Tutorial for the Clayton Building Division Permitting Portal

All new permits for projects administered through the Clayton Building Division should now be made through the Citizenserve Online Permitting Portal at: **https://www2.citizenserve.com/Portal/Clayton**

The Permitting Portal provides applicants an opportunity to apply for permits online, make all permitting related payments online, schedule inspections, check review status and comments and download related project document files.

When submitting applications online, certain fields will be designated with an | immediately located next to the field, which indicates a required field to be provided. All other fields should be completed as thoroughly as possible.

Uploads of required drawing files, shall meet the following requirements:

- Maximum single file size that may be uploaded is **25 MB**. For file sizes in excess of 25 MB, the pdf file shall be split into multiple files with no individual file exceeding 25 MB in size.
- The plan sheet layouts shall be oriented such that all text appears horizontal to match the intended orientation of the drawings when printed.

- Where plans are required by the adopted codes, State of Missouri licensing requirements of the City of Clayton policy, the submitted documents shall be affixed with either a digital or an electronic seal and signature.

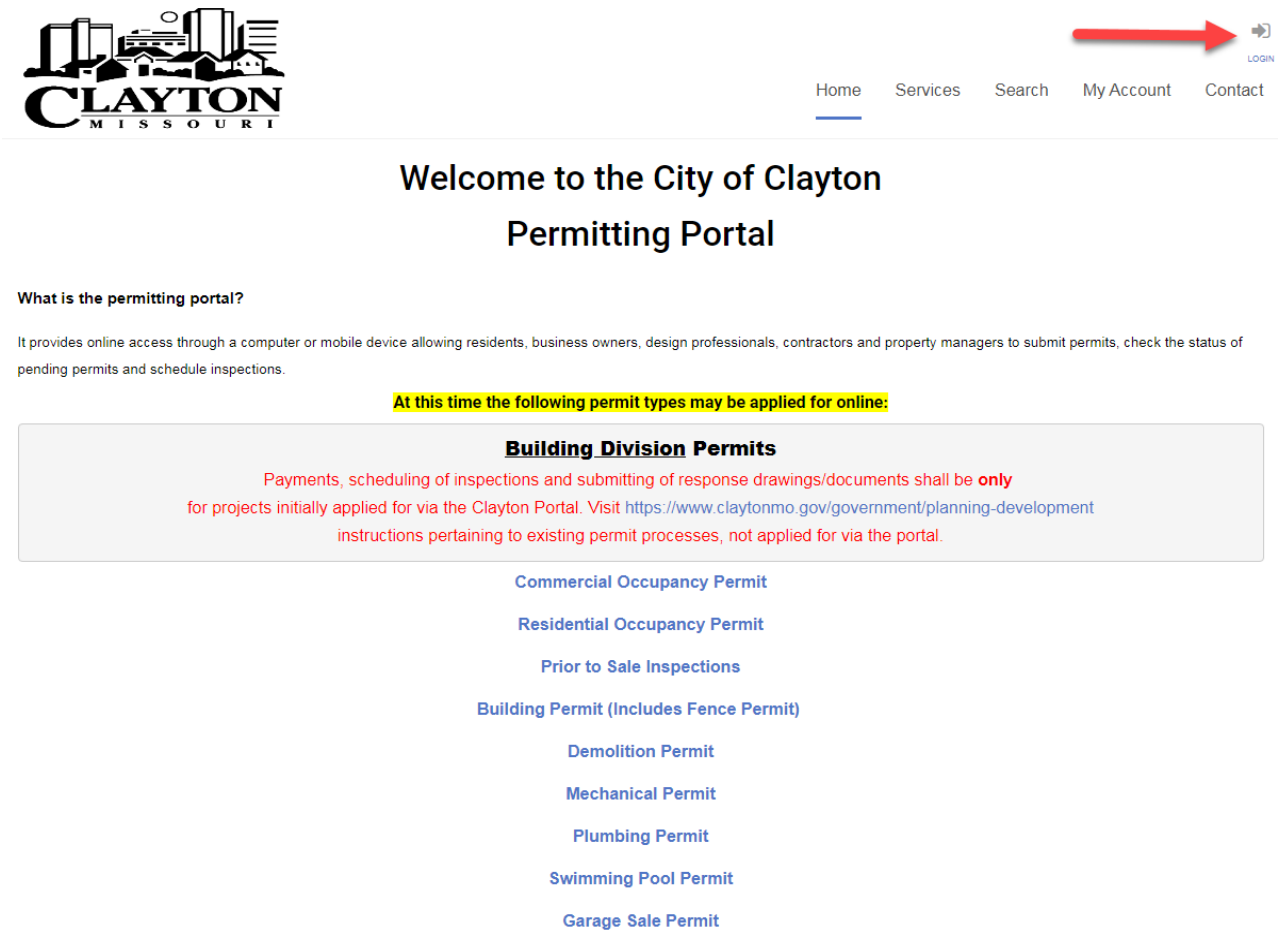
(Failure to comply with the above minimum requirements will result in delays in your permit being put forward to the plan review process.)

When submitting Amendment Permits to amend, modify or revise already approved and issued permits, please upload the amended drawings and the completed Amendment application which can be found here: Amendment/Addendum to Permit Application

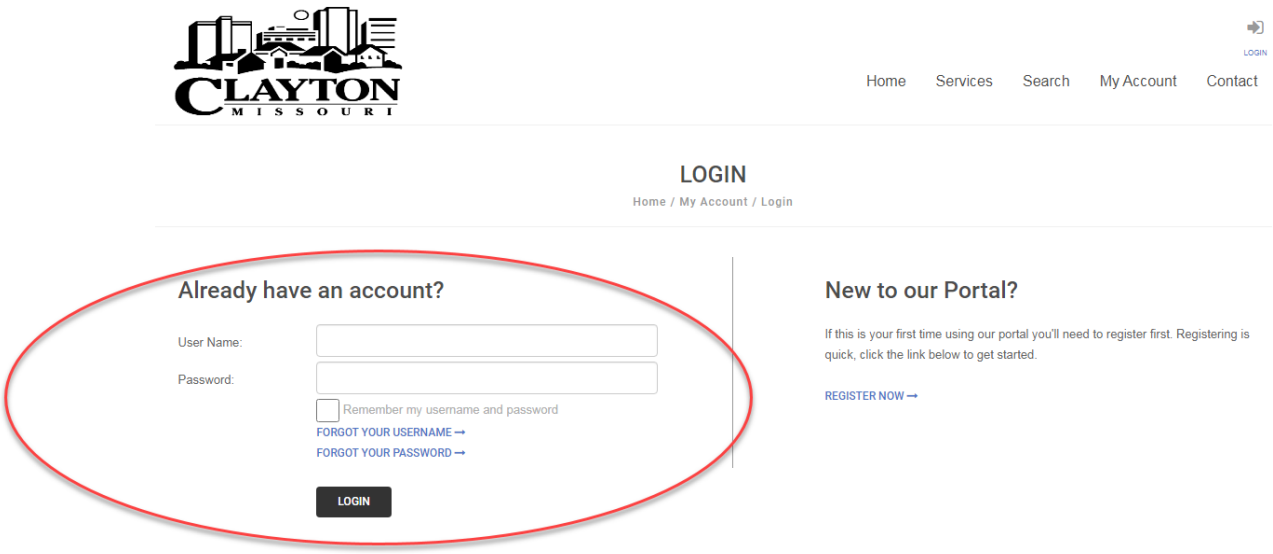
Do not submit a new application, but rather, upload the drawings and completed form to the permit file for which was already applied for. The same procedure should be followed when submitting responses to a plan reviewer's comments, however an Amendment Permit Application need not be provided in those instances. Further information on how to upload drawings and documents is included within this tutorial.

