# SmartGov Online Portal Guide

Creating An Account

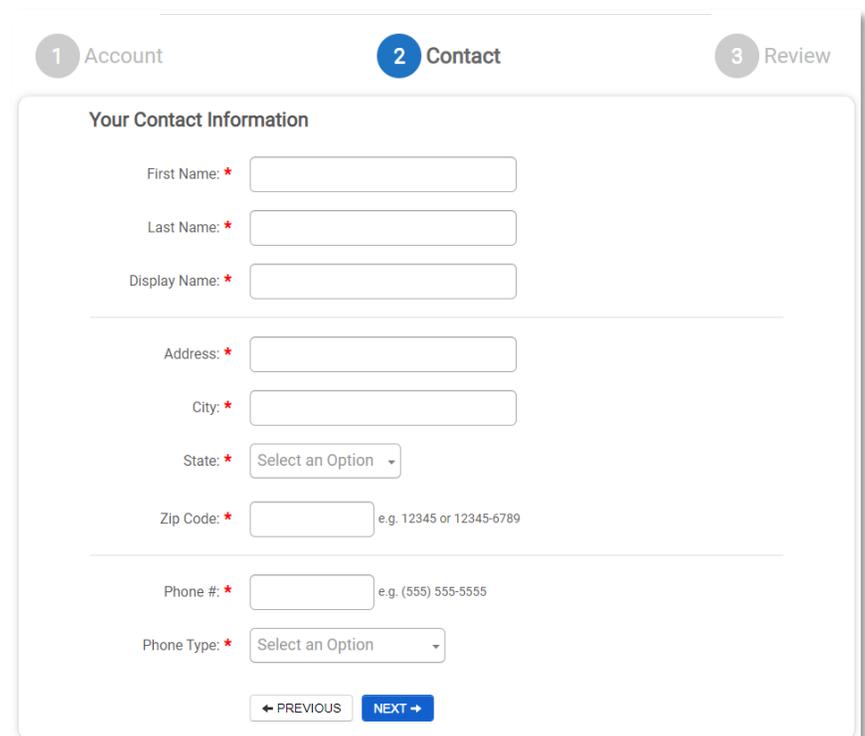**STEP 1:** After entering the Portal, select "Sign Up" at the top right of the screen.

STEP 2: Fill in your email address and choose a password. Select Next.

> **NOTE:** You only need an Access Code if you have a permit in process with us already. If not, you may ignore this. See info on the Access Code on page 10.

STEP 3: Fill in your Contact Information and select Next.
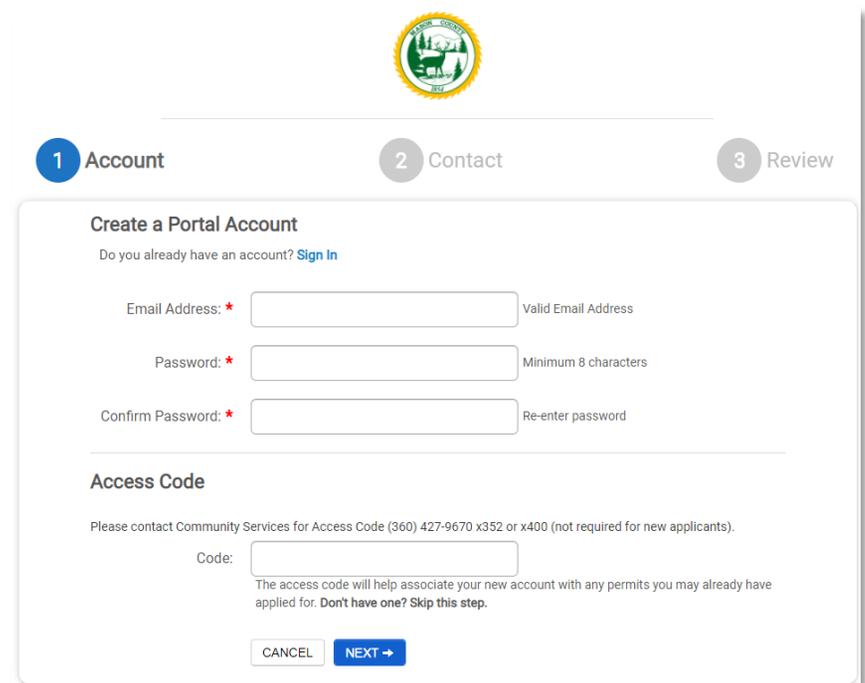
2

1 Account   **2** Contact   **3** Review

Create a Portal Account

Do you already have an account? **Sign In**

Email Address: *	[ ] Valid Email Address
Password: *	[ ] Minimum 8 characters
Confirm Password: *	[ ] Re-enter password

Access Code

Please contact Community Services for Access Code (360) 427-9670 x352 or x400 (not required for new applicants).

