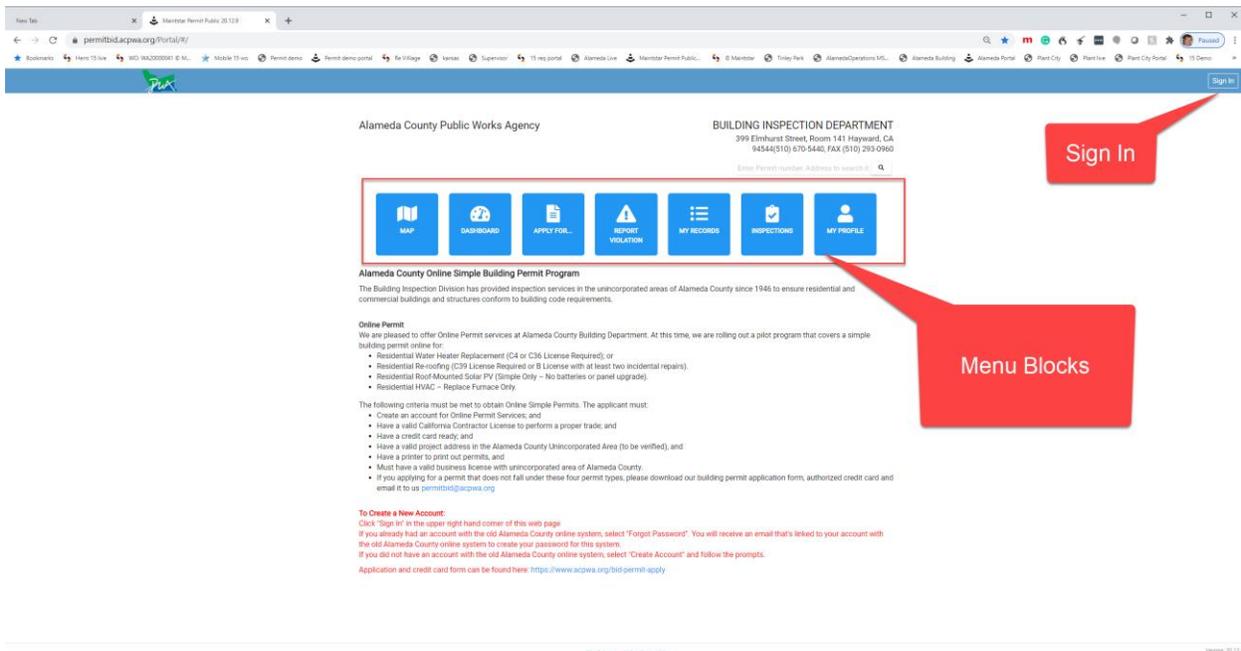


Alameda Public Portal Overview



The portal is a system for Homeowners, Contractors and other interested parties to interact with several County Agency departments on a self-serve basis. Through the portal you can:

- Register, and submit application for permits
- Report violations
- View active and closed permit information on a map
- View open and completed planning cases on a map
- Search for cases by date and address
- View all permits, active and closed that you have submitted
- Apply for scheduling of Inspections
- View Inspection results
- Apply for scheduling of re-inspections
- Submit payments for permits
- Upload pictures and documents to the Alameda Staff
- Send and receive communications with Alameda Staff



The home screen has several blue blocks to take you to different parts of the system. In the upper right there is a button to sign in the system as a registered user.

You can view the map and report a violation without signing in with a registered account.

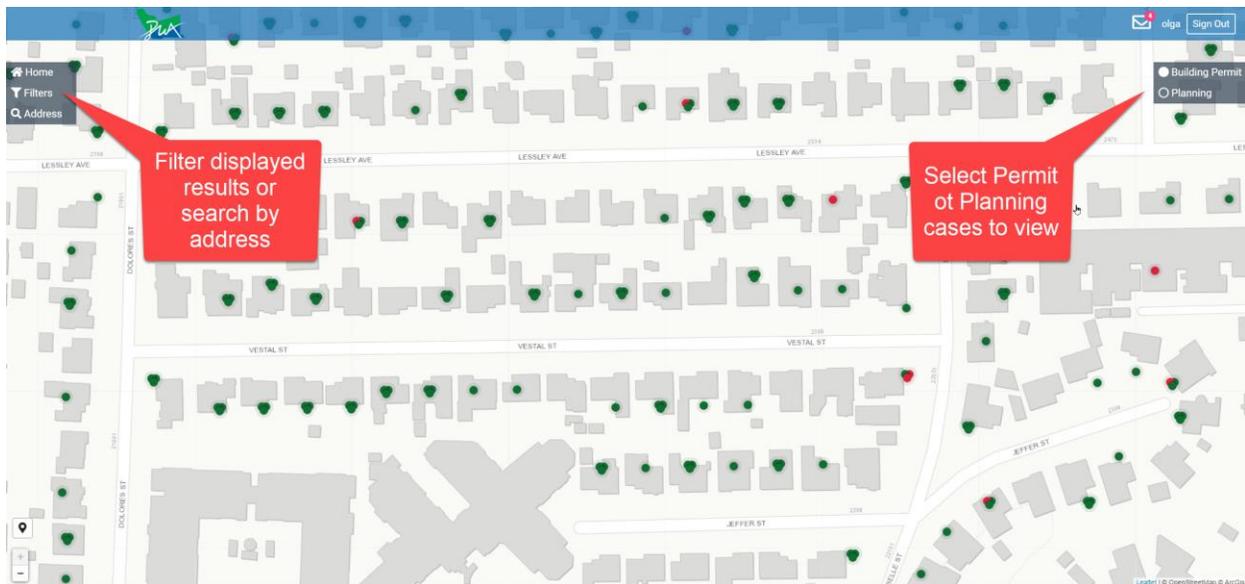
All other functions require a registration to sign in.

The Map

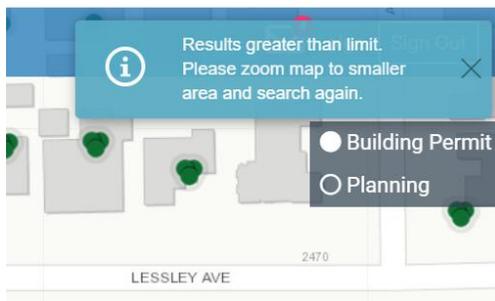


The map shows colored dots representing Permits and Planning cases. Red dots are Active, green dots are Closed.

