



# FREQUENTLY ASKED QUESTIONS

## DEVELOPMENT HUB PDX

Welcome to “Frequently Asked Questions” (FAQ) about the Development Hub (DevHub) online permit request process! For detailed instructions on submitting a permit request, please use our click-by-click guide, [How to Submit a Permit Request on DevHub](#). To access instructions on how to apply for **and** pay for Trade permits **without** plan review, please reference the Rapid Start User Guide for [BDS Trade Permits](#), or [Urban Forestry Permits](#). For information on how to pay fees on DevHub, see the [How to Pay Fees](#) guide.

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### GETTING STARTED

#### What is DevHub?

Development Hub PDX (DevHub) is a website developed and maintained by the City of Portland Bureau of Development Services. You can purchase and/or apply for permits online, schedule inspections for trade permits obtained online, and pay a variety of fees, all through the DevHub system.

#### When is DevHub available?

DevHub services are available online 24 hours a day, 7 days a week.

#### How do I access DevHub?

DevHub can be accessed at [devhub.portlandoregon.gov](http://devhub.portlandoregon.gov). Click **Login / Register** to navigate to the login fields, and log in using your existing PortlandOregon.gov account (or click the Create a New Account button to create one).



#### What payment options are available online?

DevHub accepts VISA, Mastercard, American Express, Discover, and electronic check/ACH transfers.

## What permits can I apply for through DevHub?

Customers can apply for Trade permits, Trade permits with plan review, building permits, building permit revisions, deferred submittal permits (DFS), Urban Forestry permits, and wireless permits through DevHub.

## How do I apply for a permit?

How you apply for a permit on DevHub will vary based on the type and/or complexity of your project. Some trade permits can be purchased through DevHub, while building (and other permits requiring plan review) can be *applied for* by submitting a permit request.

- For the click by click guide, “How to Submit Permit Requests” for building permits, please [CLICK HERE](#).
- For the DevHub Rapid Start Guide for BDS Trade permits, [CLICK HERE](#).
- For the DevHub Rapid Start Guide for Urban Forestry permits, [CLICK HERE](#).

## What information do I need to provide with my permit application?

Requirements for permit applications vary based on the type of permit you need.

- [CLICK HERE](#) for a high-level overview of the permitting process and links to additional resources.
- [CLICK HERE](#) for information on how to apply for or buy permits by permit type.
- Permits that require plan review can be initiated by submitting a permit request; [CLICK HERE](#) for **step-by-step instructions on how to submit a permit request** using Portland’s online permitting tools.

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

No, in DevHub you can save incomplete permit applications/requests and finish later! Any time you see the **Save For Later** button at the bottom of a DevHub webpage, that means you can click that button and come back to your saved work later. Your not-yet-completed application will be saved to your DevHub login profile, and you can finish applying later that day (or within two weeks for Trade permits and permit requests).

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

## This seems sort of complicated. Can I talk to someone and ask questions before I apply?

There is a wealth of information available online, so we recommend starting there if you have additional questions. Please [CLICK HERE](#) to visit the “[Apply or Pay for Building Permits, Trade Permits and Zoning Permits](#)” website to learn more about the permitting process, application requirements, and what to expect.

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

- **Permitting techs** can advise on permit submittal requirements and the permitting process.
- **City Planners** can assist with information about zoning.
- **Building Code** or **Engineering specialists** can provide information about building code requirements.

For more information about 15-minute appointments, [CLICK HERE](#). (Language access is available.)

