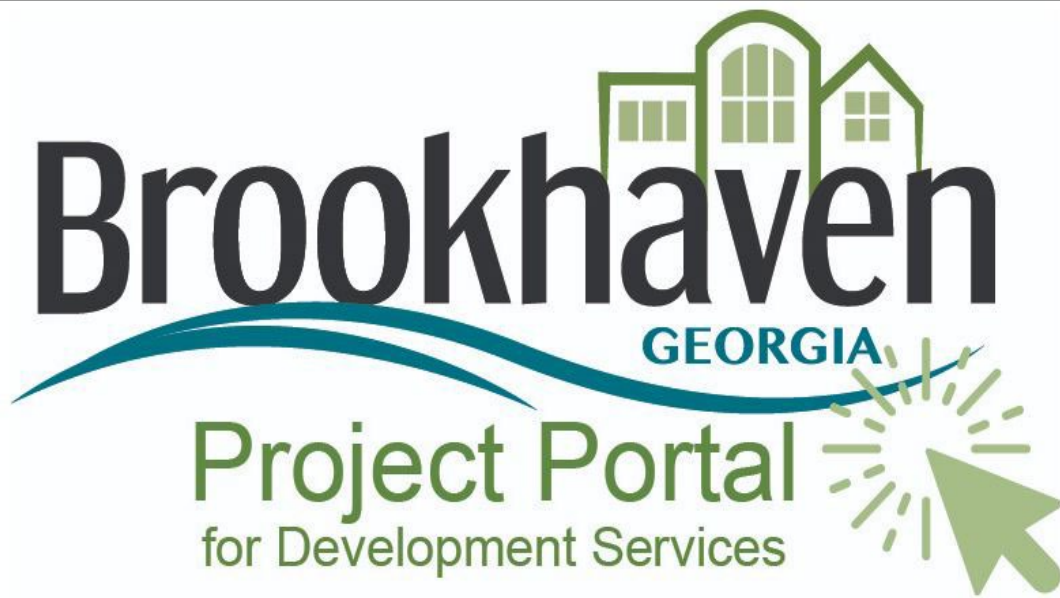


2023

# Project Portal User Guide



City of Brookhaven

3/31/2023

## THE PERMIT COUNTER

Welcome to the Project Portal! We would like to make the permitting experience as convenient as possible and invite you to use this guide to help navigate frequently used areas of the system. If you do not find instructions on how to access an area of the Portal in this guide or have additional questions, please contact us to speak with a Permit Technician.

## LOCATION

City Hall  
4362 Peachtree Rd  
Phone number: 404-637-0500  
Email: [Permits@brookhavenga.gov](mailto:Permits@brookhavenga.gov)

## HOURS OF OPERATION

Monday – Friday: 8:00 A.M – 4:30 PM

# CONTENTS

- |   |  |   |
|---|--|---|
| 1 | <a href="#">Create a Permit Application</a>        | 2 |
| 2 | <a href="#">Upload Project Plans</a>               | 3 |
| 3 | <a href="#">Comments Letter &amp; Marked Plans</a> | 3 |
| 4 | <a href="#">Make a Payment</a>                     | 4 |
| 5 | <a href="#">Print a Receipt</a>                    | 4 |
| 6 | <a href="#">Print a Permit</a>                     | 4 |
| 7 | <a href="#">Download Approved Plans</a>            | 4 |
| 8 | <a href="#">Schedule an Inspection</a>             | 5 |
| 9 | <a href="#">Inspection Status</a>                  | 5 |

**TIP:** Our system works best with Google Chrome, if you experience any issues using this browser, please contact the Permit Counter at 404-637-0500 and ask to speak with a Permit Technician for assistance.

