



SUBMIT A PERMIT REQUEST ON DEVHUB

DEVELOPMENT HUB PDX

INTRODUCTION

The City of Portland and Bureau of Development Services (BDS) are pleased to accept permit requests and applications through the Development Hub (DevHub) self-serve website. These instructions explain how to request a building permit that requires plan review through DevHub.

If you run into an issue and need assistance from city staff, please call the DevHub Help Line at (503) 823-1304.

GETTING STARTED

Your permit request must meet all minimum submittal requirements before it will be accepted for processing. It's a good idea to review submittal requirements online as you prepare your submittal package. Make sure you have all required documents for the type of request you plan to submit, and that you're following submittal guidelines. Before getting started in DevHub, gather your permit request and application materials and save them to your computer so you can easily find them for upload.

To view Minimum Submittal Requirements, [click here](#).

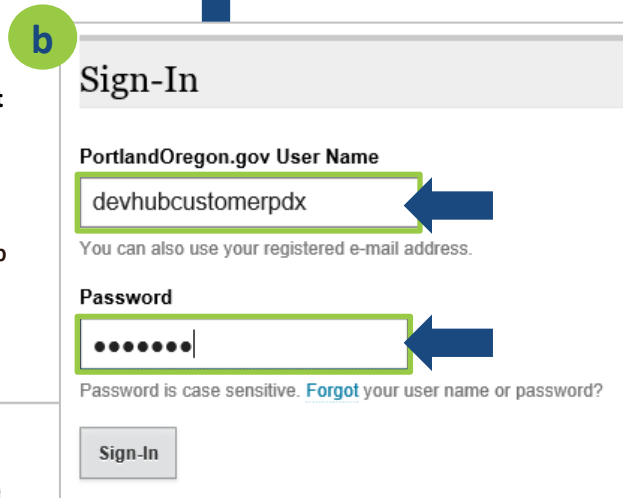
Once you have all everything you need to submit your request, navigate to devhub.portlandoregon.gov to get started on your submission.

FIRST THINGS FIRST: LOG INTO DEVHUB

Open your browser, go to devhub.portlandoregon.gov and log in. (For information on changing your DevHub email, go to the FAQ at the end of this document.)

If you already have a DevHub account:

- a) From the DevHub home screen, click the **Login/Register** tab at the top of the page.
 - b) You will be redirected to the Sign-In page. Enter your existing account's **User Name** and **Password**, then click the **Sign-In** button.
- Once signed in, go to **Step 1: Create Your Request & Select Permit Type**.



If you don't have an existing DevHub account, you will need to create one to submit a permit request. To create a new account:

- c) From the DevHub home screen, click the **Login/Register** tab at the top of the page.
- d) You will be redirected to the Sign-In page. Click the **Create a New Account** button on the right side of the screen.

d

New to PortlandOregon.gov?

If you want to sign in, you'll need to create an account and register first.

Creating an account is fast and secure. It will give you access to new areas of PortlandOregon.gov, such as subscriptions, event registration, and content catered to your interests.

[Create a New Account](#)

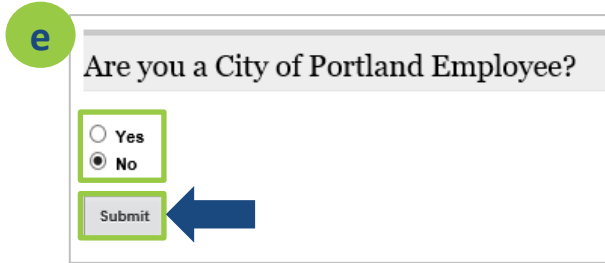
To access instructions on how to apply for **and** pay for simple permits without plan review, please reference the [Rapid Start User Guide for BDS Trade Permits](#), or [Urban Forestry Permits](#). For information on how pay fees on DevHub, see the [How to Pay Fees](#) guide.