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

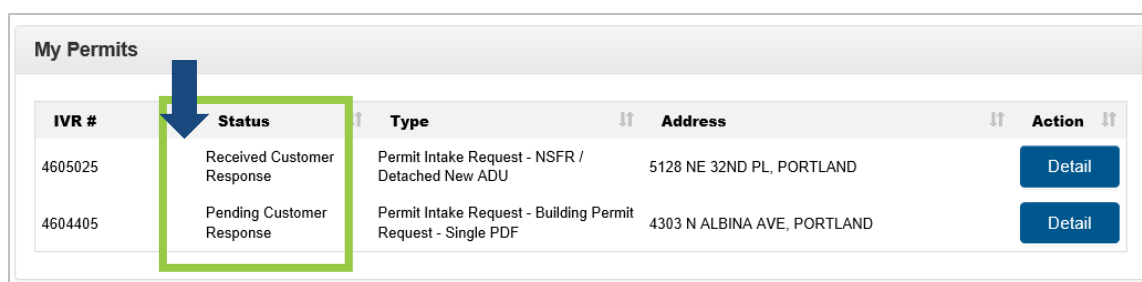
The time frame for receiving your permit will vary depending on the type of permit you apply for, as well as the size and complexity of your project. Permit requests and applications will be processed in the order they are received.

## DEVHUB BASICS

### Why is there a “Status” listed on the My Permits screen?

Every time you log into the DevHub system you will see the “My Permits” screen. This screen lists all active permit requests associated with your DevHub user account, as well as their current **Status**. During the permit request review process, it can be helpful to understand what these statuses mean.

For new permit requests submitted on DevHub, these statuses indicate whether the city is waiting on a customer to provide additional information, when that information has been received, and when a request has closed.



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>

### What do the different “My Permits” statuses mean on the DevHub homepage?

- **Request:** Indicates that this is a new permit request that has not yet been processed.
- **Prescreening in Progress:** Indicates that city staff has begun a preliminary review of your submission materials.
- **Pending Customer Response:** Indicates that city staff has requested 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 can I track my permit request submission?

For additional information on permit statuses and how to track your submission, please [CLICK HERE](#).

## Where can I find more information about permit types and minimum submittal requirements?

For additional information and details about permit requirements, please visit these BDS webpages:

### General information

- [Residential permits](#)
- [Commercial permits](#)
- [Wireless Facilities](#)
- [Electrical permits with plan review](#)

### Minimum Submittal Standards for Residential Projects

- [Accessory Dwelling Unit \(ADU\) Permits](#)
- [New Single Family Residence \(NSFR\) Permits](#)
- [Converting Attics, Basements and Garages to Living Space](#)
- [Major Residential Alteration and Addition Permit \(MRAA\)](#)
- [Residential Demo Permits](#)
- [What Plans Do I Need for a Building Permit? \(Brochure 6\)](#)

### Minimum Submittal Standards for Commercial Projects

- [New Construction, Additions, and Alterations with Exterior Work or Structural Changes](#)
- [Major Interior Alterations](#)
- [Minor Interior Alterations](#)
- [Mechanical Permit with Plan Review](#)
- [Overview of Commercial New Construction and Addition Permits](#)
- [Overview of Commercial Alterations – Tenant Improvement Building Permits](#)

### Additional Resources

- [Overview of the Permit Review Process](#)
- [Building Permits \(General Resources & Links\)](#)

## PERMIT REQUESTS: RESIDENTIAL & COMMERCIAL BUILDING PERMITS

### Why won't my attachments upload?

All attachments must be in PDF file format. Attachments can be no larger than 120MB. Attachments larger than 120MB will fail to upload; if your digital files are too large, it is recommended that you save plan sets into multiple, smaller files so they are easier to upload. All permit requests must include both an (1) application and (1) plan set attachment type, or your request will not be completed.

### Where can I look to see what attachments I included with my request?

Before submitting a permit request on DevHub, customers have the opportunity to review all attachments on the Permits Request Attachments screen (at the point of attachment upload). That is the only opportunity customers have to review their attachments. If you are missing any required attachments for your permit request, you will be prompted to upload missing documents.

### **What if I upload the wrong documents?**

If you upload incorrect or outdated documents with your permit request submission, you'll receive an email notification and request to provide updated materials. Please see page 8 of our click-by-click guide, [How to Submit a Permit Request on DevHub](#) for more information on how to add and remove attachments.

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

If 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. (Please 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.) Be sure to check your Spam/Junk folder and security settings to make sure that automated replies are visible in your inbox.

### **Can I submit a new permit request if I don't know who will be doing the work?**

Yes, select To Be Determined from the Party Doing Work dropdown menu. You can provide this information to the city once you have selected a contractor.

