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City of Winston-Salem

BuildIT Login Page
Select the PLL web portal link on the inspections home page:

https://buildit.cityofws.org/wsfcpermit

Two levels of access – contractor and guest

**Contractors** can apply for trade permits, view the status of their permit, schedule inspections and make payments in the PLL Web Portal.

**Guest users** may access the PLL Web portal as a guest where they are able to search for permits, view the status of a permit and make payments. Guests are not able to schedule inspections or able are apply for trade permits.

**Translate Site to Spanish** - If the user wishes to translate the BuildIT web site to Spanish “Select Spanish” on the Google Select Language drop down at bottom of web page.
Create New Account - If the user does not previously have an account, click on “New contractor ID? Start Here link and they must do one of the following:
Logging into BuildIT

Enter contractor id and password and select “Log In” button.
BuildIT Home Page

**Review** – users can view open and incomplete permits and pay fees for permits you have created by selecting the Review button.

**Create** – users can create a new permit application.

**Payments** – users can make payment by searching for them by permits number or permit location.

**Search** – users can search for permit bases on permit number, location type, people related to the permit, and contractors related to the permit.

**Inspections** – users can request and cancel inspections
• Existing Permits button will display all permits that you are a contractor for (display all permits, opened, or closed)
• Incomplete permits button will display permit applications that have been started in the portal but are not complete and submitted to the City.
• Pay Permit Fees button will allow payments of outstanding permit fees due.
Review Existing Permit Applications

- Displays in a table format the permit number, project name, type, sub-type, status, site address date issued and action of all completed permit applications.

- The user may click on the magnify glass in the action column to display detail summary of the permit application.
Incomplete Permit Applications

- Displays in a table format the permit number, type, sub-type, status, site address of all incomplete permit applications.
- The user may click on the desired row and select the “Continue Permit” button to complete the permit application.
Pay Permit Application Fees

- Displays a list of permits that have outstanding fees to be paid with the option to view the fees for each permit or pay the fees for each permit.
- Select the View Fees button on the specific permit to view the fees for that specific permit.
- Select the Pay Fees button on the specific permit to pay the fees for that specific permit.
- **View Fees** - The user may click on either the “View Fees” button to view the fees due on that specific permit. The user has the option to proceed pay the fees or to close the popup form.

- **Pay Fees** - If the user decides to pay by credit card, they will be taken to the City’s web payment form below.
Please enter all required information and select the Process Transaction button. Please select the Process Transaction button only once.
• Once your payment is approved, please select Return to the City’s Permitting and License Web Portal.
• The user will be returned to the Permit information page.
Create New Permit Application

- **Create Permit** - the user is given the option to create a standalone permit or a Create Related Permit and select the next button.
In the event the user selects to create a related permit they will be presented a list of eligible building permits.

If there are multiple pages of eligible building permits the user enter a specific permit number in the search box to find the desired permit.

If the selected building permit does not require a related permit the message below will be displayed.

Info - No child/linked permits are needed for the selected permit.
• Select the desired building permit, the application type for the related permit and the user can add a Project Name if applicable and select the next button.
• For a related permit the address from the building permit will be automatically selected.

• The user must identify the location of the permit from the map. The user must select an address point to proceed.

• Search for address and allow map to zoom to location

• User may select the remove address button removed the selected address and search for a different address.

• User must select an address point in the table in the right column (row will be highlighted in blue) and select the next button.
• The people tab does not allow people to be added since the property owners will automatically be added to the permit application. Select the next button.
• The user will be asked to enter information in the required fields. If you do not have a value for the required field, please enter 0. Please scroll to the bottom of form to make sure all information has been entered.
• Select the Next button to proceed.
• The user will be asked to enter information in the required fields. If you do not have a value for the required field, please enter 0. Please scroll to the bottom of form to make sure all information has been entered.
• Select the Next bottom to proceed.
• The user will be asked to enter information in the required fields. If you do not have a value for the required field, please enter 0. Please scroll to the bottom of form to make sure all information has been entered.
• Select the Next button to proceed.
• Please review all permit information entered and certify the information is correct.
• Please scroll to the bottom of form to make sure all information has been reviewed.
• Select the Submit button to proceed.
• Please review all permit information entered and certify the information is correct.
• Please scroll to the bottom of form to make sure all information has been reviewed.
• Select the Submit button to proceed.
• The user will be provided the permit number that has been created highlighted in green.
• The user may pay the permit fees by selecting the Pay Fees button.
• The user may upload attachments to the permit by selecting the Upload Documents button.
• The user may view the permit application information by selecting the View Permit Info button.
• The user may create another new permit application by selecting the Apply for New Permit button.
• The user can return to the main menu by selection the Home button on the tab in the left column.
Pay Permit Application Fees

