

Clark County Land Management System

A Public Portal “How-to” Guide

For our external customers

4/2018 - Version 1.7



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We hope you find this guide useful and beneficial. Please explore your site and ask questions. Use the *Contact Us* link in the upper right corner of every web page should you run into issues. We will do our best to be available for your call or respond to your email in a timely manner.

Thanks again!
CC LMS Support Team

(360) 397-2375 ext. 2347
CCLMSsupport@clark.wa.gov

Permits in CC LMS today

With our latest release on November 20, 2017, we expanded our online permits to include all fire and residential and commercial building permits. Following is a list of available permits:

AVAILABLE BUILDING PERMITS			
ID	Description	Scope of Work	Type
MBH	Mobile Home	New	Residential
		6mo. Staging (on wheels)	
		Conversion of Existing	
NHC	New Home Construction	Single Family	Residential
		Single Family (Townhouse Rate)	
		Duplex	
		Townhouse	
ARS	Alteration/Repair/Specialty	Alteration (Remodel to existing)	Residential
		Repair	
		Adult Family Home (Administration Only)	
ADS	Additional Dwelling Space	Guest House	Residential
		Accessory Dwelling Unit	
		Building Structure Move/Replacement	
		Addition to Existing	
ACC	Accessory Structure	Carport	Residential
		Deck	
		Shed	
		Garage	
		Shop	
		Patio Cover	
		Pool	
SOL	Solar Panels	Roof Mount	Residential or Commercial
		Freestanding	
CME	Commercial Existing	Business Name Change	Commercial
		Move-In Only	
		Move-In Plus	
		Tenant Improvement	
		Demising Walls (unoccupied)	
		Remodel of Existing Space/Building	
		Repair of Existing Building or Space	
CMN	Commercial New	Fully Completed Building	Commercial
		Shell	
		Addition To Existing Building	
		Modular	
CELL	Cell Tower	New	Commercial
		Modification or Co-Locate	
MFM	Multi-Family Residence	Multi-Family Residence	Commercial
SIG	Sign	Building Review Only	Commercial
		Building & Zoning Review	
		Zoning Review Only	

ID	Description	Scope of Work	Type
IVB	Building Investigation	Damaged Structure	Residential or Commercial
		Unpermitted Structure	
FRT	Fence/Retaining Wall	Fence	Residential or Commercial
		Retaining Wall	
		Retaining Wall any height with surcharge	
RSW	Re-Roofing/Re-Siding/Window	Roofing, Siding, Windows	Residential or Commercial
		Limited Trade - Roofing, siding, Windows	
MIS	Miscellaneous	Private Bridge	Residential or Commercial
		Other	
MCH	Mechanical	Mechanical	Residential or Commercial
PLM	Plumbing	Plumbing	Residential or Commercial
DEM	Demolition	Demolition	Residential or Commercial
AVAILABLE FIRE PERMITS			
FEX	Fire Extinguishing System	Fire Pumps	Commercial
		Standpipe Systems	
		Commercial Cooking Protection	
		Fire Sprinkler, Underground Only	
		Other Extinguishing System	
		Automatic Sprinkler Systems	Residential or Commercial
FMI	Miscellaneous	Tents - <i>Operational</i> -	Residential
		Special Events - <i>Operational</i>	
		Fire Access Gates	
		Other - <i>not available on line</i>	
		High-Piled Combustible Storage	Commercial
		Emergency Responder Radio Coverage	
FSM	Smoke Removal System	Smoke Removal System	Commercial
FAL	Fire Alarm System	Addressable Fire Alarm	Residential or Commercial
		Zoned Fire Alarm	
		Sprinkler Monitoring Only	
FSP	Special Process (Com)	Application of Flammable/Combustible Finishes	Residential or Commercial
		Semiconductor Fabrication	
		Refrigeration Systems	
		Compressed Gasses	Commercial
		Commercial Drying Ovens	
		Battery Systems	
		Cryogenic Systems or Processes	
FHA	Hazardous Materials	Explosive Materials	Commercial
		Hazardous Materials	
		Storage/Display of Aerosol Products	
		Flammable/Combustible Liquids	
		LPG Tanks	Residential or Commercial

Quick permits

The following permits are considered 'quick' permits. Apply, pay, and print the permit online. No Permit Center visit required.

- Residential Mechanical (MCH)
- Plumbing (PLM)
- Demolition (DEM)
- ReRoof/Siding/Windows (RSW)

Paying for permits

For most permits, you can apply, pay online, and submit for completeness check. However, due to the complexity of the following permits and risk to overcharging customers, we are not accepting online payment.

