



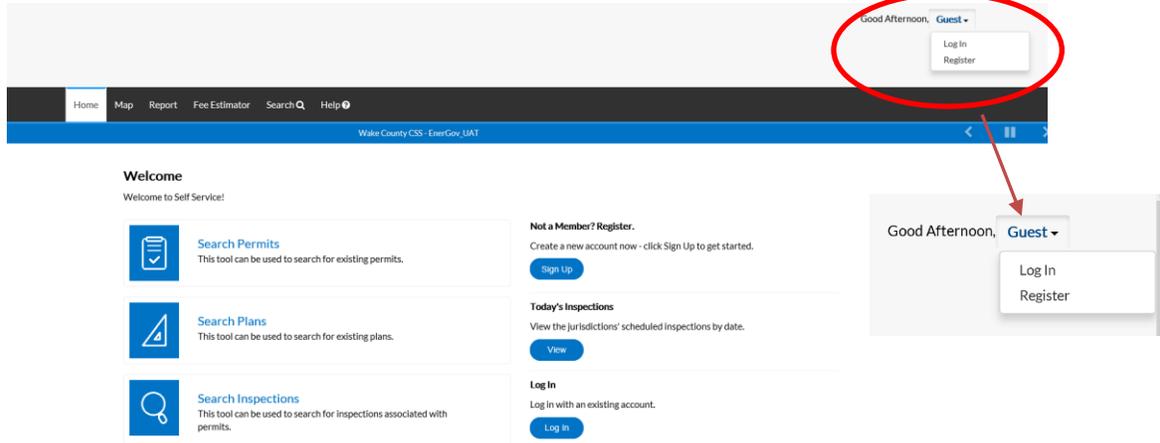
Permit Portal Instructions

****From the link below please locate and review the checklist for required documents needed in addition to completing and submitting the application on-line****

<http://www.wakegov.com/planning/zoning/Pages/forms.aspx>

Applying for a Plan/Permit

1. Navigate to the URL for the Wake County Permit Portal. <http://www.wakegov.com/permitportal>
2. Once the user has been registered, click on **Log in** located at the top right corner.



3. Enter your e-mail address and password you registered with to enter the Permit Portal site.

Login

* Email Address
Email address is required

* Password

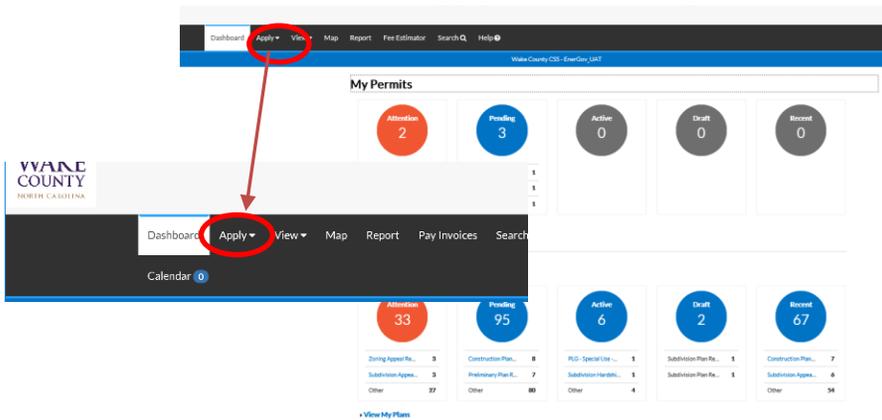
Remember Me

[Forgot your password?](#)
[Switch jurisdiction?](#)

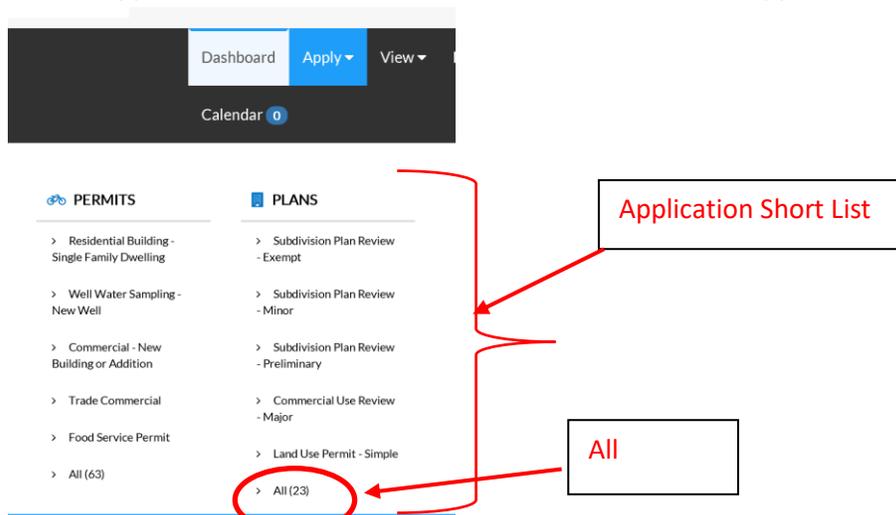
(There are 2 ways to apply, through the Dashboard or through the Map. To apply through the Dashboard continue with Step 4. To apply through the Map skip to step 9)

