

MyCity and Booking Inspections Online

Step-by-Step Instructions

What Is MyCity? MyCity is a new way to access your City accounts (permits) online, 24 hours a day.

How do I get a MyCity profile? Simply create a profile and register your account(s) (permits) following the instructions below, and access your information anytime. Go to <https://tender.victoria.ca/tempestprod/mycity/public/register.cfm> to register for a MyCity profile.

Why use MyCity to book inspections? MyCity is accessible on any device with an internet connection. By registering your account (permit) on MyCity, you can track the progress of your permits and inspections and book your inspections online. You will also be able to view the results of your inspection as soon as 24 hours after the inspection.

Who do I contact if I have questions?

- General MyCity questions: MyCity@victoria.ca
- Booking Inspections and Permits: permits@victoria.ca

Register for a MyCity Profile

1. **Navigate to Victoria.ca → Finance → MyCity Online or follow the link to <https://tender.victoria.ca/tempestprod/mycity/public/register.cfm>**

Click on “Register Now” to create a new profile.



Email Address:

Password:

Don't have a profile? [Register now.](#)

Forgot your password? Fill in your email address and [Reset it.](#)

Read the [Terms of Use](#)

2. **Complete the form by filling out your personal information and click on “Register”.**

The following screen will be displayed when your profile has been successfully submitted.



Registration

Your profile has been created.

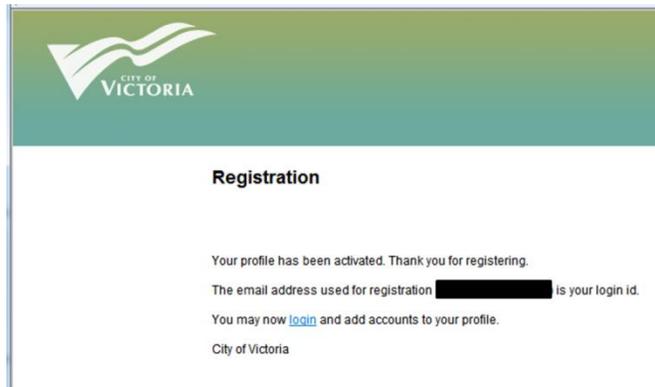
An email has been sent to kwilson@victoria.ca. Follow the steps in that email to complete the registration.

Return to the [login](#) page.

- An email will be sent to the email provided during registration. Click on the link provided in the email.

The following message will be displayed **when your profile has been successfully registered.**

You can now add accounts to your MyCity profile.



Registering an Account (permit) in MyCity

In order to register an account (permits), you must have an active MyCity profile AND the Access Code for the permit. The access code is the 4 digit number you provide on the permit application form.

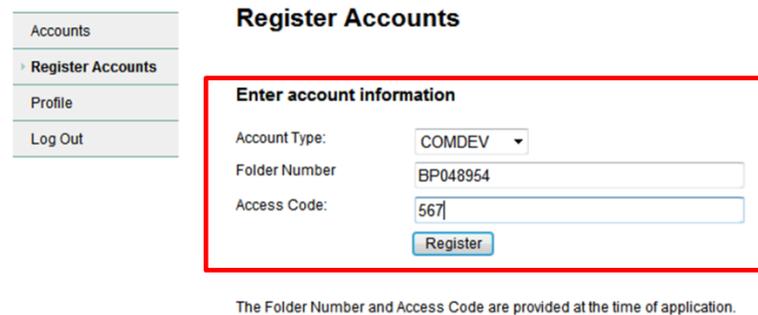
With an existing active MyCity profile electrical and plumbing permits can be added to the profile. The permit number and the 4 digit access code specified on the permit application are required. Access Codes can be added to existing permits by emailing permits@victoria.ca and including the permit numbers.

- Click on the “Register Accounts” tab on the left or the “Register Accounts now” at the bottom of the screen.

