

Online Permit Center User Manual for Building

The Initial Sign-in page for the Online Permit Center has undergone some changes.

On-line Permit Center
City of New Bedford, MA
133 William Street . New Bedford, MA 02740 . (508) 979-1400

Powered by
ViewPermit
Innovative permit management

Sign In

Email Address / User ID

Password

Log In

Forgot your password?
Enter your email address
above then [click here](#)

Don't have an account?
[Click here to register](#)

We recommend using the following browsers:
Microsoft Internet Explorer 11 or higher, Mozilla Firefox,
Google Chrome

Log-In- There's now one sign-in for every type of user. You just need to have an active account to sign-in. User accounts are tied to an email address, so it's a requirement for access to the Online Permit Center.

Registration- First time users will need to register.

Password Reset- For users who have forgot their password; the "Forgot Password" button sends an email to the user with instructions for resetting.

New Contractor Registration Process



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Contractor Registration

Step 1: Validate your license

Business Name (DBA)	License Type	License Number	Expires on	
<input type="text"/>	<input type="text" value="v"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Validate"/>

Step 2: Fill Login Information

Email Address / User ID

Password

Re-type Password

Contact Email Address (if different than user id)

Step 3: Fill Contact Information

First Name	Last Name				
<input type="text"/>	<input type="text"/>				
Address	City	State	Zip	Phone Number	
<input type="text"/>	<input type="text"/>	<input type="text" value="v"/>	<input type="text"/>	<input type="text"/>	

Note: If the License Number and License Expiration Date does not “**Validate**” you will have to contact the Inspectional Services Department. The information is not matching what the Inspectional Services Department has on file.

Click the “Register” button when you finish entering in all the information. You will receive an email with instructions on how to complete the registration process.

Signing In

Once you have completed the registration process, you will be able to sign in with the User ID and password that was setup for you.



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Sign In

Email Address / User ID

Password

Forgot your password?
Enter your email address above then [click here](#)

Don't have an account?
[Click here to register](#)

We recommend using the following browsers:
Microsoft Internet Explorer 11 or higher, Mozilla Firefox,
Google Chrome

Below is the Main Menu which is the first screen that appears after you sign in.



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user@youremail.com (Contractor) 

What would you like to do?

 **Apply for Permit or License**

 **Request Inspection**

- 0 **UNSUBMITTED APPLICATIONS**

It's all good! You do not have any unsubmitted applications to resume. Click apply button to start a new application.

+ 0 **INCOMPLETE APPLICATIONS**

+ 0 **BALANCE DUE**

+ 0 **PERMITS & APPLICATIONS**

Apply For New Permit



What would you like to do?



Click on the **“Apply for Permit or License”** icon.

The following icons appear allowing you to select the type of permit you wish to apply for.

Select Application Type



Building



Electrical



Gas



Plumbing

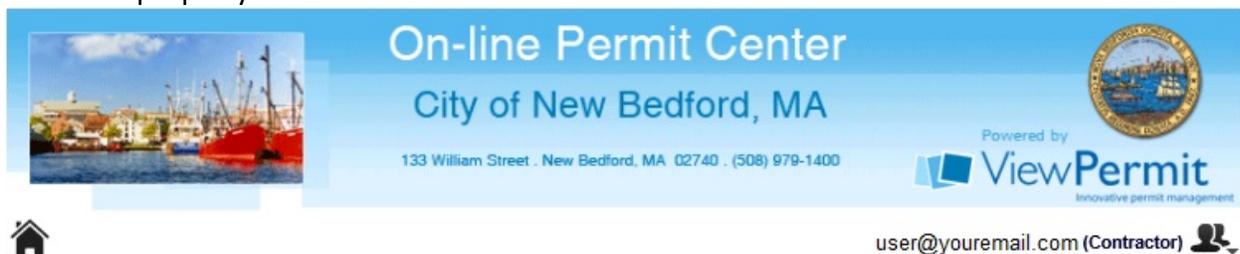


Mechanical

Just click on the icon for the permit type you want to apply for.

Permits Application Process

Select the property address



Select Address

Enter House number and Street Address. Note that once you type the first letter of the street name, it will jump to the first street name that begins with that letter, scroll to the street name you are looking for.