- Commercial New (CMN)
- Commercial Existing(CME)
- Commercial Cell Tower (CEL)
- Residential Alteration/Repair/Specialty (ARS)
- Additional Dwelling Space (ADS)
- Accessory Structure ACC)

Start your application online, but come to the Permit Center to pay and submit your application documents.

Electronic document upload

Clark County will be implementing electronic plan review in a future stage. For the time being, all building and fire permit submittal packages must be provided in paper format at the Permit Center before your online application will be deemed complete.

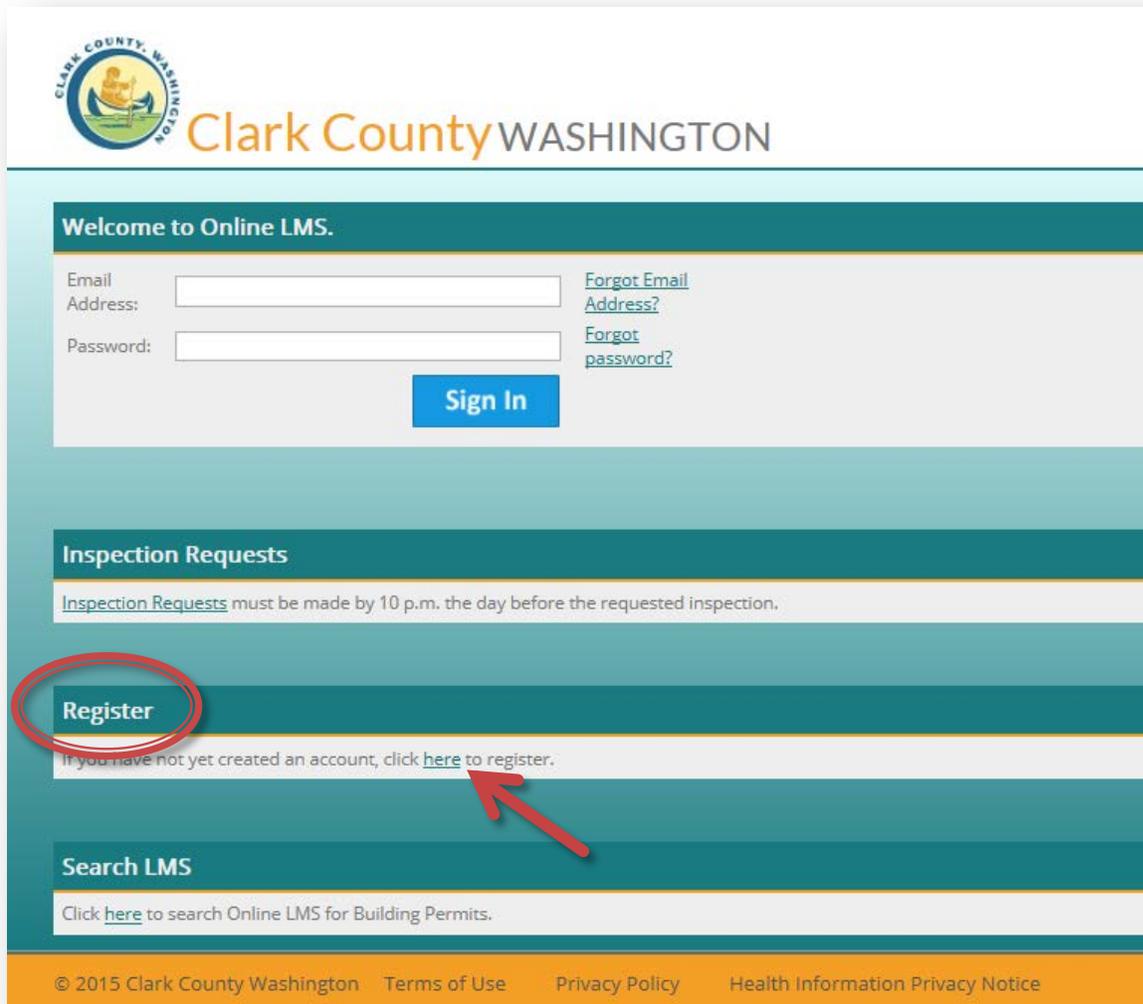
Registration

For most external customers, a complete registration will require two or three steps:

1. Register online at permits.clark.wa.gov
2. Receive account activation email and complete your online registration
3. If applicable, contact [CCLMS Support Team](#) to associate your account to your employer’s contractor license

Once you have an account, you can apply for new permits, request inspections, pay outstanding fees, and search for related permit information.

