

# Trade Permits--Transaction Details Online: FAQs

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## Background

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Since November 2011, contractors have been able to request and pay for trade permits online. Contractors without VISTA accounts can still apply for and pay for their trade permits in person or by mail. Homeowners still need to go to City Hall to apply and pay for their trade permits.

Transaction Details Online is intended to decrease the number of phone calls to 403-268-5311 because customers will be able to see all their permit details online as of **September 19<sup>th</sup>, 2012** and can be only be accessed after a permit is applied and paid for.

Homeowners will receive a Job Access Code (JAC) number when they obtain their permits at City Hall. They can then go to [calgary.ca/vista](http://calgary.ca/vista) and log in using their JAC number to view detailed permit information.

Contractors will be able to access their permit information in two ways:

1. With a current VISTA account: log in with UserID, password and permit number/JAC number.
2. Without a current VISTA account: log in with JAC number received at City Hall.

### Questions or inquiries?

All inquiries for Transaction Details Online should be directed to [tradepermits@calgary.ca](mailto:tradepermits@calgary.ca) and [calgary.ca/tradepermits](http://calgary.ca/tradepermits) for more information.

## Q&A

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### 1. What is new ?

As of September 19, 2012, contractors and homeowners will be able to view details of the trade permits they have applied and paid for online.

### 2. How does this affect me?

If you are a contractor wanting details about your trade permits, you can go to [calgary.ca/vista](http://calgary.ca/vista), login, find your permit, and click through the tabs to see the information you need. If you are a contractor without a VISTA account or a homeowner, you can use the Job Access Code (JAC) number on your permit confirmation to login to VISTA to see the details for your permit.

### 3. What kind of information will contractors be able to see?

You will be see four different types of information: Permit Details, Contact Information, Inspections/Permit Activity, and Permit Fees. All this information is obtained from the permit request and will look like the images below.

### 4. What information will contractors be able to see?

When you click the title, the colour of the letters will change from blue on a grey background to white on a burgundy background. In the image below, the information shown is Permit Details.

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## 5. Why and how do contractors create an online account?

In order to apply and pay for permits online, a VISTA account is required. If contractors do not have a VISTA account, one can be requested at [calgary.ca/vista](http://calgary.ca/vista) and following the instructions.

## 6. Where can customers go or call for more information?

Customers can call 403-268-5311 or email [tradepermits@calgary.ca](mailto:tradepermits@calgary.ca) for more information.

### Permit details

#### VISTA

Application, Licences & Permits
<b>PERMITS</b>
New Service Request
<b>SEARCH</b>
View All Permits
General Search
Inspections - Completed
By JAC
Submit a Subdivision
Submit a Plan for Endorsement
Submit a Development Agreement
<b>ACCOUNT</b>
Change Password
Sign Out
<b>FAQ</b>
ePlans User Manual
Trade & Building Permit User Manual
FAQ
Contact Us
Announcements

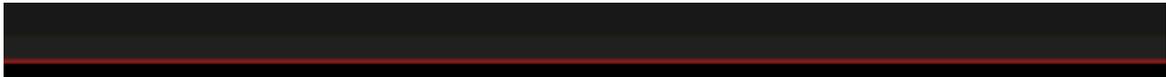
[GENERIC ELECTRIC](#)  
Welcome to The City of Calgary Online Search for Development & Contractor's Electrical Permit (EP2012)

<b>Permit Details</b>	Contact Information	Inspections / Permit Activity	Permit Fees
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**Job Access Code:**EP2012-01004-12238  
**Permit Number:**EP2012-01004  
**Permit Status:**Issued Permit  
**Permit Type:**Contractor's Electrical Permit  
**Applicant:**GENERIC ELECTRIC  
**Request Date:**Sep 10, 2012  
**Job Address:**#204 100 ANDERSON RD SE  
**Job Name:**Louis Vitton  
**Job Number:**  
**Detailed Description of Work:**Wiring for new business  
**Specific Location / Additional Info:**Suite 204  
**Category of Work:**Commercial  
**Type of Work:**New  
**Electrical Service:**  
**Service Type:**Main  
**Phase:**3  
**Wire:**4  
**Volts:**347 / 600  
**Amps:**200  
**Relocatable Structure Number:**  
**Related Building Permit Number:**  
**Total Job Cost:**\$15,500.00

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## Contact Information



### VISTA

- Application, Licences & Permits
- PERMITS
- New Service Request
- SEARCH
- View All Permits
- General Search
- Inspections - Completed
- By JAC
- Submit a Subdivision
- Submit a Plan for Endorsement
- Submit a Development Agreement
- ACCOUNT
- Change Password
- Sign Out
- FAQ

GENERIC ELECTRIC  
Welcome to The City of Calgary Online Search for Development & Building Approvals Application  
Contractor's Electrical Permit (EP2012-01004)

- Permit Details
- Contact Information
- Inspections / Permit Activity
- Permit Fees

**City Qualified Tradesman:** Master Elec2  
**CQT Contact Number:** 403-505-0505  
**CQT Email Address:** etradestest.permits@calgary.ca  
**On-Site Contractor Contact**  
**Contact Name:** Same as CQT  
**Contact Phone Number:** Same as CQT  
**Contact Email:** Same as CQT  
**Homeowner Name:** Not Provided  
**Homeowner Contact Number:** Not Provided

### What's New

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

## Inspections/Permit Activity



### Permits

GENERIC ELECTRIC  
Welcome to The City of Calgary Online Search for Development & Building Approvals Application  
Contractor's Electrical Permit (EP2012-01004)

- Permit Details
- Contact Information
- Inspections / Permit Activity
- Permit Fees

### Inspection Activities

[View Outstanding Deficiencies](#)

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

[Book Different Type of Inspection](#)

### Permit Activities

Type	Created Date	Date Completed	Outcome
Record Electrical Application	Sep 11, 2012	Sep 11, 2012	Issued Permit

### What's New

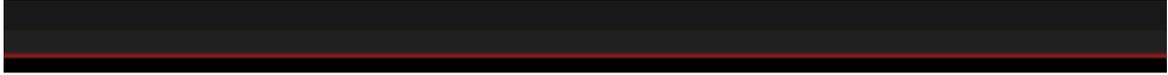
This site is best viewed using Microsoft [Internet Explorer 7+](#)

**Please Note:** The permit shown is for a Contractor with a VISTA account. Homeowners and contractors without a VISTA account will not see this option, but will see the inspection(s) related to the permit.

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## Permit Fees

**Note:** The Permit Fees tab also has a printer friendly version as a PDF that itemizes the permits listed.



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Contractor's Electrical Permit (EP2012-01004)

[Permit Details](#)

[Contact Information](#)

[Inspections / Permit Activity](#)

**Permit Fees**

Date	Description	Amount	Tax Amount
2012-09-10	Electrical Base Fee	\$95.00	\$0.00
2012-09-10	Electrical Permit Fee	\$135.16	\$0.00
2012-09-10	Electrical SCC Surcharge	\$9.21	\$0.00
<b>Subtotal</b>		<b>\$239.37</b>	<b>\$0.00</b>
<b>Grand Total</b>		<b>\$239.37</b>	

[Permit Fees Report \(Printer Friendly\)](#)

**What's New**

This site is best viewed using Microsoft [Internet Explorer 7+](#)