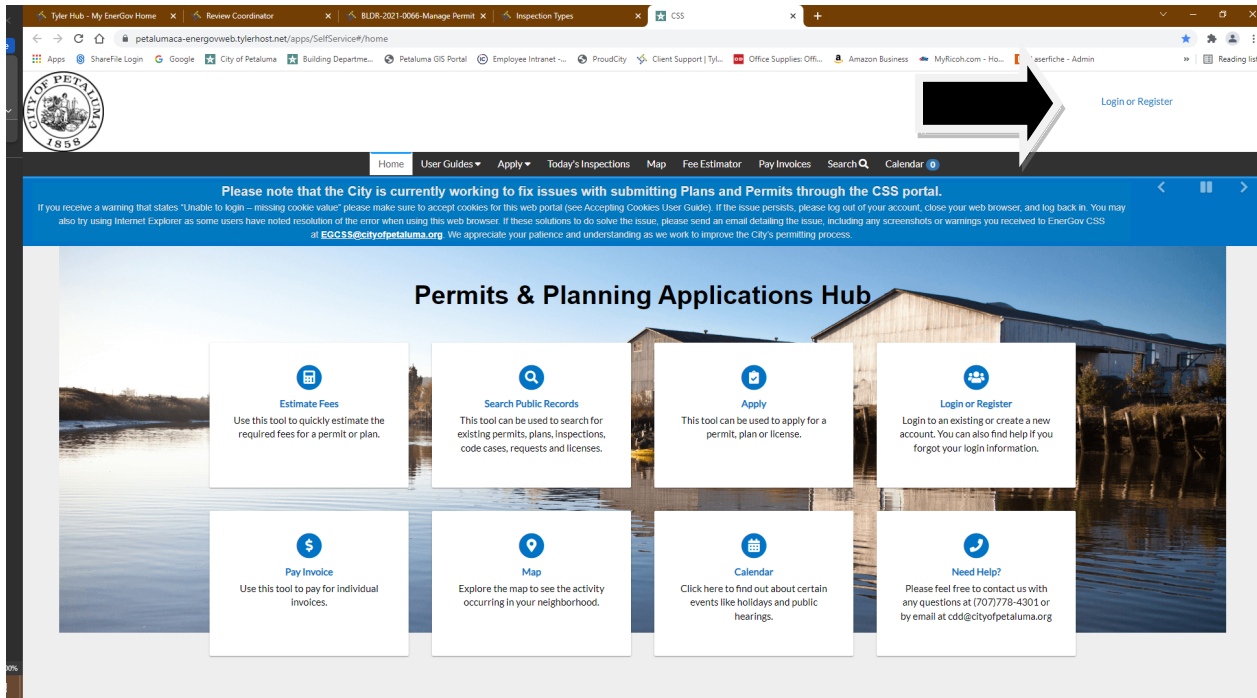


City of Petaluma Permit & Planning Customer Portal Directions

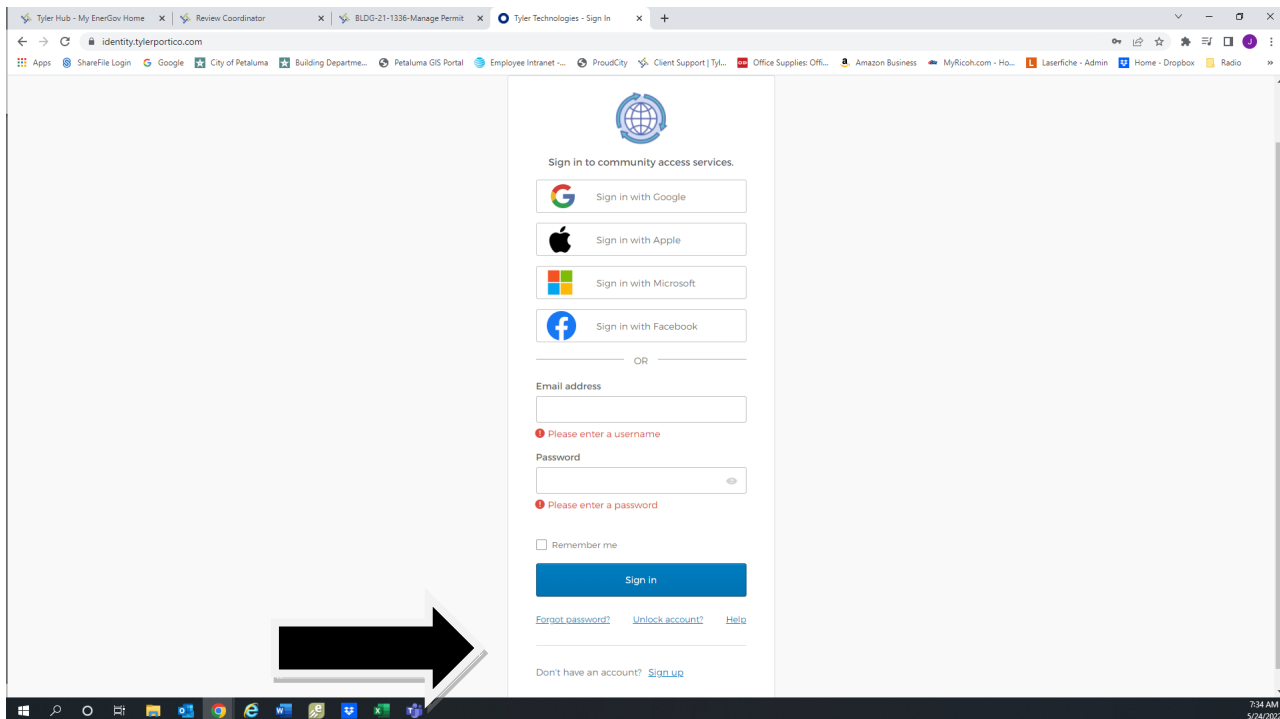
To register for a new account in the new Customer Portal click on the following link:

