Using Metro Nashville's ePermits System

The Metro Nashville's ePermits system allows registered contractors to apply for and self-issue many permits types (e.g. plumbing, electrical, mechanical permits under a parent building permit). The system also allows contractor's to make application for other permits that require Metro review prior to issuance. ePermits can be used to pay for most permits online. In addition the system can be used to schedule and check the status of inspections and reviews related to most permits as well as renew licenses and registrations.

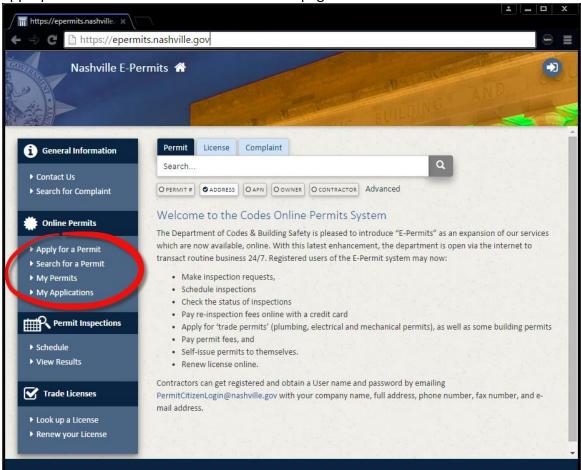
ePermits can be accessed via the Internet using most any modern web browser including Internet Explorer, Firefox, Safari and Google Chrome. Accessing the application from a mobile device is also possible but viewing in landscape mode is recommended for the best experience.

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Getting Started

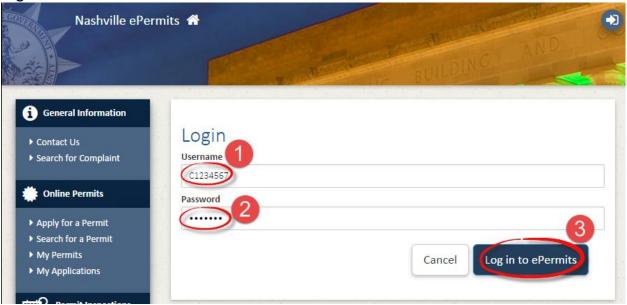
- 1. Open a web browser and then open the following location: https://ePermits.Nashville.gov
- 2. The ePermits main page will load.
- **3.** While you may search for any permit in the system without logging in, to apply for a new permit or to view existing permits or applications specifically associated with you or your company, click the appropriate menu item on the left side of the page.



IMPORTANT NOTE

If you are currently a user of the KIVA Citizen E-Permits system, your login and password will be different for the new system. Please use the login and password specifically provided by the Metro Codes Department for the **new** system. Initially, in the new system, passwords will be set to be the same as your login.

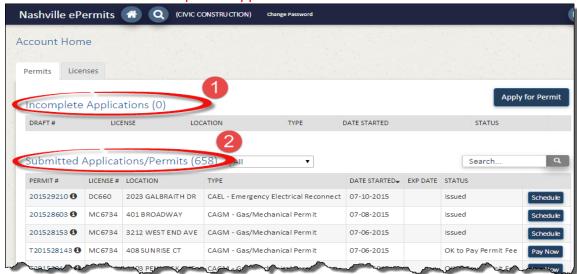
4. You will be prompted for your ePermits login. Enter your ePermits login and password and then click the **Log in to ePermits** button.



5. The Account Home page will open. This page contains lists of 1.) Permit applications that have been started but not submitted—as well as 2.) Applications that have been submitted for review or issued.

Note that Metro personnel cannot see or review records in the Incomplete Applications category as you have not formally submitted them yet. If you have no records in either list, skip to page 6 or 11 in this

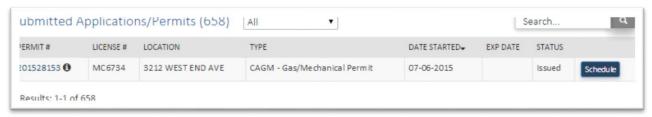
document and enter a new permit application.



6. On the list of Submitted Applications/Permits— to quickly locate a permit you can enter the permit number in the search form and click the button.