On the right side of the map you can select to see Permits or Planning cases. You can zoom in and out with the wheel on your mouse, or with the + and – buttons in the lower left. You can drag the map to see another area.



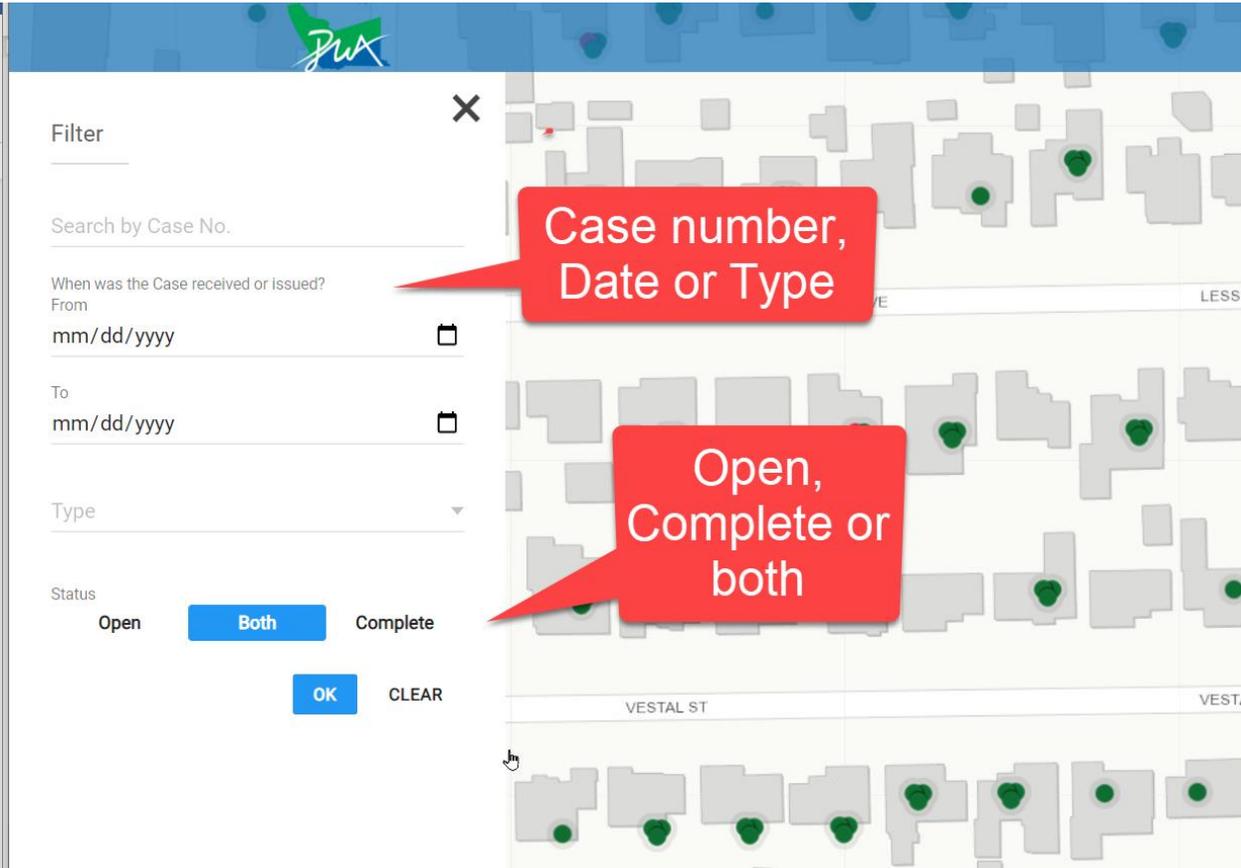
If you see this message, it means you have the map showing too many records. Zoom in to a smaller area.



Filtering

The Menu on the left will take you back to the home screen or allow you to filter the displayed results, or search for a specific address.

Click on the menu Filter:

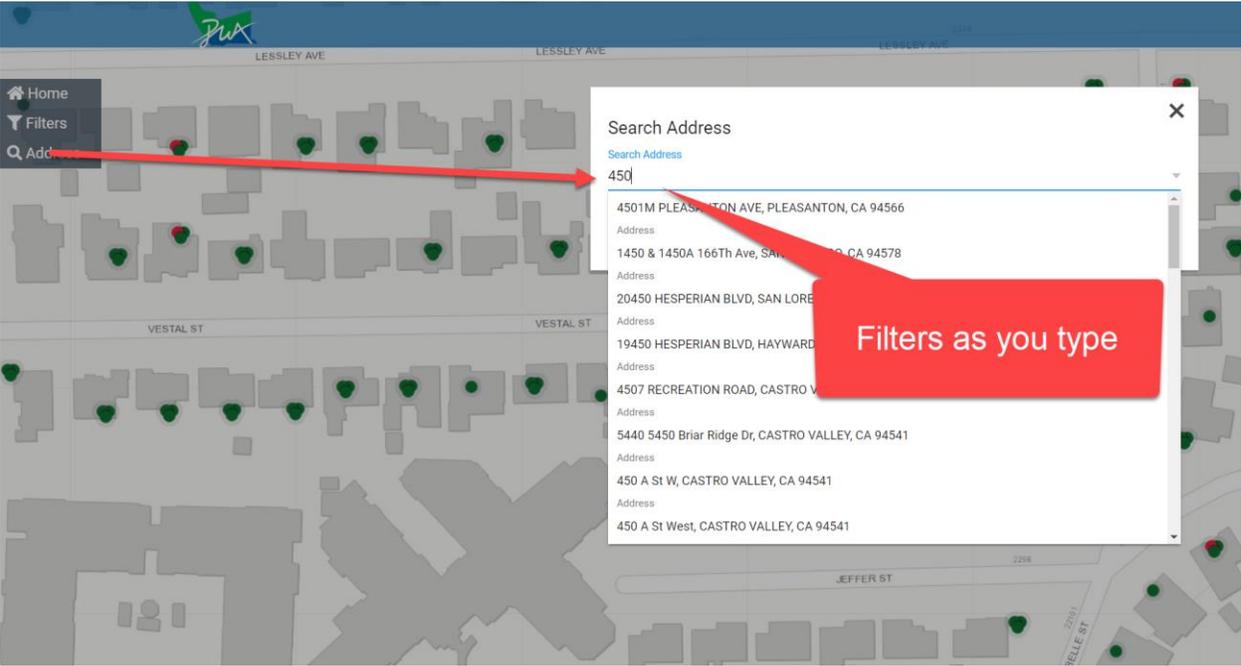


The Filter allows you to enter a case number, a date range or a specific type of case. You can also choose to see only open cases or completed cases.

