



# e-Permitting User Guides: Accessing Documents

Thank you for using the City of Albany's e-Permitting platform. This platform can be used to make application, pay fees, upload documents, and schedule inspection. This guide will assist in viewing and documents from your projects through [www.cityofalbany.net/permits](http://www.cityofalbany.net/permits).

The first thing you will need is a user account. If you already have a user account, you can skip to step two.

## Step 1- User account:

If you do not have an account, you will need to register as a new user. You can register by clicking this [link](#) or by selecting one of the two links shown on the right.

A user guide on the registration process is available [here](#).

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To search Building or Public Works permits, please use the search fields under Building. To search Planning cases, please use the search fields under Planning. Search...

System maintenance is scheduled every Monday between 7:30 am and the third Thursday between 5:30-7:00 pm

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Welcome to Accela Citizen Access for the City of Albany, Oregon  
In response to the Governor's Stay Home, Save Lives executive order and for the protection of your staff and ours, the City's Building Division is implementing a few temporary changes to our processes to continue to provide essential services to you and your clients.

**Plan Review:**

- All commercial projects will need to be submitted electronically.
- One- and two-family projects will also need to be submitted electronically. In cases where that is not possible, plans will need to be mailed to the City at: 333 Broadalbin Street SW. Please note that this process will add an additional three days to our two-week plan review time to allow for quarantining once received.

**Inspections:**

- Generally, no inspections will occur in an occupied structure. Inspections of work in a critical facility (hospital or other medical offices) may occur through video inspections, on a case by case basis.
- Inspections will be limited to AM only with the following parameters: o The space requiring inspection, or access to the area being inspected, needs to remain unoccupied from the night before through our inspection staff leaving in order to minimize exposure. o Related work needs to be inspected together. For example, while we have three separate inspections in our system for storm, water, and sewer services, for the time being we need to have all those services installed at the time of inspection. Likewise, exterior shear wall

**Login**

User Name or E-mail:

Password:

Remember me on this computer  
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[New Users: Register for an Account](#)

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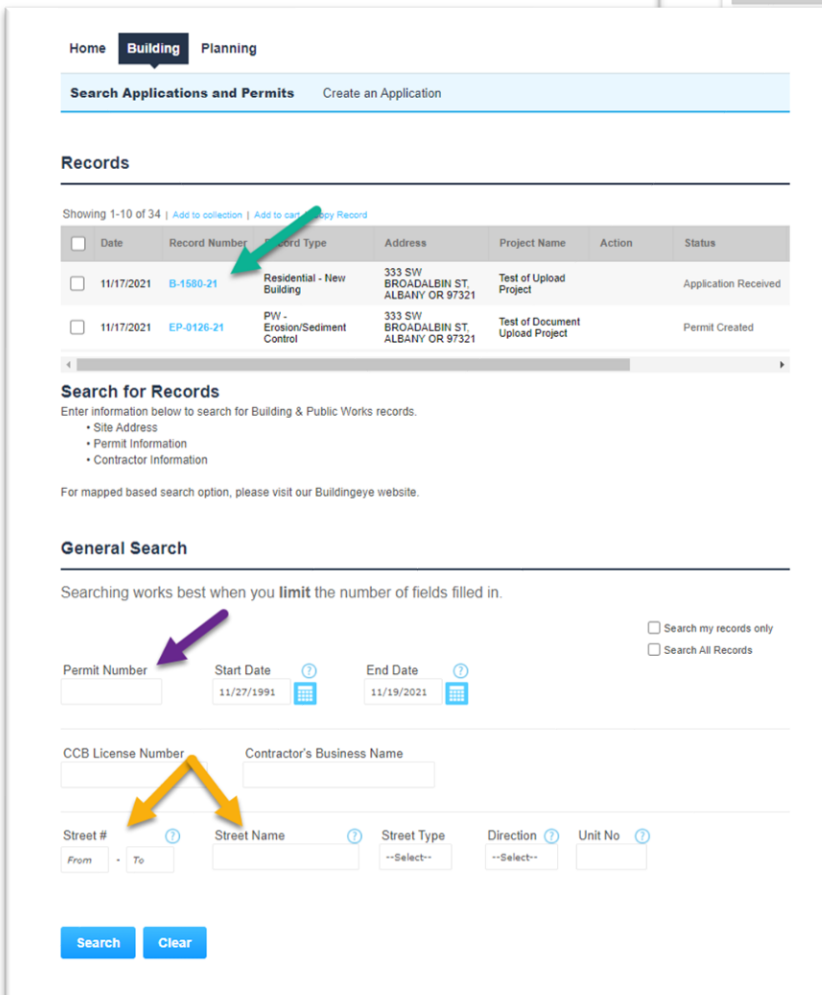
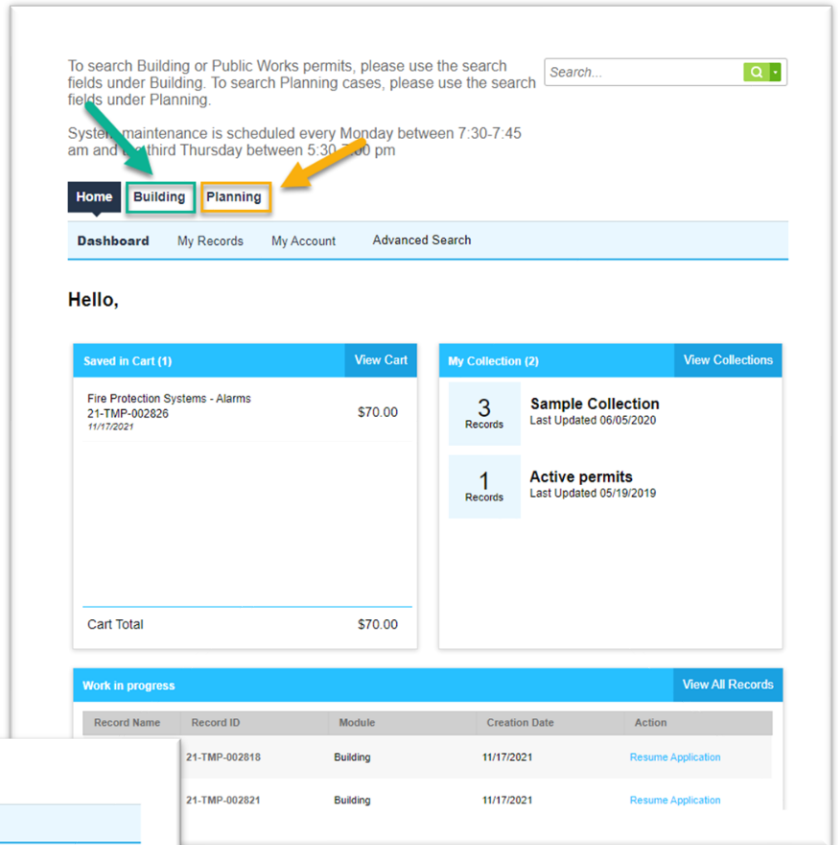
## Step 2: Login

