Online Permit System
User Guide
City of Minneapolis
June 2017

Table of Contents

Document Purpose

This document is meant to serve as a guide or reference for the Online Permit System that will have replaced the KIVA Citizen Application. This system will allow users to submit permits to the City of Minneapolis if the work performed does not require a formal review.

Permit types available for application online would be related to Plumbing (Residential Plumbing Work), Building (Exterior Structure Maintenance), Mechanical (Residential HVAC Replacement), and Street Use (Dumpsters and Storage Containers). For demonstration purposes, the permit type of Street Use will be used in this guide.

Welcome to the Interim Online Permitting System.

Pre-approved licensed contractors can purchase permits online using their City of Minneapolis provided username and password.
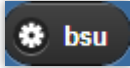
Account	
User name	
Password	
☐ Remember me?	
Log in	
Forgot Password?	

Login

1. Enter the valid username and password into the 'User Name' and 'Password' fields on the form.

2. Choose the 'Log in' button.

3. If the login is successful, the user will be directed to the 'Main Menu' of the Online Permit System.

4. If the login is not successful, please review any error messages (indicated in red) that occur and make necessary changes.

Notes:

- If for any reason you would need to log out of the Online Permit System, you may do so by selecting the gear icon (which also contains the name of the currently logged in user).

  This will navigate you to the 'Account' screen from which you will be able to 'Log Off' the currently logged in user OR choose 'Cancel' which will bring you back to the home page of the Online Permit System.

- If password is unknown or has been forgotten by the user, it would be possible to reset your password by selecting the option below the Log in button called 'Forgot Password?'

  User must have set-up their security question and answer on initial login.
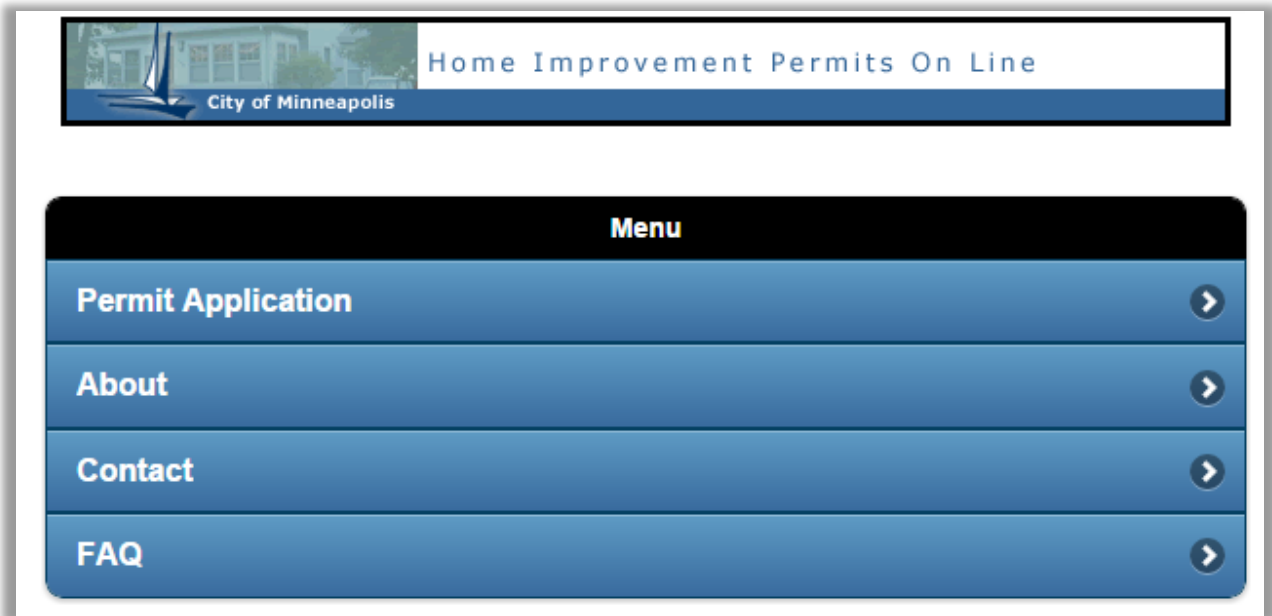
Main Menu