4. To Apply from the Dashboard

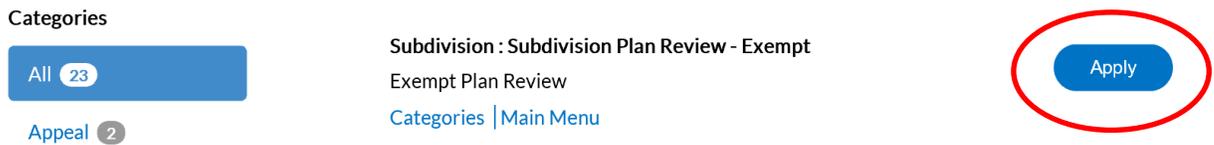
a. Click on the **Apply** button in the top black banner.



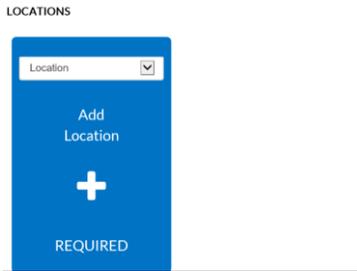
b. Choose type of application from the dropdown Type under Permits and/or Plans. If the type of application is not in the short list select 'All' to see full application list.



c. Upon finding the correct application select 'Apply'



5. Click on the Add **Location** card.



6. Search for an address by entering the address into the **Address Information** box. Click the magnifying glass (Option 1). Or, select the Parcel button to enter PIN number. Click the magnifying glass (Option 2)

Add Location

Address Parcel

Add Address As Location

Search Enter Manually

Address Information

Search Search Addresses

Select either Address or Parcel based on your search preference

Type in address and click the magnifying glass

7. If using PIN, click box beside PIN and select add address

Search 1779779443

Parcel Number	Section	Township	Range	Action
1779779443				<input checked="" type="checkbox"/>

Results per page 10 1 - 1 of 1

Search Associated Addresses

Select Add beside the correct property

8. Select add address beside the correct address(es)

Address Information

Search 1256 magnolia

Address	Action
1256 MAGNOLIA ROW TRL, APEX, NC 27502	Add
1256 MAGNOLIA HILL RD, GARNER, NC 27529	Add

Results per page 10 1 - 2 of 2

Select add address beside the correct address(es)

Or

Search Associated Addresses

Associated Addresses

Associated Addresses for Parcel - #1779779443

Address	Action
5604 BARHAM SIDING RD, WAKE FOREST, NC 27587	<input checked="" type="checkbox"/>
5632 BARHAM SIDING RD, WAKE FOREST, NC 27587	<input checked="" type="checkbox"/>
5631 BARHAM SIDING RD, WAKE FOREST, NC 27587	<input type="checkbox"/>

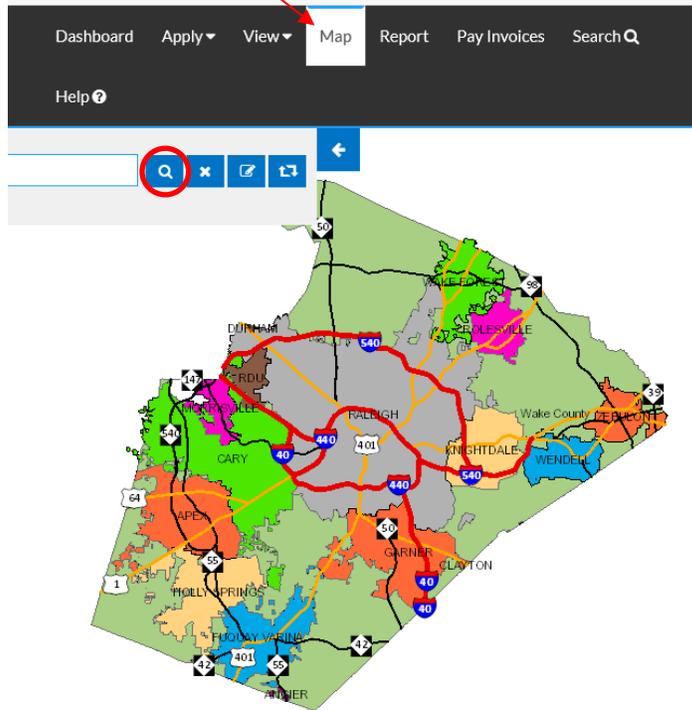
Results per page 10 1 - 3 of 3 << < 1 > >>

