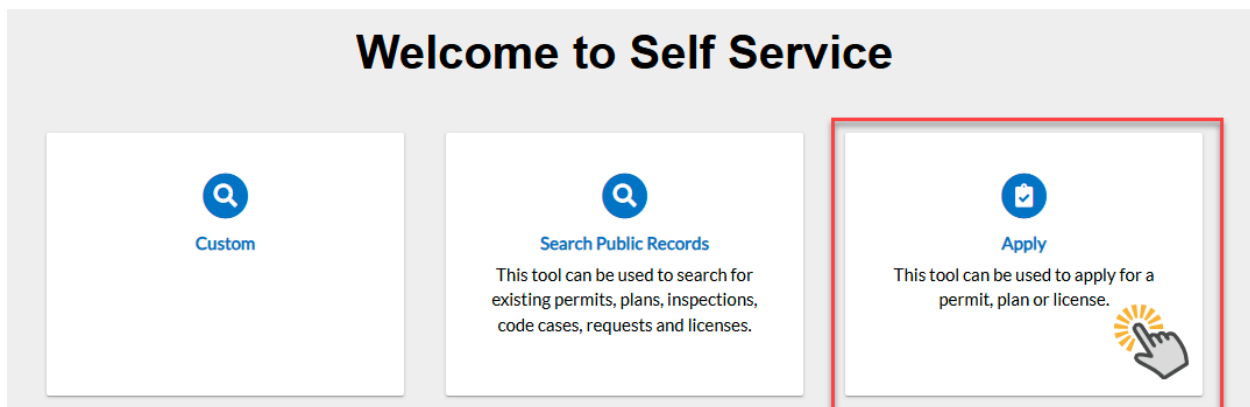
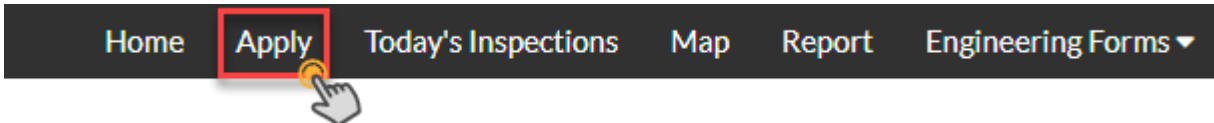


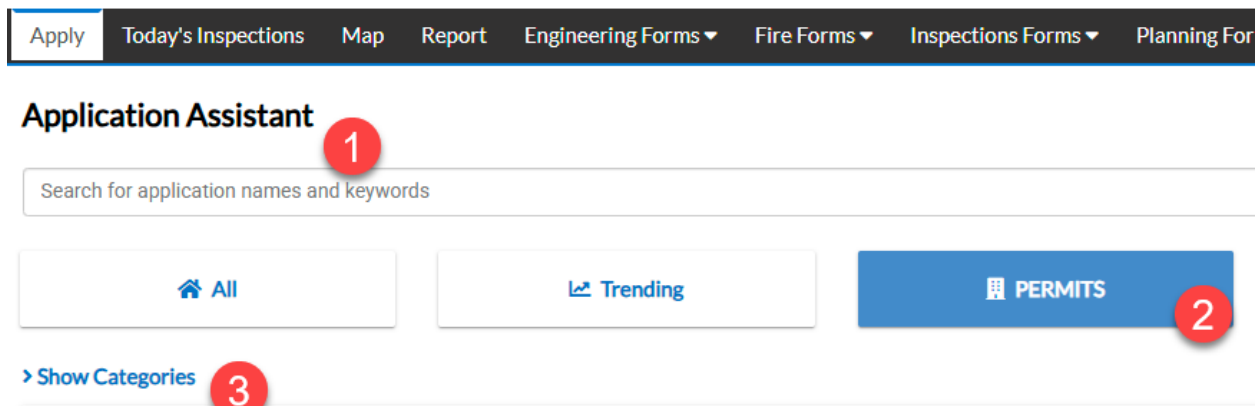


How to Apply for a Building Permit

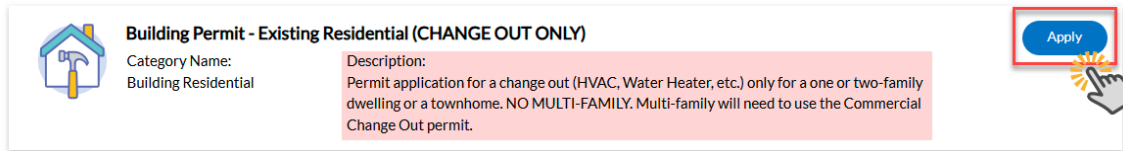
1. Proceed to the Customer Self-Service Portal, located [here](#) and login to your account.
2. Click either the “Apply” card or “Apply” on the top toolbar to begin the process.