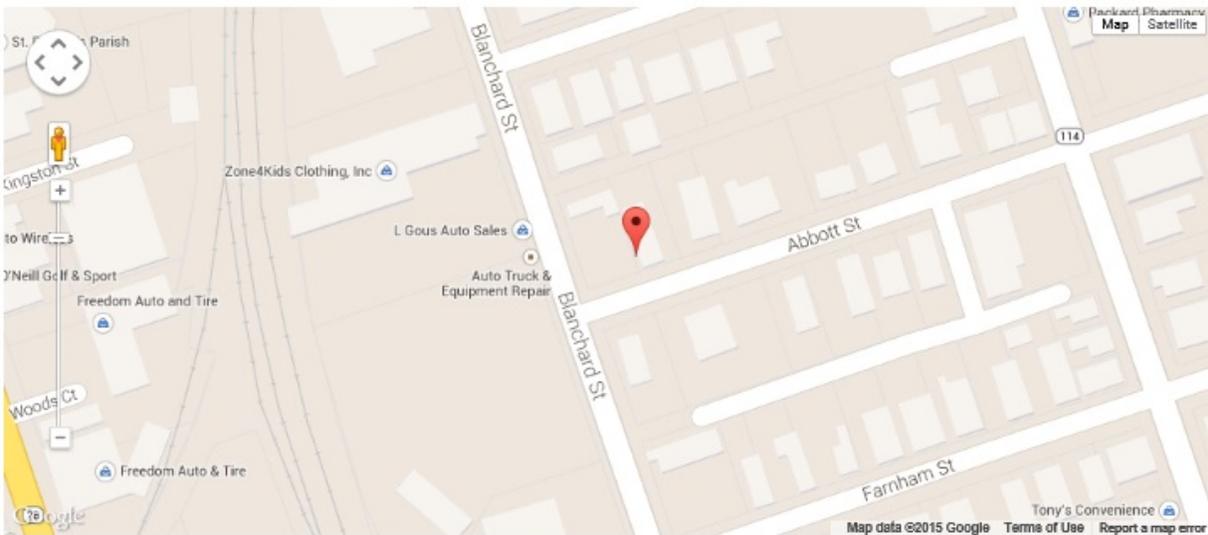
Select Address

10 A	X	Apt # / Unit #
10 ABBOTT ST		
10 ACORN ST		
10 AGNES ST		
10 AMBERGRIS LN		
10 ANGELICA AVE		
10 ANTHONY ST		
10 ARANEA CR		
10 ARCH ST		

Once the address is select the Property Information section should populate with a map of the Properties location. All the fields should automatically populate with the information the City has on file for that property.

Property Information

Address	10 ABBOTT ST	Zoning	RC	Deed	10025/271
Owner	CARDOZA BENJAMIN	Property Use	104	Year Built	1896
Parcel ID	16-93	Lot Area	3200.00		



Select type of work being done

Please Select

NOTE: If you do not see an option for the type of work you are attempting to apply for, do not proceed and contact your municipality for further instructions. Thank you.

Start Application

Select the type of work or **Permit for** from the drop down. Once done select **Start Application** to begin.

Please Select
Accessory Buildings - 50.00
Alteration - Commercial
Alteration 1-2 Family - 100.00
Alteration Multi-Family - 200.00
Antenna
Asbestos Removal - 30.00
Awnings and Canopies - 25.00
Carports - 75.00
Cell Tower - 300.00
Certificate of Inspection
Change of Tenant - 75.00
Change of Use
Chicken Coop - 30.00
Chimney - 50.00
Circus-Carnival Amusement or Concession Units
Concrete Basement Floor - 30.00
Decks - 75.00
Demolitions
Driveways - 30.00
Fence -over 6ft
Fire Alarms - Comm
Fire Alarms - Res
Fire Escapes - 50.00
Fireplace - 50.00
Foundations Only 1-2 Family - 100.00
Foundations Only Comm and Indust. 200.00
Foundations Only Multi-Family - 200.00
Garages
Handicap Ramp - 75.00
Insulation - 30.00
New Constr./Addition 1-2 Family
New Constr./Addition 1-2 Family - wFP
New Constr./Addition Comm and Indust.
New Constr./Addition Comm and Indust. - wFP
New Constr./Addition Multi-Family
New Constr./Addition Multi-Family - wFP
Other Permits
Pool - Above Ground - 30.00
Pool - In Ground - 50.00
Porch - 30.00
Porch -2 - 50.00
Porch -3 - 75.00
Porch -4 or more - 100.00
Relocation - 100.00
Roof/Siding
Roof/Siding/Windows or Doors
Roof/Windows or Doors
Roofs
Roofs - Strip/Re-Shingle
Satellite Dish - 50.00
Siding
Siding/Windows or Doors
Signs - Standing
Signs - Temporary
Signs - Wall
Solar Systems - 50.00
Steps - Platforms - Loading Docks - 50.00
Steps and/or Platforms - 25.00
Temporary Devices - 50.00
Temporary Permit
Temporary Tent
Use Certification - 100.00
Windows or Doors
Wood Stoves - 30.00