STEP 1: Register for a new account.



STEP 2: Fill out the information requested.

- a. The email address you enter will be used to send you updates on your permit.
- b. Your password must be at least eight characters, contain at least two letters (one uppercase and one lower case), and one number.
- c. Select the 'Finish Registration' button at the bottom.

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:

* Last Name:

* Phone Number: () -

* Email Address: *A valid email is required as your email address will be used to login to the system.*

* Confirm Email:

MAILING ADDRESS

* Address Type:

* Street Address:

Address Line 2:

* City / Town:

* State / Province:

* Country:

* Zip / Postal Code:

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:

* Security Answer:

* Password:

* Confirm Password:

Password must:

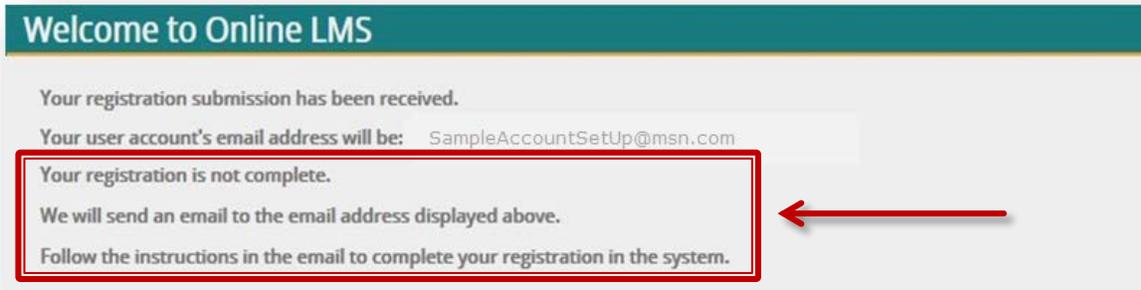
- be at least 8 characters
- contain at least two (2) letters (one upper case and one lower case)
- and one (1) number.

Enter the code you see below.

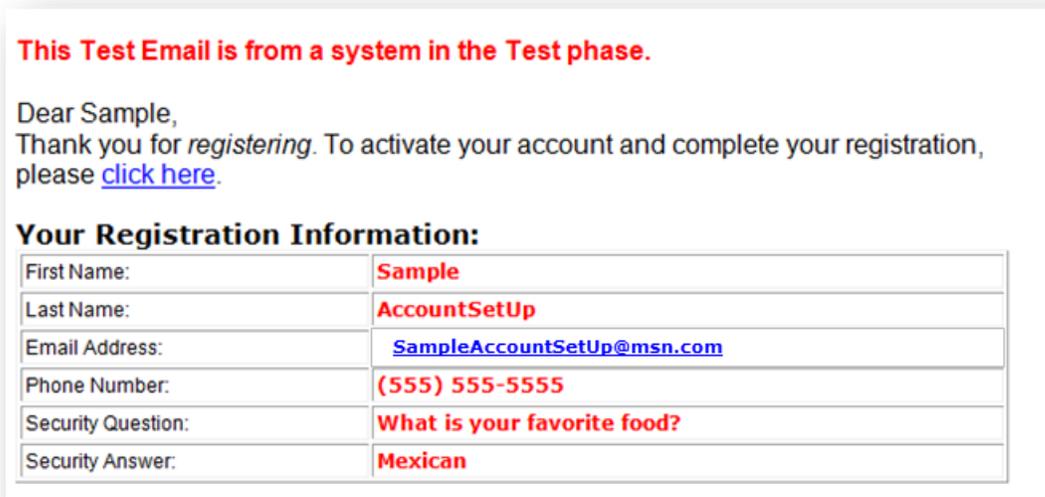
* Match Code:

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.

