

How to Submit a Permit Request Online

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.

Prepare Your Submittal Documents

Before starting your permit request in DevHub, you may find it helpful to save any application materials to your computer for easy access during upload.

Your permit request must meet all minimum submittal requirements before it will be accepted for processing. Please review the listed minimum submittal requirements at www.portland.gov/bds/development-permit-process/step-3-what-you-need to ensure you have all required documents for the type of permit you wish to request.

Once you have everything you need, go to devhub.portlandoregon.gov to get started.

Learn how to apply and pay for **simple Trade and Urban Forestry permits not requiring plan review** at: www.portland.gov/bds/permit-review-process/how-use-online-permitting-tools.

Log into DevHub

Open an internet browser and navigate to devhub.portlandoregon.gov. You are required to login to DevHub to start a new permit request.

Login Steps for Existing Users

From the DevHub homepage, select **Login/Register**. The Sign-In page opens. Enter your **User Name** and **Password**, then select the **Sign-In** button. Once you are signed in, continue to **Step 1: Create Your Request and Select Permit Type**.

Need to change your password? Find instructions at www.portland.gov/bds/change-password.

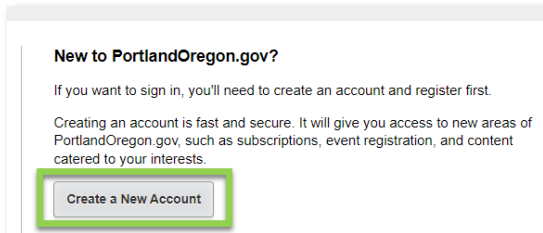
How to Submit a Permit Request Online

Login Steps for New Users

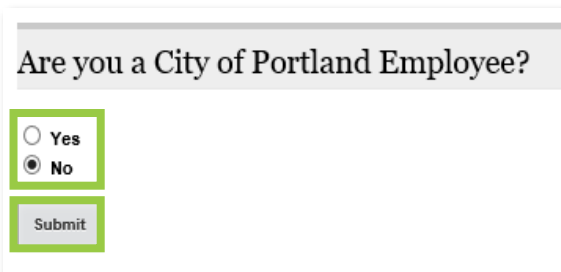
You must create an account before submitting a permit request. From the DevHub home page, select the **Login/Register** option.



The Sign-In page opens. Click **Create a New Account**.



On the next screen, indicate if you are a City of Portland Employee by selecting **Yes** or **No**. Select the **Submit** button to continue.

A screenshot of the 'Are you a City of Portland Employee?' form. The question is 'Are you a City of Portland Employee?'. There are two radio button options: 'Yes' and 'No'. The 'No' radio button is selected and highlighted with a green box. Below the radio buttons is a 'Submit' button, also highlighted with a green box.



How to Submit a Permit Request Online

The **New Account Form** page opens. To create a portlandoregon.gov account, you must provide a **First Name, Last Name, Primary Phone Number, Email, Address, Zip Code, User Name, and Password**. Select the **Continue** button when completed.

You can create a new PortlandOregon.gov account by filling in the form below. Please be as accurate and complete as possible, using your choice of home or work information. PortlandOregon.gov requires you to enter information into fields that are labeled with an asterisk (*), but additional information is appreciated.

New Account Form

First Name *

Middle Initial

Last Name *

Phone #

ex. 503-555-3000

Fax #

ex. 503-555-3000

E-mail *

E-mail address is required, if you do not have an email address you can sign-up for a free one with [Google](#) or [Yahoo](#).

Zipcode *

Account Access

In order to secure access to your account, you need to create a unique user name and password. This is what you will enter in every time you sign-in to the system, so choose something that you can remember, but is still unique (you cannot have the same user name as another user.)

User Name *

Your user name is the unique name you give yourself to sign-in with.

Password *

Your password must be at least 8 characters long and contain three of the following character types:

- Lower case letters
- Upper case letters
- Numbers
- Symbols or special characters

Re-enter Password *

Please enter your password again to confirm.





How to Submit a Permit Request Online

The **Portland Online Information** page opens. Make sure your **First Name, Last Name, Primary Phone Number, Email, and Zip Code** are entered correctly on the screen.

(required) indicates a mandatory field

Complete the registration form to create your account.