Permit Information

The following screen will display. All the fields should automatically populate with the information the City has on file for that property. You can change the owner name if it is not correct, you can also change the Occupancy Type and the Building Type if they do not appear accurate.

STEP 1: To continue, click the drop down arrow under the “Occupancy Type” and “Building Type” section.

Fill in “Description of Work” and “Project Cost”. You will not be able to proceed without entering in the cost of the project.

1 Step 1
Permit Information

2 Step 2
Contractor

3 Step 3
Engineer/Architect

4 Step 4
Setbacks

5 Step 5
Structure

6 Step 6
Documents & Reqs

7 Step 7
Preview

Building Permit Application at **10 ABBOTT ST**

Occupancy Type
Residential ▼

Building Type
Two Family ▼

Permit for
Roofs

Description of Work

Project Cost
\$

Water Supply

Sewage Disposal

Municipal

Private

Municipal

Onsite

Roofing: more than 2 layers

Owner Name
Mary Homeowner

Address
10 ABBOTT ST

City
NEW BEDFORD

State
MA

Zip
02744

Phone No.

Agent Name
John Test

Address
133 William Street

City
New Bedford

State
MA

Zip
02740

Phone No.
(508) 991-8245

Tenant Name

Tenant Phone

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Next

Contractor Selection

The default contractor name comes from the account information you entered when you registered. To enter a new contractor name simply begin typing the contractor's first name in the space provided and navigate to an existing contractor. This list is populated with the contractor's licenses that are on file in the Inspectional Services Department.

Contractor Name (4 characters minimum)

Available Licenses (Click assign to select a license)

	Type	License No	Expiration Date	LicenseStatus
<input type="button" value="Assign"/>	SheetMetal-Master-UnReg	4094	12/28/2015	Active
<input type="button" value="Assign"/>	SheetMetal-Journeyman UnReg	227	02/04/2016	Active
<input type="button" value="Assign"/>	Refrigeration License	RC-017451	12/21/2015	Active

Assigning Contractors

STEP 2: When the list of licenses appears on the right you will have the option of assigning that contractor and the specific license required. Note that you may assign as many contractors and licenses as you would like and may even select the same contractor with multiple licenses.

Example :

1 Step 1 Permit Information **2 Step 2** Contractor **3 Step 3** Fixtures **4 Step 4** Insurance
5 Step 5 Documents & Reqs **6 Step 6** Preview

 **Mechanical Permit Application at 10 ABBOTT ST**

Contractor Name (4 characters minimum)

Available Licenses (Click assign to select a license)

	Type	License No	Expiration Date	LicenseStatus
<input type="button" value="Assign"/>	SheetMetal-Master-UnReg	4094	12/28/2015	Active
<input type="button" value="Assign"/>	SheetMetal-Journeyman UnReg	227	02/04/2016	Active
<input type="button" value="Assign"/>	Refrigeration License	RC-017451	12/21/2015	Active

Assigned Contractor Information

	Name	DBA	License Type	License No	Expiration
<input type="button" value="Remove"/>	Stephen J. Mechanical	SS Service Corp.	SheetMetal-Master-UnReg	4094	12/28/2015
<input type="button" value="Remove"/>	Stephen J. Mechanical	SS Service Corp.	SheetMetal-Journeyman UnReg	227	02/04/2016

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Building Permit Engineering / Architect Company Section



Building Permit Application at 10 ABBOTT ST

Engineer Company Name	Address	City	State	Zip	Phone No
<input type="text" value="Please Select"/>					
Engineer Name	Registration No	AOR	Insurance	Email Address	
Architect Company Name	Address	City	State	Zip	Phone No
<input type="text" value="Please Select"/>					
Architect Name	Registration No	License Exp	Email Address		

Prev



Next

STEP 3: Once you select the Engineering and Architect Company from the dropdown boxes, click the “Next” button.

