



ecity

www.mississauga.ca

Managing Applications

User Manual

Revised: November 1, 2005

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Information contained in this manual is subject to change without notification

Contact Information

email : eplanbuild.info@mississauga.ca

Description of Service

The City of Mississauga is committed to being known as the city most connected to its residents and clients and our new **eCity Web Portal** is the mechanism chosen to achieve this goal.

The Plan and Build eServices Centre is the vehicle that the Planning and Building Department uses to deliver services online. The **View Building Permit App Status, View Development App Status, Schedule Inspections, and My Applications** are features that provide applicants with the ability to manage their development and building applications that have been submitted to the Planning and Building Department. The intent of providing these services to our clients is to allow people to 'serve themselves' in the convenience of their offices or homes via the Internet. Clients will have real time access to application status information and conditions to facilitate a quicker review process. Consequently, we hope to reduce the amount of walk in traffic and status inquires so staff can focus attention on processing applications.

At the time of submission for either a Building Permit application or Development application, the client will receive a *WEB Access Report*. This report contains application information along with a WEB Access ID number. The applicant uses the application number and WEB Access ID number together in order to access application information on our web site.

View Building Permit App Status

This feature provides the public with the ability to access building permit application status information such as all outstanding conditions and inspections, 24/7. The information is presented in 'real time'. There is, however, a 2 hour time delay for updates. This means that if you look up your application status/condition information at 10:00 am and the plans examiner or planner updates that same condition at 10:01 am, you will not see that change for 2 hours. Conditions are 'cached' when you first look at them for speed purposes.

View Development App Status

This feature allows clients the ability to access development application status information including all outstanding conditions 24/7. This service includes all comments and conditions from all circulated agencies where they have chosen to enter conditions through eCity. The Region of Peel, school boards and Conservation Authorities are a few such agencies. The information is presented in 'real time'. There is, however, a 2 hour time delay for updates. This means that if you look up your application status/condition information at 10:00 am and the plan examiner or planner updates that same condition at 10:01 am, you will not see that change for 2 hours. Conditions are 'cached' when you first look at them for speed purposes.

Schedule Inspections

Site personnel can schedule inspections **before**, during, and **after** normal business hours. This feature is available to any one who has the Application WEB ID and Application number. Inspections can be scheduled for the following business day up to midnight.

My Applications

This feature will allow clients to bookmark applications so they need not enter the WEB Access ID number and application number each time they wish to view their application status. Additionally, this feature contains the **Notify Me** option. This option automatically sends an email informing of changes in application activity status.

[How do I Register to use this Service](#)

Registering and creating a portal account is the best way to utilize our **Plan and Building eService Centre**. To access Application related services, registration is NOT mandatory. However, you will find that it is to your benefit to create an account. To create an eCity Web Portal account, simply follow the steps below.

Step 1 - How do I Create a Portal Account

Create an eCity portal account by visiting www.mississauga.ca and click on the *Register Here* link

Search GO Quick Links

SHOP | 0 item(s) in Cart | Checkout | Print Friendly Version | Contact Us

City of MISSISSAUGA
Leading today for tomorrow
Ontario, Canada

Blowing snow
Current Temp. -9° 5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

EVENTS

« JANUARY 2004 »

S	M	T	W	T	F	S
				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

UPCOMING EVENTS

Jan 30 [IceDogs vs. Windsor Spitfires](#)

MAILING [sign up for](#)

Home **Click on Register Here link**

Welcome to the City of Mississauga

 The City of Mississauga is celebrating its 30th anniversary in 2004. Mississauga is Canada's sixth largest city with a population of more than 680,000.

With well-established infrastructure and state-of-the-art facilities, the City delivers quality municipal programs and services to its citizens. Mississauga is ranked as a top 100 employer and recognized as Canada's safest city.

PRESS RELEASES

 **[Mayors Ask Province For Sustainable Revenue And Independent Review of Municipal Pressures](#)**

Jan 23, 2004

BULLETIN: SNOW CLEARING OPERATIONS



All City equipment is working to clear the roads. Major roads and collector routes are cleared first. The City tries to have all roads cleared within 24 hours after the end of a winter storm. Heavy snowfalls or successive storms can extend this to 48 hours or more. Please remember to remove parked cars from City streets during plowing operations. If vehicles are not removed, and are found to contravene the Parking By-law (3 hours maximum parking on the street unless otherwise posted), they will be towed. We appreciate your patience.

- [Snow Clearing Operations](#)

Step 2 - Complete Registration Process

Complete the Registration Information screen and *Submit*. You will receive a confirmation email of successful registration.

Tip: create a username that is easy to remember and one that reflects your agency. Usernames and passwords are case sensitive.

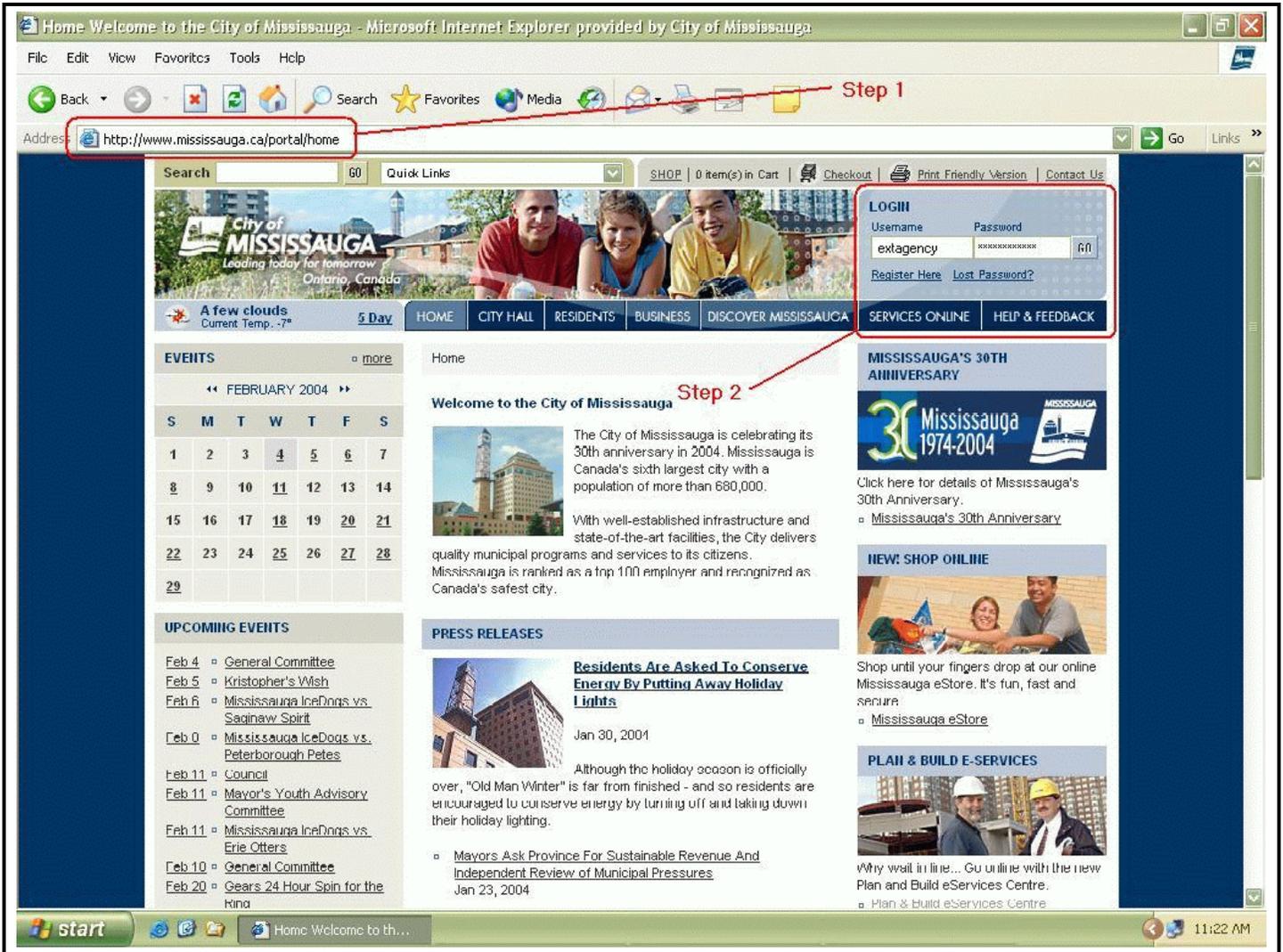
Tip: email is unique and you can only create one account with one email address.