Portland Online Information

First Name: (required) <input type="text" value="DevHub"/>	Middle Name: <input type="text"/>	Last Name: (required) <input type="text" value="Customer"/>
Primary Phone Number (required) <input type="text" value="777-000-5555"/>	Primary Phone Type: <input type="text" value="Primary"/>	Email: (required) <input type="text" value="devhubcustomerpdx3@gmail.com"/>
Address: (required) <input type="text" value="1234 Main Street"/>		
City: <input type="text" value="Portland"/>	State: <input type="text" value="Oregon"/>	Zip Code: (required) <input type="text" value="97232"/>

Portal Information

Secondary Phone Number <input type="text"/>	Secondary Phone Type <input type="text"/>	Organization Name <input type="text"/>
Please select the category that best fits your role on the permit: <input checked="" type="radio"/> A contractor <input type="radio"/> A homeowner doing work		
CCB Licence # <input type="text"/>	BCD Licence # <input type="text"/>	BCD Supervising # <input type="text"/>

Cancel
Submit

In the **Portal Information** section, enter as much additional information as possible.

Select the category that best fits your role on the permit request: **Contractor** or **A homeowner doing work**.

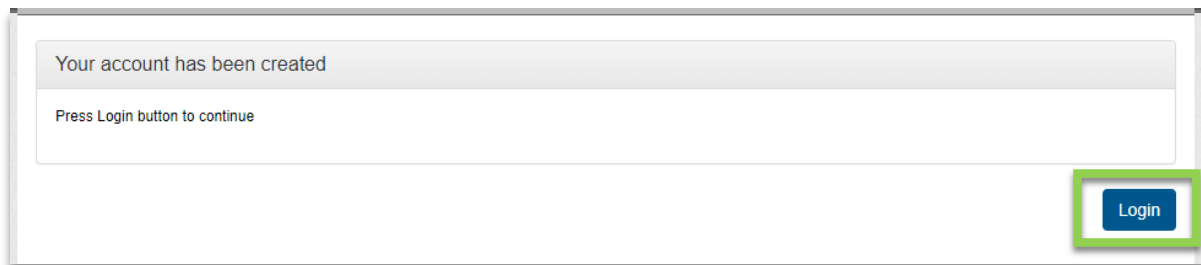
If you are a contractor, please also provide your **Organization Name** and up-to-date **Construction Contractor Board (CCB) License #, Building Codes Division (BCD) License #, and BCD Supervising #** (if relevant).



How to Submit a Permit Request Online

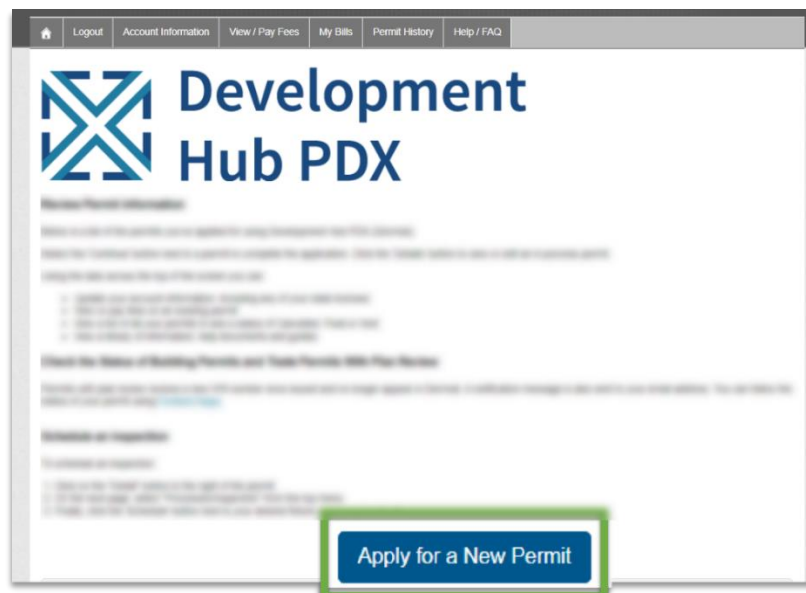
IMPORTANT: An inactive license number will cause limitations on your account and delays in permit request processing.

Once you have provided all relevant information, click the **Submit** button. A message confirms that your account has been created. Select the **Login** button to return to the DevHub Home page. On the next page, select the **Login/Register** button to login. Once you are signed in, continue below to **Step 1: Create Your Request and Select Permit Type**.



