Guide to Setting Up an Account at SJPermits.org

This guide will cover the following topics:

Overview

At SJPermits.org you can find an array of services, from searching for property information such as zoning and permit history to applying for an online permit to scheduling inspections, and more. Not all features of SJPermits require you to establish an account, but if you wish to apply for an online permit, you must create an account.

There are two options for setting up an account in SJPermits Portal. Click on the option hyperlink that applies to you. The steps associated with each option are explained in the following sections:

- o **Option 1** - New User Account Creation. This is for users who either have never had an account or who simply want to create a new account.
- o **Option 2** - I do not have an SJPermits account, but I do have permit history OR I am a property owner. This is for users who lack an SJPermits account but have permit records and active applications with the City, and want these records associated with the creation of a new SJPermits account.

If you have any issues with your account, please email us:
OnlinePermits @sanjoseca.gov

New user account creation.

After you click the "Option 1" button, you will see the screen below. Fields with a red asterisk must be filled out.

If you are a Contractor, enter your California Contractor's License and Classification at the bottom of the registration form. If you are not a contractor, this section should be left blank.

After you complete the filling in the information then click on the "Register" button to proceed to the **Email Verification Step**.

I do not have an SJPermits account, but I do have permit history OR I am a property owner.

To create an account and associate it with prior permits or active applications select "Yes". Otherwise, select "No" and the system will take you directly to setting up a new account.

USER LOGIN MIGRATION

You must register to apply for a permit online at SJPermits.org. If you have previously applied for or been associated with permits through the 1) City Hall Permit Center; 2) 3rd floor Development Services; or 3) Fire Department, indicate below if you would like these applications and permit records associated with your user account. Click one:

Yes, I wish to associate the permits I applied for or was a part of with my user account.

No, I do not wish to associate the permits I applied for or was part of to my user account. Take me to the Create a New Account screen.

On the next screen you will be presented with two options to migrate your account proceed using either your PeopleRSN (available on a past invoice) or your Email address. To find the PeopleRSN associated with your existing record in the City's permitting system refer to the Paying Invoices Guide.

ACCOUNT VALIDATION OPTIONS

Please select the information that you have that will help us to connect your new user to your existing permits/applications. I have

- A PeopleRSN

- An Email address

- None of the above

If no match is found, you will be presented with a screen as shown below, where you can select to "Try Again." If you cannot locate a match after several attempts, please contact OnlinePermits@sanjoseca. gov for assistance.

We did not find any record that matches the information you provided.

Try again   I need help

If a correct match is found, select "Yes, this is me" to proceed to the next step. If the record(s) displayed are not you, then you may select "No, this is not me. Try Again." You may also OnlinePermits@sanjoseca.gov for assistance at this point as well.

If an email address is found with the account, you will receive two options to verify the email that should be used for the new account:

- **Please use that email address for my login ID** – Select this option if the email listed on the screen is the correct email you wish to associate with your account. From this point you will proceed to the **Email Verification Step**
- **I would like to use a different email address for my login ID** – Select this option If you wish to associate a different email address with your online account.

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If there is no email address associated with the account, or you selected "I would like to use a different email address for my login ID" you will be taken to a new screen where you will be required to enter the email address.   Once you enter the email address click on the "Next" button to proceed to the **Email Verification Step**

USER LOGIN MIGRATION

We did not find any email address associated with this record. An email address is required to log in. Please provide your email address.

Email Address *

Confirm Email Address *

Next

Email Verification Steps

For all sign-in options, the email verification process is the same:

1. The system will send a link to your email address. Be sure to check the spam folder if you don't see it. Copy the PIN/Verification code, then click the link in the email to start the email verification process.

2. Click on the above link opens this screen at SJPermits.org (left). Enter the information requested in the data fields, then click "Verify Your Email."

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Thank you. Your password setup is done. You can login now.

Continue

LOGIN

An account is required to apply for an online permit. Online permits are for small projects that do not require plan review. See the list of permits that are available online.

Your Email Address *

Your Password *

☐ Remember me on this computer

Sign in

Create an Account   Forgot Password   Public Information Search   Unregistered User Payment

3. After verifying your email, you will receive a thank you message. Click "Continue." The Login screen will open, and you may now sign in to use the updated SJPermits.org.

After signing in, please review your My Services screen to ensure your account setup is accurate and any properties you wish to add are in the system.

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Review Your My Services Screen

After logging in to your account, review the My Services screen and update any information as needed.

- If you are a Contractor, you Contractor License Number and Class are located in your Personal Info.
- If you are a Property Owner and wish to obtain permits, you will need to use the "Add Properties I Own" feature.

MY SERVICES

My Services   :   dummy1573acct1@gmail.com   [Public Information Search]   [Sign Out ➔]

Note: Inspections can only be scheduled from the My Services Page.
If you have been redirected from the Inspection Portal, please refresh to see updates to your applications.

To continue an incomplete application, click Detail to view the permit and select "Continue to Submit Application" at the top.

[Apply for New Permit]   [Pay for My Permits]   [Manage Inspections]   [MH Self Certification]

FOLDER DETAILS

Search: [ ]

#	Permit #	File #	Property Address	Work Type	Folder Name	Status	FolderRSN	Application Status	Detail
1	2016-120657		234 7th St San Jose, CA	ReRoof	(B100%) Re Roof	Finaled	1672670	Submitted	[Detail]

Showing page 1 of 1   [Previous] [1] [Next]

PERSONAL INFORMATION

First Name

Last Name

Organization Name   NAPOLI NORMA G TRUSTEE

PeopleRSN   686681

Email   dummy1573acct1@gmail.com

Address   208 7TH ST 3 SAN JOSE CA USA 95112-5432

Phone Number 1   :

[Update Personal Info]   [Add Properties I Own]

PROPERTIES I OWN

SI No.	Property Address	Delete
1	234 7TH ST SAN JOSE, CA - 95112-5432	[Delete]

Trouble with your Account? Contact Us!

If you have any trouble with setting up your account with SJPermits, please contact the City at OnlinePermits@sanjoseca.gov.

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