Make Payments

- User can search for permit application by Permit Number or Permit Location selecting permit application fees to be paid.
The user may search for permits to pay by Permit Number.
Permit Location Search

- The user may search for permits to pay by Location (multi-step process)
  - Search for address and allow map to zoom to location
  - User must select an address point (Red dot) and verify that address displays above.
- Please select the checkbox beside the permit number and then choose your method of payment and click pay fees.
Search Permit Applications

- User can search for a permit application by any of the following:
  - Permit/License Number
  - Permit/License Type
  - Permit/License People
  - Permit/License Location
  - Permit/License Contractor
Permit/License Number

- User may enter a portion or all the permit number to search for and select the Search button.
The user will be presented with a table of the permit numbers matching the previously entered search criteria.

- Highlight the desired permit number and select the View Permit License Info button.
- Once the user is done viewing the permit, they should select the Home button to return to the menu for additional options.
Select the desired permit type and select the Search button.
The user will be presented with table of the permit numbers matching the previously entered search criteria.
Highlight the desired permit number and select the View Permit License Info button.
Once user is done viewing the permit, they should select the Home button to return to the menu for additional options.
Permit/License People

- User may enter a portion or all the person’s name to search for and select the Search button.
- The user will be presented with table of the permit numbers matching the previously entered search criteria.
- Highlight the desired permit number and select the View Permit License Info button.
- Once user is done viewing the permit, they should select the Home button to return to the menu for additional options.
Permit/License Location

- User may enter a portion or all the location to search for and select the Search button.
- The user will be presented with table of the permit numbers matching the previously entered search criteria.
- Highlight the desired permit number and select the View Permit License Info button.
- Once user is done viewing the permit, they should select the Home button to return to the menu for additional options.
Permit/License Contractor

- User may enter a portion or all the contractor’s business name to search for and select the Search button.
- The user will be presented with table of the permit numbers matching the previously entered search criteria.
- Highlight the desired permit number and select the View Permit License Info button.
- Once user is done viewing the permit, they should select the Home button to return to the menu for additional options.
Inspections

- The user may request an inspection or cancel a previously scheduled inspection.
- An inspection cannot be scheduled for the current day after 5:30am.
- A scheduled inspection cannot be cancelled for the current day after 5:30am.
- Select the Request Inspection button to schedule an inspection.
- Select the Cancel Inspection button to cancel a previous scheduled inspection.
Request Inspection

- The user will be presented with a table of permit numbers that can be scheduled.
- Highlight the desired permit number and select the Next button.
- The user will be provided with the next five business days to request an inspection.
- Please enter the requested by, contract phone number and any comments related to the requested inspection.
- Select the Schedule button to schedule the inspection.
- Select the Close button Schedule button to request another inspection.
The user will be presented with table of the permit numbers that can be scheduled. Highlight the desired permit number and select the Next button. Select the Home button to return to the menu for additional options.
Cancel Inspection

- The user will be presented with table of the permit numbers that have a schedule inspection that may be cancelled.
- Highlight the desired permit number and select the Next button.
Once the cancel inspection has been completed select the Close button and the user will be sent to cancel another inspection request.
• The user will be presented with table of the permit numbers that have a schedule inspection that may be cancelled.
• Highlight the desired permit number and select the Next button.
• Select the Home button to return to the menu for additional options.
If the user wishes to modify any account information, they may do so using the Modify Account option.