

City of South Gate

Online Permit Counter (OPC) Reference Guide

This document is intended to provide support on the use of the Online Permit Counter (OPC), which can be accessed through the City of South Gate website. OPC allows home owners, contractors and general public conducting business in the City of South Gate to view and track details of various permits online with a user account. The portal user account email must be associated with the permit, license in order to access project details and request inspections.

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Introduction

The Online Permit Counter (OPC) allows home owners, contractors and general public conducting business in the City of South Gate to view and track details of various permits online with a user account. The portal user account email must be associated with the permit, in order to access project details and request inspections. General property information can be accessed on the City of South Gate by Permit Number, Site Address.

The OPC provides the following online services:

- Check Permit and Plan Check status
- Check Inspection Results
- Review Project related financial data

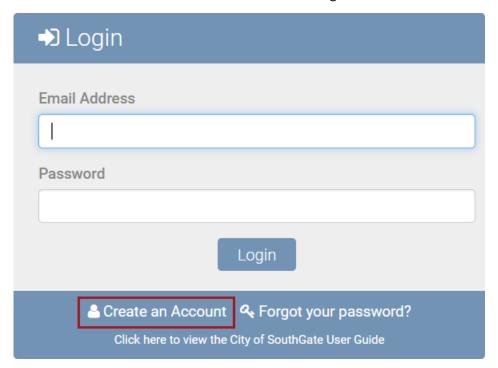
South Gate licensed contractors and home owners will have access to the following additional services:

- Online OPC Application user registration.
- Apply for a permit online.
- View list of permits that were under the user.
- View Inactive Permits.
- Request for Inspection.
- View Inspection Status.
- Cancel Inspections.
- Email notifications etc.
- Print the Permit information that is applied online by the users.

Create an Account

Open your Internet browser and in the address bar type (Online Permit Counter (OPC) link).

1. Click on *Create an Account* link at the bottom of the login box.



2. Enter your account information. Select the appropriate Applicant Type. Note that the contractor license details will be automatically populated while user selected Contractor as Applicant Type.

All required fields are marked with a red * asterisk. **Account Registration** Applicant Type Contractor License Number * 19834687 Check State License Expiration Date * 8/28/2020 First Name South gate Last Name * user Company Name City of South gate Address* south gate City * South Gate State * CA Zip* 86465 Email Address* southgateegovuser@gmail.com Phone Number * 678-927-6666 Ext Work Phone 676-767-5677 Ext Mobile Number 987-987-8756 ■ Please confirm that you have read and accept our Privacy Policy and Terms of Service. Required fields are marked with an asterisk*

3. Review the Privacy Policy and Terms of Service at the bottom of the Account Registration form and click **Submit**.

You should now see the following message, indicating to check your email for login instructions and temporary password.



Login

To login for the first time, copy your temporary password from your email received from.

Registration Success Inbox ×



Thank you for registering on the City of South Gate. Please find your login credentials below:

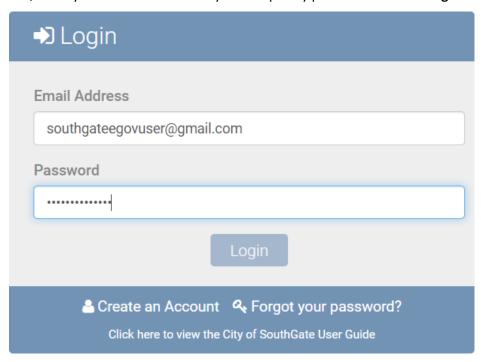
Email Address: southgateegovuser@gmail.com
Temporary Password: oa6nb6im

You will be asked to change your temporary password when you first log in.