PROFILE	Profile
Billing Information	
Digital Downloads	
Mailing Lists	
Order History	
Personal Information	
View/Edit Personalized Page	
Profile Home	
Alerts	
Shipping Information	

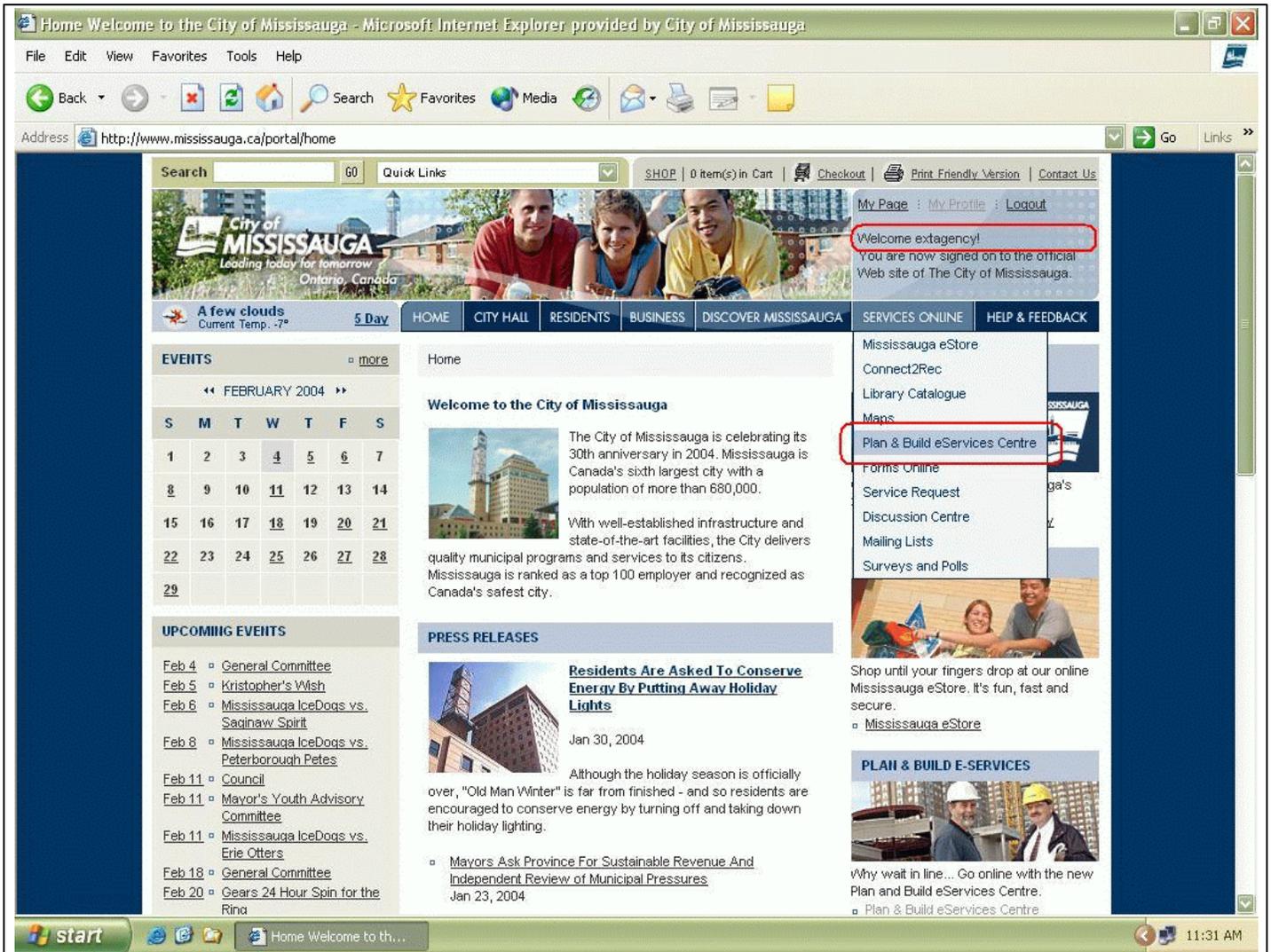
Profile Home	
REGISTRATION	
Please fill in the information below to complete the registration process. Please note that the Username and Email Address must be unique.	
Required Information	
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Password Reminder Question:	Mother's Maiden Name <input type="button" value="v"/>
Answer:	<input type="text"/>
Email Address:	<input type="text"/>
Confirm Email Address:	<input type="text"/>
Optional Information	
Company Name:	<input type="text"/>
Phone Number:	<input type="text"/>
Phone Type:	Residential <input type="button" value="v"/>
Fax Number:	<input type="text"/>
Mobile Email:	<input type="text"/>
Ward:	Select Ward <input type="button" value="v"/>

Login and Access Plan and Build eServices Centre

Once you have your *Username* and *Password*, you may access this service by visiting www.mississauga.ca and log in using your newly created username and password.



After you have successfully logged into the eCity portal you need to navigate to the **Plan and Build eServices Centre**. We do have a friendly URL that you can access directly by creating it as a desktop icon or by saving it to your Favourites. www.mississauga.ca/portal/services/planbuild



Managing Building Permit Applications/Permits

Update – Bill 124 and Plan and Build eServices

The implementation of Bill 124 has resulted in numerous changes to our business procedures. This manual is NOT intended to address those changes that deal specifically with the application acceptance process. This manual was designed to assist you manage your applications after submission.

One of the ways we hope to meet these mandated processing times is to 'offload' traditional 'in person' services to our web based online service. The Plan and Build eService Centre has been live since November 2003 and has proven success. The public has embraced these offered services and we are on the cutting edge in providing online services for our clients. Therefore, we feel that by shifting more of our service delivery to this channel we can better meet the new processing time expectations.

