

# VILLAGE OF OAK BROOK ONLINE PERMIT PORTAL



*Apply, make payments, print permits and schedule inspections without leaving your home or office!*

[www.oak-brook.org](http://www.oak-brook.org)   click on: [Development Services](#)   click on: [Building Permits](#)

## **Creating your account:**

Click "**Sign Up**".

Click "**Sign up using Secure Portal**" to begin the sign-up process.

Navigate to the "**Sign Up**" tab and enter your email address and password. Then click the blue "**Sign Up**" button.

\*\* When setting your password, be sure to keep the password requirements in mind.

You will be navigated to the live public portal, where you can access your newly-created account.

## **Applying for a Permit:**

Start an Application

To begin, click on "**Explore**" next to the Department or Category name. Then click "**Select**" next to the type of permit. Lastly click "**Apply Online**" to start the application. At that time, you'll be prompted to log in (if you already logged in) and can apply for your permit.

Once you have filled out all the applicable fields, you will be directed to a confirmation page that will allow you to review your information before submitting the application. While reviewing, if you need to alter any of the information, simply click the "**Edit**" button under the section title. If you would like to save your work and continue at a later date, you can click the "**Save Draft and Exit**" option in the top right corner of the page.

To return to that Draft:

1. Go to your Profile
2. In the Active Records section, click on the Record. All Draft records will be labeled "Draft."

**IMPORTANT: BE SURE NOT TO CREATE MULTIPLE RECORDS. ALWAYS ACCESS YOUR SAVED DRAFT.**

3. Once you have confirmed all of the information and uploaded all the required documents, click "**Confirm and Submit**" in the bottom right corner of the page.

Once the application has been successfully submitted the first workflow step has been activated in that record's timeline.

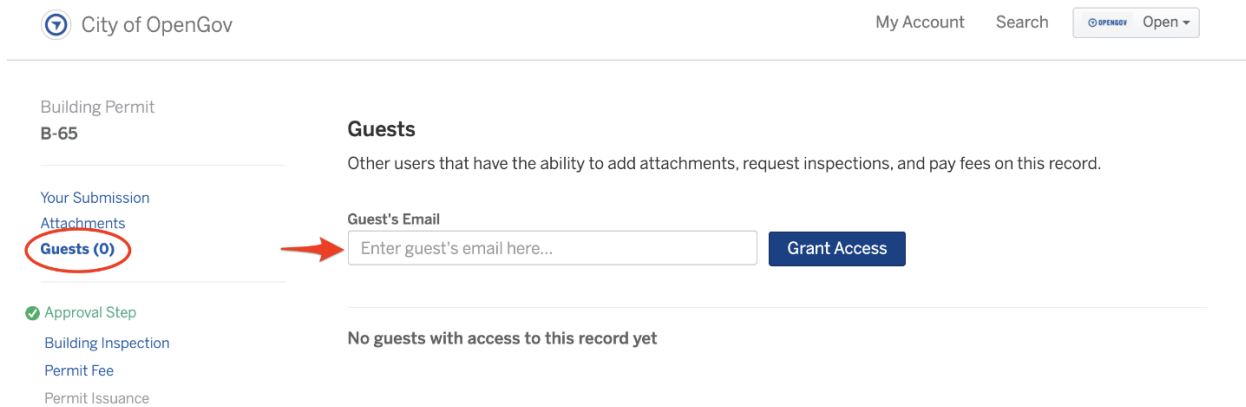
## Inviting and Managing Guest Users:

After an applicant has submitted a record, guests can be added to the record. A guest will receive an email notification stating that they have been added to the record.

For example, main applicants may want to invite contractors, sub-contractors, executive assistants, or co-owners of a property to receive notifications about a permit application as it moves through the government's approvals process. Guests can schedule inspections, make payments, and leave comments on a record.

### How to invite a guest

Once the application has been submitted, the main applicant can navigate to the record page, click on the **"Guests"** menu, and then invite a guest.