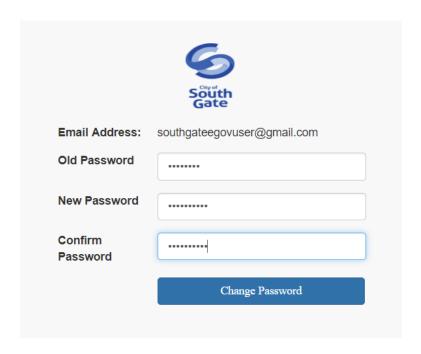
City of South Gate Community Development Department <u>cityofsouthgate.org</u>



Next, enter your email address and your temporary password and click Login.

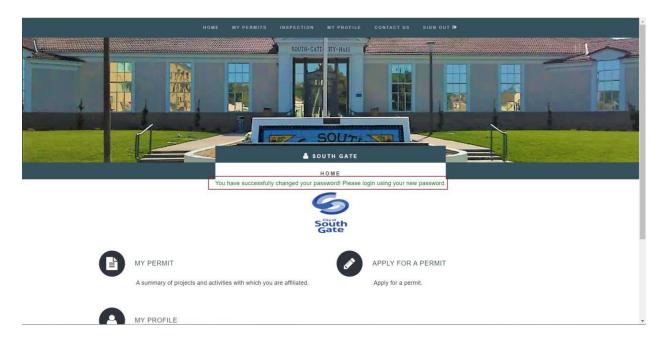


The system will take you to **Change Password** section where you will need to enter your temporary password as your current password then enter a new password of your choice. Click **Change Password**, then log back in with your new password.

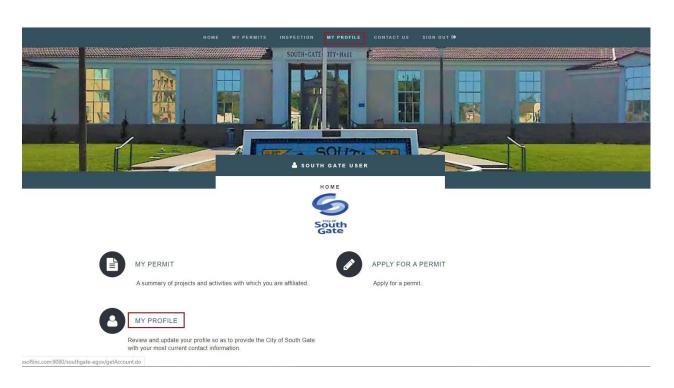


Home Page

After successfully login in, you will see the City of South Gate Online Permit Counter (OPC) home page, where you will have access to Permits linked to your email. Note, in order to access permits, your email address must be associated with the permits in the City's Electronic Permitting and Licensing system.

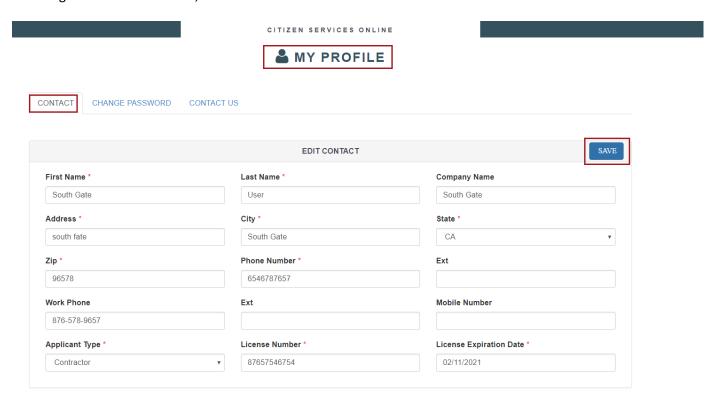


My Profile



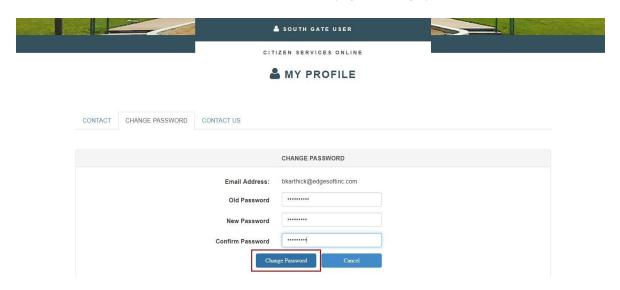
Change Contact Info

To change contact information, click on MY PROFILE from the main menu then click on the EDIT button.

