



THE CITY OF CALGARY

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Planning, Development & Assessment

Version 5.1

# eTrades Online Trade Permits User Manual

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# Online Permits through the eTrades website – An Introduction

*Use the features in the eTrades Online Permit system to speed up the permit application process.*

Online permits allow contractors the ability to accelerate the permit application process. Contractors will be provided with more accurate and timely information about their permits and related inspections. Future releases of the online system will include more functionality based on feedback from contractors who are using the system.

**The User Manual** is designed to assist you in navigating and using the eTrades Online Permit System effectively and efficiently.

## How to Use This Manual

The user manual is broken into five separate chapters:

- Introduction
- Permits
- Account Information and
- How to Request an Inspection.

The manual will provide valuable information as well as step-by-step instructions on how to use the eTrades Online Permit System.


## INTRODUCTION

### Getting Started

To access the Online Permits System through the eTrades website, you must first start your Internet browser. Type in the URL for eTrades Online Permit System <https://DBAServices.calgary.ca/vista>. This will take you to the home page for the VISTA website.

To view inspection details on a **Building Permit** – you can click on **“Enter a Job Access Code (JAC)”**

To create a **new permit** you will need to be a registered user. Register users will: Use your **existing** Online Permit User Id and Password.



**Development & Building Approvals**

Login

User Id:

Password:

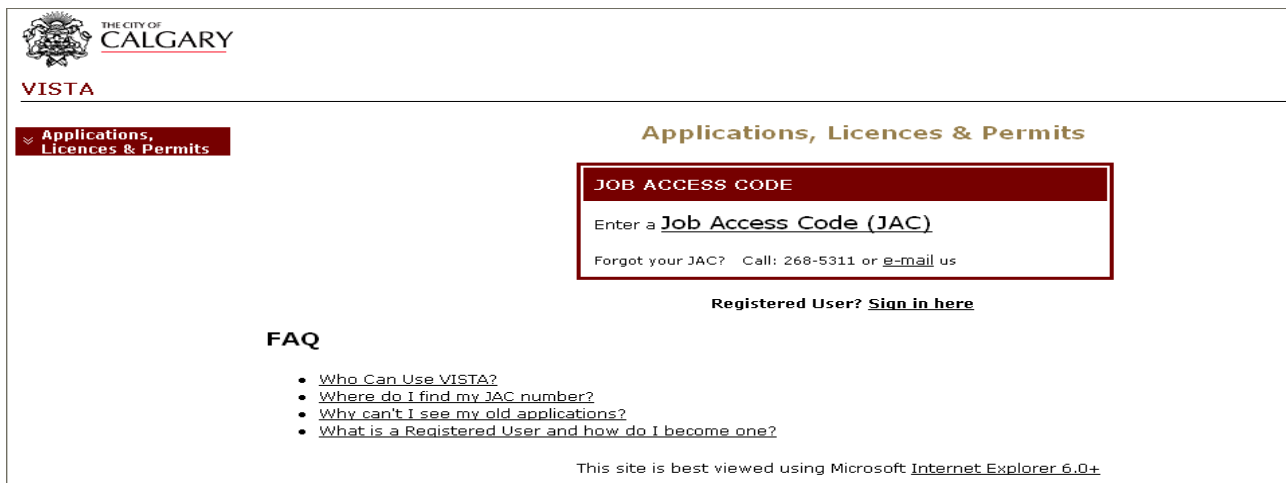
**Login**

Enter a **Job Access Code (JAC)**  
Note: Your User ID is your current VISTA ID. If you do not have a VISTA ID, go to <https://vistatest.calgary.ca/> to apply for a VISTA account and obtain a User ID.

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**Not a Register User?** Click on the link: <https://vista.calgary.ca/> and then click on **“What is a Registered User and how do I become one?”**



**VISTA**

**Applications, Licences & Permits**

**JOB ACCESS CODE**

Enter a **Job Access Code (JAC)**

Forgot your JAC? Call: 268-5311 or [e-mail](#) us

**Registered User? [Sign in here](#)**

**FAQ**

- [Who Can Use VISTA?](#)
- [Where do I find my JAC number?](#)
- [Why can't I see my old applications?](#)
- [What is a Registered User and how do I become one?](#)

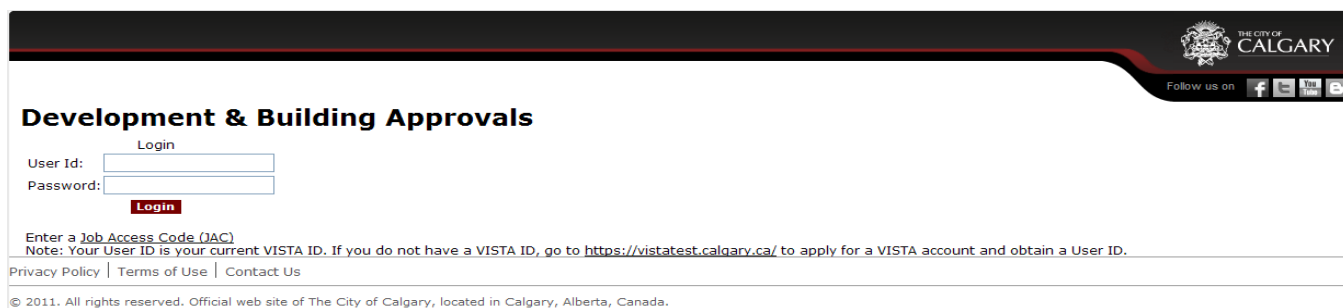
This site is best viewed using Microsoft [Internet Explorer 6.0+](#)

**Note:** A *shortcut* is an excellent way to quickly access often used documents or websites. A shortcut is an icon that sits on your desktop. When this icon is double-clicked, the user will automatically be taken to the shortcut destination. A shortcut would be to bookmark or send to your desktop as a shortcut. To do this click on the following web address: <https://DBAServices.calgary.ca/vista> Go to the 'File' menu in your browser. Click on 'Send' and then 'Shortcut to desktop'

## INTRODUCTION

### Logging In

At the log on screen, you will enter your User ID and password.



The screenshot shows the login interface for the City of Calgary's Development & Building Approvals system. At the top right is the City of Calgary logo and social media links. The main heading is "Development & Building Approvals". Below it, the word "Login" is centered. There are two input fields: "User Id:" and "Password:". A red "Login" button is positioned below the password field. Below the button, there is a note about the Job Access Code (JAC) and a link to the VISTA ID application page. At the bottom, there are links for Privacy Policy, Terms of Use, and Contact Us, followed by a copyright notice for 2011.

**Development & Building Approvals**

Login

User Id:

Password:

**Login**

Enter a Job Access Code (JAC)

Note: Your User ID is your current VISTA ID. If you do not have a VISTA ID, go to <https://vistatest.calgary.ca/> to apply for a VISTA account and obtain a User ID.

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FIGURE 1.1 To enter the Online Permit Application System, you must first enter your UserID and password into the form above.

**To log in**, first click in the User ID field and type your User ID. Then, tab to the password field and type in your password.

If you have difficulty logging on, click on the underlined link on the screen. By clicking on this link <https://vista.calgary.ca/> and then clicking on the **Forgot your Password**, link, you will be prompted to email for assistance.

**To finish the logon process**, click the **Login>** button

**Note:** To enter the eTrades Online Permit System, you must have signed up with The City of Calgary. **To be eligible as a user, you must be a Licensed Master** registered with The City of Calgary. Contact The City of Calgary Planning, Development & Assessment for more information.

