

CC LMS External Agencies Approval

External Agency Approval Guide

1/15/2019 - Version 2.2



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Welcome!

Thank you for participating in Clark County's new online permit approval process for external agencies! We are excited to offer our customers this enhanced functionality and hope it will simplify, streamline and reduce the overall time required to receive approvals.

Since November 2017, all commercial and residential building permits have been available online and we stopped providing customers with a Commercial Occupancy Checklist (yellow card) or a Commercial Final Inspection Checklist (green card) for their job site. All approvals for internal and external agencies are now accessed through our CC LMS system. This guide documents the steps you will need to take in order to provide the needed approvals.

We hope you find this guide useful and beneficial. Use the *Contact Us* link (in the upper right corner of every web page) should you encounter problems or have questions. We will do our best to respond to your call or email in a timely manner.

Thanks again!
CC LMS Support Team

564.397.2347
CCLMSsupport@clark.wa.gov

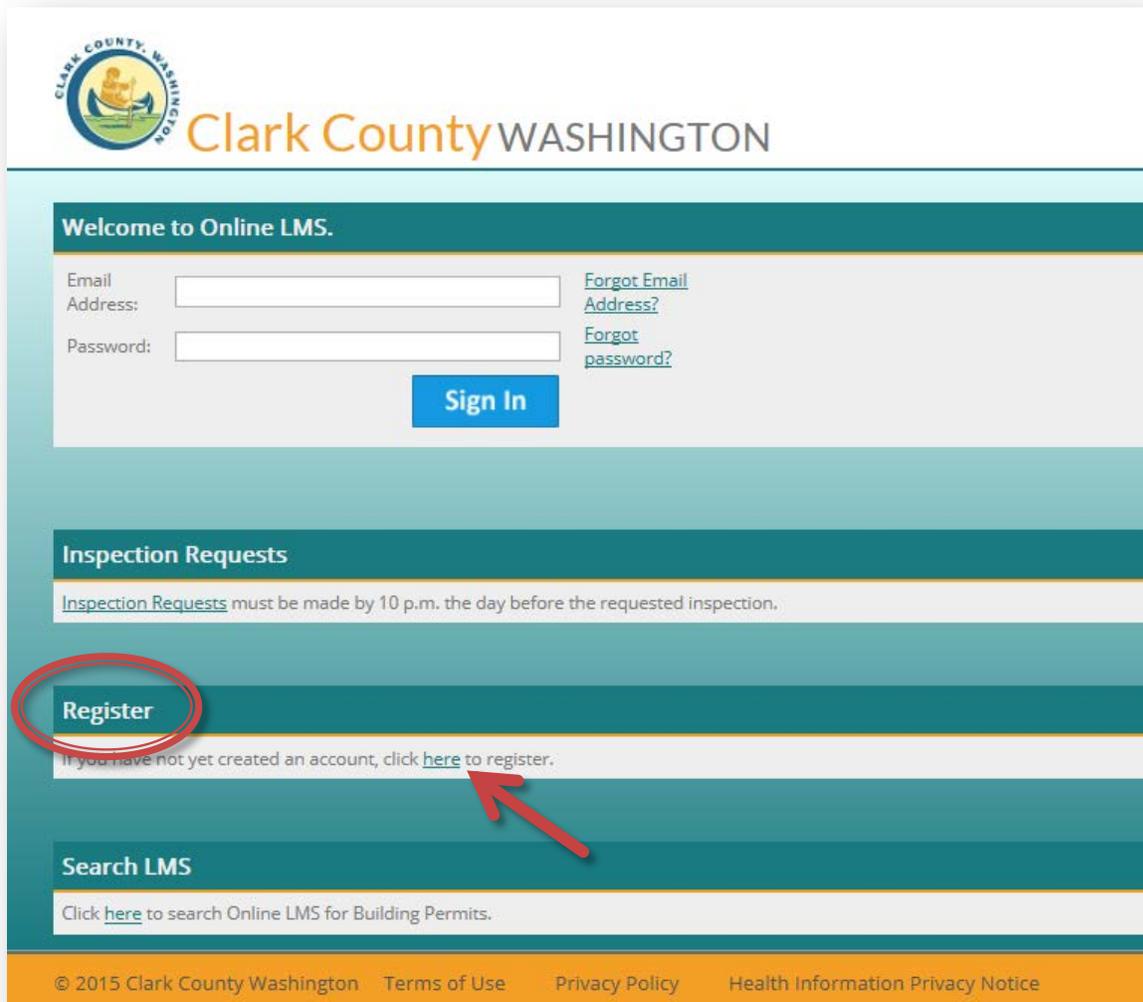
Registration

For external agencies, a complete registration will require three steps:

1. Register online at <https://permits.clark.wa.gov>.
2. Receive an account activation email and complete your online registration.
3. Contact Clark County to associate your account with your agency.

Once you have completed your online registration, including the final account activation, contact the support team at 564.397.2347 or via email at CCLMSsupport@clark.wa.gov. Please let us know which agency you work for and the specific approval you need to provide (sewer, water, etc.). Once our set-up is complete, log out and log in again to refresh your account settings. Your account will then reflect information related to Agency Approvals. Until that time, your account will look like any other customer account.