<https://petalumaca-energovweb.tylerhost.net/apps/SelfService#/home>

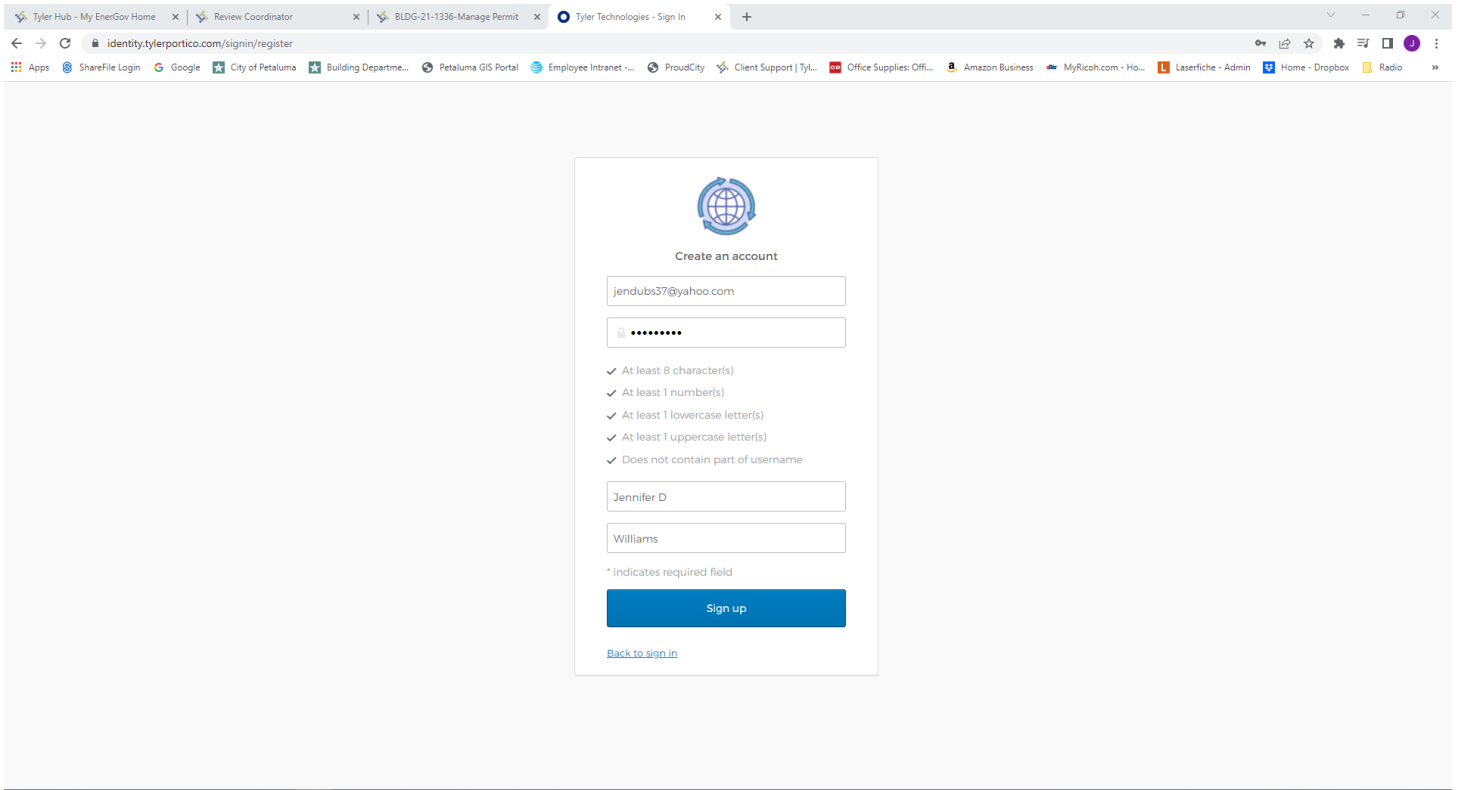
- Click “Login or Register”



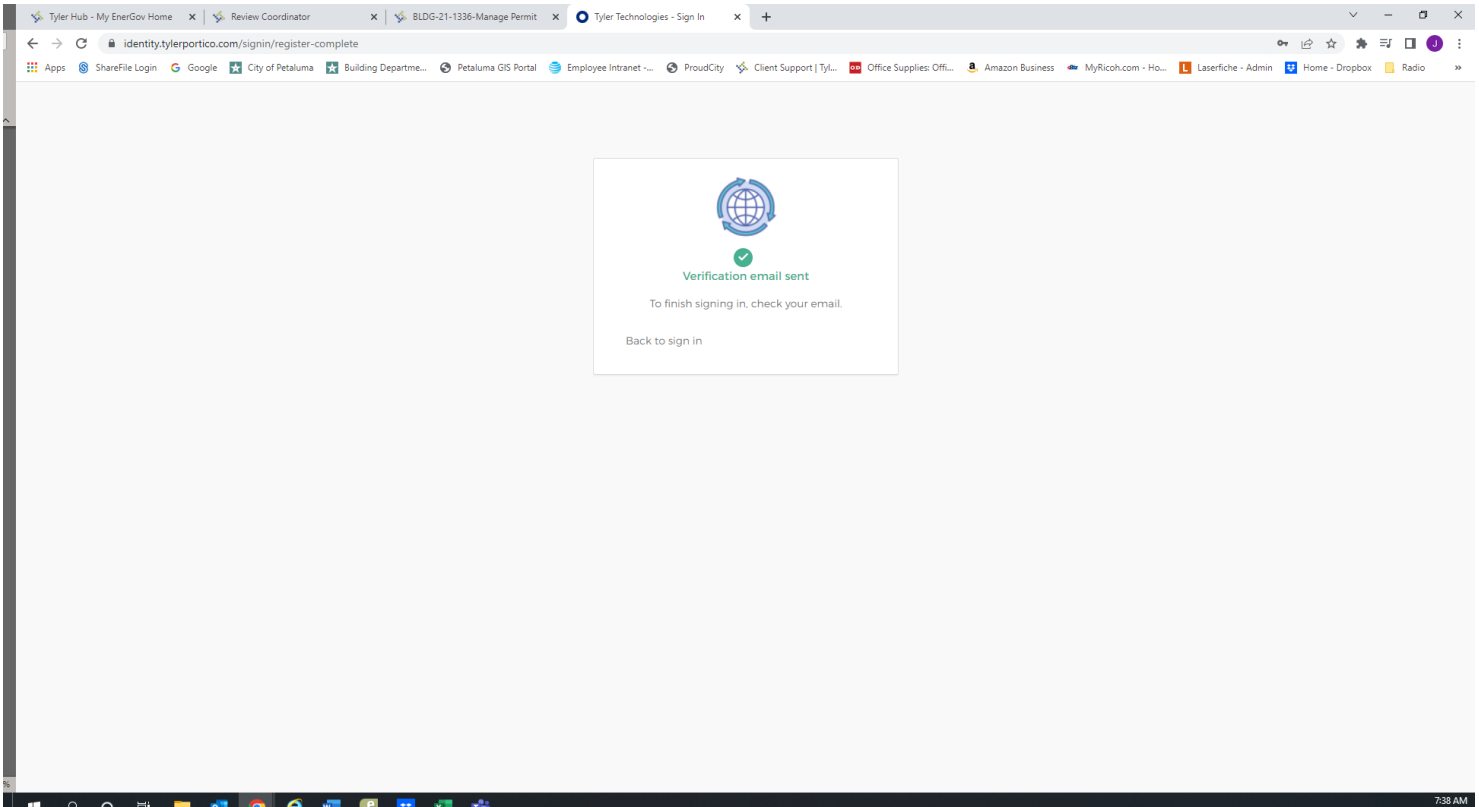
- Click on Sign Up link at the bottom of the current page.



