Austin Build + Connect is the City of Austin Development Services Department’s online portal at http://www.austintexas.gov/abc to apply for permits, to schedule inspections, monitor Escrow accounts, pay for permit / inspection fees, and much more. If you do not have a need for these activities, you can abandon this process and continue to use the City's Public Search function at abc.austintexas.gov.

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Registration for First Time Users

An online account is needed to process payments on this website.

1) LOGIN/REGISTER as First Time User to create an online account:

2) NEW REGISTRATION (STEP 1):

The first step to creating an online account is to select an email address to build your profile. You will receive emails during the registration process and will use this email to log in to the Austin Build + Connect website.
3) **USER INFORMATION (STEP 2):**

The second step in the registration process is filling out your personal information. This data will be used to help create your online account and billing information.

The red asterisks (*) indicate required fields.

![User Information Form](image)

4) **ACCESS REQUEST SENT (STEP 3):**

Next you will receive an email from the City of Austin Development Services Department.

![Access Request Sent Form](image)
• **EXAMPLE EMAIL - Austin Build + Connect Registration**

The subject line of the email will be “Austin Build + Connect Registration.” In this email are two important things: a link and a PIN number. Copy the PIN number and click on the longer link:

Thank you for starting the registration process. After completing the registration process you will be able to conduct business online, such as

* Viewing status of your permits, inspections, and fees
* Pay for permits
* Pay for fees

If you do not have a need for these activities, you can abandon this registration process and continue to use the City's Public Search function at abc.austintexas.gov

To continue your registration process, use the link and personal identification number (PIN) below to verify your information and gain access to the Austin Build + Connect website’s Registered Users area:

https://abc.austintexas.gov/web/permit/index

PIN Number XXXXXXXXXX (Copy PIN number before clicking on above link)

Note: If you are unable to click on the link above, please be sure to copy and paste the entire link into your browser's navigation bar, as all the information is needed to continue registration.

Regards,
City of Austin
311 or (512) 974-2000

5) **PIN NUMBER CONFIRMATION:**
Enter the PIN number from the email and the first and last name entered during registration.

![STEP 3 - PIN NUMBER CONFIRMATION](image)
6) **CREATE PASSWORD:**
Enter a password, and select a password security reminder question.

```
STEP 4 - CREATE PASSWORD

Email Address:
Password: *
Confirm Password: *
Password Reminder Question: *
Answer:

Create Password
```

7) **REGISTRATION CONFIRMATION:**
The City of Austin Development Services Department will send you an email with the subject line: “Austin Build + Connect.” The email has instructions on getting your online account connected to your business account. After the accounts have been connected, you will be able to conduct business with the City of Austin thru the website.

```
STEP 5 - REGISTRATION CONFIRMATION

Check your email for the next step to access your records and conduct business online.

Login
```

**EXAMPLE EMAIL - Austin Build + Connect Confirmation**

Congratulations on activating your Austin Build + Connect account! You are now able to access the City’s website, view your permits, schedule inspections, and make payments online. To access your records and conduct business online, you need to have this new internet registration account linked with your business accounts. Please call (512) 978-4000 to have your accounts linked. Please have identifying information (account ID, etc.) for each account you need to link.

The staff at the Permit Center can also help you create and link up to six authorized Agents for your account. You can download the Contractor’s Letter of Authorization form at austintexas.gov/page/building-applications and email to permitsubmittal@austintexas.gov

For sender validation, your Log-in ID is: ________________

Regards,
City of Austin
Forgotten Password (Reset)

In the event you forget your password, click Login/Register and ‘Reset Password’. An email will be sent to your profile email address containing a new password.

1) RESET PASSWORD:

   ![Reset Password Button]

2) Enter the email address you used to create your profile:

   ![Email Address Field]

3) Answer the security question you selected when registering:

   ![Password Question and Answer Fields]
4) After answering the security question, a temporary password will be sent to the email address entered:

**EXAMPLE EMAIL - Forgotten Password**

Dear Internet User,

This email has been sent to you in response to your password request from Austin Build + Connect. Your password has been reset to: *********

Once you have successfully logged in you can reset your password by clicking on the My Profile link on the left menu bar.

Regards,

City of Austin

5) Click ‘Go to Login Page’:

6) Login using your email address and the new reset password from the email you received:
**Change Password**

After login you can change the temporary password you received in the email to a new personal password.

