

## Frequently Asked Questions

This guide answers common questions about **Development Hub PDX (DevHub)**, the online permitting system for the City of Portland. For additional guidance on using DevHub, including step-by-step instructional guides to apply for a permit online, pay fees, schedule inspections, and more, please visit [www.portland.gov/bds/permit-review-process/how-use-online-permitting-tools](http://www.portland.gov/bds/permit-review-process/how-use-online-permitting-tools).

## About Development Hub PDX (DevHub)

### What is Development Hub PDX?

**Development Hub PDX** (commonly referred to as **DevHub**) is the City of Portland's online permitting system.

### When is DevHub available?

DevHub services are typically available online 24 hours a day, 7 days a week with some occasional maintenance. Further information on system unavailability due to intermittent maintenance, including associated time frames, will be listed on the DevHub landing page as it occurs.

### What services can I access in DevHub?

You can use DevHub to access several permitting service options online, including:

- Purchase permits for simple projects not requiring Plan Review
- Submit an online permit request for permits requiring Plan Review
- Schedule inspections for trade permits obtained online
- Pay a variety of permit and case fees

### Which permits can I apply for through DevHub?

The Bureau of Development Services (BDS) provides a comprehensive list for permits you can request through DevHub on the webpage [How to Apply for Permits and Pay for Permits by Permit Type](#).

### How long does it take to get a permit using DevHub?

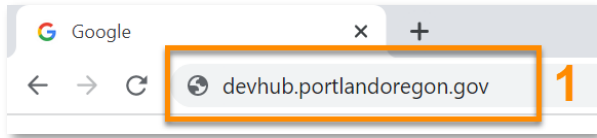
The time frame for receiving your permit can vary based on the type of permit you apply for as well as the size and complexity of your project. Permit requests and applications are processed in the order they are received.

## User Accounts & DevHub Access

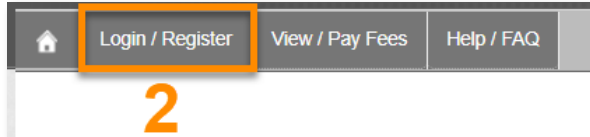
### How do I access DevHub?

1. Navigate to **DevHub** using an internet browser: [devhub.portlandoregon.gov](http://devhub.portlandoregon.gov).

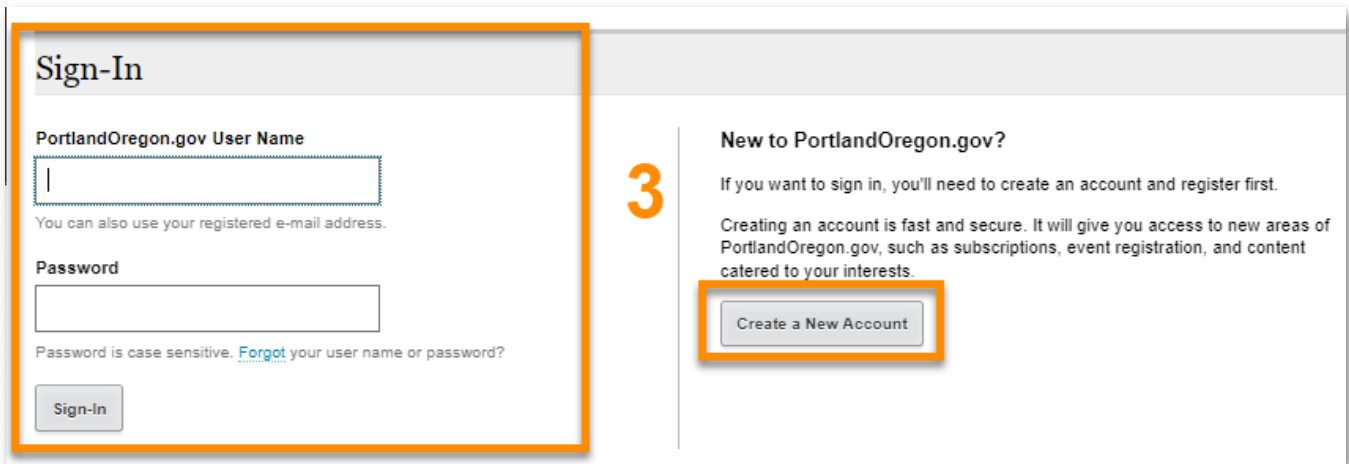
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2. Select **Login/Register** from the DevHub navigation menu.