STEP 1: Register for a new account



Provide the requested information

- a. The email address you enter will be used to complete your site registration.
- b. Your password must have at least eight characters and contain at least two letters (one uppercase and one lower case) and one number.
- c. Select the 'Finish Registration' button at the bottom. Please be sure to remember your password because it will be needed to complete your registration and for future site log-in.

NOTE: A red asterisk indicates a required field.

Welcome to Online LMS

Please register online. All fields with asterisks must be filled out in order to proceed. Once the information on this screen has been provided, the system will send a confirmation email with a link to this website, where you can confirm your registration.

YOUR INFORMATION

* First Name: Sample
* Last Name: AccountSetUp
* Phone Number: (555) 555 - 5555
* Email Address: mySampleEmail@gmail.com *A valid email is required as your email address will be used to login to the system.*
* Confirm Email: mySampleEmail@gmail.com

MAILING ADDRESS

* Address Type: Civic
* Street Address: 12345 NW Sample Street
Address Line 2:
* City / Town: Vancouver
* State / Province: Washington
* Country: USA
* Zip / Postal Code: 98666

SECURITY QUESTION AND PASSWORD

The security question is used in case you forget your password. You will need to know the answer to this question in order to regain access to the system.

* Security Question: What is your favorite food?
* Security Answer: Broccoli
* Password:
* Confirm Password:
*Password must:
- be at least 8 characters
- contain at least two (2) letters
(one upper case and one lower case)
- and one (1) number.*

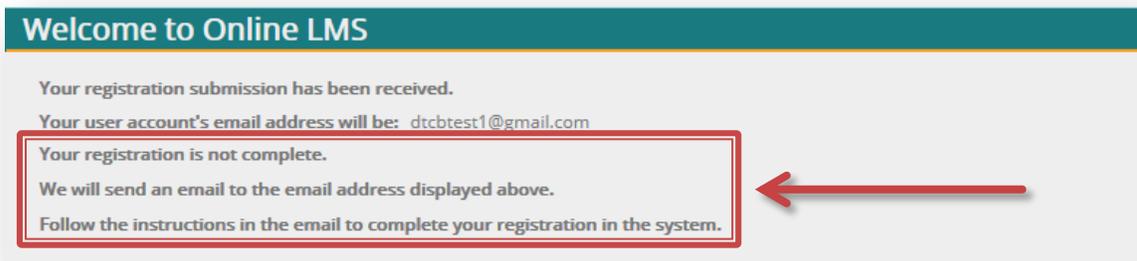
Enter the code you see below.