We have introduced a number of upgrades to our Plan and Build eServices Centre to aid in meeting these new legislative requirements.

- When you declare an application as complete, you will NOT receive an application WEB Access ID Report at the time of application. Rather, this document will be sent after we have completed the *first* review of your application. Since we are not subject to time constraints, we can afford the luxury of dealing with outstanding conditions, revised drawings, or changes during the initial application processing review.
- Accessing application status information will soon require that you to create a portal account. By creating such an account, you will be able to utilize *My Applications*. Use of this feature is explained below and boasts a number of options that will make application management easier.
- Creating a portal account and registering with the City of Mississauga will automatically subscribe you to receive email information on application process changes and is the best way for you to track your application.

In order for us to meet mandatory processing times, we have altered our internal process of application tracking to accommodate a critical path tracking. As a result, all applications will be assigned to specific examiners by a supervisor. The applications will be displayed on the web with the examiner's name and contact information. However, the examiner will not have started review at this time. **DO NOT CALL THE EXAMINER**. By subscribing to *My Applications/Notify Me*, you will receive an email when the examiner has completed the review and has prepared comments. Calling them before this email is received impedes our processing of your application.

First Time Application Look Up

Obtaining Application Status Access Report

Before you can look up an application or schedule an inspection, you will need your *WEB Access ID*. At the time of application, you would have received a WEB Access ID report (displayed below):

APPLICATION STATUS ACCESS REPORT



City Of Mississauga
Planning and Building Department
300 City Centre Drive
Mississauga, ON L5B 3C1
Tel : (905) 896 5619
Fax : (905) 896 5638

Dear Applicant,

This report contains information that will allow you to access application status information via the Internet. You will require your Application Number and WEBID to access this information. It is the applicant's responsibility to maintain the privacy of the application status information.

To access this application on the Internet, please visit www.mississauga.ca/ceet/SERVICES_ONLINE/PLAN_AND_BUILD_SERVICES_CENTRE/NEW_BUILDING_PERMIT_APP_STATUS. You can then enter your application number and WEBID to retrieve current application status information.

Be sure to register once you get to our site. This will allow you to take advantage of two important features: My Applications will allow you to bookmark the Application Number and WEBID so that you do not have to re enter the information each time you wish to check your application status. The other feature is Notify Me. Registered portal users can subscribe to this service that will send you an email each time an application activity is updated by City Staff.

Application Number: WEBID:

Application Information

Location of Application : 6885 KENNEDY RD
Application : BP NEW DM 1764 COM
Application Status : APPLICATION IN PROGRESS
Application Date : September 9, 2004
Application Scope : NEW BUILDING
Application Type : MULTI-TENANT INDUSTRIAL

Property Information

Address : 6885 KENNEDY RD
Legal Description : PLAN M1011 BLS 15,19,20 PART BLS 15,16,17 RP43R20859 PARTS 2,3,4
Roll Number : 2105-040-117-01500-0000

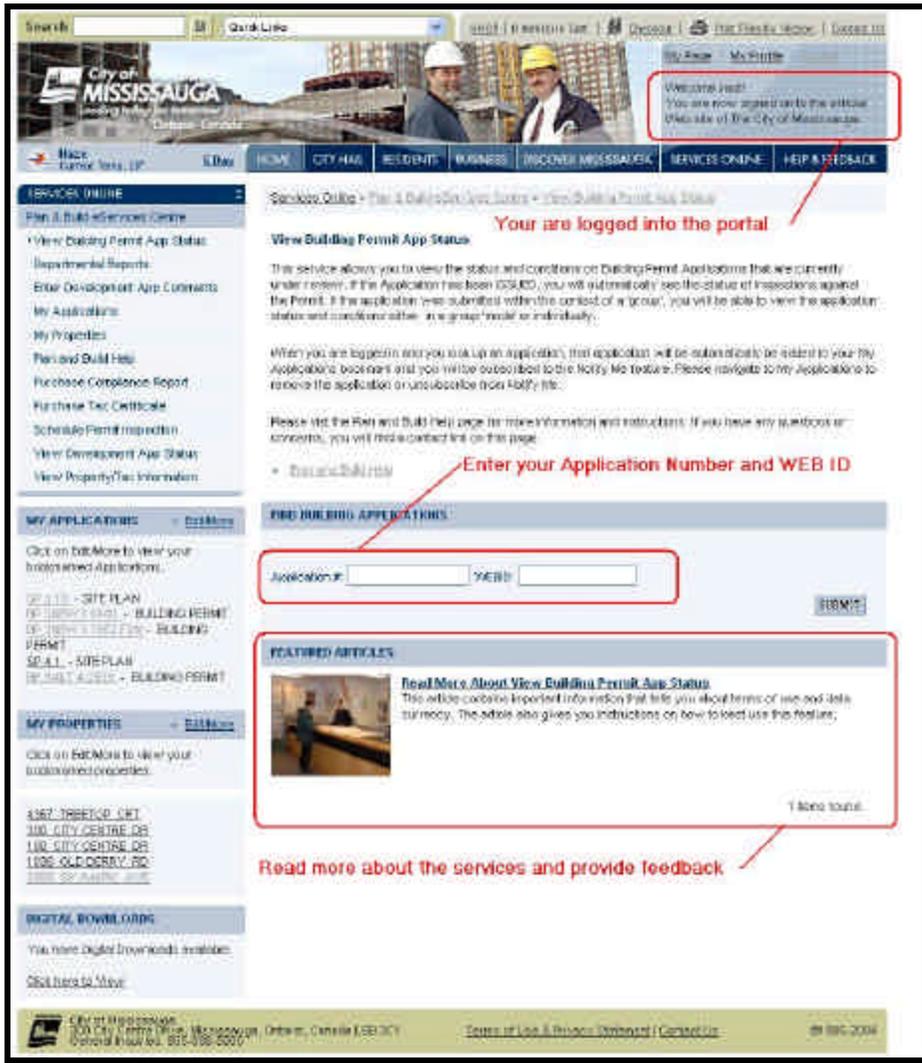
Date: September 15, 2004 Page: 1

If you do not receive an Access report, contact the Building Division Customer Services Section at (905) 896 5619 or the Planning Division at (905) 896 5511.

If you have more than one application and you require a listing of all of your WEB Access IDs, call the above provided contact numbers to inform us of this and an email of this report can be made available to you.

View Building Permit App Status Page

At this point, you have logged into the portal using your portal account username and password and you have navigated the **View Building Permit App Status** page. Note that this process of looking up applications is the same as **View Development App Status**. Enter your Application Number and Web ID in the fields displayed on the screen. Only enter the values from the Access Report that appears in the boxes. Note that your WEB ID is an alpha/numeric value therefore it is essential to distinguish between letters and numerals example, zero from the letter “o”



Once you enter your permit application number and WEB ID, you will be taken to one of (3) pages:

- Where your application status is IN PROCESS or WITHHELD, you will see the *Application Status* page as well as application conditions and staff assignments
- Where your application status is IN PROCESS or WITHHELD and has been submitted to a *Group*, you will be taken the *Group Application Status* page to view staff assignments and conditions (displayed in a group format)
- Where your permit has been ISSUED but not COMPLETE (all inspections signed off), you will be taken to the *Permit Status* page where you will see Inspection Results.

