

# Building Permit Hub user guide: Reviewer

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## Contents

- Purpose of the user guide / roles and responsibilities..... 2
- Getting started ..... 2
  - Register with Business BCeID ..... 2
  - Log in with Business BCeID ..... 3
  - Getting help with Business BCeID ..... 3
    - Check if your organization is registered ..... 3
    - If you find your organization is registered with Business BCeID ..... 3
    - If your organization is not registered with Business BCeID ..... 3
- Using the Building Permit Hub..... 4
  - Menu..... 4
  - Get help ..... 5
  - My profile ..... 5
  - Submissions inbox..... 7
    - Permit submission for review ..... 7
- Additional resources ..... 8

# Overview of the Building Permit Hub

The Building Permit Hub (Hub) is a digital tool designed to streamline and simplify the submission process for building permit applications within your jurisdiction. The Hub simplifies the process for builders and developers to submit digital applications for new housing projects. It also helps local and First Nation governments easily receive and process these applications. With the Building Permit Hub's unified and user-friendly platform, submitters can access the necessary forms and digitally submit their documentation across multiple jurisdictions, making the process more efficient and accessible.

## Purpose of the user guide / roles and responsibilities

This document contains instructions to onboard Reviewers to the application.

**Submitter** - Submits completed building permits to the appropriate jurisdiction. Responsibilities include:

- Completing the building permit application
- Uploading any requested documentation
- Understanding local permitting requirements

**Reviewer** - Reviews permit applications for a jurisdiction. Responsibilities include:

- Reviewing and approving permit applications
- Downloading documents and backend file management
- Sending email notification to submitters
- Providing support and assistance to submitters as needed

**Review Manager** - Manages the available building permit templates for a jurisdiction. Responsibilities include:

- Requesting new template types
- Editing tips and elective fields in existing template types

**Regional Review Manager** - Has the same roles and responsibilities as a Review Manager, with the added capability of managing multiple jurisdictions within a single login account.

## Getting started

### Register with Business BCeID

The instructions below are for the person registering with Business BCeID.

Step 1: [Register for Business BCeID](#).

Step 2: Answer the questions on the screens as you proceed through the registration. Your path through the registration screens differs depending on how you answer the questions.

Step 3: Once you register your organization with a Business BCeID and complete any identity proofing step, you will also be the owner of your administrative Business BCeID account with administrative powers to create and manage other accounts.

- a. We recommend creating an extra admin account for a backup person(s) in case you're unavailable. Admin accounts in your organization can create and manage other accounts as needed.

## Log in with Business BCeID

To use the Building Permit Hub, you will need a Business BCeID account. Log in to the Building Permit Hub with your Business BCeID account information.

## Getting help with Business BCeID

### Check if your organization is registered

Search the [Business Directory](#) to see if your organization is registered. If you are having trouble using the search tool please use the [contact us](#) information on the [BCeID web site](#) to contact the BCeID helpdesk for assistance.

### If you find your organization is registered with Business BCeID

- Choose one of the Business BCeID business managers shown for your organization, and request they create a Business BCeID account for you.
- Confirm you can use your account by [logging in](#).
- Return to Step 3 of the invitation and follow the instructions.

### If your organization is not registered with Business BCeID

Your organization needs to be registered with Business BCeID. You can register your organization if you are authorized to act for your organization for such agreements.

If you can't, you must find somebody who is, and they register your organization with Business BCeID. Ask them to:

- Read and follow the registration instructions at the end of this insert.
- Confirm the administration account they create during registration by [logging in](#).

- Have the account administrator create an account for you in the organization with their new account so you can login to the Building Permit Hub.

*Note: Every account in your organization belongs to, and is only used by, a specific person, there is no generic account for the organization.*

Once you have your account confirm you can use your account by [logging in](#). In a web browser, navigate to the [Building Permit Hub](#). Use your BCeID account information to login.

## Using the Building Permit Hub

When you log in, you will be directed to your submission inbox. This page allows you to navigate to the following sections within the Building Permit Hub:

- **Menu button** – get help, edit your profile, log out
- **Submissions inbox** (default page) – view all submitted building permit applications

Menu

Welcome back!

