THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF BUILDING
AND ZONING SERVICES

USER MANUAL FOR ONLINE PERMITTING

1,2,3 Family Roof, Siding, Windows, and Doors

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APPLYING FOR A 1,2,3 FAMILY ROOF, SIDING, WINDOWS, AND DOORS PERMIT

The following describes how to purchase a permit for roof, siding, windows, and door replacements. At this time, the online Citizen Access Portal only supports permits for 1, 2, 3 family structures.

Begin by logging into the Citizen Access Portal by entering user credentials into the login boxes on the left side of the home page. If you do not have login credentials, please refer to the "Creating an Account User Manual" user guide.

Once logged in, click the "Purchase Permit or Inspection Trip" link.

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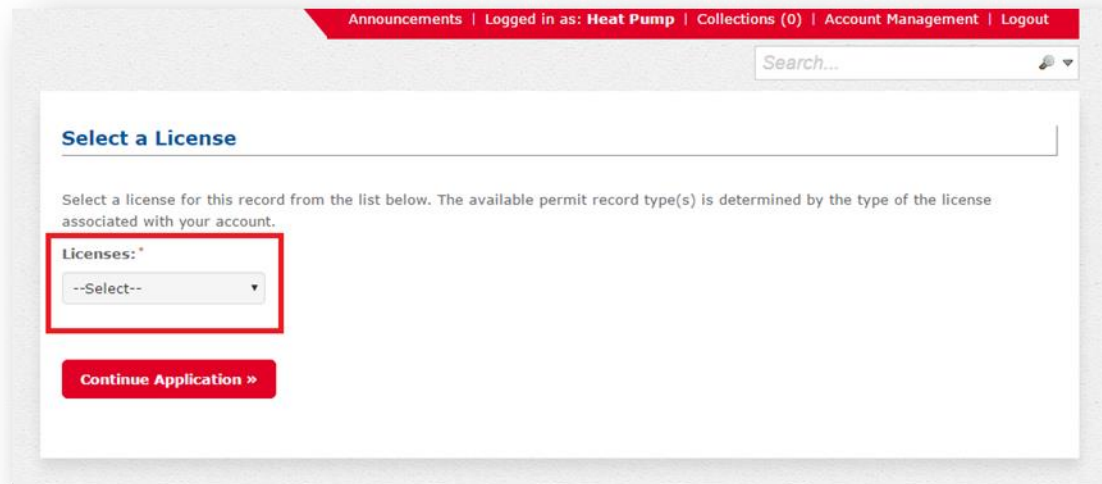Residential Roof, Siding, Windows, and Doors
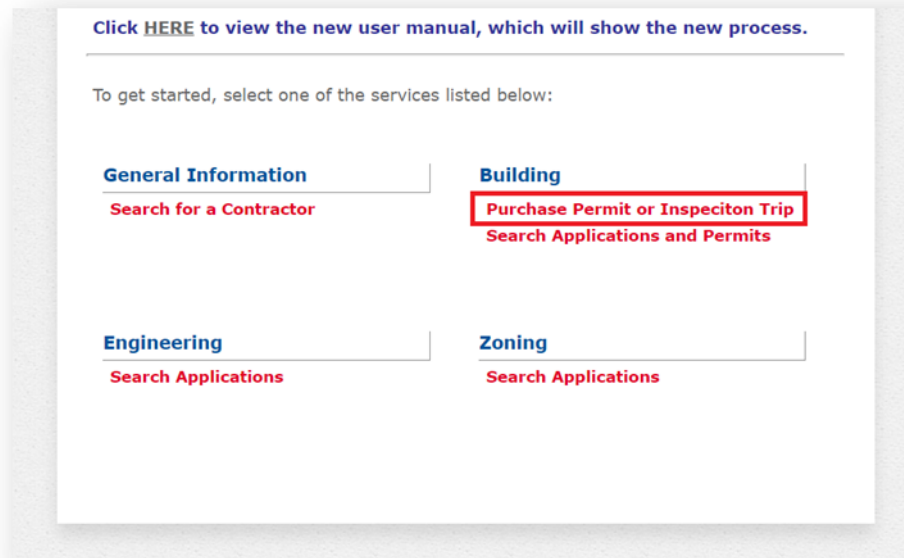
After reading the Privacy Policy, click the box indicating that you've read and understand the policy, then press "Continue Application".
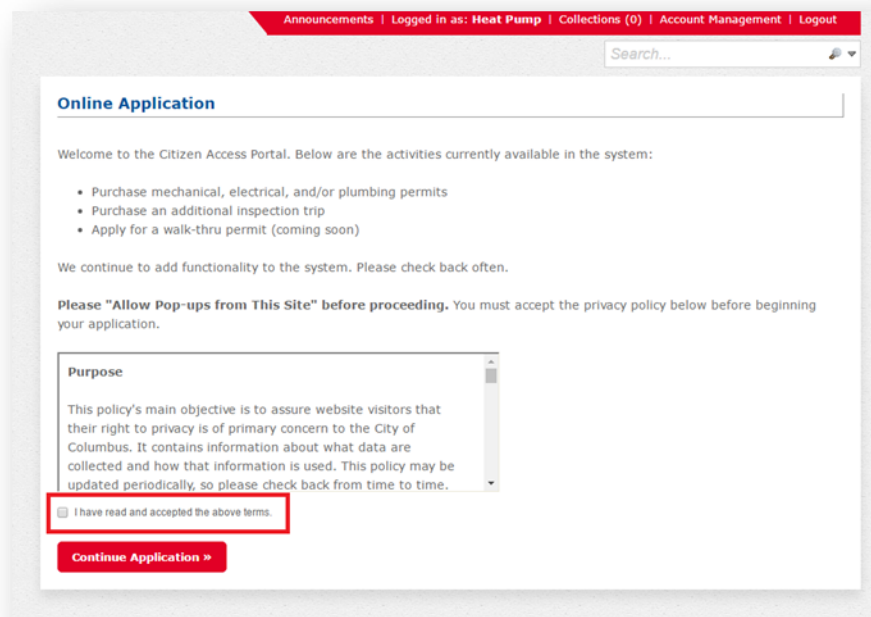
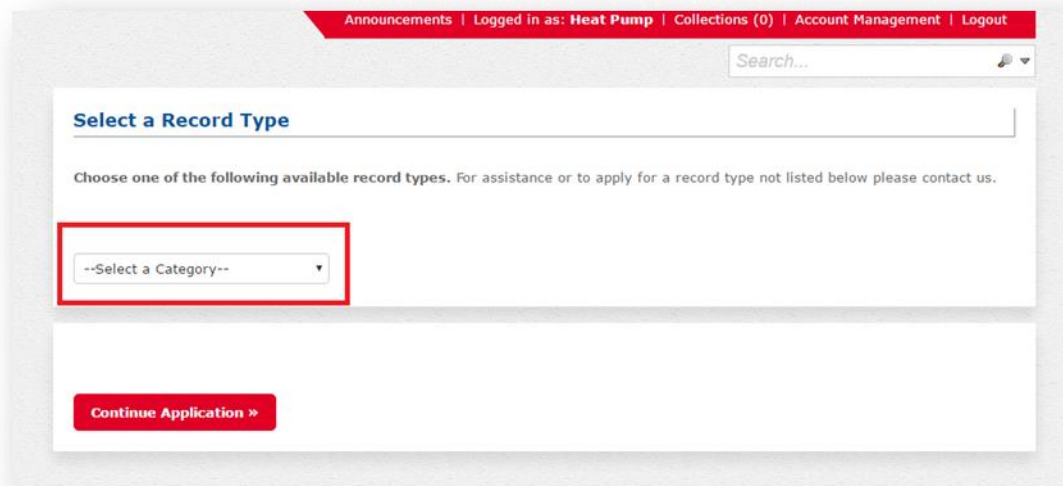Select the applicable license from the drop down list, then press "Continue Application".

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o If you need to add a license to your public user account, you can do that by clicking the "Account Management" link in the upper right part of the screen.

Select the category "1,2,3 Family" from the drop down list, then press "Continue Application".