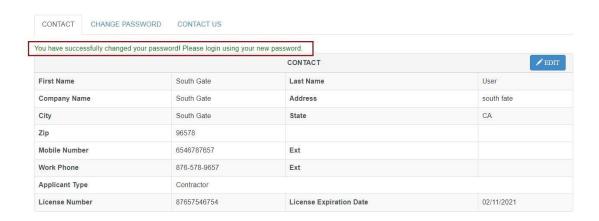


Change Password

Click on the CHANGE PASSWORD tab under MY PROFILE page to change password.







User will receive an email notification regarding password change

Password Change Success



Your password has been successfully changed on the City of South Gate Online Development Services Counter.

Thank you for using this service.

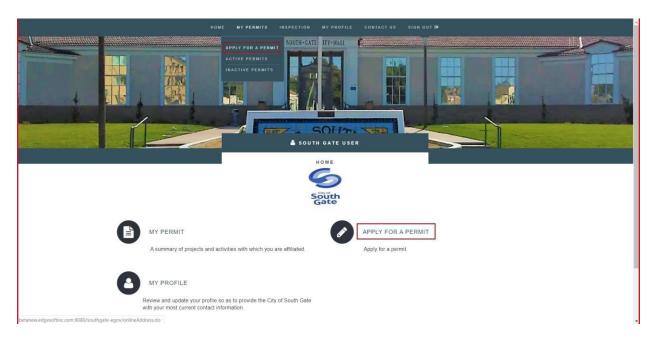
City of South Gate Community Development Department <u>cityofsouthgate.org</u>

Contact Us

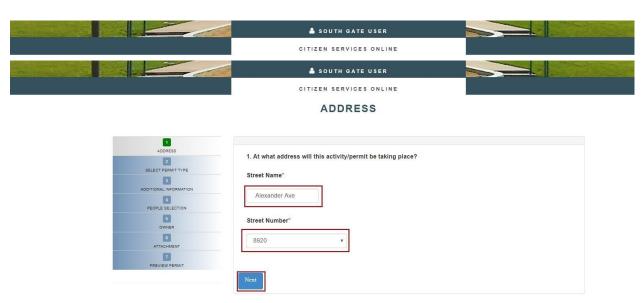


Apply for a Permit

In the Home screen, go to MY PERMITS and click on APPLY FOR A PERMIT or in the home page body there is a link APPLY FOR A PERMIT click on it. Please check the screenshot below for better understanding.



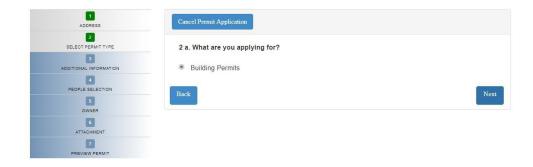
In the Address tab, you will now be asked to enter the address that will be associated with this permit. Please enter a Street Name and a Street Number. *If needed*, select a Unit. Select **Next** when ready to proceed.



User can get MODULE TYPE SELECTION screen where we can select type of permit.



MODULE TYPE SELECTION

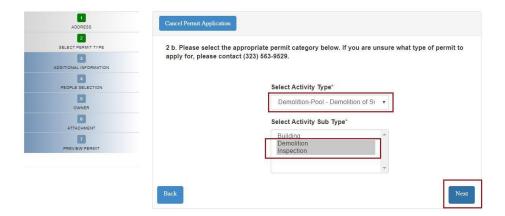


After selecting 'Building permit' click on Next button. In PERMIT TYPE SELECTION page, user can select the category of permit.

