Online Permit Application – Frequently Asked Questions

Q.   I get an error message when I key in an address.
A.   1. Check the spelling and/or refer to *Online Permits User Manual, page 6*

2.   Use Map feature 🔹 to locate and select the correct address. Refer to *Online Permits User Manual, page 15.*
3. Send an email to **admin.vista@calgary.ca** or call 403-268-3533 for assitance.

Q.   How do I use the Maps?
A.   Refer to *Online Permits User Manual, page 15,* **How to Use the Map**

Q.   I forgot my Password.
A.   1.   Click on the "Forgot your Password?" link

2.   Send an email to: **admin.vista@calgary.ca**

Q.   I forgot my User ID.
1.   You can call 268-3533 for assistance; OR
2.   Send an email to: **admin.vista@calgary.ca**

Q.   Did my inspection pass?
A.   Use the My Inspection feature. Refer to *Online Permits User Manual, page 11*

Q.   How do I print my permit application?
A.   Use the Permit Search feature. Refer to *Online Permits User Manual, page 9* to locate your permit.

Once your permit is displayed, use the print button 🖨 Print located on the Internet task bar.

Q. I forgot to print my permit application, how do I reprint?

A. Use the Permit Search feature to locate your permit. Refer to *Online Permits User Manual, page 9.*

Once your permit is displayed, use the print button [Print] located on the Internet task bar.

Q. I made a mistake on my permit, how do I get this fixed? How do I reprint?

A. Send an e-mail request to Trade.Permits@calgary.ca or call the Trade Desk at 403-268-1488 for assistance.

When the permit has been amended, you can then use the Permit Search feature, *Online Permits User Manual, page 9*, to locate your permit.

Once your permit is displayed, use the print button [Print] located on the Internet task bar.

Q. I want to change the details on my permit, can I do this? If not, who?

A. Once a permit has been submitted, you will not be able to make changes yourself. Please email the Trade Desk at Trade.Permits@calgary.ca, include your permit number, the address, and the information you are requesting to change.

Q. How do I sign up for Online Permits?

A. Click on *"What is a Registered User and how do I become one?"*, located under the **FAQ** heading, or:
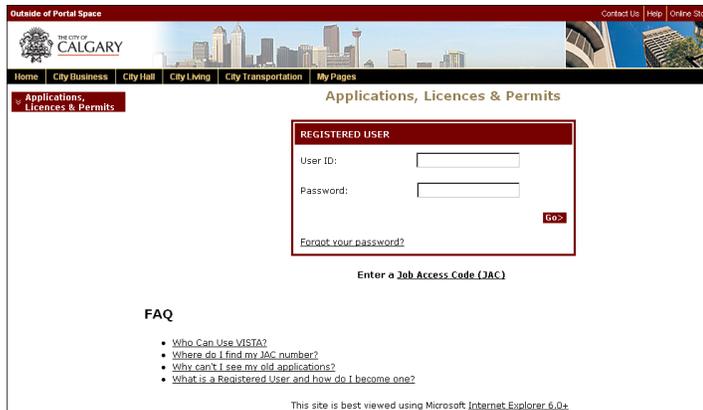
Go to the **Online Permit Application for Contractors** website, fill out the required fields and submit your application. You will be notified by e-mail if there are any issues with your application, or with your username or temporary password for VISTA.

Q. I made a mistake when requesting an inspection.

A. Once an inspection request has been submitted, contact 311 to cancel or reschedule an inspection.

Q. How do I request an Inspection?

A. Refer to the *Online Permits User Manual on page 23,* or contact 3-1-1.

Q. **My permit prints without an address.**

A. The most common reason that an address does not appear on your permit is that there is a POP UP Blocker activated on your PC.

There a several ways to turn off your POP UP Blocker.
1. Click on **Tools** in your web browser.
2. Click on **Internet Options**
3. Click on the **Privacy** tab
4. Slide to **Medium**
5. Click **Settings** button
6. Type in Calgary.ca and click on **Add** button
7. Click **Close**
8. Click **Apply**
9. Click **OK**
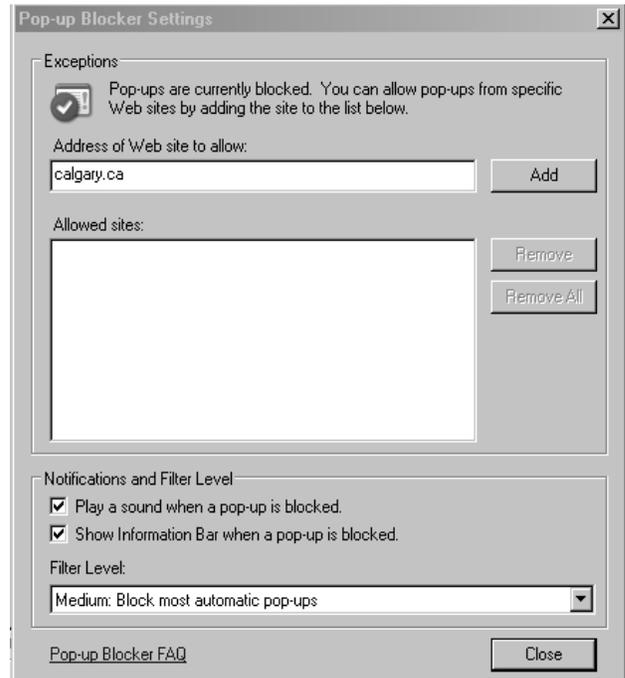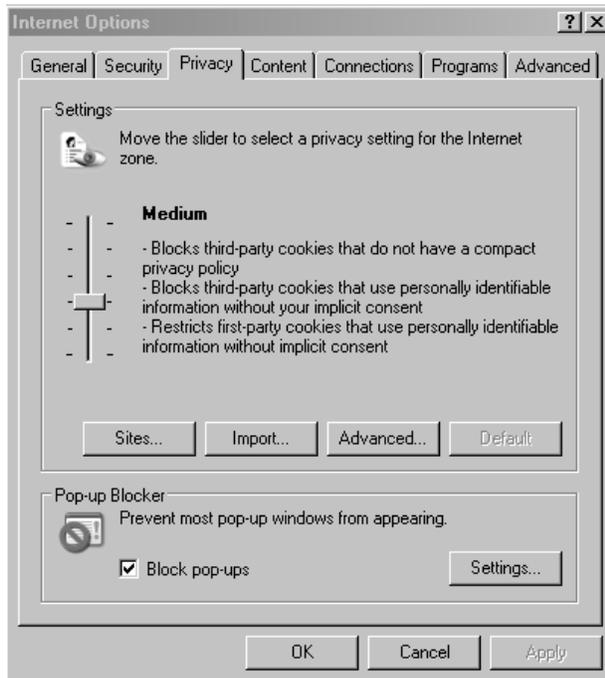
Q. **My POP UP Blocker is still on.**

A. Contact your Administrator.