



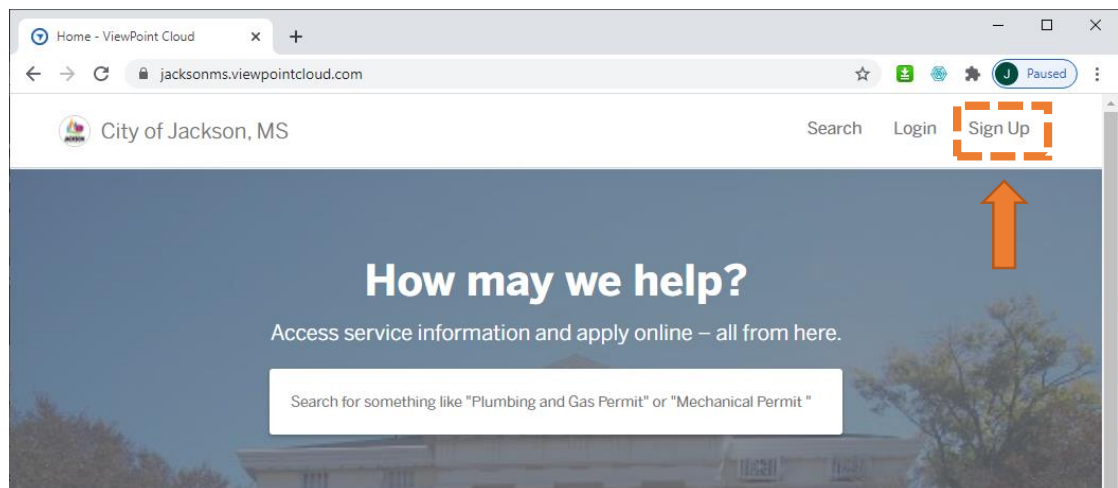
QUICK GUIDE ONLINE PERMITTING

**NOW APPLY ONLINE AT
www.jacksonms.gov/building-permits**

In November 2020, the City of Jackson upgraded its permitting system to an online cloud based system. All applications can now be done online. Payments can be made online by credit card and ACH. Inspections can be requested online. This document provides a guide to using the self-serve online system.

A Quick Guide to City of Jackson Online Permitting:

- How long will using the online permitting system take?
 - ✓ Only a few minutes. The application is the same online as in person.
 - ✓ The first application may take a few additional steps because of registering and activating your account and learning the process.
 - ✓ After your first application the process will be even quicker.
 - ✓ Permits submitted online go directly into the review process through automation and will likely result in faster processing times than applications made in person.
- How do I register?
 - ✓ Go to www.jacksonms.viewpointcloud.com
 - ✓ Select Sign up in the top right corner.



- ✓ Follow the directions to sign-up for your account.
- ✓ You will receive an email confirmation to activate your account.
- ✓ Activate your account.
- ✓ You are now ready to use the online system.
- How to apply for a permit?
 - ✓ Go to www.jacksonms.viewpointcloud.com
 - ✓ Login with your account.
 - ✓ Select Building Permitting
 - ✓ Select the type of permit you are applying for.
 - ✓ Fill out the form as prompted.
 - ✓ Upload the required submittal documents. If you do not have digital copies of plans, please use the record number from your application to mark the physical set prior to drop off at our office.
- What happens once you have submitted an application?
 - ✓ The system will automatically push your application through the required reviews.
 - ✓ You can monitor your application by logging into the site and selecting the "My Account" link at the top right of the screen. This takes you to your dashboard. All of your applications, permit, and licenses can be found here.

- ✓ You may receive notifications from reviewers through the system requesting more information or clarification.
- ✓ You will be notified when your permit application has been approved for issuance and at that time be prompted for payment in the system and by email.
- ✓ You can make the payment online via credit card or ACH or make a cash payment in person.
- ✓ The system will generate your permit once the payment is made. You will be notified when it issued. You can print it from the website at home.
- Inspection Requests
 - ✓ For permits that were applied for in the new system you can manage your inspection process online also.
 - ✓ After logging in click on the “My Account” link at the top right of the screen. This will take you to your dashboard. From your dashboard you will see a list of all of your applications and permits.
 - ✓ Click on the permit you wish to request an inspection for.
 - ✓ Specify the type of inspection (rough plumbing, in wall electric, etc.) and any additional information you would like to provide.
 - ✓ You will be notified when the inspection is accepted and scheduled.
 - ✓ You will be notified when the inspector adds the results of the inspection.
 - ✓ In the event that the inspection is failed you will be able to see the inspectors report documenting any issues identified.
- Certificate of Occupancy or Completion
 - ✓ The Certificate of Occupancy or Completion will automatically be generated when all required approvals and inspections are completed. This can be printed at home from the site.
- Final Reminders
 - ✓ You can monitor the status of the application online and see if any action is needed. Just return to the site and login www.jacksonms.viewpointcloud.com.