Add Selected Cancel

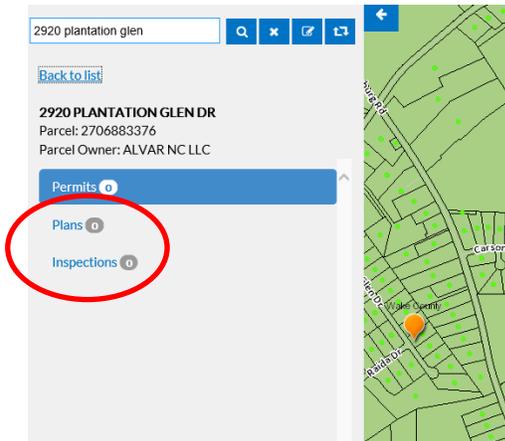
(skip to step 11 to continue applying)

9. To apply from the Map

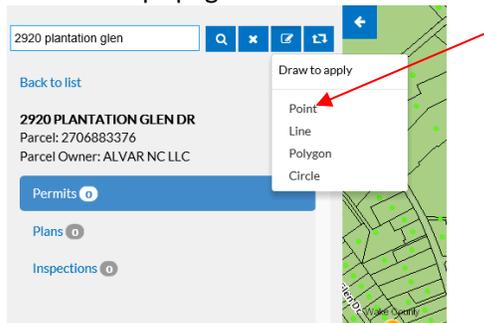
- a. Click on Map and then enter the address. Click the Magnifying Glass Icon to search for the parcel



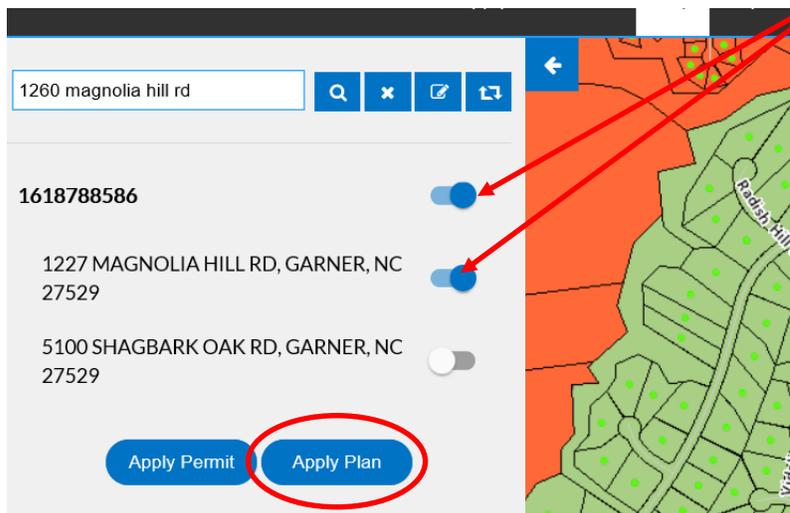
- b. Once located it will take you to that parcel (shown with the orange pointer) and show you all the Plans and Permits that have been applied for that property on the left hand side



- c. If you click on Point and select the parcel it brings up the option to apply for a plan from the Maps page



Turn on PIN or property layer to make application (or both)



d. Upon finding the correct application select 'Apply'

Categories

All 23
Appeal 2

Subdivision : Subdivision Plan Review - Exempt
Exempt Plan Review
[Categories](#) | [Main Menu](#)



10. This will add the initial parcel

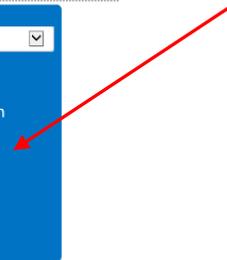
LOCATIONS

<p>Type: Location International 5604 BARHAM SIDING, WAKE FOREST., 27587</p> <p>Main Address <input checked="" type="checkbox"/></p> <p>Parcel Number 1779779443</p> <p>Main Parcel <input checked="" type="checkbox"/></p> <p>Remove</p>	<p>Location <input type="text"/></p> <p>Add Location</p> <p>+</p>
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11. If you need to add more parcels select add location and repeat steps 5-8.