After initial log in, you will be directed to the Home or Main Menu page of the Online Permit Application. From here, you have the ability to start a new permit application ('Permit Application'), find out more about the Online Permit System ('About'), contact the City of Minneapolis for issues or questions ('Contact'), or look up frequently asked questions ('FAQ') concerning the City of Minneapolis permit application process.

Permit Application

Creating a New Permit

1. In order to start a new permit application, you will choose the 'Permit Application' button from the Online Permit System home page.
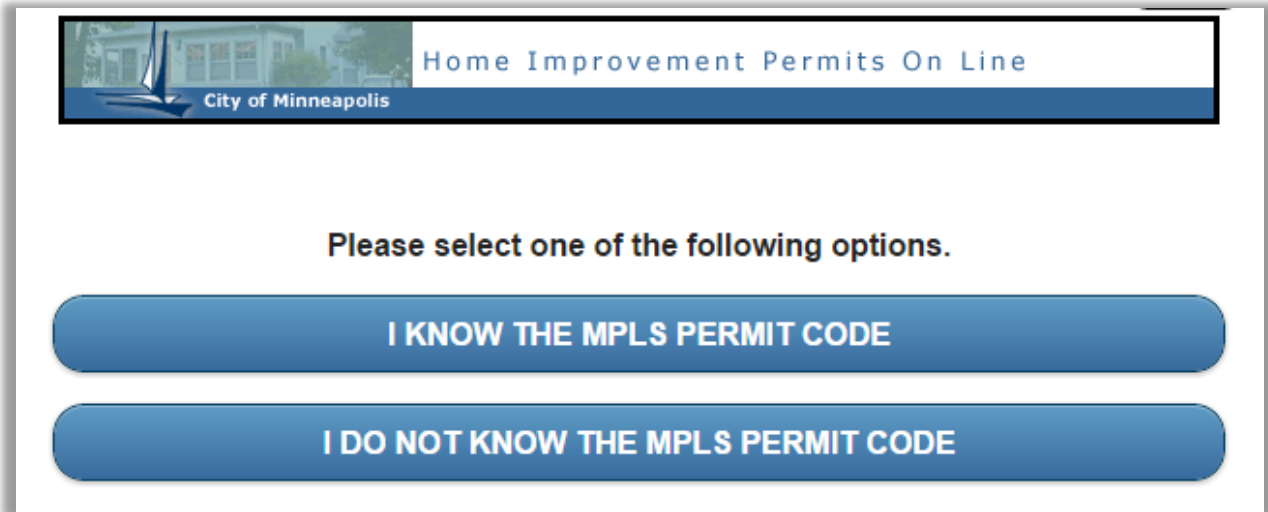
2. The next screen will present two options to allow for flexibility:

- 'I KNOW THE MPLS PERMIT CODE' – Option for users that are familiar with the MPLS Permit Codes. This will allow you to manually select, via drop-down, both the Permit Type and the Scope of Work from the Permit Form screen.

- 'I DO NOT KNOW THE MPLS PERMIT CODE' – Option for users that are **not** familiar with the MPLS Permit Codes. This will allow you to select, via drop-down, a list of options that describe each of the valid types of work.

   Once an option has been chosen, selecting the 'Next' button will automatically direct you to the Permit form screen with the Permit Type and Scope of work auto-populated based on the description of the work being performed.

Home Improvement Permits On Line

City of Minneapolis

Choose a permit type and scope from the drop-down lists that best describe the type of work you intend to do.

Select Permit

Permit Type (Required):

-- Select Permit --

Scope of Work (Required):

-- Select Scope --

Please enter as much of the address as you know. The APN is NOT required if the street address is provided.

