

New system FAQ's

<http://buildinginspections.coj.net>

Do I need to login with a username and password to research permit information on an address?

No. Anyone can use the menu at the top of the page without a username and password.

How do I get a username and password?

Licensed contractors need to register as a new contractor to be able to pull permits in the City of Jacksonville. Upon successful registration, the license holder will be given a company ID number. If a contractor is already registered with the city, they can use their existing company ID number. Your User Name is your company ID number. The default password for logging into the new system is PUBLIC in all capital letters.

How do I register as a new contractor?

Download, complete and submit the form according to the written procedures

[RegistrationForm012308.pdf](#)

What is the first thing I need to do once I register and successfully login?

You should complete your profile. This includes phone numbers, fax numbers, email address and worker's comp information. There is a place to create a Personal ID number (PIN) that protects your inspections from being scheduled from someone else. If you choose to enter an Inspection Pin number, only you and whom ever you give this number to will be able to request an inspection on your permits. Change your password. You also need to update your Worker's Comp information when it is renewed. Don't forget to save your changes.

How do I apply for a permit online?

Go to <http://buildinginspections.coj.net> and sign in with your username and password. Once you are logged in, go to the left margin of links and navigate down to permits, then add, then the type of permit you are seeking. Click on the permit type and this will open the online permit form in the main body of the page. Each tab will take you to more information to enter for the permit. Starting with the ID tab, you can associate to a building permit by clicking the box to check Base Permit. Once you enter the Base building permit number then click the spyglass symbol that will validate the permit number and complete some common information from the associated building permit. If there is not a Base permit to associate to then you can leave this field blank. If you are successfully logged in for your company the city ID number and License number options should be completed for you. If you completed your profile correctly then the Worker's Comp information should also be completed. You must check the box to swear or affirm that all information is true and accurate for your Worker's Comp. Depending on the permit type you might be required to complete more fields. Press the save button that is located directly above the tabs on the permit window. This will generate a permit number for you and place this permit in a temporary status. This will allow you to continue to the next tab or return at a later time to this permit for completion. The next tab is the property

tab. If you associated to a building permit then this information will have been completed for you and you should verify that it is correct. If this is a permit that is not associated to a building permit then you should type in the address and then click the validate button. This will search the system for all addresses that match your entry. If the address you entered is correct the system will say address validated. If there are multiple unit numbers associated to an address, then you should select the one that matches where you want to perform the work. If the address cannot be found then you should try to verify it by using the Property Appraisers database. If you still cannot find it and are sure that the address is correct then you can contact the **Addressing** department of the city. Be sure to save your work again before moving to the next tab. The next tabs are trade specific and you need to complete the pertinent information of the available fields for your permitting needs. Once you have completed all required fields for your permit you need to click the Submit for approval button. If you have successfully completed all required fields then your permit status will change from temporary to waiting. If the status does not change to waiting then there is a problem and you should click the ID tab again and it will give you a link to click here for permitting issues. Once the permit is in waiting status then the trade supervisor will review the permit, price it, assign inspections to it and approve it into pending payment status. This is usually done every couple of hours during normal working hours. If you have a current escrow account with enough balance to pay for the permit fee then the permit will become active status. If you chose credit card to pay for the permit then the status will become pending payment. If you chose cash then the status will be pending payment and you must come in to the office to get a transmittal to take to the Tax Collector's office. Once you pay for the permit with your credit card or in person at the Tax Collectors office the permit will become active and you can proceed with the work and call for inspections. You can print a copy of the permit from the Print tab.

How do I pay for a permit?

If you chose to pay for a permit with a credit card then you should see it as pending payment in your profile. It will show up under the fees tab. You need to verify that the information is correct then check the box next to the transaction number and then choose the option to pay with credit card from the dropdown menu. Then click proceed. You then will be asked to enter your credit card information and when it is all approved the permit will become active. The city does not hold your credit card information and you will need to enter it each time. If you have multiple permits or fees pending payment at the same time you can pay for them together.

If you chose to pay for your permit with your escrow account the permit will automatically deduct the amount from your account and become active after the trade supervisor has approved it. **Escrow Deposit Form.**

If you choose to apply for the permit in person you can complete the application online as above, then print out the completed application using the print tab and bring it to the office for processing. You can complete the online form and pay for it in person in our office by giving us your permit number and we will generate a transmittal for the Tax Collector.

How do I schedule and inspection?

Inspections can be scheduled by navigating the left margin links down to Inspections and the request. This will bring up a new smaller window that allows you to type in your permit number. Once entered, click find and the permit information will load. All contractors have the option of protecting their schedule inspections with a personal ID number which can be added in your profile. Once the information is loaded you will be able to choose the inspection type that you would like from the drop-down menu. All inspections with an asterisk are required inspections and must be completed before the system will allow you to request a final. If they do not have an asterisk you can still choose them if you need the inspection even though it was not required by the permit issuer. You can then select the date of inspection and add any comments to the inspector. Once this is completed you can click on the save/submit button and if accepted it will generate a confirmation number for you. The inspector's name and phone number will also be available for you.

How do I find out who is doing my inspection today and when it will be done?

If you are logged into the system with your username and password your scheduled inspections for that day will be in your profile. Anyone not logged in can search from the menu at the top of the page or from the links on the left side of the page under today's inspections. If you know the inspector who was assigned your permit you can click on his name and see his schedule for the day. If you do not know the inspector or it is not showing up on his list then you should use the menu at the top of the page and search for permit number or confirmation number. If you pull up the permit by permit number, you can click on the inspection tab and it will show if it is scheduled and what inspections have been completed on that permit. If the inspection shows scheduled you can scroll to the right to see the inspector's name.

How do I print a permit?

You can only print a permit when it is in Active or Finalized status. Search for the permit number from the menu on top or in your "my permits" window. Click on the permit number and then on the print tab. You then click on the current permit link. If you have a pop up blocker active you must inactivate it or hold the control key on the keyboard down as you click on the link. A new window will open with your permit shown as a PDF file which can be printed, emailed or saved to your hard drive.

How do I check on the status of a permit that has been submitted for plan review?

Search for the permit by permit number across the top of the page. Click on the plan review tab. In the top half of the page, select the most recent plan review submittal in the log. Click on the "print submission comments" in the middle of the page to view/print comments for portions of the review that are not approved. If the permit status is return for corrections, it means that the review is complete and the plans are ready to be picked up for correction and re-submittal. If the permit status is approved - pending payment, then the plans are approved and ready to be picked up and the permit fees paid to activate the permit.