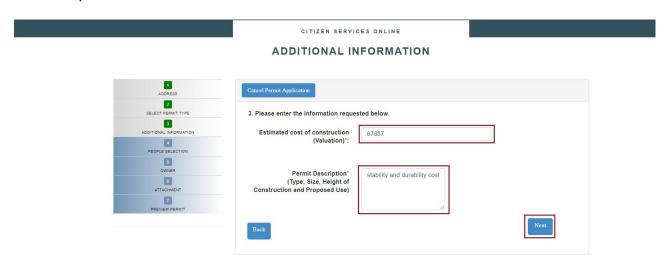
After selecting Activity Type and Sub Type click on Next button.



PERMIT TYPE SELECTION

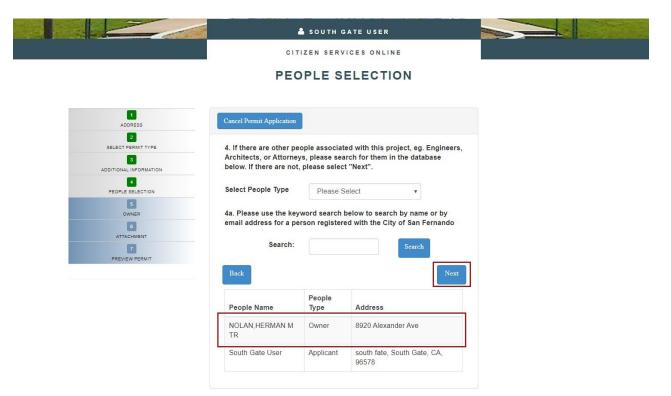


In the Additional Information tab, please enter the required information. Select **Next** when ready.



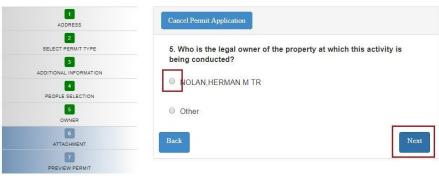
NOTE: All fields marked with a red asterisk (*) are required before proceeding.

If any people associated with this project, user can search and add them in the below screen and click on Next.



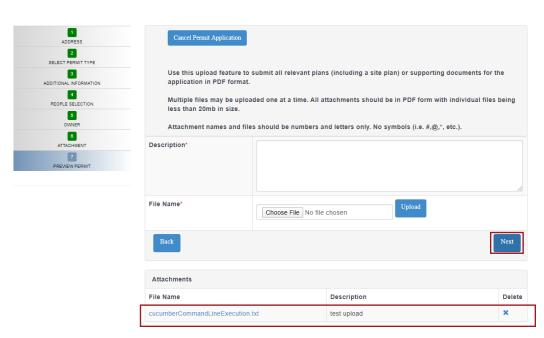
Please enter the legal owner of the property details below and click on Next.





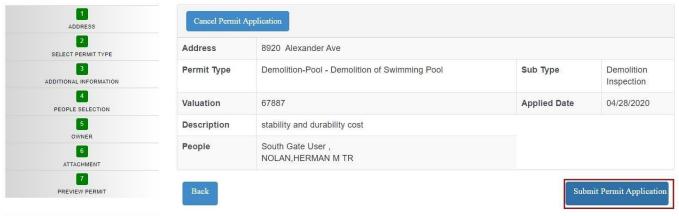
Please add the description and upload attachments needed for permit purpose and click on Next.

ADD ATTACHMENTS



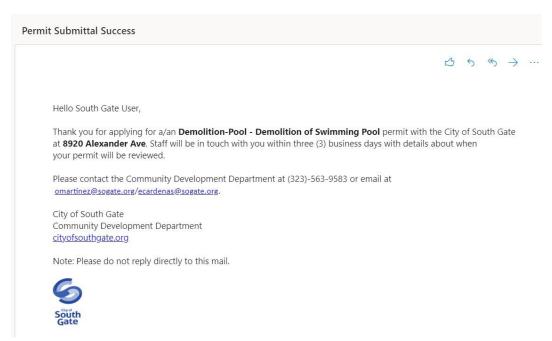
Verify the details below and click on submit permit application button, if details are proper and final to submit the permit application.