Address

Street Address/APN (Required):

Next

1. The Permit Form screen contains three pieces of required information:

   - The **type of permit** the application is intended for.

   - The **scope of work** pertaining to the type of permit that has been chosen. Each permit type will have a unique set of Scope of Work options from which to choose from.

   - The **street address** or the **APN (Assessor's Parcel Number)** that the permit is intended to be used for. The address must exist in the City of Minneapolis Addressing systems. There are additional flags such that will prevent a permit from being pulled on an address, such as Historical Landmark flags for all permit types.

2. If you know the MPLS code, you may select the Permit Type based on this code from the 'Permit Type' drop-down. If you do not know the MPLS code, the Permit Type (and Scope of Work) will have been chosen for you if you had chosen to apply according to a description of the work.

3. Once a Permit Type has been chosen, the Scope of Work drop-down will populate with the values. Select one of the available values that best describes the scope of work the permit is intended for.

4. Finally, enter a valid Minneapolis street address or APN.

5. If the Permit Type, Scope of Work, and Address all contain values, then you will choose the 'Next' button to proceed.

6. After choosing 'Next', the application will perform some validation before proceeding. The validation will include the following:

   - The Permit Type chosen is valid based on the Professional Type of the user.

   - The address exists in the City of Minneapolis Address System.

   - The address does not contain any flags that would prevent further attempt to submit an application for the specific address.

7. If successful, you will proceed to the next screen in order to fill out the remaining details for the permit.

8. If unsuccessful, you should be presented with a list of possible errors for review (indicated in red on the Permit Form screen). Please review and make any necessary corrections.

*Notes:

- During address validation, you may be presented with a list of possible address matches from which to choose from if the address entered produces more than one matching result. Please review the list of matches carefully to ensure the correct address is chosen. Once an address from the list has been selected, you will proceed to the next screen to provide remaining permit detail information.

- If for any reason you decide to enter a different address, you may do so in the same address field. Choosing 'Next' will start address validation again on the new address.

Address

Street Address/APN (Required):

2 McKinley Street

Multiple matches have been found for this address. Please select an address from the list of options below to continue. Choosing 'Next' will search for the address indicated above.
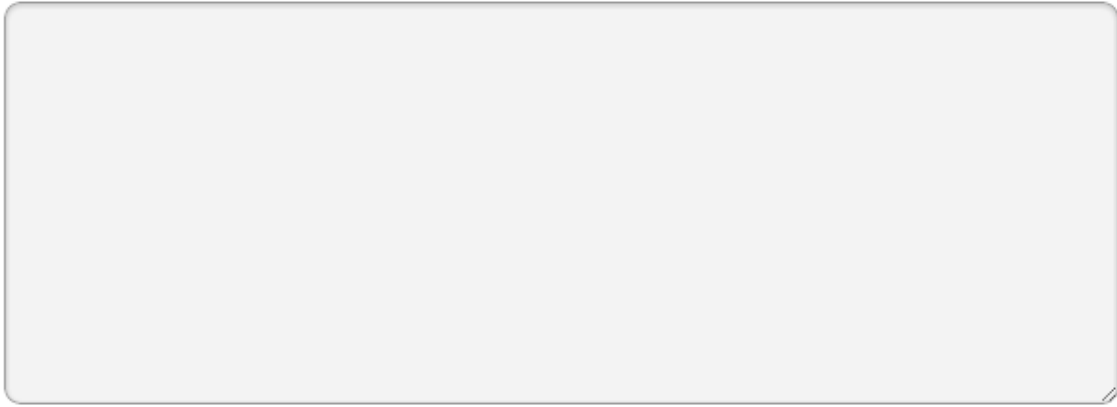
2214 MCKINLEY ST NE

2215 MCKINLEY ST NE

2218 MCKINLEY ST NE

Permit Details

1. After successfully entering the Permit Form information, you will be directed to a permit-specific screen containing **required** information related to the Permit Type.