Click **OK** to activate the filter.

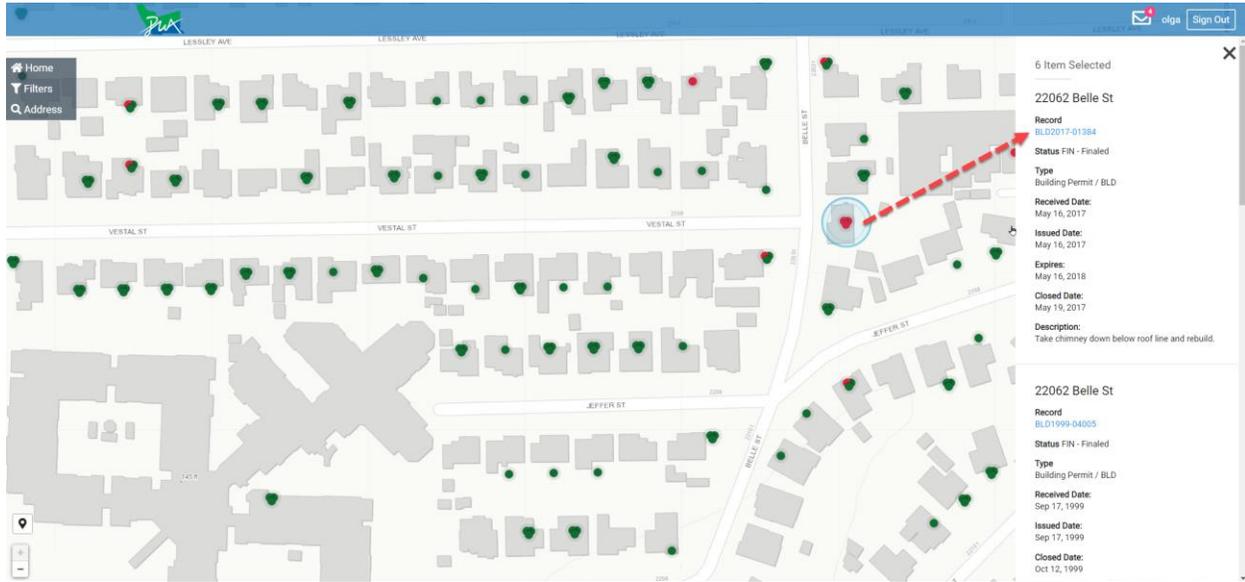
Look up by Address

The left menu choice Address lets you search for records at an address. The search line filters as you type. It is best to only put in street number and possibly a few letters of street name. Do not add street direction or identifiers such as st. street, av, ave, avenue, as these spellings will vary. When you see the address you are looking for, just click on it.



Viewing Details

When you click on a colored dot on the map, a detail panel will slide in on the right showing you detailed information about that record. In this example, there are multiple records for the address. They appear one after the other as you scroll the details panel up and down. Use the X to close the detail panel.



Reporting Violations



Click the Report violation block to report a violation.

A screenshot of a web browser showing the "Report a Violation" form. The form includes several dropdown menus and text input fields. Three red callout boxes with white text and arrows point to specific parts of the form: one points to the "Building Code Enforcement" dropdown, another points to the "ADD PHOTOS OR OTHER DOCUMENTS" section, and a third points to the "REPORT" button. The browser's address bar and taskbar are visible at the bottom of the screenshot.

Report a Violation

Violation Type *
Building Code Enforcement

Building Code Enforcement Type *
BLE

BLE Type *
Requested from Portal

Issue Address
16345 Ria Dr, SAN LORENZO, CA 94580

Approximate Location
front yard

Enter nature of Code Enforcement Issue *
Construction out of code

ADD PHOTOS OR OTHER DOCUMENTS

REPORT CLEAR

Submit Report

Attach Photos

* Required fields

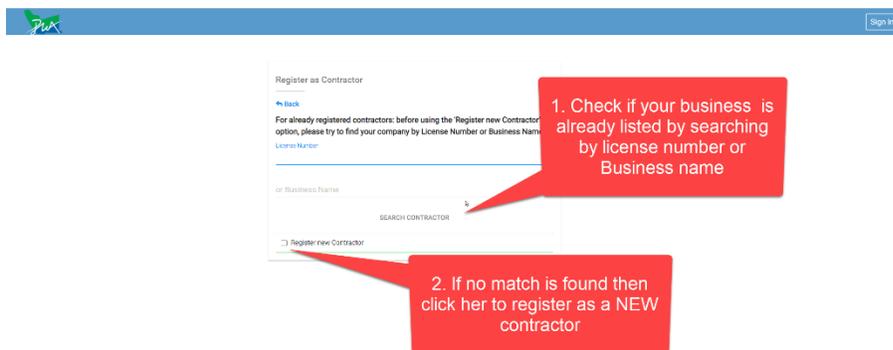
Registering for an Account

You must register and create an account to request Permits, Planning cases, Schedule inspections and manage active records.

You can initiate registration from several places. The “Sign in” button in the upper right corner of the screen and from the menu blocks Dashboard, Apply for, My Records, Inspections, and My Profile will all open a screen asking you to sign in if you are already registered, or begin the registration process.