Navigating Application Status Pages

Here you see screen prints of the (3) different flavours of application/permit status.

Application Status Page - Single

1. To View ALL conditions press click on this link.

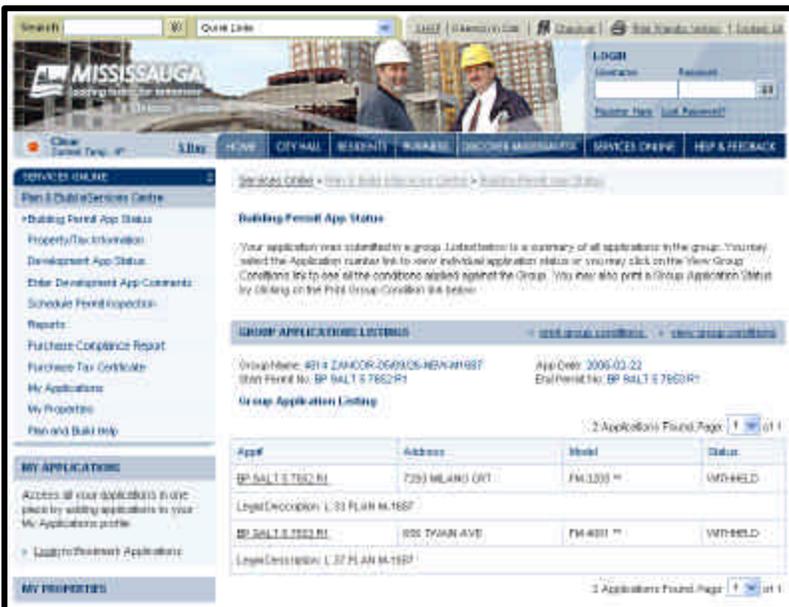
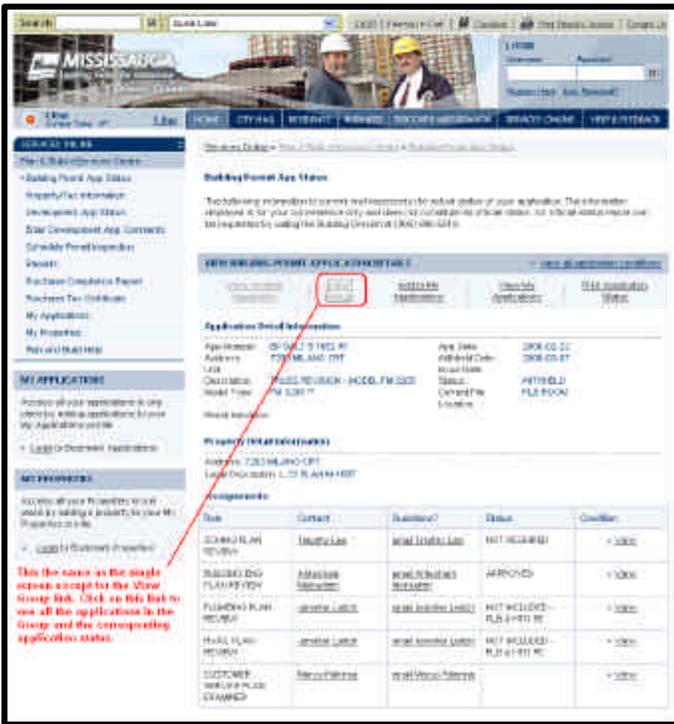
2. To print an Application Status Report, click this link.

3. To add this application to your MY APPLICATIONS, click this link.

4. Assignments - click on the Contact link to see contact information. Click on Questions link to send an email. Click on View see conditions for that role only.

Role	Contact	Questions?	Status	Condition
ZONING PLAN REVIEW	Timothy Lee	email Timothy Lee	WITHHELD	View
BLDG ENGINEERING PLAN REV	Carlo Abballe	email Carlo Abballe	WITHHELD	View
PLUMBING PLAN REV	Bruce Atrie	email Bruce Atrie	APPROVED	View
HVAC PLAN REVIEW	Bruce Atrie	email Bruce Atrie	WITHHELD	View
FIRE PLAN REVIEW	Rick Beaty	email Rick Beaty	APPROVED	View
CUSTOMER SERVICE PLAN EXAMINER	Marco Palermo	email Marco Palermo		View

Application Status Page – Group



Application Status Page – Group

The screenshot shows the eCity interface for 'Building Permit App Status'. The top navigation bar includes 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. The left sidebar contains 'SERVICES ONLINE' and 'MY APPLICATIONS' menus. The main content area displays the following information:

Building Permit App Status

The following conditions are applicable to your group applications. Only the conditions with a 'WITHHELD' status need to be addressed prior to the issuance of the permit. Please use the drop down lists to filter your conditions by plan examination role and condition status.

GROUP APPLICATIONS ASSIGNMENTS [print group conditions](#) [view group listings](#)

Group Name: 4814 ZANCOR-05/09/26-NEW-M1687 App Date: 2006-02-22
 Start Permit No: BP 9ALT 5 7652 R1 End Permit No: BP 9ALT 5 7653 R1

View Conditions by:

Permit / Lot Conditions

Role	No	Status	Conditions
ZONING	1	NOTE	A zoning review is NOT REQUIRED provided that the truss revision does not effect the external design with respect to the height, size or look of the dwelling.
Applies to: 5 7652 R1 L 33 PLAN M-1687 5 7653 R1 L 37 PLAN M-1687			
BLDENGPE	1	NOTE	BUILDING ENGINEERING Plan Examination has completed review of your application and has no further comments except as noted on the drawings.
Applies to: 5 7652 R1 L 33 PLAN M-1687 5 7653 R1 L 37 PLAN M-1687			
PLUM	1	NOTE	This section has completed its review and plumbing is not included.
Applies to: 5 7652 R1 L 33 PLAN M-1687 5 7653 R1 L 37 PLAN M-1687			
HVAC	1	NOTE	This section has completed its review and HVAC is not included in this permit.
Applies to: 5 7652 R1 L 33 PLAN M-1687 5 7653 R1 L 37 PLAN M-1687			
CUST SER	1	WITHHELD	Permit Fee : To be determined Deposit : \$ 75.00 ----- ----- Balance : To be determined
Applies to: 5 7652 R1 L 33 PLAN M-1687 5 7653 R1 L 37 PLAN M-1687			

Model Conditions

Role	No	Status	Conditions
BLDENGPE	1	NOTE	BUILDING ENGINEERING Plan Examination has completed review of the MODEL and has no further comments except as noted on the drawings. Note: there maybe additional LOT specific conditions listed below.
Applies to: FM 3205 ** Elevation(s): A, B			

Here we have conditions that are linked to ALL applications in the group; these are subdivided into conditions that are **Permit/Lot** specific (zoning, spatial separation, etc.) and conditions that are **Model** specific (usually building code related items).