1) Click ‘My Profile’ from the left menu bar and at the bottom of the UPDATE MY PROFILE page, click ‘Change Password’:

![My Profile menu](image1)

3) Your Current Password is the temporary password that was emailed to you. Enter a personal password in the ‘New Password’ field, and re-enter it in the ‘Confirm New Password’ field. Click ‘Update’:

![TIPS FOR A STRONG PASSWORD](image2)

CONGRATULATIONS! You have changed your password:

![SUCCESSFUL PASSWORD CHANGE](image3)
**My Permits/Cases**

1) Once logged in you will see a list of permits associated with your business account:
   A permit with a checkbox indicates that particular permit is eligible for payment.

![Permit Status Table]

**My Bills**

1) Clicking ‘My Bills’ will only display permits on your account that are eligible for payment:

![Bill Table]
**My Inspections**

1) Clicking ‘My Inspections’ will display permits with available inspections to be scheduled:
   Select the permit you want to schedule an inspection for by checking the box to the left of it.

   ![My Inspections](image1)

   ![My Inspections](image2)

2) A list of inspections needed for that permit will appear:

   ![My Inspections](image3)

3) Schedule your inspection:
   Check the box for the inspection you want to schedule. Use the ‘Requested Date’ column drop down to pick a day within five days from when you are scheduling the inspection. You can also leave comments/notes for the inspector. Once done, click ‘Request Inspections.’

   ![My Inspections](image4)
4) You will receive a confirmation once the inspection is successfully sent:

```
ACTION RESULT
Message: 114 Continuance of work: This inspection request has been successfully sent.
```

5) **Cancel Inspection:**
   If you need to cancel an inspection, go to ‘My Inspections,’ select the permit which has the scheduled inspection, and click ‘Cancel Inspections.’

6) **Select the scheduled inspection(s) you want to cancel and click ‘Cancel Inspections.’**

7) **A confirmation notice will appear saying the inspection has been cancelled:**

```
ACTION RESULT
2016-000791 MP 114 Continuance of work: Inspection Cancelled
```

Back to Contents
Applying for Permits

1) Click ‘Apply for Permits/Cases’ in the left navigation bar and select the application you need:

![Application Selection](image)

2) Select the contractor you want to assign to the permit:

Only contractors that match the permit type – i.e. Mechanical Permit – and have a valid license (or plumbing insurance) and registration on file with the City will be listed. Click ‘Continue’.

![Contractor Selection](image)
3) **For Change out Permits:** Please review the qualifications for a change out to determine if this permit is appropriate for the work being done. If so, select the type of work from the drop down.

**For Standalone Trade Permits:** Enter the description and scope of work for the permit.

Click ‘Continue – Apply Online’:
4) **Search for an address:**
Enter the house number and street name of the location. Click ‘**Search.**’
A list of addresses that contain the street number and name entered will appear.
Select the correct address.

5) **For Change Outs:** A summary of the information you have entered so far will be displayed.
**For Standalone Trade Permits:** Use this space to enter a description of the work to be done.
6) Depending on the permit assignment, the Application Details page will appear requesting additional information:
Once finished, you can ‘Continue’, ‘Save - Finish Later’ or ‘Cancel this Application’.

![Image of the Application Details page]

- **Application Type:** Plumbing Permit Residential Change Out
- **Application Number:** 11581261
- **Application Date:** Mar 13, 2018

### Property Information
- **Street Address:** 1712 E RIVERSIDE DR
- **Legal Description:** LOT 3 RIVERSIDE DIVIDE SEC 2
- **City, state and Postal code:** AUSTIN TX 78741

### Additional Information:
- **Is this a Gas Unit?**
  - Yes
  - No
- **Is this in ETJ?**
  - Yes
  - No

### Labor & Materials (Remodel)
- **Plumbing Valuation Remodel:**

### Plumbing
- **Outside Utility Line Required?**
  - Yes
  - No
- **Install/Repair Water Heater?**
  - Yes
  - No

### More Information
- **Is property occupied?**
  - Yes
  - No
- **Number Water Heaters**
- **Install/Changeout:**

[Buttons: Cancel this Application, Save - Finish Later, Continue]
Attach/Upload Documents

7) Any necessary paperwork associated with the permit can be uploaded in STEP 7: Application Attachments:
Select My Permits/Cases. Select the permit and go into the permit. Scroll past the details, past the inspections section, and go to the section titled Application Attachments. Select ‘Choose File’ and then select the document you want to upload. Once attached, click ‘Add Attachment.’ A message will populate that states that the document was uploaded correctly. Once uploaded, click ‘Continue’.
8) A summary of the application is displayed: If you are applying for multiple permits you can ‘Create new application with same info’ or ‘Create new application with new info.’ You can also ‘Save - Finish Later.’ If you are ready to pay, click ‘Submit for Billing’.

9) For Change Out Permits, a detailed list of fees will be displayed:

Certain permit types require review by permit specialists and instead will go into a queue for review. You will receive an email notification once they are either accepted or rejected.