3. Follow instructions to either **Create a New Account** (new users without PortlandOregon.gov sign-in credentials) or **Sign-In** (existing users with PortlandOregon.gov user credentials).



### What if I forgot my username or password?

Use the following steps to request account information be sent via email using the steps below.

**Note:** You will need access to the same email address associated with the account.

1. Select the **Forgot** link (displayed under the **Password** text field).
2. Enter the email address associated with your DevHub account.
3. Select the **E-mail My Account Information** button.

If a matching account was found, the system will reset your password and send you an e-mail listing both your username and new password.

### What if I still can't log into my DevHub account?

For help accessing your existing DevHub account, please call the **DevHub Help Line** at **(503) 823-1304**.



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You can also submit a help request using the **Submit Development Hub PDX feedback** link (at the bottom of DevHub system webpages).

### How can I change the email address for my DevHub account?

To update the email address for your DevHub account, please email [DevHubSupport@portlandoregon.gov](mailto:DevHubSupport@portlandoregon.gov).

### Can I view, upload documents, or transfer permit information from another DevHub account?

DevHub users can only upload/view attachments associated to their own DevHub account/email address. There is no option to transfer permit information to another DevHub account.

If you want to see permit requests submitted under another DevHub user's account, you must log in under that account and look under the DevHub Home page's **My Permits** section.

## Submittal Requirements & Permitting Assistance

### Where can I find more information on minimum requirements for submitting my permit application?

For additional information on permit requirements, please visit the webpage [How to Apply for Permits and Pay for Permits by Permit Type](#). Residential permit requirements are also detailed on the webpage [Do You Need a Permit for Your Home Repair or Home Remodeling Project?](#)

### Who can I speak with to ask additional questions before applying for a permit?

If you still have questions after exploring the provided permitting resources, you can schedule a free 15-minute virtual appointment with a City Planner Building Code Specialist, or Permitting Tech:

1. **City Planners** can assist with information about zoning.
2. **Building Code or Engineering Specialists** can provide information about building code requirements.
3. **Permitting Techs** can advise on permit submittal requirements and the permitting process.

Please visit the [15-Minute Question Appointments](#) page for more details or to schedule an appointment.

## Process for Submitting a Permit Request

### How do I apply for a permit online using DevHub?

The process to apply for a permit online from DevHub varies based on the type and complexity of your project.



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For instance, some Trade and Urban Forestry permits can be purchased through DevHub, while building (and any other permits requiring plan review) can be applied for by submitting a permit request first.

Please refer to the user guides listed on the [Portland.gov](#) webpage [How to Use Online Permitting Tools](#) for additional guidance.

### Can I submit a new permit application if I'm not sure who's doing the work?

Yes! Simply select "To Be Determined" from the **Party Doing Work** dropdown menu in the online permit request form. You can later provide this information to the City once you have selected a contractor.

### Do I need to complete my permit application in one sitting?

No! In DevHub you can save incomplete permit applications/requests and finish later. Any time you see either the **Save For Later** button or **Update/Continue** button at the bottom of a DevHub webpage, you can click it and return to your saved work later. Saved incomplete forms are listed under the **My Permits** section of your DevHub Home page.

**Note: Incomplete applications for Urban Forestry permits are deleted nightly. Incomplete and unpaid Trade permit applications and in-progress permit requests may be deleted after two weeks of inactivity.**

### Why can't I find my address when I search for it?

1. DevHub **does not display historical addresses**.
2. **New addresses may not show up** if they have not yet been entered on PortlandMaps.
3. If you search for a property by address, **extra details may limit your search results**.

The DevHub address search provides the most search results with less (not more) search criteria:

1. Enter the **House Number** and select a **Direction** from the dropdown menu.
2. Select the **Search** button. A maximum of 50 addresses will appear for the search results.
3. If your search returns 50 addresses but you don't see your specific address listed (most common for buildings with multiple units), try **narrowing your search** by adding more information.
  - a. Enter the **Street Name** followed by "%" (Example: "Albina%"). **Avoid adding extra spaces**.
  - b. Once again, select the **Search** button. If you still cannot find your property, verify that the address you are searching for is within the City of Portland's jurisdiction on [Portland Maps](#).

