

# BUILDING AND HOUSING ONLINE ACCESS GUIDE



City of Cleveland  
Frank G. Jackson, Mayor  
Department of Building and Housing

Revised: 9/19/2016

# Contents

- A) Introduction and Purpose ..... 2
- B) Create a Citizen’s Access Account..... 3
- C) Elevator Certification ..... 6
  - Pay Fee ..... 6
  - Print Certificate ..... 9
- D) Refrigeration Certification..... 11
  - Pay Fee ..... 11
- E) Rental Registration..... 14
  - Register a New Property ..... 15
- F) Certificate of Disclosure ..... 24
  - Request and Pay for Certificate ..... 24
  - Print Certificate ..... 27
- G) Building Permit..... 29
  - Apply for a Permit ..... 29
  - Pay Permit Fee ..... 34
  - Print Permit..... 37

## A) Introduction and Purpose

Welcome to the Building and Housing Online Access Guide. This guide will walk you through some of the most frequently used features the department of Building and Housing offers on the City of Cleveland's Citizen's Access Site.

If you are reading this document you most likely found the homepage to the City of Cleveland's Citizen's Access Site. If not, you can find it at <https://ca.permitcleveland.org/Public/>. The Citizen's Access Site is a tool that allows you to review city records as well as submit a variety of online applications.

For instance: You can apply for certificates of disclosure, register or renew your rental registration, and renew your elevator registration. The Department of Building and Housing offers a plethora of services through the Citizen's Access Site and this guide is not comprehensive. Instead, it will walk you through some of the most-requested features in order to familiarize you with how to use Citizen's Access. As the Department adds more online functionality, this guide will be updated to reflect those features.

For technical difficulties with the Building and Housing features in Citizen's Access please contact Michael D. Banks via email at: [mbanks2@city.cleveland.oh.us](mailto:mbanks2@city.cleveland.oh.us).

## B) Create a Citizen's Access Account

A City of Cleveland Citizen's Access Site Account is free and allows you to take full advantage of the varied features offered by the site.

Only some features on the Citizen's Access Site require that you register for an account. For example, an account is required for rental and contractor registrations, among others, but not to pay for an elevator registration renewal.

We strongly encourage you to sign up for an account even if it is not required. An account allows you to keep better track of your online interactions with the Department of Building and Housing. Please note that your account is not accessible to City employees and cannot be used by us to retrieve or review your online interactions with us.

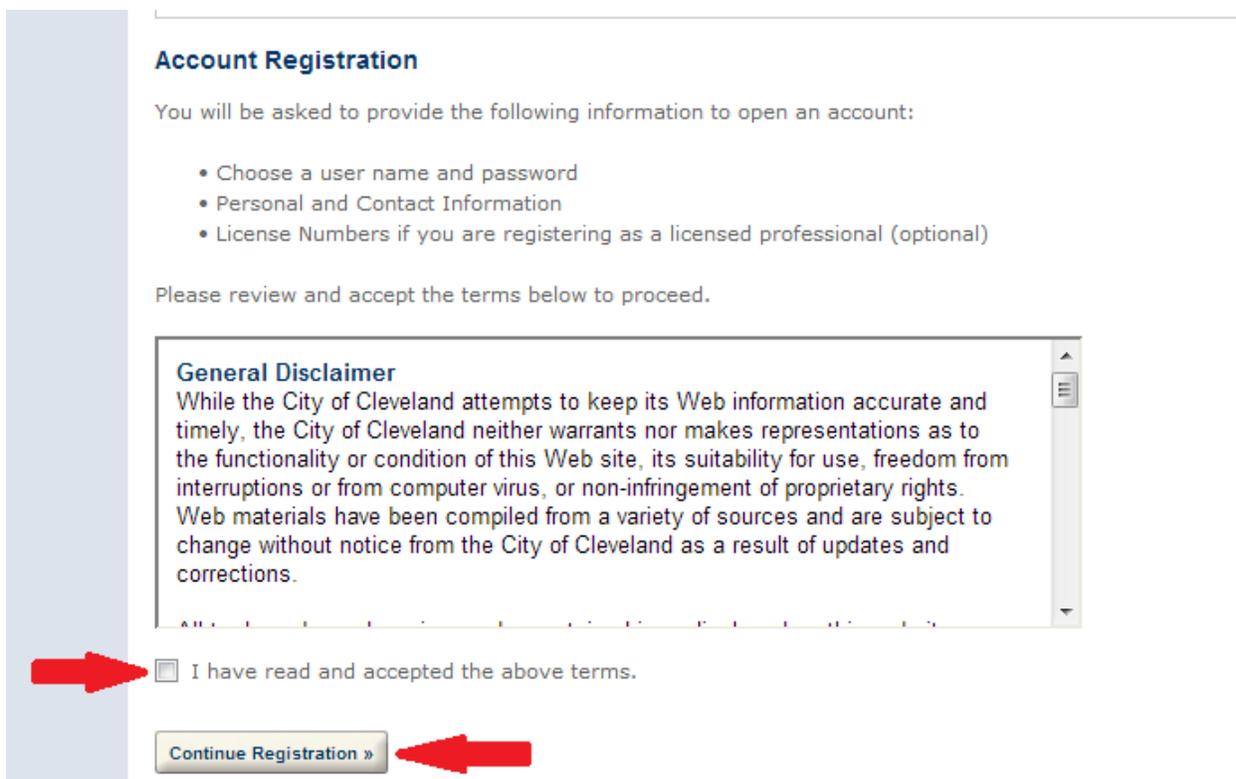
Upon registration you will be asked to provide an email address. The address associated to your account will serve as your login as well as primary means of communication when not logged into Citizen's Access. The site may occasionally send you updates about pending applications or registrations. This usually happens when input from you is required. The City of Cleveland will never deliberately send you spam messages or use the address associated with your account for anything other than communicating with you about your business with the City.

Finally, please note that the Citizen's Access Site does not enforce email verification. It is your responsibility to verify that your email address is accurate and current.

1. Begin by clicking on the New Users: Register for an Account link.



2. Review the terms and indicate your acceptance by checking the “I have read and accepted the above terms” box. Then click “Continue Registration”.



