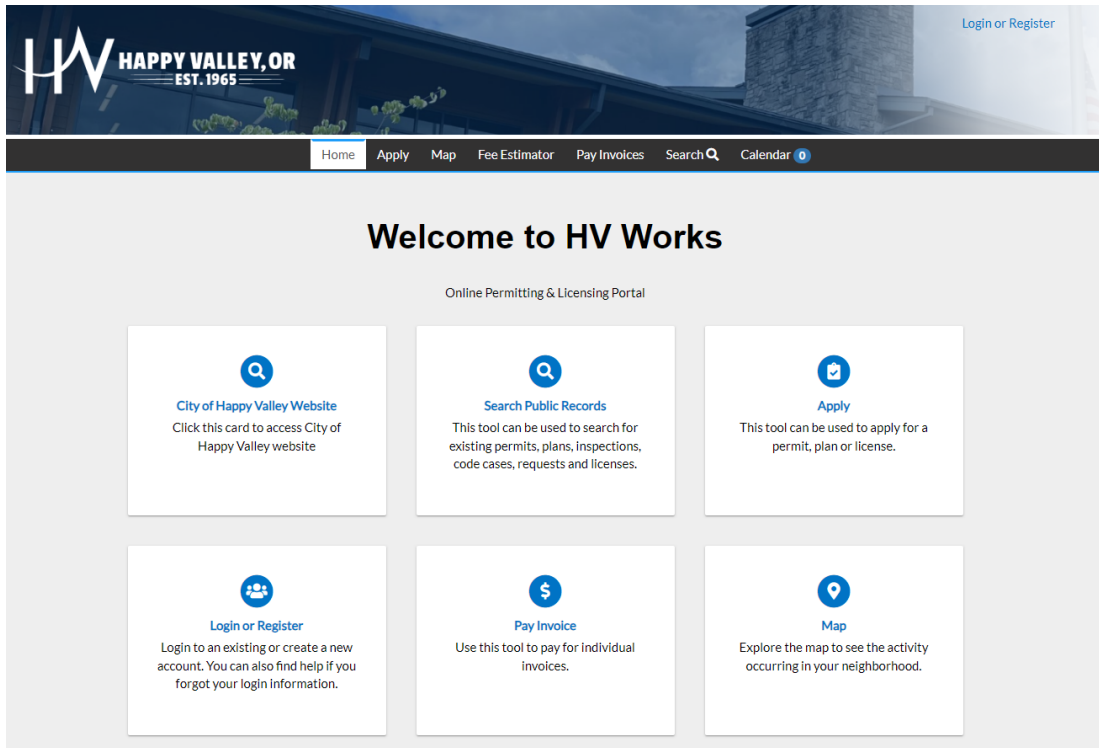


WELCOME TO [HVWorks](#)

Presented by Enterprise Permitting & Licensing (EPL)