The available records will then be displayed depending on your selection. Choose "Roof, Siding, Windows, Doors Permit | 1,2,3 Family", then press "Continue Application".

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Enter the work location of your project by specifying the address number, street name, and unit number (if applicable). **Then press the "Search" button**. If the address is valid, the remaining address and parcel information will populate. Then press "Continue Application".

- Note that if your project is identified as outside the City of Columbus, you will be prevented from proceeding

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Roof, Siding, Windows, Doors Permit | 1,2,3 Family

| 1 WORK LOCATION | 2 PROJECT SCOPE | 3 SCOPE DETAILS | 4 ADDITIONAL INFO. | 5 CONTACTS | 6 | 7 | 8 | 9 |

Step 1 : Work Location > Location Details ★

* indicates a required field.

Address

Addresses/parcels can be verified to be in the city of Columbus using our online Zoning Map at
http://gis.columbus.gov/zoning

Street No.:*   Direction: Unit No.:
757   --Select-- ▾

Street Name: (ALL CAPS)*   Street Type:
CAROLYN   --Select-- ▾

City: State:
--Select-- ▾

[Search] [Clear]

Parcel

Do not include dashes "-" in parcel search

Parcel Number:* ⑦

[Search] [Clear]

[Continue Application »]   Save and resume later: ▢

Enter the ownership information, then press "Continue Application".

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Indicate the scope items to be included in your permit by checking "Yes" next to each included item. Press the "Continue Application" button.

- Note that each scope item you specify, will take you to a dedicated page where more information will be required.

Answer required questions for each specified scope item, then press "Continue Application".

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- The questions below only apply to roof and windows scope items.

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Provide the required additional information, then press "Continue Application".

- If you are aware that your project requires a certificate of approval or appropriateness (COA), you may select the "Yes" button. This will allow you to upload an electronic copy of the COA.
- If you are unsure if your project requires a COA, click "No" and you will be notified via email if required.

Select the applicant and licensed professional for this application.

- **The licensed professional information should pre-populate based upon the license you selected at the start of the application.**

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After the applicant information has been attached, press the "Continue Application" button.

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If you indicated that you have a COA that you'd like to upload, click the "Add" button.

- **Note that you will only see this screen if you selected "Yes" on the "Additional Info." page to the question "Does this work require a Certificate of Approval/Appropriateness". If you've arrived here by mistake, click the "4 Additional Info." link above, and answer "No" to that question.**

After you have selected your file, choose "Certificate of Approval/Appropriateness" from the drop down and click the "Save" button.

- **Note that you will only see this screen if you selected "Yes" on the "Additional Info." page to the question "Does this work require a Certificate of Approval/Appropriateness".**

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If the file has uploaded successfully, as indicated by the green banner, press "Continue Application".

- **Note that you will only see this screen if you selected "Yes" on the "Additional Info." page to the question "Does this work require a Certificate of Approval/Appropriateness".**

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Verify that the information on the application is correct. If anything needs to be modified, click the edit button next to the applicable section. Once you are satisfied with the information provided, read the certification text at the bottom of the page. Check the box underneath the certification, then press the "Continue Application" button.

An itemized list of the applicable fees will appear, with a subtotal below. Press the "Continue Application" button to proceed to payment.

- If your project lies in an area that requires a COA you will bypass the fees screen and go straight to the permit issuance screen. However, your permit is not issued until you

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upload the COA and it has been reviewed and approved by Building and Zoning Services staff for completeness. If approved, you will receive an email requiring the payment of fees. Once fees have been paid, your permit will be issued and ready to print.

You will be directed to our payment processor, which may look different than the Citizen Access Portal. Press the "Next" button.

Enter the payment information required. Press the "Next" button.

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Confirm that the payment information is correct. Press the "Pay Now" button.

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After your payment has been processed, you will be redirected back to the permit application portal. If your payment is successful, your application is complete and your permit issued. You may press the "Print/View Permit" button and print your permit. Also, print your receipt by pressing the "Print/View Receipt" button.

Congratulations and thank you for using the Citizen Access Portal!