3. There are three different ways to locate the permit application that you would like to apply for. You can type the permit type in the Application Assistant (1,) you can select the “Permit” button, to list all permits available to search (2,) or click on “Show Categories” to list permits by type (3.)



4. When selecting the appropriate permit to apply for, **always take note of the description listed.** Click “Apply.”



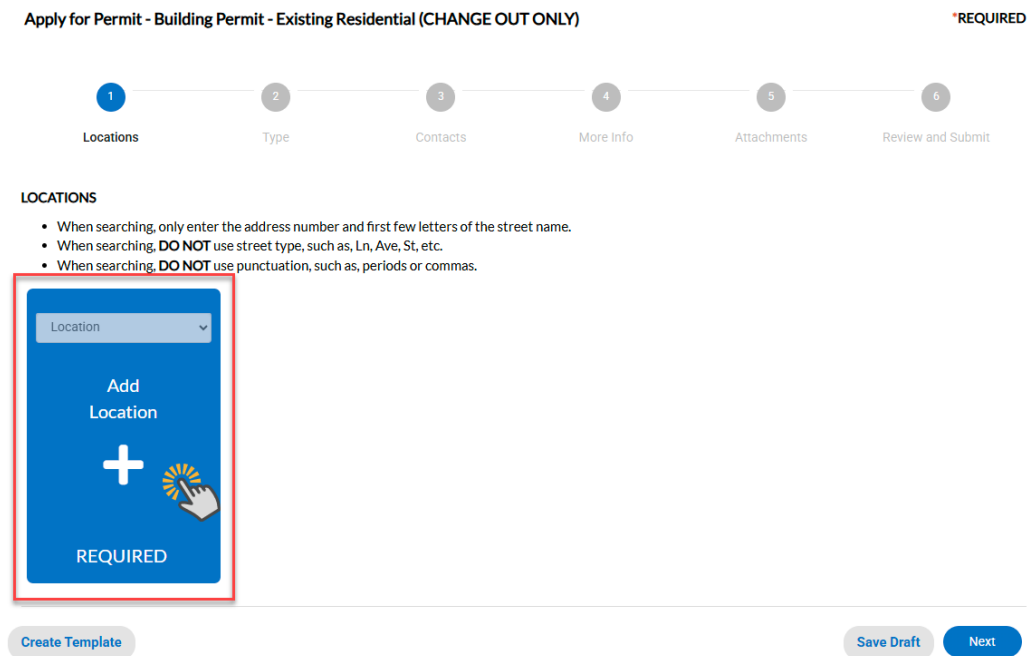
Building Permit - Existing Residential (CHANGE OUT ONLY)

Category Name:
Building Residential

Description:
Permit application for a change out (HVAC, Water Heater, etc.) only for a one or two-family dwelling or a townhome. NO MULTI-FAMILY. Multi-family will need to use the Commercial Change Out permit.

Apply

5. When applying, you will see a progress line for your application, a blue circle notating your current step. The first step will be to add the location of the permit. Click the “Add Location” box. Take note of any text that may appear above a selection.



Apply for Permit - Building Permit - Existing Residential (CHANGE OUT ONLY) *REQUIRED

1 2 3 4 5 6

Locations Type Contacts More Info Attachments Review and Submit

LOCATIONS

- When searching, only enter the address number and first few letters of the street name.
- When searching, **DO NOT** use street type, such as, Ln, Ave, St, etc.
- When searching, **DO NOT** use punctuation, such as, periods or commas.

Location

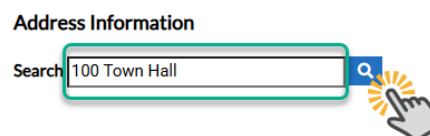
Add Location

+

REQUIRED

Create Template Save Draft Next

6. Type all or part of the address for the permit and press the magnifying glass to search. When your results return, click on “Add” to proceed (next page.)



Address Information

Search 100 Town Hall

Address	Action
100 TOWN HALL DR MORRISVILLE, NC	Add

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

7. Your selected location will populate. Click on “Next.”

Apply for Permit - Building Permit - Existing Residential (CHANGE OUT ONLY) *REQUIRED

1 2 3 4 5 6
Locations Type Contacts More Info Attachments Review and Submit

LOCATIONS

- When searching, only enter the address number and first few letters of the street name.
- When searching, **DO NOT** use street type, such as, Ln, Ave, St, etc.
- When searching, **DO NOT** use punctuation, such as, periods or commas.