## Account Registration Step 2: Enter Account Information

### Login Information

\*User Name:   

\*E-mail Address:

\*Password:  

\*Type Password Again:

\*Select a Security Question:   
 

\*Answer:  

### Contact Information

\*First:  Middle:  \*Last:

Name of Business:

Country:  

\*Address Line 1:

\*City:

\*State:  

\*Zip:

Home Phone:  Work Phone:  Mobile Phone:

Fax:  \*Preferred Method of Contact:  



3. Provide your account details. Items marked with an orange asterisk (\*) are required. Click on the blue question marks (?) for additional tips on a particular field. When you are done filling in your account information click the "Continue Registration" button at the bottom of the page.

4. This concludes the account creation. It is recommended that you check the email address for the confirmation email stating that your account has been created. If the email was directed to the spam-folder, please add [Auto\\_Sender@mail.permitcleveland.org](mailto:Auto_Sender@mail.permitcleveland.org) to your safe senders list. This will ensure that you receive future communications from the Citizen's Access system.

5. Click the "Login" link at the top right of the page to proceed.

## C) Elevator Certification

### **Pay Fee**

You are not required to register for an account in order to pay your Elevator Certification Fee, however we strongly encourage you to do so. An account allows you to track your payments, print duplicate receipts in the future, as well as add multiple elevator registrations to a collection (i.e. to bookmark them), among other things.

Once you submit your payment, an automated notification will inform our staff that payment has been received and they will send your certificate via United States Postal Service to the address associated to your elevator registration. Please note that Citizen's Access distinguishes between the address associated with your account, the billing address, and the registration address.

**You may change your billing and account addresses from within Citizen's Access but you must contact the Department via phone (216 664 2855) or email ([jkoehler@city.cleveland.oh.us](mailto:jkoehler@city.cleveland.oh.us)) to update your registration address.**

1. (Optional) If you haven't already, begin by logging into your account.

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

2. Click on the "Search Building Permits" link to locate your elevator record.

[Home](#) [Building & Housing](#)

---

**Welcome**  
 You are now logged in.

**What would you like to do today?**  
 To begin your search, select one of the de

**Building & Housing**

[Search Building Permits](#)

[Create an Application](#)

3. On the search page, provide your **EAL number** in the "Permit Number" field and adjust the "Start Date" and "End Date" fields to incorporate the period during which your elevator equipment was installed.

Your EAL number is the same as your invoice number less the -YY extension. It consists of the letters EAL followed by 8 numbers (e.g. EAL07000142).

If you do not know your "Start Date" set it to January 1 of the year your equipment was permitted.

**General Search**

Permit Number:  Permit Ty:

Project Name:

Start Date:  End Date:

4. Hit the "Search" button to retrieve your equipment's record. Your search results will appear on the same page underneath the search button.

5. Click the "Pay Fees Due" link next to your equipment's summary. You may need to scroll to the right to see this link, depending on your browser and screen resolution.

of 1 | [Add to collection](#)

Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action
7 <a href="#">EAL07000142</a>	BuildingHousing/Code Enforcement/Elevator, Escalator, Lifts/Cert of					<a href="#">Pay Fees Due</a>

6. You will be presented with a summary of your fees due and total due amount. Review the fees to be paid and click “Continue Application”.

Home Building & Housing

[Search Building Permits](#) | [Create an Application](#)

### Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Fees	Qty.	Amount
ELEV PAYMENT	1044	\$1,044.00

**TOTAL FEES**  
Note: This does not include additional inspection fees which may be assessed later.

**\$1,044.00**

[Continue Application »](#)

7. Next, review payment conditions, select a payment method, and click “Submit Payment”.

Registration - Certificate of Disclosure

1 Step 1 2 Review 3 Pay Fees 4 Record Issuance

### Step 3: Pay Fees

\* indicates a required field.

**Payment Options**

Amount to be charged: \$60.00

Pay with Credit Card

Pay with Bank Account

[Submit Payment »](#)

8. You will be redirected to the **Official Payments** website to complete payment. Follow the prompts and enter all required information. Once payment is complete, you will be navigated to a confirmation page, which provides a confirmation number for your records and a summary of the transaction. Click “Continue” to return to the Citizen’s Access Site home page.

Your payment has been completed successfully. Thank you.

Please click continue.

PRINT

Continue

## **Print Certificate**

If you need your Elevator Certificate in a rush or would like duplicate copies, you may print it online using Citizen's Access. The Elevator Certificate document will consist of a cover page and one additional page for every two pieces of equipment associated with an elevator registration. For instance, if you own four elevators at a single location your certificate report will have three pages: One coversheet, a second page with certificates one and two, and a third page with the third and fourth certificate. To ensure compliant display of your certificates, you must cut both certificate pages in half so as to separate the certificates.

You are not required to register for an account in order to print your Elevator Certificates, however we strongly encourage you to do so. An account allows you to track your payments, print duplicate receipts in the future, as well as add multiple elevator registrations to a collection (i.e. to bookmark them), among other things.

Your elevator registration must be current for you to print a current certificate. Please refer to p. 6 for guidance on paying your renewal fee.

1. (Optional) If you haven't already, begin by logging into your account.

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

2. Click on the "Search Building Permits" link to locate your elevator record.

[Home](#) [Building & Housing](#)

---

**Welcome**  
 You are now logged in.

**What would you like to do today?**  
 To begin your search, select one of the de

**Building & Housing**

[Search Building Permits](#)

[Create an Application](#)

3. On the search page, provide your EAL number in the "Permit Number" field and adjust the "Start Date" and "End Date" fields to incorporate the period during which your elevator equipment was installed.

Your EAL number is the same as your invoice number less the -YY extension. It consists of the letters EAL followed by 8 numbers (e.g. EAL07000142).

If you do not know your "Start Date" set it to January 1 of the year your equipment was permitted.

**General Search**

Permit Number:  Permit Ty:

Project Name:

Start Date:  End Date:

4. Hit the "Search" button to retrieve your equipment's record. Your search results will appear on the same page underneath the search button.