Step 1: Start a New Permit Request and Select the Permit Type

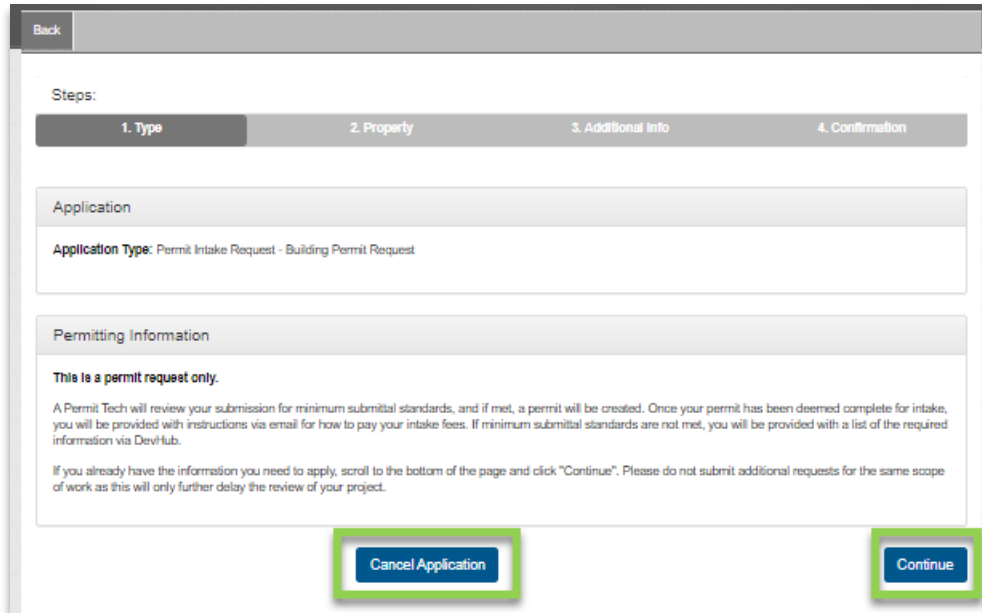
In Step 1, you will start the online permit request and select your Permit Type. To create a permit request, select the **Apply for a New Permit** button.



How to Submit a Permit Request Online

Click the name of one of the listed permits to select it as the **type of permit**. You may need to scroll down the page to see the entire list of permit types you can request online.

The **Application** screen opens. Review the information provided then select the **Continue** button to continue your online permit request.



IMPORTANT: The DevHub system times out after a few minutes of inactivity. Any unsaved progress cannot be retrieved. If you need additional time to review minimum submittal requirements or gather additional application materials, select the **Cancel Application** button.



How to Submit a Permit Request Online

The **Detail** screen opens. Review the listed statements and select the checkbox to indicate “I Agree”. Select the **Continue** button to proceed.

Back

(required) indicates a mandatory field

Steps:

1. Type 2. Property 3. Additional Info 4. Confirmation

Application

Application Type: Permit Intake Request - Building Permit Request

Detail

(required)

By checking this box, I, the permit requestor, acknowledge, agree, and/or certify the following:

1. That the information I have provided in this application is true and accurate to the best of my knowledge.
2. That I am the property owner or that the property owner has provided consent for me to proceed with this permit request on their behalf.
3. That City staff may find this application incomplete or they may need more information. It is my responsibility, as the permit requestor, to provide requested information in a timely manner. If needed, I may have to submit a new permit request.
4. That I have read and agree to follow the Policy for Application of Fees and Codes for Buildings and Other Permits for Certain Fees or Code Changes should I desire the current fees and building/zoning codes to apply to my permit submittal. Generally, this requires: (1) the permit application meet submittal requirements and be submitted prior to the effective date of the fee/code change and (2) all additional application information, as requested, be submitted and fees paid within 30 days of the effective date of the fee/code change.
5. The 2022 Oregon Structural Specialty Code (OSSC) and the 2022 Oregon Mechanical Specialty Code (OMSC) were adopted on October 1, 2022 and both now have a six-month phase-in period. To submit a permit application under the 2015 OSSC, I will follow each of these requirements:
 - A. Submit a permit application via Development Hub PDX by 11:59 p.m. on Friday, March 31, 2023 and
 - B. Submit a permit application that meets submittal requirements and
 - C. Respond to requests for more information received from Permitting Services, Planning and Zoning, or Life Safety review groups. Delayed responses might mean missing the deadline and
 - D. Pay intake fees via Development Hub PDX in full before 5 p.m. on Monday, May 1, 2023.