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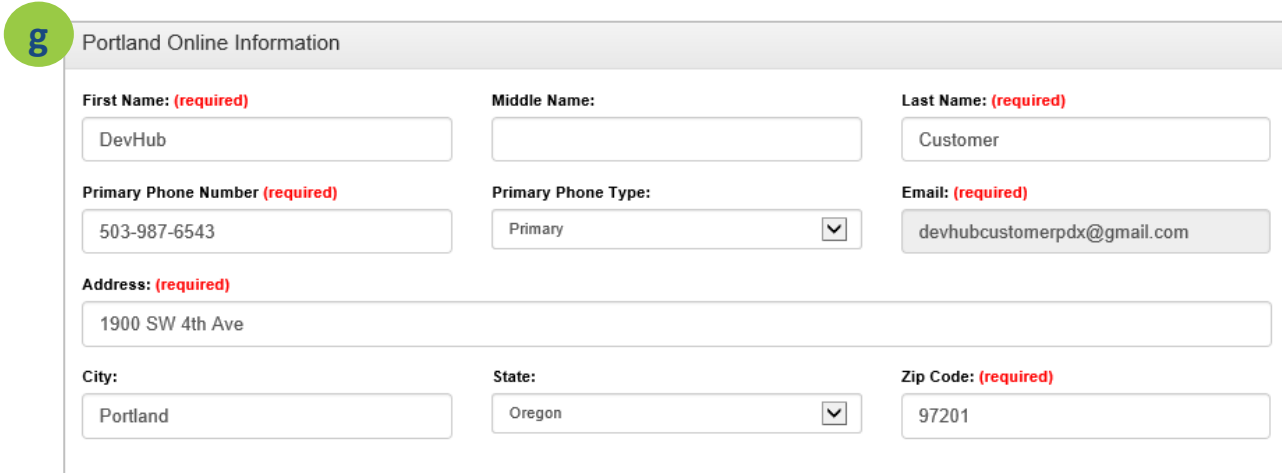
FIRST THINGS FIRST: LOG INTO DEV HUB, CONTINUED

- e) You will be asked if you are a City of Portland Employee. Select **Yes** or **No**, and click the **Submit** button.

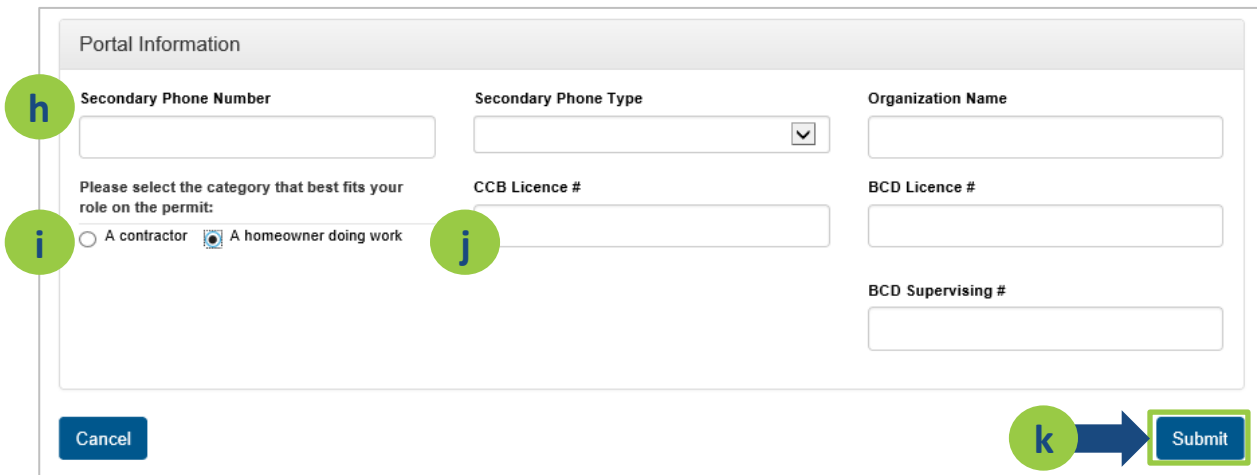


- f) The DevHub **New Account Form** opens. Enter your information into all required fields. To create an account you must provide First Name, Last Name, Email Address, Zip Code, User Name, and Password.

- g) Next, you will be asked to confirm your **Portland Online Information**. Make sure your First Name, Last Name, Primary Phone Number, Email address, and Zip Code are entered correctly on the screen.



- h) In the **Portal Information** section, enter your Secondary Phone Number and Phone Type.
- i) Next, select the category that best fits your role on the permit request – either a **Contractor** or a **homeowner doing work**.
- j) If you are a contractor, please also provide your Organization Name, CCB License #, BCD License #, and BCD Supervising # (if relevant).
- k) Once you have provided all relevant information, click the **Submit** button. You will see a confirmation screen letting you know that your account has been created. Press the **Login** button to continue.