STEP 4: Confirm Set-backs



Building Permit Application at 10 ABBOTT ST

Set-backs

	Required	Provided (optional)
Front	<input type="text" value="20.00"/>	<input type="text" value="0"/>
Back	<input type="text" value="30.00"/>	<input type="text" value="0"/>
Left	<input type="text" value="10.00"/>	<input type="text" value="0"/>
Right	<input type="text" value="12.00"/>	<input type="text" value="0"/>
Open Space	<input type="text" value="0.00"/>	<input type="text" value="0"/>
Lot Coverage%	<input type="text" value="30"/>	<input type="text" value="0"/>

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STEP 5: Enter appropriate information under Structural Requirements. This screen is limited so please provide detailed information under **Work Description** on STEP 1.



Building Permit Application at 10 ABBOTT ST

Structural Requirements

	Existing	Proposed
No of floors including basement levels	<input type="text" value="0"/>	<input type="text" value="0"/>
Total Height (ft)	<input type="text" value="0"/>	<input type="text" value="0"/>
No of Bedrooms	<input type="text" value="0"/>	<input type="text" value="0"/>
No of Bathrooms	<input type="text" value="0"/>	<input type="text" value="0"/>
Living Space Area (sf)	<input type="text" value="0"/>	<input type="text" value="0"/>
Cellar/Garage Area (sf)	<input type="text" value="0"/>	<input type="text" value="0"/>
Total Area (sf)	<input type="text" value="0"/>	<input type="text" value="0"/>

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Next

Liability Insurance

1 Step 1
Permit Information

2 Step 2
Contractor

3 Step 3
Fixtures

4 Step 4
Insurance

5 Step 5
Documents & Reqs

6 Step 6
Preview

 **Building Permit Application at 10ABBOTT ST**

I have a current liability insurance / workers compensation policy or its substantial equivalent.

Yes No

If you have checked yes, please indicate the type of coverage:

Insurance Bond Other

If Other Specify:

Prev  Next

If you currently have a liability insurance / workers compensation policy, the defaults in this section are already filled out for you.

I have a current liability insurance / workers compensation policy or its substantial equivalent.

Yes No

If you have checked yes, please indicate the type of coverage:

Insurance Bond Other

If Other Specify:

If you have checked no, you need to provide a signed Insurance Waiver before this permit will be issued. An Insurance Waiver with instructions will be emailed to you.