## PERMIT RESOURCES

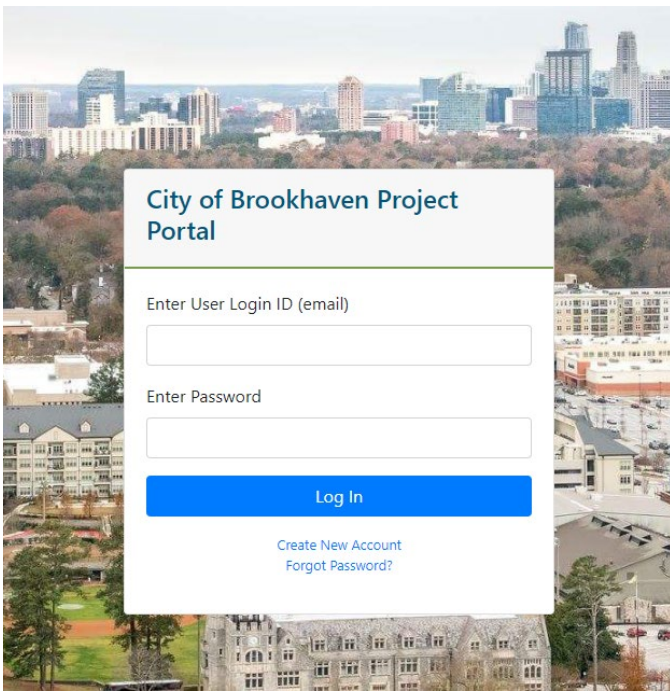
To access application packets, checklists, and forms, please visit:

<https://brookhavenga.gov/commdev/page/forms-checklists-library>

To access the permit fee schedule, please visit:

<https://brookhavenga.gov/commdev/page/city-brookhaven-fee-schedule>

For more information, please visit the Community Development page at [www.Brookhavenga.gov](http://www.Brookhavenga.gov)



## Create a New Permit

Use the instructions below to navigate the process of creating a new permit.

1. Login to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
2. On the Welcome screen, select **Create New Application**
3. If you have a stand-alone permit, select **Create Parent Permit**
  - a. If you have a permit that needs to be linked to another permit, select **Create Child Permit then enter the permit number in the search box**
4. Under **Select Permit/ Case Type**, use the drop-down the menu and select the permit application you are in need of
5. Under **Select Sub-Type**, use the drop-down menu to find the project subtype (i.e. residential / commercial / alteration etc.)
6. In the *Add Project Name* field, you have the option to input the name of your project.  
**PLEASE NOTE: Email addresses put in this field will not generate communication from the system. Please make sure your email is under the applicant contact information.**
7. In the **Select Location** window, locate the *Find Address or Place* field on the map.
8. Enter the address for your project.
9. Click the **search icon** (magnifying glass)

10. When the address populates you will see it appear in the “Selected Address Points” and “Selected Tax Parcels” boxes under the map.
11. If, everything is correct, click **Next**
12. In the Select or Add People window, locate the *Find People* field under the instruction window.
13. Enter the name of the Applicant.
14. Click **Search**
15. If the applicant is already on file, the name will populate automatically. **Go to number 19.**
16. If the applicant, is not on file you will see the following message: “No matching records found”. You will need to add the contact to the system.
17. Click **Create New Contact**
18. The Add Person window will open, input the contact information.
19. Click **Add**
20. Click on the name that populates from the search to highlight
21. Click **Add**
22. Use the drop-down menu under the Role column, select **Applicant** for the first contact.
  - a. You may add multiple people to the permit with their different roles.
  - b. It is advised that you add a Property Owner.
23. Click **Next**
24. If you have a Contractor, enter their name in the *Search* field
25. Click **Search**
26. If you do not have a contractor, you may bypass this section to create the application. Prior to permit issuance, you will be requested to provide the name of a contractor.
27. Follow the prompts regarding Permit Details and answer as much information as possible.
28. Click **Next**
29. After reading the certification, **check the box** next to “I agree with the Certification.”
30. Click **Submit**

**Wait! You’re not done.**

If your permit requires supporting documents, please go to the next page for instructions on how to **Upload Project Plans**.

Plan Documents | Review Documents | Approved Documents

Hover over steps below for further details. First time users, please [Click Here](#) for full instructions.