## Test ReviewManager

Submissions inbox

New permit application

My permits

Help

My profile

Logout

[Give feedback](#) 

## Get help

- Click the “Menu” button at the top right of the screen
- Select “Help” to pop up the help search menu
- Navigate to the section you are looking for more information about.


### Help

- Best practices**  
How to use the Building Permit Hub efficiently for application submission
- Glossary of terms**  
See detailed explanations of terms that appear on building permits
- Get started on Building Permit Hub**  
How to submit a building permit application through a streamlined and standardized approach across BC

**Need more help?**

Please contact your local government for questions related to your permit application.

For help with the Building Permit Hub please contact:

 [digital.codes.permits@gov.bc.ca](mailto:digital.codes.permits@gov.bc.ca)

## My profile

- Click the “Menu” button at the top right of the screen
- Select “My Profile”

TR

First name: Test

Last name: ReviewManager

Basic BCeID (optional): REVShaun

[If you want to change your BCeID information, please go to bceid.ca](#)

- Adjustments to your account will need to be done through BCeID which can be accessed by following the link
- Your notification settings can also be selected on this screen

### Receive notifications

Notification email address (optional)

Verified

[Change email](#)

EVENT	ENABLE NOTIFICATION	
Essential communications (cannot disable)	<input type="checkbox"/> In-App	<input checked="" type="checkbox"/> Email
Changes to permit requirements	<input checked="" type="checkbox"/> In-App	<input type="checkbox"/> Email
Jurisdiction customizations to permit requirements	<input checked="" type="checkbox"/> In-App	<input type="checkbox"/> Email
Application submitted to jurisdiction	<input checked="" type="checkbox"/> In-App	<input checked="" type="checkbox"/> Email
Application viewed by jurisdiction	<input checked="" type="checkbox"/> In-App	<input checked="" type="checkbox"/> Email
Revisions requested by jurisdiction	<input checked="" type="checkbox"/> In-App	<input checked="" type="checkbox"/> Email
Collaboration	<input checked="" type="checkbox"/> In-App	<input checked="" type="checkbox"/> Email
API integration mapping	<input checked="" type="checkbox"/> In-App	<input checked="" type="checkbox"/> Email

## Submissions inbox

This page contains a summary of all submitted applications. The application number, permit type, submitter, viewed at date, and submitted at date of each application are available.

Home / Manage Jurisdictions / North Vancouver / **Submission Inbox**

### Submissions Inbox

All submissions are sent to: Not available yet [Change](#)

Permit Applications						Search
Application #	Types	Submitter	Viewed At	Submitted At		
10	0 Total Items				< 1 >	

You can download the full application by selecting the file download button.




You can view the full application by selecting the view button.




#### Permit submission for review



This page shows the details of an individual submission and is visible after selecting "View" from the submission inbox. It will display the address, housing type, application ID and reference number in the top left corner. The information to be reviewed is accessed here.

When you open a permit application that is "New," it will automatically change the status to "Viewed". It will then send an email to the submitter that their permit application has been viewed. This only happens the first time.

- Use the pencil icon  to add a reference number.  
Once a reference number is added, an automatic email is generated to alert the submitter
- Click "Download application" to choose specific files or a .zip of all documents

The form information is available as a document to download as well

- Click on the copy icon  to copy the application and reference numbers

**500 Main St**  
NEW Low Density - Residential | New Construction  
APPLICATION ID: 123456  REFERENCE #: 

[Download application](#) [Back to inbox >](#)

**OVERVIEW**

**Project Information**

Contact Information

**COMPLIANCE**

Site Plan

Energy Step Code

Building Code

Plumbing

Electrical

HVAC

Fire Safety

Application was submitted on January 2, 2024 at 3:05pm.


All fields are required unless otherwise stated.

**Project Information**

**Location**

Description text static content lorem ipsum dolor sit amet, consectetur adipiscing elit, [ParcelMapBC Search](#)

Civic address

 500 Main St, North Vancouver

Parcel identifier (PID)

## Additional resources

For further assistance, please contact our support team at [digital.codes.permits@gov.bc.ca](mailto:digital.codes.permits@gov.bc.ca).

Thank you for collaborating with us to improve building permit application management in your jurisdiction.