7. The specific permit will be returned from the list.

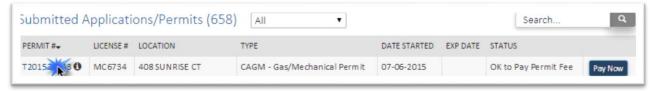


8. Alternately, you can enter a permit address (or a portion of it such as a road name) in the search box and locate a permit by that method. NOTE: To clear the search, simply click the button when the search box has no search criteria and all records will be shown.

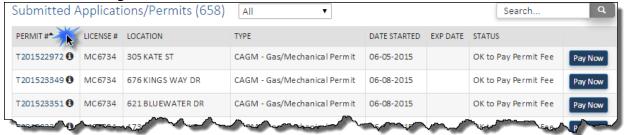
IMPORTANT NOTE

When you are searching within the Submitted Applications/Permits, you are searching only for permits submitted by you/your company.

9. If you wish to view the scope of any permit, click the **1** next to the permit number. If you desire more information about the permit, click on the permit number to view the permit details.



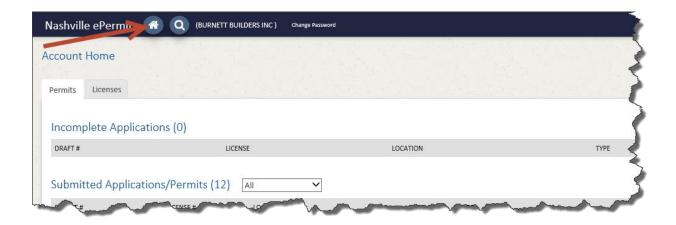
10. If you want to sort the list by a column, simply click the column header once to sort ascending and again to sort descending.



11. You may initiate scheduling an inspection or paying for permit fees (and re-inspection fees) directly from this screen by simply click the button if available. If the button is not available, the permit is not ready or does not require either action at this time.



1. To return back to the permit listing on the Home page, click on the button located in the top left corner of the screen.



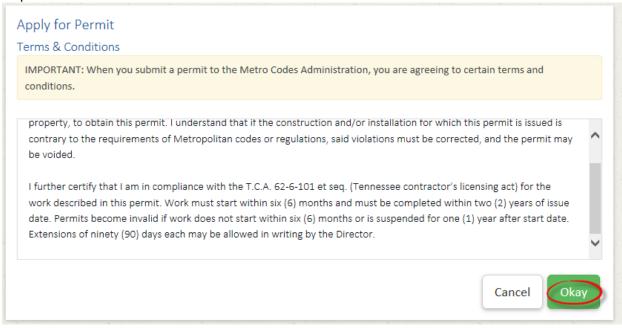
Apply for Permit

1. From the Account Home Page, click the Apply for Permit button.



2. On the next page, the Terms and Conditions are required to be accepted. Be sure to read them and if you accept, click the Okay button. For permits that are independent and not under an existing Building permit, proceed to step 3. For permits that are dependent and will be under an existing Building permit, skip to

step 15.



Independent Permits (Not Under an Existing Building Permit)

3. Specify if the permit being applied for is NOT under the scope of an existing parent (building permit).

Apply for Permit I wish to apply for a permit under an existing Building permit OR I wish to apply for a new permit (NOT under an existing Building permit)

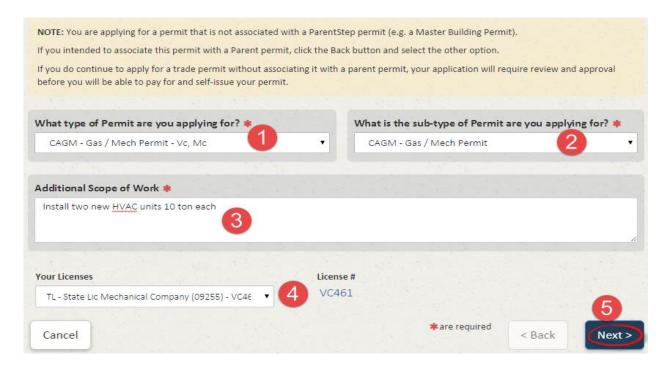
4. A permit not associated with an existing permit must be associated with a parcel/address. Once the selection is made to do a new permit in this manner, an address search form appears. Enter the official address for the permit location. Enter the applicable information and click the **Search** button.