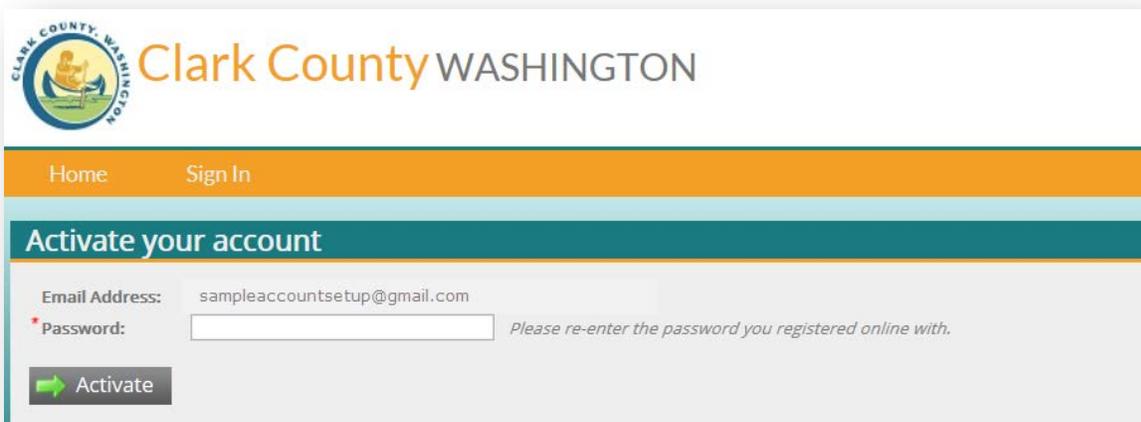
STEP 3: Once you select the *Finish Registration* button, the following *Welcome* message will appear.



STEP 4: 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 link in this email and 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. Select the 'click here' link to complete your online account.



STEP 5: Enter the password you used on the *Registration* page when you created your account (Step 2).



STEP 6: Link account to your Employer Contractor License.

Contact the [CCLMS Support Team](#) or call (360) 397-2375 ext.2347 to complete your account registration and link to your employer's contractor license. Please be specific which contractor is your employer.

STEP 7: This screen is your new home page. Here, you can complete all activities associated with permitting.

On the orange Menu bar, you can:

- Search for Permits (your own or all other permits in our system)
- Pay outstanding Fees
- View your Payment history
- Update your Profile information

Below the Home banner, you can:

- Apply for new permits
- Estimate Fees
 - Convert Fee Estimate into a new permit application
- View/request inspections on your existing permits
- View existing permit activities

See the [Existing Permit Details](#) section for more information.

Clark County WASHINGTON

Contact Us

Welcome Carroll Browne

Home Search Pay My Payments Sign In Profile Sign Out

Home

✓ You have successfully activated your account.

Welcome to Community Development's online permitting system. From this screen, you can apply for a permit, see your inspections, activities, and projects.

Permits Estimate Fees

My Inspections My Activities My Projects

Any recent inspections will display below (by Requested Date). Click "Show more..." to see a larger list or "Search..." to search for specific inspections.

Inspection Number	Result	Next Action	Inspection Type	Requested Date	Scheduled Date	Location	View Permit
Search ...							

STEP 7: Update your User Profile. Select the 'Action Completion Emails' link on the Profile page. Make selections using the checkboxes to establish when the system notifies you that activity has occurred on your permits. You can choose to receive notifications when a review is complete, a permit is ready to issue, inspection results are available, and a permit has expired.

My Profile

CUSTOMER DETAILS

* First Name: [Change Password](#)

Middle Name:

* Last Name:

Email Address: [Change Email](#)

* Notification Method:

- Postal Mail
- Fax
- Email
- Phone

[Action Completion Emails](#) ←

Clark County WASHINGTON

Home Search Pay My Payments Sign In Profile Sign Out

Profile

The email address below will be used for project alert notification. You can choose to receive notifications for a variety of reasons by leaving the 'Receive email when my action is needed' checked on.

Email address: dtcbtest1@gmail.com

Receive email when my action is needed:

ACTION COMPLETION EMAILS

These are the options you have for when the system will notify you of activity on your permit(s).

Receive email when action is complete:	Receive Email?
Expire Permit	<input checked="" type="checkbox"/>
Issue Building Permit	<input type="checkbox"/>
Perform Inspection	<input checked="" type="checkbox"/>
Reviews Complete	<input type="checkbox"/>

[Save](#)