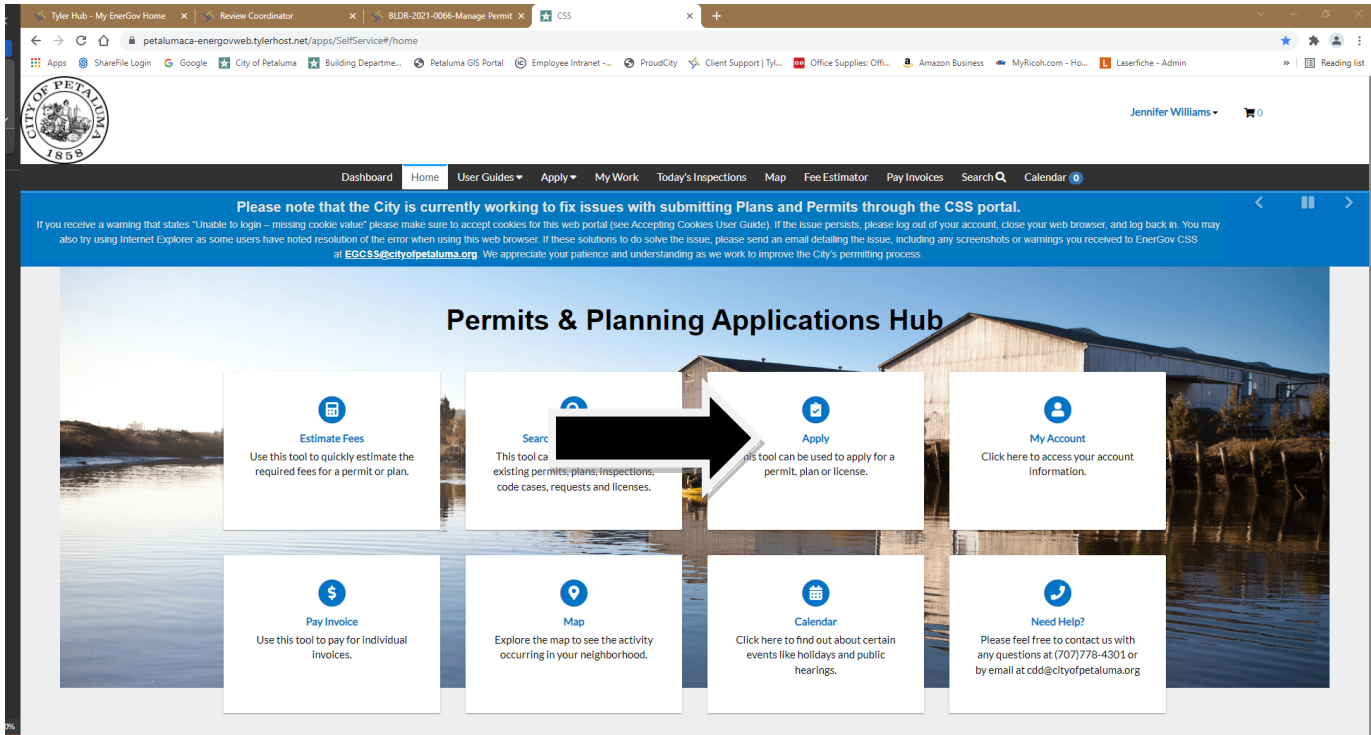
- Fill out the email, password and the First and Last Name click on Sign Up



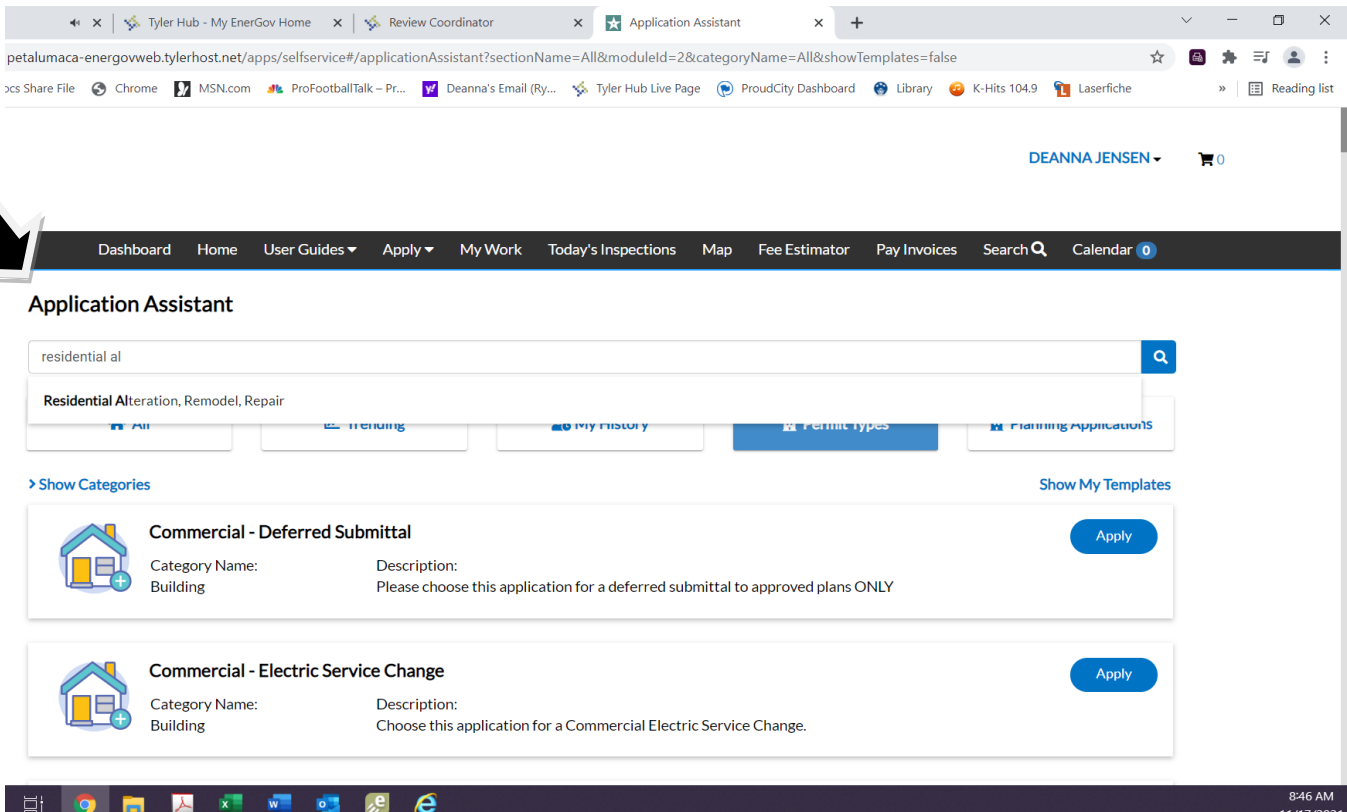
- You will then receive an email that will require you to verify your email, before you can fully register. If you do not receive this email after 10 minutes please check your junk/spam mailbox.