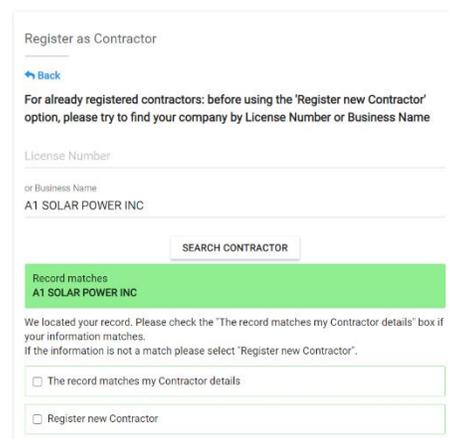
1. Click Sign in
2. Click Create Account
3. Choose to register as:
 - a. A Contractor
 - b. An agent for a contractor
 - c. A property owner
 - d. Agent for a property owner

Registering as a contractor



The screenshot shows the 'Register as Contractor' form. At the top right, there is a 'Sign In' button. The form includes a 'Back' link, a heading 'Register as Contractor', and instructions: 'For already registered contractors: before using the 'Register new Contractor' option, please try to find your company by License Number or Business Name'. There are two input fields: 'License Number' and 'or Business Name'. A 'SEARCH CONTRACTOR' button is positioned below the 'or Business Name' field. At the bottom of the form, there is a checkbox labeled 'Register new Contractor'. Two red callout boxes provide instructions: the first points to the search fields and says '1. Check if your business is already listed by searching by license number or Business name'; the second points to the 'Register new Contractor' checkbox and says '2. If no match is found then click her to register as a NEW contractor'.

- You should first check if Your license is already in the County system.
- You can check this by entering your Business Name or your License Number. If there is a match, the system will display the match on the screen.
- If one of the matches is you or your business, select it and follow the on-screen instructions.



This screenshot shows the 'Register as Contractor' form after a search. The 'or Business Name' field contains 'A1 SOLAR POWER INC'. A green box highlights the search result: 'Record matches A1 SOLAR POWER INC'. Below this, there is a message: 'We located your record. Please check the "The record matches my Contractor details" box if your information matches. If the information is not a match please select "Register new Contractor".'. There are two radio button options: 'The record matches my Contractor details' (which is selected) and 'Register new Contractor'.

You will be asked to upload electronic copies of several documents and create an identity for an account.

You will need to upload:

- A Contractors Authorization letter
- Contractors CSLB License
- Workers Comp Insurance
- Alameda County Business License

You upload these with the add file button.

You must complete all the fields with the Red star to create your account.

When you submit this information, The Alameda Staff will review your submitted information and advise you with an email when your account is confirmed and ready for use.

Record matches
A1 SOLAR POWER INC

We located your record. Please check the "The record matches my Contractor details" box if your information matches.
If the information is not a match please select "Register new Contractor".

The record matches my Contractor details

Request Details

Comments

Attachments

Required Attachments:

- Contractor's authorization letter,
- Contractor's CSLB License,
- Worker's Comp Insurance,
- Alameda County Business license

ADD FILE

Account Info

First Name * Last Name *

User ID *

Email *

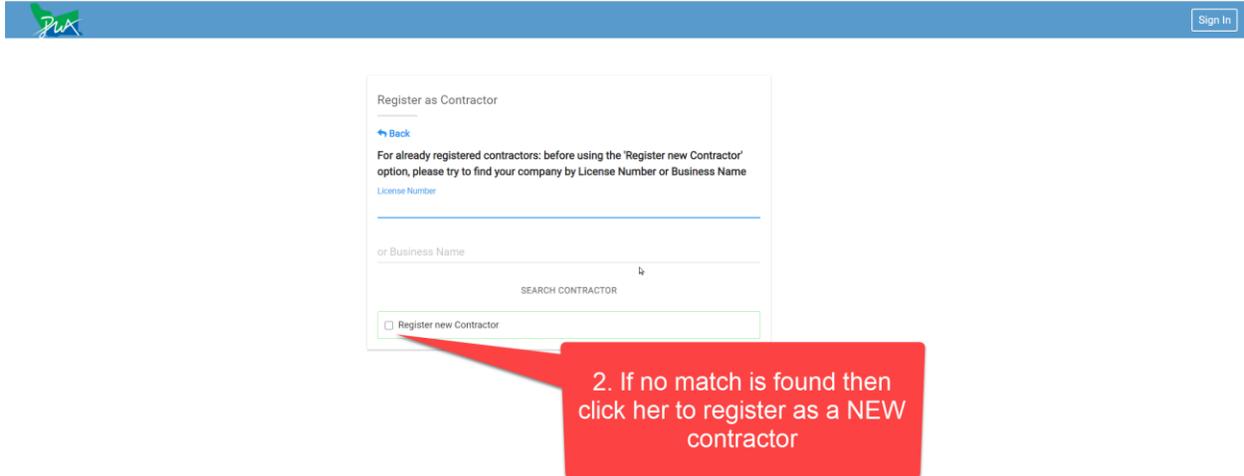
Password * Password Repeat *

Phone

Captcha *

Registering as a New Contractor

If you do not have any existing record to link to, you will register as a New Contractor. To do this check the box on the registration screen.



The screenshot shows a web form titled "Register as Contractor" with a "Sign In" button in the top right corner. The form includes a "Back" link, instructions for already registered contractors, input fields for "License Number" and "or Business Name", a "SEARCH CONTRACTOR" button, and a checkbox labeled "Register new Contractor". A red callout box points to this checkbox with the text: "2. If no match is found then click her to register as a NEW contractor".

You will immediately be taken to a registration screen.

You should have the following documents available in electronic form. You must upload them with your application, for the application to be processed.

You will need to upload:

- A Contractors Authorization letter
- Contractors CSLB License
- Workers Comp Insurance
- Alameda County Business License

You should complete all sections of the application form. The fields with red asterisk are required fields.

- The first section asks for information about your business. Your DBA, Your CSLB license number, your contractor's license number, date and expiration date.
- You will also need to enter information about your Workers comp policy or your workers comp exemption.

Register as Contractor

[← Back](#)

For already registered contractors: before using the 'Register new Contractor' option, please try to find your company by License Number or Business Name

Register new Contractor

New Contractor Info

Company Information

DBA Name *

Contractor Information

CSLB Contractor License Number *

Contractor License Name *

License Issue Date
MM/DD/YYYY

License Expiration Date *
MM/DD/YYYY

If your company is exempt from Worker's Comp., enter the reason otherwise enter your expiration date and Policy Carrier.