## Permits

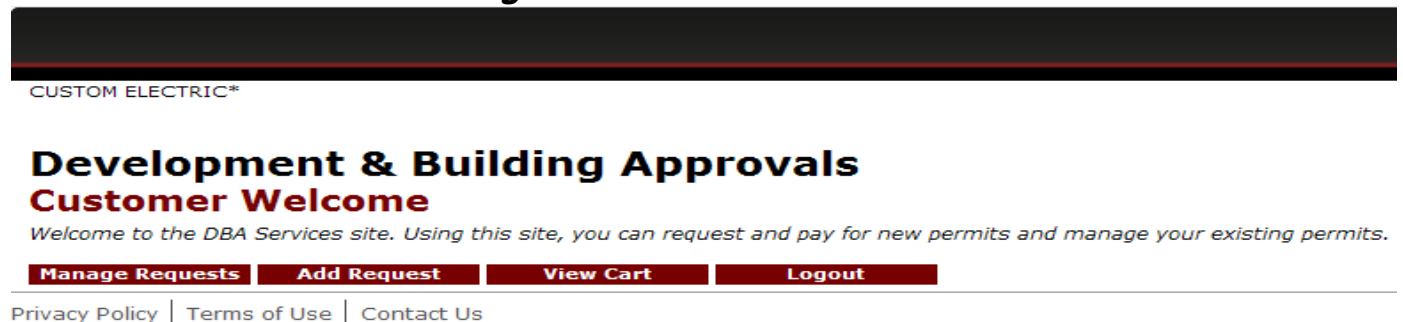
*Create a new permit or search your own permits to check the application status.*

The Online Permit System permit function through eTrades allows contractors to create new permit applications and search existing applications for timely status information.

### Create a New Permit Application

Creating a new permit application is easy and time efficient using eTrades. Once the application is completed and submitted, the data is immediately processed and you receive your permit number instantly online.

#### About the Customer Welcome Page



The buttons located at the bottom of the Customer Welcome Page will allow you to:

**Manage Requests.** This button will redirect you to the VISTA website and allow you to book inspections, view deficiencies.

**Add Request.** This button will allow you to create a permit

**View Cart.** This button will allow you to view your existing cart items

**Logout.** Will log you out of the eTrades website

**To create a permit request** – click on the **Add Request** button  
Use ‘Service Category’ dropdown and select ‘Trade Permit’

## PERMITS

Use 'Service Type' dropdown and select the permit type you need.

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### Development & Building Approvals

Choose an available service

Next View Cart Logout

Customer: CUSTOM ELECTRIC\*

Service Category: Trade Permit

Service Type: (Please select a value)

- (Please select a value)
- Contractor's Electrical Permit
- Contractor's Fire Alarm Permit
- Contractor's Sign Installation Permit
- Contractor's Annual Electrical Permit
- Contractor's Communications Permit
- Contractor's Photovoltaic System Permit

Next

Privacy Policy | Terms

Screen ID: 2996028

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Click **Next** button to continue with the permit application.

### About the Permit Application

The '\*' on this page denotes 'mandatory fields'. These fields must be filled in to successfully create a permit.

### About the Address of Job Field

The first field is the **Address of Job** field. You can either type in the information. When entering the address information manually, please keep the following points in mind:

|                |        |             |              |              |           |
|----------------|--------|-------------|--------------|--------------|-----------|
|                | Suite: | Building #: | Street Name: | Street Type: | Quadrant: |
| Job Address: * | 102    | 2000        | SOMERVALE    | COURT        | SW        |

- The information is not case sensitive.
- **Suite:** suite or bay number
- **Building:** building address
- **Street Name:** Name of street eg. 12 or somervale
- **Street Type:** Use dropdowns to select the street type
- **Quadrant:** Use dropdowns to select a quadrant. i.e. SW, NW, NE, SE
- An example of a **valid address**: 421 28 AVENUE NE
- An example of an **invalid address** is: 421 28 AVENUE. If you enter this information and press the **Next** button you will receive this error message

The entered address is invalid. Please ensure all relevant address fields contain valid information.

## PERMITS

### **About Category of Work and Type of Work**

The **Category of Work** and the **Type of Work** are mandatory fields

Category of Work: \* ☐ Commercial ☐ Multi-Family ☐ Residential

Type of Work: \* ☐ New ☐ Improvement

### **About Detailed Description and Specific Location**

The **Detailed Description of Work** (mandatory field) and the **Specific Location** are fields that you can use to itemize the work and specific location on the job site where the work is being performed.

Detailed Description  
of Work: \*

Specific Location/  
Additional Info:

### **About Total Job Cost**

Calgary's permit fees are calculated based on a percentage of what the job costs from the values entered in the **Job Costs** section. The system only accepts numbers. **Do not enter any symbols such as dollar signs.** Eg. \$4000.00 enter as 4000

Total Job Cost \$: \*

☐ Charge working without a permit fee

### **About the Job Name and Job Number**

The **Job Name** (mandatory) and the **Job Number** fields provide for easy tracking of your permits. Into these fields you may enter a job name which your company uses to refer to this job and **Job Number** allows you to reference the permit by your internal filing system.

Job Name: \*

Job Number:



## PERMITS

### **About the CQT and CQT Information**

CQT (mandatory) use dropdown to select the tradesman that is responsible for the work being performed.

CQT Phone Number is mandatory

CQT Email Address is mandatory unless you click the 'No CQT Email Address' checkbox

Re-type CQT Email: is mandatory if you have typed in a CQT Email Address.

|   |  |
|---|--|
| City Qualified<br>Tradesmen (CQT)             |  |
| CQT: *  | <input type="text" value="Brian E Phelps"/>                        |
| CQT Phone Number: *                           | <input type="text"/> - <input type="text"/> - <input type="text"/> |
| CQT Email Address: *                          | <input type="text"/>   |
| Re-type CQT Email:                            | <input type="text"/>   |
| <input type="checkbox"/> No CQT Email Address |  |

### **About the Onsite Contractor Contact Information**

Contact Name, Contact Phone Number and Contact Email are mandatory fields unless you click the 'On-Site Contractor Contact same as CQT' checkbox.

|  |  |
|--|--|
| On-Site Contractor<br>Contact                          | <input type="checkbox"/> On-Site Contractor Contact same as CQT    |
| Contact Name: *  | <input type="text"/>   |
| Contact Phone<br>Number: *                             | <input type="text"/> - <input type="text"/> - <input type="text"/> |
| Contact Email: *                                       | <input type="text"/>   |
| Re-type Contact Email:                                 | <input type="text"/>   |
| <input type="checkbox"/> No Site Contact Email Address |  |

### **About the Homeowner Name and Homeowner Phone Number Information**

Homeowner Name, and Homeowner Phone Number are optional fields.

|                            |  |
|----------------------------|--|
| Homeowner Name:            | <input type="text"/>   |
| Homeowner Phone<br>Number: | <input type="text"/> - <input type="text"/> - <input type="text"/> |

## PERMITS

### **About Service Type \*\*\*\*Electrical Permit only\*\*\*\***

The Service information is now required when entering a Contractor's Electrical Permit. Contractor's Fire Alarm, Communication, Annual, Sign and Photovoltaic permits do not require service characteristics

|                       |  |
|-----------------------|--|
| Electrical Service: * | <input type="radio"/> Overhead <input type="radio"/> Underground   |
| Service Type: *       | <input type="radio"/> Main <input type="radio"/> Temporary   |
| Phase: *              | <input type="radio"/> 1 <input type="radio"/> 3  |
| Wire: *               | <input type="radio"/> 3 <input type="radio"/> 4  |
| Volts: *              | <input type="radio"/> 120 / 208<br><input type="radio"/> 120 / 240<br><input type="radio"/> 277 / 480<br><input type="radio"/> 347 / 600<br><input type="radio"/> 480 / 600<br><input type="radio"/> high voltage (>750) |
| Amps: *               | <input type="text"/>   |

### **About the Relocatable Structure Number \*\*\*\*Electrical Permit Only\*\*\*\***

This number is used to identify the skid or relocatable structure that will need to be inspected.

|                                  |                      |
|----------------------------------|----------------------|
| Relocatable<br>Structure Number: | <input type="text"/> |
|----------------------------------|----------------------|

### **About the Related Building Permit Number**

This is an optional field.

|                                    |                      |
|------------------------------------|----------------------|
| Related Building<br>Permit Number: | <input type="text"/> |
|------------------------------------|----------------------|

## Completing and Paying for your Permit

Upon completion of the application form,

1. click on the **Next** button  located on the lower left hand corner of the application form.
2. Click the 'Declaration' checkbox

I declare that I, or a qualified employee under proper supervision, will be performing the work applied for as stipulated in this permit application. As the property owner's agent, I have verified that the information contained within this application and all associated documents is correct and complete. The City Qualified Tradesman responsible for this permit application accepts accountability for ensuring successful completion of all required City inspections at the appropriate

☐ I declare that I have read and agree to abide by the conditions above.