### **I submitted a new permit request – when will you process it?**

You will receive an automated reply when you submit your request, and your request will be processed in the order it was received. You will receive requests for additional information *only* if your application is incomplete, or if more information is required.

For more info about your permit's status and to view a list of permit requests in the order in which they will be processed, please click [CLICK HERE](#).

### **What happens after I click “Submit” and complete my permit request on DevHub?**

1. 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 temporary IVR number during this request review process.
2. If your submittal package does not meet minimum submittal standards and/or requires further clarification, you'll receive an email notification. You will be instructed to log into the DevHub system, review Permitting Services' comments, and provide any requested information. This communication process may be repeated several times until BDS has received all required information and submittal requirements have been met.
3. Next, your permit request will be reviewed by Planning & Zoning and Life Safety. Once Permitting Services has accepted your submittal package, Planning & Zoning and Life Safety will complete a prescreen review to ensure you have met their minimum submittal standards. If Planning & Zoning or Life Safety have additional questions or concerns about your submittal package, you'll receive an email notification.
4. Last, you'll receive an email requesting you pay intake fees. The permit will not go under review until the permit fees have been paid. Once your permit request has been deemed complete for intake by Permitting Services, Planning & Zoning, and Life Safety, you will be emailed instructions on how to pay your intake fees. 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). Once fees have been paid, your project will be taken in for comprehensive plan review. (For click-by-click instructions, check out the “How to Pay Fees” customer quick step guide.)

### How do I cancel a permit request?

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

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

No. The status of your permit request will not be visible on PortlandMaps. Request status can be viewed after logging into DevHub, in the “My Permits” section of your DevHub landing webpage. For more information about your permit’s status or to view a list of permit requests in the order in which they will be processed, please [CLICK HERE](#).

After your permit submission has been accepted for intake and your intake fees have been paid, it will be possible to track your project on PortlandMaps.

### When should I pay my intake fees?

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

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

Every customer who submits a permit request via DevHub is assigned a temporary IVR number during the request review process. This temporary IVR number is used while a permit *request* is being screened.

However, once your permit request has been deemed *complete for intake* by Permitting Services, Planning & Zoning, and Life Safety, your request will be given a new permit IVR number to be used during plan review. This new IVR number will be sent to you in an email instructing you to pay intake fees (please pay fees on this new IVR number).

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

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

## TRADE PERMITS

### How much will my Trade permit cost?

Trade permit fees vary based on the size and complexity of each individual project. However, there is a minimum permit fee for some Trade permit applications. For additional information on BDS Trade permit fees, please visit the “Estimate the Cost of your Building Permit” [webpage here](#), or review the appropriate permit application:

- [CLICK HERE](#) to review the BDS Electrical Trade Permit Application.
- [CLICK HERE](#) to review the BDS Plumbing Trade Permit Application.
- [CLICK HERE](#) to review the BDS Mechanical Trade Permit Application.

### How do I cancel an in-process Trade permit?

When applying for a Trade permit without plan review, you can cancel an in-process permit application within DevHub during **Step 2 – Property** and **Step 3 – Details** by clicking the **Cancel Application** button.

After step 3, you can no longer cancel a permit in the DevHub system. Please call (503) 823-7357 for more information or help with cancelling an in-process permit application.

### Can I add fixtures to a Trade permit application?

Yes, you can add fixtures to a Trade permit application even after your application has been submitted. It's **very important to confirm that you've entered the correct number of additional fixtures** in each field prior to clicking **Continue**, as those additions cannot be removed after they have been added (see below).

### Can I remove fixtures from a Trade permit application?

No, it is not possible to remove fixtures from a Trade permit once you have clicked **Continue** on the fixture screen. While it does appear possible to do so, adjustments will not update in the system.

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

### Why didn't I receive the email containing my Trade permit?

If you are unable to find your permit in your email inbox, please check your spam folder. You can update your email preferences to ensure that future emails sent from the Development Hub will be visible.

### How do I schedule inspections?

For instructions on how to schedule Trade permit inspections through the DevHub system, please [CLICK HERE](#).

For information about BDS inspection types and the inspection process, please [CLICK HERE](#).