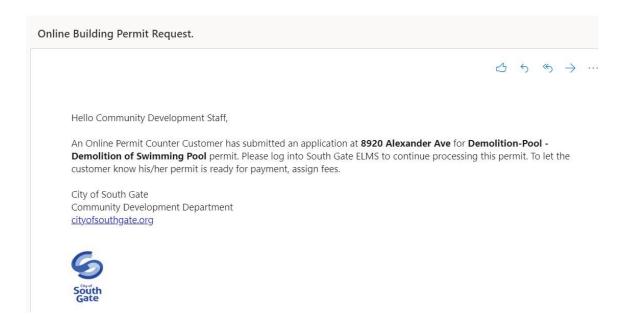




You have now successfully applied for a permit!

Once after clicking on submit permit Application, label message will be displayed as 'Permit Submitted Successfully' and user will receive mail as well.

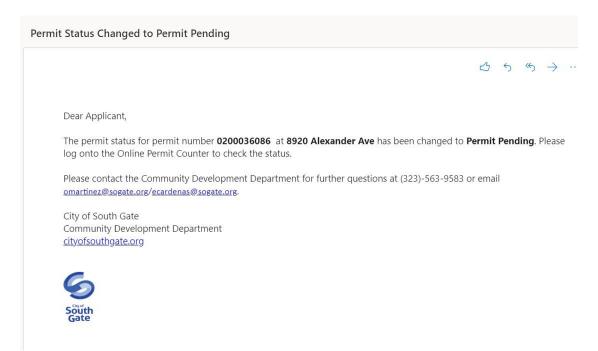




City of South Gate Admin portal

City of South Gate Admin portal changes Adding Fees by Admin user.

After posting fees, registered OPC user will receive email notification for status change of that particular permit from Estimate to Pending. The sample email is given below.

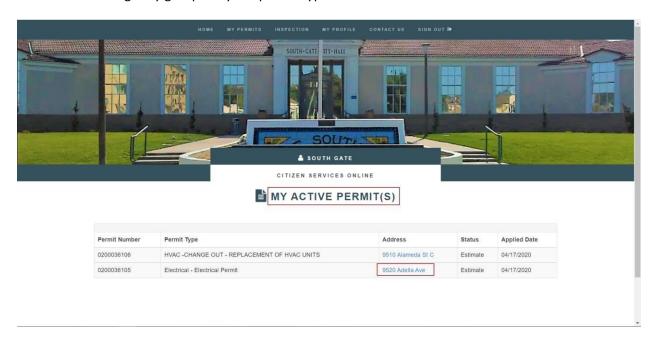


My Permits List

Click on the MY PERMITS menu and select the appropriate link to view the list of activities that are associated with your Online OPC Portal user account email. *Note* that for security reasons, we are only allowing access to a record if the contact on the original record has the same email as the City of South Gate Online Permit Counter (OPC) user email. To view the permit list, click on the **ACTIVE PERMITS** link.

