CONTRACTORS: Want to get setup to submit, view, and pay for your permits and request inspections online in CommunityConnect?

3 simple steps to get started:

1. Contact the jurisdiction and make sure your company is setup in CommunityConnect (including any contractor licensing requirements specific to the jurisdiction). If you were previously submitting and paying for permits in Meritage Systems you will need to be added to CommunityConnect by your jurisdiction.
2. Get your email address to the jurisdiction so they can **add** you as a contractor for your company.
3. Open the email you get from CommunityCore and create your password so you can log in – *Make sure you click on the link in your email within **24 hours** to setup your profile and password.

Once you've logged into CommunityConnect, any permits associated with your company will be visible, you can create and submit permit applications and you can request inspections and see the status on those inspections (and past inspection history)! Helpful Tip: Bookmark the CommunityConnect website for easy access after you've completed your profile: https://app.communitycore.com

Important: Make sure you are using a Chrome Browser to work in CommunityConnect – it is optimized for this browser so if you try to work in another browser (Internet Explorer, Edge, Safari, etc.) you may not be able to see everything.

Basic Page Navigation:

Permits - View permits (both active and completed permits) associated with your company – you can look at where the permit is in the process, request inspections and view inspection history, permit details, etc. This is also where you apply for a permit.
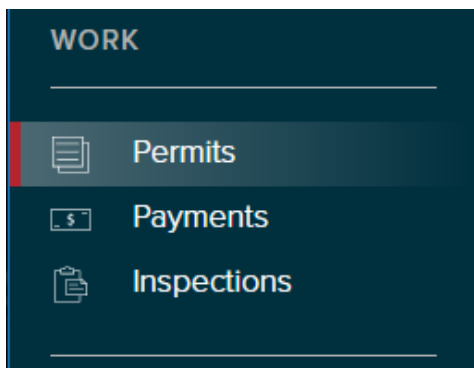
Payments – View and/or generate an invoice on your permit when there are fees due. Once your permit has been accepted by the jurisdiction and is ready for payment and issuance, this is where the fees for you permit are located and where you can make your payments.

Inspections – See all the permits you where you have an inspection scheduled or requested - check the status of your inspection request to see when the jurisdiction has accepted your request and scheduled the inspection. If your inspection request is denied, this is where you can see any notes about why the request was denied.

Applying for a permit: ⊕ Create Application

Click on the "Create Application" button at the top right side of the screen (if you happen to have access to multiple jurisdictions in CommunityConnect it will prompt you to select the jurisdiction). You will now be prompted to Complete the required permit information by following the 4 separate steps: Address, Contractors, General, and Permit Fields. **Key note: Please be sure to **Save Application** after each step to make sure the system saves your entries.

Address: This is where you'll select to Search for an existing address or add a new address (if the job site address doesn't already exist in the system). Please be sure to use the "Search for an existing property" option first and start typing at least 3 characters of the address to determine if the address is already in the system. If the address does not come up, select "Cancel" and use the "Add a new property" option. PLEASE be sure to fill out the fields for the Property Owner information on this page (and Property Occupant, if applicable).

Add Address to Application

⊕ Search for an existing property   ⊕ Add a new property

Contractors: As a Contractor Applicant, the system will assign you as the Primary Contractor. If you have separate trade contractors working on this permit, please add them by clicking on the "Add Trade Contractor" button. Select a trade (electric, plumbing, etc.) and then a contracting company name. If the trade contracting company has multiple contractors working for that company you can select an individual, but this is not a required field. **Key Note: If your trade contractor is not listed they may need to be added to the system by the jurisdiction. Please have your trade contractors contact your jurisdiction for jurisdiction specific licensing/registration requirements and to be added to the system.

Add a Trade Contractor ✕

Contractor Trade Type

Electric ⌄

Company Name

Skyview Electric ⌄

Select item...
Gotham Construction
Penguin Basements
Skyview Electric

Permit Type

Category

Select Item... ⌄

Permit Type*

Select Item... ⌄

Select Item...
Basement Finish
Electrical Permit - Residential
Fence
New Commercial Building
Roof
Shed

Description of Work

Description of Work

General: This is where you will select the permit type you are submitting, add your job description, etc. Please note that the Permit Types are listed alphabetically and If you want to filter permit types by Category, you can select a category – otherwise you can go straight to the Permit Types dropdown and select the permit type you are applying for (permit types are listed alphabetically) and the system will fill out the Category for you based on permit type.

Permit Fields: Please fill out any pertinent fields for your permit application – if a field is required it will be indicated with an asterisk * Quick note: Your jurisdiction may have ALL available fields shown on this page – as time goes on the jurisdiction will be able to customize to show only the required or necessary fields for each permit type. When in doubt, please be sure to include the Estimated Valuation for your application submittal (even if it isn't marked as required.)

Permit Fields

Estimated Valuation

27250

Basement - Finished SqFt

1500

Basement - Unfinished SqFt

350

Submitting your permit application:

A new feature of CommunityConnect is the ability to save your application and come back to edit/add/change information BEFORE you submit your application to the jurisdiction.