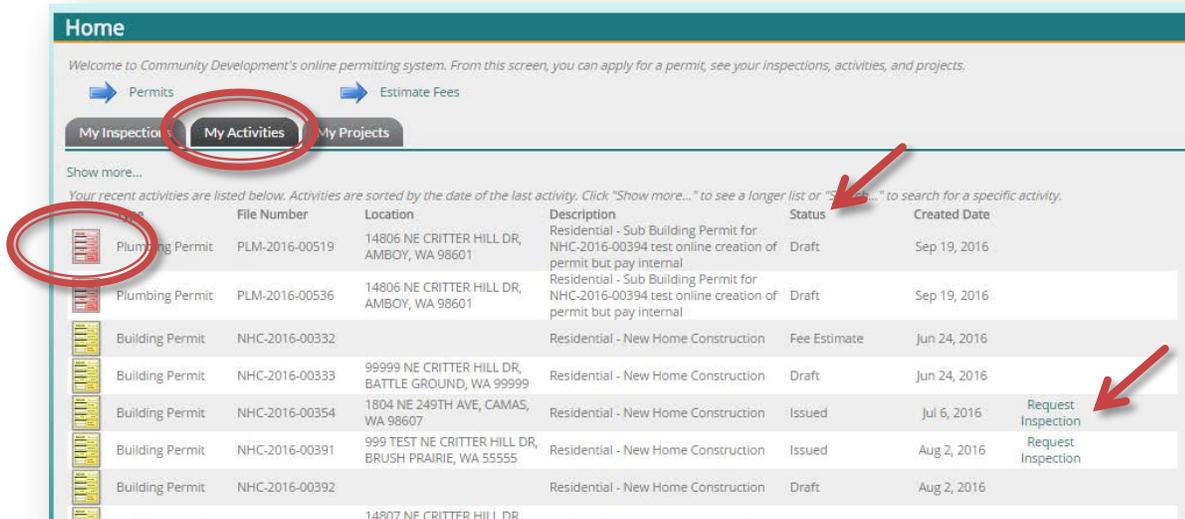
←

Existing Permit Details

“My Activities” tab

From this tab, you can:

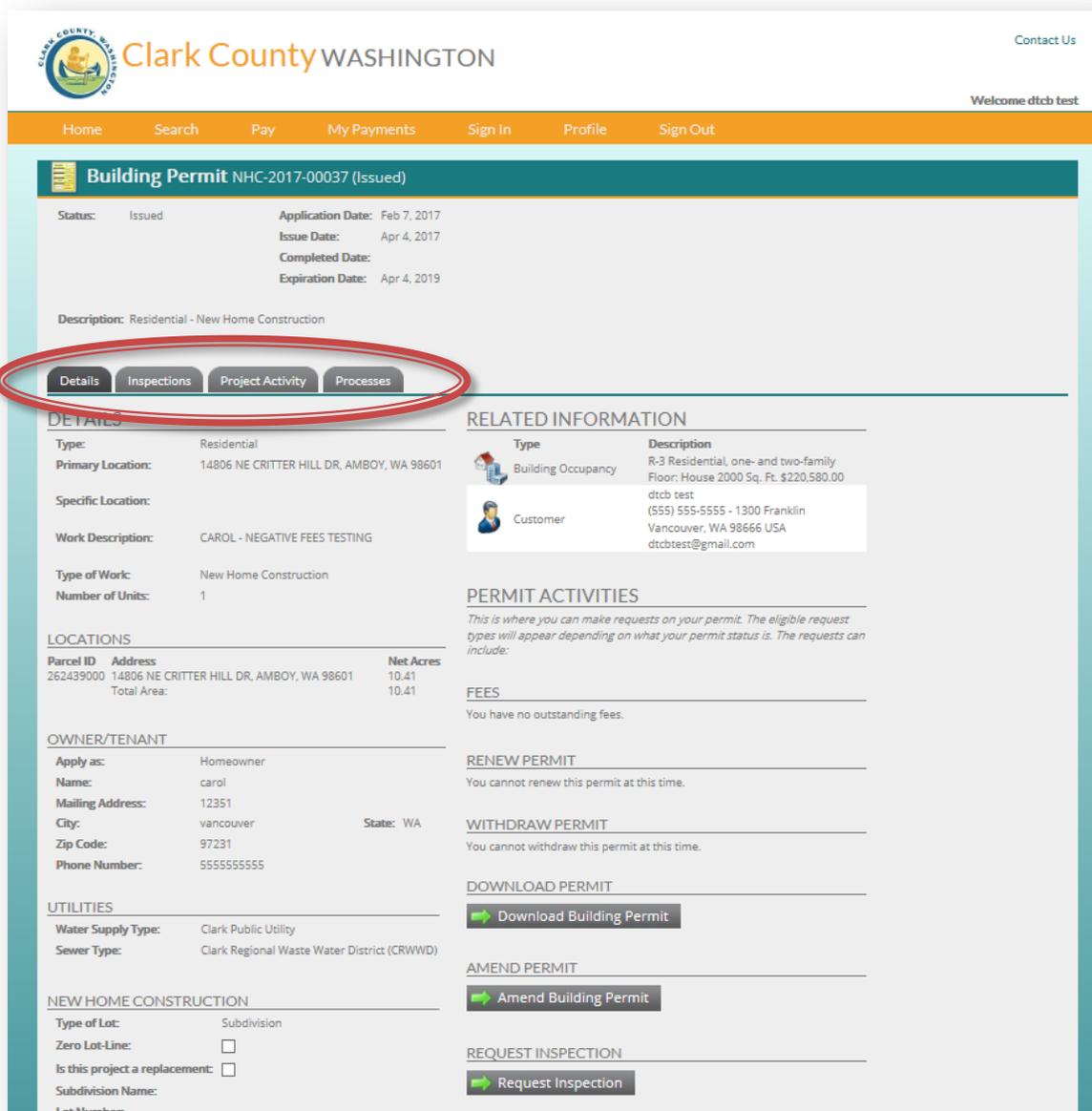
- Select the permit icon to view the Permit Details for any permit you have created online, see [Permit details screen](#) section for more information
- Continue and complete permits in 'Draft' status that you applied for but did not submit
- Schedule inspections on 'Issued' permits using the 'Request Inspection' link on the far right column