Workers Comp. Exemption Reason

Workers Comp. Expiration Date
MM/DD/YYYY

Workers Comp. Policy Carrier

- The next section asks for information about The Physical address and the mailing address for your business. You will also record name and contact information about who will be the primary contact for the company.
- You will see a list of documents that you need to upload with the ADD FILE button.
- After you upload a file, you will see a drop downfield to LABEL the document for type.
- THIS IS VERY IMPORTANT.
- As you upload files and designate the type, the RED requirement list will change to black. You must upload all of the red document list.

- Lastly you need to complete the Captha security check and click register.
- The Internal Staff of Alameda County will be notified That your application and documents have been sent. They will review the information. If they have any questions they will contact you to help speed your application processing.
- Once you have been cleared you will be able to log in and use the system.
- Your Portal account will be linked to your existing records. This means that you will see all your active and closed records and inspections. You will be ready to begin using the system fully.

Workers Comp. Policy Carrier

Physical Location and Company Info

Physical Address *

City *

State * I

Zip *

Phone *

Email

Company Mailing Address (Please use new lines to format)

Mailing Address City State Zip *

Primary Business Contact Information

Contact Name *

Contact Phone *

Contact Email *

Comment

documents for a faster processing.

Request Details

Comments

Attachments

Required Attachments:

- Contractor's authorization letter,
- Contractor's CSLB License,
- Worker's Comp Insurance,
- Alameda County Business license

Account Info

First Name * Last Name *

User ID *

Email *

Password * Password Repeat *

Phone

Captcha *

Registering as a Homeowner

You can create an account

If you are a homeowner and not a contractor, you can also register to use the portal.

- Click Sign in
- If you have a permit application in process enter your Permit number for as listed in the permit documents.
- If you do not have an active permit application in process, enter your name and address.
- The system will search records and look for a match. If a match is found it will be displayed. Choose it and follow the on-screen prompts to create a user account. This process is like the previous description for contractors.

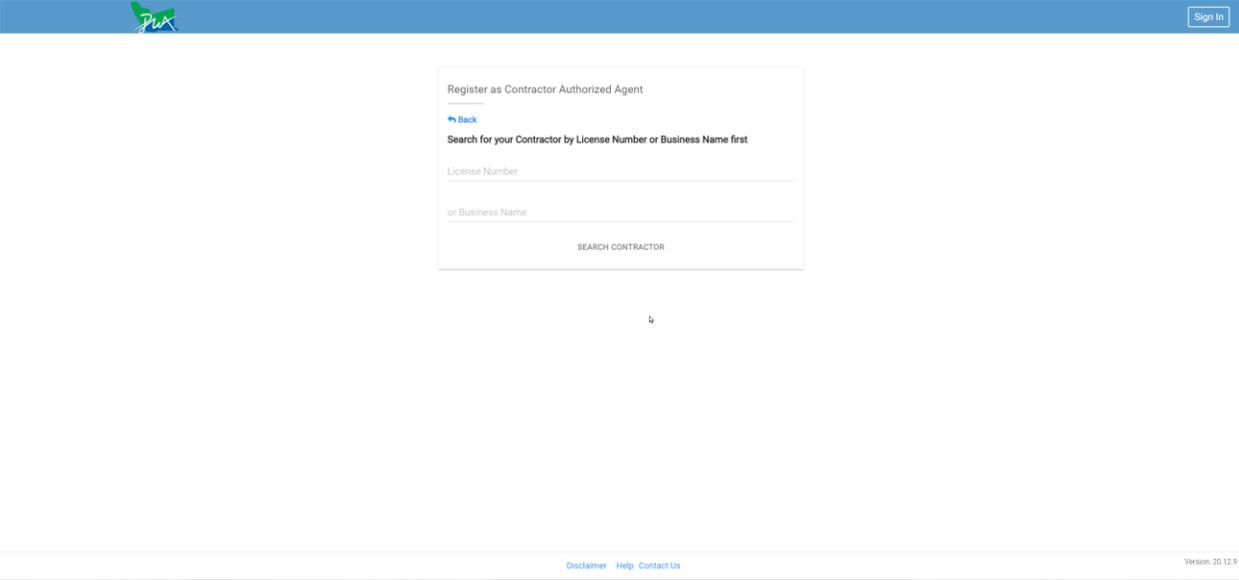
The screenshot shows a web form titled "Register as Property Owner" with a "Sign in" button in the top right corner. The form contains the following elements:

- A "Back" link.
- A red callout box pointing to the "Owner's Full Name" and "Address" fields with the text: "Enter Name and Address as listed on the County Assessors records".
- A red callout box pointing to the "Permit Number" field with the text: "Or, Enter active Permit number if you have a permit in process".
- A "PROCEED" button at the bottom of the form.

At the bottom of the page, there is a footer with links for "Disclaimer", "Help", "Technical Support", and "Contact Us", and a version number "Version: 21.1.15".

Registering as an Agent

If you are an agent for a registered contractor, you can register to be able to perform functions on their account such as scheduling inspections. Enter the License number or Business name of the contractor you will be an agent for. If there is a match the system will show your matches. Select the Registered contractor that is correct for you and follow the on-screen instructions.



Sign In

Click sign in and enter your ID and password.

The image shows a screenshot of a web application's sign-in page. At the top left is a logo with the letters 'PWA' in green. At the top right, there is a blue header bar containing a 'Sign In' button. The main content area features a white sign-in form with the following elements:

- Sign In** (Section Header)
- User ID / Email** input field containing the text 'olga'
- Password** input field containing six dots
- A line of text: "By clicking the button below you agree to the [Disclaimer](#), [Terms of Service](#)"
- A blue **SIGN IN** button and a white **CREATE ACCOUNT** button
- A [Forgot password?](#) link below the buttons

Two red callout boxes are overlaid on the form:

- A callout box labeled "Enter ID and Password" points to the User ID / Email and Password input fields.
- A callout box labeled "Sign In" points to the blue SIGN IN button.

At the bottom of the page, there is a footer with links for [Disclaimer](#), [Help](#), and [Contact Us](#), and the text "Version: 20.12.9" on the right side.

Apply for Simple Permits

As a registered user, you can apply for simple permits online.

Click the 'Apply for' Menu Block.

