

# Overview



Development Hub PDX (DevHub) is a website developed and maintained by the City of Portland Bureau of Development Services. It provides a quick, easy alternative for contractors and homeowners to apply online for many simple permits from several bureaus that do not require plan reviews, schedule inspections for trade permits obtained online, update contact information, pay a variety of fees, and download billing statements – all from a personal computer or mobile device.

## Supported Permit Types:

Not all Bureau of Development Services (BDS) permits can be created and serviced through the Hub. Simple plumbing, electrical, and mechanical permits under your own name and licensure can be applied online.

General Contractors may **NOT** purchase "third party" permits for subcontractors online. You must be the property owner, or a contractor specifically licensed to perform the permitted work.

Refer to the table below to determine if the Hub is right for your project.

BUREAU	Permit Type	Apply Online	Pay Online	Schedule Inspections Online <small>ONLINE PERMITS ONLY</small>
LEGEND: ✓ AVAILABLE USING DEVHUB ✗ NOT CURRENTLY AVAILABLE USING DEVHUB				
BDS	ELECTRICAL	✓	✓	✓
BDS	MECHANICAL	✓	✓	✓
BDS	PLUMBING	✓	✓	✓
BDS	EARLY ASSISTANCE	✗	✓	✗
BDS	FINAL PLAT	✗	✓	✗
BDS	LAND USE REVIEW	✗	✓	✗
URBAN FORESTRY	ONLINE PRUNING	✓	Not Applicable	Not Applicable
URBAN FORESTRY	REMOVAL/REPLANT	✓	✓	✗
URBAN FORESTRY	ROOT PRUNING	✓	✓	✗
PBOT	TEMPORARY STREET USE	✗	✓	✗
PBOT	PUBLIC WORKS APPEAL	✗	✓	✗
PBOT	MINOR IMPROVEMENT PERMIT	✗	✓	✗
PBOT	TRANSPORTATION REVIEW	✗	✓	✗
PBOT	VERTICAL INFRASTRUCTURE	✗	✓	✗
CIVIC LIFE	NOISE VARIANCE	✗	✓	✗
CIVIC LIFE	NOISE COMPLAINT	✗	✓	✗
FIRE & RESCUE	FIRE SYSTEMS	✗	✓	✗



[Login / Register](#)

[View / Pay Fees](#)

[Help / FAQ](#)

**Welcome to Development Hub PDX**, the City of Portland's streamlined customer portal for online permitting. Permits Online (our software since 2005) has now been fully replaced by Development Hub PDX as a part of the [Portland Online Permitting System](#).

The chart below shows all of the functionality available in DevHub. New features are coming soon!

[Check out the Development Hub PDX User Guide to learn how to navigate our new system.](#)

**Have questions?** Check out the resources in the HELP/FAQ tab or call the DevHub Help Line at (503) 823-1304.

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



## Development Hub PDX

BUREAU	Permit Type	Apply Online	Pay Online	Schedule Inspections Online <small>ONLINE PERMITS ONLY</small>
<b>LEGEND: ✓ AVAILABLE USING DEVHUB ✗ NOT CURRENTLY AVAILABLE USING DEVHUB</b>				
BDS	<b>ELECTRICAL</b> <small>ONLY IF PLAN REVIEW NOT REQUIRED</small>	✓	✓	✓
BDS	<b>MECHANICAL</b>	✓	✓	✓
BDS	<b>PLUMBING</b>	✓	✓	✓
BDS	<b>EARLY ASSISTANCE</b>	✗	✓	✗
BDS	<b>FINAL PLAT</b>	✗	✓	✗
BDS	<b>LAND USE REVIEW</b>	✗	✓	✗
<small>WORLDWIDE FORESTRY</small>	<b>ONLINE PRUNING</b>	✓	Not Applicable	Not Applicable
<small>WORLDWIDE FORESTRY</small>	<b>REMOVAL/REPLANT</b>	✓	✓	✗
<small>WORLDWIDE FORESTRY</small>	<b>ROOT PRUNING</b>	✓	✓	✗
PBOT	<b>TEMPORARY STREET USE</b>	✗	✓	✗
PBOT	<b>PUBLIC WORKS APPEAL</b>	✗	✓	✗
PBOT	<b>MINOR IMPROVEMENT PERMIT</b>	✗	✓	✗
PBOT	<b>TRANSPORTATION REVIEW</b>	✗	✓	✗
PBOT	<b>VERTICAL INFRASTRUCTURE</b>	✗	✓	✗
<small>CVPK LIFE</small>	<b>NOISE VARIANCE</b>	✗	✓	✗
<small>CVPK LIFE</small>	<b>NOISE COMPLAINT</b>	✗	✓	✗
<small>FIRE &amp; RESCUE</small>	<b>FIRE SYSTEMS</b>	✗	✓	✗