5. Select your record by clicking on the record number in the list of search results.

<input type="checkbox"/> Date	<u>Record Number</u>	<u>Record Type</u>	<u>Expiration Dat</u>
<input type="checkbox"/> 08/30/2016	<a href="#">EAL1600022</a>	of Operation -	
<input type="checkbox"/> 08/18/2016	<a href="#">EAL1600021</a>	Certificate of Operation - Elevator	
<input type="checkbox"/> 08/11/2016	<a href="#">EAL1600019</a>	Certificate of Operation - Elevator	
<input type="checkbox"/> 08/11/2016	<a href="#">EAL1600020</a>	Certificate of Operation - Elevator	

6. Within the record view, click the "Reports" dropdown, then click "Elevator Certificate - ACA". This will open a new window and access your certificate.

[Register for an Account](#) **Reports (1)** [Logout](#)

**Reports (1):**

**Assessments and Licenses**

## D) Refrigeration Certification

### **Pay Fee**

You are not required to register for an account in order to pay for your Refrigeration Certification Fee, however we strongly encourage you to do so. An account allows you to track your payments, print duplicate receipts in the future, as well as add multiple refrigeration registrations to a collection (i.e. to bookmark them), among other things.

Once you submit your payment, an automated notification will inform our staff that payment has been received and they will send your certificate via United States Postal Service to the address associated to your elevator registration. Please note that Citizen's Access distinguishes between the address associated with your account, the billing address, and the registration address.

**You may change your billing and account addresses from within Citizen's Access but you must contact the Department via phone (216 664 2855) or email ([jkoehler@city.cleveland.oh.us](mailto:jkoehler@city.cleveland.oh.us)) to update your registration address.**

1. (Optional) If you haven't already, begin by logging into your account.

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

2. Click on the "Search Building Permits" link to locate your elevator

[Home](#) [Building & Housing](#)

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**Welcome**  
 You are now logged in.

**What would you like to do today?**  
 To begin your search, select one of the de

**Building & Housing**

[Search Building Permits](#)

[Create an Application](#)

record.

3. On the search page, provide your REL number in the "Permit Number" field and adjust the "Start Date" and "End Date" fields to incorporate the period during which your elevator equipment was installed.

**Permit Number:**  **Permit Type:**

**Project Name:**

**Start Date:**   **End Date:**

Your REL number is the same as your invoice number less the -YY extension. It consists of the letters REL followed by 8 numbers (e.g. REL06000205).

If you do not know your "Start Date" set it to January 1 of the year your equipment was permitted.

4. Hit the "Search" button to retrieve your equipment's record. Your search results will appear on the same page underneath the search button.

5. Click the "Pay Fees Due" link next to your equipment's summary. You may need to scroll to the right to see this link, depending on your browser and screen resolution.

1 of 1 | [Add to collection](#)

Record Number	Record Type	Description	Project Name	Expiration Date	Status	Action
106 <a href="#">REL06000205</a>	BuildingHousing/Code Enforcement/Refrigeration/Cert of Qual and Oper Location				Expires	<a href="#">Pay Fees Due</a>

6. You will be presented with a summary of your fees due and total due amount. Review the fees to be paid and click “Continue Application”.

Home Building & Housing

[Search Building Permits](#) | [Create an Application](#)

### Fees

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

[Continue Application >](#)

#### Application Fees

Fees	Qty.	Amount
\$30 for each unit	6	\$180.00
\$30 for each operator	1	\$30.00

**TOTAL FEES**  
Note: This does not include additional inspection fees which may be assessed later.

\$210.00

7. Next, review payment conditions, select a payment method, and click “Submit Payment”.

### Registration - Certificate of Disclosure

1 Step 1 2 Review 3 Pay Fees 4 Record Issuance

#### Step 3: Pay Fees

\* indicates a required field.

#### Payment Options

Amount to be charged: \$60.00

Pay with Credit Card  
 Pay with Bank Account

[Submit Payment >](#)

8. You will be redirected to the **Official Payments** website to complete payment. Follow the prompts and enter all required information. Once payment is complete, you will be navigated to a confirmation page, which provides a confirmation number for your records and a summary of the transaction. Click “Continue” to return to the Citizen’s Access Site home page.

Your payment has been completed successfully. Thank you.

Please click continue.

[PRINT](#)

[Continue](#)

## E) Rental Registration

Registering a rental property through the Citizen Access Portal requires a Citizen Access account. Please reference Section B) Create a Citizen's Access Account of the Building and Housing Online Access Guide for guidance to account creation.

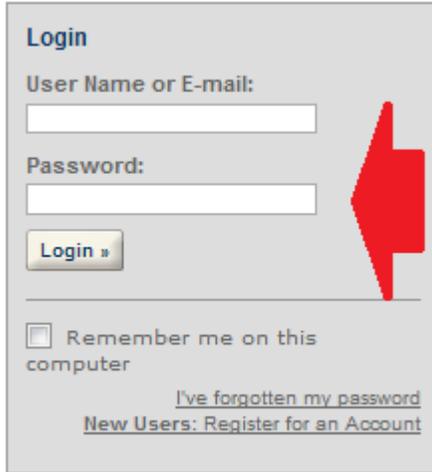
Managing your rental registration online allows you to track all of your rental properties in one place and to keep track of the registration status for each property in one place. It expedites the registration and renewal process and can be done from the convenience of your home or office.

For assistance with rental registrations, please contact Theresa Allen with the Department of Building and Housing Division of Records via email [tallen@city.cleveland.oh.us](mailto:tallen@city.cleveland.oh.us) at or phone at (216) 664 2827.

The City of Cleveland Citizen Access Portal can be found online at <https://ca.permitcleveland.org/Public/>. Begin there to proceed with your registration.