Should you need any assistance in your use of the Clayton Permitting Portal, please do not hesitate to email us at: applicationsbd@claytonmo.gov

Login & Sign Up



From the Portal "**Home**" page, the User Login can be found located within the upper right corner of the page. You will then open the "**Login**" page.

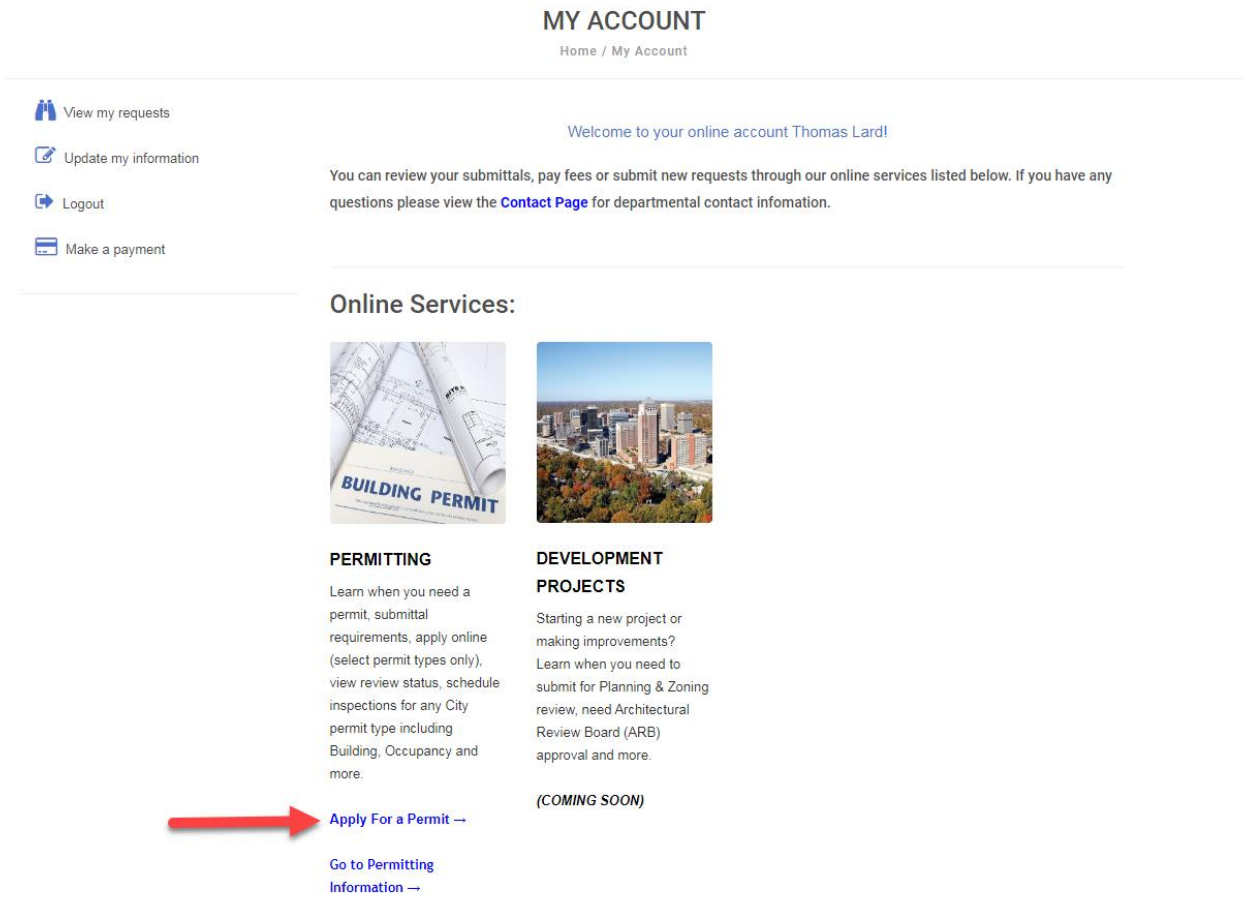


The "Login" page provides two options. If you have applied for or been an owner, contractor or design professional for a Clayton Building Division Permit within the last (2) years, a system generated username may already exist. If unaware if one exists or what your username may be, simply click the "**Forgot Your Username**" prompt. If one does exist for the email address provided, you will receive your Username by email soon thereafter. If receiving a prompt that the "email address you entered was not found", you should proceed to the "**Register Now**" option located to the right of the screen.

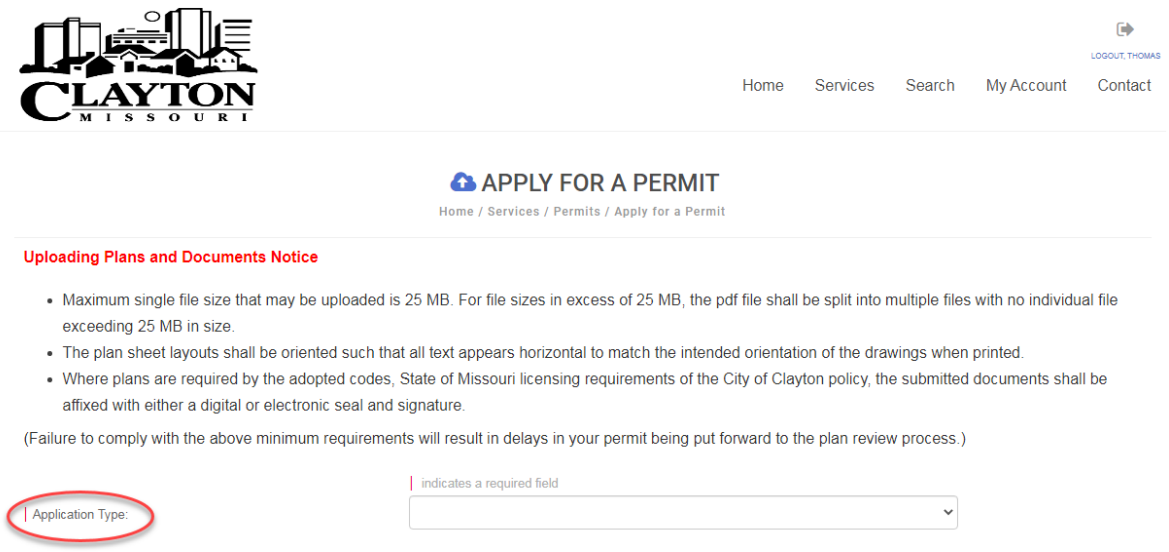
Only one username is permitted per address. If anticipating multiple users within an organization needing access to various areas of the portal (I.e. inspections, make payments, etc.), please consider choosing the company name as the username when registering a new account. The single username and password can then be shared amongst all those needing use of the portal without requiring each user to register for individual accounts.