LOCATIONS

<p>Type: Location International 5604 BARHAM SIDING, WAKE FOREST., 27587</p> <p>Main Address <input checked="" type="checkbox"/></p> <p>Parcel Number 1779779443</p> <p>Main Parcel <input checked="" type="checkbox"/></p> <p>Remove</p>	<p>Type: Location International 5632 BARHAM SIDING, WAKE FOREST., 27587</p> <p>Main Address <input type="checkbox"/></p> <p>Parcel Number 1779779443</p> <p>Main Parcel <input checked="" type="checkbox"/></p> <p>Remove</p>	<p>Location <input type="text"/></p> <p>Add Location</p> <p>+</p>
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12. Confirm Type of application that you are completing. Fill in the Description Box and include the name of the project (if applicable)

Apply for Plan - Land Use Permit - Simple

Progress: 1 (green) 2 (blue) 3 (grey) Mo (grey)

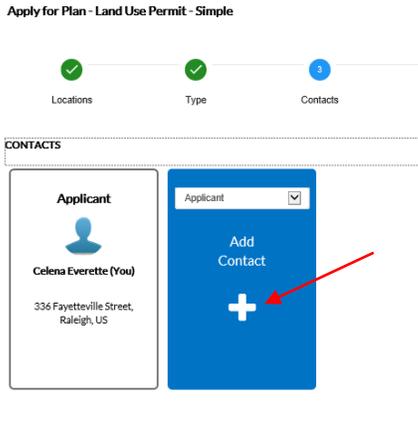
Locations Type Contacts Mo

PLAN DETAILS

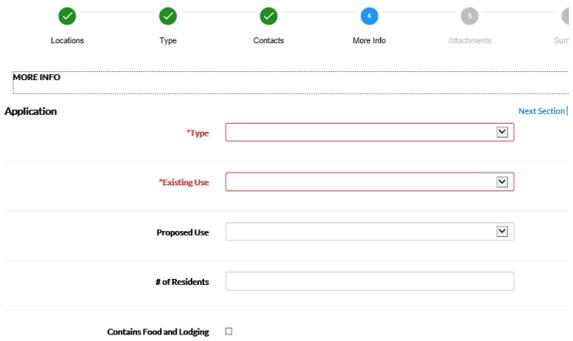
* Plan Type: Land Use Permit - Simple 

Description:

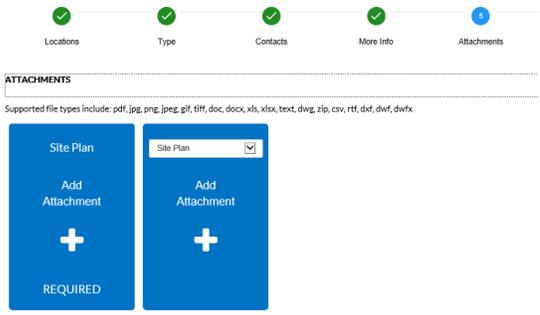
13. You will notice that you are the default contact for the application. If you want to add other contacts, you will need to click on Add Contact and input the requested data. Make sure you add all your contacts at this point because once submitted you can not add contacts to the Permit/Plan.



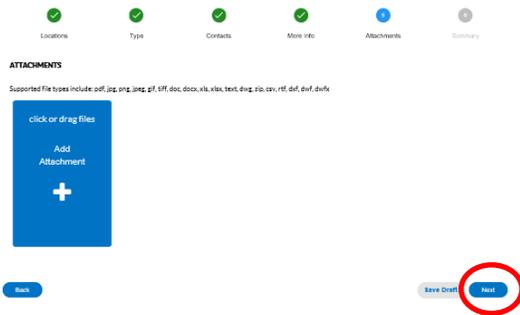
14. Fill out all applicable fields and click next. Fields marked with a red asterick are required:



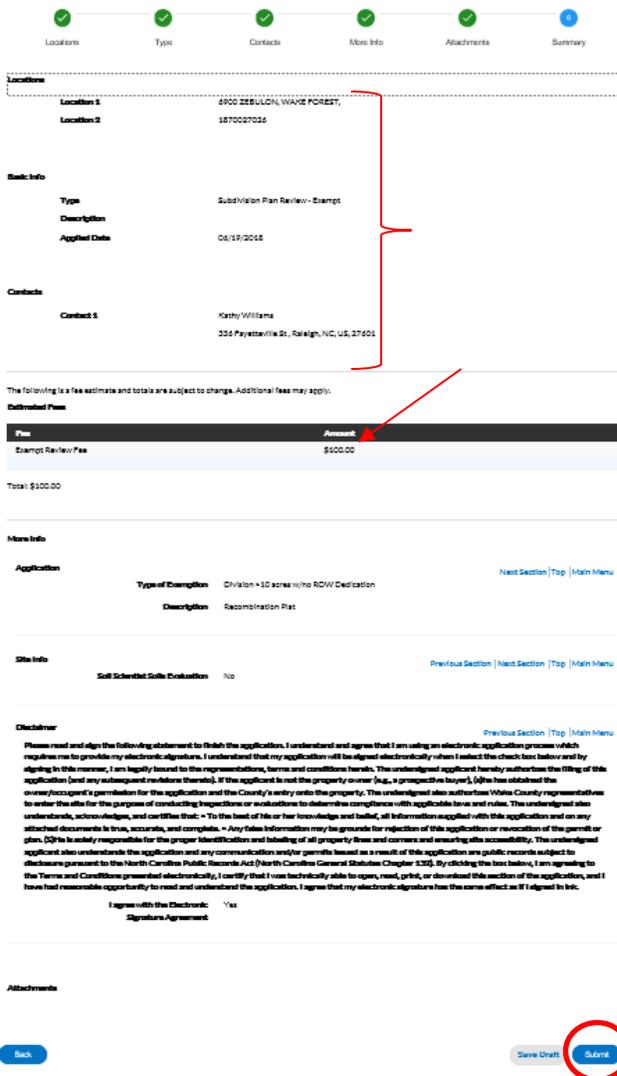
15. If applicable, upload attachments by clicking on Add Attachment card.



16. After all the information for the permit has been entered, click the Next button at the bottom right hand corner to verify information, fees etc.



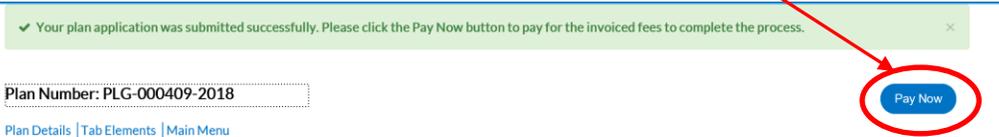
11. Once all application information and fee's are verified and are correct, Click **Submit**.



12. After clicking Submit, the Permit/Plan that was submitted will generate a case number.

Paying Fees through the notification bar after submitting your application

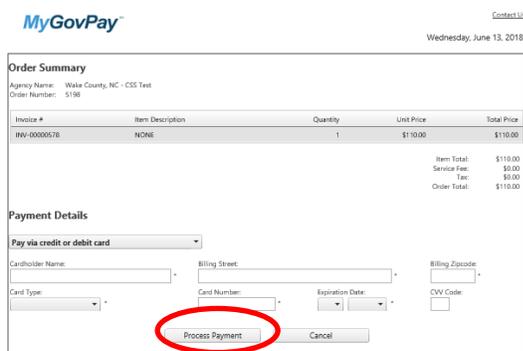
1. The invoice and fee notification will show at the top of page. Click Pay Now.



2. Your shopping cart will appear with the total. Click on "Check Out"



3. Fill in Payment Details. Click Process Payment



(continue to page 10 for additional instructions on locating fees from the dashboard, viewing plans and using the map function)

Paying Fees through your dashboard

1. Click on 'Add to Cart' under invoices

Invoices

Current 0	\$0.00	Add To Cart
Past Due 2	\$340.00	Add To Cart
Total 2	\$340.00	Add To Cart

[View Full List](#)

By clicking **Remove** next to the invoice, it will remove the invoice from the shopping cart

Click **Check Out**. this action will take you to a payment screen

[Back](#)