## Register a New Property

1. If you haven't already, begin by logging into your account.



**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

2. Click on the "Licenses and Permits" link to start your application.



[Home](#) [Building & Housing](#)

---

**Welcome**  
You are now logged in.

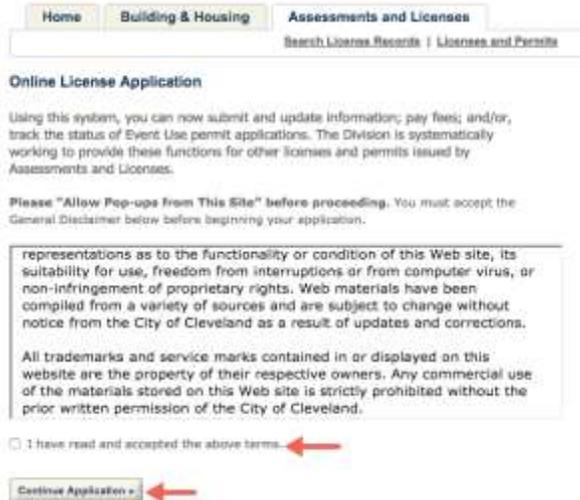
**What would you like to do today?**  
To begin your search, select one of the dep

**Building & Housing**

[Search Building Records](#)

[Permits and Registrations](#)

3. Please review the instructions and terms of the permit application and check the "I have read and accepted the above terms" checkbox before clicking "Continue Application".



[Home](#) [Building & Housing](#) [Assessments and Licenses](#)

[Search License Records](#) | [Licenses and Permits](#)

---

**Online License Application**

Using this system, you can now submit and update information; pay fees; and/or, track the status of Event Use permit applications. The Division is systematically working to provide these functions for other licenses and permits issued by Assessments and Licenses.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the City of Cleveland as a result of updates and corrections.

All trademarks and service marks contained in or displayed on this website are the property of their respective owners. Any commercial use of the materials stored on this Web site is strictly prohibited without the prior written permission of the City of Cleveland.

I have read and accepted the above terms

4. Select the "Registration" option from the Record Type dropdown, then select Registration – Rental Registration and click "Continue Application".

### Select a Record Type

Choose one of the following available record types. us.

Registration 

- Registration - Certificate of Disclosure
- Registration - Rental Registration

[Continue Application »](#)

5. Enter your Street Number and Street Name, then click the search button. The system should return one or more reference records. Click on the most appropriate result to automatically populate the remaining address data as well as any associated Parcel and owner data.

### Registration - Rental Registration

- 1 Step 1**
- 2 Step 2
- 3 Review
- 4 Pay Fees
- 5 Record Issuance

Step 1: Step 1 > Page 1

\* indicates a required field.

#### Address

\* Street No.:   Direction:

 \* Street Name:  Street Type:

Unit Type:  Unit No.:

City:  State:  \* Zip:

Number of Units:

[Search](#) 

Showing 1-2 of 2

Address	City	State	Zip	Parcel	Owner
601 LAKESIDE AVE, 10103005 GIS County Data, CLEVELAND OH 44114, 601 LAKESIDE AVE	CLEVELAND	OH	44114	10103005	Cleveland City Of-City Hall
601 Lakeside Ave, F465S4701, CLEVELAND CLEVELAND OH 441, 601 Lakeside Ave	CLEVELAND	OH	441		

6. Ensure that the Parcel and Owner data are accurate. Then click Continue Application. Note: You can find the most up to date parcel information on the Cuyahoga County Fiscal officer's Real Property Information page. It is located at <https://fiscalofficer.cuyahogacounty.us/en-US/REPI.aspx>.

### Parcel

\* Parcel Number:

10103005

\* Ward:

3

Search

Clear

### Owner

Owner Name: 

Cleveland City Of-City Hall

Address Line 1:

601 Lakeside Ave

Address Line 2:

Address Line 3:

City:

Cleveland

State:

OH

Zip:

44114

Country:

--Select--

Search

Clear

Continue Application » 

Save and resume later: 

7. Provide your contact information. Optionally, you can automatically populate this form with contact information already associated to your Citizen Access Account. To do so, check the Auto-fill with checkbox and select the appropriate contact from the dropdown. Please note that you must provide an email address on this page to receive automated renewal notifications for your registration. Click Continue Application to proceed.

**Registration - Rental Registration**

1 Step 1   2 Step 2   3 Review   4 Pay Fees   5 Record Issuance

Step 1: Step 1 > Page 2 \* indicates a required field.

**Contact**

After you have provided all required information, click 'Continue Application'

Auto-fill with USER GUIDE TEST - GEN16-101602 ▼

\* First: Sample   Middle:   \* Last: Applicant

Name of Business: Sample Company

Country: --Select-- ▼

\* Address Line 1: 8331 N Test St

\* City: Cleveland

\* State: OH

\* Zip: 44000

Contact Phone: Primary Phone No.   Work Phone:   Mobile Phone:

Fax:   E-mail:

Clear

**Continue Application »** Save and resume later:

8. Fill in the number of rental units located at the address you are registering and click Continue Application to proceed. The renewal date will be set by City of Cleveland staff following application review.

Registration - Rental Registration

- 1 Step 1
- 2 Step 2
- 3 Review
- 4 Pay Fees
- 5 Record Issuance

Step 2: Step 2 > Page 1

\* indicates a required field.

ASI

RENTALREG

\* No. of Units:

Renewal Date:

Continue Application »

Save and resume later:

9. Review all information and click the Edit button to make any necessary changes. When the information is accurate, click the Continue Application button.

Registration - Rental Registration

- 1 Step 1
- 2 Step 2
- 3 Review
- 4 Pay Fees
- 5 Record Issuance

Step 3: Review

Continue Application »

Save and resume later:

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

Registration - Rental Registration

Address Edit

601 LAKESIDE AVE  
CLEVELAND OH 44114

Parcel Edit

Parcel Number: 10103005  
Ward: 3

Owner Edit

Cleveland City Of-City Hall  
601 Lakeside Ave  
Cleveland OH 44114

Contact Edit

Sample Applicant  
Sample Company  
8331 N Test St  
Cleveland, OH, 44000

ASI Edit

RENTALREG

No. of Units: 2

Renewal Date:

Continue Application »

Save and resume later:

10. The system will display a fee total based on your unit count. Click the Continue Application button to continue to fee payment.

#### Application Fees

Fees	Qty.	Amount
Rental Registration Fee	1	\$70.00

#### TOTAL FEES

Note: This does not include additional inspection fees which may be assessed later.