You can also print an *Application Status* report by clicking on *Print Group Conditions* link.

You can also navigate back to the previous listing page by pressing the *View Group Listings* link.

Permit Status Page

Services Online > Plan & Build eServices Centre > Building Permit App Status

Building Permit App Status

For issued permits you are able to view the Inspection status. This page displays a summary of the inspection disciplines that have been assigned to your permit along with the current status. To view inspection results for all the disciplines, please use the View All Inspection Results link below. You may also schedule an inspection for this permit by using the Schedule Inspection link.

VIEW BUILDING PERMIT DETAILS

[View Another Application / Permit](#) | [Add to My Applications](#) | [View My Applications](#) | [Print Permit Status](#) | [Schedule Inspection](#)

Application Detail Information

App Number: BP 3ALT 5 4635 ALT Status: ISSUED PERMIT
 Address: 2695 NORTH SHERIDAN WAY Model Type:
 Unit: 2-FLR/PRT 1-FLR Issue Date: 2005-02-21
 Permit Elevation:
 Description: INTERIOR ALTERATIONS-SERONO
 Legal Description: CON 1 SDS PT LOT 35 RP 43R16136 PARTS 1-33

Assignments

Role	Inspector	Status	Sign Off	Inspections
BLD INSP - FINAL SIGN-OFF	Mike Dubois	COMPLETE - FINAL INSP SIGN OFF	Yes	View
HTG INSP - FINAL SIGN-OFF	George Savvides	COMPLETE - FINAL INSP SIGN OFF	Yes	View
PLG INSP - FINAL SIGN-OFF	Roger Luemae	COMPLETE - FINAL INSP SIGN OFF	Yes	View
FIRE INSP - FINAL SIGN-OFF	Jacques NJ Lehoux	IN PROCESS	No	View

1. You can view ALL inspection results for all disciplines by clicking on view all inspection results link.

2. You can schedule an inspection by clicking on this link. You will be taken to the Schedule Inspection page.

3. You can print a report of all inspection results

4. You can add this application to your My Applications (you need to login)

5. The Assignments block shows all Inspector assignments. You can see contact information by clicking on the Inspector name link. You can view individual inspection results by clicking on the View link.

Printing and Sending Application Status Reports

You can print and/or send *Application Status* reports from any of the above screens. You also have the *Application Access Status* report that can be shared with other design or building professionals working on your project. We provide the applicant with the *Application Access Status* reports which contains the web access ID. Note that the Applicant is the authorized agent of the owner and it is up to the Applicant to decide if they wish to share the access ID report with other building professionals.

To print *Application Status* reports, simply click on the *Print Application Status Report* link from the above pages. We have produced a report that closely matches the *Application Status Reports* that you would traditionally receive in the mail. You can send the *Application Status Report* to another person by selecting the PDF format of the document using an installed print PDF driver.

Tip: There are a number of free PDF writers available on the Internet such as PRIMO PDF Writer.

Below is a sample of the Application Status Report generated from eCity.



Schedule Inspections

This feature allows you to schedule an inspection on *Issued* permits only. You will once again require your WEB ID and application number to access this module. Currently, we are only taking inspection requests that have a Building, Plumbing or HVAC component. You cannot schedule inspection requests for Fire Prevention inspectors assigned to issued permits.

You can access this service from the left menu on the Plan and Build eServices Centre page or you can access it directly using our friendly URL: <http://www.mississauga.ca/portal/services/scheduleinspection>

[Login to Bookmark Applications](#)

MY PROPERTIES

Access all your Properties in one place by adding a property to your My Properties profile.

[Login to Bookmark Properties](#)

SCHEDULE INSPECTION

Building*: 2695 NORTH SHERIDAN WAY 1

Legal Description: CON 1 SDS PT LOT 35 RP 43R16136 PARTS 1-33

Requestor: Bob The Builder 2

Phone: 9058967788 3

Type*: BLD INSR-FRAMING INSPECTION PT 9 4

Preferred Date*: 2006/03/13 5

Unit: 2-FLR/PRT 1-FLR

Instructions: Max 255 Characters:

Test of scheduling an inspection:

6

7

Application Detail Information

Application: BP 3ALT 05 4635 ALTERATION PARTIAL ONLY

Address: 2695 NORTH SHERIDAN WAY

Unit: 2-FLR/PRT 1-FLR

Status: ISSUED PERMIT

Model Type:

Issue Date: 2005-02-21

Description: INTERIOR ALTERATIONS-SERONO

Inspection Results

View All Types 21 Inspections found Page: 1 of 1

Insp Date	Type	Address	Unit	Result
Not Completed	FIRE INSP FOLLOW UP	2695 NORTH SHERIDAN WAY	2-FLR/PRT 1-FLR	
Not Completed	FIRE INSP FOLLOW UP	2695 NORTH SHERIDAN WAY	2-FLR/PRT 1-FLR	
2005-10-11	DORMANT INSPECTION RECALL	2695 NORTH SHERIDAN WAY	No Units	PASS
2005-09-23	FIRE INSP FOLLOW UP	2695 NORTH SHERIDAN WAY	2-FLR/PRT 1-FLR	RECTIFIED
2005-09-15	PREARRANGE TEST BLD SERV&FINAL	2695 NORTH SHERIDAN WAY	2-FLR/PRT 1-FLR	FAIL

1. Select the Building address from the dropdown. If the permit is attached to a semi or row dwelling with multiple addresses, beside to select the correct address.

2/3. Enter you name and phone number. If you are logged in, this will be populated from you portal profile.

4. Select the Inspection Type

5. Select the Inspection Date (system will not permit weekend or holiday schedulings)

6. Enter any instruction information for the Inspector.

7. Press the Submit button.

My Applications

The **My Applications** feature is your best way to manage multiple applications.

Once you have logged into the portal, navigate to the **View Building Permit App Status** View page as described above. Look up your application number and WEB ID, press the *Submit* button. Once you do this, the combination of the Application Number and WEB ID is automatically saved to your **My Applications** area. You do not need to subscribe to this service separately; it comes packaged with your portal account.

If your application happens to have been submitted in a *Group*, where there are other applications grouped together at the time of submission to the Building Division, looking up any one of the applications in this group will result in all applications and WEB IDs being saved to **My Applications**.

Once the system has added your application number and WEB ID to **My Applications**, it will also automatically subscribe you to **Notify Me**. This feature sends you an email each time there is a change to an Activity that is associated with your application. For instance, once your application has been reviewed in the Zoning Section, the examiner will update the Activity status. This will then initiate an email response informing you of the status change as well as providing a link in the email to view the conditions.

Once you have added a number of records you can make *My Applications* your first stop when visiting Plan and Build eServices Centre.

To access the *My Applications* page, log in to the portal, navigate to Plan and Build, select *My Applications* from the left hand navigation menu or click on the *Edit/More* link in the My Applications narrow portlet box.