Personal information provided to The City of Calgary to process your application is collected under the authority of the Freedom of Information and Protection of Privacy Act Section 33(c) and is necessary for operating a program issuing licenses and permits. If you have any questions about the collection of this information, please contact 3-1-1.

3. Click the **Add to Cart** button. This will add this permit to your Order Summary

**Modify Request**

**Add to Cart**

**Print**

**View Cart**

**Logout**

## About the Order Summary Page

The Order Summary page will display the permits that you have created and that have **not** been paid. When permits are in the Order Summary you can:

**Copy** function can be used when creating multiple permits of the same type eg. Condos

**Edit** function can be used if you would like to add or change any data on the permit

**Delete** function can be used if you do not wish to take out the permit

**Add Request** button – use this if you need to create another permit prior to payment

**Check out** button – use this button if you are ready to pay.

**Log out** button – use this if you do not want to pay and you want to end your session with eTrades

**Note:** Should you **Log Out**, any permit that is displayed in the Order Summary will be automatically deleted.




## PERMITS

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### Development & Building Approvals Order Summary

Please review the cart. To proceed with the order, print the Order Summary and click 'Checkout'.

|                |   |
|----------------|---|
| Request Date:  | <input type="text" value="Nov 15, 2011"/>     |
| Customer Name: | <input type="text" value="CUSTOM ELECTRIC™"/> |
| Cart ID:       | <input type="text" value="00593427"/>         |

| Copy  | Edit  | Delete  | Item ID | Service Requested              | Description                        | Fee                                    |
|---|---|---|---------|--------------------------------|------------------------------------|--|
|  |  |  | 559679  | Contractor's Electrical Permit | 421 28 AV NE, test, Brian E Phelps | \$121.16                               |
|   |   |   |         |                                |                                    | <b>Total Owing:</b><br><b>\$121.16</b> |

[Manage Requests](#) [Add Request](#) [Print](#) [Checkout](#) [Logout](#)

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### About Online Payment

Here you will now pay for the permits in your Order Summary. You will:

1. Select **Card Type** using the dropdown list provided. Only Card Types in this list are valid.
2. Key in your **Card Number**
3. Key in the **Card Owner**
4. Select **Expiration Date**

### Development & Building Approvals Online Payment

Please enter your credit card and click 'Pay'.

|                  |   |
|------------------|---|
| Cart ID:         | <input type="text" value="00593427"/>                               |
| Total Amount:    | <input type="text" value="\$121.16"/>                               |
| Card Type:       | <input type="text" value="VISA"/>                                   |
| Card Number:     | <input type="text"/>  |
| Card Owner:      | <input type="text"/>  |
| Expiration Date: | <input type="text" value="01"/> / <input type="text" value="2011"/> |



[View Cart](#)

[Pay](#)

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**Note:** You can copy, edit or delete any permit in the Order Summary by clicking View Cart button prior to payment.

## PERMITS

### About the Order Confirmation

The Order Confirmation provides you with a summary of all your paid permits and displays the Service Requested, Description of permit, status and your permit number. Click on the **Print** button to print a copy for your records.

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### Development & Building Approvals

#### Order Confirmation

*The transaction was processed successfully. The order was paid by VISA and the transaction ID is 10002651. A confirmation will be sent to all email addresses included in the application.*

Request Date:

Nov 15, 2011

Customer Name:

CUSTOM ELECTRIC®

Cart ID:

00593427

| Service Requested              | Description                        | Status                       | Fee                            |
|--------------------------------|------------------------------------|------------------------------|--------------------------------|
| Contractor's Electrical Permit | 421 28 AV NE, test, Brian E Phelps | Issued Permit - EP2011-04495 | \$121.16                       |
|                                |                                    |                              | <b>Total Paid:</b><br>\$121.16 |

New Cart

Print

Logout

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From the Order Confirmation you can:

1. request another permit by clicking on the **New Cart** button,
2. print the confirmation page by clicking on the **Print** button or
3. logout by clicking on the **Logout** button.
4. book an inspection or view other paid permits by clicking on the **Manage Request** button

## How to Search Your Existing Permit Applications

The Online Permit Application System makes it easy to search for details on your Active Permits, inspection results and outstanding deficiencies. Once you have logged onto <https://vista.calgary.ca/>, click on the **Manage Requests** button located on the bottom left of the screen.


There are **four search options** you can use to obtain permit information.

You can search by **View All Permits**, **General Search** (which allows you to search by Permit Number, Address etc), by **JAQ** number **Inspections Completed**.





### 1. About “View All Permits”

The View All Permits Screen will show you a list of your Active Permits. You can view the details of your permit by clicking on the underlined permit number.

VISTA



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Application, Licences & Permits

PERMITS

New Service Request

SEARCH

View All Permits

General Search

Inspections - Completed

By JAC

ACCOUNT

Change Password

Sign Out

FAQ

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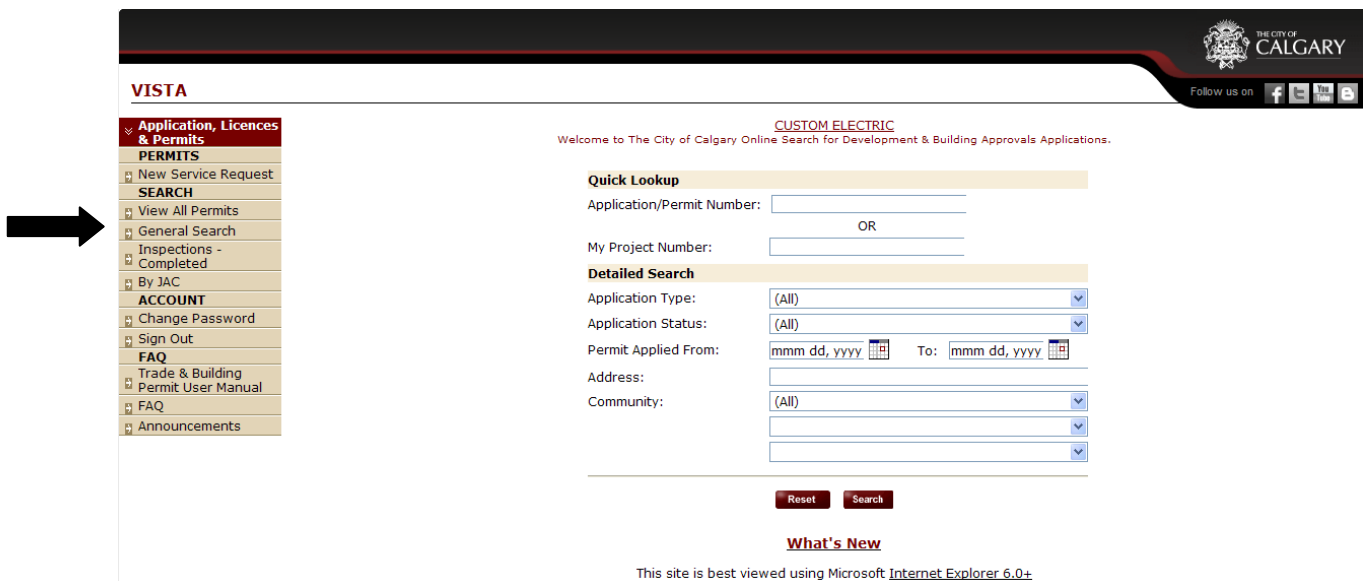
CUSTOM ELECTRIC

Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

| Application No.     | Type              | Address                 | Status        | Project No. |
|---------------------|-------------------|-------------------------|---------------|-------------|
|                     | Electrical Permit | 171 TUSCANY HILLS CI NW | New           |             |
| <u>EP2011-04496</u> | Electrical Permit | 421 28 AV NE            | Issued Permit |             |
| <u>EP2011-04495</u> | Electrical Permit | 421 28 AV NE            | Issued Permit |             |
|                     | Electrical Permit | 2420 7 ST NE            | New           |             |
| <u>EP2011-04486</u> | Electrical Permit | 620 7 AV SW             | Issued Permit |             |
|                     | Electrical Permit | 620 7 AV SW             | New           | 1000054     |
|                     | Electrical Permit |                         | New           | 1000054     |
|                     | Electrical Permit | 620 7 AV SW             | New           | 1000054     |
| <u>EP2011-04485</u> | Electrical Permit | 14 SCENIC RIDGE WY NW   | Issued Permit |             |
| <u>EP2011-04484</u> | Electrical Permit | #70 3915 51 ST SW       | Issued Permit |             |
| <u>EP2011-04443</u> | Electrical Permit | 935 MAPLECROFT RD SE    | Issued Permit |             |
| <u>EP2011-04397</u> | Electrical Permit | 935 MAPLECROFT RD SE    | Issued Permit |             |
|                     | Electrical Permit | 935 MAPLECROFT RD SE    | New           |             |
|                     | Electrical Permit | 935 MAPLECROFT RD SE    | New           |             |
| <u>EP2011-04278</u> | Electrical Permit | 115 EVERHOLLOW ST SW    | Issued Permit |             |
|                     | Electrical Permit |                         | New           |             |
|                     | Electrical Permit |                         | New           |             |
|                     | Electrical Permit | 3801 14 ST SW           | New           |             |
| <u>EP2011-04248</u> | Electrical Permit | #306 2420 14 ST SW      | Issued Permit |             |

## 2. About the “General Search”

The permit search screen requires you to enter your search information. You can search using the permit number, your own project number, or even by address. From the drop down menu, you can also search by active or completed permits. Once you have selected the information you would like to search by, you will complete your request by clicking on the **search** button found at the lower right hand corner of your screen. Search results will be returned to you.



**VISTA**

**Application, Licences & Permits**

**PERMITS**

New Service Request

**SEARCH**

View All Permits

General Search

Inspections - Completed

By JAC

**ACCOUNT**

Change Password

Sign Out

**FAQ**

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**CUSTOM ELECTRIC**

Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

**Quick Lookup**

Application/Permit Number:

OR

My Project Number:

**Detailed Search**

Application Type:

Application Status:

Permit Applied From:  To:

Address:

Community:

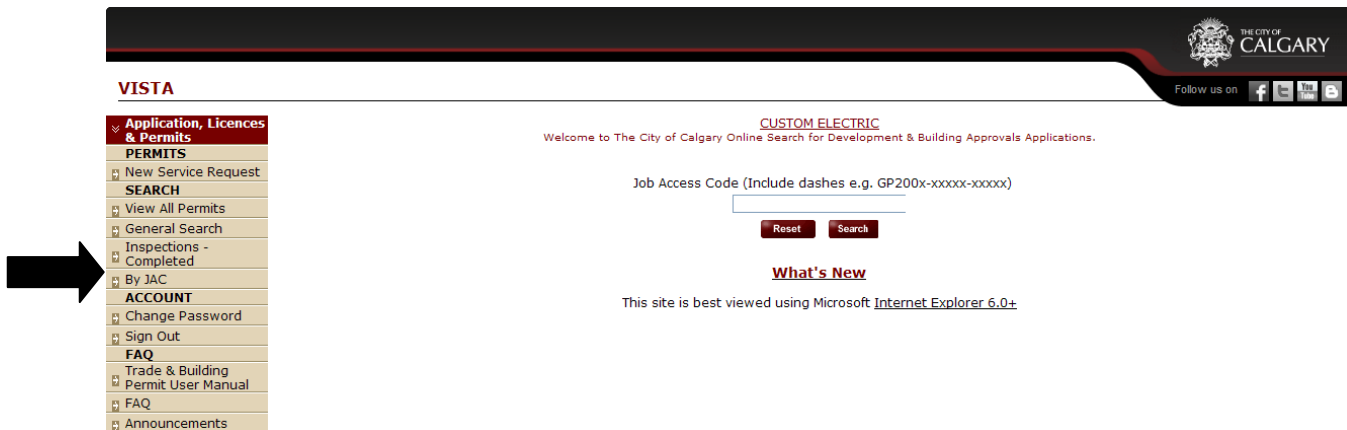
**What's New**

This site is best viewed using Microsoft [Internet Explorer 6.0+](#)

## PERMITS

### 3. About the “By JAC” Search

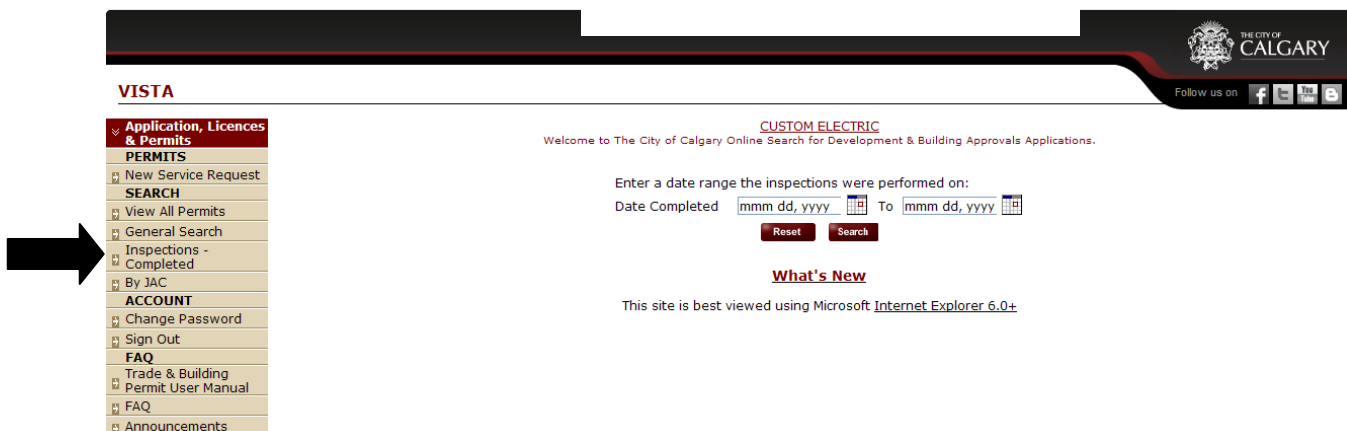
A **JAC** number search will search and view **Building Permits** that you have been listed as a trade contractor. The JAC number is recorded on report that is faxed/mailed to you titled “**SCP Permits Created**”



The screenshot shows the VISTA web application interface. On the left, a sidebar menu is visible with the following items: Application, Licences & Permits (expanded), PERMITS, New Service Request, SEARCH, View All Permits, General Search, Inspections - Completed (highlighted with a black arrow), By JAC, ACCOUNT, Change Password, Sign Out, FAQ, Trade & Building Permit User Manual, FAQ, and Announcements. The main content area displays the user 'CUSTOM ELECTRIC' and a welcome message. It features a 'Job Access Code' search field with a 'Reset' button and a 'Search' button. Below this, there is a 'What's New' section and a note about the best browser for viewing the site.