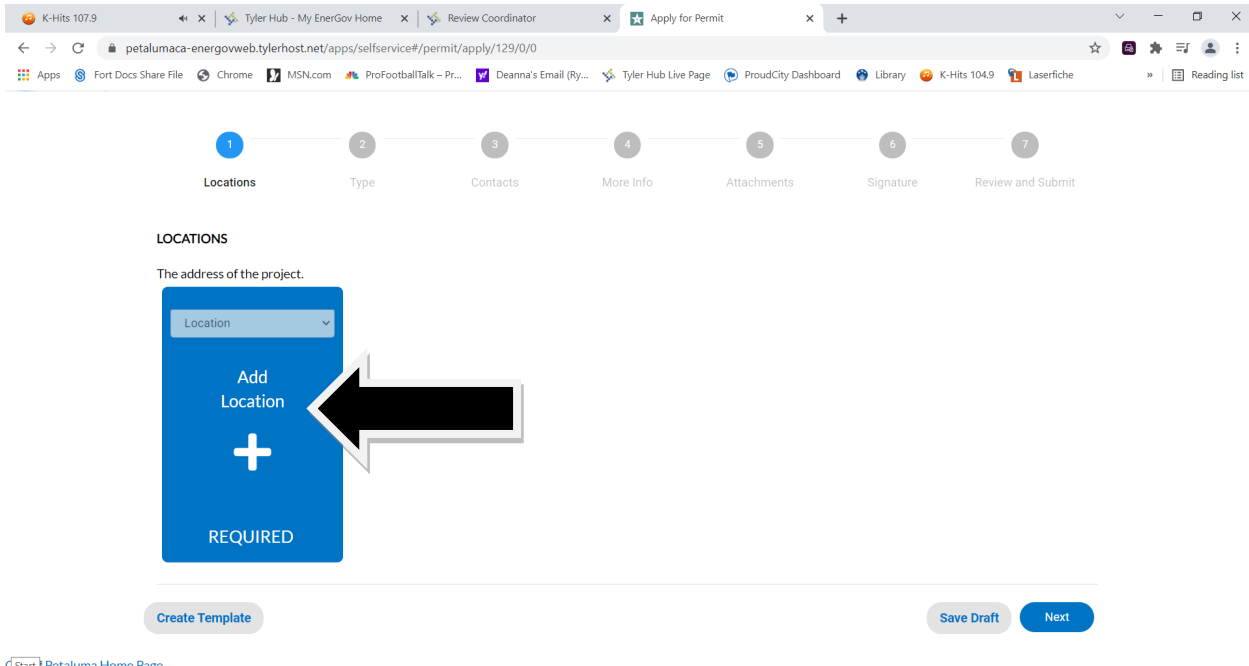
- Once you verify your email, click back on the following link: <https://petalumaca-energovweb.tylerhost.net/apps/SelfService#/home> sign in with the email and password you just created and finish the registration.
- Once signed in, Click on the box marked “APPLY”



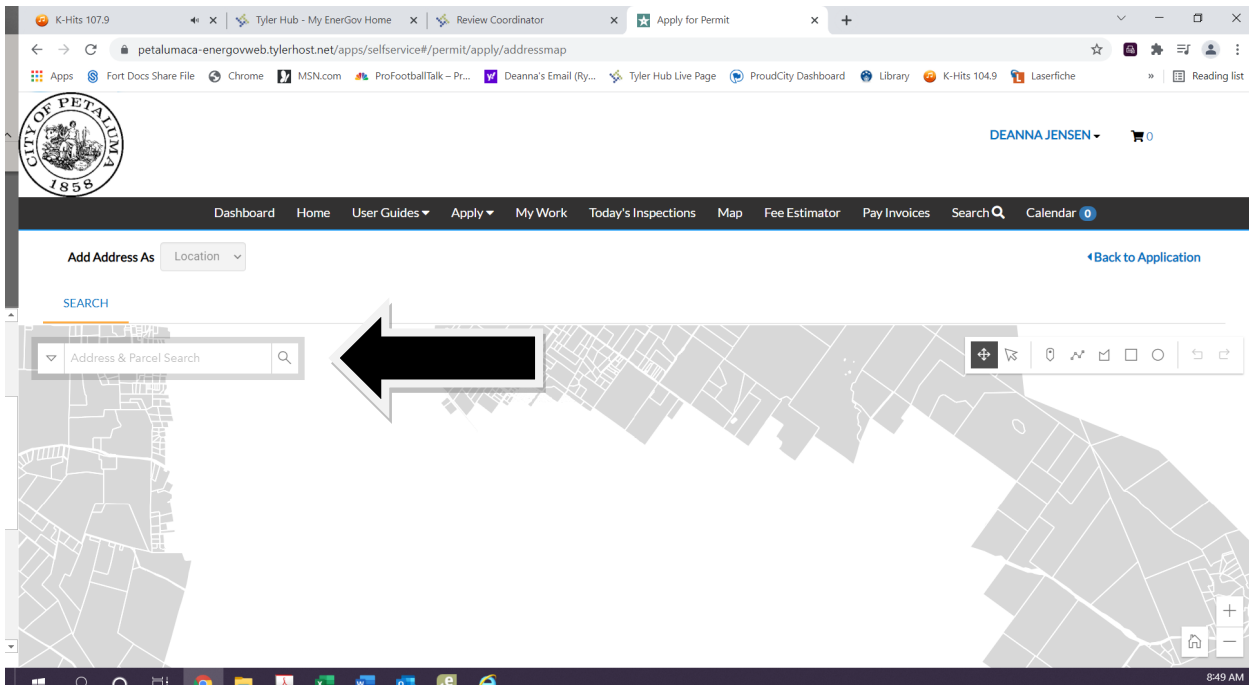
- Once you click apply you can either browse through the different permit types or you can start to type “Residential or Commercial” and permit types will start to come up, click on the apply button next to the permit type you need.