The screenshot shows the City of Mississauga eCity portal. The top navigation bar includes 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. The 'SERVICES ONLINE' menu is expanded, showing 'My Applications' selected. The 'My Applications' section displays a list of applications with columns for application number and type. A red box highlights the 'Edit/More' link in the top right of the 'MY APPLICATIONS' section. Red annotations with arrows point to the 'SERVICES ONLINE' menu item (Step 2), the 'My Applications' menu item (Step 3), and the 'Edit/More' link (Step 4). A 'Step 1' annotation points to the user profile area at the top right, indicating the user is logged in.

Step 1 - Log into the portal

Step 2 - Select Service Online / Plan and Build eServices

Step 3 - Select My Applications

Step 4 - Press the Edit/More link to see an expanded view

Expanded Screen

City of MISSISSAUGA
Leading today for tomorrow
Ontario, Canada

Partly cloudy
Current Temp. 14°
5 Day

HOME CITY HALL RESIDENTS BUSINESS DISCOVER MISSISSAUGA SERVICES ONLINE HELP & FEEDBACK

My Page : My Profile : Logout
Welcome Jack!
You are now signed on to the official Web site of The City of Mississauga.

Services Online > Plan & Build eServices Centre > My Applications

My Applications

MY APPLICATIONS

Need to add a new building application? click [Add Applications](#).

Building Applications

3 Applications found. Page: 1 of 1

	Applications	Address	Legal Description	Status	Notify
<input type="checkbox"/>	BP 9ALT 4/2939	1541 HAIG BOULEVARD	PLAN 545 LOT 6	WITHHELD	Y
<input type="checkbox"/>	BP 3NEW 3 7652 FDN	4120 DIXIE ROAD	PLAN 381 PT LOTS 11 TO 15 RP 43R18092 PARTS 1,2	ISSUED PERMIT	Y
<input type="checkbox"/>	BP 3NEW 3 6642	820 BANCROFT DRIVE	CON 2 WHS PT LT 6 & PT LT 7, 43R14431 PT OF PT 17, 43R18805 PT OF PT 4, 43R24953 PT 2, LESS 43R23077 PT 15	WITHHELD	Y

3 Applications found. Page: 1 of 1

REMOVE SELECTED **NOTIFY ME**

Use this link to toggle between Building Permit and Development apps

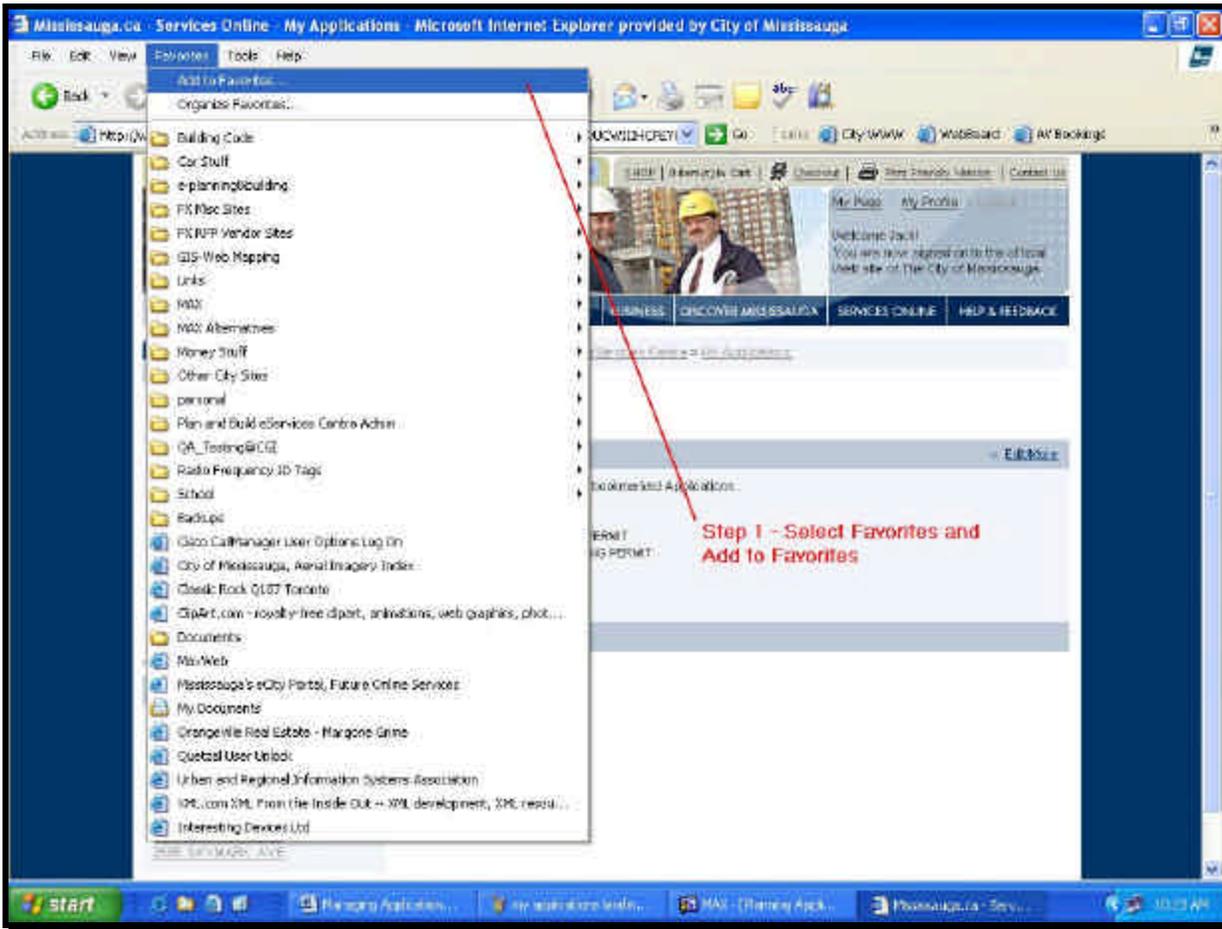
Use links to sort My Application records