To view or upload documents you will need to be logged into your account. Enter your login credentials and click the [Login »](#) button.

**Step 3: Record Access**

Once logged in, the system will send you to your dashboard. To access your existing projects, select the **Building** or **Planning** tab to access those project types.

*Note: If you have previously saved your projects to a Collection, you can also access the project from that section of the dashboard.*



Once on the Building or Planning section you can access a project by:

Projects you created or your account is associated with.

Searching by permit or project number

Searching by address

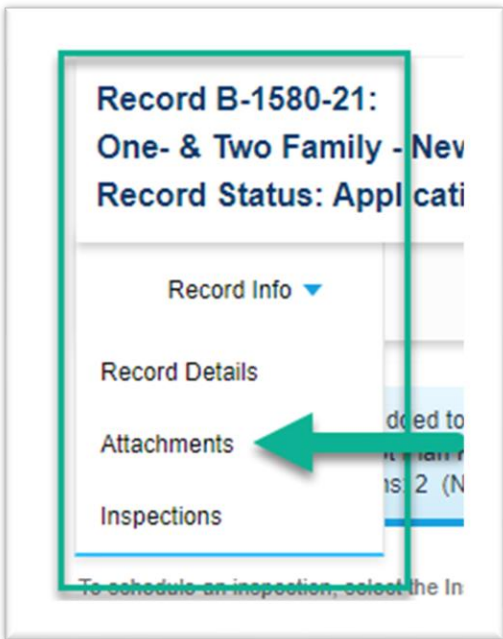
*Note: If you search by address, entering less information in the search area provides better results. For example, searching for 333 Broadalbin is better than searching for 333 Broadalbin St SW.*

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## Step 4: Document Access

Once on the project screen, click on **Record Info** ▼ to open a dropdown menu.

On the dropdown menu, click on Attachments



The Attachments page will display showing any documents that are viewable for this project.

A screenshot of the project record page for 'Record B-1580-21: One- & Two Family - New Building'. The 'Record Status' is 'Application Received'. The 'Record Info' dropdown menu is open, and a green arrow points to it. Below the menu, there is a notification about a notice added on 11/17/2021. The 'Work Location' is '333 SW BROADALBIN ST, ALBANY OR 97321'. The 'Record Details' section includes applicant information for Johnathan Balkema and licensed professional information for the owner. The 'Project Description' is 'Test of Upload Project'. There are buttons for 'Print/View Summary' and 'Copy Record'.

A screenshot of the 'Attachments' page for the same project. It shows a table with the following data:

Name	Record ID	Record Type	Entity Type	Type	Size	Latest Update	Action
Test Document for Upload.pdf	B-1580-21	Residential - New Building	Record	Application Submittal Documents	3.25 KB	11/17/2021	Acti

Below the table is an 'Add' button. The page also includes a note about the maximum file size allowed (300 MB) and a 'View Condition' button.

**Step 5: Downloading Documents**

Each name of the document is a link to the document in the e-Permitting system. To access one of the documents, click on that link.

Depending on your browser configuration, the document may open a new browser tab or be saved to your computer. Generally, these types of files are saved to your download folder.

The screenshot shows the 'Attachments' section of a web application. At the top, it states 'The maximum file size allowed is 20 MB.' Below this is a table with the following data:

Name	Record ID	Record Type	Entity Type	Type
<a href="#">Test Document for Upload.pdf</a>	B-1580-21	Residential - New Building	Record	Application Submittal Documents
<a href="#">Test Document for Upload.pdf</a>	B-1580-21	Residential - New Building	Record	Application Submittal Documents

An 'Add' button is located at the bottom left of the interface.

**Please note:**

*Not all documents will be viewable to the public. Most document types will be available to the record creator and the associated contacts in the record.*

Congratulations, you have now successfully downloaded files for your project.

This and more useful guides are located at [cd.cityofalbany.net](http://cd.cityofalbany.net) or you can email [cd.customerservice@cityofalbany.net](mailto:cd.customerservice@cityofalbany.net) for assistance.