Street Number	t Number Prefix Street Name		Prefix	Туре	Post Dir
15		Lindsley			
	N,E,S,W		AVE,ST,RD	N,E,S,W	
				Search	

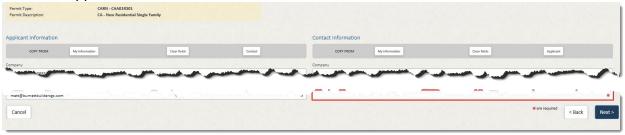
5. A list of candidate addresses will be returned. Select the correct address. In some cases, addresses are very close to each other, be specific!

Street Number	Prefix	Street Name		Туре	Post Dir
903		MAIN	MAIN		
	N,E,S,W			AVE,ST,RD	N,E,S,W Search
Found 2matches					
ADDRESS			CITY	STATE/ZIP	
903 MAIN ST			NASHVILLE	TN 37206	Select
903 B MAIN ST COMCAST POWER SUF	PPLY BOX IN ALLEY BEHIN	ND	NASHVILLE	TN 37206	Select
Results: 1-2 of 2				First Pre	vious 1 Next Last

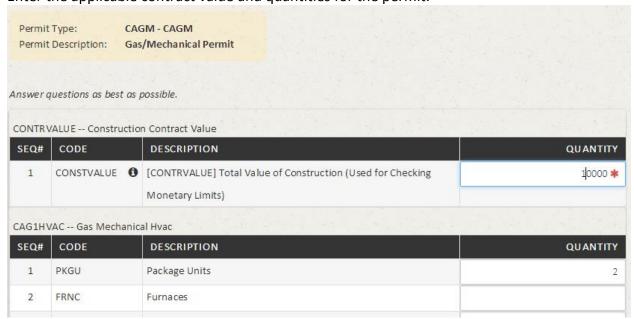
6. Enter the permit type and subtype, the permit scope, confirm the trade license and click the Next > button.



7. Enter the Applicant and Contact Information and click the Next > button.



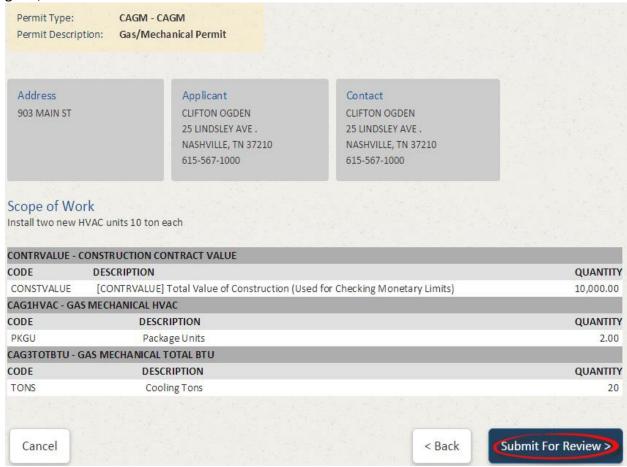
8. Enter the applicable contract value and quantities for the permit.



9. Click the Complete Application button.



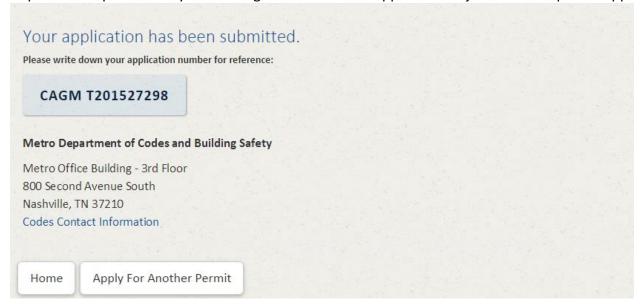
10. Confirm the permit details, if they need to be corrected, click the < Back button. If everything looks good, click the Submit For Review > button.



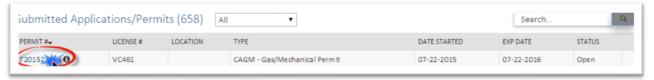
11. The application will now be submitted. It will take a few moments to submit the application during which an animation will appear.



12. After successful submission, a confirmation page will appear and Metro will review the permit as soon as possible. Upon review you should get an e-mail with approval or rejection of the permit application.