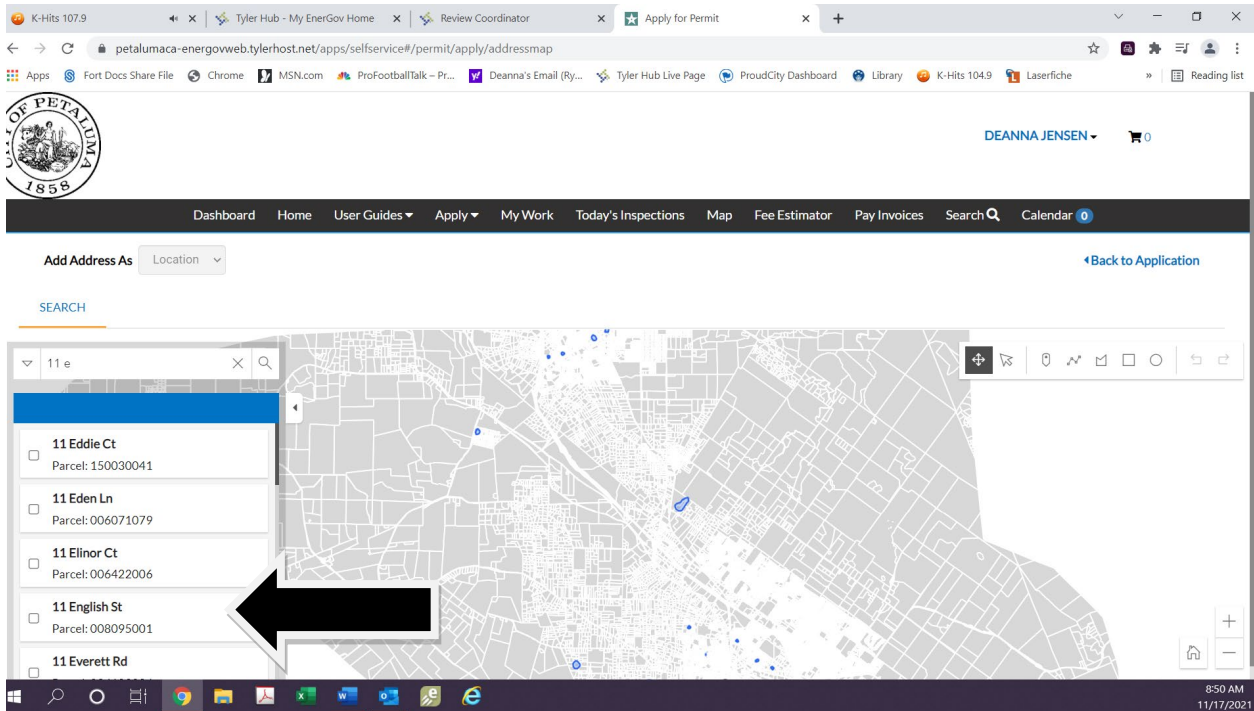
- Search for your project location by clicking on the “+” sign in the big blue box.



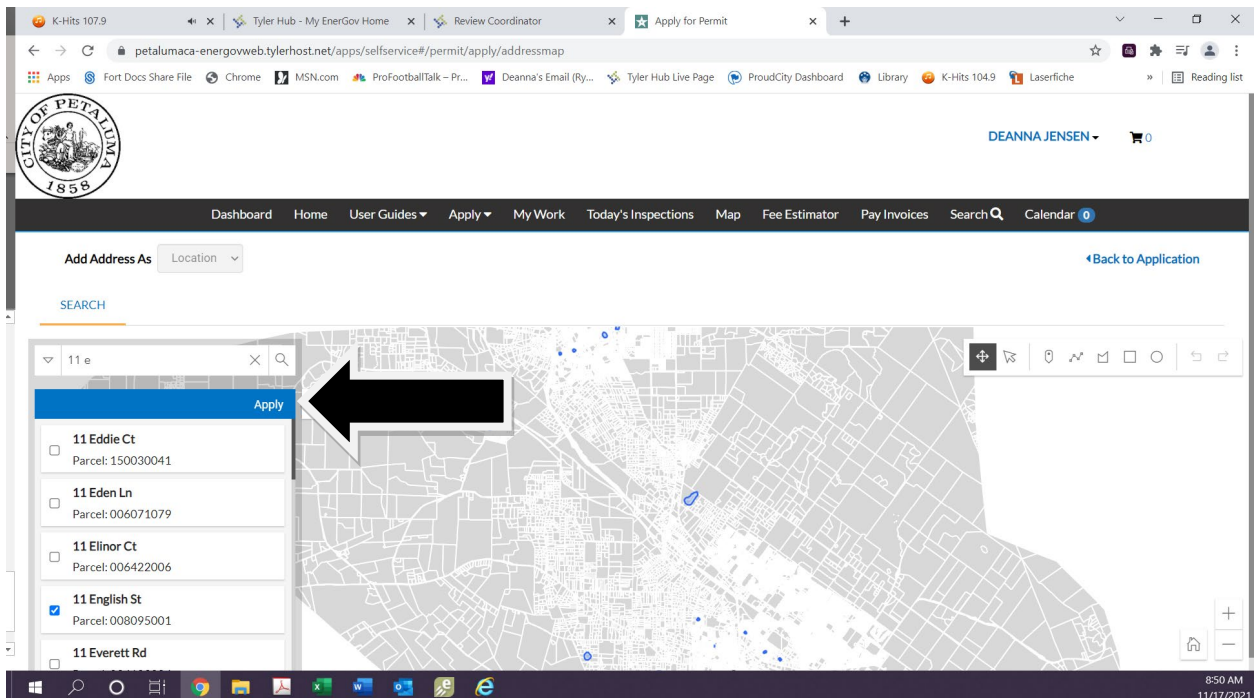
- Type the address into the search box and click on the magnifying glass – search for the address number and first letter of the street name, i.e. search for 11 E to find 11 English St, 21 4th for 21 4th St, a drop down menu will appear.



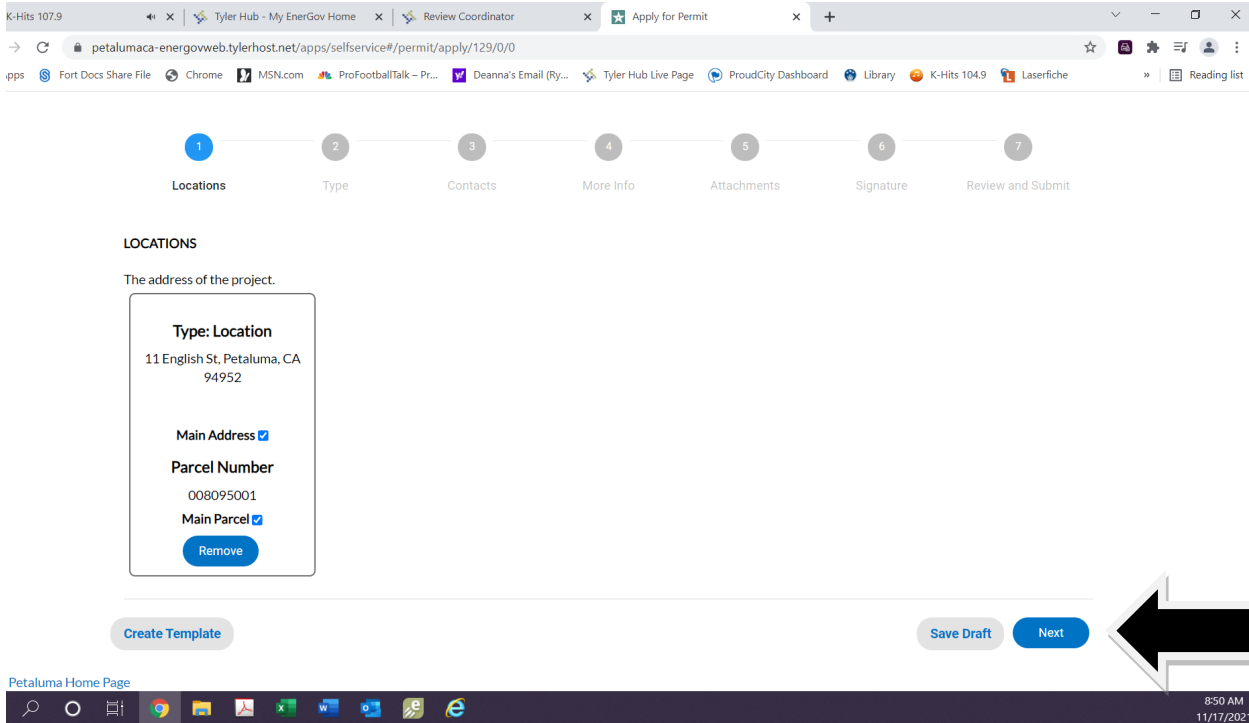
- Once you find the address you want check the small box next to the address.