If you need assistance identifying what type of Trade permit inspection you need to schedule, you can access the **Interactive Voice Response (IVR) system** for additional inspection information. For more information on the IVR system, inspection codes, and more resources, [CLICK HERE](#).

## OTHER PERMITS

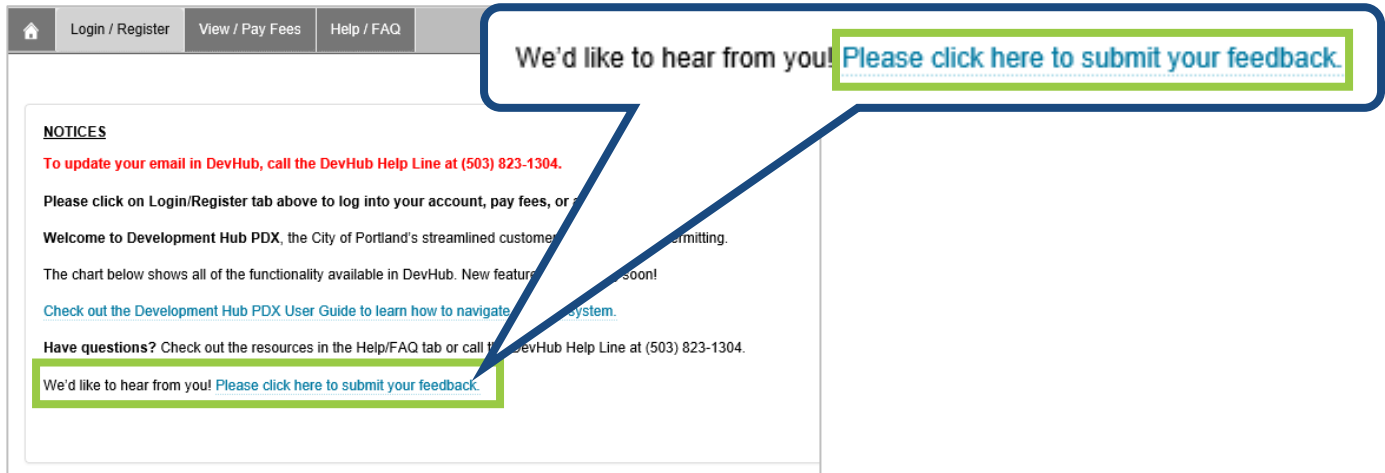
### How much will my Urban Forestry permit cost?

Urban Forestry permit costs will vary based on the type of permit requested (some have no cost). For more information about Urban Forestry permits and applications, please visit the Urban Forestry webpage at <https://www.portland.gov/trees/treepermits> or [CLICK HERE](#).

## TROUBLESHOOTING

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

If you have trouble logging into your existing DevHub account, please call the DevHub Help Line at (503) 823-1304. You can also use the “Submit your feedback” link (pictured below) on the DevHub home screen to ask for help.



### What do I do if I forgot my user name or password?

Use the **Forgot Password** function on the PortlandOregon.gov sign-in page and follow the prompts.

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

**Search by Address** – The DevHub system often prefers less – not more – information when you are searching for a property by address:

- To start, enter your House Number and Direction, then click the Search button.
- If you are unable to find your property, double-check to make sure there are no extra spaces or unnecessary punctuation (i.e. type “SE” instead of “S.E.”).
- If you need to narrow your search, type in the Street Name with a ‘%’ (Example: “Albina%”).
- 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](#).
- **Please Note:**
  - ✓ DevHub only returns 20 address results. If you see 20 search results listed, there may be additional results that you can’t see. If your search returns 20 addresses but you don’t see your specific address listed (i.e. condo building with 21+ units), try narrowing your search by adding more information.
  - ✓ DevHub does NOT display historical addresses.
  - ✓ New addresses may not show up if they have not yet been entered on PortlandMaps.



**Search by Tax ID Number** – You can also search for a property by Tax ID Number (or R Number). To do so, Enter your Tax ID Number (Example: R232323) into the Tax ID Number field and click the Search button. Find your property from the listed search results, then click on the Continue button to the right of the correct street address. Need help finding your Tax ID Number?