Shopping Cart

Total \$340.00		Check Out								
Invoice: INV-0000243 Due Date: 03/11/18 Description: NONE Billing: Everett, Celena Contact:		\$100.00 Remove Top Main Menu								
<table border="1"> <thead> <tr> <th>Case Number</th> <th>Project</th> <th>Case Address</th> <th>Amount Due</th> </tr> </thead> <tbody> <tr> <td>PLG-000409-2018</td> <td></td> <td>1256 MAGNOLIA ROW TRL APEX 27502</td> <td>\$100.00</td> </tr> </tbody> </table>	Case Number	Project	Case Address	Amount Due	PLG-000409-2018		1256 MAGNOLIA ROW TRL APEX 27502	\$100.00		
Case Number	Project	Case Address	Amount Due							
PLG-000409-2018		1256 MAGNOLIA ROW TRL APEX 27502	\$100.00							
Invoice: INV-0000184 Due Date: 03/05/18 Description: NONE Billing: Everett, Celena Contact:		\$240.00 Remove Top Main Menu								
<table border="1"> <thead> <tr> <th>Case Number</th> <th>Project</th> <th>Case Address</th> <th>Amount Due</th> </tr> </thead> <tbody> <tr> <td>TR-000905-2018</td> <td></td> <td>2932 PLANTATION GLEN DR ZEBULON 27597</td> <td>\$240.00</td> </tr> </tbody> </table>	Case Number	Project	Case Address	Amount Due	TR-000905-2018		2932 PLANTATION GLEN DR ZEBULON 27597	\$240.00		
Case Number	Project	Case Address	Amount Due							
TR-000905-2018		2932 PLANTATION GLEN DR ZEBULON 27597	\$240.00							
Total \$340.00		Check Out								

2. Fill in **Payment Details**. Click **Process payment**.
3. Click **Continue to Site**.

an email, with the receipt attached, should be sent to the e-mail on case

Viewing Permits/Plans

Using the Dashboard

1. **Attention Bucket** are plans that need customer attention (ie unpaid fees, failed item review, plan on hold, something the office did in which the customer needs to address)
2. **Pending Bucket**- these are the brand new plans that have come in and are just waiting for staff. Pending and Active are going to be similar.

My Permits

Attention: 2	Pending: 3	Active: 0	Draft: 0	Review: 0
Residential Permits: 1	Commercial Permits: 1			
Commercial New: 1	Residential Permits: 1			
Commercial New: 1				

[View My Permits](#)

My Plans

Attention: 33	Pending: 95	Active: 6	Draft: 2	Review: 67
Zoning Appeal Re.: 3	Construction Plan.: 8	MIS-Special Use.: 1	Subdivision Permits.: 1	Construction Plan.: 7
Subdivision Appeal.: 3	Professional Plan.: 7	Subdivision Appeal.: 1	Subdivision Permits.: 1	Subdivision Appeal.: 8
Other: 27	Other: 88	Other: 4		Other: 58

[View My Plans](#)

My Inspections

Requested: 0	Scheduled: 0	Closed: 0
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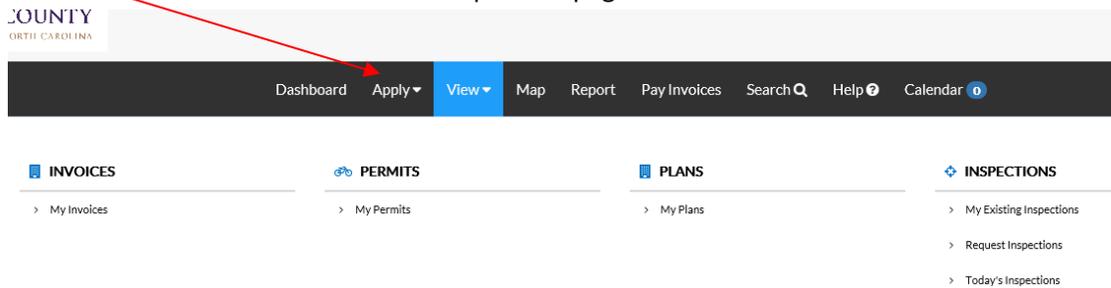
My Invoices

Current: 0	\$0.00	Add Invoice
Past Due: 11	\$2,825.00	Add Invoice
Total: 11	\$2,825.00	Add Invoice

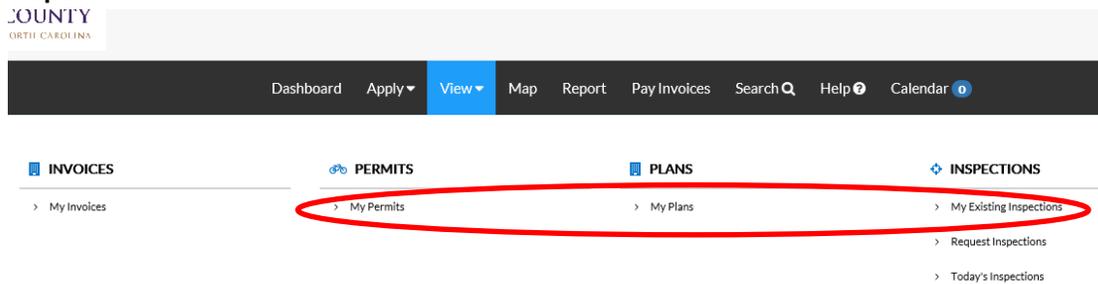
3. **Active Bucket** for permits means the permits have been issued, Active for Plans means the review has been done and waiting on other departments, boards not the customer).
4. **Recent Bucket**- anything that has been applied or worked on in the last 30 days will show up here.
5. **Draft Bucket**- this is where your draft application are save, so that you can access them to complete.