You can apply for:

- Single Family reroofing
- Residential HVAC replacement
- Residential Water Heater

Other permit types must be applied for in person.

Complete all fields on the application form.

Fields with a red Asterisk are required.

Attach plans and photos with the 'Add File' button.

If you miss anything important the system will show the missing area in red.

When you are ready click submit you will have a chance to review your application, you can click back to edit or submit to send in the application.

The screenshot shows a web application interface for applying for permits. The top navigation bar includes a logo and a user profile with the name 'olga' and a 'Sign Out' button. The main content area is a form with the following sections:

- Policy Information:** Policy No.: j98320990, Expiration Date: 05/06/2021.
- Agent Information:** Agent: Agent, Phone: 287938999.
- Declaration:** A radio button is selected for the statement: "I certify that, in the performance of the work for which this permit is issued, I shall not employ any person in any manner so as to become subject to the workers' compensation laws of California, and agree that, if I should become subject to the workers' compensation provisions of Section 3700 of the Labor Code, I shall forthwith comply with those provisions."
- Agency Declaration:** A radio button is selected for the statement: "I hereby affirm that NO construction lending agency for the work of this permit."
- Lender Information:** Fields for "Lender's Name" and "Lender's Address" are present.
- Checkboxes:** A checkbox is present for certifying information, with a red asterisk indicating it is required.
- Buttons:** "SUBMIT" and "BACK" buttons are located at the bottom of the form.

A red callout box with white text points to the "SUBMIT" and "BACK" buttons, containing the text: "Submit or back to edit application".

Viewing Your Records

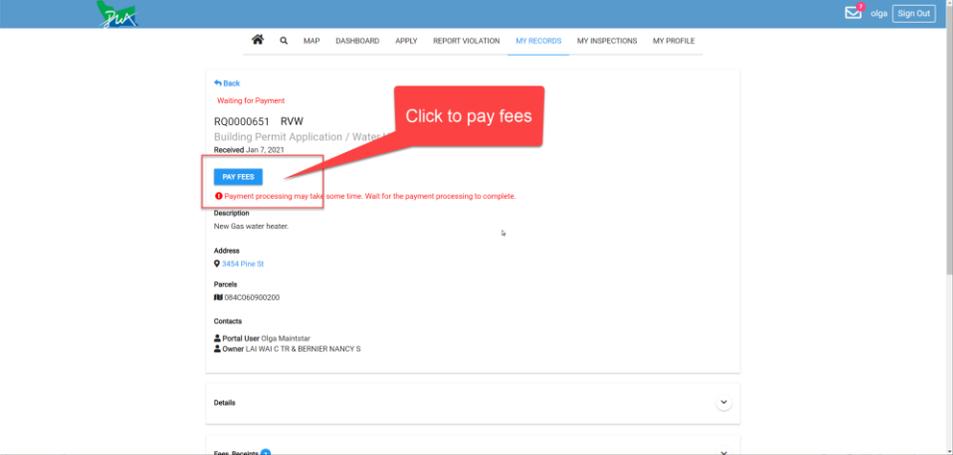
- The 'My Records' tab lists all records associated to your account.
- The tabs across the top of the screen show all records, active records and closed records.
- The record numbers are links. Click on them to go to a detail view of the permit application.
- Record status is shown on the right

The screenshot shows a web application interface for viewing records. At the top, there is a navigation bar with a home icon, a search icon, and several menu items: MAP, DASHBOARD, APPLY, REPORT VIOLATION, MY RECORDS (highlighted), MY INSPECTIONS, and MY PROFILE. Below the navigation bar, there is a section titled 'Keep track of all requested Record Applications. Filter record applications by state: all, active or completed.' This section contains three tabs: ALL RECORDS (selected), ACTIVE RECORDS, and CLOSED RECORDS. Below the tabs is a table with the following columns: ID, Type, Created / Completed, Expiration Date, Address, and Status. The table contains several rows of records. A red callout box on the left points to the ID 'RQ0000651' with the text 'Click to record detail'. Another red callout box on the right points to the 'Status' column with the text 'Status'. The status for the record with ID 'BLD2020-03675' is 'Issued'.

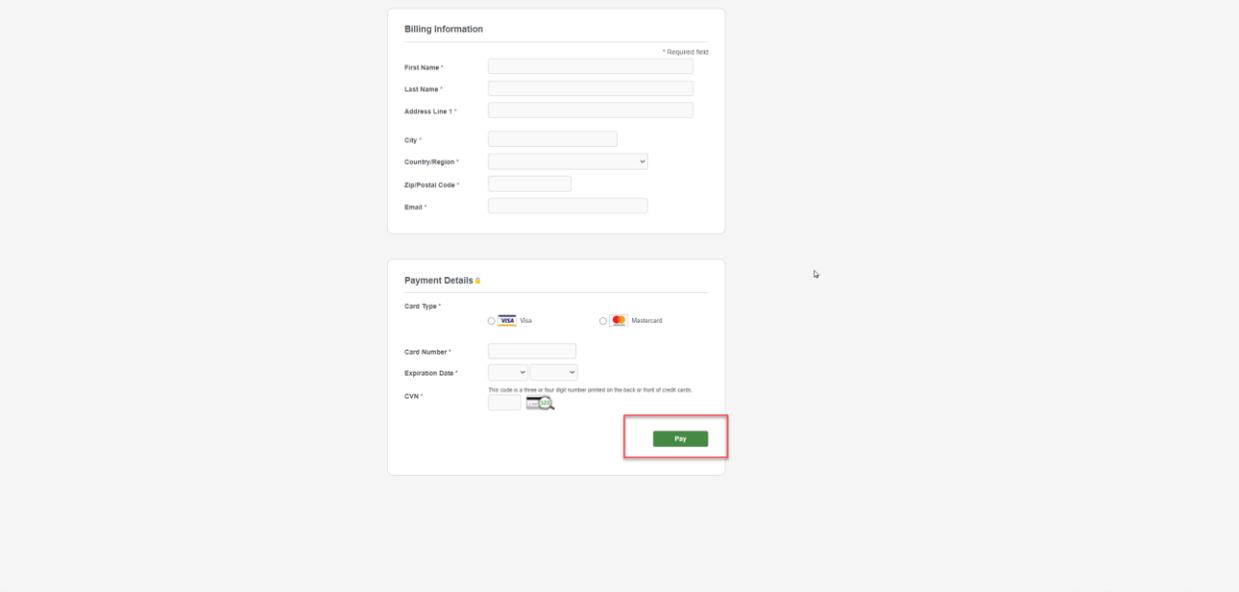
ID	Type	Created / Completed	Expiration Date	Address	Status
RQ0000651	Building Permit Application / Water Heater Residential ● New Gas water heater.	Created at 04:31 PM		3454 Pine St	RVW
RQ0000626	Building Permit Application / Residential HVAC - Replace Furnace Only ● test	Created on Dec 19, 2020		20642 JOHN DR	RVW
RQ0000625	Building Permit Application / Reroof - Single Family Residential ● test	Created on Dec 19, 2020		20642 JOHN DR	RVW
BLD2021-00001	Building Permit / BLD ● test	Created on Dec 19, 2020	Jan 4, 2022 08:29 AM	20642 JOHN DR	APR
BLD2021-00040	Building Permit / BLD ● New ADU * Test*	Created on Dec 14, 2020		24506 KARINA ST	REC
BLD2020-03866	Building Permit / BLD ● Test case - TI	Created on Dec 11, 2020	Dec 28, 2021 12:00 AM	20642 JOHN DR	ACL
BLD2020-03675	Building Permit / BLD ● *****TEST CASE****	Created on Nov 30, 2020	Dec 17, 2021 12:00 AM	20642 JOHN DR	Issued