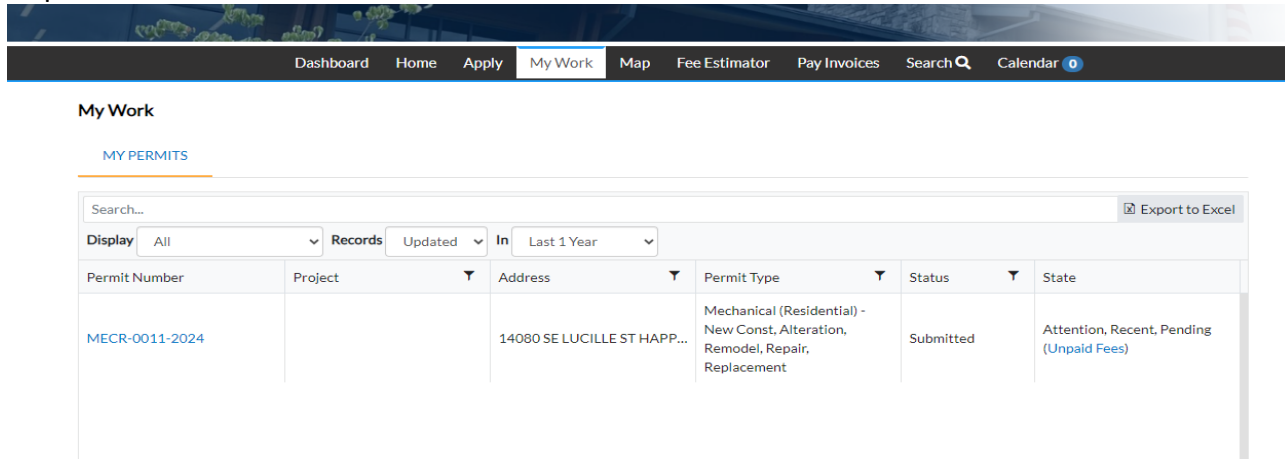
INITIAL ACCOUNT REGISTRATION

- Navigate to: hvworks.com
- Click the **Login or Register** card
- Skip the Username and Password fields and locate the **Don't have an account yet? Sign up** option at the bottom of the screen
- Enter the email address, password, First Name, Last Name that you will use for this account and click **Sign up**
- Check your email account for a confirmation message from Community Access Identity. If you do not receive the confirmation email, please check your junk mail or spam folder.
- Within the body of the email, click the **Activate account** link
- Complete the required fields to finish registration. Once registration is successful, you will be redirected to the home page of the portal

DASHBOARD

The Civic Access Dashboard displays data about permits, plans, inspections, invoices, and licenses linked to your contact.

It is recommended that users view their records from the **My Work** tab. Search for records with known information such as your permit number or site address. From here you can pay invoices and schedule inspections as noted in sections below.



The screenshot shows the 'My Work' tab in the Civic Access Dashboard. The navigation bar includes 'Dashboard', 'Home', 'Apply', 'My Work', 'Map', 'Fee Estimator', 'Pay Invoices', 'Search', and 'Calendar'. Below the navigation bar, the 'MY PERMITS' section is visible. It features a search bar, a 'Display' dropdown set to 'All', a 'Records' dropdown set to 'Updated', and an 'In' dropdown set to 'Last 1 Year'. There is an 'Export to Excel' button. A table displays permit information with columns for Permit Number, Project, Address, Permit Type, Status, and State. One record is shown with Permit Number 'MECR-0011-2024', Project blank, Address '14080 SE LUCILLE ST HAPP...', Permit Type 'Mechanical (Residential) - New Const, Alteration, Remodel, Repair, Replacement', Status 'Submitted', and State 'Attention, Recent, Pending (Unpaid Fees)'.

Permit Number	Project	Address	Permit Type	Status	State
MECR-0011-2024		14080 SE LUCILLE ST HAPP...	Mechanical (Residential) - New Const, Alteration, Remodel, Repair, Replacement	Submitted	Attention, Recent, Pending (Unpaid Fees)