Apply for Permit

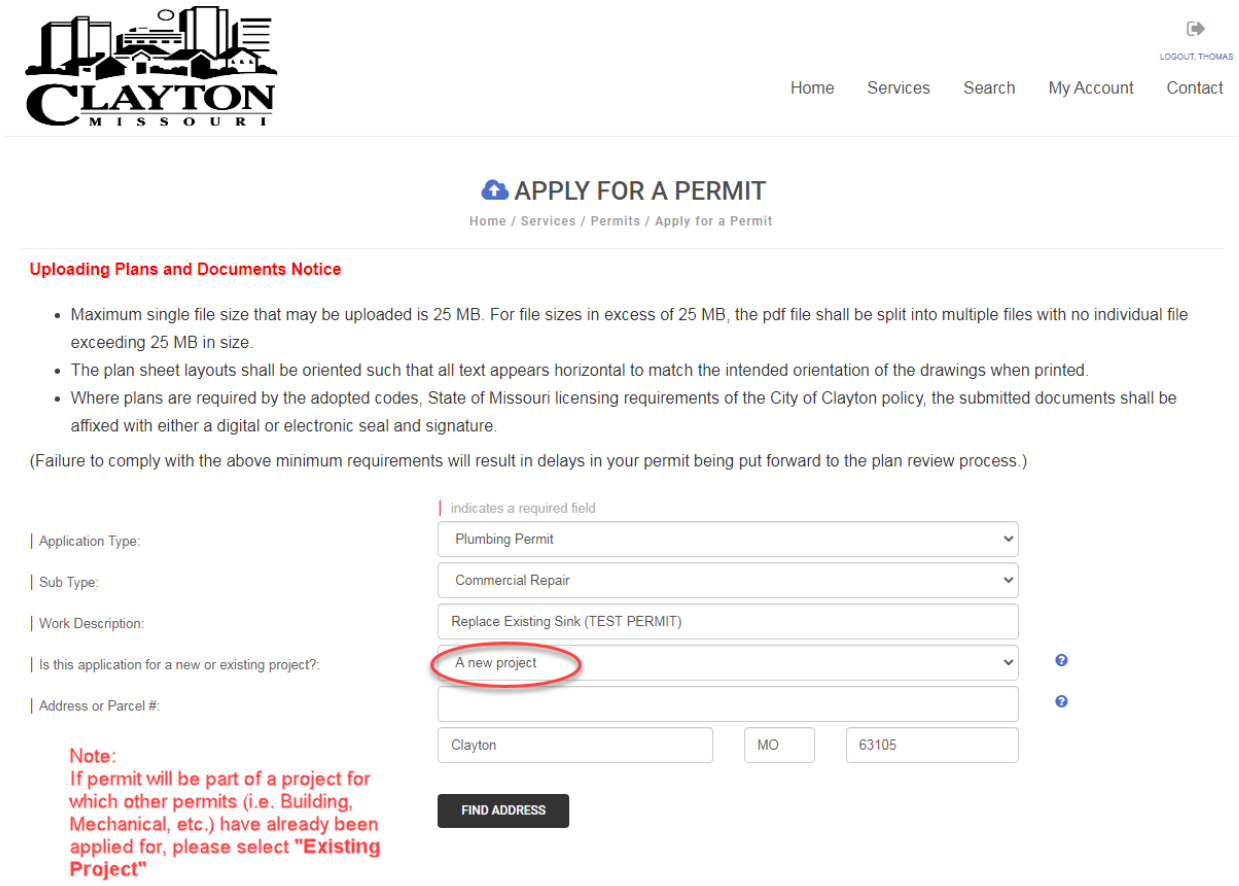
Once signed into the portal successfully, an application can now be made.



Simply click on the "**Apply For a Permit**" section. You will then be asked to select the type of permit for which is being applied for via a drop down listing of all application types for which permits may be applied for on the portal.

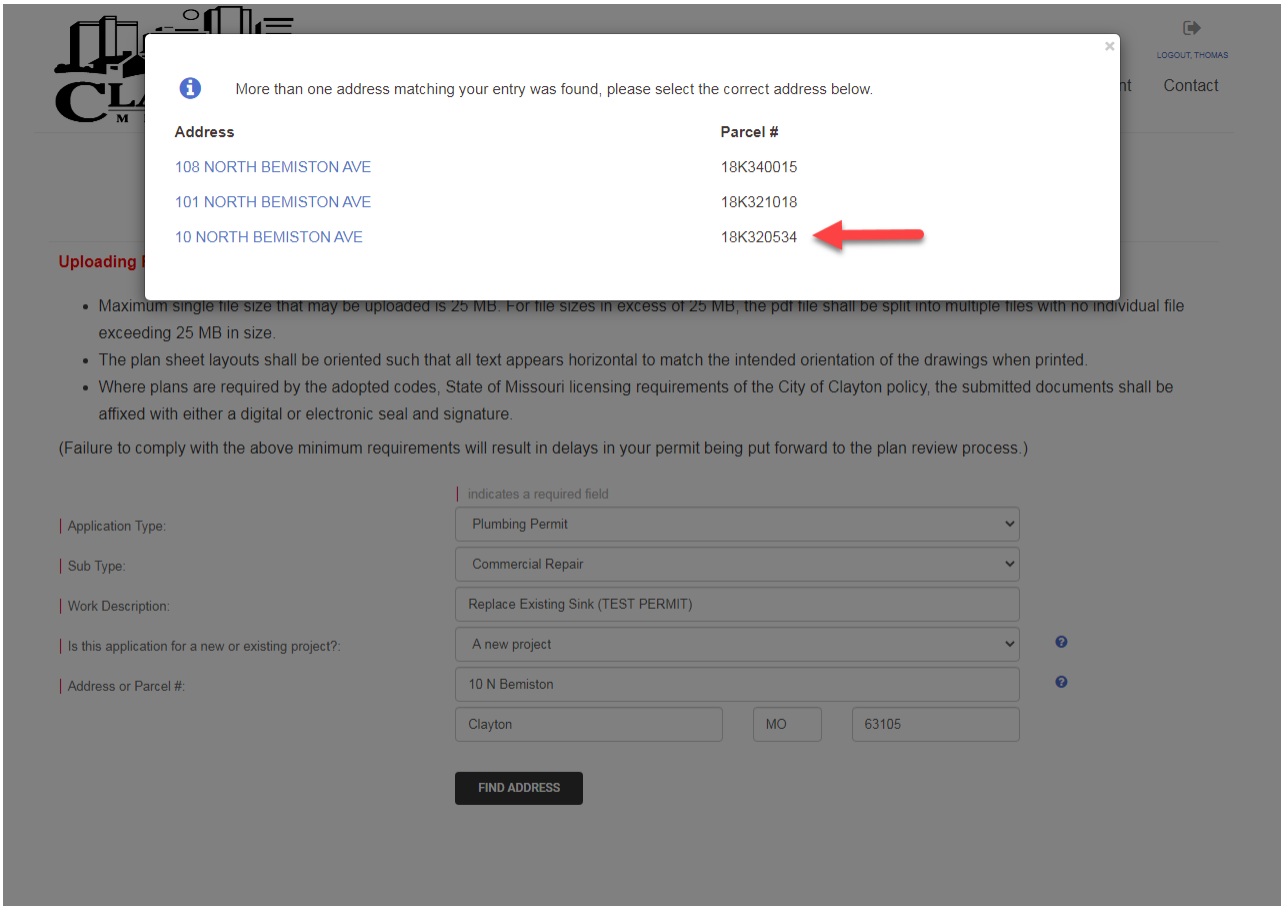


Once a permit type is selected, you will be presented with various application fields available to provide information.