10) Continue with a payment process listed in the Paying Permits Section.
Permit Self-Assignment and Payment

This process applies to both RESIDENTIAL and COMMERCIAL Trade Permits associated with an active Building Permit.

- There are now over 27 types of permits available online.
- All fees can be paid by a credit card, electronic check, or Escrow.
- Exceptions and changes to permits are only done in person at the Permit Center.

1) Clicking ‘Assign Permit’ in the left navigation bar will take you to the permit retrieve section so you can look up trade permits:

- Enter the permit number using the following format: Year, Permit Sequence Number and Permit Type (2016-123456 MP). No wildcard searches are allowed.
- When the permit is found, a window will display the following permit details so you can verify you have the correct permit number: Project Name (address), Permit Number, Description, Address, General Contractor, and Fee Due.

2) Click ‘Assign & Pay’ to take you to Contractor Selection:
3) **Select the contractor you want to assign to the permit:**
Only contractors that match the permit type – i.e. Mechanical Permit – and have a valid license (or plumbing insurance) and registration on file with the City will be listed.

![SELECT CONTRACTOR](SELECT_CONTRACTOR.png)

4) **Depending on the permit assignment, the Permit Details page will appear requesting additional information.** Once you have answered the questions, click ‘Continue’:

![PERMIT DETAILS](PERMIT_DETAILS.png)

5) **To proceed to the Citybase site to pay, click ‘Pay Now:’**
If you want to pay multiple permits, click **Return to My Permits/Cases** and select additional permits to pay in one transaction. Click **Cancel Assignment** if you wish to remove the contractor assigned on the Select Contractor page. Click **Pay Now** if you wish to pay for just that permit.

![INVOICES](INVOICES.png)
Paying Permits

1) Select the check box next to the eligible permit in either the ‘My Permits/Cases’ or ‘My Bills’ page.

2) After selecting the permit(s) you want to pay, click ‘Pay Selected’:

   ![MY BILLS Table]

3) You will get a summary page displaying the permit(s) you are paying:
   Click ‘Pay Now’ if you wish to continue the payment process.

   ![INVOICES Table]

   Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between $10 and $99,999.99. Clicking the “Pay Now” button will redirect you to JP Morgan Chase Bank’s secure website to complete the payment process.

   Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. Once on the Chase site ONLY use the “Exit” link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.

   ![Pay Now Button]

4) Clicking ‘Pay Now’ will direct you to the Citybase site to process the payment:
   Select the payment method - either Bank Account or Credit or debit card.
eCheck Payment Process

Information required for eCheck payments - Bank Routing Number and Bank Account Number:

1) Select ‘Bank Account’
Enter your banking information and click ‘Next’.
2) **Customer Information**

Enter your billing and contact information and click ‘Next’.
3) **Review and Confirm**

Review and Confirm your billing information, accept the Terms and Conditions, then click ‘Pay’.

<table>
<thead>
<tr>
<th>Payment method</th>
<th>Payment Date</th>
<th>Billing Address</th>
<th>Contact Phone Number</th>
<th>Contact Email</th>
<th>Terms and Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking Account ending in 1312</td>
<td>2/9/2022</td>
<td>2114 Austin, TX 78745</td>
<td>(512) 967-</td>
<td>@austinincome.gov</td>
<td><img src="https://example.com/terms" alt="Terms and Conditions" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Payment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2022- EP Inv754567/PRD</td>
</tr>
<tr>
<td>Subtotal:</td>
<td>$82.16</td>
</tr>
<tr>
<td>Total:</td>
<td>$82.16</td>
</tr>
</tbody>
</table>
4) Confirmation
A confirmation of your payments will be displayed. Click ‘Continue’ to return to the Austin Build + Connect site. You can also register and set up a Wallet with Citybase if you choose by clicking ‘Register for Wallet’. The Wallet allows you to save credit cards or checking accounts (ACH) with Citybase. The information saved is security encrypted and once added, the details are not visible and cannot be edited, but can be deleted and re-added. The Wallet allows you to speed up the checkout process, but it is not part of the City of Austin feature. You may pre-register your credit card(s) or checking account(s), or you may maintain what saved payment methods you have with Citybase through this link. You will be required to create and maintain a separate username and logon at the Citybase site.

![Payment details]

Thank you for your payment!

Your transaction number is 70019647.

