

Registering an Account in the CityView Portal

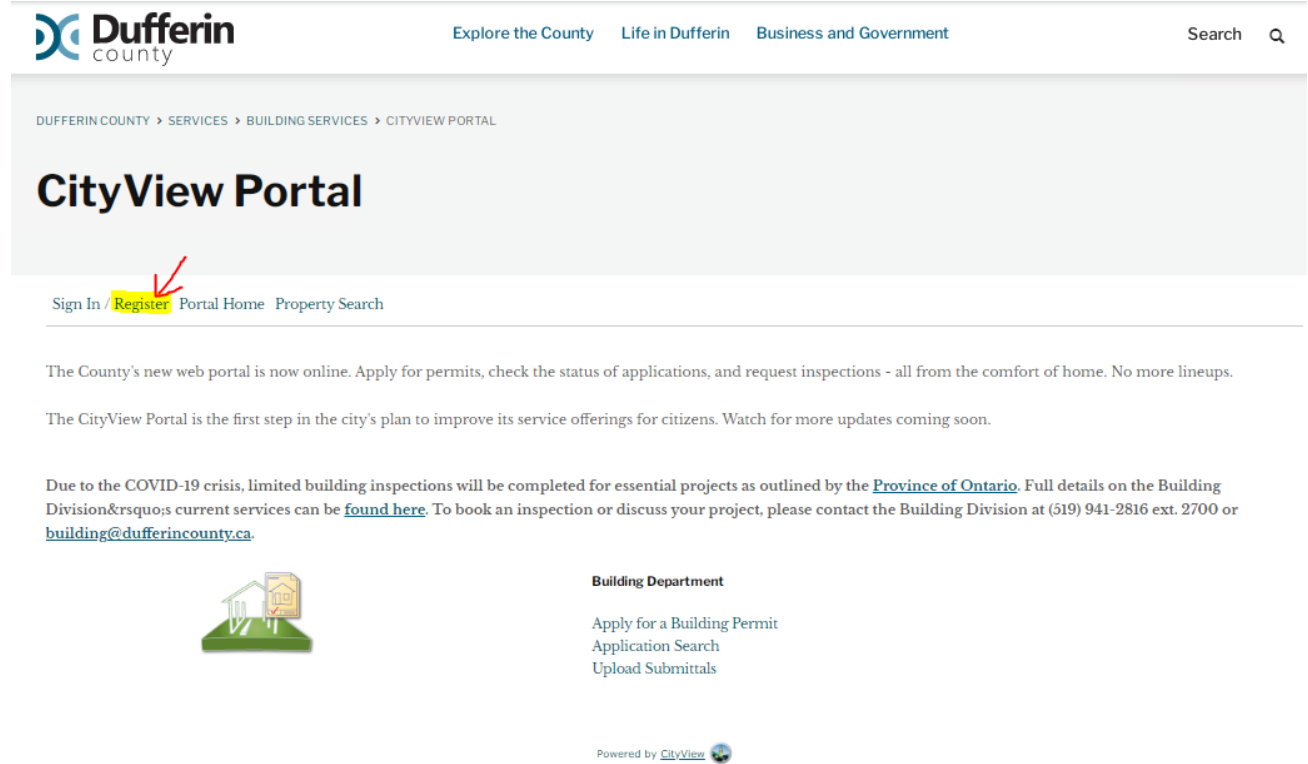
Follow these simple steps to register an account so you can apply for your building permit:

Step 1

Login to the Portal here: [Log On - CityView Portal](#)

Step 2

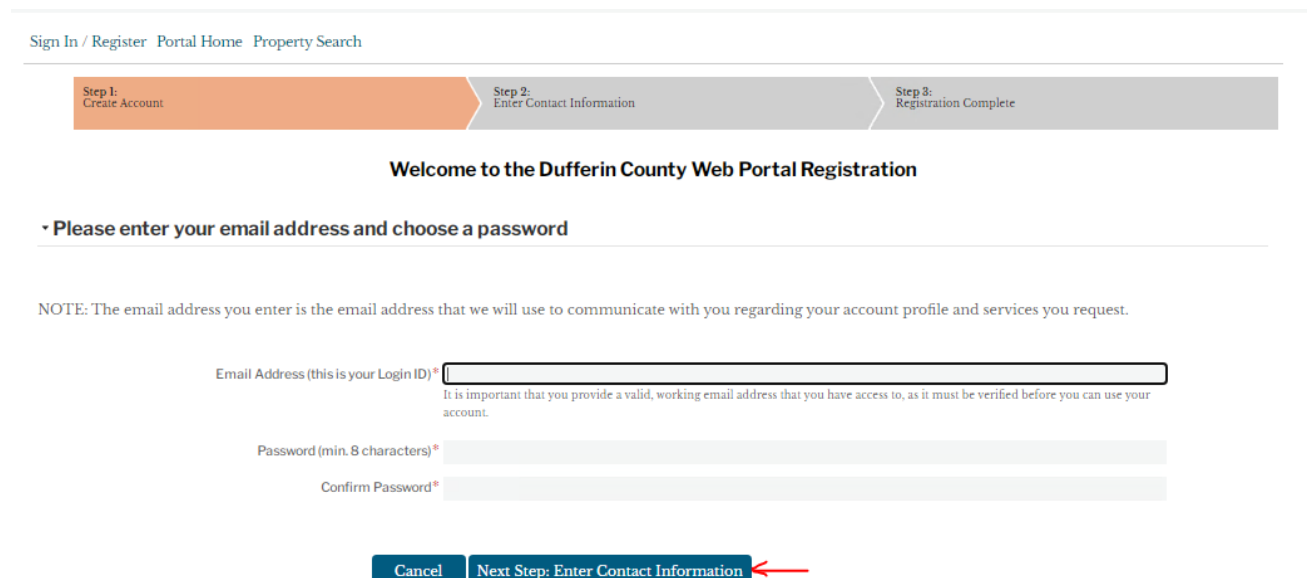
Click on *Register*:



The screenshot shows the Dufferin County website header with navigation links: Explore the County, Life in Dufferin, Business and Government, and Search. Below the header, the breadcrumb trail reads: DUFFERIN COUNTY > SERVICES > BUILDING SERVICES > CITYVIEW PORTAL. The main heading is "CityView Portal". In the navigation menu, "Sign In / Register" is highlighted with a yellow box and a red arrow. Below the menu, there is a welcome message: "The County's new web portal is now online. Apply for permits, check the status of applications, and request inspections - all from the comfort of home. No more lineups. The CityView Portal is the first step in the city's plan to improve its service offerings for citizens. Watch for more updates coming soon." A section titled "Building Department" lists services: Apply for a Building Permit, Application Search, and Upload Submittals. At the bottom, it says "Powered by CityView".

Step 3

Enter your e-mail address in the first line, then create a password. You will need to enter the password a second time for confirmation. Once you have entered the information, click on *Next Step: Enter Contact Information*



The screenshot shows the registration form with a progress bar at the top. The progress bar has three steps: Step 1: Create Account (highlighted in orange), Step 2: Enter Contact Information (highlighted in grey), and Step 3: Registration Complete (highlighted in grey). Below the progress bar, the heading is "Welcome to the Dufferin County Web Portal Registration". A sub-heading reads: "Please enter your email address and choose a password". A note states: "NOTE: The email address you enter is the email address that we will use to communicate with you regarding your account profile and services you request." The form has three input fields: "Email Address (this is your Login ID)*", "Password (min. 8 characters)*", and "Confirm Password*". At the bottom, there are two buttons: "Cancel" and "Next Step: Enter Contact Information", with a red arrow pointing to the latter.

Step 4

Enter your name (first and last) in Full Name. From the drop down for Preferred Contact Method, please select E-mail (this is for correspondence such as an Incomplete Application Notice, Deficiency Notice, Permit Job Card).



New Contact Information

Required information is indicated with an asterisk (*).

Full Name:*

Preferred Contact Method:*

If you live in Dufferin County you can try to search for your address (in the Address section) which will pull the information down to the Mailing Address section if you check off Same as Location Address box.

If you cannot find your address, or you live outside of Dufferin County, you will need to manually fill in the boxes in the Mailing Address section.

Address

Search for address

Begin typing a street address above and we will search existing locations within the jurisdiction. If your location appears, please select it from the list. If you cannot find your address, you can enter it manually in the fields below.

Mailing Address

Same as Location Address:

Street Address:*

Address Extra Line 1:

Address Extra Line 2:

City/Prov/Postal Code*

Note: The City/Prov/Postal Code line in Mailing Address is 3 separate boxes. The first highlighted box is for City, the second is a drop down for Province, and the third is for Postal Code.

Leave the Type in Contact Numbers as Primary, and input the best number to reach you at (i.e. home phone, cell phone, or work phone). You are able to input more than one number if you choose.

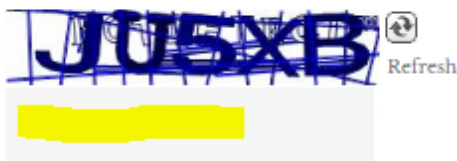
Contact Numbers

Contact Number(s)	Type*	Contact Number*	Ext.
	Primary	999-999-999	<input type="text"/>

(*Please note: at least one contact number is required)

Input the characters into the box underneath them. Once you type out the characters, click on *Next Step: Complete Registration*.

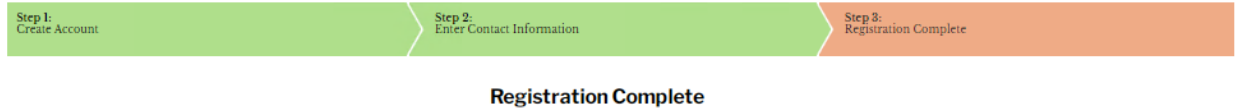
Type the characters you see in the image below to continue.



[Previous Step: Create Account](#) [Next Step: Complete Registration](#)

Step 5

Registration is now complete. You will need to activate your account before you can sign in and start applying for a permit.



Your new account was created successfully.

A confirmation email has been sent to [REDACTED]. Please allow up to 30 minutes for the email to arrive. Please click on the hyperlink contained in the email to activate your account.

Note: please check both your Inbox and Junk Mail folders for the e-mail. It will come from donotreply@harriscomputer.com. If you do not receive the e-mail, please reach out to our staff and let us know the e-mail address you registered with so we can check our records.

WE ARE HERE TO HELP!

Should you have questions at any time throughout the process, please don't hesitate to reach out to us.

Dufferin County Building Services can be reached Monday-Friday, 8:30am-4:30pm by phone **519-941-2816 ext 2700** or email building@dufferincounty.ca