### Why won't my attachments upload?

Ensure the file name **only includes letters and numbers** since special characters (ex. / & \ ! : %) can cause your document to not open after upload. All attachments must be in **PDF format** and no larger than **120MB**. If your



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digital files are too large and fail to upload, you may save plan sets into multiple, smaller files then retry the upload and attach steps.

### Where can I see which file attachments for my permit request?

When uploading and attaching files to your permit request, you can view all files you've attached. **This is the only opportunity to see your file attachments before submitting your permit request.**

### My plan set was uploaded and attached but DevHub won't let me proceed. Did I miss something?

For most permit requests, you will need to attach a minimum of two documents: a **completed application** and **plan set**.

Beyond these two required attachments, please ensure you have **uploaded and attached all required documents for the permit type you are requesting.**

### [Trade Permits] How do I add permit fixtures to a permit application in DevHub?

Yes, applicants with appropriate licenses listed on their DevHub account will be able to add fixtures to a Trade permit application.

It's **very important to confirm that you've entered the correct number of additional fixtures** in each field prior to submitting your permit request, as those additions cannot be removed online after submission.

### [Trade Permits] Can I remove fixtures from a submitted permit application in DevHub?

No, it is not possible to remove fixtures from a Trade permit once you have submitted your permit application. While it does appear possible to do so, **adjustments will not update in the system.**

If you need to change the number of fixtures on your submitted application, please contact the DevHub Help Line at **(503) 823-1304**.

## Next Steps After Submitting an Online Permit Request

### When will you process my online permit request?

The time frame for receiving your permit will vary depending on the type of permit you apply for, as well as the size and complexity of your project. Your request will be processed in the order it was received. You will receive an initial email confirmation of your permit request submission. Keep in mind, incomplete submissions can result in processing delays.



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### What should I expect after submitting a permit request?

1. **Permitting Services review:** After submitting your permit request through the DevHub system, your submission will be reviewed by a Permit Technician to check that the information you provided meets minimum submittal standards. Your permit request will be assigned a **permit request IVR number** during this request review process.

Learn how to view your **permit request status** and the daily permit requests list (ordered by when they will be processed) at [www.portland.gov/bds/permit-review-process/permit-status](http://www.portland.gov/bds/permit-review-process/permit-status).

2. **Submittal package review:** You will need to log into DevHub to review Permitting Services comments and to provide any requested information. This communication process may be repeated several times until all required information has been received and submittal requirements have been met.
3. **Planning & Zoning and Life Safety reviews:** Once Permitting Services has accepted your submittal package, it will undergo Planning & Zoning and Life Safety prescreen review to ensure you have met these minimum submittal standards. You will be notified by email if there are any Planning & Zoning or Life Safety questions about your submittal package.
4. **Pay intake fees:** Once your permit request has been deemed complete for intake after Permitting Services, Planning & Zoning, and Life Safety reviews, you will be emailed instructions on how to pay your intake fees.
  - a. At this point, your request will be given a **permit IVR number** for your building permit during plan review. This new IVR number will be sent to you in the email instructing you to pay intake fees (please pay fees on this new IVR number).
  - b. The permit will not convert to “under review” status until the permit fees have been paid.
  - c. Once fees have been paid, your project will be taken in for comprehensive plan review.

For step-by-step instructions on paying fees in DevHub, review the **How to Pay Fees Online** guide available at [Portland.gov](http://Portland.gov).

### How will I know if I need to give you more information about my project?

If Permitting or Plan Review City staff need additional information about your permit request, you will be notified by email and instructed to log into your DevHub account for more information. Be sure to check your **Spam/Junk folder and security settings** to make sure that automated replies are visible in your inbox.



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**Note:** It is the customer's responsibility to monitor the inbox associated with their DevHub account and provide timely replies to requests for additional information.

### I've submitted permit requests on DevHub for several projects. How should I keep track of email communications?

Any email correspondences about your DevHub permit request will include the property address for the permit requested in the subject line. You can **filter your email folders by subject line** to group all emails that start with the same address to easily locate an email correspondence. You may also find it helpful to **search by Street Name or House Number** to find only emails containing those details.