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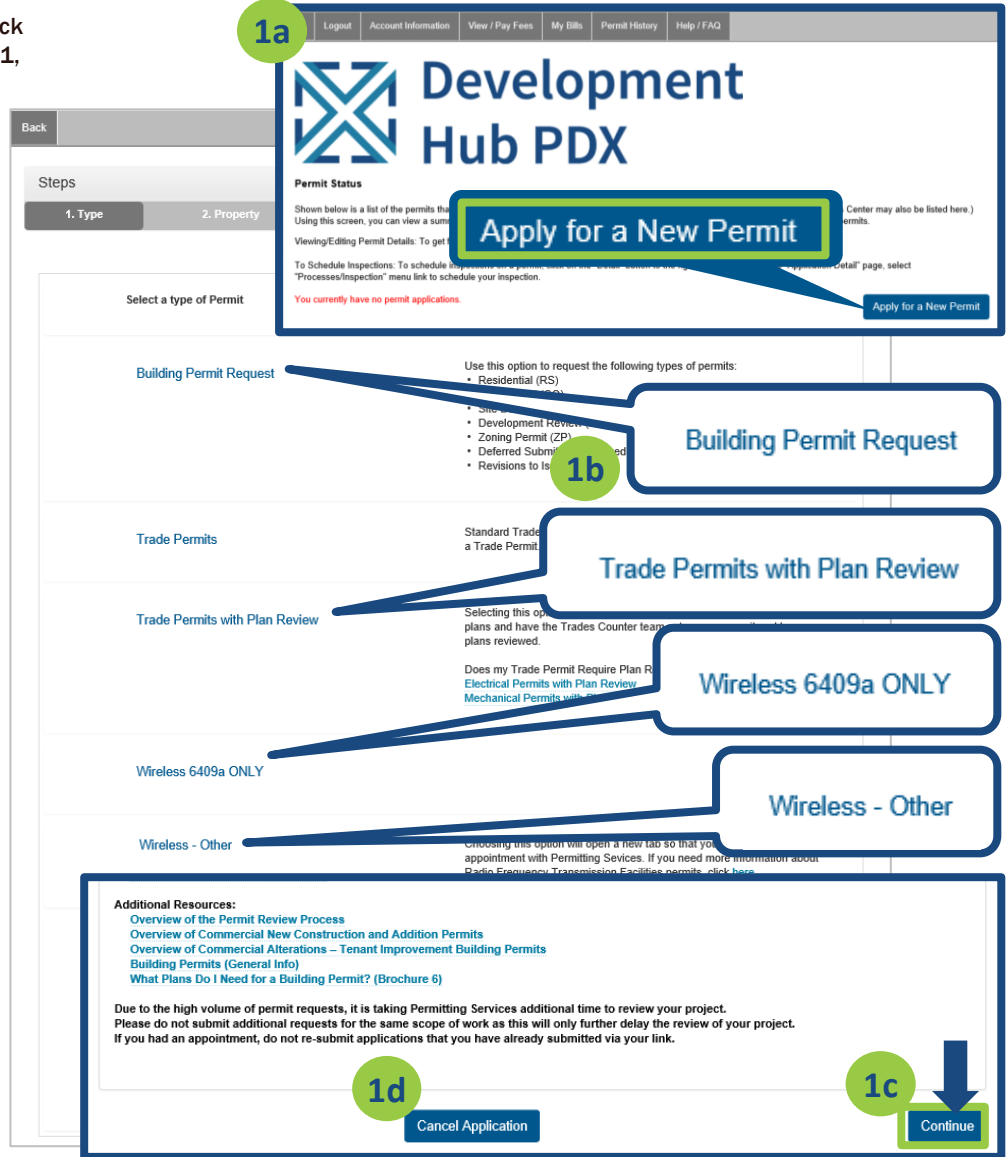
1 STEP 1: CREATE YOUR REQUEST & SELECT PERMIT TYPE

After logging in, you'll be directed back to the DevHub home screen. In Step 1, you will select your Permit Type.

- a) To create a permit request, click the **Apply for a New Permit** button.

Click **Building Permit Request**, **Trade Permits with Plan Review**, or **Wireless 6409a ONLY**, according to your request type. (These instructions walk you through those three listed types of permit requests – i.e. all permit requests that require plan review.) Please note: If you click **Wireless - Other**, you will be redirected away from DevHub, to an external website to make an appointment.
- b) The **Application** confirmation screen opens. Click the **Continue** button to proceed.
- c) If you need additional time to review minimum submittal requirements or gather additional application materials, click the **Cancel Application** button.

IMPORTANT: Submitting a permit request on DevHub does *not* mean that it has been accepted for official review. Make sure your permit request meets all city requirements before submitting.



