

City of Kitchener – Public Portal

Instructions for Organizations

Logging In



MENU ▾ HELP

Choose Organization

Select the organization you are representing for this session (required)

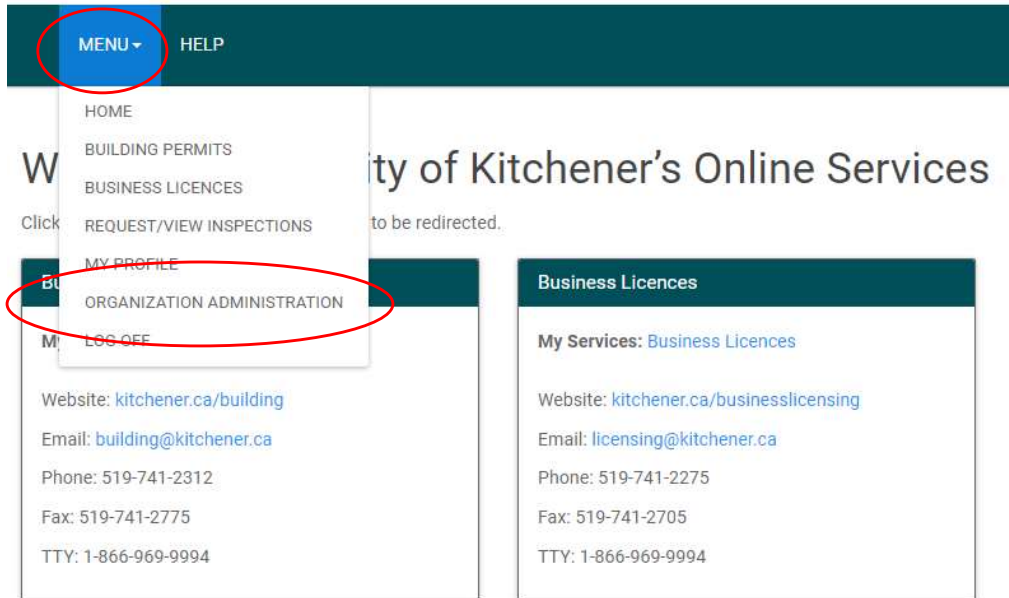
CITY OF KITCHENER ▾

Previous Continue

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'.

City of Kitchener – Public Portal Instructions for Organizations

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 your 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'.

City of Kitchener – Public Portal Instructions for Organizations

My Profile

Personal Information

You can edit your email and phone number(s), but for all other changes, click the Help menu to contact the appropriate city staff.

Personal Info

First Name
CATHY

Last Name
ABBOTT

Organization Name

Email

Email: (required) Confirm Email: (required)
abbott.cathy@gmail.com abbott.cathy@gmail.com

Phone Numbers

| | | |
|------------------------------------|---|---------------------------|
| Phone Type 1: (required) Mobile | Phone Number 1 (required) 5555555555 | Phone Extension 1 |
| Phone Type 2: Work | Phone Number 2 4444444444 | Phone Extension 2 1234 |
| Phone Type 3: | Phone Number 3 | Phone Extension 3 |

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.

City of Kitchener – Public Portal

Instructions for Organizations

MENU ▾ HELP

Personal Information

First Name: CATHY Last Name: ABBOTT

Email: abbott.cathy@gmail.com

Phone type 1 Mobile Phone number 1: 5555555555

Phone type 2: Work Phone number 2: 44444444441234

Phone type 3: Phone number 3: 0

Street: 123 ANYWHERE ST

Edit Information Edit Security Q/A Edit Password

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.

MENU ▾ HELP

Edit Password

Old Password (required)

New Password (required)

Confirm Password (required)

Back Save

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’**.

City of Kitchener – Public Portal

Instructions for Organizations

MENU ▾ HELP

Security Q/A

Select your secret question

What is the name of the high school you attended? ▾

Enter your secret answer (required)

Back Save

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.

City of Kitchener – Public Portal

Instructions for Organizations

Building Permits

MENU ▾ HELP

Apply for a Permit

My Permits

Show 25 ▾ entries Search:

| Add People | Permit Number | Project Address | Permit Type | Permit Description | Status | Details |
|------------|---------------|-----------------|---|---|-----------|---------|
| | 23-100708 | 200 KING ST W | Industrial/Commercial/Institutional Building Permit, Car Dealership, Full / Partial Demolition (loss of floor area including mezzanine) | test Industrial/Commercial/Institutional Building Permit This folder was cancelled during the automatic add phase. - Info tab | Cancelled | Details |
| | 23-100707 | 200 KING ST W | Industrial/Commercial/Institutional Building Permit, Elementary School, Backflow Device | test Industrial/Commercial/Institutional Building Permit - Permit AddCycle tab Industrial/Commercial/Institutional Building Permit - Permit AddCycle tab Industrial/Commercial/Institutional Building Permit - Permit AddCycle tab | Cancelled | Details |

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.