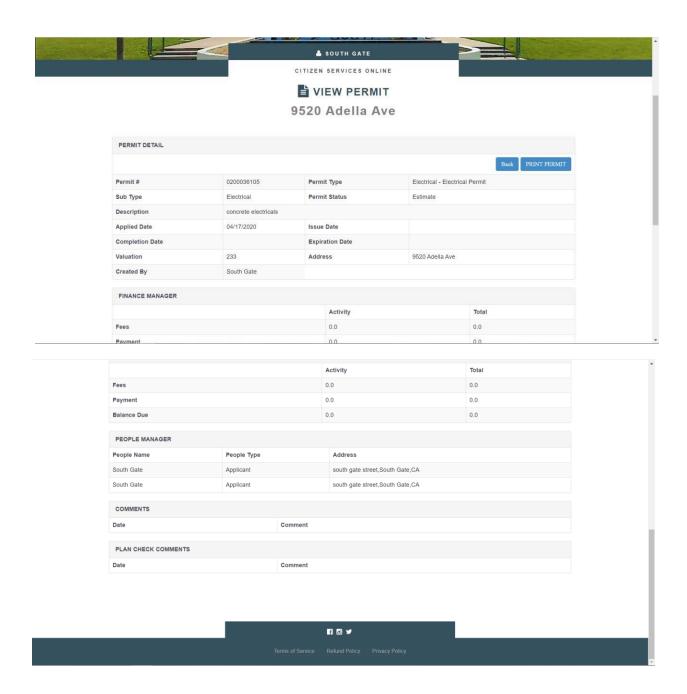


All active permits associated with City of South Gate Online Permit Counter (OPC) account/email will be listed chronologically grouped by the permit type.

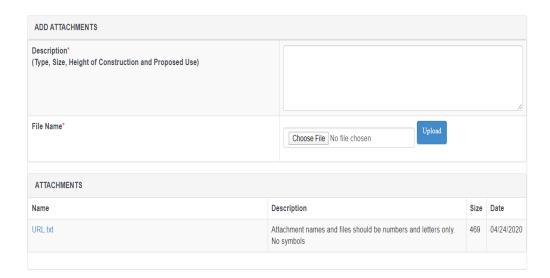


View Permit Detail

To view permit details, click on the address hyperlink from MY ACTIVE PERMIT(S) page. The portal users can print the permit from OPC with corresponding permit details as a pdffile.



The portal users can also upload all the documents which are relevant to permit or inspection.



My Inactive Permit(s)

Permits with status as Expired, Cancelled etc. are displayed in In-active permits page





Request Inspection

To request an inspection, users can click on the "Inspections" link from the main menu then click on "Request Inspection" sub menu.



Select the permit number, Inspection type(s), Inspection Action code, requested inspection date, requested inspection time and enter additional comments and click on Schedule Inspection Request.



Cut Off times / No Schedule window

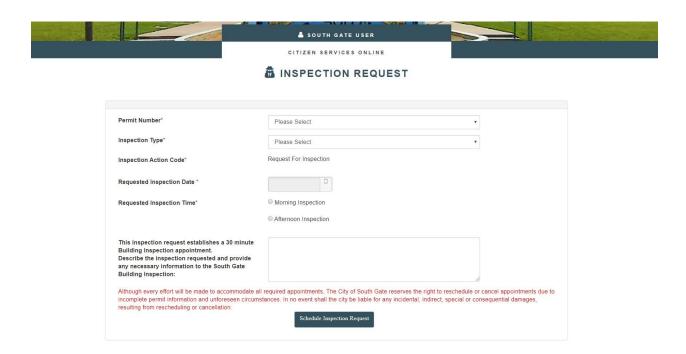
No Schedule Start / End time

Based on the time limit given by admin user in no schedule start and no schedule end, the OPC users won't be allowed to request inspection in the particular time range for no schedule start and no schedule end time

Request cut off time

Before 3PM, the system allow user to schedule next day appointment.

After 3PM the system won't allow to schedule appointment for next day but can schedule appointment for the upcoming two days for OPC users.