Permit details screen

When you select the permit icon on the 'My Activities' tab, you can view details about any permit you have created online. Note the tabs across the top:

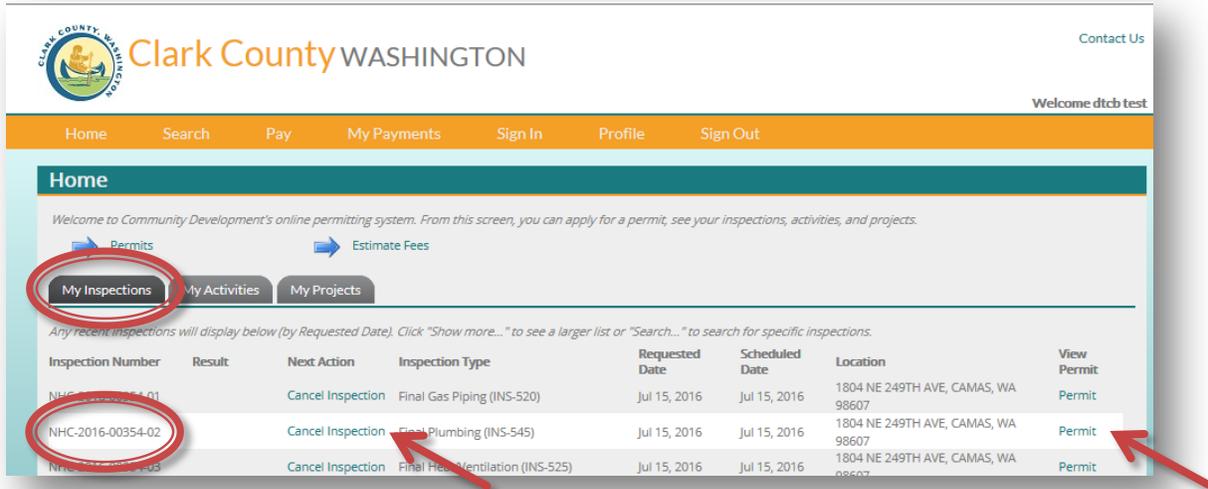
- **Details** tab: Download and print your building permit document, amend the permit, or request an inspection
- **Inspections** tab: View all inspections requested and completed, including results
- **Project Activity** tab: View permits associated to projects that you create and maintain
- **Processes** tab: See progress and status for all permit processes, including staff reviews and inspections



My Inspections tab

From this tab, you can:

- View inspection results
- Cancel a scheduled inspection
- View permit details, see [Permit details screen](#) section for more information



Select an inspection by clicking on the inspection number to view the inspection.