- You can save and continue to work on your application over time before submitting it to the jurisdiction – this is shown as a "Draft Application".
- A permit number will not be assigned to this application until that application is accepted by the jurisdiction. Until a submitted application is accepted by the jurisdiction, it will indicate a status of "Pending Review."
- Your application will not be visible to the jurisdiction until AFTER you have submitted your application.
- You will have the ability to delete an unsubmitted application, if you choose.

When you have completed all the information on your permit application, select the red "Submit Application" button at the bottom right. If this button is grey it indicates that a required field or required information has not been completed and you cannot submit this application until this is filled out.

The jurisdiction will receive your application and begin their review process. If the jurisdiction accepts your application, you will see a permit number get assigned. If they deny the application you will get a notice of the reason for the denial of the application. Once a permit is accepted it will be assigned a permit number and the additional tabs associated with your permit will be visible.

Basic Permit Navigation:

Click on the tabs at the top of the page to see the permit details, plan review comments/conditions, details, workflow (the process of the permit from submittal to completion), inspections, fees, etc.

Workflow Tab: Process/steps your permit goes through from start to finish – you can see the status of your permit in the process on this tab (in progress, on hold, completed, approved, etc.).

Details Tab: This is the details when you submitted your application (address, property owner, contractors, permit type, valuation, permit fields, etc.) Once you have submitted your application you cannot change most of these details – please contact the jurisdiction to request any changes if you see anything inaccurate or need to make changes to information you submitted for this permit.

Plan Review Tab: See comments or conditions associated during the review of any Plan Review type of step - you have the ability to add a comment to respond to the plan review comments and to download any documents that have been uploaded with those comments. If there are comments or conditions added during the plan review process you will get an email notifying you that a comment or condition has been added but you can also go directly to this tab to see the history of the comments or conditions and even respond with a comment on this tab. If any plan review steps were approved with conditions you can print the Plan Approval Letter from this tab to see the individual conditions on this letter.

Fees Tab: See the individual fees assessed and the balance due on this tab. Click on the "Actions" button to choose to print an invoice of the fees due. *Key note – Making a payment for any permit is done on the "Payments" screen, available by navigating to "Payments" on your left Work navigation area of the main CommunityConnect Page.

Transactions Tab: See the details of your payments, print or reprint your receipt on this tab.

Inspections Tab: This is where you can see the inspection list, request (and cancel) inspections, and view inspection history. See the Requesting inspections section below for detailed information on this tab.

Documents Tab: This is where you can print out your Issued Permit Document and your CO or CC documents when those steps have been completed.

Requesting an Inspection: Once you've clicked on the specific permit, navigate to the Inspections Tab at the top. You will be see the inspections available for this permit (and the most recent status, etc.) Click on the "Request" button and you will be presented with the inspections available for scheduling on this specific permit – select one (or more) inspections from this list to request and click on "Continue". On the next popup window, select your inspection date (and time window, if there are multiple options) and add any notes for your inspector, such as a contact phone number, access information, etc. Click on "OK" and your request will be submitted for the jurisdiction to approve and schedule.

Once the Jurisdiction has reviewed the requested inspection, you will receive an email from CommunityCore when your inspection has been scheduled, confirming your request. If there is any reason the inspection request was denied, you will receive an email stating the reason for the denial of the inspection request. Additionally, you can check back on CommunityConnect in the Inspections area to see the updated status of your individual inspection requests (Confirmed, Requested, Denied).

📄 **Payments**	18GOT-B00018	Above Ceiling Mechanical	1251 Lemay Avenue, Fort Collins	10/31/2018	Confirmed
📋 **Inspections**	18GOT-B00018	Underground Plumbing	1251 Lemay Avenue, Fort Collins	11/02/2018	Requested

Inspection History:

Inside each permit you can even see your detailed inspection results and any comments/corrections from the inspector by selecting "Inspection History" under the "All Inspections" dropdown on the inspections tab. These results are updated as soon as they are completed by the inspector in the system. Additionally, you have the ability to download your inspection history with the "Download Results" button.

All inspections ⌄

Select item...
All inspections
Inspection History

📄 Download Results

Cancelling an inspection:

📅 Cancel

You can cancel a requested or scheduled inspection from this page by clicking on the Cancel button, where you will be prompted to select which scheduled inspections you want to cancel and then asked to note a reason for the cancellation. We highly recommend you contact the Jurisdiction directly to cancel an inspection that is scheduled for the current day as inspectors may already be in the field and need sufficient time to re-arrange their schedule and to avoid having an inspector arrive at your site after you've cancelled an inspection.

Select Inspections

18GOT-B00029

☐	STEP NAME	INSPECTION NAME	INSPECTION DESCRIPTION	SCHEDULED
☑	Building Inspections	Rough Plumbing		01/31/2019
☐	Building Inspections	Underground Electric		01/31/2019

Cancel Inspections ✕

Cancel: *Rough Plumbing* Inspections

Please enter a reason.

OK   Cancel