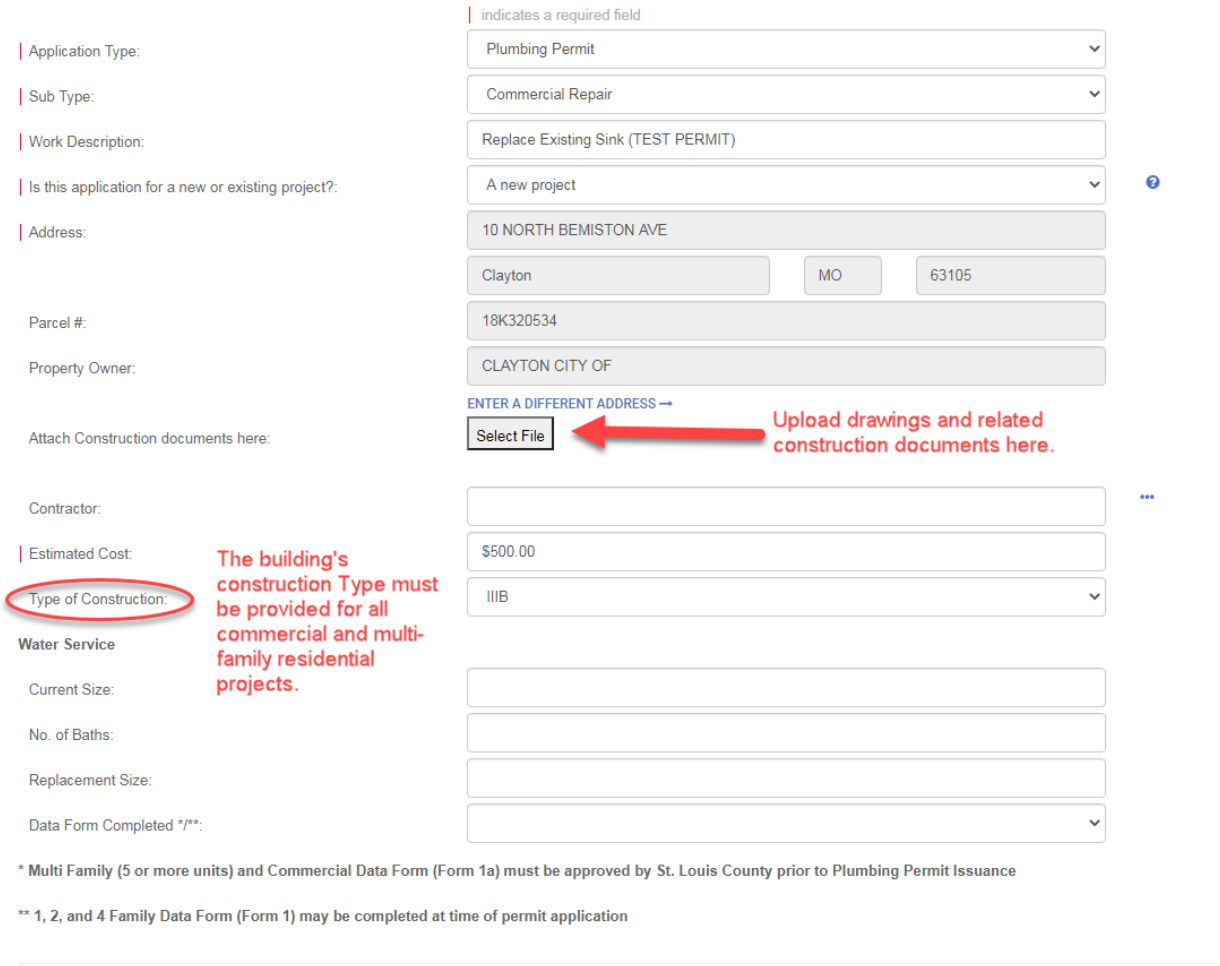


It is important to provide as much detail as possible for the "**Work Description**". Vague descriptions that to not sufficiently convey a general scope of the work to be done, may delay the permit from being put forward.

When identifying the project address, a pop-up will offer available address to select. The selected address must have a **Parcel #** associated with project location.

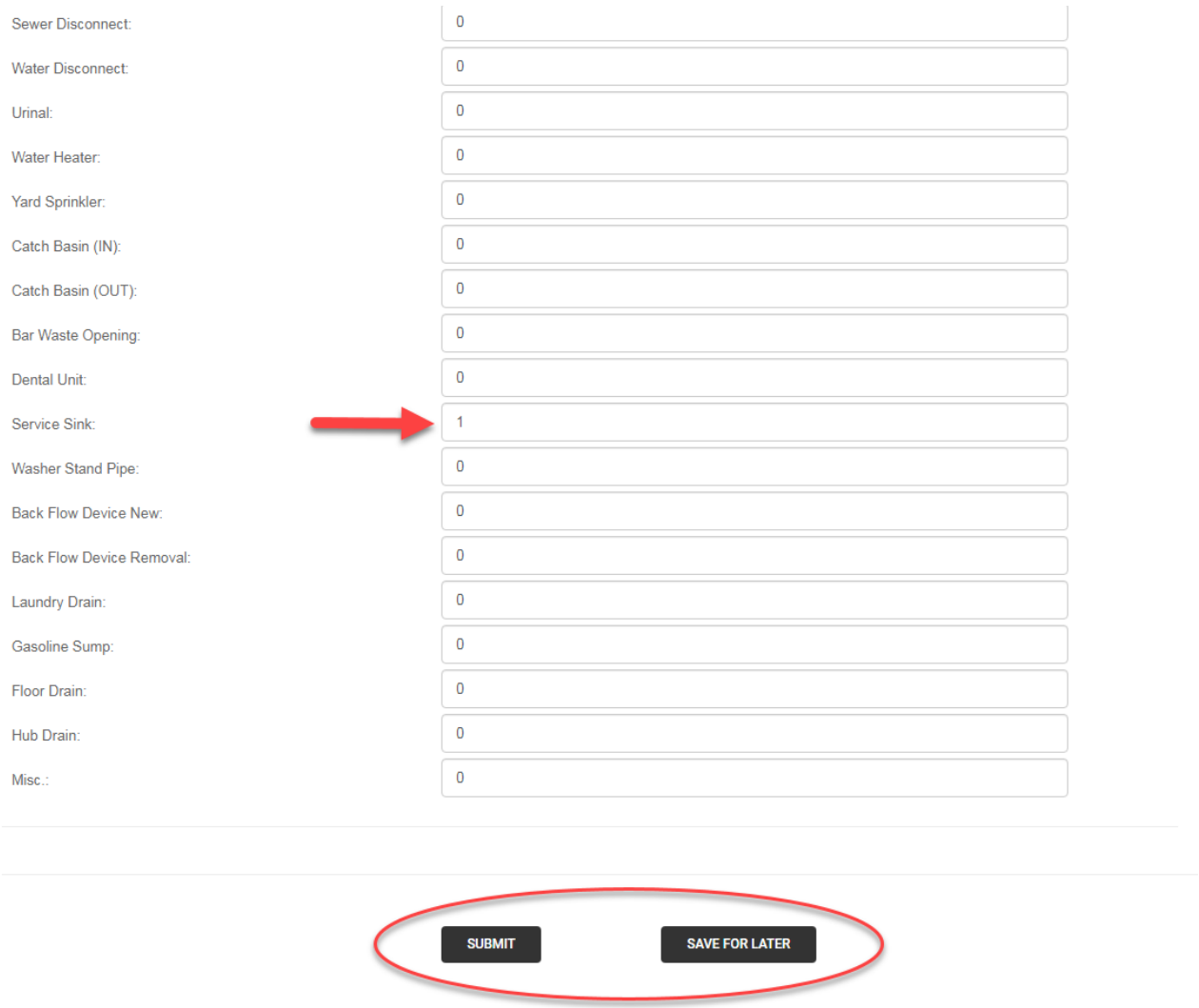


The **Parcel #** is directly assigned from the Saint Louis County Real Estate Records.



