

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**

Use Map feature to locate and select the correct address. Refer to
Online Permits User Manual, page 15.
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

REGISTERED USER	Permit & Licence Applications Search	
User ID:	If you provided an E-mail address as part of your Registered User enrolment you may request a password reminder E-mail Enter your User Id and	
Password:	E-mail address below.	
	User Id:	
Go>	E-mail Address:	
Forgot your password?	Reset Search	

2. Send an email to: <u>admin.vista@calgary.ca</u>

Q. I forgot my User ID.

- 1. You can call 268-3533 for assistance; OR
- 2. Send an email to: <u>admin.vista@calgary.ca</u>

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 Internet task bar.

located on the

- 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 <u>Trade.Permits@calgary.ca</u> 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 Internet task bar.

located on the

Print

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 <u>Trade.Permits@calgary.ca</u>, 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:

Outside of Portal Space		Contect Us Help Online Stor
CALGARY		
Home City Business City Hall City	Living City Transportation My Pages	
ℽ Applications, Licences & Permits	Applications, Licences & Pern	nits
	REGISTERED USER	
	User ID:	
	Password:	
		Go>
	Forgot your password?	
	Enter a <u>Job Access Code (JAC)</u>	
FAQ		
• \\\\ • \\\ • \\\ • \\\	ho Can Use VISTA? here do Lind my JAC number? hy can't isee my old applications? hat is a Registered User and how do I become one?	
	This site is best viewed using Microsoft Internet Explore	er 6.0+

Go to the <u>Online Permit Application for Contractors</u> 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 <u>contact 3-1-1</u>.

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**

Internet Options	Pop-up Blocker Settings
General Security Privacy Content Connections Programs Advanced Settings	Exceptions Pop-ups are currently blocked. You can allow pop-ups fro Web sites by adding the site to the list below. Address of Web site to allow: calgary.ca
Blocks third-party cookies that do not have a compact Blocks third-party cookies that use personally identifiable Blocks third-party cookies that use personally identifiable Information without your implicit consent Bestricts first-party cookies that use personally identifiable Information without implicit consent	Allowed sites:
Sites Import Advanced Default Pop-up Blocker Prevent most pop-up windows from appearing.	Notifications and Filter Level Play a sound when a pop-up is blocked. Show Information Bar when a pop-up is blocked.
Block pop-ups	Filter Level: Medium: Block most automatic pop-ups
OK Cancel Apply	Pop-up Blocker FAQ

- Q. My POP UP Blocker is still on.
- A. Contact your Administrator.

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Add

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Close