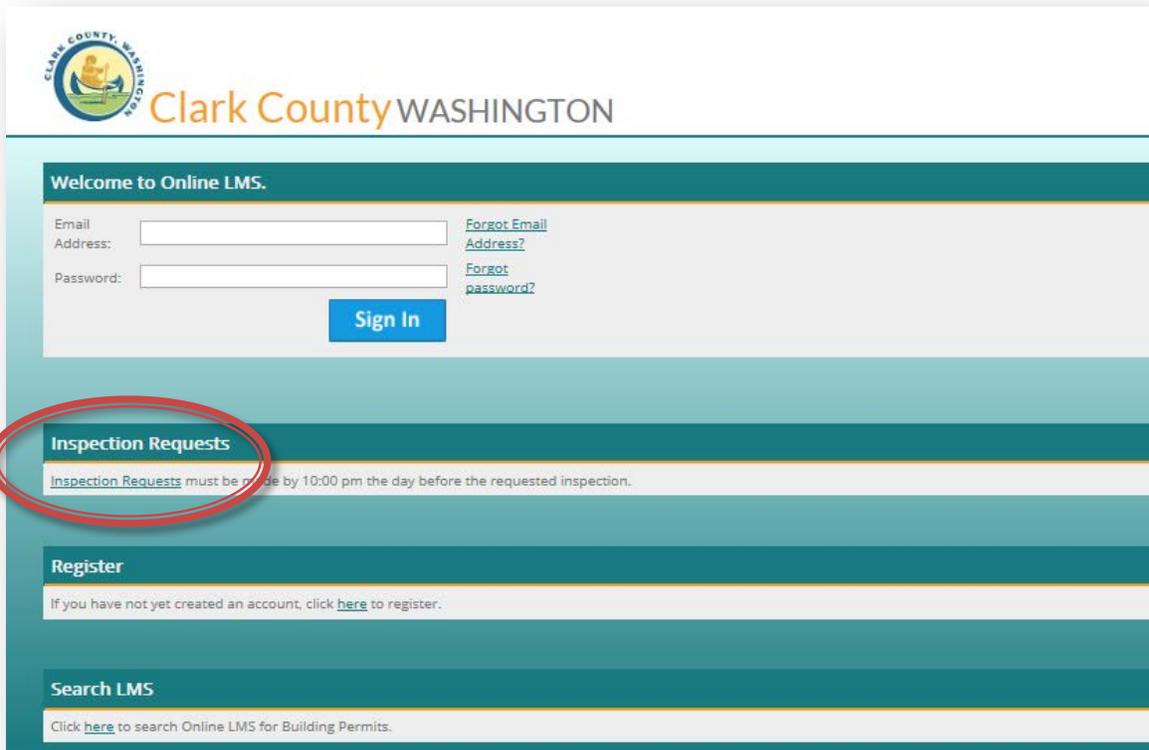
- See inspector name and comments
- View deficiencies, if any were found



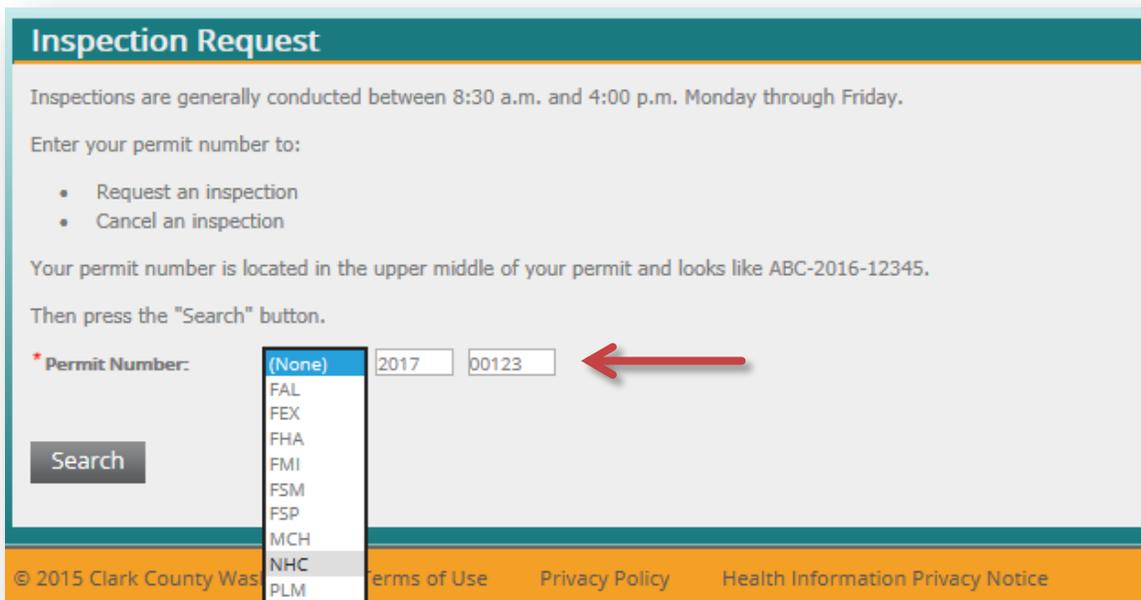
Schedule inspections without logging in

You are not required to create an account in order to schedule an Inspection. Customers cannot view permit details or see inspection results, but for some, this maybe more efficient and is offered as an alternative.

To schedule an inspection for one of your permits, select Inspection Request.



Select the permit type from the drop down list and enter the remaining permit numbers. Select Search.



After confirming the Site Address matches your intended site, select the 'Request Inspection' link on the left.



Enter required information in the fields with a red asterisk. You can also leave special instructions for the inspector, if needed. Select the 'Request Inspection' button.