Cancel Application Continue

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

Step 2: Select The Property

In Step 2, you will search for and select the property where the permitted work will take place.





How to Submit a Permit Request Online

Option 1: Search by Address

To start, enter your **House Number** and **Direction**, then click the **Search** button.

The screenshot shows a web interface with two search options.
Option 1: Search by Address includes a section titled "Address Search Tips" with three bullet points:

- When searching by address, entering too much information may yield no results.
- Try searching by **Street Number** and **Direction** first. A maximum of 50 addresses will appear. (Example: 2927 NE)
- If your address does not appear, type in the **Street Name** and **%** to further narrow results. (Example: 2927 NE Everett%)

 Below the tips are five input fields: "House Number" (text box), "Direction" (dropdown menu), "Street Name (only numbers, etc., not fourth)" (text box), "Street Type" (dropdown menu), and "Unit Number" (text box). A blue "Search" button is to the right of these fields.

Option 2: Search by Property ID Number includes a text box labeled "Property ID Number (For example: R999999)" and a blue "Search" button.

If you need to **narrow your search**, add the Street Name with the wildcard symbol “%” (Example: Albina%).

If you still cannot find the property, verify the address is within the City of Portland’s jurisdiction on **Portland Maps** (www.portlandmaps.com).

Option 2: Search by Property ID Number

Enter your **Property ID Number** (Example: R232323) in the Property ID Number field and click the **Search** button.

Need help finding your Property ID Number?

1. Go to <http://www.portlandmaps.com>.
2. Type the property address in the search bar (located in the upper-right corner of the page) then press **Enter**.
3. Select the property from the search results.
4. Scroll down to the Assessor section and select **Assessor Detail**.
5. On the next screen, the **Property ID** will be listed, starting with the letter “R”.



How to Submit a Permit Request Online

Use the Property ID number in the DevHub search. Once you find the property in the listed search results, click the **Continue** button associated with its street address.

Address	City	ZipCode	Action
1234 N ALBINA AVE	PORTLAND	97217	Continue

Step 3: Provide Permit Details and Upload Attachments

In Step 3, you will provide important information about your permit request. Be prepared to detail the type of work you are planning to complete, who will complete the work, as well as upload required attachments for City review.

Complete the first section under **Permits Info** titled **Customer Intake Info**.

1. Select a **Category of Construction** from the drop-down menu.
2. Select a **Type of Work** from the drop-down menu.
3. Enter a clear, thorough **Description of Work** (such as “adding a bedroom and bathroom to the first floor of a single-family home”).
4. Choose **Request Type** from the drop-down menu.
5. Enter the **Valuation amount** of the work to be done.
6. Enter the **Number of Pages in Plan** drawings **using only numbers** (0 – 9).

Note: If you select “Other” from any of the dropdown menus, the system will prompt you to enter additional details.



How to Submit a Permit Request Online

7. Enter additional **Job Site Address** details (such as unit number).

Permits Info

A. Customer Intake Info

Category of Construction (required)

Type of Work (required)

Construction Category Other - Description

Work Type Other - Description

Description of Work (required)

Request Type (required)

Permit or IVR Number for Revision or Deferred Submittal

Valuation of the work being done (required)

Approx Number of Pages in Plan drawings (required)

Job Site Address (required)

8. **Carefully review your responses for accuracy and completeness.** Mistakes can cause delays.

Next, complete the section titled **Permit Required Contacts—Owner/Tenant.**

1. Indicate if the **Work** is for **Property Owner or Tenant** using the drop-down menu.
2. Select “**Yes**” or “**No**” to indicate whether the **Owner is Doing Work**.
3. Enter the name for the site **Owner/Tenant/Other** person (such as property manager).
4. Enter the mailing **Address** for the **Owner/Tenant/Other** person.
5. Enter the mailing **City, State, and Zip Code** for the **Owner/Tenant/Other** person.
6. Enter the **Email Address** for the **Owner/Tenant/Other** person.