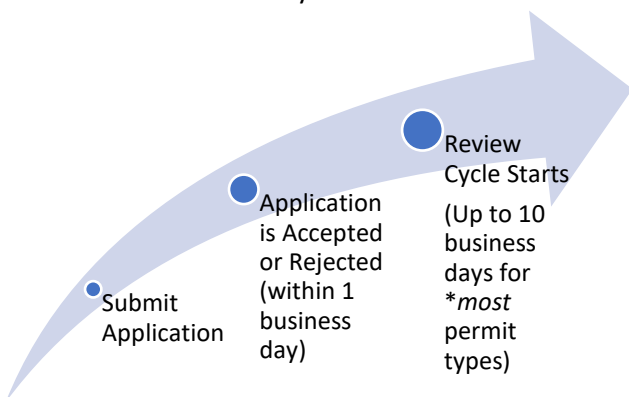
Step 1 - Preparing Files | Step 2 - Select Files

Browse... Clear Upload Cancel Edit Names Status: Ready

## Upload Project Plans

Use the instructions below to upload supporting documents into the system with your application.

1. If you are uploading project documents immediately after submitting your application, go to step 7.
2. Log-in to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
3. Select **Review My Permits/Cases**
4. Select **Existing Permits/Cases**
5. Click on the permit number to highlight (you will know it has been selected when the permit information turns blue)
6. Click on the **View Permit Info** button
7. In the permit summary page, scroll down to the "OnBase Plan Review Project" section
8. Select **Open Plan Review**
9. A new window will open, select **Browse**
10. Select the documents you would like to upload from your computer
11. Click **Open**
12. The documents will appear with an Upload Status of Pending Upload
13. You may add identifying information at this time such as: "Discipline, Sheet Type, and Description" regarding the documents you are providing.
14. When ready to submit, check the box next to the document(s) you wish to upload
15. Select **Upload**
16. The Upload Status will change to Success
17. Click the green **Submit for Review** button on the left when ready to submit.



If you are unsure about what type of supporting documents are needed for your permit, please visit our applications, checklist packets, and forms library located at:

<https://brookhavenga.gov/commdev/page/forms-checklists-library>

## **OH NO, my project was DENIED! What do I do next?**

If 1 or more reviews result in a denial, a letter of commentary will be issued at the end of the review cycle. The commentary may require a revision to the project plans. If this is your case, you will need to go through the letter and marked plans to address each item; then submit your response for a new review cycle. See below on how to access the **Comments Letter & Marked Plan Set**.

### Comments Letter & Marked Plans

Use the instructions below to view comments after a review cycle has been completed.

1. Log-in to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
2. Select **Review My Permits/Cases**
3. Select **Existing Permits/Cases**
4. Click on the permit number to highlight (you will know it has been selected when the permit information turns blue)
5. Click on the **View Permit Info** button
6. In the permit summary page, scroll down to the "OnBase Plan Review Project" section
7. Select **Open Plan Review**
8. There are 4 tabs at the top, select **Review Documents** tab
9. Proceed by downloading your documents to view

## **Great, my project was APPROVED! What do I do next?**

If your review cycle was approved by all reviewers, your project will be sent to stamping. The process of stamping requires that all reviewers affix their official stamp to your project plans. Once stamping has been completed, you will receive notice that your permit is ready for issuance pending payment, contractor designation, and/or outside reviews. If you have received this notice, please go to the next section with instructions on how to **Make a Payment**.

Welcome, You may pay by credit/debit card online  
The City also accepts check and credit card payments in-person at the Permit Counter.

**We advise the payment of fees be done when notice has been received to do so, please wait for system notification before paying balances in full.**

You can access

- Review My Permits/Cases
- Search Permits/Cases
- Create New Application
- Request Inspections
- Make Payment

## Make a Payment

Instructions for how to submit a payment online are below.

1. Log-in to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
2. You will find 5 options on your "Welcome ..." Dashboard
3. Select the 5<sup>th</sup> option **Make Payment**
4. Select **Pay Fees by Permit Number** or **Pay Fees by Location**
5. Enter your permit number or location information
6. Click **Search**
7. A credit card input window will pop-up
8. Follow the prompts to enter your card information. Enter information manually (please do not use autofill)
9. Submit payment

## Print a Receipt

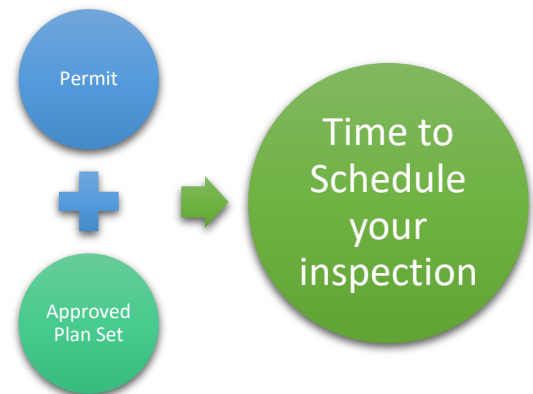
After making a payment, if you would like to download a receipt, follow the instructions below.