City of OpenGov My Account Search OPENGOV Open

Building Permit  
B-65

Your Submission  
Attachments  
**Guests (0)**

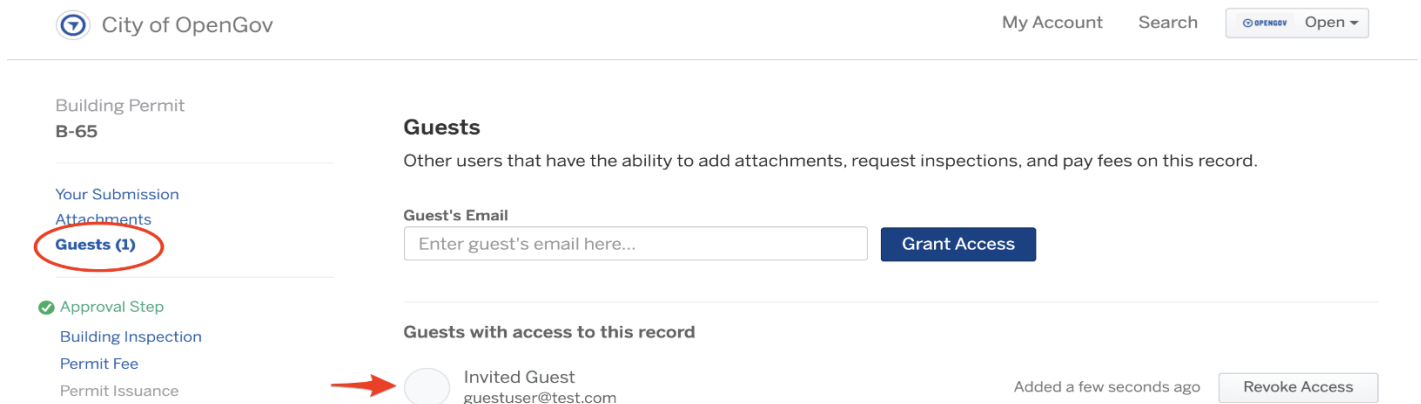
Approval Step  
Building Inspection  
Permit Fee  
Permit Issuance

**Guests**  
Other users that have the ability to add attachments, request inspections, and pay fees on this record.

Guest's Email  
Enter guest's email here... Grant Access

No guests with access to this record yet

Once a guest has been added, their email will be displayed in the Guests menu.



City of OpenGov My Account Search OPENGOV Open

Building Permit  
B-65

Your Submission  
Attachments  
**Guests (1)**

Approval Step  
Building Inspection  
Permit Fee  
Permit Issuance

**Guests**  
Other users that have the ability to add attachments, request inspections, and pay fees on this record.

Guest's Email  
Enter guest's email here... Grant Access

**Guests with access to this record**

Invited Guest  
guestuser@test.com Added a few seconds ago Revoke Access

### After adding a Guest

Once a guest has been added to a record, they will receive an email notification informing them that they have been added to the record as a guest.

If the guest does not already have a permit account, one will automatically be created for the guest, and they will receive an email asking them to create a password. If the guest already has an account, they will be able to log into the Public Portal and review the record.

A guest user does not need to "accept" an invitation; they are added to the record automatically. There is a maximum of 10 guests per record.

## Guest Permissions

A guest will have the same permissions as the main applicant.

- Requesting an Inspection
- Paying a Fee
- Guest may view all attachments that applicants may view
- Reviewing Issued Documents
- Making comments
- Guests will not be able to submit records on behalf of the main applicant.
- Guests cannot invite additional guests; only main applicants can invite guests.
- Guests will be removed from a record if the record is renewed.
- Guests cannot view secure form fields such as SSN or EINs.

## Guest Notifications

Once added to a record, the guest will receive all of the same notifications that the main applicant receives. After a record has been renewed, guests will need to be added to the recently renewed record.

## How to Revoke Guest Access

Once a guest has been added to a record, their access can be revoked either by the main applicant in the Public Portal or by an employee user in the Employee App.