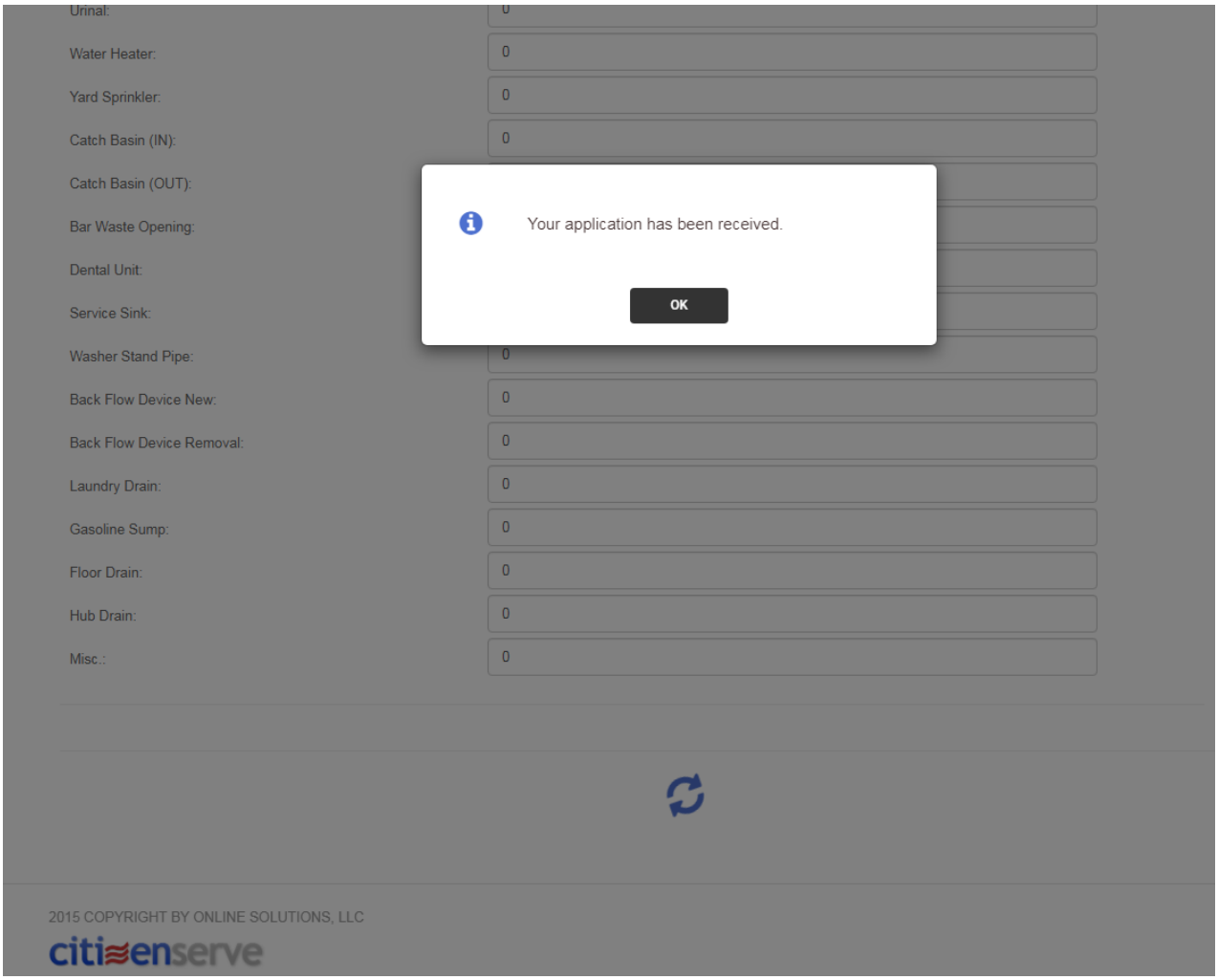
Once the address is input, an opportunity to attach relevant permit documents is available. There are additional locations with the portal to add documents and revised drawings, however it is strongly recommended that initial attachments be submitted while filling out the application. (Submittal of revised drawings should be done elsewhere within the portal as explained later within the tutorial.

It is important that the "**Type of Construction**" be completed for all commercial and multi-family dwelling unit buildings. If unaware of the Construction Type, please consult with the design professional(s) of record, where drawings are required to be signed and sealed.



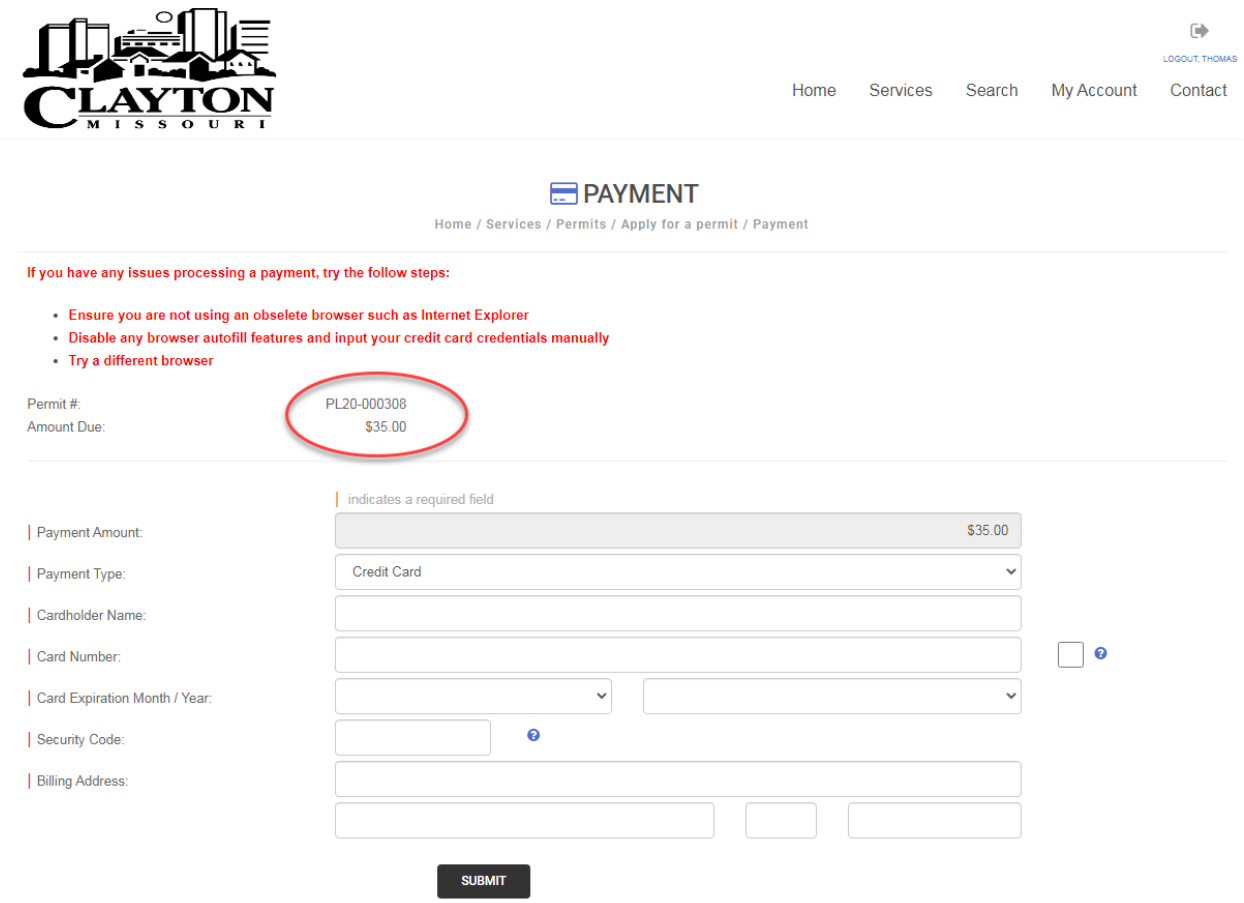
Upon completion of the various pertinent fields related to the permit, the application may be submitted. If unsure of certain information during the course of completing the application, it may be "**Save For Later**". Once the unknown information has been determined, the permit may be completed upon the next login.

Only those listed as an applicant, contractor, owner or design professional on the application, may schedule inspections or make payments, so where applicable please complete those fields.