* Match Code: GYIRV

The information that you provide on this form and any attachments will be used for communicating with you concerning your application and for billing purposes.

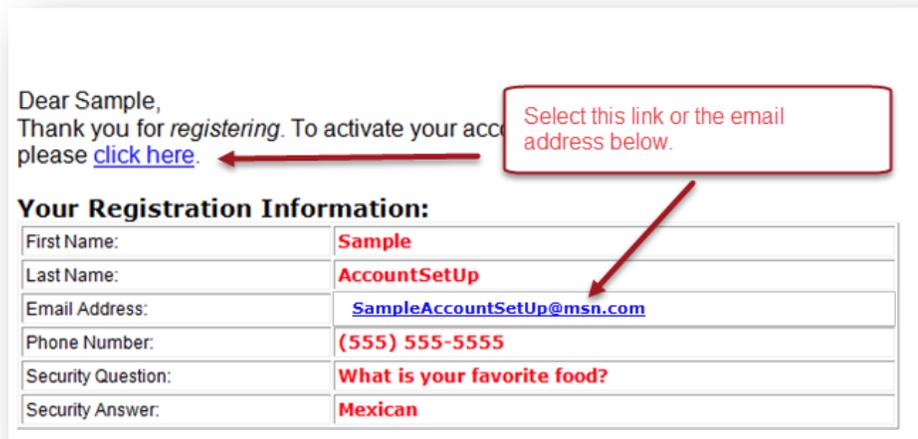
Finish Registration ←

Once you select the 'Finish Registration' button, the following welcome message will appear.

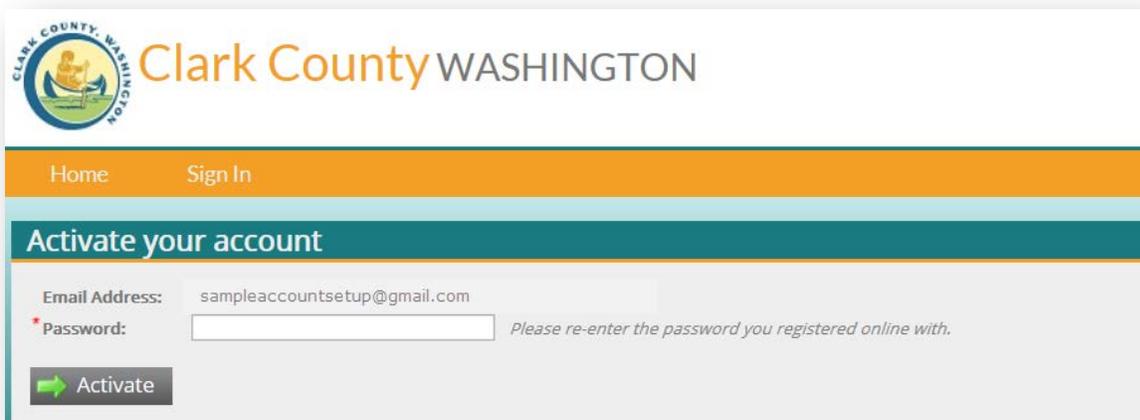


STEP 2: Complete your registration and activate your account

Navigate to the email account you entered on the registration page. A new message, like the one below, will be waiting in your inbox. If you don't see it, check your junk mail. You must use the 'Click Here' link in this email, along with the password you created in Step 2, to access your account for final verification. Your account will not be created until this final step is taken.