## Revoking Guest Access

To revoke a guest's access in the Public Portal, navigate to the record page, click on the "Guests" menu, and then click "Revoke Access." Once revoked, the guest will receive an email notification letting them know that their access to the record has been revoked.

City of OpenGov My Account Search OPENGOV Open

Building Permit  
B-75

Your Submission  
Attachments  
**Guests (1)**

✓ Hive Mind Permission Letter  
✓ Permit Issuance  
Approval Step  
Building Inspection  
Permit Fee

### Guests

Other users that have the ability to add attachments, request inspections, and pay fees on this record.

Guest's Email

Enter guest's email here... Grant Access

#### Guests with access to this record

|                        |   |
|------------------------|---|
| SG Guest Portal Tester | Added 2 days ago <span>Revoke Access</span> |
|------------------------|---|

## **Permit Status:**

Applicants will automatically be subscribed to receive email notifications about their permit applications. These notifications are sent to keep applicants informed about the status of their permit.

The emails are sent to the address associated with the applicant's profile. They include a direct link to the specific record step so that applicants can easily access the information within the Permitting site. An applicant profile with a valid email must be attached to a record in order to receive notifications.

While applicants will receive these notifications via email as soon as the permit's workflow dictates (for example, as soon as they are required to pay a fee, they will be notified via email), they can always refer to all their required actions as well as past actions, Applications, Documents, etc. via their **"My Account"** page. Please note that applicant email notifications cannot be turned off at any time.

Be sure to check your messages daily. Plan reviewers will comment, ask questions, or ask for revisions. Any revisions must be added to the attachment section. Click on the category in the attachment page then click **"Upload New Version"** in the upper right hand section. Do not delete any previous items.

Any questions or comments can be submitted through your permit application. You will see your permit status at a glance.

## **Paying a Fee:**

When a fee is due, you'll be notified automatically via email.

To pay:

1. In the email notification, click **"Pay Online"**. You can also go to the site, view your profile, and click on the Record in your Inbox.
2. In the Permit Fee step on the Record page, you'll see an overview of the fees and you'll be able to pay automatically with a credit card or e-check.
3. Click **"Pay"** to pay the fee then follow the prompts to enter and submit your payment details.

## **Receiving your Permit or Other Documents:**

When a plan review, permit, certificate of occupancy, certificate of completion, or any other document is issued, the applicant will be notified automatically via email.

To Print Your Document:

In the email, click on the **"Print"** button. This will take you to the Record page.

On the Record page, click on the Document Issuance step and click **"Print"** (toward the bottom right of the preview). Be sure to post the permit in your window or door until the job is complete and you have received a certificate of occupancy or completion.

## **Requesting Inspections:**

Once you have received your permit, work can begin. Be sure to check your inspection list within the permit. When you are ready to request an inspection, please allow 24-48 hours' notice. Click on the desired inspection and click request inspection.

**Request an Inspection**

When you're ready for an inspection, you can request one by clicking the button below.

[Request Inspection...](#)

### **Request Inspection**

Please choose an inspection date from the available dates.

| March 2023 |     |     |     |     |     |     |
|------------|-----|-----|-----|-----|-----|-----|
| Sun        | Mon | Tue | Wed | Thu | Fri | Sat |
|            |     |     | 1   | 2   | 3   | 4   |
| 5          | 6   | 7   | 8   | 9   | 10  | 11  |
| 12         | 13  | 14  | 15  | 16  | 17  | 18  |
| 19         | 20  | 21  | 22  | 23  | 24  | 25  |
| 26         | 27  | 28  | 29  | 30  | 31  |     |

Date Selected  
March 15, 2023

Comment

[Cancel Request](#) [Submit Request](#)

Choose the date and add comments if you like. Click "**submit request**". You will receive an email once the inspection is scheduled. [Please keep in mind your request is not scheduled until you receive the confirmation email.](#)

When all final inspections are complete, and all fees have been paid, you will receive a certificate of completion or occupancy; based on the type of job. Once received, your permit is complete.