APPLY FOR A PERMIT / APPLICATION ASSISTANT

- From the **Home** page, select the **Apply** card or select the **Apply** tab to the right of the **Home** tab.
- Click **All** to choose from all types of Permits, Plans and Licenses available or select the **Permits** category to narrow the amount of applications listed.
- Type “Eng” in the search bar to bring up a list of all engineering issued permits. **Site Development Permits** are permits for grading or development on private property and engineering permits involving a land use decision. Right of way or “**ROW**” permits are for work within the public right of way or roadway. These include sidewalk or driveway approach repair (Type I), Utility services (Type II), or major road work (Type III). (Hint: For a right of way permit, type **ROW** in the search bar to bring up a drop down of the 5 right of way permits the City has.)
- Click **Apply** next to desired application type
- Move through Steps 1 – 7. Note, items with a red asterisk next to them are required to be filled in.
- **Step 5: Attachments** - *When submitting an application, please do not attach documents that are password protected and/or locked as these will not be compatible with our electronic review process.* Please read through the attachment instructions carefully to see what is being requested. You will find several links to documents, forms, or additional instructions throughout the instructions list. Not all required documents need to be uploaded at the time of initial application, but certain attachments are required. Those required to be uploaded before submitting your application are marked ‘Required’ at the bottom of the blue card labeled with the required document type. (For example, **Site Plan**, may be listed on a blue card as a **Required** document type.)
- **Step 7: Review & Submit** - If the application is complete and accurate, click **Submit** at the bottom of the page.
- Click **Save Draft** if the information is incomplete and needs to be finished later. You may click the Draft status circle on the Dashboard to resume your application.
- Once an application has been submitted, a successful application submitted page will appear.

FEE ESTIMATOR

Note: If you are applying for an Engineering site development permit, the fee estimate will be for the initial plan review deposit only. Final fees will be determined during the review process based on the engineer's estimate of work performed under the permit per the City's fee schedule. If you have questions on permit fees for engineering permits, please contact plans-engineering@happyvalleyor.gov for more information.

- Estimate fees for Permits. The estimation displays fees based on square feet, valuation, and custom fields.
- Click **Estimate Permit Fees**
- Select Permit Type from the dropdown list.
- Type the applicable information in the fields. Required fields are marked with a red astericks.
- Click **Next**
- The estimated fees display on the page
- Click **Apply** if you wish to proceed with application.

INVOICES/ PAY FEES

From **My Work**, users may access invoices by searching for the permit record and adding an invoice to **Cart**.

- This can be found via the fees page of each record or by selecting **Pay Invoices** at the top of page and entering a specific invoice number. If you search for an invoice you must enter the entire invoice number (ex: INV-00000251). Circled items in image below highlight some of the various locations from which unpaid fees may be accessed.
- Fees must be added to **Cart** in order to pay
- NOTE – a 3.5% processing fee will be applied if paying with a credit card

The screenshot displays the 'Pay Invoices' interface for permit MECR-0011-2024. The top navigation bar includes 'Dashboard', 'Home', 'Apply', 'My Work', 'Map', 'Fee Estimator', 'Pay Invoices' (circled in green), 'Search', and 'Calendar'. The main content area shows permit details for 'MECR-0011-2024' with a blue 'Add to Cart' button (circled in green). The permit details include: Type: Mechanical (Residential) - New Const, Alteration, Remodel, Repair, Replacement; Status: Submitted; Project Name: (blank); Applied Date: 02/04/2024; Issue Date: (blank); District: Happy Valley; Assigned To: Myron, Cristie; Expire Date: (blank); Square Feet: 0.00; Valuation: \$0.00; Finalized Date: (blank); Description: Installing HR14E Gas Insert. Below the details are tabs for 'Summary', 'Locations', 'Fees' (circled in green), 'Inspections', 'Attachments', 'Contacts', and 'Sub-Records'. The 'Fees' tab is active, showing a 'Progress' section with a 25% completed donut chart and a 'Workflow' section with a 'Confirm Application Complete' step. The 'Available Actions' section (circled in green) shows an 'Unpaid Fees' entry for \$106.40 with a 'Pay Now' button.

MANAGE A REVIEW

Users may submit electronic plans to be reviewed. Once an application has been submitted and plans reviewed, the user may be notified by email or logging back into Civic Access to review Approved or Failed Reviews.