13. To review the status of a permit, click the permit number on the Account Home.



14. Scroll down to the **Reviews / Inspections** section to see the review or inspection details/results on a permit.



Dependent Permits (Under and existing Building Permit)

15. Next, specify if the permit being applied for is under the scope of an existing parent (building permit). If it is, click the first button, if it is not, click the second button. In this case, we want the first/top button.



16. A search screen/page will appear. This search is to be used to locate the PARENT/BUILDING PERMIT using an address, a permit number, owner name, parcel number or prime contractor. Use the buttons under the search box to select the item you wish to search. By default it is set to Address. Enter some search criteria and click Search.



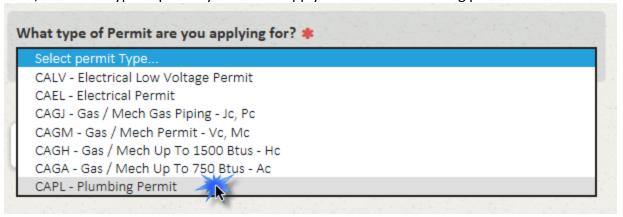
17. If you get zero results, check the address or permit number. You can also use a partial address in case you have the wrong street suffix (e.g. Rd vs Ave, etc.). Leaving off specifics such as the street type will typically result in more items found. Once results are listed, permits that are eligible for associated trade permits will show a select button. Permits that are not approved for trade permits will state "No trade permits allowed". Again you can click the button to review the scope, or click the permit number to review the entire parent permit details. Once the proper building permit is located, click



18. The key parent permit details will be displayed, this will include which permit types can be pulled against the permit. Verify again that this is the correct parent permit. If it is confirmed correct, click Next >



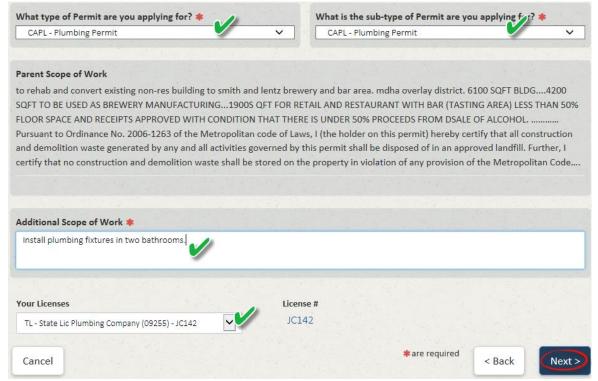
19. Next, select the type of permit you wish to apply for under the building permit.



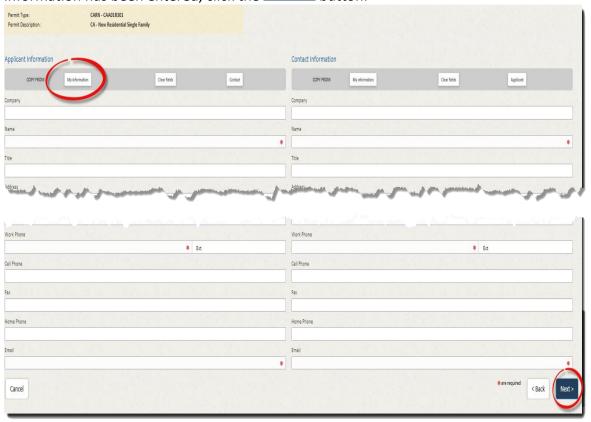
20. Select the subtype or scope code of the permit you are applying for.



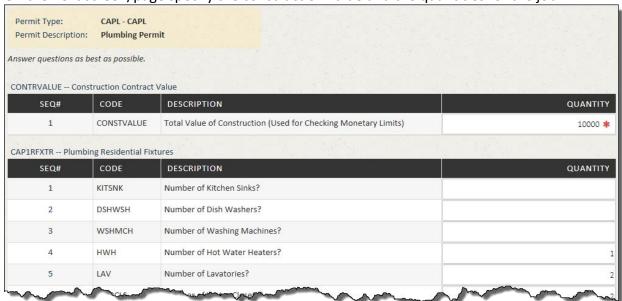
21. Enter a detailed scope of the work you will be doing under the permit, confirm your applicable trade license is shown and then click the Next > button.



