

# ONLINE PERMIT CENTER PORTAL OVERVIEW

## Need Help?

If at any point in your application process you require help, please contact us at the Permit Center and we'd be happy to help.

For accessibility and translation accommodations, please refer to the last page of this guide for more resources.

**Email contact:** [permitcenter@bendoregon.gov](mailto:permitcenter@bendoregon.gov)

**Permit Center Phone:** (541) 388-5580

**Online Permit Center Portal Home:** <https://cityview.ci.bend.or.us/portal>

## Summary of the Online Permit Center Portal

### *Step 1 – Top Navigation Bar*

1. The top navigation bar includes important links:

**a. Sign in/out**

**b. My Account**

- i. See your contact information and update addresses and names.
- ii. If you need to change your email address, you will need to set register for a new account. Our IT team can then merge the old account with your new account.

**c. My Items**

- i. View each of your active and completed applications, licenses, and permits

**d. My Shopping Cart**

- i. When you are ready to make a payment, fees that you put in your cart will show up here. The example below has zero fees in the cart.

**e. Portal Home**

- i. Brings you back to the main screen from wherever you are.

**f. Search for a property**

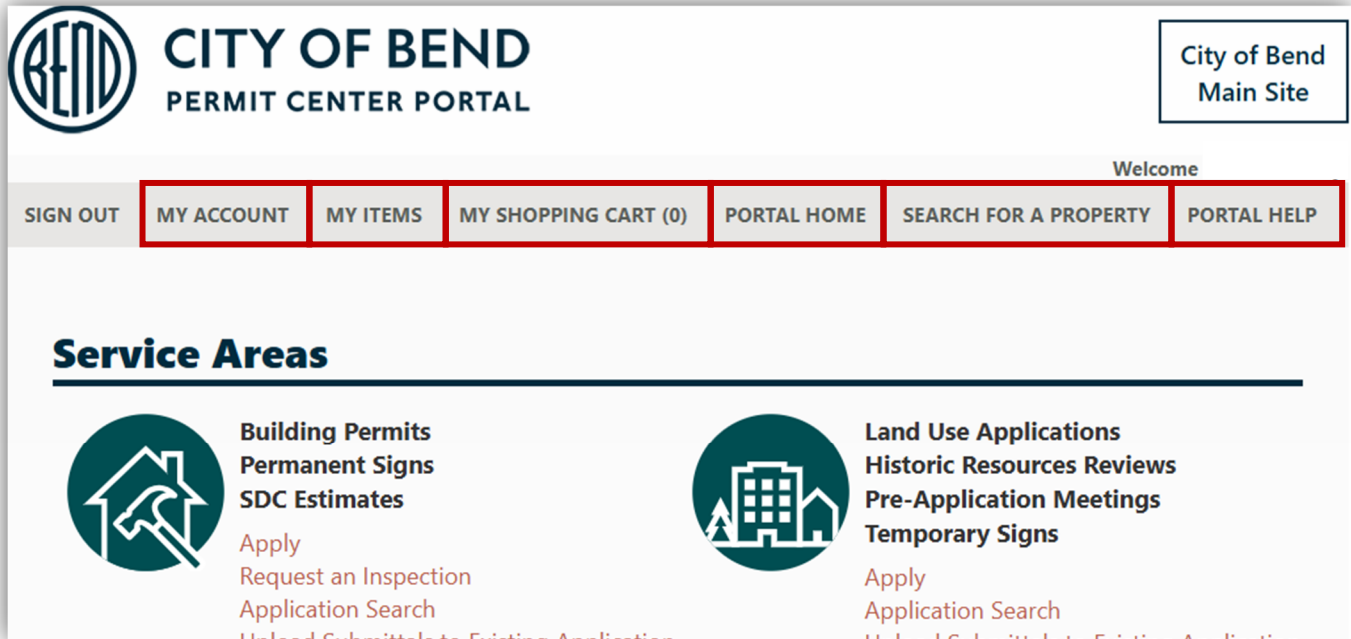
- i. Takes you to the property search tool. Make sure you have the full address, including directional names

**g. Portal Help**

- i. Contains portal help videos, how-to documents and resources



**Note: If “My Items” do not appear, check that you are signed into the Online Permit Center Portal.**



## **Step 2 – Service Areas**

1. Service areas include:
  - a. **Building Permits**
  - b. **Land Use Applications**
  - c. **Public Right of Way**
  - d. **Business Registrations**
  - e. **Contractor Registrations**
  - f. **Special Events**
  - g. **Property Information**
  - h. **Capital Improvement Projects**
  - i. **Code Enforcement Complaints**



2. Links below each service area are where you can:
  - a. **Apply for** and **Submit** an application,
  - b. **Search** for an application/property/business/contractor
  - c. **Upload** submittals to an existing application
    - i. **Note:** in order to upload, you will be prompted to log in
3. When signed in, you have more options to
  - a. **Request inspections**
  - b. Search for **Code Enforcement** complaints