For additional information on permit statuses and how to track your submission, please review the Portland.gov webpage [Check Permit Status](#).

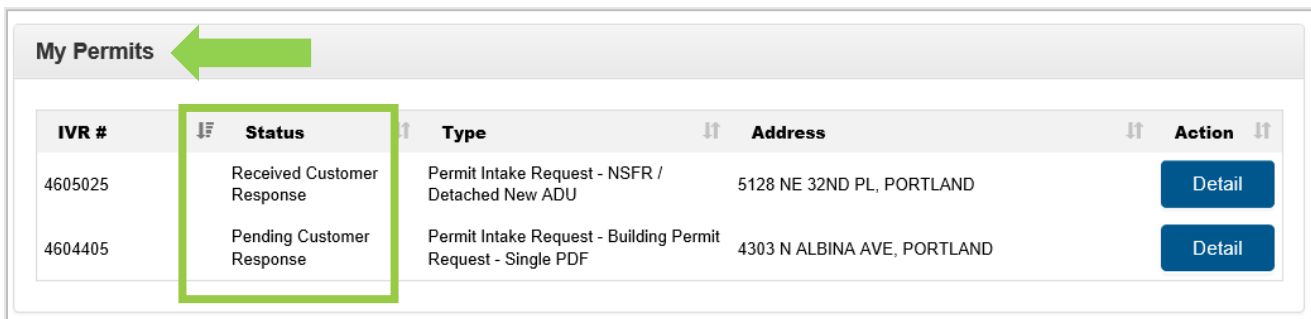
### Can I view my permit status on PortlandMaps?

Please keep in mind, permit statuses listed on PortlandMaps are **only displayed for simple permits – not permit requests requiring plan review**. Permit requests requiring plan review can be tracked from the **My Permits** area of your Devhub Home page.

Once your simple permit application has been accepted for intake and your intake fees have been paid, it will be possible to track your project on PortlandMaps. In the meantime, you can view the status of your permit submission after logging into DevHub and scrolling down to the My Permits section of the page.

### What do the different "My Permit" statuses mean on the DevHub Home page?

After logging into DevHub, the landing page will update and display a **My Permits** area which lists all **active permit requests** initiated by your DevHub account, along with corresponding **IVR numbers, statuses, and property addresses**.



IVR #	Status	Type	Address	Action
4605025	Received Customer Response	Permit Intake Request - NSFR / Detached New ADU	5128 NE 32ND PL, PORTLAND	<a href="#">Detail</a>
4604405	Pending Customer Response	Permit Intake Request - Building Permit Request - Single PDF	4303 N ALBINA AVE, PORTLAND	<a href="#">Detail</a>

Listed below are the most common statuses displayed after a permit request is submitted in DevHub.

- **Request:** a new permit request that has not yet been processed.





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- **Prescreening in Progress:** City staff has begun a preliminary review of your submission materials.
- **Pending Customer Response:** City staff have left comments requesting either a response or more information from you. You will receive an email notification instructing you to log into DevHub. After logging in, you will be able to see comments from city staff and re-upload/provide requested attachments.
- **Received Customer Response:** Indicates that you provided a response in DevHub to a request for more information. City staff can review newly submitted attachments and respond if necessary.
- **Closed:** Indicates that a project has met minimum submittal standards and is available for plan review. You will be instructed on next steps.

### How do I schedule inspections?

For **Trade permits requested in DevHub**, review the step-by-step instructions in the “How to Schedule Inspections” quick guide on the [How to Use Online Permitting Tools](#) webpage.

For **any other permit type**, you can use the **Interactive Voice Response (IVR) system** to schedule inspections via phone. Please review the [Inspection Codes and Reference - Interactive Voice Response \(IVR\)](#) for more information on the IVR system, inspection codes, and more.

## Online Fee Payments, Cancellations, & Refunds

### How much will my permit cost?

Permit fees vary based on the size and complexity of each individual project.

Some **Trade permit** applications have a minimum fee. For additional information on BDS Trade permit fees, please visit the [Estimate the Cost of your Building Permit](#) webpage.