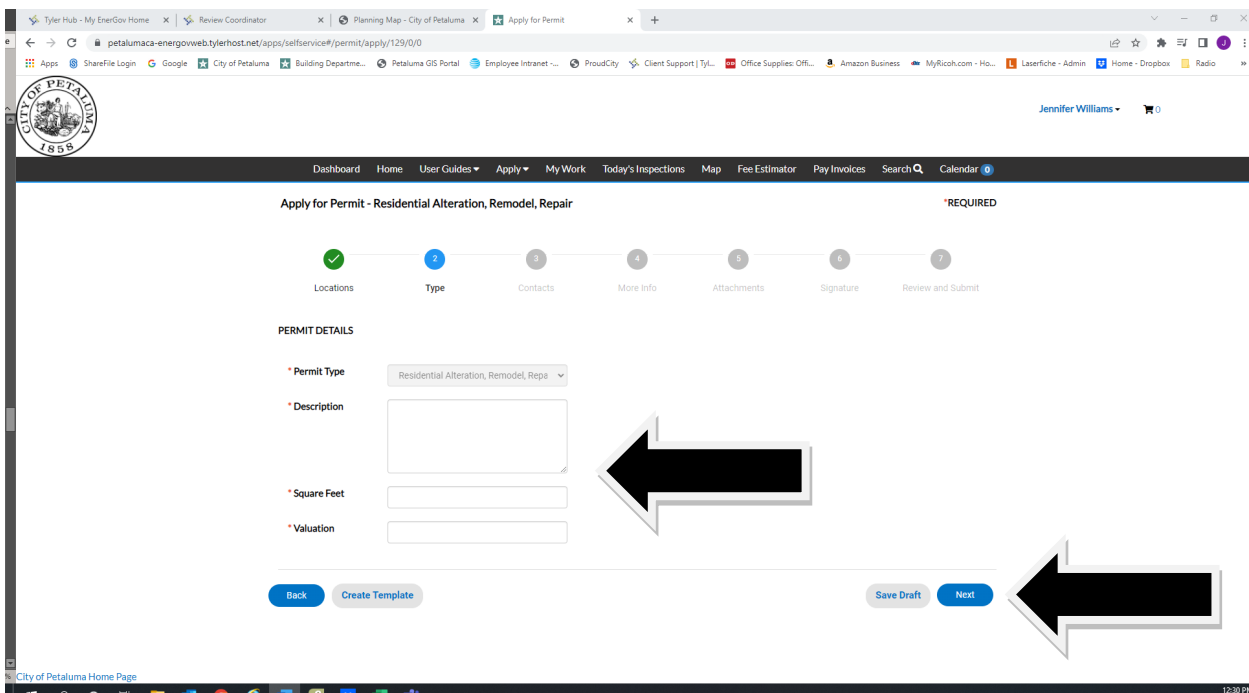
- Then click "Apply"



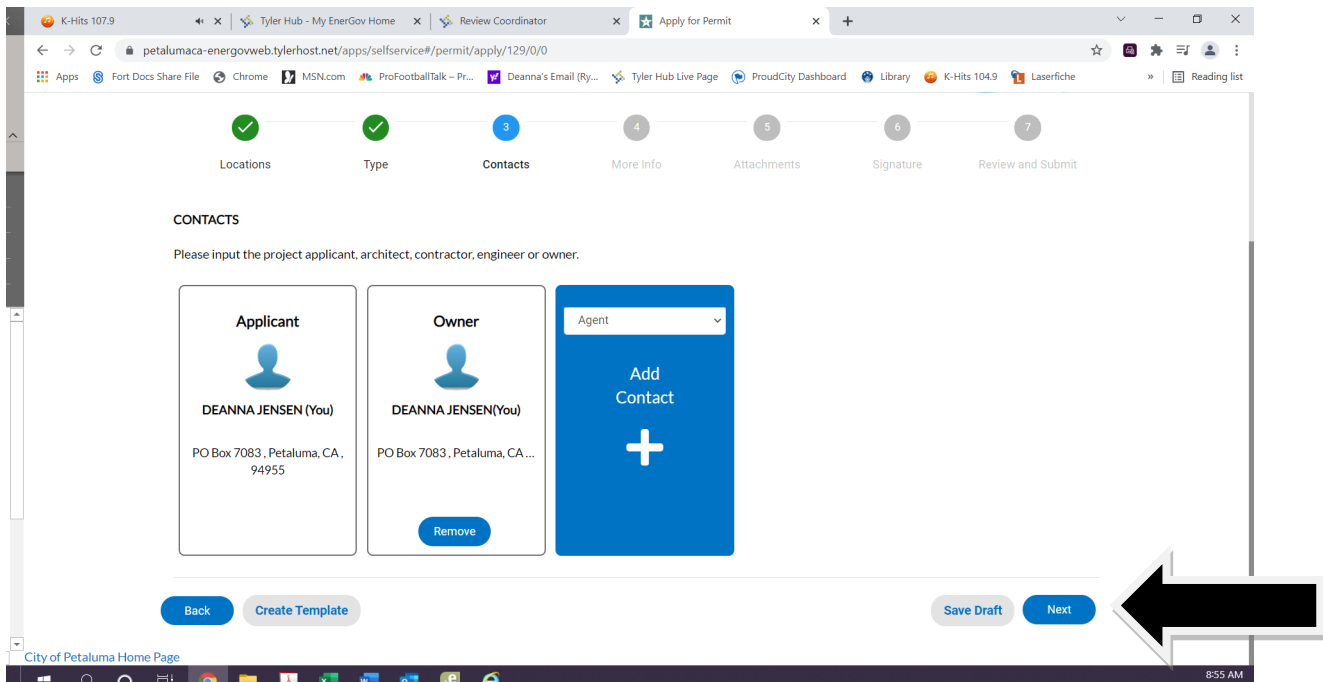
- Once the location is complete:
- Click “Next” in the lower right corner.