We’ve sent a confirmation email to @austintexas.gov. If you do not receive a receipt, check your spam folder. Please contact customer service at Austin 311 or 512-974-2000 if you have questions about your payment.
5) **Your payment has been processed:**
You will receive 3 emails. One email from no-reply@pay.for.austintexas.gov with a subject line of “Payment Success: Austin Build + Connect Payment Portal.” This is an email from Citybase informing you the payment has been accepted. The second email will be from web.registration@austintexas.gov with a subject line of “Austin Build + Connect Payment Confirmation” informing you the payment has been received from Citybase and your permit has been issued. The third email will be from noreply@cityofaustin.org issuing you the approved permit.

- **EXAMPLE EMAIL - Payment Success: Austin Build + Connect Payment Portal**

---

Thank you for your payment

Your transaction number is 70019593.
Thank you for your payment on the Austin Build + Connect Payment Portal.
This is an auto-generated email. Please do not reply to this email.

<table>
<thead>
<tr>
<th>Payment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021-044657 SB</td>
</tr>
<tr>
<td>Inv#737496/PDRD</td>
</tr>
<tr>
<td>Subtotal:</td>
</tr>
<tr>
<td>Total:</td>
</tr>
</tbody>
</table>

Payment Source

- Visa ending in 1111
- Auth code: PP9345

Payment Date

---

Copyright © 2022 Austin Build + Connect

If you have questions about this payment or need assistance, please view the payment online at Austin Build + Connect or call Austin 311 at 512-974-2000. Thank you for your payment on the Austin Build + Connect customer portal.
**EXAMPLE EMAIL - Austin Build + Connect Payment Confirmation**

Confirmation ID: XCl68800001451
Thank you for using Austin Build + Connect Online Payment service! Your payment has been successfully applied and should now be reflected when viewing your information online. The following records have been updated:

Permit #: 2016-000783 P:Invoice #: 6221704 PDRED: $168.48

Total Amount Applied: $168.48

If you need to report any issues, please contact 311 or (512) 974-2000 and they will initiate a service request that will be directed to the appropriate department. You can also submit a request online.

**EXAMPLE EMAIL – City of Austin Development Services Department Permit Approval**

Permit Type: PP

PERMIT IS HEREBY ISSUED FOR
Name:
Organization Name:

Work Phone number:

Address of project: Permit number: 2016- PP Issue date: 03-MAR-16 Expiry Date: 30-AUG-16

Permit Fee: $168.48

Description of Work: Replacement of any self-contained packaged units

CONDITIONS OF PERMIT

It is agreed that the proposed development shall be performed and completed in accordance with the plans and specifications approved by the City of Austin Standard Specifications, Code requirements and State of Texas construction safety statutes. All development approved by this permit is subject to the inspection and control of the City of Austin.

All buildings, fences, landscaping, patios, flatwork, and other uses or obstructions of a drainage easement are prohibited. Unless expressly permitted by a license agreement approved by COA authorizing use of the easement.

Approval of the final plumbing inspection, if required, serves as completion and approval of a customer service inspection as required by 30 T.A.C. 290.46(j). Completion and acceptance of the final plumbing inspection meets the Customer Service inspection requirements as identified in TCEQ’s Rules and Regulations for Public Water Systems 290.46(j).

City Code Chapter 25-12, Article 13: A permit expires on the 181st day if the project has not scheduled or received an inspection. A ‘Cancelled’ and/or ‘Failed/No Work Performed’ inspection result does not extend the expiration date. You may view the progress of your permit via web site:
https://www.austintexas.gov/devreview/sg_showpublicpermittoodeetails.jsp?ID=16888888
Credit Card Payment Process

1) Select ‘Credit or debit card’
   Fill out the Credit Card information and click ‘Next’.

![Credit Card Payment Process Image]
2) **Customer Information**
Enter billing and contact information, then click ‘Next’.
3) **Review and Confirm**

Review and Confirm your billing information, accept the Terms and Conditions, then click ‘Pay’.

<table>
<thead>
<tr>
<th>Review &amp; Confirm</th>
<th>Payment Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Payment method</strong></td>
<td>2021-SB $70.72</td>
</tr>
<tr>
<td>🌐 Card ending in 1111</td>
<td>Inv#7374396/PDRD</td>
</tr>
<tr>
<td><strong>Payment date</strong></td>
<td>Subtotal: $70.72</td>
</tr>
<tr>
<td>2/1/2022</td>
<td></td>
</tr>
<tr>
<td><strong>Billing address</strong></td>
<td>Total: $70.72</td>
</tr>
<tr>
<td>2114 Austin, TX 78745</td>
<td></td>
</tr>
<tr>
<td>Austin, TX 78745</td>
<td></td>
</tr>
<tr>
<td><strong>Contact phone number</strong></td>
<td></td>
</tr>
<tr>
<td>(512) 555-5555</td>
<td></td>
</tr>
<tr>
<td><strong>Contact email</strong></td>
<td></td>
</tr>
<tr>
<td>@austintexas.gov</td>
<td></td>
</tr>
</tbody>
</table>

Terms and Conditions

These Payment Gateway Terms of Use ("Terms" or "Terms of Use") govern your use of pay.austintexas.gov, maintained and managed by CityBuild, Inc., its authorized agents and contractors (collectively, "CityBuild") on behalf of the City of Austin, Texas. The collection, use and sharing of your information is governed by CityBuild’s Privacy Policy available at thingbywax.com/privacy-policy. All such guidelines or rules are hereby incorporated by reference into these Terms of Use.