Prev  Next

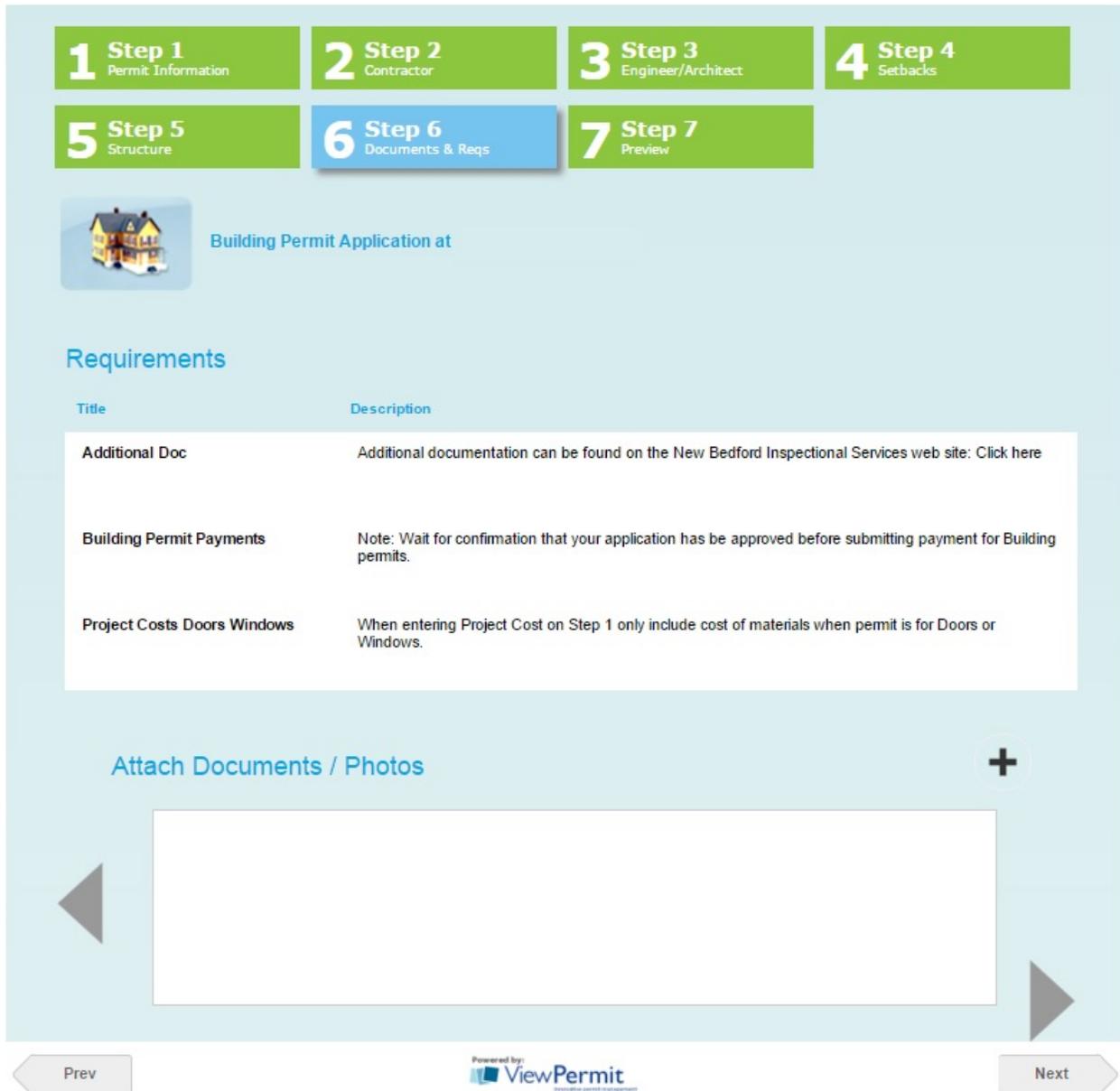
If you do not have liability insurance you will be required to submit an insurance waiver signed by the homeowner. The instructions and the form will be sent to you via email once you submit the application.

Attaching Documents / Photos and Requirements

STEP 6: Pay close attention to the Requirements section. Different requirements will display based on the type of permit applying for. Additional documentation is also available from the link provided. You can also visit On-line Permit Center web page.

<http://www.newbedford-ma.gov/inspectional-services/online-permit-center>

To attach a file, simply click on the  button. The “Choose File to Upload” dialog box will open. Within this dialog box, locate the file on your computer, select it and click on the “Open” button.



The screenshot shows a web interface for a building permit application. At the top, there is a progress bar with seven steps: Step 1 (Permit Information), Step 2 (Contractor), Step 3 (Engineer/Architect), Step 4 (Setbacks), Step 5 (Structure), Step 6 (Documents & Reqs), and Step 7 (Preview). Step 6 is currently selected and highlighted in blue. Below the progress bar is a small image of a house and the text "Building Permit Application at".

The "Requirements" section contains a table with the following data:

Title	Description
Additional Doc	Additional documentation can be found on the New Bedford Inspectional Services web site: Click here
Building Permit Payments	Note: Wait for confirmation that your application has be approved before submitting payment for Building permits.
Project Costs Doors Windows	When entering Project Cost on Step 1 only include cost of materials when permit is for Doors or Windows.

Below the requirements table is a section titled "Attach Documents / Photos" with a large empty text area and a plus icon button to its right. At the bottom of the interface are "Prev" and "Next" navigation buttons, and a logo for "ViewPermit" with the text "Powered by:" above it.

The path to the file on your computer will populate in the text area. Click the “Attach” button to upload the file.

The file name should display in the list of “Attached Files:”

Application Preview

STEP 7: Before submitting the application you will be given the opportunity to review its contents before hitting the “Submit Application” button. If you need to make any changes you can use the “Prev” button or select the Step.



Building Permit Application at 10ABBOTT ST

Please take a moment to review the information below, then click the submit button.