Code: [ ]

The access code will help associate your new account with any permits you may already have applied for. **Don't have one? Skip this step.**

CANCEL   NEXT ➜

1 Account   **2** Contact   **3** Review

Your Contact Information

First Name: *	[ ]
Last Name: *	[ ]
Display Name: *	[ ]
Address: *	[ ]
City: *	[ ]
State: *	Select an Option ▾
Zip Code: *	[ ] e.g. 12345 or 12345-6789
Phone #: *	[ ] e.g. (555) 555-5555
Phone Type: *	Select an Option ▾

⬅ PREVIOUS   NEXT ➜

STEP 4: Verify that your information is correct. If not, you may select "edit."

If it is correct, check "I agree to the Terms and Conditions" and select "Create My Account."

STEP 5: You will immediately receive an email with a link to verify your account. Select "Verify."

Close the browser and log back in if the verification does not confirm immediately.
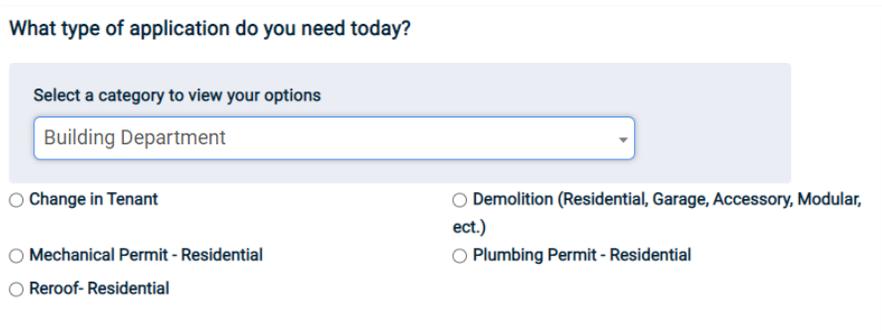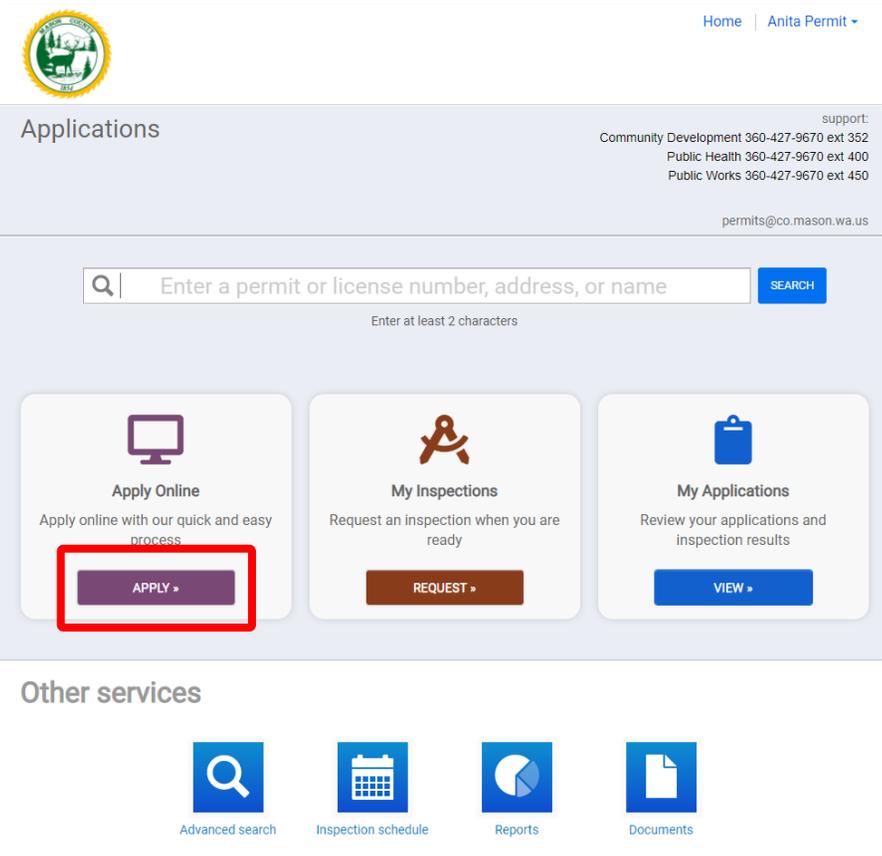
Applying for an Online Permit

STEP 1: Log into your account, select "My Portal."
Then select "Apply" in the Apply Online box.