B. Permit Required Contacts - Owner / Tenant

Work for Property Owner or Tenant (required)

Owner doing work? (required) Yes No

Owner / Tenant / Other Name

Owner / Tenant / Other Address

Owner / Tenant / Other City State Zip

Owner / Tenant / Other Email Address



How to Submit a Permit Request Online

Next, complete the section titled **Permit Required Contacts—Contractor/Party Doing Work**.

C. Permit Required Contacts - Contractor / Party Doing Work

Party Doing Work (required) ⓘ	Contractor or Representative Contact Name
<input type="text"/>	<input type="text"/>
Contractor Business Name	Contractor Address
<input type="text"/>	<input type="text"/>
Contractor City State Zip	Contractor Email Address
<input type="text"/>	<input type="text"/>
Contractor CCB License Number	
<input type="text"/>	

1. Select the **Party Doing Work** for your project from the drop-down menu.
2. If a contractor is doing the work, you are required to list the **contractor's name or the contractor's representative** along with their active **CCB license number**. If the owner is doing the work, you may leave these fields blank.

You will next complete the section titled **Permit Required Contacts—Applicant**. You must **complete all required fields, even if you previously provided the information**.

D. Permit Required Contacts - Applicant

Applicant Name (required)	Applicant Business Name
<input type="text"/>	<input type="text"/>
Applicant Address (required)	Applicant City State Zip (required)
<input type="text"/>	<input type="text"/>
Applicant Email Address (required)	Applicant Phone (required)
<input type="text"/>	<input type="text"/>

1. Enter the **Applicant Name**.
2. (optional) Enter the **Applicant Business Name**.
3. Enter the **Applicant Mailing Address**.
4. Enter the **Applicant City, State and Zip**.



How to Submit a Permit Request Online

5. Enter the **Applicant Email Address**.
6. Enter the **Applicant Phone Number**.
7. Read the **Disclaimer Acknowledgement**. For the application to move forward, select the **drop-down** then select **"I agree"**.
8. Select the **Update/Continue** button to proceed.

E. Disclaimer Acknowledgement

By agreeing, I acknowledge that I have obtained consent from the building permit applicant who acknowledges and agrees that they have obtained any required permission for the proposed work from the building permit applicant and the property owner. Refer to the policy of this jurisdiction if it discovers that a dispute regarding the proposed work exists between the applicant and the property owner or any other party with a legal interest in the property. You must agree to proceed.

(required)

To finish the application later, click **Save for Later**. Otherwise, click **Update/Continue** to move to the next section.

Save for Later

Update/Continue

Upload Attachments

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 a minimum of two attachments (an **application and plan set**). Applications for certain permits may have additional requirements. Visit www.portland.gov/bds to search for your permit type and determine requirements.

Upload New Document

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

Application - DevHub

Application - DevHub

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.

Save for Later

Continue





How to Submit a Permit Request Online

For each attachment you upload under the **Upload New Document** section, you must

1. Select an **Attachment Type**. Options include **Application** (this must include an official City application form), **Plans** (drawings), **Calcs** (project calculations), and **Other**.
2. Include a **Description** in the text field. When selecting **Other** as an attachment type, enter a simple yet relevant description into the **Description** text field. This description helps City staff easily identify your submission materials.
3. Select the **Browse** button to locate the file then click the **Select** button.
4. Select the **Add Attachment** to upload your file to the City system. Repeat the above steps for each attachment submitted.

Plans must be uploaded as one set within a single PDF document. 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.

Once 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.

Permit Request Attachments

File Name	Attachment Type	Description	Date	Download	Delete
Building Permit Application.pdf	Application - DevHub	Application - DevHub	2020-12-14	Download	Delete
Plan Set.pdf	Plans - DevHub	Plans - DevHub	2020-12-14	Download	Delete
Structural Calculations 2020-9-30 Calculations 220121.pdf	Calcs - DevHub	Calcs - DevHub	2020-12-14	Download	Delete

Upload New Document

Attachment Type: (required) Description: (required)

File (Upload PDF files only): (required)

