.00), Permit & Inspection Fee (Qty: 34.65, Amount: \$34.65), and State Fee (Qty: 0.35, Amount: \$0.35). Below the table, it says 'TOTAL FEES' and 'Note: This does not include additional inspection fees which may be assessed later.' The total amount is '\$75.00'. At the bottom, there is a red button labeled 'Continue Application >>'.

Fees	Qty.	Amount
Application Fee	40	\$40.00
Permit & Inspection Fee	34.65	\$34.65
State Fee	0.35	\$0.35

TOTAL FEES
Note: This does not include additional inspection fees which may be assessed later.
\$75.00

[Continue Application >>](#)

You will be directed to our payment processor, which may look different than the Citizen Access Portal. Press the “Next” button.

The screenshot shows a payment selection screen. At the top, it says 'Choose method of payment'. Below this is a radio button next to the text 'Pay by credit card'. Underneath, there are logos for VISA and MasterCard. At the bottom right, there are three buttons: 'Back', 'Next', and 'Exit'.

Choose method of payment

Pay by credit card

VISA MasterCard

Back Next Exit

Enter the payment information required. Press the “Next” button.

* Indicates required field


Billing Address

*First Name:
M.I.:
*Last Name:
Street Line 1:
Street Line 2:
City:
State:
Zip:
Phone:
*E-Mail:

Payment Details

*Payment Amount: USD

Payment Method

*Name on Card:
*Card Number:
*Expiration Date: * Month
* Year

* Enter the above code:
[Can't read? Try a different code.](#)


Back **Next** **Exit**

Confirm that the payment information is correct. Press the “Pay Now” button.

Address

Billing Address:
John Doe
jd@fakedomain.com

Payment Method

Credit Card 
John Doe
x1114 01/17

Payment Amount

Amount: 75.00 USD
Total: 75.00 USD

Back **Pay Now** **Exit**

After your payment has been processed, you will be redirected back to the permit application portal. If your payment is successful, your application is complete and your permit issued. You may press the "Print/View Permit" button and print your permit. Also, print your receipt by pressing the "Print/View Receipt" button.

Roof, Siding, Windows, Doors Permit | 1,2,3 Family

1 2 3 4 5 CONTACTS 6 ATTACHMENTS 7 REVIEW 8 PAY FEES 9 RECORD ISSUANCE

Step 9: Record Issuance ★

Your application has been successfully submitted.

If your project lies in an area that requires Certificate of Approval/Appropriateness and you didn't attach the approval as part of your submission, you will receive an email notifying you of that requirement. If required, your permit cannot be issued without the certificate.

If your project does not require a Certificate of Approval/Appropriateness, you may print and retain your permit by clicking the "Print/View Permit" button below.

If for some reason you are unable to print a copy of your permit, please email datagroup@Columbus.gov with as much detail as possible describing the error message that you have received.

Thank you for using our online services.
Your Record Number is RSWDR1700146.

You will need this number to check the status of your application or to check results of inspections. Please print a copy of your permit and post it in the work area.

[Print/View Record](#) [Print/View Receipt](#)

A licensed professional is now authorized to proceed with work at the designated location.

Your permit type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. "View Permit Details" to Schedule Inspections, check status or make other updates.

[View Record Details »](#) (You must post the record in the work area.)

Congratulations and thank you for using the Citizen Access Portal!