Home Improvement Permits On Line
City of Minneapolis

Online Permit System
User Guide
City of Minneapolis
September 2014

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Document Purpose

This document is meant to serve as a guide or reference for the Online Permit System that will have replaced the KIVA Citizen Application. This system will allow users to submit permits to the City of Minneapolis for the permit types of: BOTC, BTMB, BTPA, & BSU. For demonstration purposes, the permit type of BSU will be used in this guide.

Welcome to the Interim Online Permitting System.

Pre-approved licensed contractors can purchase permits online using their current username and password. To make payments, customers will need to fax their credit card information to the City by completing this **form**.

Account	
User name	
Password	
☐ **Remember me?**	
Log in	

Login

In order to log into the Online Permit System, the user must have the following:

- A valid username and password in KIVA
- Username must NOT be on HOLD
- Username must be an 'ACTIVE' status
- Username must have a professional type
- Username must contain an e-mail address

1. If the above conditions for the username and password have been met, enter the valid username and password into the 'User Name' and 'Password' fields on the form.

2. Choose the 'Log in' button.

3. If the login is successful, the user will be directed to the 'Main Menu' of the Online Permit System.

4. If the login is not successful, please review any error messages (indicated in red) that occur and make necessary changes.

Notes:

- If for any reason you would need to log out of the Online Permit System, you may do so by
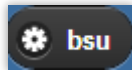
  selecting the gear icon (which also contains the name of the currently logged in user).

  This will navigate you to the 'Account' screen from which you will be able to 'Log Off' the currently logged in user OR choose 'Cancel' which will bring you back to the home page of the Online Permit System.

- In order to submit Online Permits, the City of Minneapolis must have a valid credit card on file in order to process the fees associated with the processed permit.

Main Menu

After initial log in, you will be directed to the Home or Main Menu page of the Online Permit Application. From here, you have the ability to start a new permit application ('Permit Application'), find out more about the Online Permit System ('About'), contact the City of Minneapolis for issues or questions ('Contact'), or look up frequently asked questions ('FAQ') concerning the City of Minneapolis permit application process.

Permit Form

1. The Permit Form screen contains three pieces of required information:

    - The **type of permit** the application is intended for. Valid permit types are BOTC, BTMB, BTPA, and BSU.

- The **scope of work** pertaining to the type of permit that has been chosen. Each permit type will have a unique set of Scope of Work options from which to choose from.

- The street **address** or the **APN (Assessor's Parcel Number)** that the permit is intended to be used for. The address must exist in the City of Minneapolis and KIVA Addressing systems. There are additional flags for BSU permits (Street Use flags), and Historical Landmark flags for all permit types, that the address must pass in order to continue with the Online Permit application process.

2. If you know the MPLS code, you may select the Permit Type based on this code from the 'Permit Type' drop-down. If you do not know the MPLS code, the Permit Type (and Scope of Work) will have been chosen for you if you had chosen to apply according to a description of the work.

3. Once a Permit Type has been chosen, the Scope of Work drop-down will populate with the values. Select one of the available values that best describes the scope of work the permit is intended for.

4. Finally, enter a valid Minneapolis street address or APN.

5. If the Permit Type, Scope of Work, and Address all contain values, then you will choose the 'Next' button to proceed.

6. After choosing 'Next', the application will perform some validation before proceeding. The validation will include the following:

   - The Permit Type chosen is valid based on the Professional Type of the user.

   - The address exists in the City of Minneapolis Address System.

   - The address exists in the KIVA Address System, and does not contain a Street Use flag (for BSU permits) and does not contain a Historical Landmark flag (for all permit types).

7. If successful, you will proceed to the next screen in order to fill out the remaining details for the permit.

8. If unsuccessful, you should be presented with a list of possible errors for review (indicated in red on the Permit Form screen). Please review and make any necessary corrections.

*Notes:

- During address validation, you may be presented with a list of possible address matches from which to choose from if the address entered produces more than one matching result. Please review the list of matches carefully to ensure the correct address is chosen. Once an address from the list has been selected, and is valid in the KIVA system, you will proceed to the next screen to provide remaining permit detail information.

- If for any reason you decide to enter a different address, you may do so in the same address field. Choosing 'Next' will start address validation again on the new address.

Address

Street Address/APN (Required):

2 McKinley Street

Multiple matches have been found for this address. Please select an address from the list of options below to continue. Choosing 'Next' will search for the address indicated above.

2214 MCKINLEY ST NE

2215 MCKINLEY ST NE

2218 MCKINLEY ST NE

Permit Details

1. After successfully entering the Permit Form information, you will be directed to a permit-specific screen containing **required** information related to the Permit Type.

   For example, the BSU-specific details screen will require the user to indicate the Number of Days they will need the permit for (available options being 30 Days, 60 days, and 90 Days).

Street Use Application

The number of days being when the permit is issued.
Please check ONE of the following options.

Number of Days

☐ 30 Days

☐ 60 Days

☐ 90 Days

2. You will also need to enter a complete description of the work. The description of work applies to all permit types **and is a requirement!**

Please write a complete description of the work to be performed.

Description of Work

3. After all of the required information has been provided for the specific permit, select the 'Submit Permit' button to review your permit information and make any final corrections.

Permit Summary

1. The Permit Summary/Permit Confirmation screen will allow you to review the permit details that have been entered for this application.

2. The Permit Info section will contain the Permit Type, the Scope of Work, the Address, and the Work Description. The Work Description will contain appended text in addition to what the user had provided in the Permit Details screen. This text will serve to remind the applicant of the rules and regulations associated with the type of work the permit is intended for.

3. The Permit Details section will indicate the values indicated or chosen from the Permit Details screen. This will be unique to each Permit Type.

4. The Payment Details section will contain the total estimated fees accrued for the application. These fees are based on fee and surcharge calculations related to that specific Permit Type. **Additional taxes or fees may apply to your specific permit.**

5. If all information is satisfactory and correct, selecting the 'Confirm' button will send the Permit information to the Permit database for review. You will be notified via e-mail that the permit has been received.

6. If this information is incorrect or not accurate, you will have the option to re-enter information by selecting the 'Restart Permit Application' button.

7. Selecting either option will conclude the Permit Application process for that application.

8. Please note the following:

   - **Each permit application is subject to a review process. Please allow up to 1 business day for approval during a normal business week. Additional taxes or fees may apply to your specific permit. If the permit application has been approved, final permit fees will be charged to the credit card on file for the associated user that is submitting the permit application.**

   - **Please review your application and ensure the information is correct. If anything is incorrect, please choose the option to 'Restart Permit Application'. This will begin the application process from the beginning and you may make adjustments as necessary.**

- **If the information provided is correct, press the 'Confirm' button. By choosing confirm, you have agreed that the information submitted with this permit application is to the best of your knowledge, and also to charge the permit fees amount to the credit card associated with this online permit account.**

Permit Confirmation

1. If the permit is successfully submitted to the Permit database, you will be presented with a message indicating that you have successfully completed your application and that the Permit Review process has begun.

2. Please select the 'Return Home' button in order to complete the session, and return to the Online Permit System home screen.

Permit application has been submitted successfully!

An e-mail containing final confirmation of your permit application will be sent to the e-mail address on file for this user account.

If you have any questions or concerns, please feel free to contact the City of Minneapolis. If you would like to apply for another permit, please choose the 'Return Home' option below.

Return Home