



## Department of Community Services Online Permit Portal

### HOW TO USE CITYVIEW PORTAL

Once you have signed into the CityView Portal, you will see a navigation toolbar at the top. Each menu is outlined below to help you navigate.

## WEST HARTFORD PUBLIC PORTAL

Welcome

[Sign Out](#) [My Account](#) [My Items](#) [My Shopping Cart \(0\)](#) [Portal Home](#) [Search for a Property](#)

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- **My Account** – Allows you to change your address and contact numbers, link to a business or contractor account, change your account password, subscribe to notifications, or view notification history.
- **My Items** – Allows you to view list of permit applications, check the status of a permit application, pay fees, and add supplemental application information.
- **My Shopping Cart** – Permits fees to check out.
- **Portal Home** – Brings you to portal homepage.
- **Search for a property** – Allows you to enter property addresses and searches existing locations within the jurisdiction.

The dashboard on the portal homepage is where you can select the department you are applying for a permit with. You may also check the status of a permit, pay fees, or upload any submittals.



### BUILDING DIVISION

Apply for a Building Permit  
Status and Fees  
Upload Submittals



### ENGINEERING DIVISION

Apply for an Engineering Permit  
Status and Fees  
Upload Submittals



### PLANNING DIVISION

Apply for a Planning Permit  
Request an Inspection  
Status and Fees  
Upload Submittals



### ZONING DIVISION

Apply for a Zoning Permit  
Request an Inspection  
Status and Fees  
Upload Submittals



### CONTRACTOR REGISTRATION

Apply for Contractor Registration  
Status and Fees  
Upload Submittals  
Renew a Business License



### PROPERTY INFORMATION

Search for a Property

## APPLY FOR A PERMIT

Please note the following when applying for a permit in our online portal:

- Required information is marked with a red asterisk.
- Blue question marks next to fields provide additional information about the current selection.
- Users can logon and work on the permit over a period of time. Information is saved after each visit so users can pick-up where they previously left off.

Step 6: Contacts
Step 7: Upload Files
Step 8: Review & Submit
Step 9: Submitted

### PERMIT APPLICATION - DESCRIPTION AND TYPE

TMPPR20220000114

Required fields are marked with \*

Provides additional information

Required information is indicated with an asterisk (\*).

Choose the application type: \*  ?

Please categorize the nature of the work being done: \*

Please describe the work being done: \*

Limit 4000 characters

**Application Details**

Are you expanding the footprint of the building?: \*

Work has started or is complete?: \*

While the site handles many different application types, the application process remains the same for each division. The top of every application page outlines the required steps. There are 9 Steps to complete. Each step is described below.

## WEST HARTFORD PUBLIC PORTAL

Welcome [redacted]  
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### PLANNING APPLICATION - PROJECT DESCRIPTION

TMPPL20220000024

Required information is indicated with an asterisk (\*).

Choose the project type:\*

Project Descriptive Name:\*   
Please give your project a brief description. This will become the project name. Maximum 500 characters

Comments:\*   
Please add any additional comments about the project. Maximum 4000 characters

▾ [Additional Contact Information](#)

## PERMIT APPLICATION STEPS

### Step 1: Application Type

Select the application type from the drop-down menu provided. You will also be required to categorize the work being done, provide a description of the work being done and provide the application details.

### Step 2: Permit Type

Select the appropriate permit types provided.

### Step 3: Work Items

Select the appropriate work items provided.

#### **Step 4: Description of Work**

Enter the required fields.

#### **Step 5: Location**

Please enter the address where work is being done.

#### **Step 6: Contacts**

The applicant and property owner will auto populate. If the property owner is incorrect or if a contractor needs to be added to the contacts list, then click on the “Add Business or Contact from Address Book” and start typing in the contact’s name until it populates. You may add multiple contacts as needed.

*If the contact does not populate while entering you will need to return to step 1 and enter new owner, contractor, or other contact information in the provided box to allow the Building Department staff to correct and update the new information.*

#### **Step 7: Upload Files**

Upload required documents as outlined. Follow Guidelines for Electronically Submitted Documents to ensure that documents are formatted properly for uploading. If documents are not received in a format that can be processed correctly delays will cause application review to be delayed.

#### **Step 8: Review & Submit**

Review your completed application and answer YES to the acknowledgement statement at the bottom, fill in the CAPTCHA and submit your application. You will then be prompted to pay for your permit online.

#### **Step 9: Submit**

Application Completed!