### 5. About the “Inspections Completed”

This screen will allow you to search your completed inspections, outstanding deficiencies and permit details within a date range.



The screenshot shows the VISTA web application interface. On the left, a sidebar menu is visible with the following items: Application, Licences & Permits (expanded), PERMITS, New Service Request, SEARCH, View All Permits, General Search, Inspections - Completed (highlighted with a black arrow), By JAC, ACCOUNT, Change Password, Sign Out, FAQ, Trade & Building Permit User Manual, FAQ, and Announcements. The main content area displays the user 'CUSTOM ELECTRIC' and a welcome message. It features a search form for 'Inspections Completed' with a date range input field (Date Completed) and a 'Search' button. Below this, there is a 'What's New' section and a note about the best browser for viewing the site.



## PERMITS

The returned results will display the inspection Completed Date, Permit Number, Address Inspection type, Inspection Outcome and a Deficiencies check box that will be flagged if there are outstanding deficiencies. To view Inspection Results and Deficiencies, click on the [Permit Number](#) link.

VISTA

Application, Licences & Permits

PERMITS

New Service Request

SEARCH

View All Permits

General Search

Inspections - Completed

By JAC

ACCOUNT

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Announcements

CUSTOM ELECTRIC

Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

| Completed Date | Permit Number                | Address                   | Inspection Type                   | Inspection Outcome         | Deficiencies             |
|----------------|------------------------------|---------------------------|-----------------------------------|----------------------------|--------------------------|
| Jun 23, 2006   | <a href="#">EP2006-02591</a> | #600 4600 130 AV SE       | Do Electrical Service Inspection  | Not Acceptable             | <input type="checkbox"/> |
| Jun 23, 2006   | <a href="#">EP2006-02589</a> | #300 4600 130 AV SE       | Do Electrical Service Inspection  | Not Acceptable             | <input type="checkbox"/> |
| Jun 23, 2006   | <a href="#">EP2006-02122</a> | #500 4600 130 AV SE       | Do Electrical Service Inspection  | Not Acceptable             | <input type="checkbox"/> |
| Jun 23, 2006   | <a href="#">EP2006-00146</a> | 4954 RICHARD RD SW        | Do Electrical Service Inspection  | Acceptable                 | <input type="checkbox"/> |
| Jun 23, 2006   | <a href="#">EP2006-06442</a> | 4954 RICHARD RD SW        | Do Electrical Progress Inspection | Acceptable                 | <input type="checkbox"/> |
| Jun 23, 2006   | <a href="#">EP2006-01900</a> | #1502 600 PRINCETON WY SW | Do Electrical Progress Inspection | Acceptable with Conditions | <input type="checkbox"/> |
| Jun 23, 2006   | <a href="#">EP2006-08054</a> | 128 12 AV SE              | Do Electrical Progress Inspection | Acceptable                 | <input type="checkbox"/> |

Search

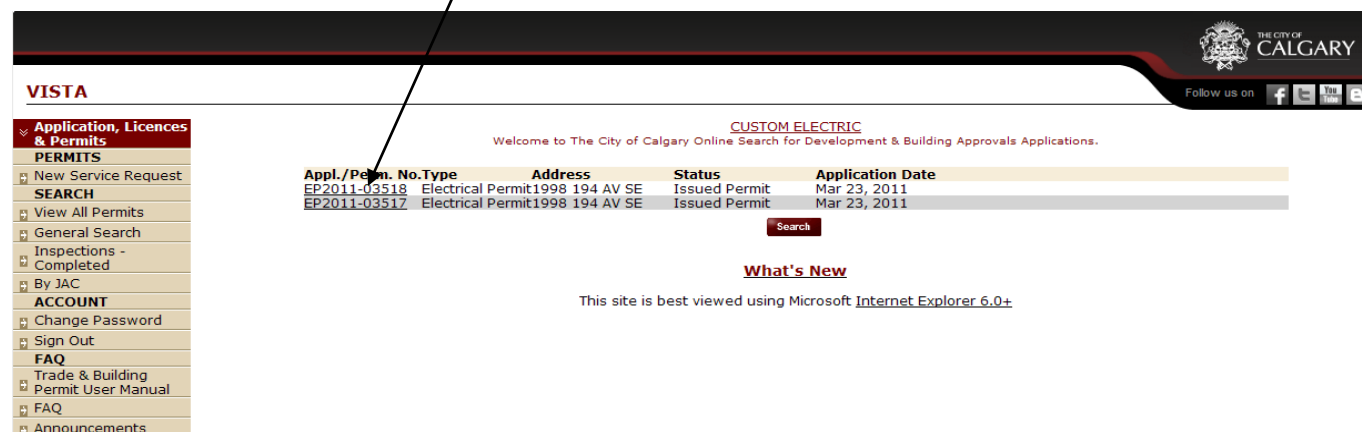
What's New

This site is best viewed using Microsoft [Internet Explorer 6.0+](#)

## Viewing Inspection Results and Outstanding Deficiencies

### About the Returned Results Screen

The search results returned to you will be listed by **Application Number**(permit number), **Permit Type**, **address**, **permit status**. You can view any of the permits in closer detail by clicking on the underlined Application Number of the permit you would like to view:



**VISTA**

**Application, Licences & Permits**

**PERMITS**

New Service Request

**SEARCH**

View All Permits

General Search

Inspections - Completed

By JAC

**ACCOUNT**

Change Password

Sign Out

**FAQ**

Trade & Building Permit User Manual

FAQ

Announcements

**CUSTOM ELECTRIC**

Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

| Appl./Perm. No.     | Type              | Address        | Status        | Application Date |
|---------------------|-------------------|----------------|---------------|------------------|
| <u>EP2011-03518</u> | Electrical Permit | 1998 194 AV SE | Issued Permit | Mar 23, 2011     |
| <u>EP2011-03517</u> | Electrical Permit | 1998 194 AV SE | Issued Permit | Mar 23, 2011     |

Search

**What's New**

This site is best viewed using Microsoft [Internet Explorer 6.0+](#)

You can sort by any list heading by clicking on the heading and reverse the order by holding down the CTRL key while clicking on the column heading.

### ***About Permit Details and Inspection Results***

You can view Permit Detail and Inspection results by using one of the four search options outlined on pages 12 - 15

This screen shows you the details on the permit you selected. You can view all the permit details, inspection details. To view outstanding deficiencies you will click on the [\*\*View Outstanding Deficiencies\*\*](#) link

#### **Electrical Permit Application Information**

|  |   |
|--|---|
| Job Access Code:                       | EP2011-03518-30538  |
| Status:                                | Issued Permit   |
| Permit Type:                           | Contractor's Electrical Permit                                    |
| Applicant:                             | CUSTOM ELECTRIC*  |
| Permit Number:                         | EP2011-03518  |
| Request Date:                          | mmm dd, yyyy  |
| Job Address:                           | 1998 194 AV SE  |
| Category of Work:                      | Commercial  |
| Type of Work:                          | New   |
| Detailed Description of Work:          | WIRE NEW FACILITY. COMPLETE WORK STARTED BY OTHERS IN BUILDING D. |
| Specific Location/<br>Additional Info: | (no information entered)  |
| Total Job Cost:                        | \$30,000.00   |
| Selected CQT Name:                     | Brian E Phelps  |
| CQT Phone Number:                      | - -   |
| CQT Email Address:                     | (No email address provided)                                       |
| Job Name:                              | DEVITT & FORAND   |
| Job Number:                            | C9047P  |
| <b>On-Site Contractor Contact</b>      |   |
| Contact Name:                          | DAVID PITMAN  |
| Contact Phone Number:                  | 403-797-7625  |
| Contact Email:                         | (same as CQT)   |
| Homeowner Name:                        | (Homeowner's name not entered)                                    |
| Homeowner Phone Number:                | - -   |
| Electrical Service:                    | Underground   |
| Service Type:                          | Main  |
| Phase:                                 | 3   |
| Wire:                                  | 4   |
| Volts:                                 | 120 / 208   |
| Amps:                                  | 600   |
| Relocatable Structure Number:          | (No relocatable structure number provided)                        |
| Related Building Permit Number:        | (No Building Permit Number provided)                              |