**\$70.00**



11. Select your preferred payment type and click Submit payment to proceed.

\* indicates a required field.

#### Payment Options

Amount to be charged: \$70.00

Pay with Credit Card  
 Pay with Bank Account



12. On the payment page, be sure to select Building and Housing in the Permit/License Paid To dropdown to ensure accurate processing of your payment. Click Continue to proceed.

When paying online, two (2) line items will appear on your credit card or bank statement as OPC\*City of Cleveland ACA. The first item will be the license/permit fee and the second line item will be the convenience fee.

\* Permit/License Paid To:

**Payment Amount**

\$  .

**Payment Method**

**Card Number**

**Expiration Date**

**Security Code** [What is this?](#)



[Cancel](#)

Please note you will not be charged until you submit your payment.

13. Review the terms for online payment processing and click Accept Terms to proceed.

Payment Method	Amount	Service Fee	Total
 Ending in 4444	\$70.00	\$1.95	\$71.95

**Official Payments Terms and Conditions:**

Official Payments Corporation charges a service fee to use this service to make the payment outlined above. This fee is separate from the primary obligation you are paying. The service fee is included in the "Total Payment" line above.

Completion of a payment transaction is contingent upon both the authorization of payment by your card company and acceptance of your payment by the entity you are paying. In the event that your payment is unable to be processed, Official Payments will attempt to notify you at least once using the contact information you have provided. In the event your payment is not processed or authorized by your card company or the applicable entity you are seeking to pay fails to accept your payment your payment liability shall remain outstanding and unpaid and you will be subject to all applicable penalties, late fees and interest charges assessed by the relevant entity thereon, all of which obligations remain your sole responsibility.

**Card Authorization Agreement**

By clicking the "Accept" button below you hereby confirm your acceptance of the service fee charged by Official Payments and agree to pay the "Total Payment" amount indicated, subject to and in accordance with the agreement governing the use of your

 Printer Friendly

[Back](#) | [Cancel](#)

Please note you will not be charged until the end.

**Accept Terms**

14. Review your payer information. This should be the individual listed on your credit card. The form will prepopulate the information associated to your Citizen Access account. Click Continue to proceed.

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > [COMPLETE](#)

**Please enter your account information**

**Name**

Sample MI Applicant Suffix

**Country**

United States

**Address**

601 Lakeside

Street Address 2

Apartment or Suite Number

Cleveland OH 44000

**Daytime phone**

U.S.  International

( 123 ) 456 - 7890

Note: Please provide area code and extension in case we need to contact you regarding your payment.

**Enter your email**

sample@city.cleveland.oh.us sample@city.cleveland.oh.us

[Back](#) | [Cancel](#)

Please note you will not be charged until the end.

**Continue**

15. Review all payment information and click Submit to pay.

**Country** United States  
**Daytime phone** (123) 456 - 7890  
**Email** sample@city.cleveland.oh.us

[Back](#) | [Cancel](#)

It is only necessary to click the "Submit" button once. Clicking the "Submit" button multiple times may result in the processing of multiple payments.



This page supports 128-bit SSL encryption as verified by DigiCert.

[PRIVACY POLICY](#) | [Complaints](#) | [Legal Notices](#) | [Pay By Phone](#) | [Tax Professionals](#) | [About Us](#) | [Working With Official Payments](#) | [Site Map](#)  
Copyright © 2016 Official Payments Corporation. All Rights Reserved.  
Official Payments Corporation is a licensed money transmitter in 44 states, the District of Columbia, and Puerto Rico. Official Payments is not required to be licensed as a money transmitter in Indiana, Massachusetts, Montana, New Mexico, South Carolina or Wisconsin.

16. Once your payment is processed, you have the option to print a receipt. Click continue to return to Citizen Access.

[City of Cleveland, OH](#)

Accela Citizens Access TEST

[PAYMENT INFORMATION](#) > [PAYER INFORMATION](#) > [REVIEW & SUBMIT](#) > **COMPLETE**

**Your payment has been completed successfully. Thank you.**



Please click continue.



Confirmation Number	Date & Time
---------------------	-------------

123456	Wednesday, September 7, 2016 11:09AM ET
--------	---

17. Once you return to Citizen Access, please note the assigned record number for reference it if you need to contact the City of Cleveland about your Rental Registration. You will receive an email notification stating that your registration has been processed, usually within 5 business days.

## F) Certificate of Disclosure

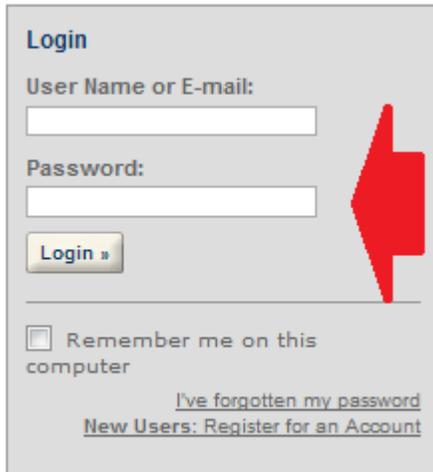
### **Request and Pay for Certificate**

You are required to create an account in order to request a Certificate of Disclosure online. This is a one-time process that allows you to track your payments, print duplicate receipts in the future, and access other features of the Citizen's Access site. See p. 3 for instructions to create an account.

**Once you submit your request and payment, you will receive an on-screen confirmation as well as an email confirmation. An automated notification will be sent to our staff as well to inform them to initiate a review.**

**Please contact ?? with questions.**

1. If you haven't already, begin by logging into your account.



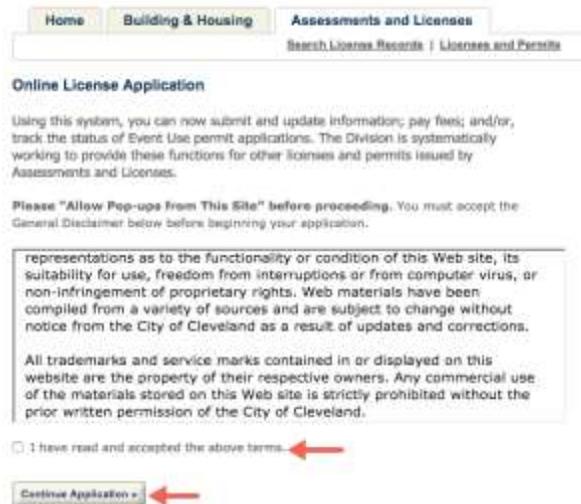
The screenshot shows a login form with the following elements: a title "Login", a "User Name or E-mail:" label with an input field, a "Password:" label with an input field, a "Login »" button, a checkbox labeled "Remember me on this computer", and two links: "I've forgotten my password" and "New Users: Register for an Account". A red arrow points to the "Login »" button.