Learn More
4) **Confirmation**
A confirmation of your payments will be displayed. Click ‘Continue’ to return to the Austin Build + Connect site. You can also register and set up a Wallet with Citybase if you choose by clicking ‘Register for Wallet’. The Wallet allows you to save credit cards or checking accounts (ACH) with Citybase. The information saved is security encrypted and once added, the details are not visible and cannot be edited, but can be deleted and re-added. The Wallet allows you to speed up the checkout process, but it is not part of the City of Austin feature. You may pre-register your credit card(s) or checking account(s), or you may maintain what saved payment methods you have with Citybase through this link. You will be required to create and maintain a separate username and logon at the Citybase site.

![Payment details](image)

**Payment details**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2022 EP Inv#7545679/PDRD</td>
<td>$82.16</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$82.16</td>
</tr>
<tr>
<td>Total</td>
<td>$82.16</td>
</tr>
</tbody>
</table>

**Payment method**

- Account number: ****1312
- Auth code: 120456

**Payment date**

2/9/2022

**Billing information**

- Mickey Mouse
- 2114
- Austin, TX 78745 US

![Register for Austin Build + Connect Wallet](image)

5) **Your payment has been processed:**
You will receive 3 emails. See above for details and examples.
View Payment Information on Permit

How do I view my payment information for a permit?

Select My Permits/Cases. Select the orange permit link. Go into the permit. Scroll down to FEES AND PAYMENTS and select the orange PAYMENT NUMBER (invoice number) link to see the PAYMENT RECEIPT and PURCHASE INFORMATION.

<table>
<thead>
<tr>
<th>Fee Description</th>
<th>Fee Amount</th>
<th>Balance</th>
<th>Payment Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Permit Fee</td>
<td>$206.05</td>
<td>$0.00</td>
<td>6457782</td>
</tr>
<tr>
<td>Development Services Surcharge</td>
<td>$0.24</td>
<td>$0.00</td>
<td>6457782</td>
</tr>
</tbody>
</table>

Total Fees: $214.29
Total Payments: $214.29
Total Unpaid Fees: $0.00

RETURN TO THE FIRST VIEW

YOUR PAYMENT RECEIPT

Payment Number: 6457782
Payment Date: 09 May 2019 15:27:15

PAYER INFORMATION

Company/Facility Name: Organization Line
Payment Made By: [Redacted]

PURCHASE INFORMATION

<table>
<thead>
<tr>
<th>Fee Code</th>
<th>Fee Description</th>
<th>Invoice Number</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>50000</td>
<td>Building Permit Fee</td>
<td>6556112</td>
<td>$206.05</td>
</tr>
<tr>
<td>50014</td>
<td>Development Services Surcharge</td>
<td>6556112</td>
<td>$0.24</td>
</tr>
</tbody>
</table>
**My Escrow Account**

By click on ‘**My Escrow Account**’, you can view balances and statements for all escrow accounts associated with the contractors linked to your online account.

There are two ways to pay for permits using escrow on Austin Build + Connect:

1. Through the permit hyperlink (individual standalone permit)
2. With **Assign Permit** (contractor self-assignment)

1) When paying a standalone permit fee by Escrow, click the permit number instead of selecting the check box under ‘**My Bills**’. Select ‘**Pay Now**’.

2) The invoice will display an option to **Pay From Escrow Account**. Select the account, review the

---

**Back to Contents**
information, and enter the **Escrow PIN number**:

3) Select ‘**Pay Now with Escrow**’ and a transaction receipt will appear, along with email verifications to the payer and the escrow account holder.

When pulling existing permits through Assign Permit, follow the same steps as described in self-assignment. If the contractor has an escrow account with enough money to cover the cost of the permit, an escrow payment option will be available under the invoice.
Search for permits paid through Escrow

To find permits paid through Escrow, select My Escrow Account. Select the Escrow Account Number as shown in the example screenshot below. Select Escrow Statement under the column Request Report.
**Payment Errors**

If you submit a payment but receive a page error or close the page, you will not be able to immediately select the permit to try again. The Citybase system will put the permit on hold for approximately 90 minutes in order to prevent multiple payments on the same permit. After the 90 minute period, the permit will be available to select again if the previous payment did not get processed.