- Navigate to the **Dashboard** and click the **Attention** card (displays a list of cases needing attention)
- Click the Failed Reviews link under the **State** column. This will bring you to the permit page for the application with the failed review. You may also access the failed review directly from the permit page or through the **My Work** tab under **My Permits**.
- Once on the permit page, an alert will display on the **Attachments** tab if a resubmittal of a previously reviewed file is required. This indicates which electronic file failed and requires resubmission. There will also be an alert on the **Reviews** tab if the review failed.
- Click **Attachments**
- Click Resubmit on the specific file(s) that need to be resubmitted.
- The user may drill down on each item review from the submittal to view Corrections, Recommendations and Comments
- Click **Respond** – to respond to each Reviewer item and when ready, click **Next**.
- Must toggle on **Acknowledge** if reviewer provided any Comments, Corrections or Recommendations.
- To navigate to the next step of the Review, click **Next**
- To Resubmit a file, click **Select File**, choose the second version of the file to be uploaded.
- Toggle on **Include additional new file?** If you would like to upload additional files to the record.
- Click **Submit**
- You may upload additional files as needed under the **Attachments** tab by clicking on the blue card labeled **Add Attachment**. (For example, a traffic control plan, affidavit of responsibility, or engineer's estimate.) **Note:** There may be some steps in the review process where new files cannot be uploaded by the applicant. If you are unable to upload a document, please contact Engineering.
- To view history of the submitted attachments, click **History**

INSPECTIONS

Any outstanding fees must be paid, and the permit must be in a status of Issued prior to beginning any work or scheduling inspections. Engineering inspections must be scheduled 48 hours in advance. If the inspection is scheduled sooner than 48 hours in advance, the inspection may be denied. If there is an urgent matter, please reach out to the Engineering inspector directly to communicate the need.

- From the **My Work** tab, click **My Permits**
- Search for the desired permit and click on permit number hyperlink.
- Click the **Inspections** tab
- Existing inspections show in the top table. This will include scheduled and resulted inspections.
- Under Request Inspections, click the checkbox under **Action** for the inspection you would like to request and then click the 'Request Inspection' button.
- Enter required contact information and any comments you would like to communicate.

- If you are requesting multiple inspections and want to use the same date or contact information, you may click the appropriate box to use the same information on all requested inspections.
- Click **Submit** for each inspection.
- The inspection information and a green checkmark pop up in a Requested Inspections page if it is successfully requested.
- Navigate back to the Permit Details page. The inspection should be listed under Existing Inspections.
- Need to cancel a scheduled Inspection?
 - Please contact the Engineering Inspector directly to cancel an inspection. If unable to reach the inspector, please contact the Engineering Division.

CONTACTS

- Once you have submitted an application, you may add additional contacts to the record as long as those contacts are registered users in HVWorks.com.
- To add contacts to a permit, navigate to the **Contacts** tab on the permit page. (You may find the permit page by looking on the Dashboard under My Permits, or by looking under the My Work tab under My Permits, and selecting the hyperlink to the permit.)
- Select the **Add Contact** button directly above the list of contacts.
- Select the type of contact from the dropdown list.
- Search for the desired contact. If they are not found, you may need to coordinate with the contact to ensure they are a registered user, and you are searching for them correctly.
- Once found, click the **Add** button to add them to the permit record.
- Any contacts added to the record may also be removed, except for the billing contact. To make changes to the billing contact, or for any other issues related to contacts, please contact the Engineering Division.
- Contractors added to a permit will need to have a Happy Valley Business license before performing work under a permit.

APPLY FOR A BUSINESS LICENSE

- Access the **Apply** tab in the top menu
- Select the **Licenses** box
- **PLEASE NOTE:** License categories have been expanded to better distinguish the nature of businesses in the city. Please select the most appropriate license type for your business.
- **CLASS E2 LICENSE HOLDERS:** Businesses with a Metro license receipting less than \$250,000 annually in Happy Valley will need to attach a copy of the Metro license to be exempt from paying the Happy Valley license fee.
- Select the **Apply** button for the applicable license category.
- From the drop-down list in the Create New Business During Application box, select the legal structure of your business. Click the **+** button.
- Click **Add Location**
- The application “stepper” and instructions will guide through the remainder of the application process in order to submit your application.