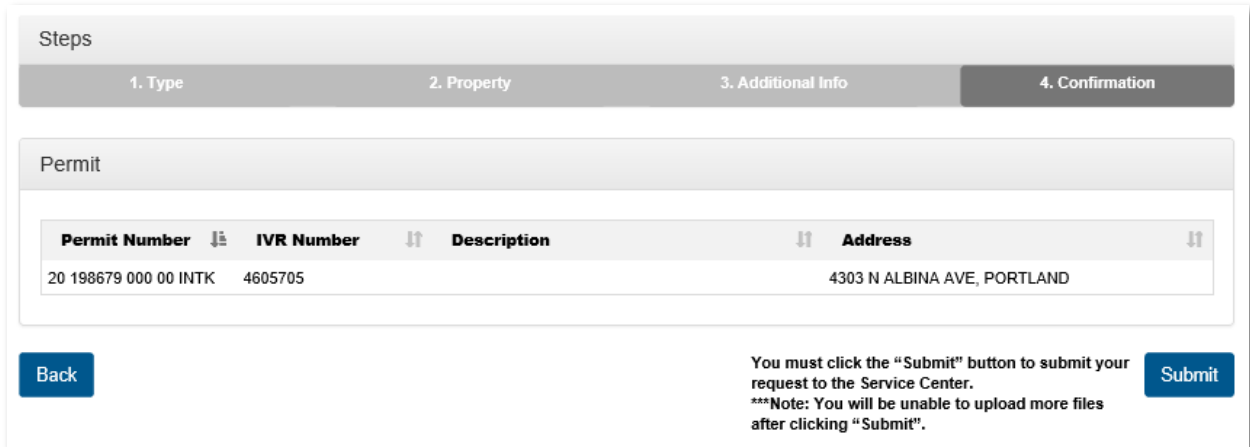
Disclaimer: By uploading records, the user acknowledges that the record is a public record subject to release under the Oregon Public Records Law and will be made available on the City's website. Please do not upload personally identifiable information that you do not want to be shared by the City with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



How to Submit a Permit Request Online

Step 4: Confirmation and Next Steps

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



The screenshot shows a web interface for permit confirmation. At the top, a 'Steps' progress bar has four items: '1. Type', '2. Property', '3. Additional Info', and '4. Confirmation', with '4. Confirmation' highlighted. Below this is a 'Permit' section containing a table with the following data:

Permit Number	IVR Number	Description	Address
20 198679 000 00 INTK	4605705		4303 N ALBINA AVE, PORTLAND

At the bottom left is a 'Back' button. At the bottom right is a 'Submit' button. A note in the center reads: '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".'

If you need to request another permit, click **Apply for Another Permit**. Otherwise, click **Finish** then select the **Submit** button to submit your request to the Service Center. You will be unable to upload more files after clicking **Submit**.

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

What Happens After I Click Submit?

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 list of permit requests in the order in which they will be processed at www.portland.gov/bds/permit-review-process/permit-status.

2. **Respond to Permitting Services Comments and Requests:** You will need to log into DevHub to review Permitting Services comments and to provide any requested

How to Submit a Permit Request Online

information. This communication process may be repeated several times until all required information has been received and submittal requirements have been met. Instructions for responding to comments and uploading attachments are detailed in this document under **Step 5: Read Comments, Submit, and Delete Attachments**.

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.

Step 5: Read Comments, Submit, and 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. It is your responsibility to upload any additional information that has been requested **or your request will remain incomplete**.

Review Comments

Upon logging into DevHub, you should see your permit request listed near the bottom on your DevHub home page in the **My Permits** area.

How to Submit a Permit Request Online

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.

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

Select the **Detail** button associated with the permit you'd like to review.

The **Application Detail** screen opens. Comments from City staff are visible at the bottom of the window in the **Conditions** section. Read comments thoroughly then upload requested files by clicking **Upload Attachments** at the bottom of the **Application Detail** window.

Use the dropdown menu in the **Upload New Document** section to select an **Attachment Type** then enter a **Description** into the text field. From there, select **Browse** to locate your file then select the **Add Attachment** button to attach the file to your permit request. Repeat as needed.

Delete Attachments

If you are replacing a previously uploaded attachment, you can delete the outdated copy by clicking **Delete** in the **Permit Request Attachments** section. The **Delete** button is also handy if you accidentally upload the wrong attachment and need to remove it.

Submit for Review

When you have added all required files and information, click **Continue** to submit the new attachments for review.