Paying Fees

When fees are due for your permits you will see a notice to pay them in the dashboard. You will also see a "Pay Fee" button on a record details screen:



When you click on pay fees, you will be redirected to a secure payment screen. On this screen you will enter your contact information and charge card information. When you are ready click PAY.



Scheduling an Inspection

When fees have been paid you can schedule inspections for your permits.

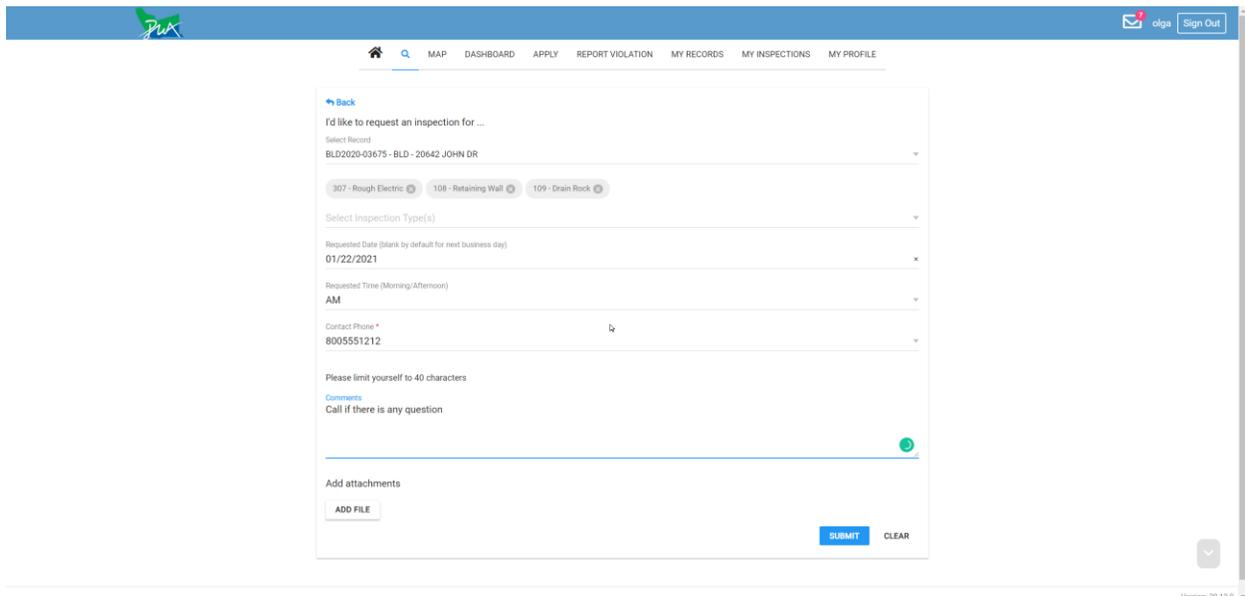
When you are ready you will see a “request Inspection” button on a permit record.

You will also see a Request Inspection button on the apply menu block, and under the Inspection menu block as well. Any of these three starting points will work. If you are coming from either of the menu block starting points you will need to select the address for the inspection.

You can specify the date you would like for the inspection and whether you prefer an Am or PM time frame.

You will also need to select which type of inspection you are ready for. Select from the drop down. If you are ready for several different inspections for the same property, you can use the inspection type selection multiple times. You will see the multiple selections displayed.

When your request is complete click submit.



The screenshot shows a web application interface for scheduling an inspection. At the top, there is a navigation bar with a home icon, a search icon, and menu items: MAP, DASHBOARD, APPLY, REPORT VIOLATION, MY RECORDS, MY INSPECTIONS, and MY PROFILE. On the right side of the navigation bar, there is a notification icon with the text 'alpha' and a 'Sign Out' button. The main content area is a form titled 'I'd like to request an inspection for ...'. The form includes a 'Back' link, a 'Select Record' dropdown menu with the value 'BLD2020-03675 - BLD - 20642 JOHN DR', and three selected inspection types: '307 - Rough Electric', '108 - Retaining Wall', and '109 - Drain Rock'. Below these are dropdown menus for 'Select Inspection Type(s)', 'Requested Date (blank by default for next business day)' with the value '01/22/2021', 'Requested Time (Morning/Afternoon)' with the value 'AM', and 'Contact Phone' with the value '8005551212'. There is a text area for 'Comments' with a note 'Please limit yourself to 40 characters' and a 'Call if there is any question' link. At the bottom of the form, there is an 'Add attachments' section with an 'ADD FILE' button. The form has 'SUBMIT' and 'CLEAR' buttons at the bottom right. The footer of the page contains the text 'Pineblower - Home, Contact Us' and 'Version: 20.12.0'.