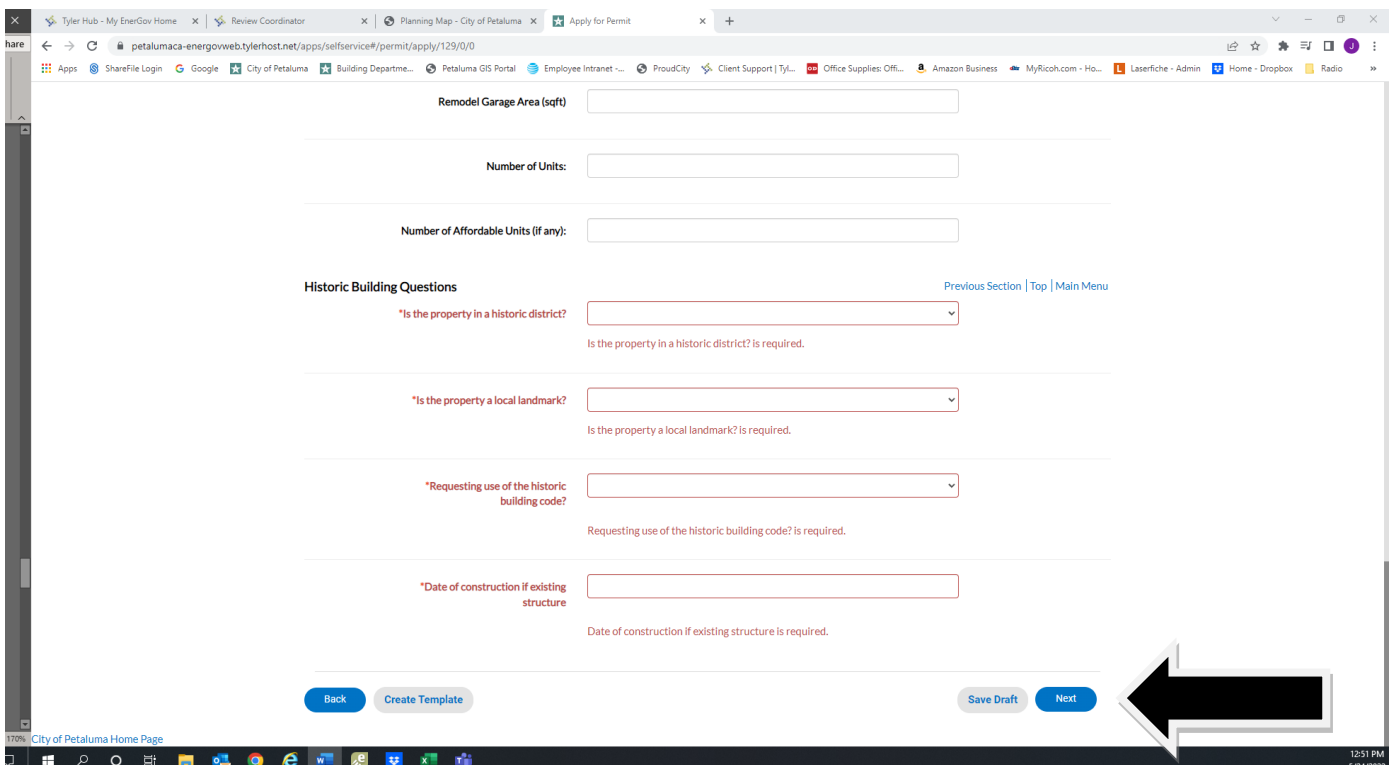
- Complete the permit details – a good description of work. If there is no added square footage, please enter “0” in this box. The “Valuation” is the estimated cost of the job – Labor + Materials.
- Click “Next” in the lower right corner.



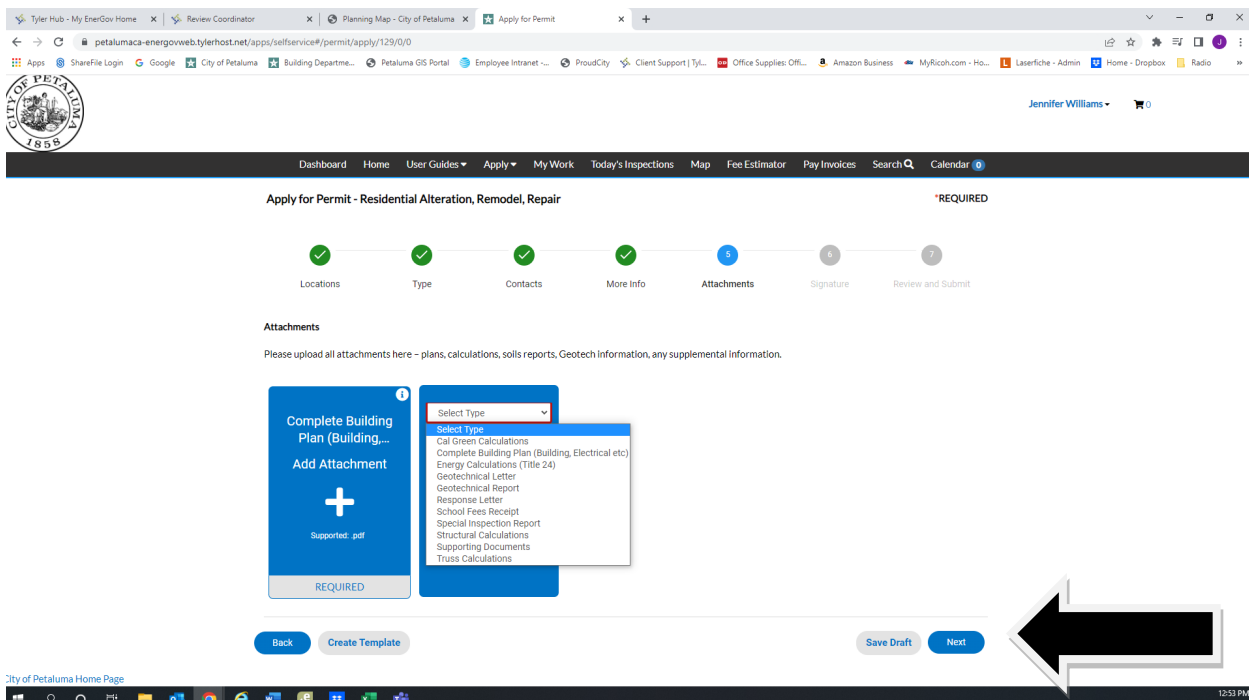
- On the next screen, add contacts to the permit. You can add as many as you like, just keep clicking on the “+” sign in the middle of the blue box.
- Click “Next” in the lower right corner.