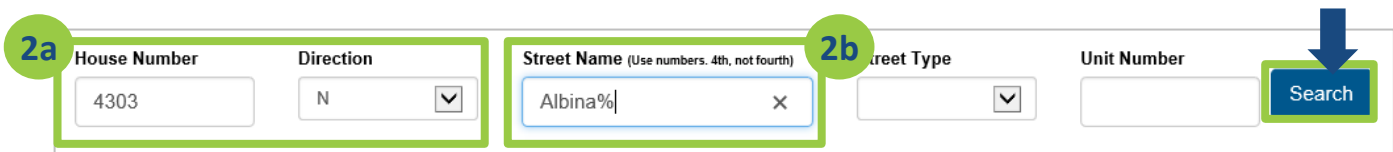
The screenshot shows the 'Development Hub PDX' permit selection page. At the top, there is a navigation bar with links for Logout, Account Information, View / Pay Fees, My Bills, Permit History, and Help / FAQ. Below this is a 'Permit Status' section with an 'Apply for a New Permit' button highlighted by callout 1a. The main area is titled 'Select a type of Permit' and lists four options: Building Permit Request, Trade Permits, Trade Permits with Plan Review, and Wireless 6409a ONLY. Callouts 1b, 1c, and 1d point to these options and the 'Continue' button respectively. A 'Cancel Application' button is also visible at the bottom.

2 STEP 2: SEARCH FOR YOUR PROPERTY

In Step 2, you will search for and select the property where the permitted work will take place. (Be sure to follow the search tips listed in DevHub.)

Search by Address:

- a) To start, enter your House Number and Direction, then click the **Search** button.
- b) 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](#).



The screenshot shows a search form with the following fields: House Number (4303), Direction (N), Street Name (Albina%), Street Type, and Unit Number. A 'Search' button is highlighted with callout 2a. Callout 2b points to the Street Name field.



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2 STEP 2: SEARCH FOR YOUR PROPERTY, CONTINUED

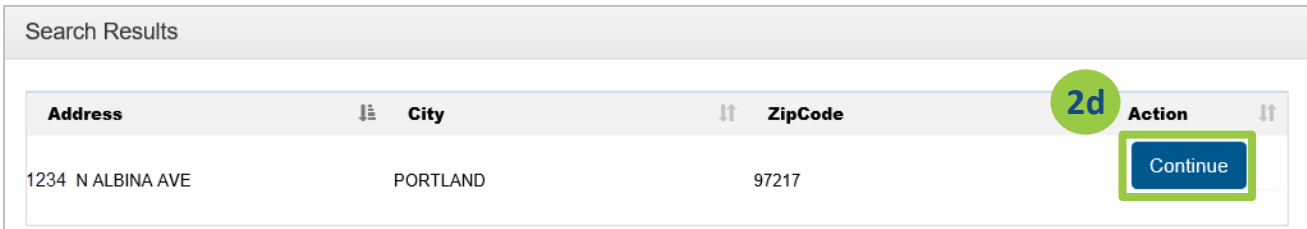
Search by Tax ID Number:

- c) Enter your Tax ID Number (Example: R232323) into the Tax ID Number field and click the **Search** button.



(Need help finding your Tax ID Number? Go to 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.)

- d) Find your property from the listed search results, then click on the **Continue** button to the right of the correct street address.



3 STEP 3: PROVIDE PERMIT DETAILS & UPLOAD ATTACHMENTS

In Step 3, you will provide important information about your permit request and the type of work you are planning to complete, and upload required attachments for the city to review.

Enter permit request details in the “Customer Intake Info” section:

- a) In the **Permits Info** section, provide the required Customer Intake information. Use the drop-down menus to **select the Category of Construction and Type of Work**. (If you selected “Other” from either of those menus you will be prompted to enter an additional description in a text field.)