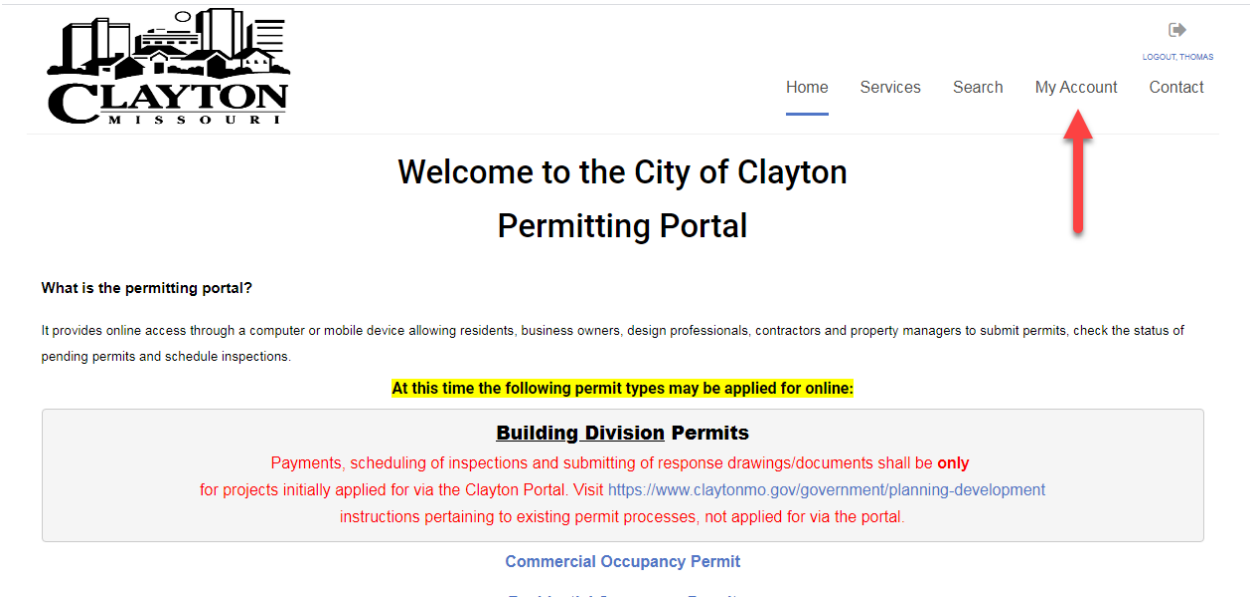
Once the application has been submitted, an on-screen message will confirm it has been received. Similarly, a system email will be sent to the applicant as confirmation of the receipt of the application.

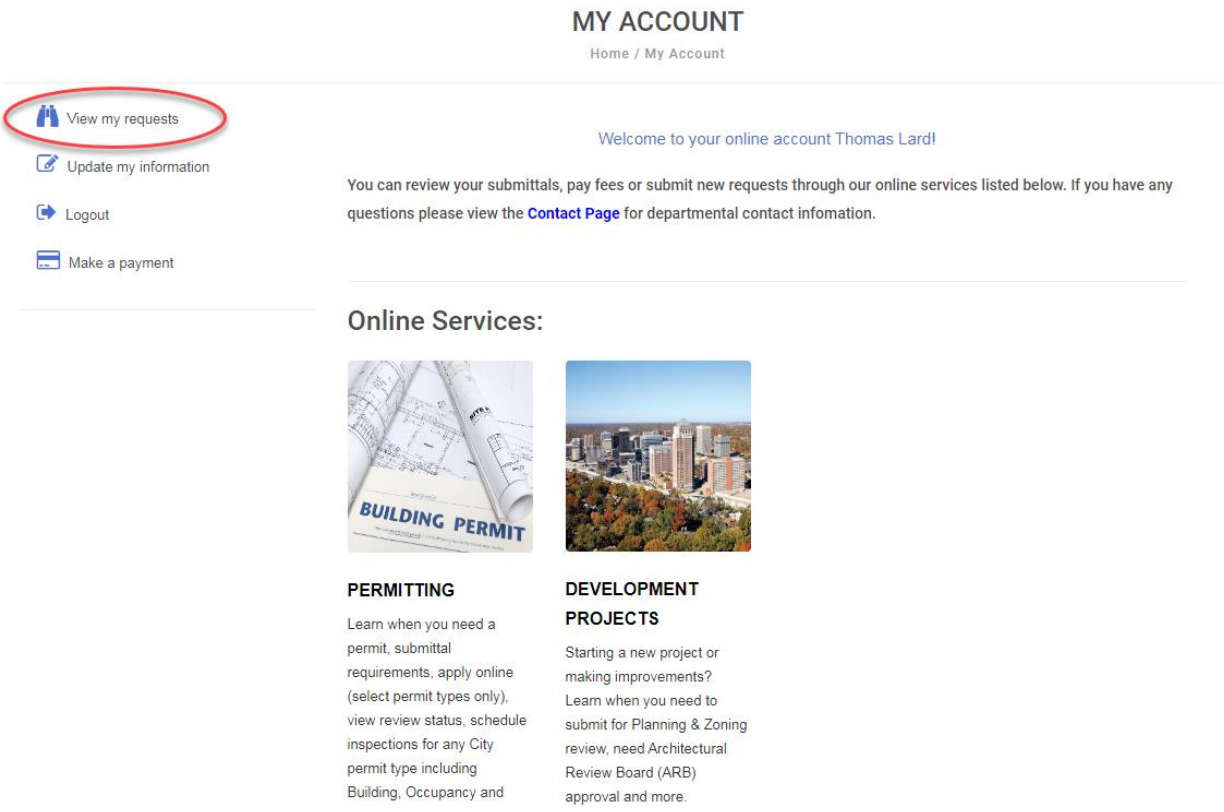
Once the "**OK**" has been clicked, the "**Payment**" screen will be opened. The Permit Number will now be identified as well as the "Amount Due". All permit applications for the City of Clayton Building Division have an assessed $35 application fee, which should be paid at the time of application.