Use these buttons to delete records or unsubscribe from Notify Me

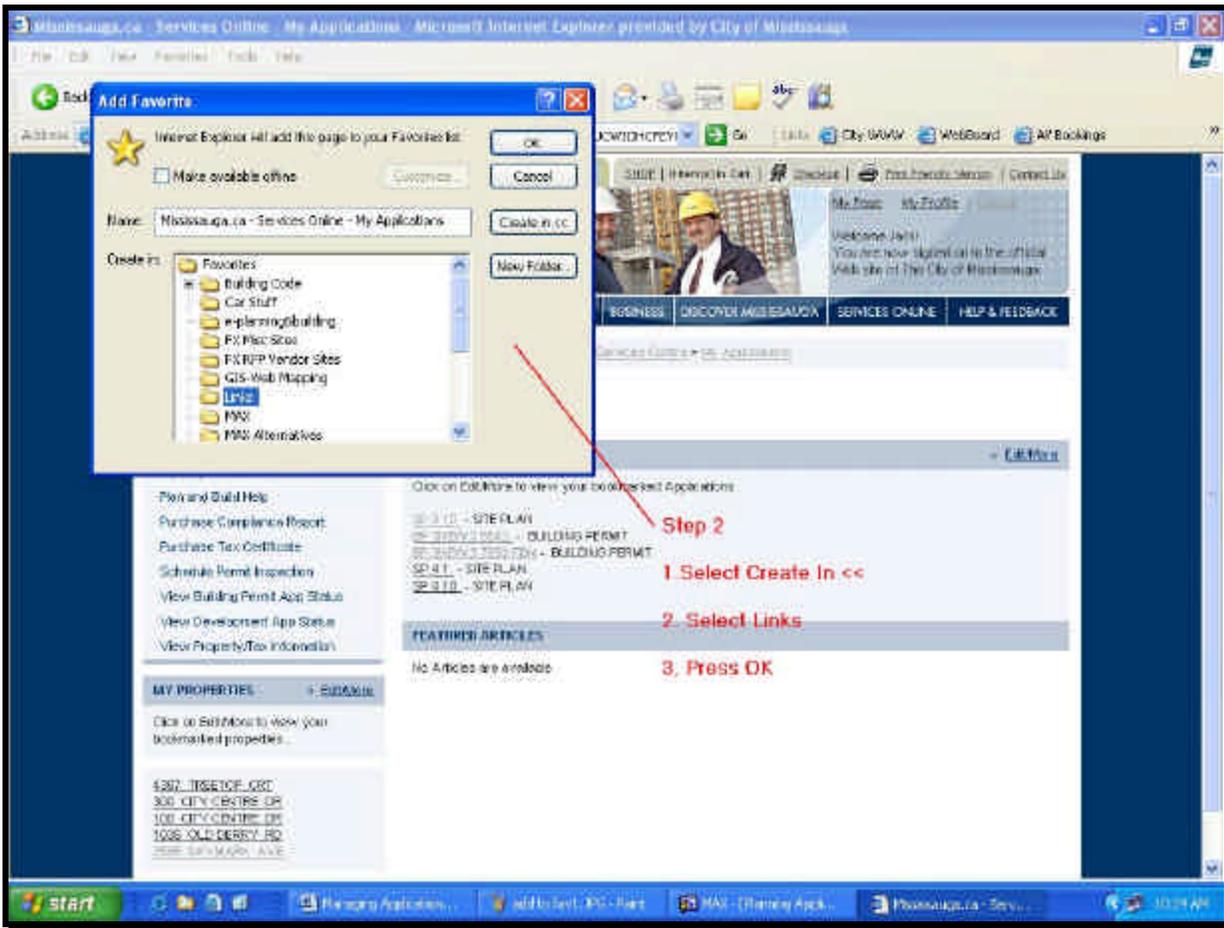
Tip:
For direct access to **My Applications**, save the above page as a **Favourite** and then send the link to your desktop. This way you only need to double click on the desktop icon and log in.

Step by Step instructions are found below and will work for Internet Explorer 6.0:

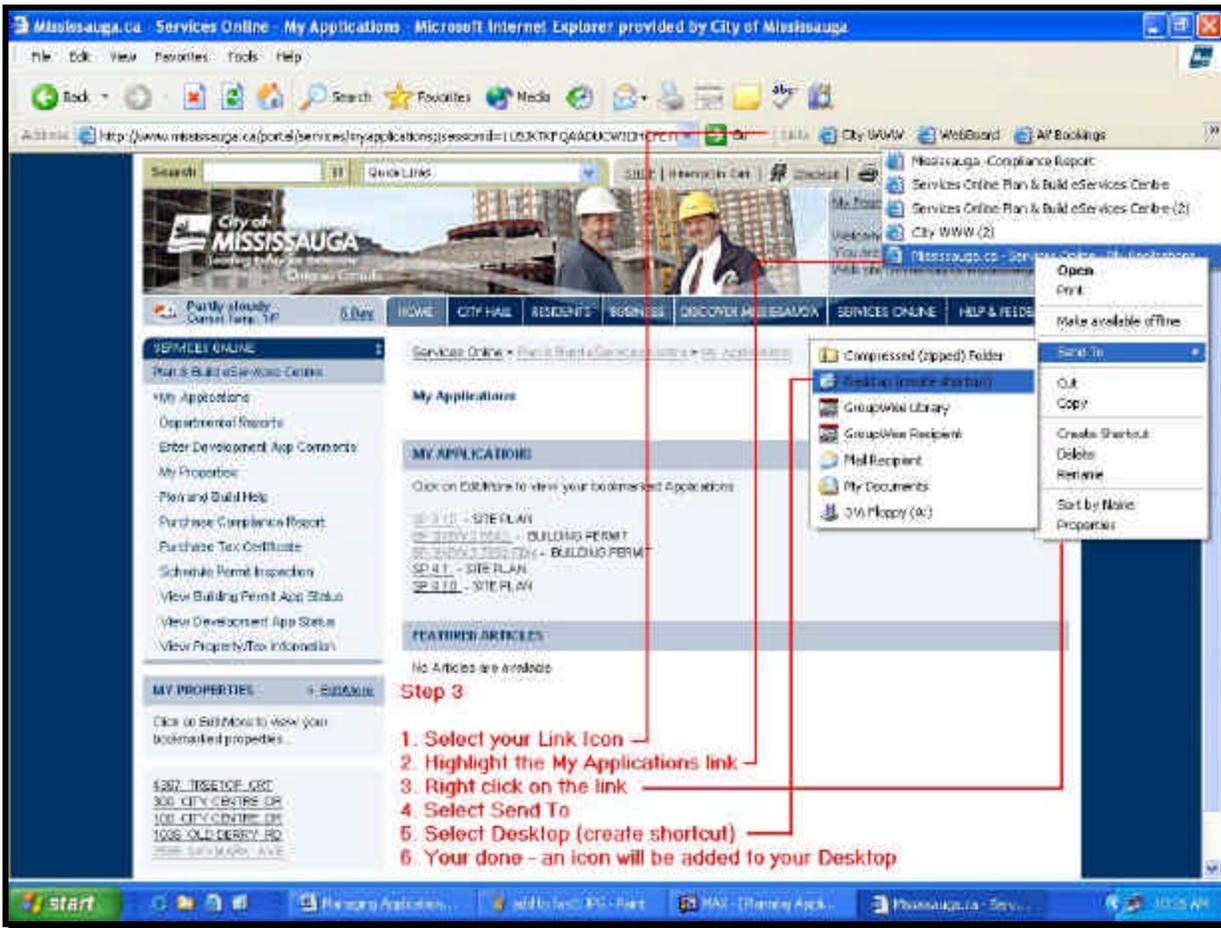
Step 1



Step 2



Step 3



We have 'friendly URLs' that you can also use to access these pages directly:

Page Name	Friendly URL
My Applications	www.mississauga.ca/portal/services/myapplications
View Building Permit App Status	www.mississauga.ca/portal/services/buildapplications
View Development App Status	www.mississauga.ca/portal/services/devapplications
Schedule Inspection	www.mississauga.ca/portal/services/scheduleinspections

Managing Planning Applications

The defining feature between **View Development App Status** and **View Building Permit App Status** is that initial query of the application number and WEB ID will NOT automatically add the record in the **My Applications** area. When you first look up a development application, the status page will display links to **Add to My Applications**. Use this link to add the application to **My Applications**.