STEP 2: Select a Category from the following:

- Building Department
- Environmental Health
- Fire
- Planning

STEP 3: Select the type of permit you wish to apply for.

> **NOTE:** If you are applying for a full building permit, you *cannot* apply through the Portal. You will need to schedule a submittal appointment on our Community Services webpage.

STEP 4: Enter your address and verify where your project is located. A drop-down menu will appear to select your address.

Alternatively, you can enter a parcel number by selecting "I want to enter a parcel # instead." To do this, enter the parcel number as the 12-digits, no spaces or dashes (ex. 320195104001).

STEP 5: Under "My Project," type a Project Name and a Project Description. This step is optional.

STEP 6: If you have a Contractor working on this project, provide their information by selecting "Add Contractor."

If you do not have a Contractor, select "We have not hired a contractor for this project."

STEP 7: Provide the directions to the site address of your project.

STEP 8: Review each section for your permit, such as "Permit Details," "Permit Fixtures," etc, and fill in each required field.

Make sure all of the sections on your permit have a green check mark and say "Done."

STEP 9: Once complete, select "Submit Application."

NOTE: You will not pay your permit fees immediately, we will review and approve your permit before you pay any money.

Requesting an Inspection

STEP 1: Log into your account. Select "My Portal," and under "My Inspections" select "Request."

STEP 2: Select the permit under "Application." Then choose an inspection type, and request a date.
If desired, you may request Morning (AM) or Afternoon (PM). Then add any comments you wish to provide.

STEP 3: Click "Request Inspection."

NOTE: We cannot always provide the day or time requested. We will schedule you for the day closest to your request, and you will receive a confirmation email once your inspection is officially scheduled.

INSPECTION SCHEDULE

Mon / Wed / Fri = addresses with **E** or **NE**.

Tues / Thurs = addresses with **S**, **SE**, **N**, **W** or any **Union** addresses.

Checking the Status of a Permit

STEP 1: Select "My Portal," then under "My Applications" select "View."

STEP 2: Select your Permit.

STEP 3: Under the "Permit Approval Steps" you will see the status of each department reviewing your permit application.

If you have a deficiency posted and have not received correspondence from the department who posted it, please give us a call.

> **NOTE:** If you do not see your permit under your applications, you may need an Access Code. Please refer to Page 10.

Checking the Status of an Inspection

STEP 1: Select "My Portal," then under "My Applications" select "View."

STEP 2: Select your Permit.

> **NOTE:** If you do not see your permit under your applications, you may need an Access Code. Please refer to Page 10.

STEP 3: Under the "Permit Inspections" tab you will see each inspection that has been completed on your permit.

It will show the status and the date the inspection was conducted. If it failed inspection, you may click on the page icon to view corrections.

Access Codes

If you need an Access Code to access your permit, we can provide it to you. Just call or email us!

To apply the access code:

STEP 1: Under "My Applications," select "Don't see your application?" and "Try a different access code."

STEP 2: Enter your access code on the next page and click "Submit."

> **NOTE:** If the email address on your portal account is not listed on the permit, the access code will not work.

My Applications

Active

▲ 2 records

Permits

Number/Type	Address	Submitted	Expires	Status
BLD2021-01257 Mechanical Permit - Residential	615 W ALDER ST	11/19/2021	5/18/2022	Issued
BLD2021-01258 New Single Family Residence	615 W ALDER ST	11/19/2021	5/18/2022	Pending

Don't see your application? ▾
- Search for additional applications
- **Try a different access code**

Enter your access code

Please contact Community Services for Access Code (360) 427-9670 x352 or x400 (not required for new applicants).

Access code: [   ]

The access code will associate your account with any application you may already have applied for or need access to.

[Submit]

Don't have one? Call us at

Community Development 360-427-9670 ext 352

Public Health 360-427-9670 ext 400

Public Works 360-427-9670 ext 450

or send an email to permits@co.mason.wa.us

Email Notifications

To ensure you receive emails of any updates you want to know about such as permit review, inspection scheduling and results, follow these steps.

STEP 1: At the top right of the screen, click the arrow next to your name and select "My Account."

STEP 2: Select "Manage Email Notifications."

STEP 3: Select the notifications you wish to receive emails for. Or, click "Select All."