Submit Application

STEP 1: PROPERTY INFORMATION

Occupancy Type Residential	Building Type Two Family	Permit For Roofs
Water Supply N/A	Sewer Disposal System N/A	Roofing Under 2 Layers
Project Cost \$5000.00	Work Description Work to be done	

OWNER

Mary Homeowner
10 ABBOTT ST
NEW BEDFORD MA 02744
Email
Work
Mobile

APPLICANT

John Test
133 William Street
New Bedford MA 02740
Email
Work (508) 991-6245
Mobile

STEP 2: CONTRACTOR INFORMATION

Name	DBA	Address	City	State	ZIP	LicenseType	LicenseNo	LicenseExpiration
Fred T Builder	Fred The Builder		New Bedford	MA	02745	Builder	555555	07/01/2016

STEP 3: ENGINEER & ARCHITECT

ENGINEER

Jim Stewart

ARCHITECT

Kevin S. Cardwell

STEP 4: SETBACKS & REQUIREMENT INFORMATION

	Required	Provided		Existing	Proposed
Front	20.00	0	No of floors including basement levels	0	0
Back	30.00	0	Total Height (ft)	0	0
Left	8.00	0	No of Bedrooms	0	0
Right	12.00	0	No of Bathrooms	0	0
Open Space	0.00	0	Living Space Area (sf)	0	0
Lot Coverage%	30	0	Cellar/Garage Area (sf)	0	0
			Total Area (sf)	0	0

STEP 5: DOCUMENTS

No files attached

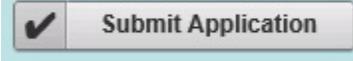
Prev

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Submit Application

Submitting an Application

To submit the application you must click on the 'Submit' button



Signing the Application

The following screen displays requiring you to sign the application electronically. Type you full name in the 'Your Signature' box. You must check off the two check boxes before clicking on the 'Pay Now' or 'Pay Later' buttons.

Permit Fee: \$20

Total Fee: \$20

Your Signature

By clicking on this check box, I hereby certify that I accept the submitted document and will note that the completion of the field above will act as my signature.

I also hereby certify that I am the owner of the property which is the subject of this application or the authorized agent of the property owner and have been authorized to make this application. I understand that when a permit is issued, it is a permit to proceed and grants no right to violate the State Building Code or any other code, ordinance or statute, regardless of what might be shown or omitted on the submitted plans and specifications. All information contained within is true and accurate to the best of my knowledge and belief. All permits approved are subject to inspections performed by a representative of this office. Requests for inspections must be made at least 24 hours in advance.

I understand that I must schedule an inspection upon completion of this work.

Note: 'Express' applications will be issued instantly upon payment.

Submit

PAY NOW OPTION

NOTE: Wait for confirmation that your application has been approved before submitting payment for Building permits.

Once your application has been approved, you can return to the Dashboard and pay on-line.

Choosing this option adds an additional charge to the permit fee : .30 + 2.9% of the permit fee

Example:

for a 20.00 permit fee

$.30 + (20.00 * 2.9\% = .58) = .88$ cents will be added to the permit fee for a total of \$20.88

PAY LATER OPTION

You will need to come into the Inspectional Services Department in person to make payment.

Submitted Applications

After you submit the online payment the following screen will display allowing you to print the receipt.

Way to go! Your application was successfully submitted to the City of New Bedford

Your brand new application tracking number is **TP-15-76**

Please use this number as a reference to your application.

You will be notified via email once your application has been reviewed and accepted by the appropriate department.

You can print a copy of your application by [clicking here](#).

Please note that your permit will not be issued until a payment of **\$32** has been submitted to City of New Bedford

Click on the home icon on the top left of this page to go back to your dashboard.

Click the 'Pay Now' button below to submit your payment.

Pay Now \$



Incomplete Applications

If you are not ready to 'Submit' the application you can click on the "Home" button.

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user@youremail.com(Contractor)

1 Step 1
Permit Information

2 Step 2
Contractor

3 Step 3
Fixtures

4 Step 4
Insurance

5 Step 5
Documents & Reqs

6 Step 6
Preview

HVAC
Mechanical Permit Application at 10 ABBOTT ST

Please take a moment to review the information below, then click the submit button.

Submit Application

Clicking on the "Home" button brings you back to your **Dashboard**. The application will appear under "Unsubmitted Applications". To continue with these pending applications just click on the application.

The **Dashboard** contains four sections, separated by gray bars. These are the categories for your permit data. They are expandable and collapsible by clicking on the bar itself.