# Accessing Development Hub PDX

To access Develop Hub PDX use the following web address: <https://devhub.portlandoregon.gov>



1. Click **Login / Register** tab.

*The Verify Sign-In windows displays.*

- a. **New customers:**

*The first-time applicants will need to set up a PortlandOnline (POL) user account. The POL account will store the contact information as well as the user name and password.*

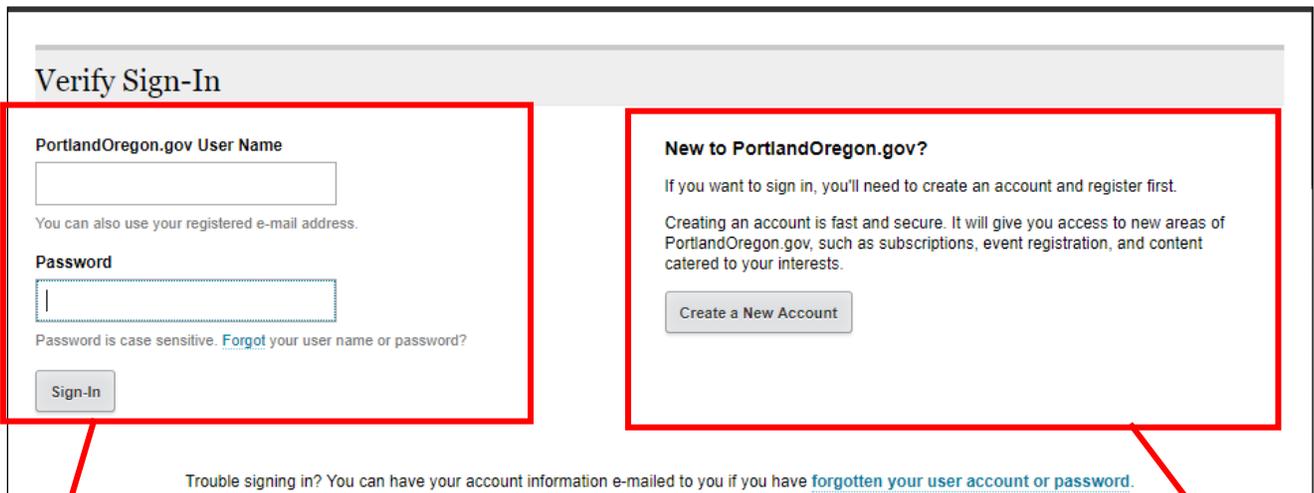
1. Go to page 6 – Creating a New Portland Online Account.

- b. **Existing customers:**

1. Enter **PortlandOregon.gov User Name** and **Password**.

*Use the user name and password you use to log into the PortlandOregon.gov website.*

2. Click **Sign In**.



The screenshot shows the 'Verify Sign-In' page. On the left, there are two input fields: 'PortlandOregon.gov User Name' and 'Password'. Below the password field is a 'Sign-In' button. On the right, there is a section titled 'New to PortlandOregon.gov?' with a 'Create a New Account' button. A link for 'Forgot your user name or password?' is also visible. A red box highlights the login fields and button, and another red box highlights the 'Create a New Account' button.

Are you a returning customer?  
Enter your **User Name** and **Password**. Then click **Sign-In**.