You will see the requested inspections listed under the inspection tab.

My Inspections

The 'My Inspections' screen lists all your inspections.

- The tabs across the top show all inspections, Active inspections only and closed inspections only.
- There is a button to start the scheduling of a new Inspection from here.
- The result column will show Inspection results.
- You can click the Inspection number to view the details of each inspection.
- If you need to cancel a scheduled inspection you can click cancel to send a notice to cancel the scheduled inspection.
- If you have inspections that have failed, you can schedule a reinspection with the reinspection button.

The screenshot shows the 'My Inspections' page with a navigation bar at the top containing 'MAP', 'DASHBOARD', 'APPLY', 'REPORT VIOLATION', 'MY RECORDS', 'MY INSPECTIONS', and 'MY PROFILE'. A 'Sign Out' button is in the top right. Below the navigation is a 'REQUEST FOR A NEW INSPECTION' button. The main content area has three tabs: 'ALL INSPECTIONS', 'ACTIVE INSPECTIONS', and 'CLOSED INSPECTIONS'. A table lists inspections with columns for 'Inspection', 'Type', 'Record', 'Date', 'Result', and 'Status'. Callouts point to specific elements: 'Click the Inspection number to see details of the Inspection' points to the first inspection number; 'Status' points to the 'Status' column header; 'Cancel Scheduled Inspection' points to a 'CANCEL' button; and 'Schedule Reinspection' points to a 'REINSPECT' button.

Inspection	Type	Record	Date	Result	Status
TK21-000261	Swim Pool, Pre-Deck	BLD2020-03063	Scheduled for Jan 11, 2021 AM		Open
TK21-000260	Underfloor Electric	BLD2020-03063	Scheduled for Jan 11, 2021 AM		Open
TK21-000259	Underground Plumbing	BLD2020-03063	Scheduled for Jan 11, 2021 AM		Open
TK21-000258	Underfloor Electric	BLD2020-03063	Scheduled for Jan 11, 2021 AM		Open
TK20-015047	Foundation	BLD2020-03063	Closed on Dec 29, 2020	Done	Completed
TK20-015026	Foundation	BLD2020-03063	Closed on Dec 28, 2020	No One Home	Completed
TK20-014875	Foundation	BLD2023-12345	Closed on Dec 24, 2020	Cancelled	Completed
TK20-014874	Investigation/Site Visit	BLD2020-03675	Closed on Dec 22, 2020		Void
TK20-014873	Investigation/Site Visit	BLD2020-03675	Closed on Dec 28, 2020	Cancelled	Completed
TK20-014872	Foundation	BLD2023-12345	Closed on Dec 22, 2020	Not Ready	Completed

Dashboard

The Dashboard shows you a quick overview of all your portal activity. It is in three sections.

The top section lists records that need your attention for some matter.

Welcome to public portal.
Here you can apply for a new permit and check its state.

Active tasks...

Task	Action	Record	Created	Status
TK21-0018		BLD2021-00001: Building Permit: BLD 20642 JOHN DR	Jan 4, 2021	APR
TK20-42796		BLD2020-03866: Building Permit: BLD 20642 JOHN DR	Dec 28, 2020	ACL
TK20-41415		BLD2020-03889: Building Permit: BLD 3456 Badding Rd	Dec 14, 2020	ISS
TK20-39558		BLD2020-03669: Building Permit: BLD 4567 CRISTY WAY	Nov 25, 2020	Draft
TK20-38797		BLD2020-03588: Building Permit: BLD 24506 KARINA ST	Nov 19, 2020	REC

1 of 48 [Next](#)

Notifications

ALL 7 INSPECTIONS 2 RECORDS 3

- Records** Portal Public Req, RQ0000651 has been submitted - Thank you for submitting your Portal Public Req, RQ0000651. 04:31 PM
- Inspections** TK21-000258 Underfloor Electric scheduled - Inspection TK21-000258 Underfloor Electric scheduled for Jan 11 Morning In... 03:59 PM
- Inspections** Inspection TK21-000258 has been requested - Inspection TK21-000258 has been requested successfully. Thank you! 03:59 PM

The middle section lists notifications about recent events such as approvals, issuance or denials

The Fees section shows all fees that are due and waiting for payment.

Notifications

ALL 7 INSPECTIONS 2 RECORDS 3

- Records** Portal Public Req, RQ0000651 has been submitted - Thank you for submitting your Portal Public Req, RQ0000651. 04:31 PM
- Inspections** TK21-000258 Underfloor Electric scheduled - Inspection TK21-000258 Underfloor Electric scheduled for Jan 11 Morning In... 03:59 PM
- Inspections** Inspection TK21-000258 has been requested - Inspection TK21-000258 has been requested successfully. Thank you! 03:59 PM
- Records** New attachment for Record BLD2021-00001 - New file FblpmtSH1-2logo.pdf attached by Admin Admin to your record BLD2021-00... Jan 4, 2021
- Records** Permit BLD2021-00001 status changed - Permit BLD2021-00001 status has been changed to APR. Jan 4, 2021
- Records** New attachment for Record BLD2021-00001 - New file BLD APR Approval Notice.pdf attached by Admin Admin to your record BLD20... Jan 4, 2021
- Records** Permit BLD2021-00001 status changed - Permit BLD2021-00001 status has been changed to RVW. Jan 4, 2021

Fees, Receipts

Record	Amount	Type	Created	Address	Status
BLD2021-00001	\$141.40	Building Permit / BLD	Dec 19, 2020	20642 JOHN DR	APR
BLD2020-03866	\$1,270.43	Building Permit / BLD	Dec 11, 2020	20642 JOHN DR	ACL
BLD2020-03631	\$715.86	Building Permit / BLD	Nov 23, 2020	4567 CRISTY WAY	APR
BLD2020-03669	\$761.42	Building Permit / BLD	Nov 23, 2020	4567 CRISTY WAY	Draft
BLD2020-03588	\$50.00	Building Permit / BLD	Nov 19, 2020	24506 KARINA ST	REC

1 of 2 [Next](#)

Disclaimer Help Contact Us

Version: 20.12.9

Contact Us

At the bottom of the screen is a contact us link. This link can be used to send a message to the Alameda staff whenever necessary.