City of Kitchener – Public Portal

Instructions for Organizations

Business Licences

MENU ▾ HELP

Apply for a NEW Licence

To **RENEW** an existing licence, click on the 'Renew' button next to your existing licence below

My Licences

Show 25 ▾ entries Search: _____

| Add People | Licence Number | Business Name | Business Address | Licence Type | Status | Expiry Date | Renew | Details | Due Balance | Select |
|------------|----------------|---------------------|------------------|-----------------------------|-----------------|--------------|-------|---------|-------------|--------------------------|
| | 23 100548 | CATHY'S HAIR SALON | 84 YORK ST | Beauty Salon or Barber Shop | Application | | | Details | \$289.00 | <input type="checkbox"/> |
| | 23 100519 | BIG LITTLE BUSINESS | 84 YORK ST | Temporary Vendor | Application | | | Details | \$106.00 | <input type="checkbox"/> |
| | 23 100516 | CATHY ABBOTT | 33 TINATAWA CRT | Beauty Salon or Barber Shop | Renewal Pending | | | Details | \$174.00 | <input type="checkbox"/> |
| | 23 100334 | CATHY ABBOTT | 46 WAYNE DR | Beauty Salon or Barber Shop | Renewal Pending | Mar 31, 2023 | | Details | \$133.00 | <input type="checkbox"/> |

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.

City of Kitchener – Public Portal Instructions for Organizations

Request / View Inspections

MENU ▾ HELP

Address Information

Building Number

Street Name

Application Number

Permit Number(e.g. 00-000000)

Reset

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



We are here to help!

(V2.0.20231030.1155)

| Building Permits | Business Licences |
|---|---|
| <p>Help: Building Permits</p> <p>Website: kitchener.ca/building</p> <p>Email: building@kitchener.ca</p> <p>Phone: 519-741-2312</p> <p>Fax: 519-741-2775</p> <p>TTY: 1-866-969-9994</p> | <p>Help: COMING SOON!</p> <p>Website: kitchener.ca/businesslicensing</p> <p>Email: licensing@kitchener.ca</p> <p>Phone: 519-741-2275</p> <p>Fax: 519-741-2705</p> <p>TTY: 1-866-969-9994</p> |

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.

City of Kitchener – Public Portal

Instructions for Organizations

Organization Administration

MENU ▾ HELP

Manage Organization Members

Members

Show 10 ▾ entries Search: _____

| Name | Email address | Role | Member expiry date | Status | Edit | Delete | Reactivate |
|--------------------------|---------------------------------------|--------------------|---------------------|----------|------|--------|------------|
| CATHY ABBOTT | cathy.abbott@kitchener.ca | Admin | | Active | Edit | | |
| CATHY ABBOTT | abbott.cathy@gmail.com | External Contact | 2023-11-06 00:00:00 | Inactive | Edit | | Reactivate |
| CHRIS FARRELL | chris.farrell@kitchener.ca | Organization Staff | | Active | Edit | Delete | |
| HEATHER LIDDYCOAT | heather.liddycoat@kitchener.ca | Organization Staff | | Active | Edit | Delete | |
| MARGARET BOYLE-BEVERIDGE | margaret.boyle-beveridge@kitchener.ca | Organization Staff | | Active | Edit | Delete | |
| ROBERTO MARTINEZ | roberto.martinez@kitchener.ca | Organization Staff | | Active | Edit | Delete | |
| SHANNON THOMSON | shannon.thomson@kitchener.ca | Organization Staff | | Active | Edit | Delete | |
| STEVE ALLEN | steve.allen@kitchener.ca | Organization Staff | | Active | Edit | Delete | |

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

City of Kitchener – Public Portal

Instructions for Organizations

- 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

Apply for a Permit Add New Contacts to Permits

My Permits

Show 25 entries Search:

| Add People | Permit Number | Project Address | Permit Type | Permit Description | Status | Details |
|-------------------------------------|---------------|-----------------|--|------------------------------|---------------------------|---------|
| <input checked="" type="checkbox"/> | 23-125295 | 33 TINATAWA CRT | Residential Building (House), Single Detached Dwelling, New Construction | New Single Detached Dwelling | Online Permit Application | Details |

Showing page 1 of 1 Previous 1 Next

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'.

City of Kitchener – Public Portal

Instructions for Organizations

Add Member

Add Member

| | |
|--|---|
| First Name <i>(required)</i> | Last Name <i>(required)</i> |
| Martinina | Schneider |
| Organization Name <i>(required)</i> | |
| City of Kitchener | |
| Phone Number (10 or more digits, no spaces or other symbols) <i>(required)</i> | Ext |
| 5555555555 | |
| Email Address <i>(required)</i> | Confirm Email Address <i>(required)</i> |
| martina.schneider@kitchener.ca | martina.schneider@kitchener.ca |

Address Information

| | |
|---------------------------------|-------------------------------|
| Street Number <i>(required)</i> | Street Name <i>(required)</i> |
| 200 | King St W |
| Unit Number | Unit type |
| | |
| City <i>(required)</i> | Province <i>(required)</i> |
| Kitchener | ON |
| Postal Code <i>(required)</i> | |
| N2G 4G7 | |

Contact Member type *(required)*

Organization Admin Organization Staff External Contact

[Previous](#) [Register](#)

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.

City of Kitchener – Public Portal

Instructions for Organizations

Removing and re-activating existing members of your organization.

| | | | | | | |
|---------------|----------------------------|-----------------------|---------------------|----------|------|------------|
| CATHY ABBOTT | abbott.cathy@gmail.com | External Contact | 2023-11-06 00:00:00 | Inactive | Edit | Reactivate |
| CHRIS FARRELL | chris.farrell@kitchener.ca | Organization Staff | | Active | Edit | Delete |

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.