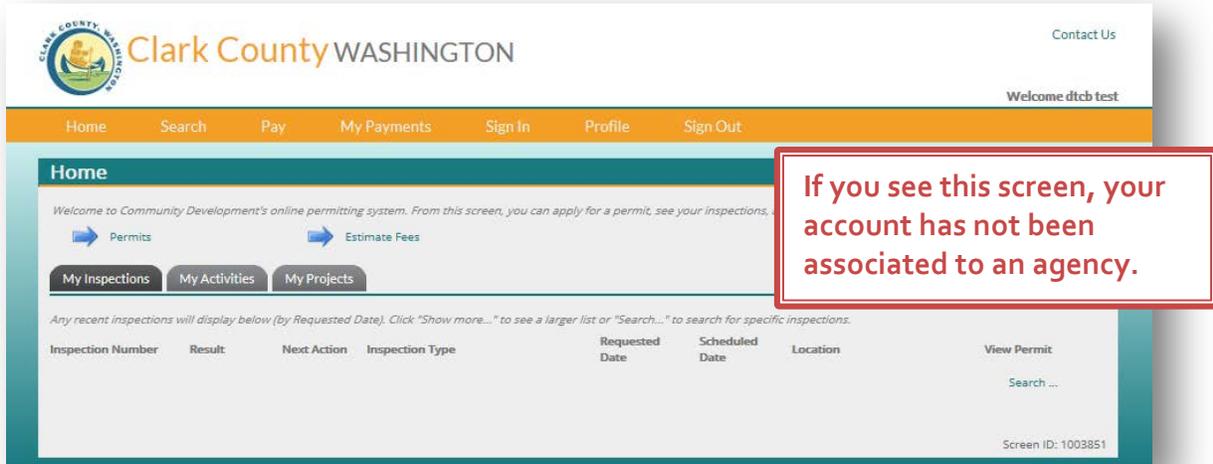


Enter the password you used on the registration page when you created your account.

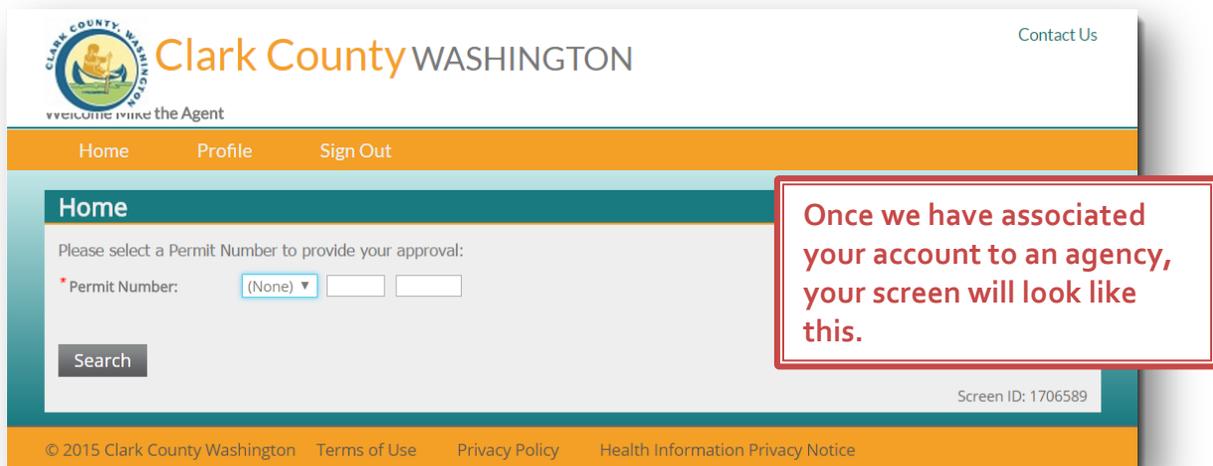


STEP 3: Notify the CC LMS Support Team to link your account to your agency

- a. Contact the [CCLMSsupport team](#) or call 564.397.2347 to complete your account registration and link to your agency. Please be specific as to which agency and which approval you require.
- b. If you see the screen below, your account has **not** been linked to your agency. Please be sure to sign out and then re-enter the system.



- c. The following screen will appear once your account is linked to your agency. If you are logged in when you contact us, you will need to log out and back in again to see your new home page.



STEP 4: Update your user profile

Under the 'Profile' tab, you can update your user account information to include email and password management.