## ACCOUNT

To view outstanding deficiencies you will click on the [View Outstanding Deficiencies](#) link

---


| Type                          | Created Date | Date Completed | Outcome       |
|-------------------------------|--------------|----------------|---------------|
| Record Electrical Application | Mar 23, 2011 | Mar 24, 2011   | Issued Permit |

| Type                            | Created Date | Date Completed | Outcome |
|---------------------------------|--------------|----------------|---------|
| Do Electrical Plans Examination | Mar 24, 2011 | mmm dd, yyyy   | (None)  |

| Type                              | Created Date | Date Completed | Outcome |
|-----------------------------------|--------------|----------------|---------|
| No Process Information Available. |              |                |         |

[View Outstanding Deficiencies](#)

---

| Type   | Date Scheduled | Date Completed | Outcome | Cancel | Inspection time |
|--|----------------|----------------|---------|--------|-----------------|
|  Do Electrical Rough Inspection |                |                | (None)  |        | (None)          |

[Book Different Type of Inspection](#)

Submit

### About the Inspection Results

Inspection results and any pending inspections will be displayed by **Type, Created Date, Date completed and outcome**. The inspection results will be in descending order by inspection Date Completed.

---


| Type                          | Created Date | Date Completed | Outcome       |
|-------------------------------|--------------|----------------|---------------|
| Record Electrical Application | Mar 23, 2011 | Mar 24, 2011   | Issued Permit |

| Type                            | Created Date | Date Completed | Outcome |
|---------------------------------|--------------|----------------|---------|
| Do Electrical Plans Examination | Mar 24, 2011 | mmm dd, yyyy   | (None)  |

| Type                              | Created Date | Date Completed | Outcome |
|-----------------------------------|--------------|----------------|---------|
| No Process Information Available. |              |                |         |

[View Outstanding Deficiencies](#)

---

| Type   | Date Scheduled | Date Completed | Outcome | Cancel | Inspection time |
|--|----------------|----------------|---------|--------|-----------------|
|  Do Electrical Rough Inspection |                |                | (None)  |        | (None)          |

[Book Different Type of Inspection](#)

Submit

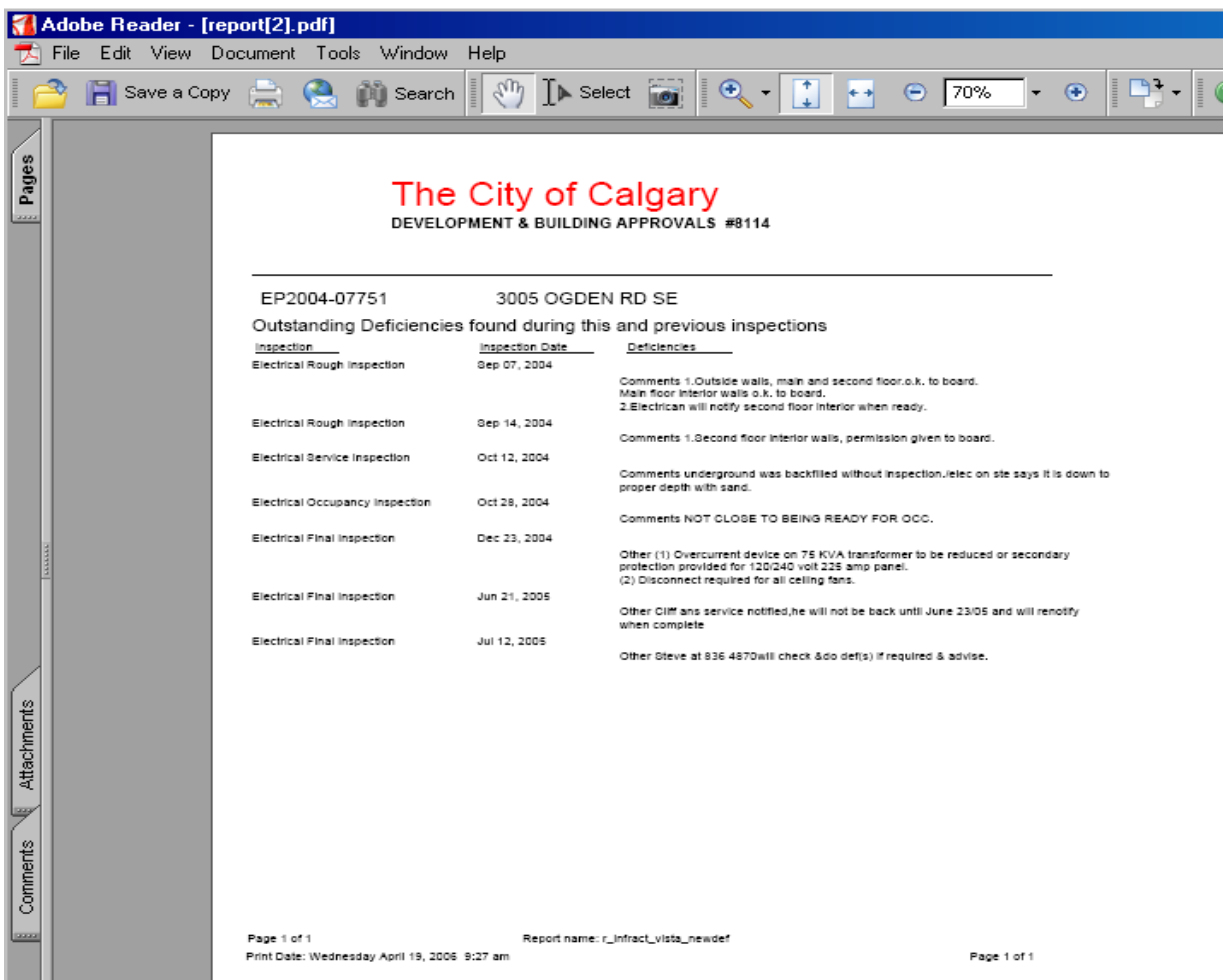
### About the Column Heading Definitions

|                        |  |
|------------------------|--|
| <b>Type:</b>           | Type of Inspection   |
| <b>Created Date:</b>   | The date type of Inspection was created (soon to be the date the Inspection type is scheduled to be inspected) |
| <b>Date Completed:</b> | The date the inspection was completed  |
| <b>Outcome:</b>        | The inspection results   |
| <b>Inspection Time</b> | Either AM or PM will be indicated here   |

## ACCOUNT

### About the View Outstanding Deficiencies Link

When you click on the [View Outstanding Deficiencies](#) link, this will display in a .pdf format any outstanding deficiencies on a permit. This report can be printed by clicking on the Print icon.



*Use the Account functions to send feedback, update your password and sign out.*

The Online Permit System is in its early stages of development. Continued improvements and new functions will be added based on feedback from the users of the system. The Account function of the system provides an area for contractors to send any feedback to The City of Calgary.

## How to Send Feedback

Feedback to The City of Calgary about the Online Permits Application System is welcomed.