The screenshot shows the City of Mississauga eCity interface. The top navigation bar includes 'HOME', 'CITY HALL', 'RESIDENTS', 'BUSINESS', 'DISCOVER MISSISSAUGA', 'SERVICES ONLINE', and 'HELP & FEEDBACK'. The left sidebar lists 'SERVICES ONLINE' and 'MY APPLICATIONS'. The main content area is titled 'View Development App Status' and contains the following information:

VIEW DEVELOPMENT APPLICATION DETAILS [view all conditions](#)

[View Another Application](#) [Add to My Applications](#) [View My Applications](#) [Print Application Status](#)

Application Detail Information

App Number: SP 4 10 App Date: 2004-01-15
 App Type: STANDARD SITE PLAN Status: APPLICATION IN PROCESS
 Location: E OF CONFEDERATION PKWY., S OF BURNHAMTHORPE RD. W.
 Description: TWO 30 -STOREY APARTMENT TOWERS

Assignments

Department	Role	Contact	Questions?	Conditions
AIR TRANSPORT ASSN OF CANADA	AIR TRANSPORT ASSN OF CANADA			

These links indicate that your application and WEBID have NOT been added to your My Applications. Click on the Add to My Application link to add

Having Problems?

Browser Issues

The City of Mississauga eCity Portal has been designed to work best with the latest version of MS Explorer and Netscape. Using earlier versions of either browser may cause problems in viewing and accessing some secure pages.

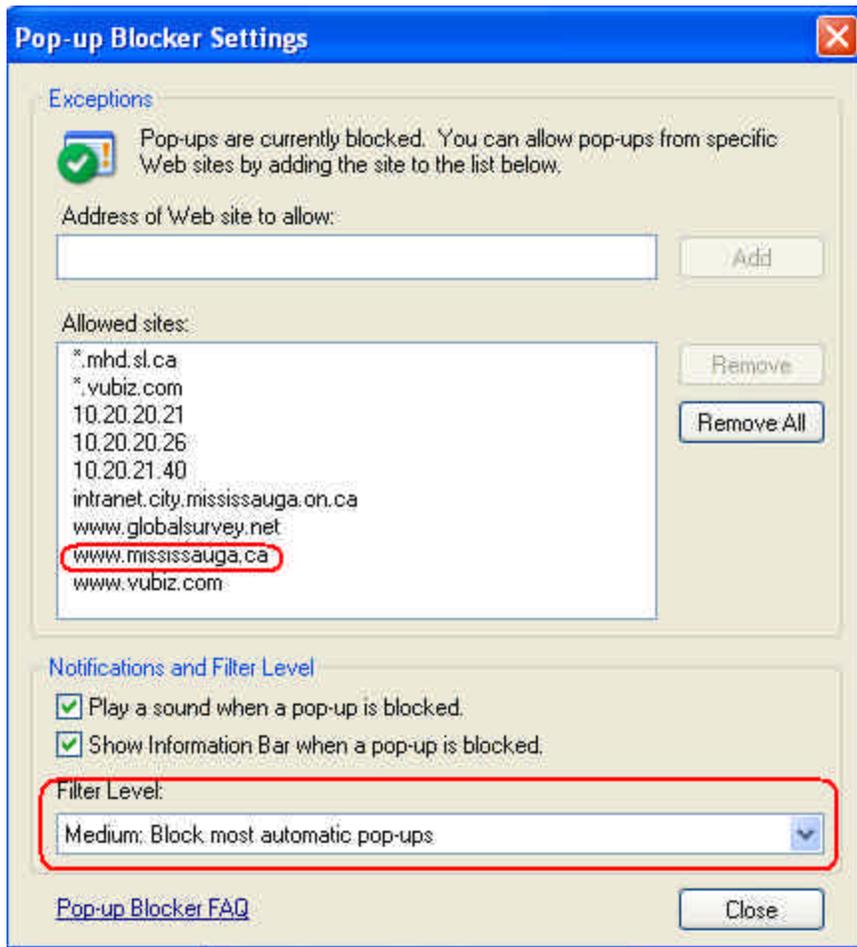
This portal has also been designed to be best viewable in an 800 by 600 resolution. Using a lower resolution will result in horizontal and vertical scroll bars.

If you cannot print the *Application Status Report* or access *Contact Information*, your browser security settings maybe set too HIGH or your settings to allow pop ups maybe disabled. Different browsers and versions of operating systems have different interfaces to adjust security settings.

Security settings may also be locked down if your company has a PC locked down policy. In this case you will need to get your IT Representative to adjust your settings. The security settings may also be locked down or pre-set by your ISP (Internet Service Provider). This is typical if you are using Rogers Yahoo or Bell Sympatico services. You should be able to contact your service provider to help you adjust your security settings.

Service Pack 2 Issues

The MS Windows XP Service Pak 2 may create some problems when attempting to access *Application Status Reports* and displaying staff contact information. Both of these features are considered to be pop ups. Service Pack 2 and IE 6.0 have a PopUp Blocker feature in IE 6.0 under the Tools menu. You may need to adjust these settings. You can add www.mississauga.ca to allow pop ups from our site and still keep your pop up blocker activated.



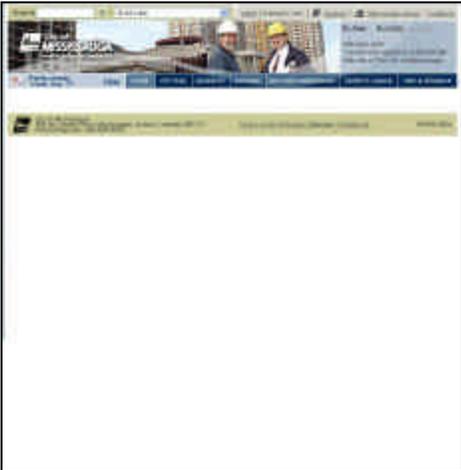
Application Error Message

Once you enter your Application Number and WEB ID and you press *Submit* you may be confronted with '**Invalid application number and external webid**'. Possible reasons why this message is displayed are:

- You have entered an incorrect application and WEB ID combination.
- You may have misinterpreted a character or number when entering the WEB ID. It is sometimes difficult to distinguish some numbers and letters. Try some different combinations of these characters, once you have the correct sequence, add the record to **My Applications** and in this manner you will never have to re enter the WEB ID as it will be stored with your portal account
- Make sure that you are in the correct area. *View Building Permit* and *View Dev Applications* are different applications and have different WEB ID and application number combinations. Consequently, if you are in *View Building Permit App Status* and you are entering a Development Application Number and WEBID, this message will be displayed.

Blank Screen

From time to time you may also experience a blank screen. This is a known bug in our application and our vendors are working to resolve this issue. When you experience this, simply refresh your browser by pressing your F5 function key or using the Browse Refresh icon.



Contact Information

In the event of questions or problems, email staff at eplanbuild.info@mississauga.ca.

As of December 1st, 2005, the City of Mississauga will be receiving all calls through a central number (905.615.3200). Direct dial will be eliminated and therefore dialling some numbers directly will not work. When you see contact numbers in this manual and they do not work, please call the 905.615.3200 number and use the last 4 digits of the old number as the extension.