Using the menu bar

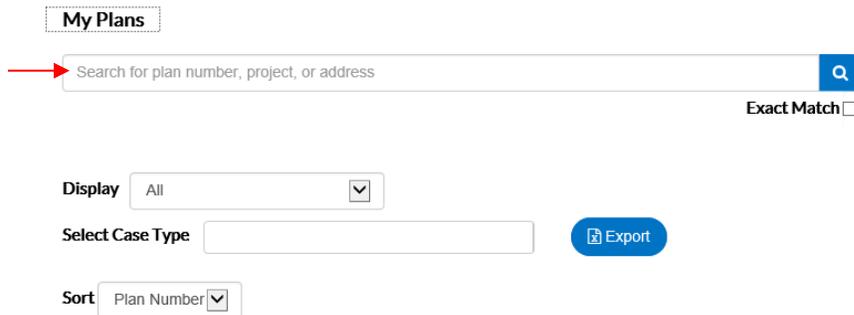
1. Click **View** in the black banner at the top of the page.



2. Choose from **My Permits, My Plans, My Existing Inspections, Request Inspections, Today's Inspections.**



3. In the **Search** box, type in a Permit/Plan/Inspection Number and click the Magnifying glass.

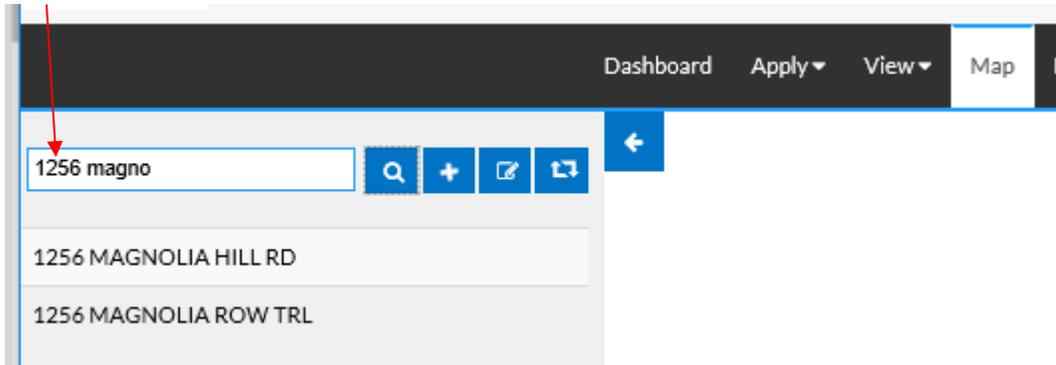


Using Map Function

1. Click on the **Map** in the black banner at the top of the page.



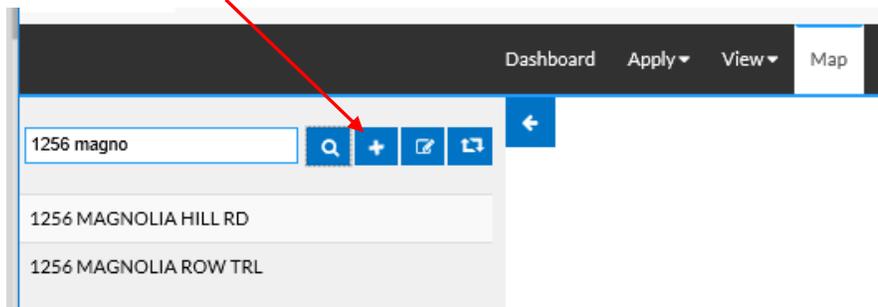
2. In the Search box on the left, type in an address and click the magnifying glass.