Are you a new customer?  
Click **Create a New Account** button.



Step 2: sign-in to PortlandOnline account or create new account (see next page)

## Sign-In

### PortlandOregon.gov User Name

You can also use your registered e-mail address.

### Password

Password is case sensitive. [Forgot](#) your user name or password?

### 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.

Trouble signing in? You can have your account information e-mailed to you if you have [forgotten your user account or password](#).

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 in 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](#).

**Street Address**

**City**

**State**

**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.

**Step 2 (cont'd): create a Portland Online account. Once completed, please inform PBOT VI of the e-mail address used.**

# Welcome Page

**Portland, Oregon**  
Welcome to the official web site of the City of Portland, Oregon

Logout Account Information View / Pay Fees My Bills Permit History

## Development Hub PDX

**Permit Status**

Shown below is a list of the permits that you have applied for using Permits Online. (Note: Permits applied for in the Development Services Center may also be listed here.) Using this screen, you can view a summary list of your permits, pay for your permit(s), and find links to more detailed information on your permits.

Viewing/Editing Permit Details: To get further details about a specific permit, click on the "Detail" button to the right of that permit.

To Schedule Inspections: To schedule inspections on a permit, click on the "Detail" button to the right of that permit. On the "Application Detail" page, select "Processes/Inspection" menu link to schedule your inspection.

[Apply for a New Permit](#)

**My Permits**

IVR #	IF	Status	Type	Address	Action
4158496		Issued	Online Pruning Permit - Pruning - Right-of-way	2625 NE CESAR E CHAVEZ BLVD, PORTLAND	<a href="#">Detail</a>
4158180		Internet Permit	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1807 N HUMBOLDT ST, PORTLAND	<a href="#">Continue</a>

Once you're logged in to the Development Hub PDX, the Welcome page will display.

Any permit activity related to the PortlandOregon.gov user name displays under **My Permits**. *Only permits related to the user name will display*. If you are unable to locate the permit you are looking for, verify the user name and re-log in to Development Hub PDX.

**"You currently have no permit applications"** will display if no permits have been submitted.

Tab	Details
<b>Logout</b>	Log out of Development Hub.
<b>Account Information</b>	Update your account information in the permitting process. Permit Type and Fixture options are limited to the licenses listed in account, contractors may want to verify the license types in the update your account information link, as it could limit your permit options.
<b>View/Pay Bills</b>	Search for permit bills/fees by IVR Number, Permit Number or Address.
<b>My Bills</b>	Lists unpaid permit bills/fees associated with user name.
<b>Permit History</b>	A list of permits on this account that have a status of Cancelled, Final or Void. Permits will only be removed from this list seven days after they have reached "Final" status (after Final Inspections are Approved). From this link, you can schedule inspections or check the status of an inspection, pay for permits, and see details about specific permits.



# Portland, Oregon

Welcome to the official web site of the City of Portland, Oregon

- Home
- Logout
- Account Information
- View / Pay Fees
- My Bills
- Permit History
- Help / FAQ



# Development Hub PDX

Step 3: once signed in to account click "View/Pay Fees" or "My Bills" tab to see any outstanding invoices in your account

## Permit Status

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You currently have no permit applications.

Apply for a New Permit

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# View and Pay Fees

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## Find Your Fees

Follow the steps below to view and pay fees. There are two ways to view and pay for fee(s).

### OPTION 1: SEARCH FOR OUTSTANDING PERMIT FEE(S)

1. From the Welcome homepage, click **View/Pay Fees** tab.



2. You can search for permits by Interactive Voice Response (IVR) number, permit number, or street address; enter information in the appropriate field and click **Search**.  
*Best practice is to search by the number and direction. A maximum of 20 address display when searching by street address.*
3. Locate the correct permit or address in the list of search results and click **Continue** next to the permit you would like to pay for.
4. Click the check box next to the permits to be paid and click the **Pay selected fees** button.

