A GUIDE ON HOW TO NAVIGATE YOUR PERMIT PORTAL
# Contents

- How to Look Up Zoning .......................................................... 2
- How to submit an Entitlement or Permit application .............. 4
- Filling Out an Application ....................................................... 7
- Tracking Your Application and Fees .................................... 11
- Customer Online Dashboard .................................................. 13
- Paying Fees ........................................................................ 14
- Resubmitting Files ............................................................... 15
Instructions on how to use the Alhambra Permit Portal

How to Look Up Zoning

1. Navigate to the City of Alhambra’s Community Development website
   https://www.cityofalhambra.org/178/Community-Development

2. On the webpage, click on the Permit Portal as seen below.

   ![Permit Portal Button]

3. Click “I Accept” to the website disclaimer stating you will be taken to another site.

   WEBSITE DISCLAIMER

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   Clicking on the “Customer Access Portal” button below, you hereby certify that you have read and fully understand this disclaimer and will not use the information on this site beyond the scope set forth herein.

   FIRE INSPECTIONS MUST BE SCHEDULED BY CALLING 626-570-5193.

   ![I Accept Button]

4. Then click on Map.
5. Type an address within the search bar and hit Enter.
   • **Note:** As you type in an address, the system will start completing an auto search of existing addresses.

6. To see the zoning districts you must zoom into the map.
   • **Note:** All zoning districts will be defined by its specified color and zoning label (example of zoning label - R3)
How to submit an Entitlement or Permit application

1. Navigate to the City of Alhambra’s Community Development website
   https://www.cityofalhambra.org/178/Community-Development

2. On the webpage, click on the **Permit Portal** as seen below.

   ![Permit Portal](image)

3. Click “I Accept” to the website disclaimer stating you will be taken to another site.

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   ![I Accept]

1. Click on **Login** or **Register**, see below:
Instructions on how to use the Alhambra Permit Portal

- If you’re a new customer, you will need to register for an account. Click on register and type in your email address.
- Once you have registered, you can now click Login and enter your email.

2. Click on Apply to submit a new application.
3. If you know the type of application you will be submitting, you can click on the appropriate tab. For Planning and Economic Development applications, click on the **PLANS** tab. For Building, Fire and Public Works permits, click on the **PERMITS** tab. Note that all applications tell you the name of the permit/entitlement (highlighted in **yellow** below) and their respected department (highlighted in **blue** below). Click on **Apply** to begin the application process. If you are unsure of what application you need, please contact the appropriate department.
Filling Out an Application

1. Add a Location

- **Search by Accessor Parcel Number (APN)** - Click Add Location, select Parcel and enter the APN of the project. When searching by APN, do not put dashes, only number. Click the magnifying glass. When the APN you are looking for shows up in the results, check the Action box to the right and then click on Search Associated Addresses. Find the desired address associated with that parcel and click Add Selected.

- **Search by Address** - Click Add Location, select address and enter the address of the project. Always search the City’s database and do not add locations manually. When searching by address, only enter the building number and street. Click the magnifying glass. Find the desired location and click add. Note if you know the property’s Accessor Parcel Number (APN), it is recommended that you use this option to find a property.
Instructions on how to use the Alhambra Permit Portal

2. If you are finished adding locations then click **Next**.

3. **Details** – Enter a detailed description of the scope of work. If a separate square foot box appears, include the square footage if applicable. If square footage is not applicable, enter zero.
4. Contacts – Add contacts that are associated with the project, such as Property Owner, Applicant, Architect, Business Owner, etc. Search the City’s database for contacts first and if you are not able to find them then you can add them manually. Click the drop down menu to select the contact type, then search the data base. Note, some permits and entitlements may have a required contact type (see image below and to the right).

5. More Info – Enter all applicable information for the proposed request. Any field highlighted in red and as an asteric (*) is a required field.
6. **Attachments** – Add all documents necessary and/or required for your application. Some applications may have required documents to submit. Any questions on the required documents please visit the City’s website or contact staff. Each file uploaded shall be grouped by document type such as site plan, Initial Study, Property Owner/Tenant List, etc.

For example, if there are five (5) pages to the site plan, it shall be uploaded as one (1) file and not five (5) separate files. Include the date the file is being uploaded into the file name (i.e. Site plan_12.6.2020). Before adding files, click the drop down to select the appropriate file category. Each file can be dragged on to the blue box or you can click the plus symbol to browse your computer file.

7. **Review** – Review the information that has been entered. Click the **back** button to change information, click **save draft** if you want to finish completing the application at another time, or click the **submit** button (see image to the right).

8. Once you submit click the **submit** button, you will see the following screen below. Fees will be assessed once staff has determined everything is correct.
Instructions on how to use the Alhambra Permit Portal

Tracking Your Application and Fees

1. This screen gives you an overview of your new submittal. On this screen you have various areas that provide real-time progress staff is making on your project.

   ![Plan Number: PD-2020-00038](image)

   ![Summary](image)

   ![Flowchart](image)

   ![Available Actions](image)

2. **A Breakdown of your Application**
   - **Summary** – The summary screen provides an overall view of your application and any outstanding fees and actions.

     - **Workflow** – The workflow section in the middle displays each step in the process to approve your project. As the staff reviews your project the Progress Donut will fill-in and workflow items will turn the following colors:
       1. **Blue** – staff is currently working on this workflow item.
       2. **Green** – staff has completed this workflow item.
       3. **Yellow Strikeout** – staff has skipped this item as it is not applicable.
       4. **Red** – this workflow item has failed and requires action by the applicant.
Instructions on how to use the Alhambra Permit Portal

- **Available Actions** – Any action that is required by the applicant will appear in the Available Actions table.

- **Reviews** – This tab shows any active reviews, status of reviews, and which department approved the review and which did not.

- **Inspections** – This tab tracks any active inspections, status of inspections, and the results of the inspections.

- **Sub-Records** – This tab will display any other permit or entitlement that is connected to the current application.

- **Holds** – If a hold is placed on a property, it will appear in this tab. Holds are generally placed on properties due to violations or to provide an important message to other staff members that may view that property.
Customer Online Dashboard

1. The dashboard is an overview of all applications that have been submitted and/or have been saved as a draft.

2. Below is a breakdown of what each circle means:
   - **Attention** – Applications under this category requires action to be taken such as pay fees or resubmit files.
   - **Pending** – These applications are under review.
   - **Draft** – Applications under this category were saved as drafts and have not yet been submitted for review.
   - **Recent** – These applications were recently submitted.
Paying Fees

1. Once staff has invoiced your account, you may pay your invoice by clicking on the associated application. Then, click **Add to Cart** or **Pay Now**.

2. Once the invoice page loads, click **Pay Now** and follow the instructions from there.
Instructions on how to use the Alhambra Permit Portal

Resubmitting Files

1. To resubmit or to submit other documents, click on the associated permit. Then click on the drop down menu and then click the **Plus Sign** to add the preferred document. Note: Plans that are being resubmitted, should be renamed to say “Resubmittal #” and the “Date.”

2. When ready to submit, click **Submit**.