**311 Ticket (Refund, Voids, Cancellations)**

If there is a problem with your payment (ex: used wrong credit card, paid wrong permit, etc.), you can request an adjustment from the City of Austin Development Services Department.

1) **In the Austin Build + Connect Payment Confirmation email there is a link to request a refund, void, or cancellation. The link will take you to the City of Austin’s 311 System where you can submit your request:**

   Confirmation ID: COAA680000016455
   Thank you for using Austin Build + Connect Online Payment service! Your payment has been successfully applied and should now be reflected when viewing your information online. The following records have been updated:

   Permit # 2014-018239 MP/Invoice # : 5945415/PDRD: $99999.99

   Total Amount Applied: $99999.99

   If you need to report any issues, please contact 311 (512) 974-2000 and they will initiate a service request that will be directed to the appropriate department. You can also submit a request online.

   Link here: Submit a Request online

2) **The Service Information request ticket:**
3) Select the issue that reflects your request. Select the department this is regarding:

4) The Permit Number, Invoice Number, and Confirmation Number can be found in either Payment Confirmation emails:

Confirmation ID: COAA68000016445

Thank you for using Austin Build + Connect Online Payment service! Your payment has been successfully applied and should now be reflected when viewing your information online. The following records have been updated:

Permit #:2014-018239 MP/Invoice #:5945415 /ORD: $99999.99

Total Amount Applied: $99999.99

If you need to report any issues, call (512) 974-2000 and they will initiate a service request that will be directed to the appropriate department. You can also submit a request online.
5) Enter your information. Click ‘Next’:

6) Enter your reason for request and attach any relevant files. Click ‘Next’:

7) Review your request before submitting. Click ‘Submit’:
8) Tracking Number is displayed. Click ‘Finish’:

<table>
<thead>
<tr>
<th>Thank You</th>
</tr>
</thead>
<tbody>
<tr>
<td>The service request has been successfully submitted. The tracking number is 14-00250410.</td>
</tr>
</tbody>
</table>

9) You will receive an email from the City of Austin 311 Ticket System confirming your request:

CSR - Automated Response E-mail Notification - DO NOT REPLY

Thank you for reporting your city services needs. Your service request for Austin Build and Connect Online Payment Inquiry has been added to the service request tracking system and assigned the unique service request number 14-00250410. This number is the official reference number for your service request if you need to inquire about it in the future. It can be used in conjunction with your E-mail address to query the latest available status via the Internet.

Please click on the following link to check the status of service request number 14-00250410.
https://austin-p1 corpprod.cvs.motorolasolutions.com/StatusCheck.wve/StatusCheck

Find Final / Closed Permits

Once a permit has passed inspection, the permit will no longer be listed within My Permits/Cases.

To find final permits or closed permits:
If the permit is finaled, go to “my permits/cases”. Select the Search button at the top of the list. Search by either permit number or address. Also when searching for a permit, the date range that it auto populates is from today’s date to 1 year ago. If the permit is older than that make sure to change the date range, but it can only search a span of 365 days at a time (Example: 2015-01-01 thru 2016-01-01). You will also need to select the checkbox by Final permits. Click on Retrieve. The orange permit # will populate. The Status will show as Final.
Note:
Shown below are the permits you have applied for. Click on the Permit Number link to view the current information for that permit. Check the checkboxes shown in the left side of the list box when you want to pay the Balance. Once you have selected the Permits you wish to pay for by checking their checkboxes, then click on the 'Pay Selected Permits' button to pay.

### MY PERMITS SEARCH

<table>
<thead>
<tr>
<th>Permit Case Number (Ex: 2015-012321 PP):</th>
<th>2017-123456 EP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start Date:</strong></td>
<td>2017-01-01</td>
</tr>
<tr>
<td><strong>End Date:</strong></td>
<td>2018-01-01</td>
</tr>
</tbody>
</table>

**List Permits by Status:**

- [ ] Active
- [ ] Approved
- [ ] Awaiting Update
- [ ] Expired
- [x] Final
- [ ] In Review
- [ ] Internet Pending
- [ ] Pending Permit
- [ ] Queue
- [ ] Withdrawn

**List Permits by Type:**

- [ ] Building Permit
- [ ] Electrical Permit
- [ ] Mechanical Permit
- [ ] Plan Review
- [ ] Right of Way Use Permit
- [ ] Temporary Use Permits
- [ ] Trade Registration
- [ ] Tree Permit