Clark County WASHINGTON [Contact Us](#)

Home Profile Sign Out

My Profile

CUSTOMER DETAILS

* First Name: [Change Password](#)

Middle Name:

* Last Name:

Email Address: [Change Email](#)

[Save](#)

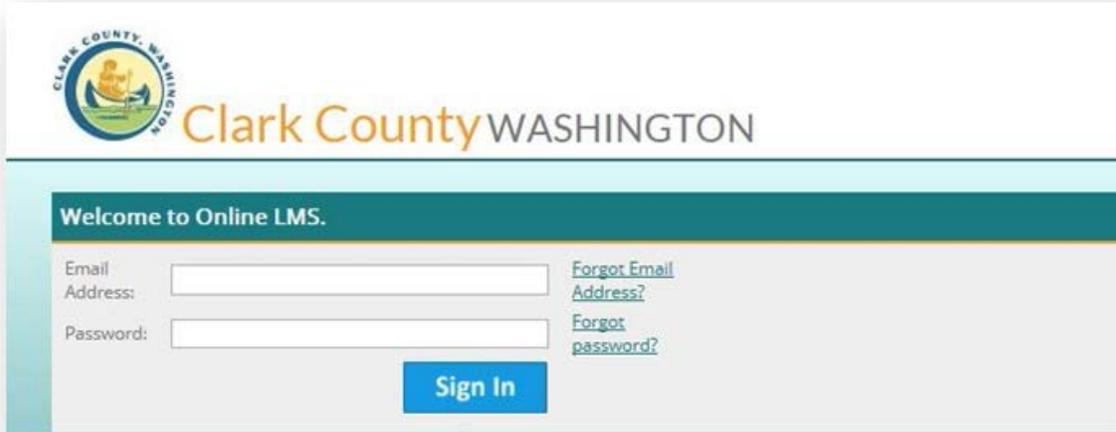
Screen ID: 1574229

Provide Issuance and/or Occupancy Approvals

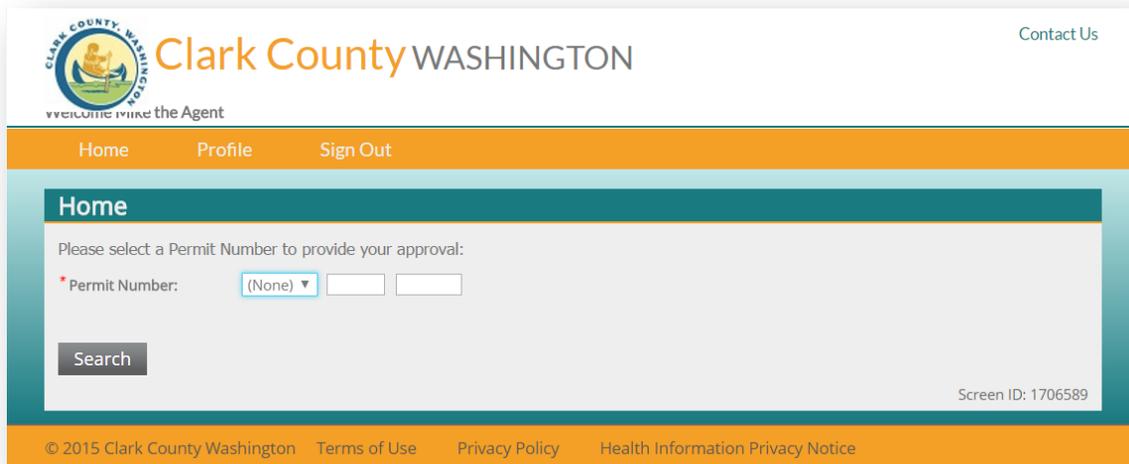
Agencies should provide online approvals using the following steps.

STEP 1: Log in to your account

- a. Once an applicant contacts you for an issuance or completion approval, log-in to your online CC LMS account at <https://permits.clark.wa.gov> with the same email address and password used to create your account.