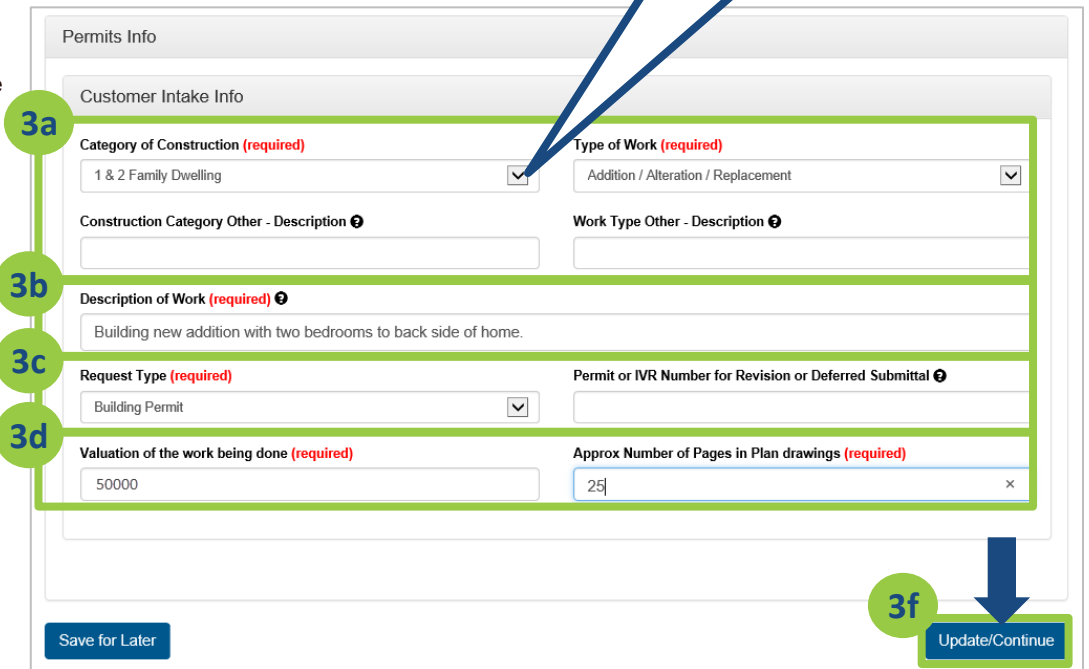


- b) Enter a clear, thorough **Description of Work**. (Example: “Adding a bedroom and bathroom to the first floor of a single family home.”)

- c) Choose **Request Type** from the drop-down menu. Enter the **Valuation amount** of the work to be done and approximate **Number of Pages in Plan drawings**. (Note: Enter Valuation only as numbers, no punctuation, spaces, or special characters.)

- e) Carefully check all information you have entered for accuracy and completeness.

- f) Once you are sure you have entered all required information, click the **Update/Continue** button.




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3 STEP 3: PROVIDE PERMIT DETAILS & UPLOAD ATTACHMENTS, CONTINUED

Upload attachments in the "Upload New Document" section:

g) Make sure you know where your attachments, plan files, and documents are saved on your computer, and can locate them for upload.

IMPORTANT: All permit requests must include both an (1) application and (1) plan set attachment type.

h) For each attachment uploaded, you must select an **Attachment Type**, type a **Description** in the text field (for attachment types that don't autofill), and then click the **Browse** button to select your desired file.

i) Choose the appropriate **Attachment Type** from dropdown menu. Menu options are: **Application** (this must include an [official city application form](#)), **Plans** (drawings), **Calcs** (project calculations) and **Other**.

IMPORTANT: Plans MUST be uploaded as a set in a single PDF. All documents must be in PDF format. At minimum, an application and plan set are required for submission.

Project calculations and other documents should be uploaded separately. If your plan set is too large to upload as a single PDF please break it up into smaller files.

j) When selecting "Other" as an attachment type, be sure to type a simple description for the file into the **Description** text field. This description will help city staff easily identify your submission materials.

k) Click the **Browse** button and navigate to the file you would like to upload. Click on the file and click **Select**.

l) When all three required fields have been completed, click **Add Attachment** button to upload your file to the city system. Repeat above steps for each attachment submitted.

m) After all necessary attachments have been added to your submittal package and you are ready to continue with your permit request, click **Continue** at the bottom of the screen.

The screenshot shows the 'Upload New Document' form. Callout 3i points to the 'Attachment Type' dropdown menu. Callout 3j points to the 'Description' text field. Callout 3k points to the 'Browse...' button next to the file input field. Callout 3l points to the 'Add Attachment' button. A red box highlights the 'Attachment Type: (required)' and 'Description: (required)' labels. A blue box highlights the 'File (Upload PDF files only): (required)' label. The file input field contains 'Application Materials\Building Permit Application.pdf'. The 'Add Attachment' button is highlighted in green.

The screenshot shows the 'Permit Request Attachments' table and the 'Upload New Document' form. The table has columns: File Name, Attachment Type, Description, Date, Download, and Delete. The rows are: Building Permit Application.pdf (Application - DevHub), Plan Set.pdf (Plans - DevHub), and Structural Calculations 2020-9-30 Calculations 220121.pdf (Calcs - DevHub). Callout 3m points to the 'Continue' button. A red warning box with a triangle icon contains the text: **IMPORTANT: Plans MUST be uploaded as a set in a single PDF.** The 'Add Attachment' button is highlighted in green.