2. Click on the "Licenses and Permits" link to start your application.



The screenshot shows a navigation menu with two tabs: "Home" and "Building & Housing". Below the tabs, there is a "Welcome" message and a "What would you like to do today?" section with a "To begin your search, select one of the dep" instruction. A blue box highlights the "Building & Housing" section, which contains two links: "Search Building Records" and "Permits and Registrations". A red arrow points to the "Permits and Registrations" link.

3. Please review the instructions and terms of the permit application and check the "I have read and accepted the above terms" checkbox before clicking "Continue Application".



The screenshot shows the "Online License Application" page. It includes a navigation menu with "Home", "Building & Housing", and "Assessments and Licenses" tabs. Below the tabs, there is a "Search Licenses Records | Licenses and Permits" link. The main content area is titled "Online License Application" and contains a paragraph of text. Below the text, there is a checkbox labeled "I have read and accepted the above terms." and a "Continue Application »" button. A red arrow points to the "Continue Application »" button.

4. Select the "Registration" option from the Record Type dropdown, select "Registration – Certificate of Disclosure", and then click "Continue Application".



The screenshot shows the "Select a Record Type" section. It includes a heading "Select a Record Type" and a sub-heading "Choose one of the following available record types." Below this, there is a dropdown menu with "Registration" selected. Below the dropdown, there are two radio button options: "Registration - Certificate of Disclosure" (which is selected and highlighted with a red box) and "Registration - Rental Registration". At the bottom, there is a "Continue Application »" button. A red arrow points to the "Continue Application »" button.

5. Next you will complete a series of information pages. On page 1, complete the Address, Parcel, and Owner sections, then click “Continue Application” at the bottom of the page. On page 2, enter details for the Buyer, Title Agency, Mortgage Company, and Appraiser.

Fields with an asterisk (\*) are required. If required information isn’t available, enter “NA” in that field.



6. You will now see the Review page. Check that all entered information is correct, then click “Continue Application” to advance to payment.



7. Review the fees to be paid and click “Continue Application”.



8. Select payment method and click “Submit Payment”.



9. You will be redirected to the **Official Payments** website to complete payment. Follow the prompts and enter all required information. Once payment is complete, you will be navigated to a confirmation page, which provides a confirmation number for your records and a summary of the transaction. Click “Continue” to return to the Citizen’s Access Site home page.



## **Print Certificate**

You are required to create an account in order to print a Certificate of Disclosure online. This is a one-time process that allows you to request certificates, track your payments, and access other features of the Citizen's Access site. See p. 3 for instructions to create an account.

**If you have not yet done so, you must first request and pay for a Certificate of Disclosure, after which City of Cleveland staff will prepare the certificate. Once complete, you will receive and automated email???? The certificate will now be available online to view and print.**

**Please contact ?? with questions.**

1. If you haven't already, begin by logging into your account.

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

2. Click on the "Search Building Permits" link to locate your elevator record.

[Home](#) [Building & Housing](#)

**Welcome**  
 You are now logged in.

**What would you like to do today?**  
 To begin your search, select one of the de

**Building & Housing**  
[Search Building Permits](#)  
[Create an Application](#)

3. On the search page, enter your COD number in the "Record Number" field and adjust the "Start Date" and "End Date" fields to incorporate the period during which your certificate was requested.

**Record Number:**  **Record**

**Project Name:**

**Start Date:**  **End Date:**

3a. You may also search by address using the address fields near the bottom of the form.

**Street No.:**  **Direction:**

**Street Name:**  **Street Type:**

**Unit Type:**  **Unit No.:**  **Parcel No.:**

**City:**  **State:**  **Zip:**

4. Hit the "Search" button to retrieve your equipment's record. Your search results will appear on the same page underneath the search button.

5. If multiple results are returned, select your record by clicking on the record number in the list of search results at the bottom of the page.

If 1 result is returned, you will be redirected to the record view immediately.

6. Within the record view, click the "Reports" dropdown, then click "Elevator Certificate - ACA". This will open a new window and access your certificate.

<input type="checkbox"/>	Date	Record Number	Record Type	Expiration Date
<input type="checkbox"/>	08/30/2016	<a href="#">EAL16000022</a>	Certificate of Operation - Elevator	
<input type="checkbox"/>	08/18/2016	<a href="#">EAL16000021</a>	Certificate of Operation - Elevator	
<input type="checkbox"/>	08/11/2016	<a href="#">EAL16000019</a>	Certificate of Operation - Elevator	
<input type="checkbox"/>	08/11/2016	<a href="#">EAL16000020</a>	Certificate of Operation - Elevator	

[Register for an Account](#) **Reports (1)** [Logout](#)

**Reports (1):**  
[ACA Report](#)

**Assessments and Licenses**

## G) Building Permit

### **Apply for a Permit**

You may apply for a commercial or residential building permit online through the Citizen's Access site. In order to apply, you are required to create a Citizen's Access account. This is a one-time process that allows you to submit certain applications, track payments, print your permit, and access other features of the Citizen's Access site. See p. 3 for instructions to create an account.

Once you complete your application and submit payment, an automated notification will inform our staff that payment has been received and they will initiate their review. You will receive an on-screen confirmation as well as an email confirmation that your application is under review.

**Please contact ?? with questions.**

1. If you haven't already, begin by logging into your account.

The screenshot shows a login form with the following elements: a title "Login", a "User Name or E-mail:" label above a text input field, a "Password:" label above another text input field, a "Login »" button, a checkbox labeled "Remember me on this computer", and two links at the bottom: "I've forgotten my password" and "New Users: Register for an Account". A red arrow points to the "Login »" button.