- b. Enter the permit number corresponding to the applicant’s request. For example, NHC-2017-00089 is a New Home Construction permit.



STEP 2: Review the permit details

The following screen provides information about the applicant and the required approvals, as determined by our permitting staff.

- Internal staff initially decide which agency approvals are required based on established criteria.
- Your account may be associated to multiple agencies, as seen below.
 - City of Vancouver Sewer
 - City of Vancouver Water
- The 'Approval Required' column will indicate the point in the permit life cycle at which your approval is required.
 - City of Vancouver Sewer – Prior to Issuance
 - City of Vancouver Water – Prior to Completion
- The 'Approval Status' column indicates whether an approval has already been processed.
- The 'Document' column indicates whether a document was previously uploaded by the agency.
- Select the 'Update' button to provide approval for the specific request.

Building Permit - Commercial CMN-2018-00070 (Issued)

PERMIT DETAILS

Applicant: SAFEWAY STORES INC
Type: Commercial
Permit Location: 11606 NE 76TH ST, VANCOUVER, WA 98662
Specific Location:
Work Description: Screenshot Help
Type of Work: Commercial New
Number of Units: 1

APPROVAL REQUESTS

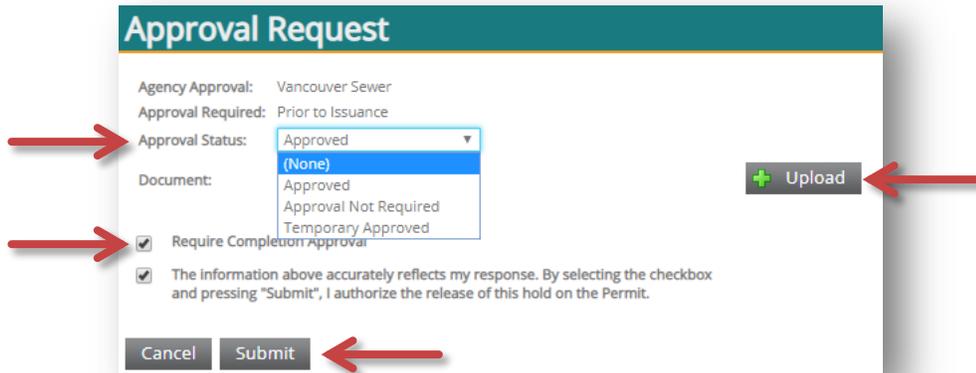
Agency Approval	Approval Required	Approval Status	Document
Vancouver Sewer	Prior to Completion		<input type="button" value="Update"/>
Vancouver Sewer	Prior to Completion	Approved	