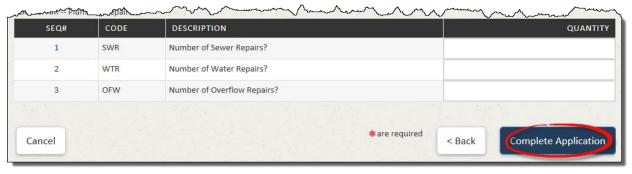
22. On the next screen/page you can specify Applicant and Contact information. You can use the buttons at the top to copy information from your Metro Contractor record but also have the opportunity to modify the information to include a specific project manager or job foreman's information. When information has been entered, click the Next > button.



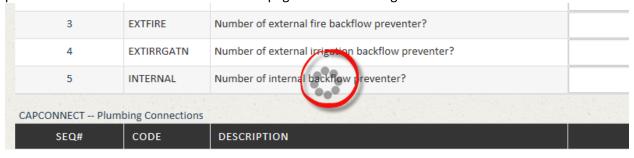
23. On the next screen/page specify the construction value and the quantities for the job.



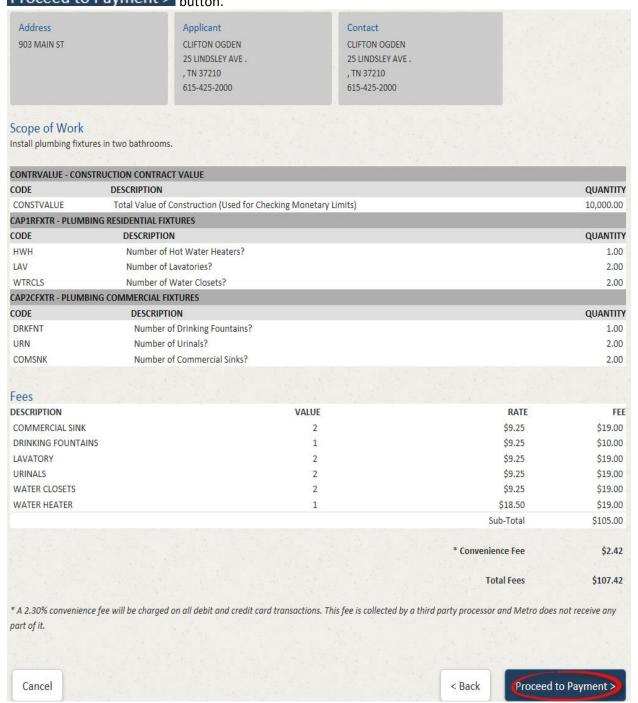
24. When done entering the quantities, click Complete Application at the bottom of the page.



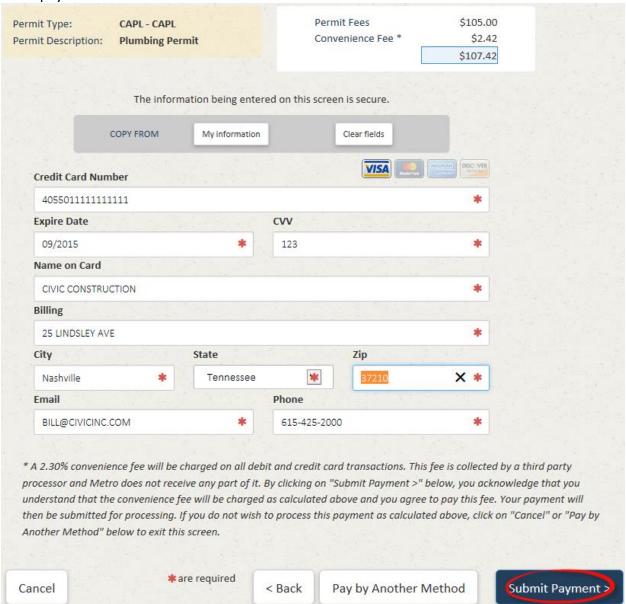
25. The system will take a few moments as the permits application in created in Metro's system and the fees for the permit are calculated. An animation on the page will show during that time.



26. After the fees are calculated, the summary of quantities will be displayed along with the applicable fees. If you wish to make corrections to the quantities, click the < Back button. To proceed with the application, click the Proceed to Payment > button.



