SJPERMITS.ORG

Guide to Setting Up an Account at SJPermits.org

This guide will cover the following topics:

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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:

- **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.
- 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.

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.

	* indicates a mandatory field	
CREATE AN ACCOUNT		
This data is being collected and stored by City of San Jos	e in accordance with the City of San Jose E-Governa	nce Policy.
Email *	Confirm Email *	
First Name *	Last Name *	
Company Name		
House # *	Street Direction	
		~

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.

Note: If you are a not registering as a c	ontractor, please leave Contractor License information blank		
California Contractor's License Numbe	California Contractor License Type	~	San Jose Business Tax License
Register •)	Cancel 2		

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 OPTIC	DNS
Please select the information that you have t	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	
An Email addressNone 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.



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.

found a record with th	e information you specified.			
Show 10 v en	tries			
First Name	Last Name	Organization Name	Yes, this is me	
JOHN	SMITH	ORGANIZATION Y	Yes, this is me	
Showing page 1 of 1				Previous 1 Next
	ou.			
ase confirm that is yo				

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.



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 associate	ed 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.

Acco	unt Migration				
N	noreply@sanjoseca.gov Sat 10/17/2020 643 PM To: PBCETablets	5	Ś	\rightarrow	
	Your PIN Number is:1524771				
	Please click the below link for the next steps to log onto our new Public Portal :				
	https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Eportal- tst.sanjoseca.gov%2Edeployed%2Esfjsp%3EinterviewID%3DVerifyYourEmail&data=04%7C01%7CPBCETablets%40sanjoseca.gov%7C8a8bb18d7f884b79affd08d873073i 24f969b8d7817d5c26139%7C1%7C0%7C637385822277015317%7CUnknown%7CTWFpbGZsb3d8ey/WijoiMC4wLjAwMDAiLCJQijoiV2luMziiLCIBTii6ik1haWwiLCJXVCi6Mn0 sdata=fZDZLwGEnljpU51ACWLJRLiiwcB3ycgPUO9YwWSKESA%3D&:reserved=0	<u>a0%7C</u> <u>%3D%7</u>	<u>0fe33t</u> 7 <u>C1000</u>	<u>0e061</u>)&am	1 <u>4</u> 197
	Reply Forward				

🗠 VERIFY YOUR EMAIL

Enter the verification code that was sent to your email address and create a password for your account. Choose "Resend Email" if you did not get a verification code. Your Password should be a minimum of 6 and maximum 20 characters, should include at least one uppercase letter and at least

one number.			
	Email *		
	Verification Code *		
	New Password *		
	Confirm Password *		
	Verify Your Ema	i	
	Veniy rour Enia		
	Resend Email	Create an Accou	int

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."

Setting Up an Account at SJPermits.org

Thank you. Your password setup is do	ne. You can login now.		
	Conti	nue	
LOGIN			
An account is required to apply for	an online permit. Online perm	nits are for small projects that do not rec	uire plan review. See the list of <u>permits that are available</u>
online.			
Your En	iall Address *		
Your Pa	ssword *		
R	member 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.

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 : dummy1573	acct1@gmail.com Public Information Search Sign	Out 🕒
Note: Inspections can only be scheduled fr If you have been redirected from the Inspe	m the My Services Page. tion 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	tion
FOLDER DETAILS		
	Search:	
# Li Permit # Li File #	Property Work Folder Application Address It Type It Name It Status It FolderRSN It Status It Deta	ail 🔐
1 2016-120657	234 7th St ReRoof (B100%) Re Finaled 1672670 Submitted San Jose, CA Roof	Detail
Showing page 1 of 1	Previous	1 Next
Showing page 1 of 1 PERSONAL INFORMATIO First Name Last Name	Previous	1 Next
Showing page 1 of 1 PERSONAL INFORMATIO First Name Last Name Organization Name	DN NAPOLI NORMA G TRUSTEE	1 Next
Showing page 1 of 1 PERSONAL INFORMATIO First Name Last Name Organization Name PeopleRSN	Previous DN NAPOLI NORMA G TRUSTEE 686681	1 Next
Showing page 1 of 1 PERSONAL INFORMATION First Name Last Name Organization Name PeopleRSN Email	DN NAPOLI NORMA G TRUSTEE 686681 dummy1573acct1@gmail.com	1 Next
Showing page 1 of 1 PERSONAL INFORMATIO First Name Last Name Organization Name PeopleRSN Email Address	DN NAPOLI NORMA G TRUSTEE 686681 dummy1573acct1@gmail.com 208 7TH ST 3 SAN JOSE CA USA 95112-5432	1 Next
Showing page 1 of 1 PERSONAL INFORMATIO First Name Last Name Organization Name PeopleRSN Email Address Phone Number 1	DN NAPOLI NORMA G TRUSTEE 686681 dummy1573acct1@gmail.com 208 7TH ST 3 SAN JOSE CA USA 95112-5432 :	1 Next
Showing page 1 of 1 PERSONAL INFORMATIO First Name Last Name Organization Name PeopleRSN Email Address Phone Number 1 Update Personal Info	Previous DN NAPOLI NORMA G TRUSTEE 686681 dummy1573acct1@gmail.com 208 7TH ST 3 SAN JOSE CA USA 95112-5432 :	1 Next
Showing page 1 of 1 Showing page 1 of 1 PERSONAL INFORMATIO First Name Last Name Organization Name PeopleRSN Email Address Phone Number 1 Update Personal Info PROPERTIES I OWN	NAPOLI NORMA G TRUSTEE 686681 dummy1573acct1@gmail.com 208 7TH ST 3 SAN JOSE CA USA 95112-5432 :	1 Next

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.