---

*Or search by address*

<table>
<thead>
<tr>
<th>ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Number (Ex: 565):</td>
</tr>
<tr>
<td>Street Name (Ex: Barton Spring):</td>
</tr>
<tr>
<td>Zip Code (Ex: 78702):</td>
</tr>
</tbody>
</table>

[Clear All]  [Retrieve]
The image contains a user manual page from the Austin Build + Connect system. The manual includes a data entry form for address details, which includes fields for Street Number, Street Name, and Zip Code. Below the form, there is a section titled "Austin Build + Connect" with a note explaining the process for viewing permits and cases associated with the account. The note describes how to view permit and case details by clicking the Permit/Case Number link. It also notes that permits eligible for payment will have a checkbox available for selection. The tip includes information about the My Bills link on the left menu bar. The manual also describes the search function for permits and the status of a specific permit with a Permit/Case Number of 2017-000386. The status details include project name, application date, status, related folders, and balance.
Printing Permits
(Example: Using Google Chrome browser)

Printing Permits are available for Development Services permits only.

1) Find the finaled building permit.

If the permit is finaled, go to “My Permits/Cases”. Select the search button at the top of the list. Search by either permit number or address. Also when searching for a permit, the date range that it auto populates is from today’s date to 1 year ago. If the permit is older than that make sure to change the date range, but it can only search a span of 365 days at a time (Example: 2015-01-01 thru 2016-01-01). You will also need to select finaled permits.

To find all other permits that are active or not finaled or closed.
Under My Permits/Cases
Click on the permit # (the orange number link) under My Permits/Cases. *See print screen example: 2017-001028 BP

<table>
<thead>
<tr>
<th>#</th>
<th>Check</th>
<th>Permit/Case Number</th>
<th>Project Name</th>
<th>Description</th>
<th>Application Date</th>
<th>Status (Expiration Date)</th>
<th>Related Folders</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td></td>
<td>2017-002846</td>
<td>1712 E RIVERSIDE DRIVE</td>
<td>I need to attach my 26 page Scope of Work (SOW). How do I do this? I also have a bee problem. Do you need to remove the bees before work is started? Want to ensure safe removal of the hive. There are 2 hives actually.</td>
<td>05/24/17</td>
<td>Queue</td>
<td>No</td>
<td>$0.00</td>
</tr>
<tr>
<td>27</td>
<td></td>
<td>2017-001028</td>
<td>4801 ALTA LOMA DR</td>
<td>new home</td>
<td>02/17/17</td>
<td>Active (09/08/18)</td>
<td>No</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

2) Scroll down past Attachment Upload to the section called Reports. Click on View Permit.

*The City of Austin permit will populate on the screen.*
3) **To print:** move the mouse to the right hand side top of the screen and click on the print icon. *Note* Move the mouse in the upper right hand part of the screen for the grey bar to pop up with the print icon. See print screen below.

A pop up of a screen on the left side of your computer looks like the print screen below:

4) **Select the blue print button and the permit should print to the printer destination.**
Permit Change Request

Permit Change Requests are available for Development Services permits only. There are three (3) types of Permit Change Requests.

1. How to Withdraw a Permit
2. How to Request an Extension of a Permit
3. How to Reactivate an Expired Permit

Note: Not all permits qualify for permit change requests. To find out if your permit meets the criteria for a permit change request, please contact the Service Center at 512-974-1373.

How to Withdraw a Permit

Note: Cannot withdraw an Active permit once inspections have started. If permit is in Application Incomplete status, select My Applications and Discard.

1) Click on My Permits/Cases.

2) Click on the pending Permit # (orange permit # link) for withdrawal.
3) Select Permit Change Request.

4) Select Request Type from drop down menu.
5) In the Comment section add comments here. Select Submit Request.

6) Add Reason for Withdrawal. Select I Agree.
7) The Request Confirmation populates on screen. Select Done.

8) An auto generated email will be sent to the email listed on the contractor account.

EXAMPLE EMAIL - Austin Build + Connect Withdrawal of Permit Confirmation

Fri 12/21/2018 3:25 PM
noreply@austintexas.gov
2018-006327 EP withdrawal

Dear Johna,

Your request for withdrawal of permit 2018-006327 EP has been granted.

Regards,
City of Austin
How to Request an Extension of a Permit

1) Select the permit with the soon to expire expiration date.

2) Go into the permit. Scroll past the Permit Summary, Property Details, Permit Details, Persons Associated With Permit and Permit Work Flow and click on Permit Change Request.
3) Select the drop down box for Request Type. Select Request for Extension and type in the comments the reason for extension. Select Submit Request

4) A pop up screen will appear to check the box that "I understand that prior to the expiration date, the building official is authorized to grant a one-time extension for a period not to exceed 180 days." Select I agree and a pop up message will appear that the extension request has been granted.
5) A Confirmation will populate stating that the extension request has been granted.