Fees payment information for **non-BDS permits** is listed on the [How to Apply for Permits and Pay for Permits by Permit Type](#) webpage. Scroll to the section titled “Pay For Services From Other City Bureaus On Development Hub PDX”.

### When should I pay my intake fees?

You will be emailed instructions on how to pay intake fees once your request is taken in for plan review.

### What online payment options are available?

You may submit a payment through DevHub using credit card (VISA, Mastercard, American Express, and Discover) or electronic check/ACH transfers.

### Why was I given a second IVR number to use when I pay my intake fees?





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Every permit request submitted in DevHub is assigned a **permit request IVR number** while the permit request is screened. Once your permit request is deemed complete for intake by Permitting Services, Planning & Zoning, and Life Safety, your request will be assigned a **permit IVR number**. This new IVR number will be sent to you in an email **instructing you to pay intake fees using this new IVR number**.

### Can I pay my intake fees using my original “temporary” IVR number?

No. The permit request IVR number is given during the permit request review process only and **cannot be used to search for or pay for fees**.

### Is there a way to cancel before submitting a Trade or Urban Forestry permit?

When applying for a simple Trade permit (those not requiring plan review) or an Urban Forestry permit, you can cancel an in-process permit application within DevHub by selecting the **Cancel Application** button enabled on **Step 2 – Property** and **Step 3 – Details**.

**Note:** After step 3, you can no longer cancel a permit in the DevHub system. You may call (503) 823-7357 for more information or help with cancelling a permit request or application.

### Can I cancel a permit request after submitting it online?

If you no longer want or need the permit you have requested, you cannot cancel your permit request via DevHub. You must call 503-823-7357 and work with BDS staff to cancel your submission.

### Can I get a refund if I cancel?

If you’ve purchased a permit in error, you’ll need to apply for a refund. Please refer to the [BDS Refund Policy for Trade permits](#) webpage if you would like to cancel a **Trade permit**.

If you would like to cancel **any other permit type**, please contact the associated bureau listed below:

- **Bureau of Development Services (BDS):** (503) 823-7357
- **Portland Fire & Rescue Bureau:** (503) 823-3770
- **Portland Bureau of Transportation (PBOT):** (503) 823-7002
- **Parks & Recreation Urban Forestry:** (503) 823-TREE or (503) 823-8733
- **Water Bureau:** (503) 823-7368

## CCB/BCD Licenses

### Why can’t I find my CCB#/BCD# when I search for it?

Appropriate licenses are required to obtain Trade Permits. Please confirm that your license is currently active before starting your DevHub permit application.



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You may also review the City of Portland's [Contractor License Requirements](#) page for more details on this requirement by trade type.

**Note:** It may take up to a day for licenses to appear in the DevHub database. If you need to verify if your license is active with the state, please contact the appropriate state licensing agency.

- **Construction Contractors Board (CCB):** (503) 378-4621 or [online CCB license search](#) webpage.
- **Building Codes Division (BCD):** (503) 378-4133 or [online BCD license search](#) webpage.

If you believe your license is active or if you have recently applied for a new license or to reinstate your license and it is still not appearing in DevHub, please call the DevHub Help Line at (503) 823-1304.

### How do I search for all permits associated with a specific CCB#?

**[For CCB license numbers only]** To view all permits associated with a specific CCB#:

1. Navigate to [www.PortlandMaps.com](http://www.PortlandMaps.com).
2. Select **Advanced** then select **Permits**.
3. Enter the license number into the **CCB Number** search field then select the **Search** button. A list of all associated permits will display.
4. Select the **Application Number** to view details.

## Additional Resources

For general information on the permitting process, please visit the [How to Apply for Permits and Pay for Permits by Permit Type](#) webpage. You may also check out these additional webpages:

- To apply for a Trade permit extension, please visit the [BDS Trade Permit Extensions](#) webpage.
- To apply for a Trade permit reactivation, please visit the [BDS Trade Permit Reactivation](#) webpage.
- For Residential permitting and inspections details, please visit the [BDS Residential Permitting](#) webpage.
- For Commercial permitting and inspections details, please visit the [BDS Commercial Permitting](#) webpage.

*For additional DevHub support, please call the **DevHub help line** (M-F 8am-4pm) at 503-823-1304.*