To send feedback, click on:

1. **Contact Us** link located at the bottom of all VISTA and eTrades windows. Click on the links provided.

The screenshot shows the City of Calgary website. At the top, there's a navigation bar with 'VIEW ALL NEWS' and 'Crime Prevention Day'. Below that is a search bar with the text 'What are you looking for?' and a 'Search' button. To the right of the search bar are social media links for Facebook, Twitter, YouTube, and RSS. Below the search bar is a 'View popular search terms' link. On the left side, there's a 'You are at' section with a breadcrumb trail: Home > General Information. Below that is a 'Did you find what you were looking for?' section with a link to 'our help page'. The main content area is titled 'Contact Us' and contains a 'PLEASE NOTE' section. Below that is a table of contact information for the City of Calgary.

**PLEASE NOTE** - If your request requires **immediate attention** such as water main break, sewage backup or similar city service, **please call 3-1-1** directly rather than submitting an electronic request for service.

If your subject matter is a **PUBLIC SAFETY EMERGENCY**, please call 9-1-1.

| The City of Calgary General Contact Information |   |
|---|---|
| <b>General Telephone:</b>                       | 3-1-1<br>403-268-CITY (2489) if calling from outside Calgary                |
| <b>TTY Telephone:</b>                           | 403-268-4TTY (4889)<br>(Deaf and hard of hearing only)                      |
| <b>General Fax:</b>                             | 403-538-6111  |
| <b>General Mailing Address:</b>                 | P.O. Box 2100, Stn. M<br>Calgary, Alberta, Canada T2P 2M5<br>Mail Code #230 |
| <b>Street Address - Municipal Complex:</b>      | 800 Macleod Trail SE  |
| <b>Office Hours of Operation:</b>               | (City Hall - Municipal Complex)<br>Monday to Friday, 8:00 a.m. to 4:30 p.m. |
| <b>Municipal Complex Public Access Hours:</b>   | Monday to Friday, 6:00 a.m. to 6:00 p.m.                                    |

At the bottom of the page, there's a footer with links to Council, Calendar, Interactive map, eServices, Careers, Get involved, Site structure, and Help.

## How to Change Your Password

Log onto eTrades website <https://DBAServices.calgary.ca/vista> and then click on the **Manage Request** button. Click on **Change Password** in the Vista Menu. Your password prevents other people from viewing your work and contractor details. If you think the secrecy of your password has been compromised, change your password. Be sure to pick a password with a combination of letters and numbers that you will remember. It is recommended that you change your password on a regular basis.

**VISTA**

Application, Licences & Permits
SEARCH
View All Permits
General Search
Inspections - Completed
By JAC
ACCOUNT
Change Password
Sign Out

CHANGE PASSWORD

Current Password:
New Password:
Confirm Password:

Submit

[What's New](#)

## How to Sign Out

Click on **Sign Out** on the Vista Permit Menu or if you are on the eTrades website, click on the **Logout** button. Your session is now over. To return to the system, you must logon again.

**VISTA**

Application, Licences & Permits
PERMITS
New Service Request
SEARCH
View All Permits
General Search
Inspections - Completed
By JAC
ACCOUNT
Change Password
Sign Out
FAQ
Trade & Building Permit User Manual
FAQ
Announcements

CUSTOM ELECTRIC

Development & Building Approvals
Provide Permit Details

Next
View Cart
Logout

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The City of Calgary | P.O. Box 2100 Stn. M | Calgary, AB, Canada T2P 2M5 | [calgary.ca](http://calgary.ca)

## How to Book an Inspection

The Online Permit Application System makes it easy to request an inspection. You will be able to request an inspection as well as view previous inspection details on a specific job.

### **Book an Inspection**

Log onto <https://DBAServices.calgary.ca/vista> and then click on the **Manage Request** button. You will access this function using any of the search functions under the **Search** heading. Use **View All Permits (pg 12)** to get a list of all your permits or use **General Search (pg 13)**.

Click on the permit number link located to the left of the permit number to select the permit for which you wish to request an inspection.

Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

| Application No.              | Type                            | Address                   | Status           | Project No. |
|------------------------------|---------------------------------|---------------------------|------------------|-------------|
| <a href="#">GP2007-00178</a> | Gas Permit                      | 55 APPLETREE CL SE        | Issued Permit    |             |
| <a href="#">EP2008-10257</a> | Electrical Permit               | 448 46 AV SW              | New              |             |
| <a href="#">EP2008-10256</a> | Electrical Permit               | 448 46 AV SW              | New              |             |
| <a href="#">EP2008-10255</a> | Electrical Permit               | 448 46 AV SW              | New              |             |
| <a href="#">EP2008-08033</a> | Electrical Permit               | 18 PRESTWICK ESTATE GA SE | Issued Permit    |             |
| <a href="#">EP2008-07569</a> | Electrical Permit               | 119 DOUGLAS WOODS PT SE   | Issued Permit    |             |
| <a href="#">EP2008-04908</a> | Electrical Permit               | 5500 FALSBRIDGE DR NE     | Issued Permit    |             |
| <a href="#">EP2008-03824</a> | Electrical Permit               | 302 50 AV SE              | Issued Permit    |             |
| <a href="#">EP2007-02932</a> | Electrical Permit               | 83 WESTPOINT CO SW        | Issued Permit    |             |
| <a href="#">PP2007-04581</a> | Plumbing Permit                 | 55 APPLETREE CL SE        | Issued Permit    |             |
| <a href="#">BL78878</a>      | Business Licence                |                           | Renewal Invoiced |             |
| <a href="#">FP2008-00533</a> | Gas Fireplace Installers Permit | 440 COACH LIGHT BA SW     | Issued Permit    |             |
| <a href="#">FP2008-00510</a> | Gas Fireplace Installers Permit | 55 APPLETREE CL SE        | Issued Permit    |             |

### What's New

A copy of permit details will be displayed

**Note:** To Book an Inspection the permit must be in an **“Issued Permit”** status. This information is located at the top of the page. If not in **“Issued Permit”** status, call 311.



## REQUEST AN INSPECTION

**VISTA**

- Application, Licences & Permits
- PERMITS
- New Service Request
- SEARCH
- View All Permits
- General Search
- Inspections - Completed
- By JAC
- ACCOUNT
- Change Password
- Sign Out
- FAQ
- Trade & Building Permit User Manual
- FAQ
- Announcements

Follow us on [f](#) [t](#) [v](#) [b](#)

CUSTOM ELECTRIC

Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

PERMITS

SEARCH

View All Permits

General Search

Inspections - Completed

By JAC

ACCOUNT

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Trade & Building Permit User Manual

FAQ

Announcements

Planning, Development and Assessment

Development and Building Approvals

Electrical Permit Application Information

---

|                               |                                       |
|-------------------------------|---------------------------------------|
| Job Access Code:              | EP2011-04496-41862                    |
| Status:                       | Issued Permit                         |
| Permit Type:                  | Contractor's Annual Electrical Permit |
| Applicant:                    | CUSTOM ELECTRIC*                      |
| Permit Number:                | EP2011-04496                          |
| Request Date:                 | Nov 15, 2011                          |
| Job Address:                  | 421 28 AV NE                          |
| Category of Work:             | Residential                           |
| Type of Work:                 | Improvement                           |
| Detailed Description of Work: | ddgagag                               |

When the permit is in the Issued Permit status then scroll down the page to:

[View Outstanding Deficiencies](#)

| Type                           | Date Scheduled | Date Completed | Outcome | Cancel | Inspection time |
|--------------------------------|----------------|----------------|---------|--------|-----------------|
| Do Electrical Rough Inspection |                |                | (None)  |        | (None)          |

[Book Different Type of Inspection](#)

Submit

Click on the icon. To book the inspection listed under “**Type**”. If you do not see the inspection you are looking for under “**Type**” – click on **“Book Different Type of Inspection”** – see ***About Book a Different Type of Inspection*** - instructions on pg 25

[View Outstanding Deficiencies](#)

| Type                           | Date Scheduled | Date Completed | Outcome | Cancel | Inspection time |
|--------------------------------|----------------|----------------|---------|--------|-----------------|
| Do Electrical Rough Inspection |                |                | (None)  |        | (None)          |

[Book Different Type of Inspection](#)

Submit

## REQUEST AN INSPECTION

### ***About the Booking Inspection Page***


Select a “**Booking Date**” (must be selected so that inspection is booked for correct date), fill in “**contact information**” if needed, and any “**remarks**”.

