

# Online Building Permit, Plan Check and Inspection Request Services

## FREQUENTLY ASKED QUESTIONS AND ANSWERS

In order to assist our customers to use our online services, we are providing these “Frequently Asked Questions and Answers” to clarify the procedures. It should be noted that this section is under construction, so more questions and answers will be added in the future.

**1. Question:** How do I get started?

**Answer:** First you need to go to the “Online Building and Inspection Request” web page. Then, you create an online account by clicking on “Create an Account” button located on the left panel of that page.

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**2. Question:** Which project can be applied as “Simple Permit”?

**Answer:** Any projects, that do not require plan checks, can be applied online as “Simple Permit”. Please click on “Application for Simple Permit Without Design Drawing” button located on the “Online Building and Inspection Request” home page for a list of types of work to be issued a permit online.

Upon completing the online permit application and paying for the permit, you will receive an electronic copy of the Building Permit that must be posted on the job site

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**3. Question:** Do I need to submit any documents for “Simple Permit”?

**Answer:** If you are a contractor, worker’s compensation insurance certificate and Santa Clara business license are required.

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**4. Question:** How do I pay?

**Answer:** You can click on the “Checkout” tab located on the “Account Home” page to pay for your unpaid permit or application.

- For “Simple Permit”, you can only pay online by credit card since the permit will be issued online.
  - For other applications with design document, after the application is reviewed and accepted, you are required to pay the plan review fee by either credit card or delivered check. Upon receiving your payment, a Building Plan Check number (same as Building Permit number) will be issued to you.
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**5. Question:** Is it necessary to hire a contractor before applying a building permit online?

**Answer:** No, an owner can obtain a permit as an owner-builder.

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**6. Question:** On the owner-builder declaration do I need to mark all of the items on the form?

**Answer:** Yes, it is required by State of California.

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**7. Question:** Can I schedule inspections for my active permit which was applied for online?

**Answer:** Yes. If the project was applied online, your active permit shall be listed on your online account after permit issuance. On "Active Permits" page, you can click the "Inspections" button on the left side of the permit information line to schedule for inspection online. Also, you can click on "Inspection Request" button located on the left panel of the "Online Permit Center" page for scheduling inspections online.

**Online Permit Center - Windows Internet Explorer provided by City of Santa Clara**

CITY OF SANTA CLARA California

Logged in as: David Tran  
[Log me Out](#)

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Active Permits | Open Applications | Checkout

**Active Permits**

The Active Permits section contains all open building permits for your login account. To review the permit information or manage inspections on the permit, click the "Inspections" button on the left side of the permit information line.

To add another existing permit to your account, enter the information below and click the "Add Permit" button. You only need to enter the year and permit number (e.g. 2009-12345)

**NOTE:** If you need to update submitted documents on a Permit Application, use the "Open Applications" tab to submit documents.

Permit #: BLD  (e.g. 2010-12345)  
[Add Existing Permit to Account](#)

	Permit #	Status	Unpaid Fees	Address	Description
<a href="#">Inspections</a>	BLD2011-22456	Active Permit	\$0.00	1290 BENTON ST	Reroofing
<a href="#">Inspections</a>	BLD2011-22457	Active Permit	\$0.00	1260 BENTON ST	Reroofing
<a href="#">Inspections</a>	BLD2011-22458	Active Permit	\$0.00	1450 BENTON ST	Service Up
<a href="#">Inspections</a>	BLD2011-22459	Active Permit	\$0.00	1450 BENTON ST	Water Hea
<a href="#">Inspections</a>	BLD2011-22460	Active Permit	\$0.00	1260 BENTON ST	Service Up
<a href="#">Inspections</a>	BLD2011-22461	Active Permit	\$0.00	1290 BENTON ST	Reroofing
<a href="#">Inspections</a>	BLD2011-22477	Active Permit	\$0.00	1450 BENTON ST	(N) Furnac
<a href="#">Inspections</a>	BLD2011-22493	Active Permit	\$0.00	990 BENTON ST	Service Up
<a href="#">Inspections</a>	BLD2011-22494	Active Permit	\$0.00	3000 BENTON ST	Water Hea
<a href="#">Inspections</a>	BLD2011-22495	Active Permit	\$0.00	2951 BENTON ST	Reroofing

**Click either these buttons to schedule inspection for your active permit online**

8. **Question:** Can I schedule inspections for my active permit which was NOT applied for online?  
**Answer:** Yes. However, you need to create an online account first. It is important that you check the "Request Validation" located on the last line of the online account information.

Online Permit Center - Windows Internet Explorer provided by City of Santa Clara

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Login Name:

Password:

**Log me In**

[Forgot User Name](#)

[Forgot Password](#)

[Create an Account](#)

Login to access existing applications and permits, manage inspections, access plan review comments, or create additional permits and applications for your account.

[Online Permit Home](#)

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To create a new account for accessing your permit information online, please enter the following information and press the "Create New Account" button. **RED** are required values.

**User Name:**  **Name Available**

**Password:**  (min. of 6 characters with at least 1 number or special symbol)

**Confirm Password:**

**Company Name:**

**License No.:**

**First Name:**

**Last Name:**

**Address:**

**City:**

**State:**

**Zip Code:**

**Primary Phone:**  (xxx-xxx-xxxx)

**Mobile Phone:**  (xxx-xxx-xxxx)

**FAX Phone:**  (xxx-xxx-xxxx)

**Email Address:**

**Request Validation:**  To add existing permits to your account, staff must validate your registration.

[Create New Account](#)

**Remember to check "Request Validation" if you want to schedule inspection for your active permit which was not applied online**

After verification of your information, the City staff will validate your registration. An email will be sent to you notifying that you can add any permit, which was not applied for online, to you account. After adding the permit to your online account, you can schedule inspections for that permit online.

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To add another existing permit to your account, enter the information below and click the "Add Permit" button. You only need to enter the year and permit number (e.g. 2009-12345)

**NOTE:** If you need to update submitted documents on a Permit Application, use the "Open Applications" tab to submit documents.

**Permit #:**  (e.g. 2010-12345)

[Add Existing Permit to Account](#)

**Enter the permit number in the box and click the button below**

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