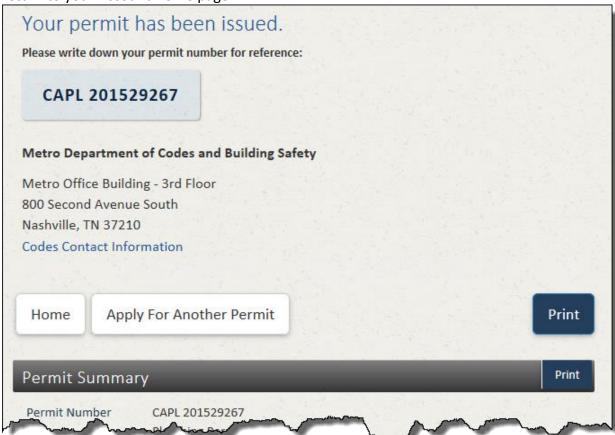
27. Enter payment information and click Submit Payment > .



28. While the payment is being processed, you will see an animation on the screen for approximately 10 seconds.



29. After payment is successful, a confirmation page will display your permit number and the **Print** button will allow you to print your permit. You may also begin a new permit application from this screen or return to your Account Home page.

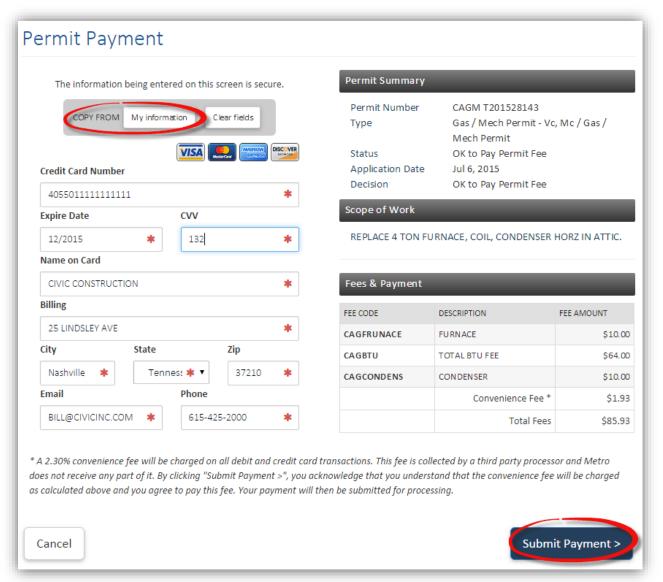


Permit Fee Payment

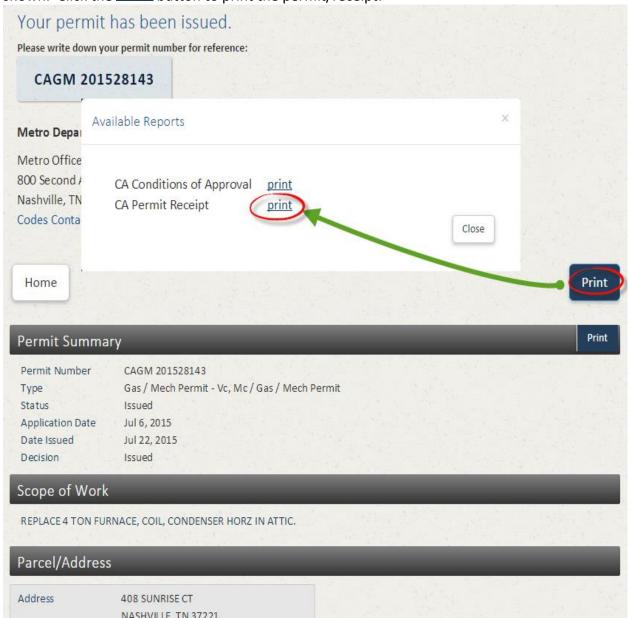
1. The Pay Now button is only available after Metro has reviewed the permit application and there is a balance due on the permit. When this is the case, the Pay Now button will be displayed next the permit.