Click the  button.

**CUSTOM ELECTRIC**  
Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

Earliest Booking Date: Nov 17, 2011  
(note: if you choose an earlier date it will book for the above date)


Application Number: EP2011-04496  
Address: 421 28 AV NE  
Inspection Type: Do Electrical Rough Inspection

Booking Date:    
(note: if you request a weekend or holiday, it will book for the next nearest workday)

Contact Name:

Contact Number: (  )  -

Remarks:



### **What's New**

This site is best viewed using Microsoft [Internet Explorer 6.0+](#)

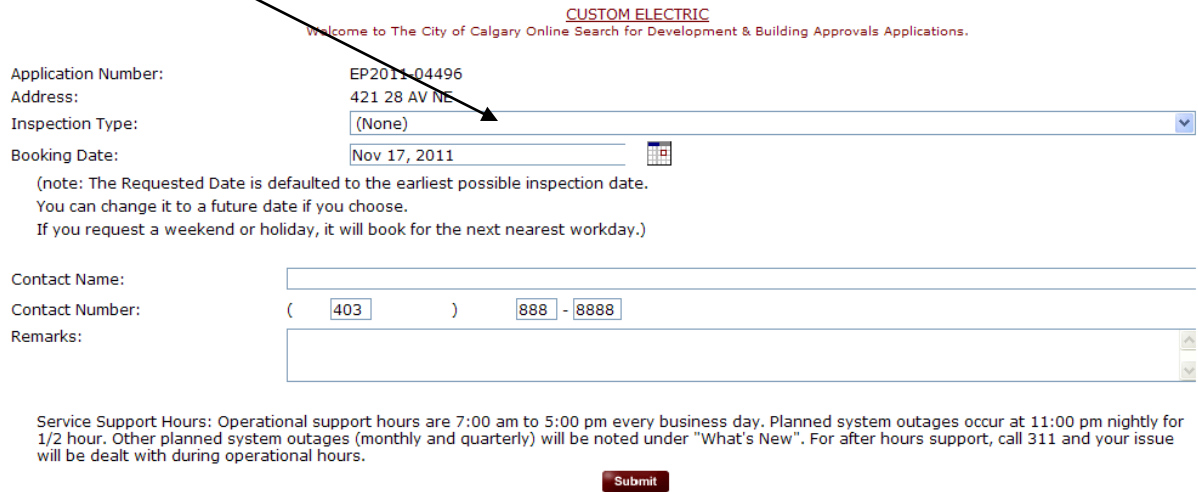
**Note:** Inspections requested for the next business day must be entered prior to 2:00 pm.

## REQUEST AN INSPECTION



### About Book Different Type of Inspection Page

To book a different type of Inspection, click on the [Book Different Type of Inspection](#) link.

Use the drop down list under **Inspection Type** to select the type of inspection you would like.



**CUSTOM ELECTRIC**  
Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

Application Number: EP2011-04496  
Address: 421 28 AV NE  
Inspection Type: (None)   
Booking Date: Nov 17, 2011   
(note: The Requested Date is defaulted to the earliest possible inspection date.  
You can change it to a future date if you choose.  
If you request a weekend or holiday, it will book for the next nearest workday.)

Contact Name:   
Contact Number: ( 403 ) 888 - 8888  
Remarks:

Service Support Hours: Operational support hours are 7:00 am to 5:00 pm every business day. Planned system outages occur at 11:00 pm nightly for 1/2 hour. Other planned system outages (monthly and quarterly) will be noted under "What's New". For after hours support, call 311 and your issue will be dealt with during operational hours.

**Submit**

#### What's New

This site is best viewed using Microsoft [Internet Explorer 6.0+](#)

Select a “**Booking Date**” (must be selected so that inspection is booked for correct date), fill in “**Contact info**” if needed, and any “**Remarks**”.

Click the **Submit** button.

**Note:** Inspections requested for the next business day must be entered prior to 2:00pm.

## REQUEST AN INSPECTION

### ***About the Booking Confirmation***

The Booking Confirmation screen is a confirmation of your inspection booking. Use the web print function to print this confirmation for your records.

#### CUSTOM ELECTRIC

Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

Thank you for changing your Inspection booking through the web

Your inspection is scheduled for: Nov 17, 2011

Return to the  
permit by  
clicking on  
the  
Application  
Number link

Inspection Type: Do Electrical Rough Inspection

Application Number: [EP2011-04496](#)

(note: click the above Application Number link to return to the permit)

Address: 421 28 AV NE

Contact Name: Joe Bloe

Contact Number: ( 403 ) 555-6666

Remarks:

Requested By: CUSTOM ELECTRIC

Requested On: Nov 15, 2011 3:03 PM

#### What's New

This site is best viewed using Microsoft [Internet Explorer 6.0+](#)


## REQUEST AN INSPECTION

### ***Making Changes to Booked Inspections***

Use your Search functions (pg 12-15) to locate and access permit and inspection information.

Scroll down the page to:


[View Outstanding Deficiencies](#)

| Type   | Date Scheduled | Date Completed | Outcome | Cancel                   | Inspection time |
|--|----------------|----------------|---------|--------------------------|-----------------|
|  Do Electrical Rough Inspection | Nov 17, 2011   |                | (None)  | <input type="checkbox"/> | (None)          |

[Book Different Type of Inspection](#)

**Submit**

### **What's New**

Click on  to open up the existing booked inspection.

You can make changes to the Booking Date, Contact information and Remarks

Click **Submit** to submit your changes

### **CUSTOM ELECTRIC**

Welcome to The City of Calgary Online Search for Development & Building Approvals Applications.

Date of Inspection: Nov 17, 2011

Earliest Booking Date: Nov 17, 2011

(note: if you choose an earlier date it will book for the above date)

Application Number: EP2011-04486

Address: 620 7 AV SW

Inspection Type: Do Electrical Rough Inspection

Booking Date: Nov 16, 2011 

(note: if you request a weekend or holiday, it will book for the next nearest workday)

Contact Name:

Contact Number: (  )  -

Remarks:

**Submit**

### **What's New**

This site is best viewed using Microsoft [Internet Explorer 6.0+](#)

**Note:** You can make changes to these inspection requests up to 8:00am the day of your inspection. To make any changes after 8:00 am, call 311.

## REQUEST AN INSPECTION


### How to Cancel an Inspection

*You can cancel an inspection up to 8:00 am on the day of your inspection. To cancel an inspection after 8:00 am, call 311.*

Use your Search Functions (pg 12-15) to locate and access your permit.

Scroll down the page the page to:

[View Outstanding Deficiencies](#)

| Type   | Date Scheduled | Date Completed | Outcome | Cancel                                     | Inspection time |
|--|----------------|----------------|---------|--|-----------------|
|  Do Electrical Rough Inspection | Nov 17, 2011   |                | (None)  | <input checked="" type="checkbox"/> (None) |                 |

[Book Different Type of Inspection](#)

Submit

**What's New**

Click on the check boxes located on the right hand side of the screen.

Click  to submit the Cancel request

**Note:** You can cancel your inspection requests up to 8:00 am the day of your inspection. To cancel after 8:00 am, call 311.

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