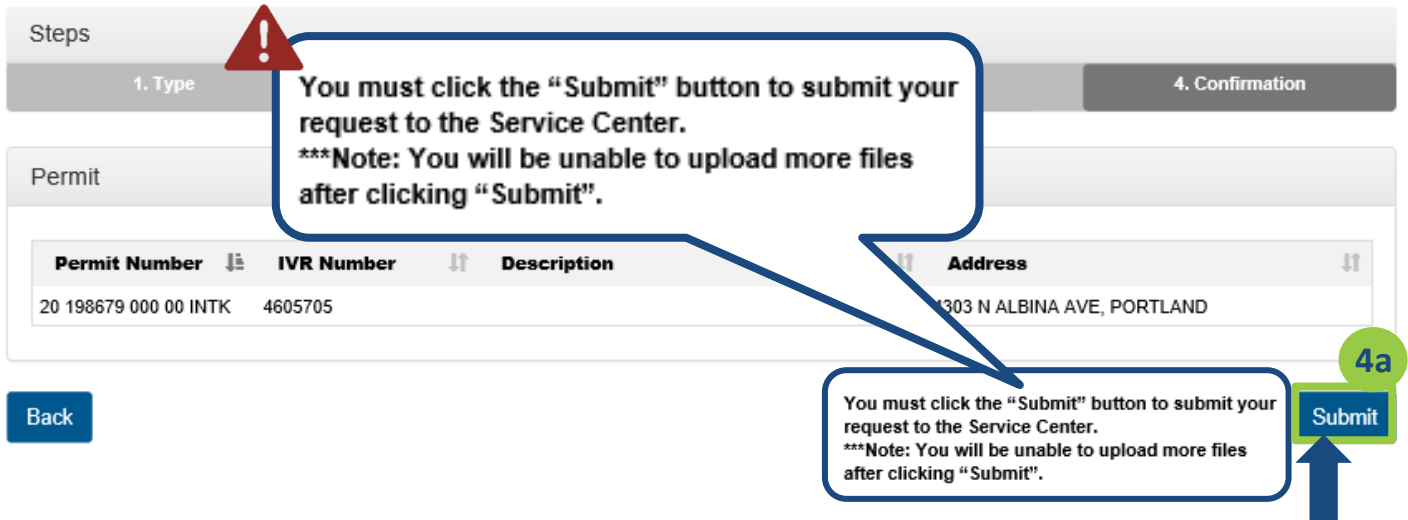
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4 STEP 4: CONFIRMATION & NEXT STEPS

After completing your uploads, you will see a confirmation screen.

IMPORTANT: Your permit request will not be submitted to the city until you click the **Apply for Another Permit** or the **Finish** button on this screen.

- a) If you need to request another permit at this time, click the **Apply for Another Permit** button. Otherwise, click the **Finish** button.



Steps

1. Type 4. Confirmation

Permit

Permit Number	IVR Number	Description	Address
20 198679 000 00 INTK	4605705		303 N ALBINA AVE, PORTLAND

Back

Submit

4a

You must click the "Submit" button to submit your request to the Service Center.
***Note: You will be unable to upload more files after clicking "Submit".

You must click the "Submit" button to submit your request to the Service Center.
***Note: You will be unable to upload more files after clicking "Submit".

What happens after I click "Submit"?

Your permit request will be reviewed by a Permitting Services Permit Technician.

- 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. 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](#) or visit <https://www.portland.gov/bds/permit-review-process/permit-status>.

If your submittal package does not meet minimum submittal standards and/or requires further clarification, you'll receive an email notification.

- 2 You'll need to log into the DevHub system to review Permitting Services' comments and to 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.

Next, your permit request will be reviewed by Planning & Zoning and Life Safety.

- 3 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.

Last, you'll receive an email prompting you to pay intake fees via DevHub, and your project will enter review.

- 4 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.)

See next page for instructions on how to log into DevHub to review city requests and upload additional documents.