2. Click on the "Licenses and Permits" link to start your application.

The screenshot shows a navigation menu with two tabs: "Home" and "Building & Housing". Below the menu, there is a "Welcome" message stating "You are now logged in." and a section titled "What would you like to do today?" with the instruction "To begin your search, select one of the dep". A blue box contains two links: "Search Building Records" and "Permits and Registrations". A red arrow points to the "Permits and Registrations" link.

3. Please review the instructions and terms of the permit application and check the "I have read and accepted the above terms" checkbox before clicking "Continue Application".

The screenshot shows the "Online License Application" page. It includes a navigation menu with "Home", "Building & Housing", and "Assessments and Licenses". Below the menu, there is a "Search Licenses Records | Licenses and Permits" link. The main content area contains a disclaimer: "Using this system, you can now submit and update information; pay fees; and/or, track the status of Event Use permit applications. The Division is systematically working to provide these functions for other licenses and permits issued by Assessments and Licenses." Below the disclaimer, there is a checkbox labeled "I have read and accepted the above terms" and a "Continue Application »" button. A red arrow points to the "Continue Application »" button.

4. Select the "Building Permit" option from the Record Type dropdown, select the type, and then click "Continue Application".

The screenshot shows the "Select a Record Type" section. It includes a heading "Select a Record Type" and a sub-heading "Choose one of the following available record types." Below this, there is a dropdown menu with "Building Permit" selected. Below the dropdown, there are two radio button options: "Commercial Building Permit" and "Residential Building Permit". A red box highlights these two options. At the bottom, there is a "Continue Application »" button. A red arrow points to the "Continue Application »" button.

5. The next page requests details about the address. Complete the Address, Parcel, and Owner sections, then click “Continue Application”. Fields with an asterisk (\*) are required.

**Commercial Building Permit**



**Step 1: Address Information > APO**

\* indicates a required field.

**Address**

\* Street No.:  Direction:

\* Street Name:  Street Type:

6. Next, enter additional information related to the work to be completed. This includes the overall cost (“Job Value”), the type of project, and a description of the work, among other details. Click “Continue Application” to advance.

Note that the fields differ between Commercial and Residential applications, and that fields with an asterisk (\*) are required.

**Commercial Building Permit**



**Step 2: Detailed Information > ASI**

\* indicates a required field.

**Additional Information**

\* Job Value(\$):

\* Housing Units:  \* Number of Buildings:

7. Enter project contacts on the following pages. Responsible Party is required, and will be the primary contact for the application process that receives notifications from City staff.

**Commercial Building Permit**



**Step 3: Contacts > Contact**

Responsible Party is the Contact Person associated to this application and will receive email notifications.  
If you are the contractor Auto-fill with your information and the permit will be will be issued to you.

\* indicates a required field.

**Responsible Party**

8. If PDF electronic plans or drawings are available, you can upload them directly to the application. Click "Add" to select a file from your computer.

8a. Select the document Type, enter a description, and click "Save" to complete the upload. You can upload multiple documents, then click "Continue Application" when finished.

Note: This step requires that **Microsoft Silverlight** is installed on your web browser. See <https://www.microsoft.com/getsilverlight/> for more information.

**Attachment**

The maximum file size allowed is 50 MB.  
html;htm;mht;mhtml are disallowed file types to upload.

Action	Name
No records found.	

**Add** 

**Continue Application »**

**\* Type:**  
Plans 

**File:**  
Test Plans Document.pdf  
100 %

**\* Description:**  
Building plans and elevations.

spell check

**Save**  **Remove All**

**Continue Application »**

9. Review details of the application before submitting. To make changes, click "Edit" next to the section you want to adjust, or click the appropriate tab near the top. Click "Continue Application" to advance to payment.

1 2 3 **4 Documents** 5 **Review** 6 Pay Fees 7 Record Issuance

**Step 5: Review**

**Continue Application »** **Save and resume later:** 

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

**Record Type**  
Commercial Building Permit

**Address** **Edit** 

10. In order to be reviewed, you must pay a Zoning fee. You will be presented with a summary of your fees due and total due amount. Review the fees and click “Continue Application”.

**Step 6: Pay Fees**

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Fee	Qty.	Amount
Commercial & Multi-Family Zoning - \$150.00	1	\$150.00

**TOTAL FEES**  
Note: This does not include additional inspection fees which may be assessed later.

**\$150.00**

[Continue Application](#) 

11. Next, review payment conditions, select a payment method, and click “Submit Payment”.

**Commercial Building Permit**

1 2 3 **Contacts** 4 Documents 5 Review 6 **Pay Fees**

**Step 3: Pay Fees** \* indicates a required field.

**Payment Options**

Amount to be charged: \$150.00

Pay with Credit Card

Pay with Bank Account

[Submit Payment](#) 

12. You will be redirected to the **Official Payments** website to complete payment. Follow the prompts and enter all required information. Once payment is complete, you will be navigated to a confirmation page, which provides a confirmation number for your records and a summary of the transaction. Click “Continue” to return to the Citizen’s Access Site home page.

**Your payment has been completed successfully. Thank you.**

Please click continue.

[PRINT](#)

[Continue](#) 

13. A confirmation email will be sent to the email address listed under Responsible Party. It includes the Record # for your application, which allows you to easily search for the record in Citizen’s Access to track its progress and pay additional fees.



## **Pay Permit Fee**

You may pay fees online for all Building Permit applications, whether they are submitted in person or through Citizen's Access. Online payments do not require that you register for an account, however we strongly encourage you to do so. An account allows you to track your payments, print your permit, and access other features of the Citizen's Access site. See p. 3 for instructions to create an account.

When payment is due, you will receive an email notification that fees are ready to be paid. Once you submit payment, an automated notification will inform our staff to continue processing your application. You will receive an on-screen confirmation as well as an email confirmation that your payment is received.

**Please contact ?? with questions.**

1. (Optional) If you haven't already, begin by logging into your account.