2. You will also need to enter a complete description of the work. The description of work applies to all permit types **and is a requirement!** In the case of the Street Use permit, this is the only detail required.

Please write a complete description of the work to be performed.

Description of Work

3. After all of the required information has been provided for the specific permit, select the 'Submit Permit' button to review your permit information and make any final corrections.

Permit Summary

1. The Permit Summary/Permit Confirmation screen will allow you to review the permit details that have been entered for this application.

2. The Permit Info section will contain the Permit Type, the Scope of Work, the Address, and the Work Description. The Work Description will contain appended text in addition to what the user had provided in the Permit Details screen. This text will serve to remind the applicant of the rules and regulations associated with the type of work the permit is intended for.

3. The Permit Details section will indicate the values indicated or chosen from the Permit Details screen. This will be unique to each Permit Type.

4. The Payment Details section will contain the total estimated fees accrued for the application. These fees are based on fee and surcharge calculations related to that specific Permit Type. **Additional taxes or fees may apply to your specific permit.**

Permit Payment

1. If all information is satisfactory and correct, selecting the 'Submit Payment' button will automatically direct you to our payment portal in order to finalize submission of the application with payment. If this information is incorrect or not accurate, you will have the option to re-enter information by selecting the 'Restart Permit Application' button.

Payment Details

ESTIMATED FEES*: $161.80

*Estimated fees calculated based on the permit details that have been provided for this permit type. Additional taxes or fees may apply.

Please review your application and ensure the information is correct. If anything is incorrect, please choose the option to 'Restart Permit Application' below. This will begin the application process from the beginning and you may make adjustments as necessary.

If the information provided is correct, press the 'Submit Payment' button below. By choosing to submit, you have agreed that the information submitted with this permit application is to the best of your knowledge.

City of Minneapolis

350 5th St S

Suite 125 City Hall

Minneapolis, MN 55414

Phone number: (612)673-3000

Submit Payment

Restart Permit Application

2. After selecting to Submit Payment for your application, you will be presented with a payment screen that will have pre-populated with contact information that is directly tied to the logged-in user. **Note: e-mail address is not available for edit within this screen. All other fields may be updated for billing purposes.**

Billing Information   * Required field

Your Order

| First Name * | Firstname |

| Last Name * | Lastname |

Total amount $161.80

| Address * | 250 SOUTH 4TH STREET, ROOM 300 |

| City * | MINNEAPOLIS |

| Country * | United States of America ▼ |

| State/Province * | Minnesota ▼ |

| Zip/Postal Code * | 55415 |

| Phone Number | (612)673-3727 |

| Email | test@minneapolismn.gov |

Payment Details 🔒

Card Type *

○ VISA Visa   ○ MasterCard MasterCard
○ AMERICAN EXPRESS Amex   ○ DISCOVER Discover

Card Number *

Expiration Date *   ▼   ▼

Cancel   Pay

3. Once you've entered in the valid payment information under the Payment Details section, you may select the '**Pay**' button to finalize the transaction. **Note: selecting the back button in the browser will likely result in error, and will cancel the application and transaction.**

Permit Confirmation

1. Upon successful payment, you will be directed to the Payment Confirmation screen which will contain the payment/order number associated with your online transaction. While it is not necessary to write down this number, it is recommended to do so in case of need for future reference.

2. If the permit is successfully submitted along with payment, you should expect to receive a confirmation e-mail regarding your payment order information which will contain the number displayed on the Permit Confirmation screen. You should also expect to receive a separate e-mail containing an electronic copy of your permit to the e-mail address associated with the logged-in user.

3. Please select the 'Return Home' button in order to complete the session, and return to the Online Permit System home screen.

Payment Confirmation

Payment Confirmation Number: #100291

Payment successfully submitted! An electronic copy of your payment receipt will be e-mailed to you shortly. Please choose "Return Home" below to navigate back to the main menu.

Return Home