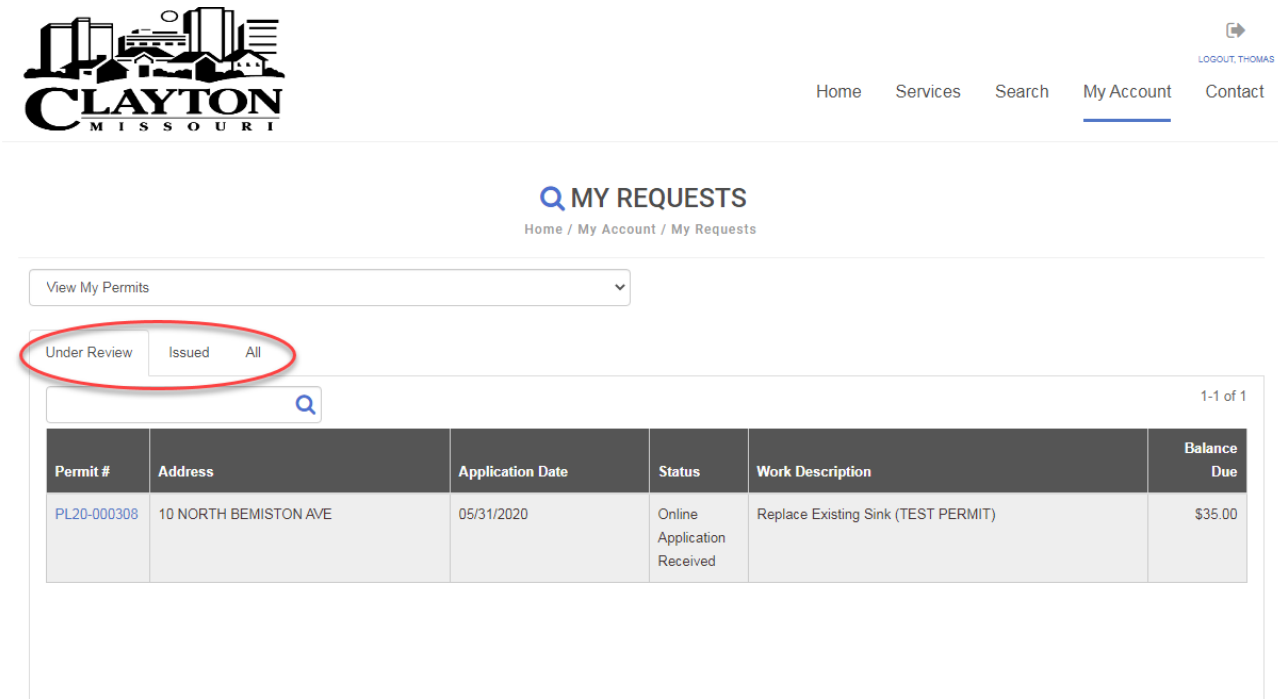


My Account & View My Requests

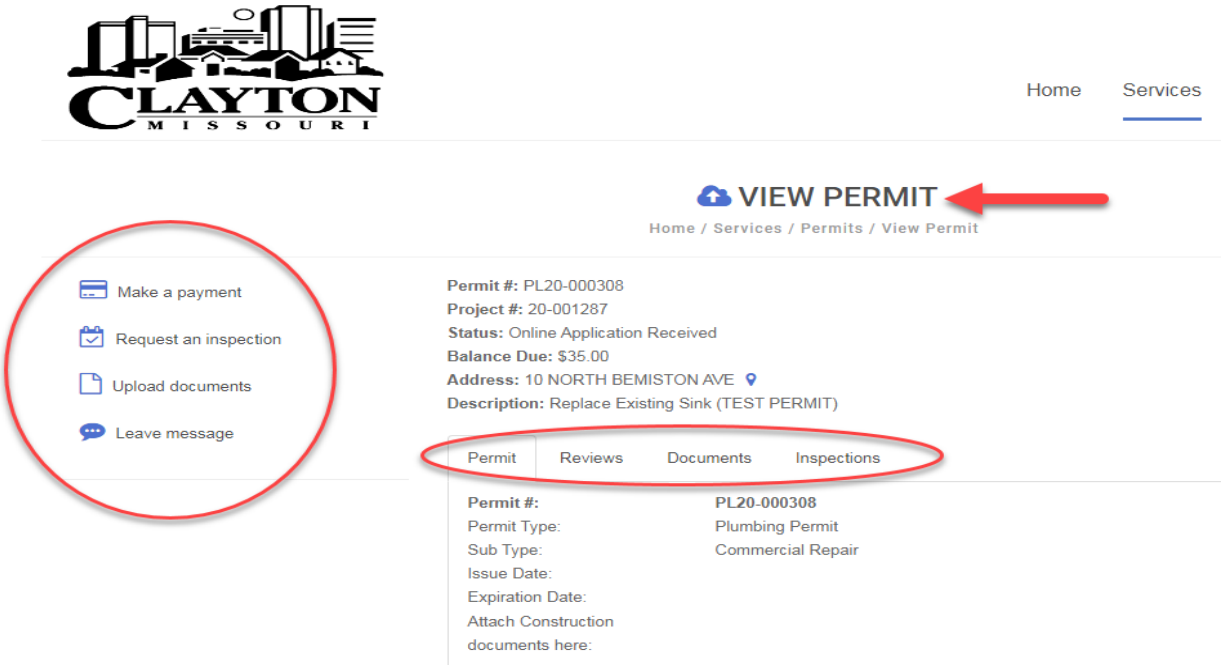
Upon completing an application you may select the "**My Account**" option located in the upper right corner of the "Home" screen. Once directed to the "**My Account**" screen, along the left side of the page there are four available options to choose from: "**View my requests**"; "**Update my information**"; "**Logout**"; and "**Make a payment**" The "**View my requests**" selection will list all permit applications currently under review.


CLAYTON
MISSOURI
LOGOUT, THOMAS
Home
Services
Search
My Account
Contact
Welcome to the City of Clayton
Permitting Portal
What is the permitting portal?
It provides online access through a computer or mobile device allowing residents, business owners, design professionals, contractors and property managers to submit permits, check the status of pending permits and schedule inspections.
At this time the following permit types may be applied for online:
Building Division Permits
Payments, scheduling of inspections and submitting of response drawings/documents shall be only
for projects initially applied for via the Clayton Portal. Visit https://www.claytonmo.gov/government/planning-development
instructions pertaining to existing permit processes, not applied for via the portal.
Commercial Occupancy Permit


MY ACCOUNT
Home / My Account
View my requests
Update my information
Logout
Make a payment
Welcome to your online account Thomas Lard!
You can review your submittals, pay fees or submit new requests through our online services listed below. If you have any questions please view the Contact Page for departmental contact infomation.
Online Services:
BUILDING PERMIT
PERMITTING
Learn when you need a permit, submittal requirements, apply online (select permit types only), view review status, schedule inspections for any City permit type including Building, Occupancy and
DEVELOPMENT PROJECTS
Starting a new project or making improvements? Learn when you need to submit for Planning & Zoning review, need Architectural Review Board (ARB) approval and more.



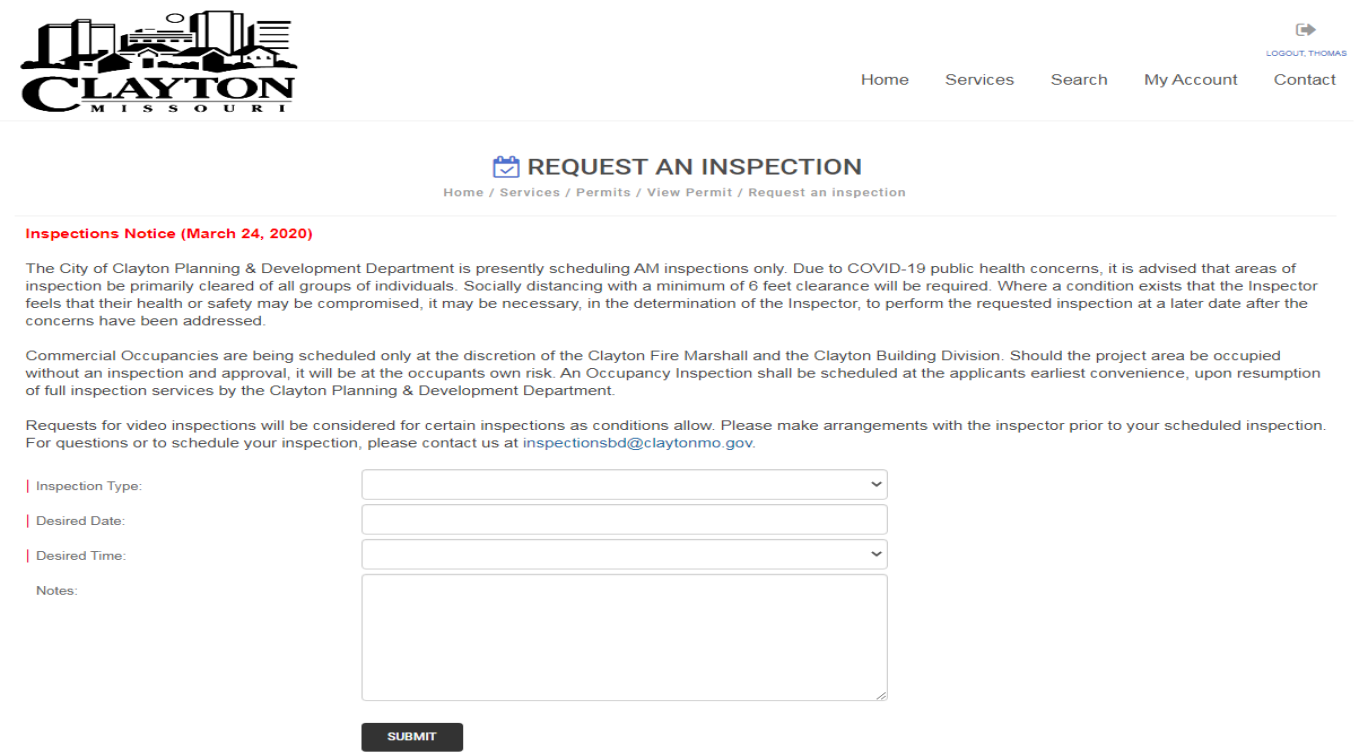
Users can view all active permits that are under reviewed, have already been previously issued or all permits within time frames of the past 6 months, 12 months, 24 months or all time. Simply select the permit number for which you are wishing to check status, schedule inspections or make payments and the "**View Permit**" screen will open.



