

Online Permit Portal, Citizen Self Service FAQ



Registration

1. How do I register for an account to submit a project online?

To Register for an account [click here](#). For instructions, see the Town's Step-by-Step [Online Permit Portal Instructions](#).

2. Why didn't I receive the confirmation email required to confirm my account registration?

The confirmation email is Community Access Identity <noreply@identity.tylerportico.com>. If the email does not appear in your inbox, please check if it was sent to your spam or junk mail inbox. Note, spam and junk mail inbox may be two separate inboxes.

Applying through Online Portal

3. For Step 1 Location, what do I do if my address does not appear in the search results?

- You can search the project address by either [Address](#) or [Assessor Parcel Number \(APN\)](#).
 - [Searching by Address](#): Enter only a portion of the entire address. Example: *510 La Gonda* or *510 La Gonda Way*. Also, a space is required between *La* and *Gonda*.
 - [Searching by APN](#): Do not use spaces or dashes. For example: 200123456.
- Verify that the job site address is within the Town's boundary by visiting <http://www.danvillepioneer.org/>. If you are not within the Town's boundaries, your address may be under the County of Contra Costa jurisdiction, which you can verify on the [County's website](#).

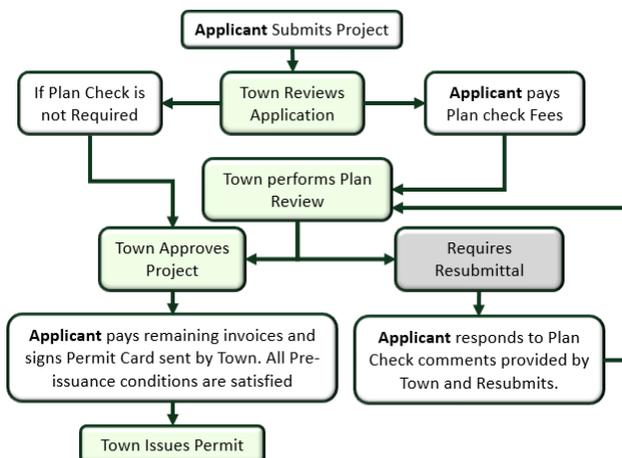
4. For Step 5 Attachments, what are the required attachments and which files need to be compiled?

- The same documents required for in-person submittal are required for online submittals. For residential projects, see the Town's [Permit Directory](#) for submittal requirements.
- Please see [Electronic File Submittal Format](#) for instructions on file name, compiling, and page labels.

5. For Step 5 Attachments, how do I upload sheets with Contra Costa Central Sanitary District (CCCSD) Stamp?

Please scan all sheets with approval stamp and/or has comments by [CCCSD](#). Please compile these sheets as a single PDF to upload them through the online portal. Scan shall show the [entire sheet](#) that contains the CCCSD Stamp and/or comments to confirm the stamp is for the specific project.

Online Process



After Application is Submitted

8. How do I resubmit in response to Plan Review Comments?

[Log in to your account](#) (that was used originally to apply for the permit), go to "View", then "My Permits", click on the Permit No for your project, and then click the "Attachments" button. Upload your Resubmittal package and [Response Letter](#) to Attachments page.

View

Attachments

9. How do I submit a Revision or a Deferred Submittal?

[Log in to your account](#) (that was used originally to apply for the permit or is a contact listed under the permit), go to "View", then "My Permits", click on corresponding Permit No, and then click the "Attachments" button. On the Attachments page, upload your completed [Revision Application Form](#), compiled drawings, and other supporting documents. For Revisions, only resubmit revised sheets and be sure to cloud and delta all changes.

View

Attachments

After Application is Approved

10. My project is approved and I've paid all outstanding fees, so why is my permit not issued yet?

The [2 items](#) below need to be completed before the Town can issue the permit and release the approved plans on your online account for you to print. **Work on the project can only begin after the Town has changed your permit status to "Issued."**

- (1) Sign your permit card that the Town has sent you and upload **the signed document** to the online portal under "Attachments". This document needs to be signed in **all four of the areas highlighted** on the signature sheet:
 - Licensed Contractor Declaration or Owner Builder Declaration
 - Authorization for Town's Inspector to enter property for inspections
 - Worker's Compensation Declaration
 - Owner/Contractor Signature for Permit[See example signature sheet for the 4 required areas to sign](#). Failure to provide all signatures will result in a **delay** in permit issuance.
- (2) Satisfy all **pre-issuance conditions** on your permit. To verify that all items labeled "Preissuance" have been satisfied, check the permit "Attachments" tab for a document labeled "Conditions"

11. How do I print my permit inspection card and stamped plans?

- [Log in to your account](#) (that was used originally to apply for the permit or is a contact listed under the permit), go to "View", then "My Permits", click on corresponding Permit No, and then click the "Attachments" button. On the Attachments page, locate the document you would like to print. Hard copies of all construction documents with Town's approval stamps **are required** to be on the job site. For online applications, you can print your stamped plans by viewing the "Attachments" tab of your online permit record.

View

Attachments

Still having Trouble?

12. Help! I've read the online application [instructions](#), reviewed all of the email notifications I've received from noreply@danville.ca.gov, and looked through the FAQs, but I'm still having trouble!

If you continue to have trouble after reviewing all of our resource materials, please contact the Building Division at (925)314-3330. Please note that due to high call volume we do not have the resources available to give step by step instructions for submitting your application online over the phone. Please refer to our [online instructions](#) for a walkthrough.