### OPTION 2: SEARCH FOR PERMIT YOU HAVE APPLIED FOR ONLINE

1. From the Welcome homepage, click **My Bills** tab.



2. Locate and click the check box next to the permit(s) to be paid and click the **Pay selected fees** button.

## Pay Your Fees

1. Select Payment Type: **Credit Card** or **Electronic Check**.  
*Accepted credit cards: MasterCard, VISA, Discover and American Express.*
2. Complete the payment information fields as indicated. Click **Submit Payment**.  
*The issued permit will be emailed momentarily, after the payment has been processed.*
3. (Optional) Click **Print a Receipt**.  
*A copy of the Payment Receipt Confirmation is automatically emailed to the address entered on the payment webpage from [Portland.Recipits@portlandoregon.gov](mailto:Portland.Recipits@portlandoregon.gov) when a payment is processed.*
4. Click **Finish**.
5. A PDF copy of the Trade Permit is emailed to the address in the account information from [developmenthubpdx@portlandoregon.gov](mailto:developmenthubpdx@portlandoregon.gov)

Step 4: you may use IVR # to search for individual invoices

- Home
- Logout
- Account Information
- View / Pay Fees
- My Bills
- Permit History
- Help / FAQ

Please enter the following information and then click on the search button:

- Valid IVR Number
- Valid Permit Number (i.e. 03-123456; year-6 digit permit number)
- Valid House Number
- Valid Street Name

Please note that we are not accepting online payments for the FPP program or invoiced FIR fees.

Search by IVR

IVR Number

Search

Search by Permit #

Permit Number (i.e. 03-123456; year-6 digit permit number)

Search

Search by Address

Street Number  Direction  Street Name  Street Type  Unit Number

Search

# Portland, Oregon

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## Application Detail

**Application Type:** Vertical Infrastructure - City Pole      **Status:** Reservation Requested VF      **IVR Number:** 4486366

**Application Date:** 11/18/2019

**Description:**

**Condition:**

**Paying for Bill:** To pay for your bill(s), check the box to the left of each bill number that you want to pay for now. Once you have selected the bill(s) you wish to pay for, click on the "Pay Selected Fees" button:

Please ensure you have confirmed all information supplied is correct.

**Notice:** Bills may not represent all fees owing for this permit. All fees are subject to change based on the new or corrected information. For more information, consult your City of Portland Contact.

## Fees Due

<input type="checkbox"/>	IVR#	Bill Number	Fees Detail	Total	Total Due
<input type="checkbox"/>	4486366	4613169	PBOT Pole Reservation	\$2,000.00	\$2,000.00

Pay selected fees

Cancel

## Fee Summary (Billed / Paid)

Paid in Full	IVR#	Bill Number	Fees Detail	Total	Total
N	4486366	4613169	PBOT Pole Reservation	\$2,000.00	\$2,000.00

Download

# Payment Receipt Confirmation Email

## Example: Payment Receipt Confirmation Email

A copy of the Payment Receipt Confirmation is emailed to the address entered on the payment webpage from [Portland.Receipts@portlandoregon.gov](mailto:Portland.Receipts@portlandoregon.gov).

Portland.Receipts@portlandoregon.gov 9:03 AM (3 hours ago) ☆ ↩ ⋮

to ▾

### Payment Receipt Confirmation

Your payment was successfully processed.  
NO

#### Transaction Summary

Description	Amount
City of Portland Online Payments	\$106.40
Total Amount Paid	\$106.40

#### Customer Information

Customer Name	Happy Homeowner
Company Name	
Local Reference ID	27609890amandai
Receipt Date	6/26/2019
Receipt Time	09:03:06 AM PDT

#### Billing Information

Billing Address	2040 Franklin Avenue E
Billing City, State	Portland, OR
ZIP/Postal Code	97214
Country	US

#### Payment Information

Payment Type	Credit Card
Credit Card Type	VISA
Credit Card Number	****1111
Order ID	42385368
Billing Name	Happy Homeowner

Phone Number 5035551212  
This receipt has been emailed to the address below.  
Email Address [HappyHomeowner@email.com](mailto:HappyHomeowner@email.com)