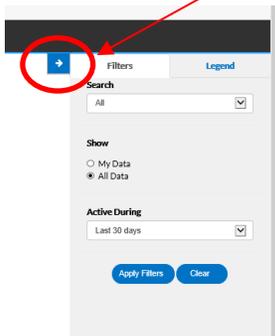
a pin dropped on the parcel that was given



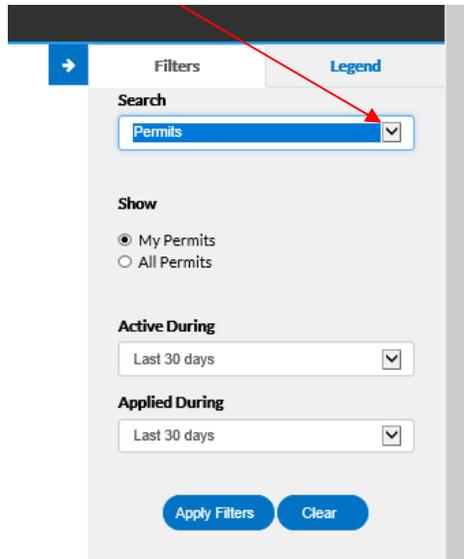
3. Click the X next to the **Search** box to start a new search.



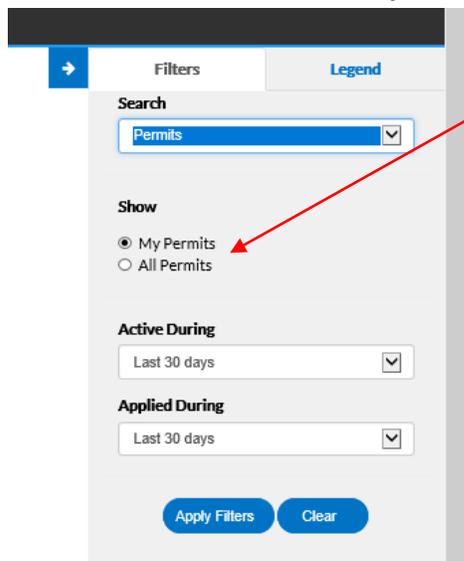
4. Click on the arrow on the right of the screen to open up the **Filters and Legend** box.



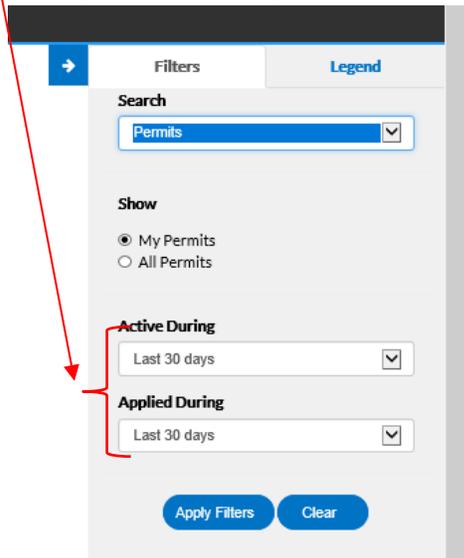
5. Click on the **Search** dropdown box and choose **Permits, Plans, Inspections, or All**.



6. Click on the radio buttons for **My Permits/My Plans/My Inspections** or **All Inspections**.



- Click on the **Active During** dropdown box and choose a time frame of **Last 30 Days, Last 60 Days, or Last 90 Days**. If the **Applied During** dropdown box appears, choose a time frame of **Last 30 Days, Last 60 Days, or Last 90 Days**.

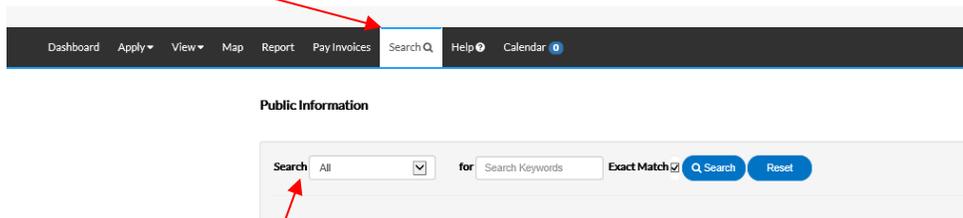


- Click **Apply Filters** button. Click on the Legend tab.



Searching for Plans/Permits/Inspections

- Click on the **Search** button in the black banner at the top of the page.



- Click in the **Search** dropdown box and choose **Plan, Permit, or Inspection**.
- Enter in **Keywords** in the box to the right.
- Click **Search**.
- Click on **All, Permit, Plan, or Inspection** under **Filter Results**.
- Click in the **Sort** dropdown box. Choose from the Sort choices.
- Click **Reset**.

Dashboard Navigation

- Click on the **Dashboard** button in the black banner at the top of the page.
- Click on a **Status Circle** that has a Permit, Plan, or an Inspection listed.
- Click on the **Permit Number, Plan Number, Inspection Number**.