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

2. Click on the "Search Building Permits" link to locate your Building Permit record.

[Home](#) [Building & Housing](#)

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**Welcome**  
 You are now logged in.

**What would you like to do today?**  
 To begin your search, select one of the de

**Building & Housing**

[Search Building Permits](#)

[Create an Application](#)

3. On the search page, enter your application number in the "Record Number" field and adjust the "Start Date" and "End Date" fields to incorporate the period when it was submitted.

**Record Number:**  **Record**

**Project Name:**

**Start Date:**  **End Date:**

3a. You may also search by address using the address fields near the bottom of the form.

Street No.:  Direction:

Street Name:  Street Type:

Unit Type:  Unit No.:  Parcel No.:

City:  State:  Zip:

4. Hit the "Search" button to retrieve your equipment's record. Your search results will appear on the same page underneath the search button.

5. If multiple results are returned, you will see a list of search results at the bottom of the page. Click "Pay Fees Due" next to your record.

<input type="checkbox"/>	Date	Record Number	Record Type	Expiration Date	Status	Action
<input type="checkbox"/>	08/23/2016	<a href="#">B16000118</a>	Commercial Building Permit		Awaiting Payment	<a href="#">Pay Fees Due</a>
<input type="checkbox"/>	08/18/2016	<a href="#">B16000117</a>	Commercial Building Permit		Open	<a href="#">Pay Fees Due</a>
<input type="checkbox"/>	07/08/2016	<a href="#">B16000116</a>	Commercial Building Permit		Pending	<a href="#">Pay Fees Due</a>
<input type="checkbox"/>	05/05/2016	<a href="#">B16000099</a>	Commercial Building Permit		Open	<a href="#">Pay Fees Due</a>

5a. If only 1 result is returned by your search, you will see a page with details of that record. Click the “Fees” link to open that section, then click “Pay Fees”.

Record #16009118:  
Commercial Building Permit

Work Location  
123 TEST ST  
CLEVELAND OH 44114

▼ Fees

Outstanding:

Date	Invoice Number	Amount	Pay Fees
09/23/2016	1365134	\$100.00	
09/23/2016	1365134	\$4.00	
09/23/2016	1365133	\$100.00	

Total outstanding fees: \$304.50

6. You will be presented with a summary of your fees due and total due amount. Review the fees and click “Continue Application”.

**Fees**

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Application Fees**

Fees	Qty.	Amount
Commercial Fee: Alterations and repairs to existing buildings or structures	1	\$150.00
3% SURCHARGE STATE OF OHIO	1	\$4.50

**TOTAL FEES**  
Note: This does not include additional inspection fees which may be assessed later.  
\$154.50

Continue Application

7. Next, review payment conditions, select a payment method, and click “Submit Payment”.

Commercial Building Permit

1 2 3 Contacts 4 Documents 5 Review 6 Pay Fees

Step 3: Pay Fees \* indicates a required field.

**Payment Options**

Amount to be charged: \$150.00

Pay with Credit Card

Pay with Bank Account

Submit Payment

8. You will be redirected to the **Official Payments** website to complete payment. Follow the prompts and enter all required information. Once payment is complete, you will be navigated to a confirmation page, which provides a confirmation number for your records and a summary of the transaction. Click “Continue” to return to the Citizen’s Access Site home page.

Your payment has been completed successfully. Thank you.

Please click continue.

PRINT

Continue

9. A payment confirmation email will be sent to the email address listed under Responsible Party.

Confirmation of Payment

Official Payments - Customer Service <customerservice@officialpayments.com>  
to me

3:34 PM (10 minutes ago)

Dear Official Payments Customer:

Thank you for selecting Official Payments Corporation for electronic payment of Accela Citizens Access. Your payment of \$304.50 was sent to City of Cleveland on 09-06-2016. Your confirmation number is 123456.

## **Print Permit**

You may print your Building permit online, whether the application is submitted in person or through the Citizen's Access site. This does not require that you register for an account, however we strongly encourage you to do so. An account allows you to apply for a Building permit, track your payments, and access other features of the Citizen's Access site. See p. 3 for instructions to create an account.

You will not be able to view or print your Building permit until it has been issued. This requires that your application is approved and that all fees have been paid. Please refer to p. 34 for instructions on paying fees. Once the permit is issued and ready to print, you will receive an email notification. **After printing, the permit must be hung in a visible place.....???** Please contact ?? with questions.

1. (Optional) If you haven't already, begin by logging into your account.

**Login**

User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

2. Click on the "Search Building Permits" link to locate your Building Permit record.

[Home](#) [Building & Housing](#)

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**Welcome**  
 You are now logged in.

**What would you like to do today?**  
 To begin your search, select one of the de

**Building & Housing**

[Search Building Permits](#)

[Create an Application](#)

3. On the search page, enter your application number in the "Record Number" field and adjust the "Start Date" and "End Date" fields to incorporate the period when it was submitted.

**Record Number:**  **Record**

**Project Name:**

**Start Date:**  **End Date:**

3a. You may also search by address using the address fields near the bottom of the form.

**Street No.:**  **Direction:**

**Street Name:**  **Street Type:**

**Unit Type:**  **Unit No.:**  **Parcel No.:**

**City:**  **State:**  **Zip:**

4. Hit "Search" to retrieve your equipment's record. Your search results will appear on the same page below the search button.

5. If multiple results are returned, you will see a list of search results at the bottom of the page. Click the Record Number link of your record to load its details.

If 1 result is returned by your search, you will be directed to a page with details of that record.

<input type="checkbox"/>	Date	Record Number	Record Type	Expirati
<input type="checkbox"/>	08/23/2016	<a href="#">B16000118</a>	Commercial Building Permit	
<input type="checkbox"/>	08/18/2016	<a href="#">B16000117</a>	Commercial Building Permit	
<input type="checkbox"/>	07/08/2016	<a href="#">B16000116</a>	Commercial Building Permit	

6. On the detail page, click "Reports" at the top of the page, then select "Building Permit ACA" from the dropdown. This opens a new window displaying the permit, which you can print.

[Register for an Account](#) | **Reports (1)** | [Login](#)

**Reports (1):**  
 Building Permit ACA