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5 STEP 5: READ COMMENTS, SUBMIT & DELETE ATTACHMENTS

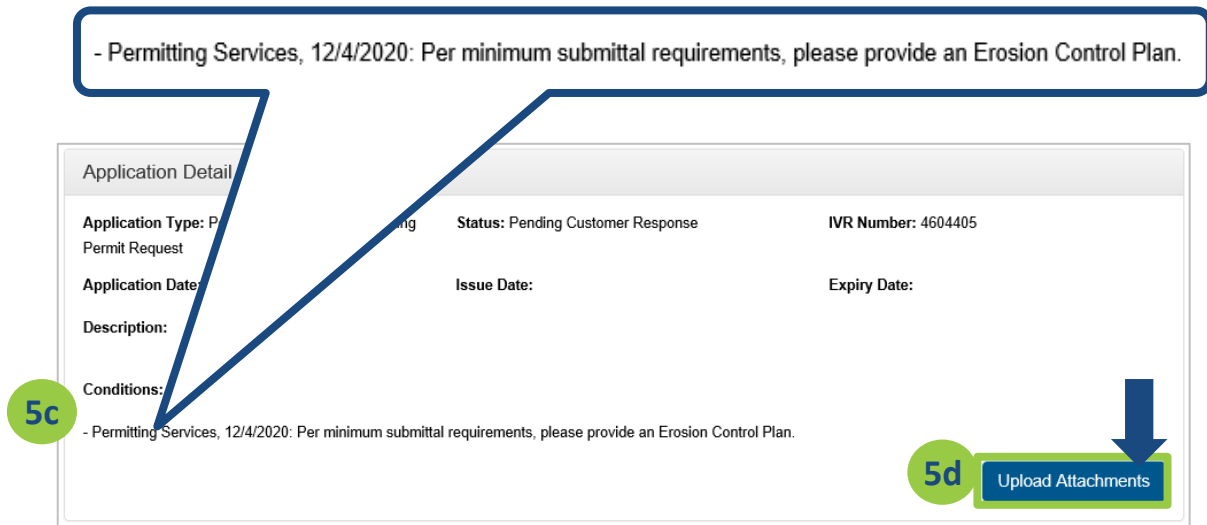
If your submittal package does not meet minimum submittal standards and/or requires further clarification, you'll receive an email notification instructing you to log into DevHub to review comments left by city staff.

After reviewing comments, it is your responsibility to upload any additional information that has been requested, **or your request will remain incomplete.**

- a) To review comments, open your browser, go to devhub.portlandoregon.gov, and click on the **Login/Register** tab. Log in using your **Username** and **Password**.
- b) Your permit request should be listed in the "My Permits" section of your DevHub home screen. If you have been asked to provide additional information for your permit request, you will see a status of "Pending Customer Response" after logging into DevHub. Click on the **Detail** button to the right of the permit you'd like to review.

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

- c) The **Application Detail** screen opens, and comments from city staff are visible at the bottom of the window in the "Conditions" section.



The screenshot shows the 'Application Detail' window. At the top, a comment is displayed: '- Permitting Services, 12/4/2020: Per minimum submittal requirements, please provide an Erosion Control Plan.' Below this, the application details are listed: Application Type: Permit Request, Status: Pending Customer Response, IVR Number: 4604405, Application Date, Issue Date, and Expiry Date. At the bottom, the 'Conditions' section repeats the comment. A green circle labeled '5c' points to the comment, and another green circle labeled '5d' points to the 'Upload Attachments' button.

- d) Read comment(s) thoroughly and upload requested files by clicking on the **Upload Attachments** button at the bottom of the **Application Detail** window.



SUBMIT A PERMIT REQUEST ON DEVHUB

5 STEP 5: READ COMMENTS, SUBMIT & DELETE ATTACHMENTS, CONTINUED

- e) In the **Upload New Document** section, use the dropdown menu to select an **Attachment Type**, type a **Description** in the text field (for attachment types that don't autofill), and then click the **Browse** button to select your desired file. Click **Add Attachment** to add the file to your permit request and repeat as necessary.

If you are replacing a previously-uploaded attachment, you can delete the outdated copy by clicking the **Delete** button in the

- f) **Permit Request Attachments** section. (The **Delete** button is also handy if you accidentally upload the wrong attachment and need to remove it.)

When you've added all required files/information, click the **Continue** button to submit new attachments for review.

- g)

5e

Upload New Document

Attachment Type: **(required)** Description: **(required)**

File (Upload PDF files only): **(required)**

Disclaimer: By uploading records, the user acknowledges that the record is a public record subject to release under the Oregon Public Records Law and will be made available on the City's website. Please do not upload personally identifiable information that you do not want to be shared by the City with other members of the public.