1. Log-in to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
2. Select **Review My Permits/Cases**
3. Select **Existing Permits/Cases**
4. Click on the permit number to highlight (you will know it has been selected when the permit information turns blue)
5. Click on the **View Permit Info** button
6. In the permit summary page, scroll down to the Print Info section
7. Select **Print Receipt** button

## Print a Permit

After payment posts and all other requirements have been met, your permit will be available for download. \*Most permit types are available via the portal. Instruction on how to download and print a permit can be found below.

1. Log-in to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
2. Select **Review My Permits/Cases**
3. Select **Existing Permits/Cases**
4. Click on the permit number to highlight (you will know it has been selected when the permit information turns blue)
5. Click on the **View Permit Info** button
6. In the permit summary page, scroll down to the Print Info section
7. Select **Print Permit** button



## Download Approved Plans

Use the instructions below to view and download approved plan sets.

1. Log-in to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
2. Select **Review My Permits/Cases**
3. Select **Existing Permits/Cases**
4. Click on the permit number to highlight (you will know it has been selected when the permit information turns blue)
5. Click on the **View Permit Info** button
6. In the permit summary page, scroll down to the "OnBase Plan Review Project" section
7. Select **Open Plan Review**
8. There are 4 tabs at the top, select **Approved Documents** tab
9. Proceed by downloading your documents to view and print



Here are few things to keep in mind while your get ready for inspection:

- ✓ Do I need to post a sign? Ex: Construction Hours or Tree Removal, etc.
- ✓ Do I have the area stabilized? Check your last Comment Letter or the Comments link under Tasks in your permit for possible requirements made by your Reviewers.
- ✓ Is my permit and approved plan set posted in a visible area for the inspector? Ex: a Permit Box or see-through document holder posted on the front door/window/etc.

## Schedule an Inspection

Use the instructions below to schedule an inspection for your project. Only available inspection types for your project will be available.

1. Log-in to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
2. You will find 5 options on your "Welcome ..." Dashboard
3. Select the 5<sup>th</sup> option **Request Inspections**
4. Select **Request an Inspection**
5. Select desired inspection to highlight
6. Click **NEXT**
7. Complete the date and contact fields
8. Click **Schedule**

## MESSAGE TO CONTRACTORS

Register your company with the City by submitting your information via email to: [Permits@brookhavenga.gov](mailto:Permits@brookhavenga.gov)

\*\*Registration is easy and renewed annually.

## Inspection Status

To check on the status of an inspection, including results and commentary, follow the instructions below.

1. Log-in to the Project Portal:  
<https://cityworks.brookhavenga.gov/ProjectPortal/>
2. Select **Review My Permits/Cases**
3. Select **Existing Permits/Cases**
4. Click on the permit number to highlight (you will know it has been selected when the permit information turns blue)
5. Click on the **View Permit Info** button
6. In the permit summary page, scroll down to the Tasks section
7. All tasks conducted on your permit are logged in this section, scroll to your inspection to view results
8. Click on **Comments** hyperlink to view any commentary made on the inspection.

If you do not see an inspection type that is needed for your project, please contact the Permit Counter at 404-637-0500 and ask to speak with a Permit Technician. Please note: Inspection requests have a 24-hour turnaround, if received prior to 4:00 PM.

## INSPECTION FAQ'S

**What time is my inspection? Do I need to be present? What if I miss the inspector? How do I find out the results of my inspection?**

Inspections are typically assigned to inspectors on the day of inspection. Smaller projects do not require applicant presence during inspection and can be conducted as long as the approved plan set and permit are accessible.

Larger projects do require applicant and/or contractor presence during inspection and contact will be made to coordinate those times. To find out the result of your inspection, check out the instructions entitled **Inspection Status** above. If you have any other questions, please contact us at the Permit Counter 404-637-0500.