Parcel: 0755046455 Town Building - DO NOT DESTROY PLANS

Type: Location
100 TOWN HALL DR
MORRISVILLE, NC

Main Address ☒

Parcel Number
0755046455

Main Parcel ☒

[Remove](#)

[Save Draft](#) [Next](#)

8. For our permit example, step 2 requires the input of “Description,” “Square Feet,” and “Valuation.” The “Permit Type” cannot be changed, as it is not selectable. Click “Next,” when finished.

1 2 3 4 5 6
Locations Type Contacts More Info Attachments Review and Submit

PERMIT DETAILS

* Permit Type Building Permit - Existing Residential

* Description

* Square Feet

* Valuation

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

9. Step 3 requires the input of contacts for the permit. Pay close attention to the text above your selections (1.) For this permit, the “Property Owner” is required (2.) To add a contact, click on the “+” within the blue card. You will be presented with a screen like step 6 above, to input the name, email or company of the contact you wish to add. You may add other contacts to your permit (3.) To do so, click the “Select Type” dropdown to select the contact type and add your contact. If a contact is not found, do not manually enter the contact. The contact will need to create a CSS online portal account. When you are finished, click “Next” (4.)

CONTACTS

- For application purposes, you will only need to provide an Applicant contact and property owner. If you have a contact that serves multiple roles for a project, please enter their information for each applicable contact type.
- If you are certain of other contacts for your project (e.g. plumber, electrician, engineer, architect, etc.), you may choose to add them now. If you are unsure of who will be involved in your project at the time of application, only provide the Required contacts.
- To add known contacts, enter the contact name or email address, then click Search next to the search box. Click Add for the appropriate contact from the search results. Also, be sure to select the applicable contact type from the drop-down menu on the card.
- DO NOT** manually enter contacts as this may result in duplicate contacts. Additionally, a manually added contact does not give the contact access to the Customer Self-Service (CSS) online portal. The contact will need to create a CSS online portal account, which then allows them to access the permit or plan, schedule inspections, submit documents, etc. If your contractor is not in the contact search, please notify them to create an account through the CSS online portal.
- Frequently used contacts can be added to your "My Favorites" list by clicking the star by their name in the search results.

Applicant
Benjamin Nelson (You)
test test

Property Owner
Add Contact
REQUIRED

Select Type
Add Contact

Back Create Template Save Draft Next

10. Step 4 of this process requires the input of “More Information.” Pay close attention, as fields marked with an asterisk are required before continuation to Step 5. There are various types of data fields, some being input (1,) links (2,) and dropdowns(3.) Note that links will open in a new window, so you will not lose your place on the form. When complete, click “Next.”

*Plumbing Cost (labor and material) \$

*Total Construction Cost (labor and material) \$

Please verify all Town forms are current. If you have submitted old forms, this may delay the permit from being issued.

Town of Morrisville Forms

*Town forms

11. Step 5 will list the attachments needed for your permit application. In the below example, “Contractor’s Signatures” must be uploaded before continuation of the process. Clicking on the “+” will reveal a file explorer window for you to select your file to upload. Again, pay attention to the instructions contained on the card. Note: Only .PDF documents are supported for upload. If there are any other documents you wish to upload, click the “+” within the “Add Attachment” card after clicking the “Select Type” drop down, to select the type of document. Click “Next” when finished.

Apply for Permit - Building Permit - Existing Residential (CHANGE OUT ONLY) REQUIRED

✓

✓

✓

✓

5

6

Locations Type Contacts More Info Attachments Review and Submit

Attachments

- Upload only PDF documents.
- Combine all plan set sheets and upload as a single PDF plan set.
- The uploaded PDF plan set should not be protected.
- **DO NOT** upload a PDF plan set that contains any viewports as they may be rejected for review.

1

Contractors Signatures

Add Attachment

+

Supported: pdf

REQUIRED

Select Type

Add Attachment

+

Supported: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xls, xlsx, text, dwg, csv, rtf, dxf, dwt...

Back

Create Template

Save Draft

Next

12. The final step of the process will allow you to review the information you provided during your permit application. This includes Location, Basic Information, Contacts, More Information, as well as any Attachments that were uploaded during the process. If all information is correct, click “Submit” at the bottom of the page. If your application was successfully submitted, you will receive the following message.

✓ **Your application was successfully submitted!**

Your application has been submitted. Within two (2) business days, you will receive an email regarding the status of your online submission. Please contact the Inspections Department at 919-463-6190 if you do not receive an email within two (2) business days.

[Continue to permit](#)

13. At this point, you can submit another permit or log off of your online portal account.