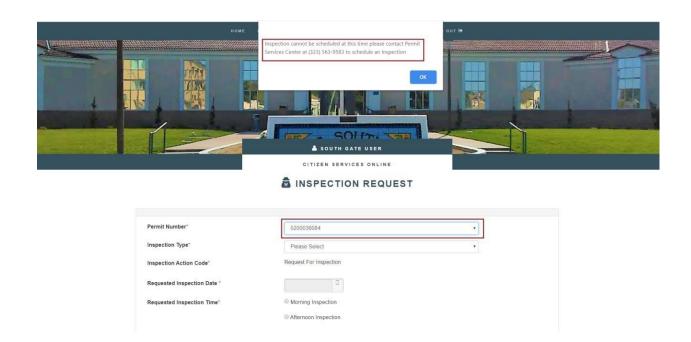


Inspection maximum limit per day ELMS

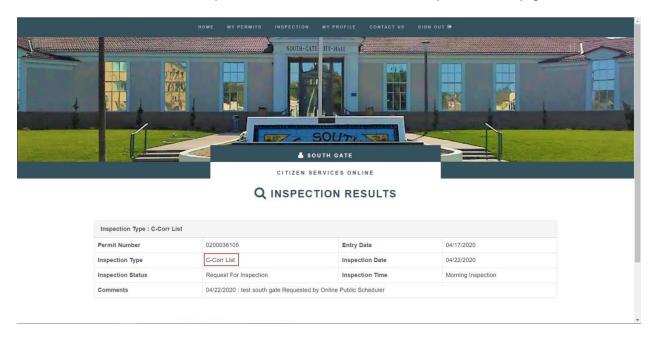
From South gate portal, admin user can set the maximum limit for all building and safety inspectors on per day basis, whereas the summation of all building and safety user's inspection limit per day is considered as per day limit in South gate OPC.

Inspection maximum limit per day OPC

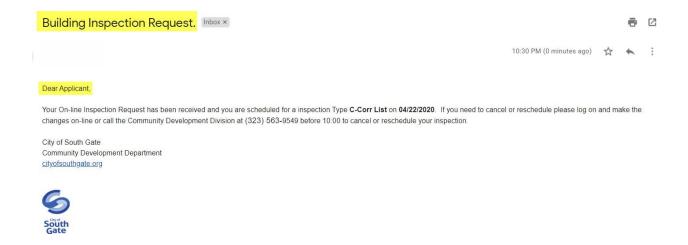
If the maximum limit of inspections per day was exceeded, user will not be allowed to schedule an inspection on the given date. User will be prompted to select a next available date to schedule the same inspection.



After successful submission of an inspection, the user will be redirected to inspection results page



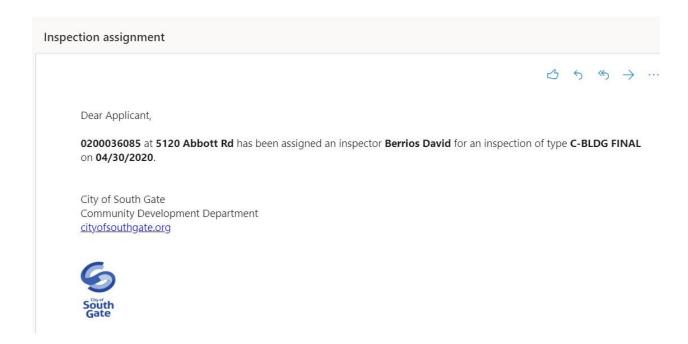
Mail notification for inspection request submission to Applicant



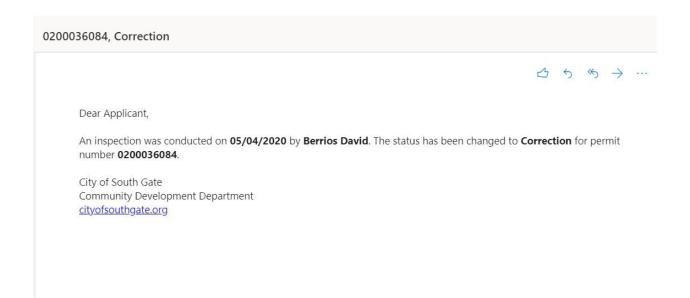
Assigning Inspection

Reassign inspection from South Gate Admin portal by building and safety inspector. Inspections requested from online OPC will be displayed as Yes in the online column of inspections page in ELMS

Inspection can be re-assigned from unassigned to another inspector, based on the inspection limit per day of the particular inspector.