6) An auto generated email from noreply@austintexas.gov will be sent to the email that is listed on the contractor record.

**EXAMPLE EMAIL** - Austin Build + Connect Request for Extension Confirmation

Dear [name],

Your request for extension of permit [Permit #] has been granted.

Regards,
City of Austin
How to Reactivate an Expired Permit

1) Permit holder will receive an auto generated notification 30 days before the permit will expire.

(EXAMPLE: Notification) Permit Expiration 30 Day Notice

Warning: This is an automated 30 day notice generated from the City’s electronic system informing you that your permit will expire in 30 days from the date of this automated e-mail.

Permit Number: 2018-123465 EP
Address: 505 BARTON SPRINGS
Issued on: 20 December, 2017

In order to keep your permit active, you must schedule a required inspection. Please be aware that:
1. If your inspection is posted on the Permitting system as "Cancelled" or "Failed/No Work Performed" the expiration date will not be updated for an additional 180 days.
2. If this permit expires, no work or inspections may be performed under this permit after the expiration date.
3. If you know what inspection is required, you may schedule an inspection by phoning the Interactive Voice Response (IVR) system at (512) 480-0623.
4. If your permit expires, the information and steps to request an extension can be found at the following link: http://www.austintexas.gov/department/expired-permits-and-extensions
5. To determine the status of your application, use the following public access link: https://abc.austintexas.gov/web/permit/public-search-other?t_detail=1&t_selected_folderrsn=10873971

2) Select the Permit # that is expired.

<table>
<thead>
<tr>
<th>#</th>
<th>Check</th>
<th>Permit/Case Number</th>
<th>Project Name</th>
<th>Description</th>
<th>Application Date</th>
<th>Status (Expiration Date)</th>
<th>Related Folders</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>53</td>
<td></td>
<td>2015-001729 MP</td>
<td>608 BLANCO ST</td>
<td>Change of Use and Interior Remodel from Duplex to Triplex, Patio Cover and Addition In Rear (Structure will be fully Sprinkled)</td>
<td>01/08/15</td>
<td>Expired(09/19/15)</td>
<td>Yes</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
3) Scroll past Permit Work Flow and select Permit Change Request.

4) The Request Type will appear with a drop down box. Select from the drop down menu Request For Reactivation. Type in permit comments in the Comment Box. Select Submit Request.
5) Answer the 4 Permit Reactivation Consent Questions. Select I agree.

6) A screen will populate that shows the reactivation request has been received. Select Done.
7) An auto generated email from noreply@austintexas.gov will be sent to the email that is listed on the contractor record stating that the reactivation of the permit has been granted.

**EXAMPLE EMAIL - Austin Build + Connect Reactivation of Permit Confirmation**

noreply@austintexas.gov

Permit # extension

Dear [Recipient],

Your request for reactivation of permit [Permit #] has been granted.

Regards,

City of Austin

8) Select My Bills. The permit status has changed to Pending Permit. Select Pay Selected.
9) Select Pay Now. Proceed to pay the expired permit fee.

![INVOICES Table]

<table>
<thead>
<tr>
<th>Pay</th>
<th>Invoice Number</th>
<th>Fee Description</th>
<th>Bill Amount</th>
</tr>
</thead>
</table>
| ✓   | 2015-001729 EP | • Expired Electrical Permit Fee ($15.00)  
• Development Services Surcharge ($60) | $15.60 |

Number of Invoice(s): 1  
Total Selected Amount: $15.60

![CREDIT CARD AND CHECK PAYMENT]

Attention: No more than 25 invoices are allowed per payment transaction. Total amount must be between $10 and $99,999.99. Clicking the "Pay Now" button will redirect you to JP Morgan Chase Bank's secure website to complete the payment process.

Payments made on Chase may take a few minutes to reflect on the Austin Build + Connect website. ACH payments take 24 hours to be processed. Once on the Chase site ONLY use the "Exit" link located towards the top right of the page to return to Austin Build + Connect. If you exit before the payment is confirmed your payment will be cancelled.

Pay Now
Uploading Files for ePlan Review

Once you have submitted the required paper applications for plan review, you will receive an email that initiates the electronic plan review. From there all file uploading of plans will be done through the Project Dox portal.

Assistance

Should you have questions or need assistance please call the following numbers:

- *For Permitting questions call 512-978-4000*
- *For Financial questions call 311 (512-974-2000)*