Once your inspection is scheduled, a confirmation number will be provided.



From this screen you can cancel a scheduled inspection or schedule an inspection for a different permit. Select the corresponding links on the left side of the screen.

To cancel a scheduled inspection, select the appropriate Inspection:



To schedule an inspection for a different permit, enter the new permit number.

Printing Certificate of Occupancy or Completion

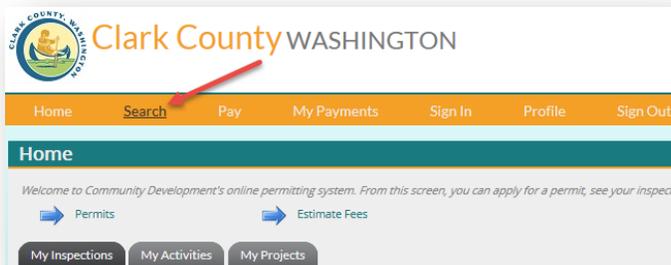
A Certificate of Occupancy or Certificate of Completion are offered online for permits in CC LMS. The final certificates will be ready for download after the following have been completed:

- Outstanding conditions or hold completion process have been accepted
 - Any conditions that were placed on the permit that will hold up occupancy/completion
 - Any holds that were placed on the permit that will hold up “completion”.
- All required inspections are accepted
 - Final building inspection
 - Final fire (if applicable)
- Any associated permits have been issued that may pertain to the job
 - Plumbing
 - Mechanical
 - Signs
 - Any other additional permits
- Any other agency approvals have been completed
 - Clark Regional Wastewater District
 - Public Health
 - Fire Marshal
 - Any other additional approvals

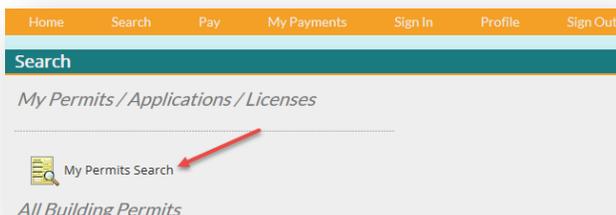
You can verify if you have any holds or conditions on your permit.

Log in to CC LMS to view your permits at permits.clark.wa.gov.

- Click on Search



- Click on “My Permit Search”



- You can search by a variety of ways. Permit type, permit number, location, or job status are recommended.

The screenshot shows a web interface for searching permits. At the top, there is a navigation bar with links: Home, Search, Pay, My Payments, Sign In, Profile, and Sign Out. Below this is a header for 'My Permits Search'. A sub-header reads: 'To search for your permits, please enter information in at least one field.' The search form includes the following fields:

- Permit Type: A dropdown menu currently set to '(All)'.
- Permit Number: A text input field.
- Created: Two date input fields labeled 'To:' and 'To:' with the format 'mmm dd, yyyy'.
- Issued: Two date input fields labeled 'To:' and 'To:' with the format 'mmm dd, yyyy'.
- Location: A text input field.
- Job Status: A dropdown menu currently set to 'Completed'.
- Contractor: A text input field.

 A 'Search' button is located at the bottom left of the form area.

- Click on Search
- Click on the Permit Icon to open your permit

The screenshot shows the search results page with a table of permits. A red arrow points to a small icon next to the first row. The table has the following data:

Type	Permit Number	Location	Status
New Home Construction Single Family	NHC-2016-00288	16020 NE 98TH ST, VANCOUVER, WA 98682	Completed
New Home Construction Single Family	NHC-2016-00291	16020 NE 93RD ST, VANCOUVER, WA 98682	Completed

- Click on Download Certificate of Occupancy

The screenshot shows a dropdown menu titled 'DOWNLOAD PERMIT DOCUMENTS'. It contains four options, each with a green arrow icon:

- Download Application Summary
- Download Building Permit
- Download Inspection Results
- Download Certificate of Occupancy

 A red arrow points to the 'Download Certificate of Occupancy' option.

Document revisions

Version	Revision date	Content revised
v1.2	3/30/17	Original document creation
v1.3	4/24/17	Added Future Enhancements, clarity on registration
v1.4	6/15/17	Minor revisions
v1.5	8/30/17	Added Process Tab and Survey Link detail
v1.6	11/18/17	Permits in CC LMS today section
V1.7	4/20/17	Printing Certificate of Occupancy or Completion, remove future enhancements



For other formats, contact the Clark County ADA Office

Voice 360.397.2322 **Relay** 711 or 800.833.6388

Fax 360.397.6165

Email ADA@clark.wa.gov