5g

5f

File Name	Attachment Type	Description	Date	Download	Delete
Building Permit Application.pdf	Application - DevHub	Application - DevHub	2020-12-14	<input type="button" value="Download"/>	<input type="button" value="Delete"/>
Plan Set.pdf	Plans - DevHub	Plans - DevHub	2020-12-14	<input type="button" value="Download"/>	<input type="button" value="Delete"/>

5f

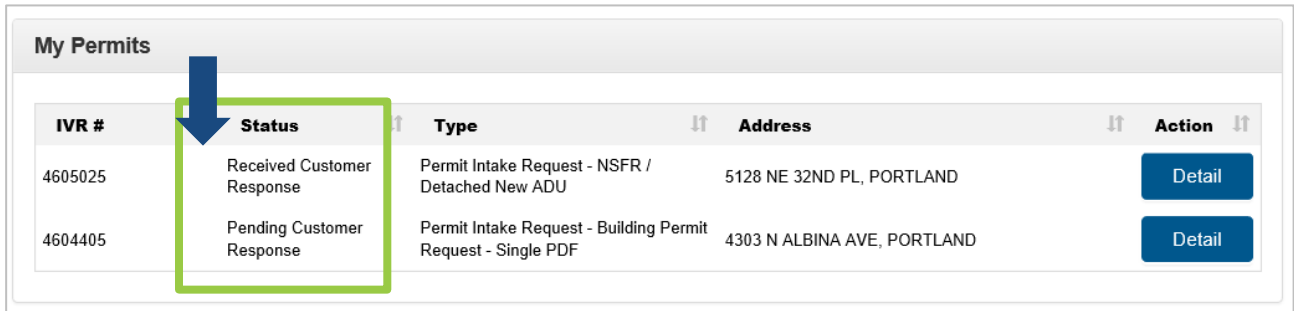


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APPENDIX I: DEVHUB PERMIT REQUEST STATUS MEANINGS

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	Detail
4604405	Pending Customer Response	Permit Intake Request - Building Permit Request - Single PDF	4303 N ALBINA AVE, PORTLAND	Detail

The below table explains the statuses you might see upon logging into the DevHub system:

“My Permits” Status	Meaning
Request	Indicates that this is a new permit request that has not yet been processed.
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.





PERMIT REQUESTS – CUSTOMER F.A.Q.

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 simple permits **without** plan review, please reference the Rapid Start User Guide for [BDS Trade Permits](#), or [Urban Forestry Permits](#). For information on how pay fees on DevHub, see the [How to Pay Fees](#) guide.

Why can't I log into my DevHub account?

If 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.

We'd like to hear from you! [Please click here to submit your feedback.](#)

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 update request through the “Submit your feedback” link (pictured left) on the DevHub home screen.

Please include your current DevHub email address as well the new/updated email address with each request.

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

No. DevHub users will only be able to see or upload attachments (when instructed to) to submitted permit requests that were uploaded under the same 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.

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](#)

Additional Resources:

- [Overview of the Permit Review Process](#)
- [Overview of Commercial New Construction and Addition Permits](#)
- [Overview of Commercial Alterations – Tenant Improvement Building Permits](#)
- [Building Permits \(General Resources & Links\)](#)
- [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](#)



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 are not able to see. If your search returns 20 addresses but you do not 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.
- 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.

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.)



DEVHUB PERMIT REQUESTS: CUSTOMER F.A.Q.

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

You will receive an automated reply when you submit your request. Your request will be processed in the order it was received.

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](#) or visit <https://www.portland.gov/bds/permit-review-process/permit-status>.

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

1. Your permit request will be reviewed by a Permitting Services Permit Technician. 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.
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4. Last, you'll receive an email prompting you to pay intake fees via DevHub, and your project will enter review. 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.)

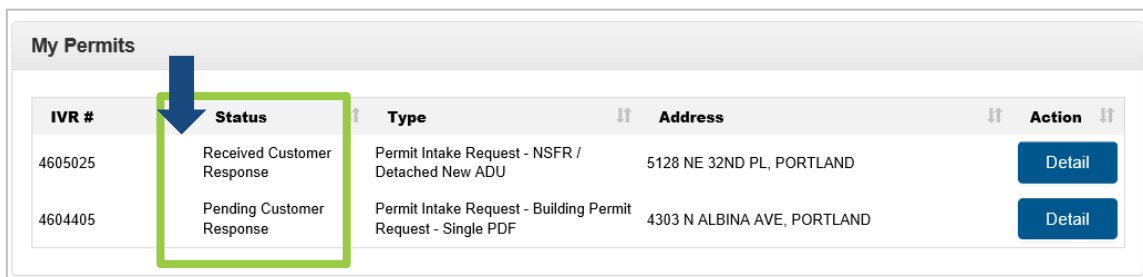
How do I cancel a permit request?

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.

What does the “Status” mean 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. (For more information on specific permit status meanings, please see the next section.)



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



DEVHUB PERMIT REQUESTS: CUSTOMER F.A.Q.

What do the different “My Permits” statuses mean?

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

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 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](#) or visit <https://www.portland.gov/bds/permit-review-process/permit-status>.

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.

When I should pay my intake fees?

You will be emailed and instructed 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.