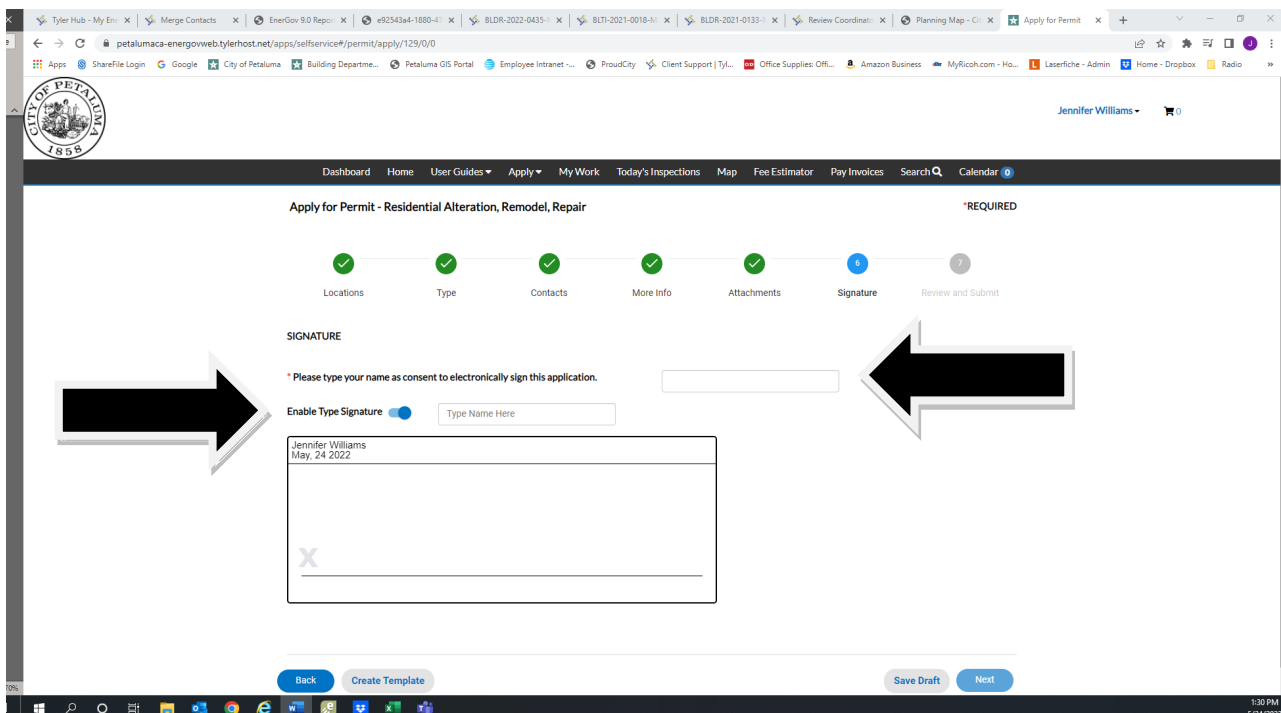
- The next screen is additional information, fill in as much as you can. The permit type will determine what questions you need to answer. **Please note:** there will be some required fields in this section.
- Click “Next” in the lower right corner.



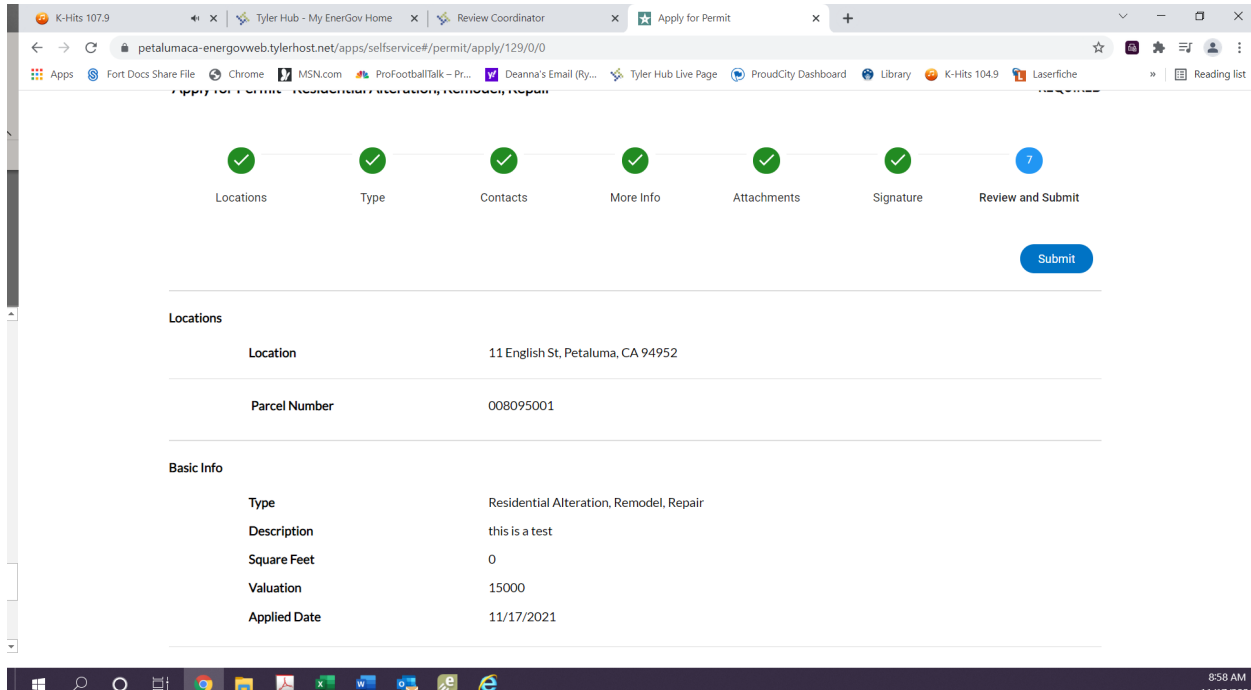
- The next screen will ask you for plans and supporting documents. The permit type determines what is required to be submitted. **All documents must be in PDF format.** **Please Note:** There are certain permits that do not require plans.
- Click “Next” in the lower right corner.



- Electronic signature required, type your name in the first box then click the “Enable Type Signature” and type your name again, it will show up in the larger box.
- Click “Next” in the lower right corner.



- The last screen is “Review and Submit”. If all the information is correct, click the “Submit” button in the upper right corner or in the lower right corner.



- Your permit is submitted! A success email will be sent to the contact email provided in your registration. The page below will pop up as well.
- Click on the “Continue to Permit” button to see your application and pay any fees that are due.