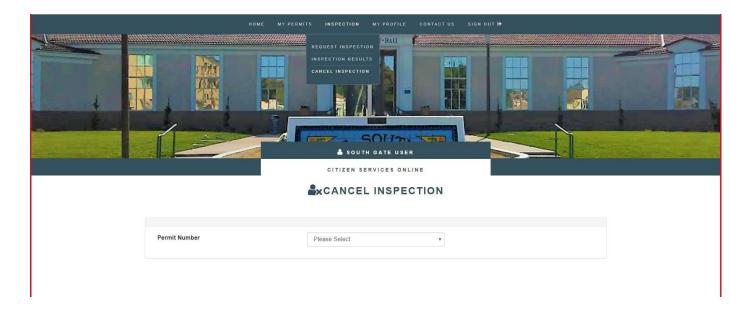


Email notification will be triggered for the below changes in inspection such as Inspector change, Inspection date and Action code.

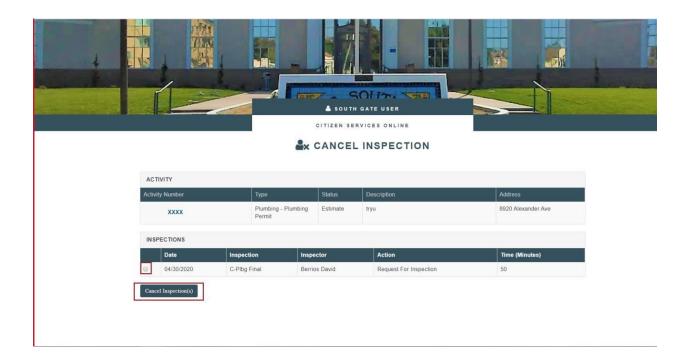


Cancel Inspection

To cancel a scheduled inspection, you may click on the CANCEL INSPECTION from INSPECTION menu.



Select the permit number, then check the inspection(s) to be cancelled and click "Cancel Inspection(s)". Past and Current inspections will not be displayed, only future inspections will be displayed here.



Cancel inspection cut off time

After 3 P.M user not allowed to cancel tomorrow's inspections from cancel inspections page. After cancellation of an inspection, label message will be displayed as in the below screenshot.



Email notification for cancelling an inspection

Inspection is cancelled for permit number 0200036084 for a/an Plumbing - Plumbing Permit at 8920 Alexander Ave.

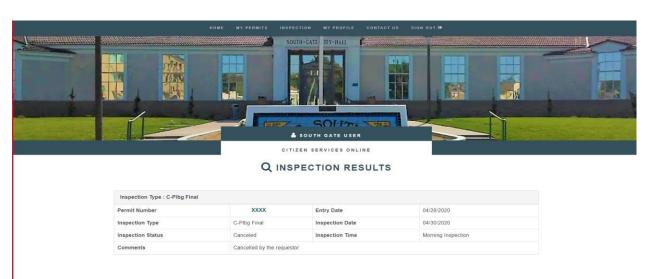
City of South Gate Community Development Department <u>cityofsouthgate.org</u>



Inspection Results

To view inspection results, click on the INSPECTION menu and select inspection results. After that enter the permit number then we can see inspection results like below.





Terminology

- Activity permits.
- Activity Status permit status.
- Applied Date the date for which the activity was first recorded Description –scope of work, additional activity details.
- Sub Type a sub category within the activity type.
- Request Inspections, Cancel inspections.

Questions & Queries

If you have further questions, comments, suggestions or need technical support, please contact:

Address

Community Development Department 8650 California Avenue, South Gate, CA 90280

Phone: (323) 563-9583

Email: ecardenas@sogate.org