- 2 UNSUBMITTED APPLICATIONS

Click on any of the following records to resume and submit your application

Tracking #	Application Type	Address	Application For	Created
712	Gas	10 ABBOTT ST	Renovation - Gas	Mar 09, 2015
711	Plumbing	10 ABBOTT ST	New - Plumbing	Mar 09, 2015

Unsubmitted Applications- These are **Applications** for **Projects** that you started, but never completed the submission process. If you stop an application mid-way through or sign out unexpectedly, the **applications** you were working on will be saved here. Just click on the permit you'd like to resume and it will take you to the workflow.

- 1 INCOMPLETE APPLICATIONS

Click on any of the following records to view additional details and attach missing documentation.

Permit #	Application Type	Address	Application For	Status	Submitted
TP-15-79	Plumbing	10 ABBOTT ST	New - Plumbing	Online Application (Denied)	Mar 9 2015

Incomplete Applications- These are applications that the **Reviewing Department** in your municipality have said are missing information or **Documents**. By clicking on one of these, you will be taken to the **Permit Details** page.

- 1 BALANCE DUE

Click on any of the following records to view additional details, pay balance due, and request inspection appointments

Permit #	Application Type	Address	Total Fee	Total Paid	Balance Due
TP-15-78	Plumbing	10 ABBOTT ST	\$ 32.00	\$ 0.00	\$ 32.00

Balance Due- **Balance Due** is the section that shows permits with outstanding payments. For example, if the Municipality adds an additional fee, you'd go there to see it's been added and to pay it. Clicking on permit the will take you to the **Permit Details** page, there you can go to pay the balance.

- 2 PERMITS & APPLICATIONS

Click on any of the following records to view additional details, pay balance due, and request inspection appointments

Permit #	Application Type	Address	Application For	Status	Submitted
TG-15-133	Gas	10 ABBOTT ST	Renovation - Gas	Online Application	Mar 9 2015
TP-15-78	Plumbing	10 ABBOTT ST	New - Plumbing	Pending	Mar 9 2015

Permits & Applications- Is where you go to see all your **Projects**. Clicking on anyone will take you to the **Permit Details** page.

Request an Inspection

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john.test11@aol.com (Contractor)

What would you like to do?

Apply for Permit or License

Request Inspection

Select the “Request Inspection” button from the Dashboard

To schedule an inspection

Fill out the information and then click **Request Inspection**

You may also call the Inspectional Services to schedule an Inspection at 508-979-1540. Requests for inspections must be made at least 24 hours in advance.

Property/Permit/Contact Info

Address: 10 ABBOTT ST

Available Permits: G-15-133

Contact Person: John Test

Contact Phone #: 508-555-5555

Inspection Type & Schedule

Requested Date: 03/13/2015

Inspection Stage: Regular Final

Inspection for: Gas Appliances - Final

Request Inspection

View Inspections

The **Permit Details** page highlights the single place where all actions and information for a **Project** can be seen. Like the **Dashboard**, this too is broken up into sections. **Inspections**- Show the user all inspections done on the **Project**.

Project #: M-15-11 **Location:** 10 ABBOTT ST **Status:** Issued **Balance Due:** \$0.00

- PERMIT INFORMATION

Occupancy Type Residential	Building Type Two Family	Date Submitted 3/12/2015	Date Issued 3/12/2015	Permit For New - Mechanical
Project Cost 1000.00	Permit Fee \$100.00	Additional Fee \$0.00	Total Fee \$100.00	Total Paid \$100.00

OWNER

Mary Homeowner
10 ABBOTT ST
NEW BEDFORD MA 02744

Email:

Work:

Mobile:

APPLICANT

John Test
133 William Street
New Bedford MA 02740

Email: john.test11@aol.com

Work:

Mobile: (508) 991-6245

CONTRACTOR

Stephen J. Mechanical	30 Robert W. Boyden Rd.	Taunton	(508) 822-2100	SS Service Corp.	4094	12/28/2015
Stephen J. Mechanical	30 Robert W. Boyden Rd.	Taunton	(508) 822-2100	SS Service Corp.	227	02/04/2016

Attach Documents / Photos



- REVIEW STATUS

Building Department

Approved

Mar 12, 2015

No Comments Available

- INSPECTIONS

No Inspection Data Available

If any inspections were performed they will display, otherwise no inspection data is available.

- INSPECTIONS

Type	Inspection For	Date	Status	Comment	Inspector
Final	General Inspection	10/03/2014	Pass		JMurphy
Final	Partial	10/03/2014	Pass		JMurphy