2. Click the Pay Now button to proceed with fee payments. The payment form will open. Enter your payment information. You can quickly enter default information by clicking the button to COPY FROM My information. When you have completed entering payment information affirm to the charge by clicking Submit Payment >



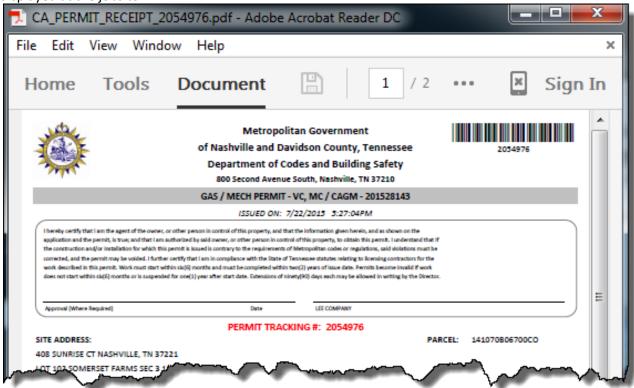
3. After a few moments, if the payment was successful, the permit issuance confirmation page will be shown. Click the **Print** button to print the permit/receipt.



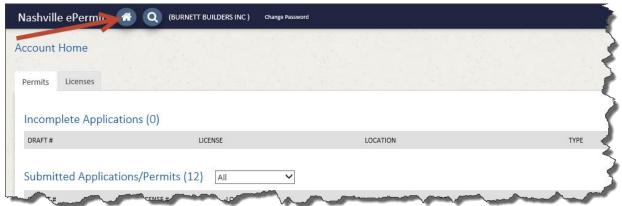
4. Depending on your web browser and browser settings, your permit may automatically open or you may be prompted to open or save as the file.



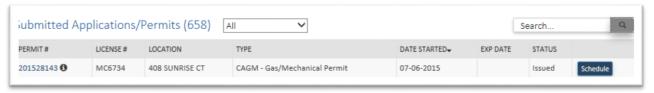
Four may also select Save or Save As if you wish to save the PDF to your local computer. You can also return to the permit and print the receipt/placard at a later time. You will need software to read PDF files to open and view the permit if you don't already have it. If you do not have an application to read PDFs, you can download Adobe Reader for free at http://www.adobe.com. The permit is to be printed and displayed at the jobsite.



6. To return back to the permit listing on the Home page, click on the button located in the top left corner

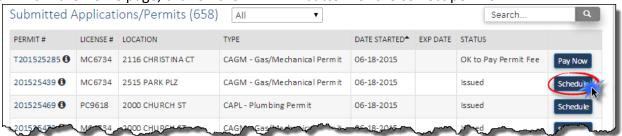


7. This permit will now appear in the system as issued and inspections may now be scheduled.

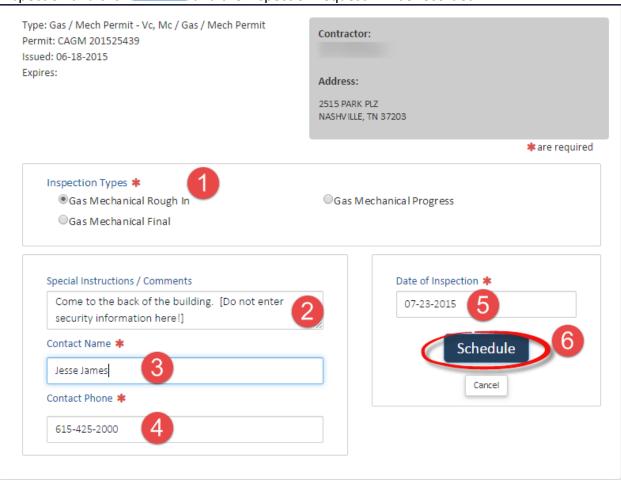


Inspection Scheduling

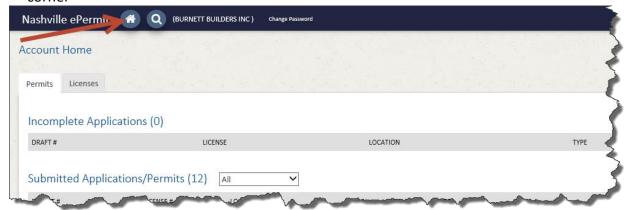
8. From the Home page, click on the Schedule button for the correct permit.



9. The inspection form will appear. Select the inspection type desired and enter any comments, a contact name and phone number (if different from your contractor record with Metro). Pick a day for the inspection and click Schedule and the inspection request will be recorded.



10. To return back to the permit listing on the Home page, click on the button located in the top left corner



11. If you review your permit in the list again, you will notice you can cancel the inspection or request another different inspection. Note that the system will not allow inspection cancellations the day of the scheduled inspection.