There are four available tabs under the permit information: "**Permit**"; "**Reviews**"; "**Documents**"; and "**Inspections**". The "**Permits**" tab will list all relevant permit information based upon the information provided at the time of the application completion. The "**Reviews**" tab will indicate the current review status for the permit. If review comments have been entered, they will be shown at this location as well. The "**Documents**" tab will list all document files associated with the permit, including any submitted at the time of application. The "**Inspections**" tab will list all scheduled inspections as well as inspections performed to date, and will include inspection results and comments.

To the left of the "**View Permit**" screen are four options: "**Make a payment**", "**Request an inspection**", "**Upload documents**", and "**Leave a message**".

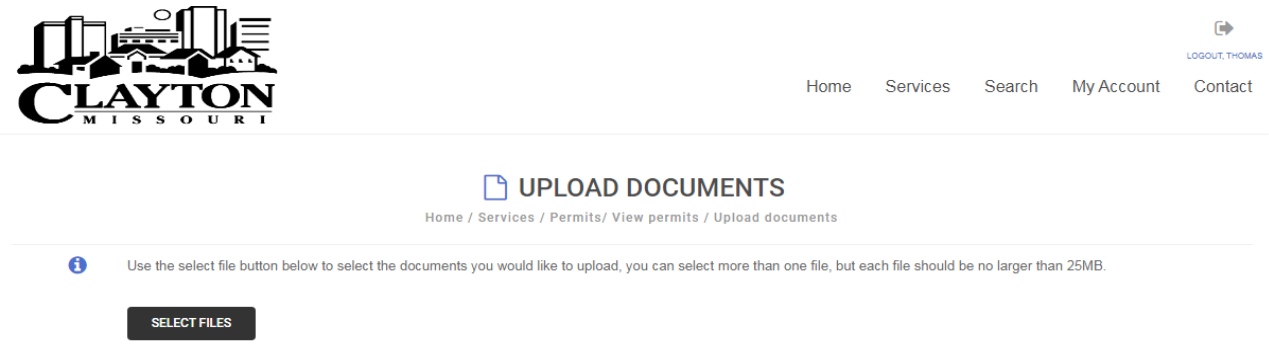
Request An Inspection



The "**Request an inspection**", on the left side of the "**View Permit**" screen will open the "**Request An Inspection**" screen. Three items will need to be provided: "**Inspection Type**"; "**Desired Date**"; and "**Desired Time**".

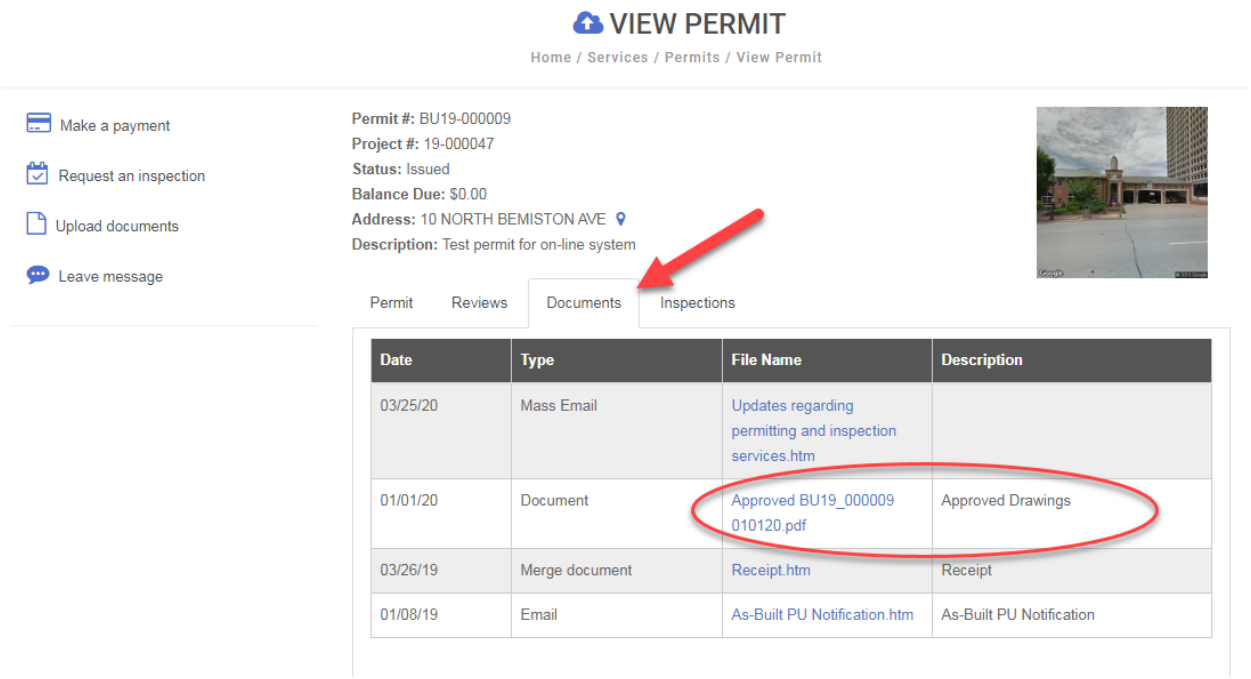
Selecting the "**Inspection Type**" will offer a drop down listing of all available inspection types. If needing multiple inspections, you will need to submit a separate request for each individual construction type. Next, select the date for which you are requesting the inspection. Scheduling of same day inspections is not allowed. While we make all attempts to perform next day inspections, project volume varies and some may need to be re-scheduled. It is therefore advisable to schedule inspections at your earliest convenience. "**Desired Time**" allows the user to request either a morning hour inspection or an afternoon hour inspection. (Note: Presently only "**AM**" inspections are available until further notice.) An area for "Notes" is provide in which users are requested to note if video inspections are wanted or to identify specific inspection location for larger construction jobs. It is advisable to provide any other important information relating to your inspection request within this area.

Upload Documents



The "**Upload documents**", on the left side of the "**View Permit**" screen will open the "**Upload Documents**" screen. It is from this location, that permit documents and drawings not uploaded at the time of application, should be submitted. It is also the section from which additional document files and response to comments/ revisions are to be submitted. A completed "Amendment to Permit" application form should be submitted at this location as well.

Permit Issuance



Upon approval of the permit materials and payment of the permit fees, the applicant will be notified that the permit is ready for issue. On the "**View Permit**" page, the "**Documents**" tab will list "**Approved**" files beneath the "**Description**" heading. The applicant shall print the "Permit Card" and (1) copy of all approved documents to keep available on site. Failure to make these items available at the time of a scheduled inspection will result in a "Not Approved" status for the inspection.