City of Kitchener – Public Portal
Instructions for Organizations

Logging In


When anyone belonging to one or more organizations logs into the Kitchener online portal they will be presented with a drop-down list of organizations that they belong to (most people only have one). Choose the organization that you will be representing during the session and then 'Continue'.

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Menu Choices
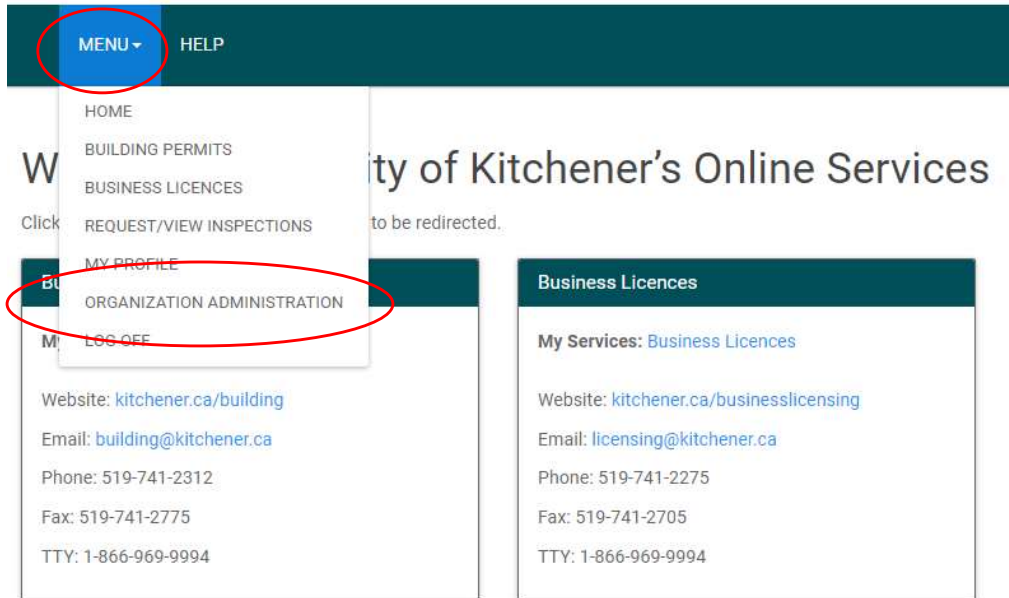
All portal users have the menu options of 'Home', 'Building Permits', 'Business Licences', 'Request/View Inspections', 'My Profile' and 'Log Off'. ONLY Administrators assigned for an organization have the menu option called 'Organization Administration'.

After logging in the '**Menu**' will give you all the options that you can access.

'**Home**' brings you to the page shown above

'**Building Permits**' allows you to see your existing building permits, apply for a new one, upload documentation and make payments

'**Business Licences**' allows you to see you existing business licences, apply for a new licence, start renewals, upload documentation and make payments

'**Request/View Inspections**' allows you to book or cancel building inspections on issued permits

'**My Profile**' allows you to see and change some details related to your profile with the City of Kitchener public portal

'**Log Off**' allows you to log off the online portal

Only organization contacts who have been set up as Organization Administrators will have the option for '**Organizational Administration**'.

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My Profile

Clicking on My Profile from the Menu brings you to a page where you can edit some of your profile information.

Edit Information – allows you to change your phone number(s) and email address

Edit Security Q/A - allows you to change your security question and answer

Edit Password – allows you to change your password

IMPORTANT NOTE: If your organization had previously been set up with a general email address OR an invalid email address, please take the time to change the email address to your personal business email address. You cannot change your email to an email that currently has an existing active portal account.

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When you click on '**Edit Information**' from the 'My Profile' page you are given some options to edit only your phone number(s) or email address. If you want to change your name or address information please contact either Building or Licencing through the emails and/or numbers listed on the 'Help' page.

When you click on '**Edit Password**' from the 'My Profile' page you are shown the above page where you enter your existing password and type in a new password twice and 'Save'.

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When you click on '**Edit Security Q/A**' from the 'My Profile' page you are provided with a drop-down list of possible questions to choose from and you can type your answer in the space below that and 'Save'. Remember your security question and answer as it is needed if you forget your password.

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Building Permits

When you click on '**Building Permits'** you are presented with a page that shows all your existing building permits (if any). You can click on the 'Details' button beside any permit to see details of it, pay online for the permit or upload additional documentation. The '**Apply for a Permit**' button leads you through a series of pages to choose the correct address, permit type and details to initiate a new building permit application.

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Business Licences

When you click on 'Business Licences' you are presented with a page that shows all your existing licences(if any). You can click on the 'Details' button beside any licence to see details of it and also pay online for the licences by selecting them and following the instructions at the bottom of the page. The 'Apply for a NEW Licence' button leads you through a series of pages to choose the correct address, licence type and details to initiate a new licence application. If a 'RENEW' button shows beside an existing licence you can use that to initiate your annual renewal for that licence.

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Request / View Inspections

The '**Request / View Inspection**' option in the Menu brings you to the page above where you can search for an issued permit based on address or permit number and then book inspections.

Help – Help Documents and Contact Us

The '**Help**' button at the top of the page has two choices. The choice of 'Help Documents and Contact Us' brings you to the page above. This has phone numbers, email addresses and links to additional documentation for Building Permits. Please contact the department that you are dealing with through the public portal.

Organization Administration

If you are an Administrator for the organization that you have logged in to represent, when you click on the 'Organization Administration' choice under the main menu you will be presented with a page that shows all the members of your organization. There can be more than one administrator for an organization but there must be at least one. There are 3 possible roles for members of your organization:

1. Admin
   a. can see and edit the page above
   b. can add new members to the organization
   c. can delete or reactive members for your organization
   d. can see and edit all permits/licences related to your organization
   e. can add people within your organization to any permits/licences related to your organization to give them permissions
2. Organization Staff
   a. normally somebody who works for the organization

    b. can see and edit all permits/licences that they are either the 'Applicant' for or have been added as a 'Public Portal Account'.

    c. Can manage only inspections for permits that they are the 'Applicant' or have been added as a 'Public Portal Account'.

3. External Contact

    a. normally somebody who does not work for your organization but you want to give access for permits or licences (e.g., a plumbing contractor or an architect)

    b. can see and edit all permits/licences that they are either the 'Applicant' for or have been added as a 'Public Portal Account'.

    c. Can manage only inspections for permits that they are the 'Applicant' or have been added as a 'Public Portal Account'.

Add New Contacts to Permits or Licences

Any administrator for an organization can add people as 'Public Portal Account' to any permit or licence by clicking on the 'Add People' checkbox beside the permit/licence and then clicking on 'Add new Contacts to Permits' or 'Add New Contacts to Licences'.

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Add Member

When you click on 'Add Member' you are presented with a page with a number of fields (some are marked as 'required'). At the bottom of the page you choose the type of member and then click on 'Register'. The new member will be connected to your organization and will be sent an email from the system to either log on, if they have an existing active portal account, OR to register using their email address and a PIN that was provided in the email, if they don't have an existing portal account.

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Removing and re-activating existing members of your organization.

Click on '**Delete**' to remove a member from your organization. The expiration date will populate, they will be given a status of 'Inactive' and a 'Reactivate' button will appear beside their row.

Click on '**Reactivate**' to re-add a member to your organization that has been deleted. The expiration date will be removed, their status will be changed to 'Active' and the 'Reactivate' button will be replaced with a 'Delete' button.