## Service Areas



### Building Permits

Permanent Signs  
SDC Estimates

Apply  
Application Search  
Upload Submittals to Existing Application



### Land Use Applications

Historic Resources Reviews  
Pre-Application Meetings  
Temporary Signs

Apply  
Application Search  
Upload Submittals to Existing Application



### Public Right of Way

Grading  
Agreements & Housing Incentives

Apply  
Application Search  
Upload Submittals to Existing Application



### Business Registrations

Specialty Licensing

Apply  
Business Search  
Upload Submittals to Existing Application



### General Contractor Registrations

Qualified Contractor Licenses

Apply  
Contractor Search  
Upload Submittals to Existing Application



### Special Events & Noise Variances

Burn Permits  
Mobile Food Unit Safety Inspections

Apply  
Application Search  
Upload Submittals to Existing Application



### Property Information

Search for a Property



### Capital Improvement Projects

Application Search  
Upload Submittals to Existing Project



### Code Enforcement Complaints

Submit a New Complaint



### Step 3 – \*Required Steps

1. **Required information** is marked with a **red asterisk**. You will not be able to proceed unless this information is filled out.

**Permit Application - Description and Type**  
TMPPR20260010693

Required information is indicated with an asterisk (\*)

Choose the application type:\*

--Select--

Please categorize the nature of the work being done:\*

--Select--

Please describe the work being done:\*

### Step 4 – Blue Information Icon ?

1. **Blue question marks** next to select fields **give more information** about the current selection. Click on the blue bubble to get a pop up of information.

**Permit Application - Description and Type**  
TMPPR20260010693

Required information is indicated with an asterisk (\*)

Choose the application type:\*

**New Address or Address Change**

Additional Information

This application type is used for customer or property owner requests to have a new address or suite assigned to their property or building, without a corresponding building permit.



## Step 6 – Application Guidelines

1. Please make sure this information is read thoroughly so you do not encounter any delays in your process. Document preparation is an important step for Building, Right of Way and Land Use Applications.

### Permit Application - Upload Files

TMPPR20260010693

#### - Guidelines For Electronically Submitting Documents:

- Submitted documents should be under 40MB in size.
- Accepted file extensions:
  - pdf,dwg,jpg,jpeg,png,tif,xlsx,xls,wav,mp4,mov
- **If you are applying for a Building or Permanent Signs permit, submittal documents can only be in PDF format.**
- **Document Naming Convention Best Practices:**
  - Do not end a filename with a number.
  - Filenames should NOT contain any of the following characters:
    - / \ : \* ? " < > |
  - Stick to letters, numbers, underscores (\_) and hyphens (-) for maximum compatibility.
  - Keep names concise to avoid length restrictions.
  - Avoid the use of non-friendly filenames. (For example, k9dk38fj3.pdf)
  - Avoid inappropriate language in filenames.
  - See drawing file naming instructions for [Building](#) and [Engineering](#) applications.
- **IMPORTANT!** Be sure to properly flatten files or plans before upload. Unflattened plans will be returned for correction.
  - See [How To Flatten AutoCAD File Instructions](#).
  - See [Electronic Plan Review Customer Best Practices](#).

**You are required to upload all relevant submittal items when submitting your application to the City. If you need assistance, please contact the Permit Center at for [permitcenter@bendoregon.gov](mailto:permitcenter@bendoregon.gov) or 541-388-5580.**

**Note:** If your session is idle for more than **20 minutes**, your session could time out and work will not be saved.



## Step 8 – Review, CAPTCHA, and Submit

1. The final step for all applications is **Review, CAPTCHA, and Submit**:
  - a. It includes a **recap of your application**,
  - b. shows any applicable **fees**,
  - c. requires **CAPTCHA verification** before submitting
  - d. Note: the permit has not been submitted until Review and Submit has been clicked after the CAPTCHA is entered.

### Example: Entire Structure Demolition

**Permit Application - Review & Submit**

TMPPR20260010693

Please review the information below and if it is correct, press the submit application button to submit your application.

Permit Information

Permit Type: Demolition

Category of Work: Demolition

Permit: Building Permit

Please list what is being changed on this permit:

Valuation: 0

| Work Item Description         | Units | Quantity |
|-------------------------------|-------|----------|
| Demolition - Entire Structure | SQ FT | 45       |

I acknowledge I have authority to submit this application, and affirm all the information provided is current and accurate. I agree to comply with all applicable City standards, regulations, and requirements, and understand that the granting of any a permit, license, or other approval does not negate or supersede the requirement to comply with applicable standards, regulations, and requirements. Finally, I understand that a permit, license, or other approval may be subject to revocation for non-compliance with any applicable standard, regulation, or requirement, or any inaccuracies or omissions related to this application or other submitted materials.

Do you agree?☐

PKUEKE

Refresh

Type the characters you see in the image above to continue:\*

PREVIOUS STEP

SUBMIT APPLICATION

CANCEL APPLICATION



### **Accommodation Information for People with Disabilities & Language Assistance Services**

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please email [accessibility@bendoregon.gov](mailto:accessibility@bendoregon.gov) or call 541-693-2198. Relay Users Dial 7-1-1. All requests are subject to vendor processing times and should be submitted 48-72 hours in advance of events.

### **Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad**

Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto en correo electrónico [accessibility@bendoregon.gov](mailto:accessibility@bendoregon.gov) o número de teléfono 541-693-2198. Los usuarios del servicio de retransmisión deben marcar el 7-1-1. Por favor, envíe sus solicitudes con 48-72 horas de antelación al evento; todas las solicitudes están sujetas a los tiempos de procesamiento del proveedor.