Screen ID: 1598709

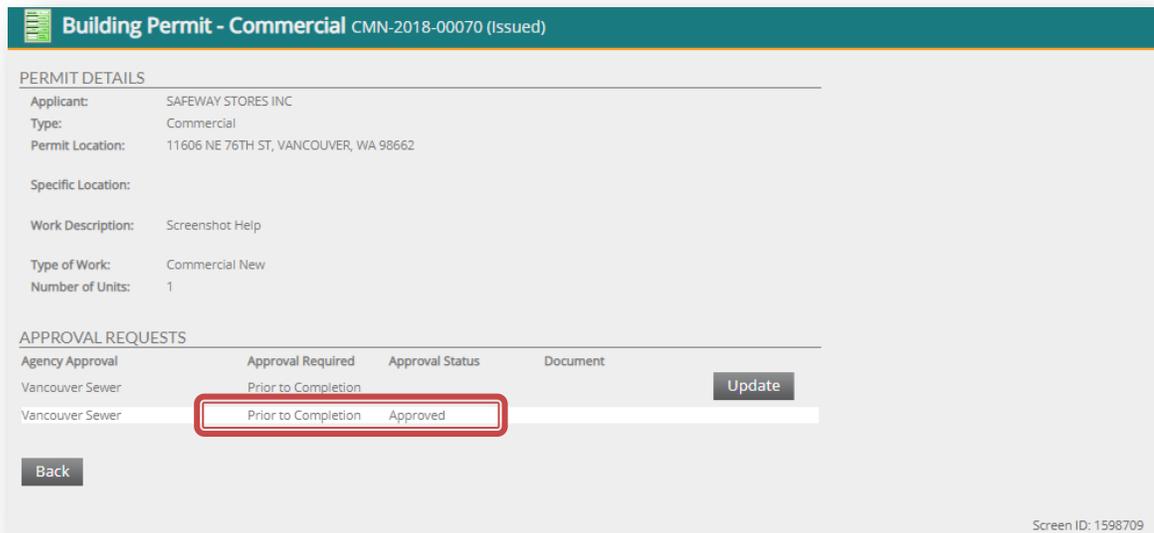
STEP 3: Approve the request

Once you select the 'Update' button, the following screen will appear.

- a. Select the appropriate approval status:
 - o Approved: agency hold will be removed
 - o Approval Not Required: agency hold will be removed
 - o Temporary Approved: [see next section](#)
- b. Upload a single document, if needed.
- c. Determine whether your agency requires Completion Approval prior to occupancy.
 - o Uncheck this box if you do not need Completion Approval.
- d. Confirm your hold release authorization.
 - o The 'Submit' button will become visible; please select to continue.



The next screen shows the results of the selection above: Vancouver Sewer approved the permit issuance and added an approval required Prior to Completion (occupancy).



- Once **all** agency Issuance Approvals have been received, the permit will be issued assuming all fees and outstanding conditions have been met.
- Once **all** Completion Approvals have been received, assuming all fees and outstanding conditions have been met, the permit can be completed and Certificate of Occupancy granted.

Request for 60-day Temporary Occupancy

STEP 1: Customer requests

Customers will, at times, request a 60-day temporary occupancy. If an agency has a required 'Prior to Completion' occupancy approval, the customer must obtain approval for the temporary occupancy from each agency listed. The temporary occupancy certificate will not be issued until all agency approvals are received.

Approval Request

Agency Approval: Vancouver Sewer
 Approval Required: Prior to Completion
 Approval Status: (None) (None) Approved Approval Not Required Temporary Approved
 Document: + Upload
 The information above accurately reflects my response. By selecting the checkbox and pressing "Submit", I authorize the release of this hold on the Permit.
 Cancel

STEP 2: Agency options for Temporary Occupancy requests

- a. By selecting 'Approved' the agency Completion hold will be removed.
- b. By selecting 'Approval Not Required,' the agency Completion hold will be removed.
- c. By selecting 'Temporary Approved,' a temporary occupancy can be granted once all agencies have approved.
 - o A new 'Prior to Completion' hold will be automatically added (see below). It will remain the customer's responsibility to contact the appropriate agency for final occupancy approval.
- d. Once **all** agency approvals have been received, the Final Certificate of Occupancy or Job Complete certificate will be generated, assuming all fees and outstanding conditions have been met.

Building Permit - Commercial CMN-2019-00008 (In Review)

PERMIT DETAILS

Applicant: SAFEWAY STORES INC
 Type: Commercial
 Permit Location: 11606 NE 76TH ST, VANCOUVER, WA 98662
 Specific Location:
 Work Description: Screenshot Help
 Type of Work: Commercial New
 Number of Units: 1

Agency Approval	Approval Required	Approval Status	Document
Vancouver Sewer	Prior to Completion		
Vancouver Sewer	Prior to Completion	Temporary Approved	
Vancouver Sewer	Prior to Issuance	Approved	
Vancouver Water	Prior to Completion		

Update

Back

A new Vancouver Sewer approval was added by the system for the final Certificate of Occupancy indicated by the 'Prior to Completion' approval.

Vancouver Sewer provided a Temporary Approval for the temporary occupancy.