How to Register for an Account

1. Click the Register button on the portal home page. **NOTE:** You cannot login until your account has been approved.

2. Enter the following required information (indicated with a red*). **NOTE:** Please include the Phone Number’s Area Code. Example: 239-444-6150

**NOTE:** Please include the Company Name for registrations associated with the following contact types:

- Contractor
- Developer
- Consultant
- Employees of a Contractor, Developer or Consultant
- Authorized Agent
3. Enter the following required information (indicated with a red*). **NOTE:** Please include the Street Type and Suite/Unit in the Street Name. Example: “Bonita Beach Rd, Suite 111”

<table>
<thead>
<tr>
<th>Address Fields</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Number</td>
</tr>
<tr>
<td>Street Name</td>
</tr>
<tr>
<td>Suite/Unit</td>
</tr>
<tr>
<td>Street Type</td>
</tr>
<tr>
<td>Address Type</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>Zip Code</td>
</tr>
<tr>
<td>County</td>
</tr>
</tbody>
</table>

**HINT:** From the Address Type drop-down list, select “Location Address” if the “Mailling Address” is the same.

4. Click the Submit button. You will be notified by email when your account has been approved and you are able to login.

If you have additional questions about **How to Register for an Account**, click [here](#) to email the Help Desk or call the mainline at 239-444-6150. A Community Development staff member will contact you as soon as possible.
How to Search Permit and Inspection Status

1. Place your cursor over the Permits menu and select **Search**.

2. To search by **Address**, enter values in one or all of the following fields shown below. **HINT**: Partial Street Names (e.g., Bonita Beach) will return more results.

In the example shown below, a search has been entered to view all Permits on **Bonita Beach Rd**.
3. To search by **Permit**, enter values in one or all of the following fields shown below. Permit Type, Work Class and Permit Status values may be selected by clicking the drop-down arrow.

![Permit Fields Diagram]

In the example shown below, a search has been entered for all **Single Family Residential** (BLD - Building R) Permits that were Issued in 2013.

![Permit Fields Example]

4. After entering the search criteria, click the **Search** button located on the lower right-hand side of the page.

![Search Button]

**NOTE:** You do not need to enter search criteria in both the **Address Fields** and **Permit Fields**. You may search by one or the other, as well as both.
5. To view general Permit details, click on the **Permit Number**. To start a **New Search**, click the button.

6. **Existing (completed) Inspections** are located below the Primary Address Details. To view newer Inspections first, left-click the name **Scheduled Date** twice.
7. To view other Inspections listed on this **Existing Inspections** page, scroll down using the **Scroll Bar**.

![Existing Inspections Table]

8. To view the next page of Inspections, click on the “**Next Page**” arrow or select a specific page number.

If you have additional questions about **How to Search Permit and Inspection Status**, click **here** to email the Help Desk or call the mainline at 239-444-6150. A Community Development staff member will contact you as soon as possible.
How to Search Today's Inspections

1. Place your cursor over the Inspections menu and select Today's Inspections.

2. After opening the Inspection Viewer, a list of today's scheduled Inspections will be generated. Depending on the number of scheduled Inspections, this list may take up to 30 seconds to process.

In the example shown below, scheduled Inspections for 1/29/14 are displayed.
3. To search inspections by Permit, click the filter button next to “Case Number”.

4. After clicking on the filter button, a menu will open. Click on the drop-down arrow and select **Contains** from the filter list.

**NOTE:** You may use **Is equal to** as a filter type, but it requires the **FULL** Permit Number.

Example: RES13-06134-BOS

5. Enter the last 5-digits of the Permit Number and “-BOS” for Bonita Springs in the field below **Contains** and click the **Filter** button.

Example: 06134-BOS

**HINT:** Permit applications received before 6/1/2012 do not have the “-BOS” suffix.
In the example shown below, scheduled Inspections for Permit RES13-06134-BOS on 1/29/14 are displayed.

6. To search for a different Permit, repeat Step #3 (click the filter button next to Case Number), enter the new Permit Number and click the Filter button.

7. To search Inspections on a different day, click the "Calendar" icon.
8. Select a different day from the Calendar menu, and click the Search button.

If you have additional questions about How to Search Today’s Inspections, click here to email the Help Desk or call the mainline at 239-444-6150. A Community Development staff member will contact you as soon as possible.
**How to Request Inspections**

1. **Log On** to the portal by clicking on the button. Enter the Login ID (email address) and password.

2. After logging on to the portal, you will be redirected to a personalized **Home** page. This page contains a list of the records where you appear as a Contact.

3. Scroll down to the box containing the list of your **Permits**.

**NOTE**: If you are unable to find a Permit, then you are not listed as a Contact on that Permit. If you are an employee of a Developer, Contractor or other Licensed Professional and would like to access their Fee Payment Details or Requests Inspections on their behalf, please have your employer send an authorization email to the **Help Desk**.
4. To request an Inspection, click on the **Permit Number**.

5. Scroll down to the box containing **Schedule Inspections** and click the **Schedule** button.
6. Enter a **Request Date** by manually typing in the date or click the “**Calendar**” icon.

**NOTE:** Inspection requests received after 7 AM will be scheduled for the next work day.

7. To enter a **Request Comment**, scroll down using the **Scroll Bar** and enter a request in the **Comments** field.

8. To schedule the Inspection, click the **Schedule** button. After requesting the Inspection, a “**Please wait...**” message will appear on the screen.

**Please wait...**
9. Once the Inspection has been successfully requested, a message will appear at the Top of the screen. Click OK to continue.

10. To view the requested Inspection, move to the Existing Inspection box located to the left of the Schedule Inspections box and left-click the Request Date name twice to view newer Inspections first.

11. To Cancel an Inspection before it is scheduled, click the Cancel button. To cancel an Inspection after it is has been scheduled, please contact the Inspection Hotline at 239-444-6170.
12. To view the Inspection comments for *Existing Inspections*, click the *Inspection Details* button

13. Scroll down to the *Inspection Checklist* box and look for the *Comments* field.

14. To print a detailed Report that includes the *Inspection History*, click the “Back” button on your internet browser and click the “Print” button located at the top of the Permit page.

If you have additional questions about *How to Request Inspections*, click [here](#) to email the Help Desk or call the mainline at 239-444-6150. A Community Development staff member will contact you as soon as possible.