- Go to [www.portlandmaps.com](http://www.portlandmaps.com).
- Enter your property address in the search bar in the upper right corner of the screen and hit Enter.
- Click on your property, then scroll down to the “Assessor” section and click Assessor Detail.
- On the next screen you’ll find Property ID listed – that is your Tax ID number.

If you are unable to find your property after attempting the above troubleshooting steps, please contact the DevHub Help Line at (503) 823-1304.

### **How do I change the email address associated with my DevHub user account?**

If you need to update the email address associated with your DevHub account, call the DevHub Help Line at (503) 823-1304 or submit an email request through the “Submit your feedback” link (pictured on page 7) on the DevHub home screen. Please include your current DevHub email and the new email in your request.

### **I purchased the wrong permit or need to cancel my application – can I get a refund?**

If you’ve purchased a permit in error, you’ll need to apply for a refund. For more information on the **BDS Refund Policy**, [CLICK HERE](#) (this applies to BDS Trade permit refunds only). To contact:

- the Bureau of Development Services (BDS), please call (503) 503-823-7357.
- the Portland Fire & Rescue Bureau, please call (503) 823-3770.
- the Portland Bureau of Transportation (PBOT), please call (503) 823-7002.
- Parks Urban Forestry, please call (503) 823-TREE or (503) 823-8733.
- the Water Bureau, please call (503) 823-7368.

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

A CCB License is required by all contractors using the DevHub system. If you’re unable to find your CCB License after searching in DevHub, please confirm that your license is currently active. For more information about the City of Portland’s Contractor License Requirements, please [CLICK HERE](#). Please 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 following:

- Construction Contractors Board (CCB) at (503) 378-4621. For their license search, [CLICK HERE](#).
- Building Codes Division (BCD) at (503) 378-4133. For their license search, [CLICK HERE](#).

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#?**

To view all permits associated with a specific CCB#, navigate to [www.PortlandMaps.com](http://www.PortlandMaps.com). Click **Advanced** and select **Permits**. Enter the license number into the **CCB Number** search field and click **Search**. A list of all associated permits will display. Click the **Application Number** to view details.

### Can I view or upload information on another DevHub account's/email address' permit request?

No. DevHub users can only view/upload attachments associated to their own DevHub account/email address. If you want to see permit requests submitted under another DevHub User Account, you must log in under that account and look under the "My Permits" section.

### I've submitted permit requests on DevHub for several projects. How should I keep track of communications? Do you have any tips on inbox management when using DevHub regularly?

Yes! All email communications sent to customers start with the permit's associated property address in the subject line. While that feature may not seem remarkable, it does help keep track of communications by project.

Because email subject lines begin with the project address, that means it's easy to find and search for emails by:

- Filtering your email inbox by *subject line* – all emails that start with the same address will be grouped together and easy to find.
- Searching the content of your inbox by Street Name or House Number to view all emails containing those details.

### What if I need help with my permit?

If you have permit-related questions or inquiries, you can schedule a free, 15-minute virtual appointment with a Permitting Tech, City Planner, or Building Code specialist:

- **Permitting techs** can advise on permit submittal requirements and the permitting process.
- **City Planners** can assist with information about zoning.
- **Building Code** or **Engineering specialists** can provide information about building code requirements.

For more information about 15-minute appointments, [CLICK HERE](#). (Language access is available.) For help with Urban Forestry permits, please reach call (503) 823-TREE or (503) 823-8733.

## ADDITIONAL RESOURCES

- For information on **the permitting process**, [CLICK HERE](#).
- To apply for a **Trade permit extension**, [CLICK HERE](#).
- To apply for a **Trade permit reactivation**, [CLICK HERE](#).
- For information on **contractor license requirements**, [CLICK HERE](#).
- For detailed information on **Residential permitting and inspections**, [CLICK HERE](#).
- For detailed information on **Commercial permitting and inspections**, [CLICK HERE](#).



**Having trouble finding the answer to your question? If you need help, please call the DevHub Help Line at (503) 823-1304.**