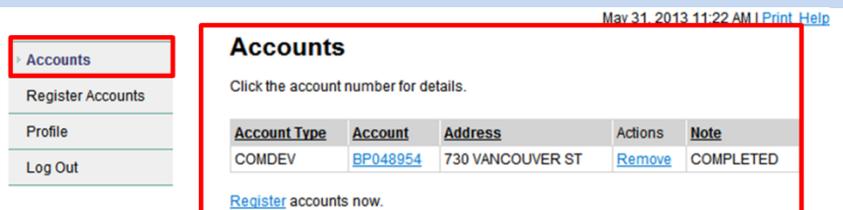


- Enter the account type (COMDEV for Building, Plumbing and Electrical Permits), Folder Number (permit number), and your access code.

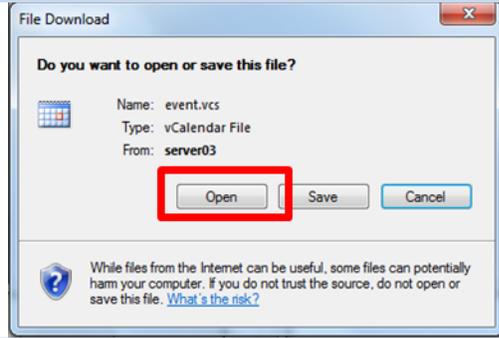
Then click “Register”. A message will display notifying you that the account has successfully been registered.



- The Account (permit) will now be visible under your “Accounts” tab.

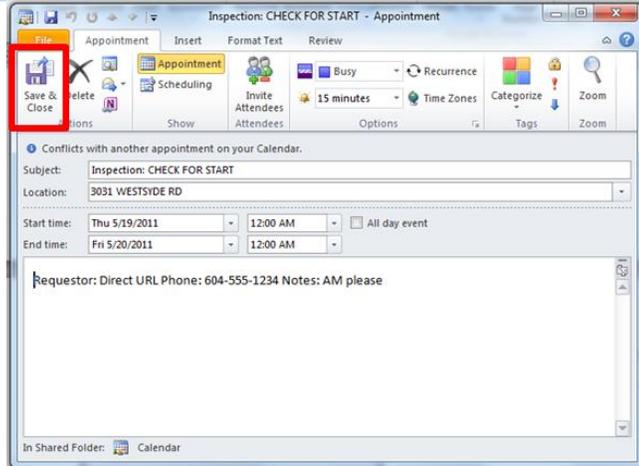


6. Clicking the “Open” button (when the desktop Calendar application is Outlook) opens an Appointment dialogue.



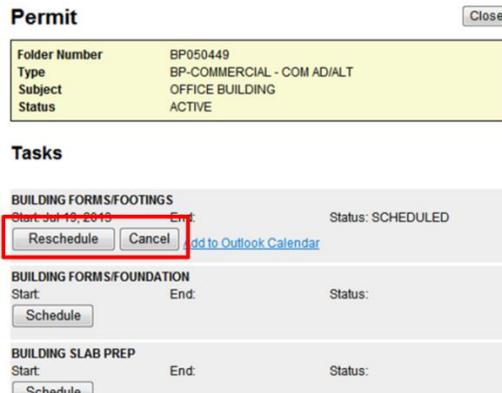
7. Click “Save & Close” to save the appointment to your calendar.

Note: If the inspection date or time changes, the Outlook appointment will not automatically update in your calendar. You will need to update it manually.



Cancelling or Rescheduling an Inspection in MyCity

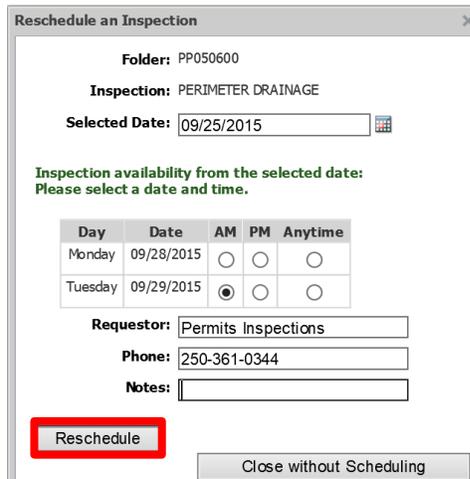
1. Open the Folder (permit) which has the inspection you would like to cancel and click on the “Cancel” or “Reschedule” button for the inspection you would like to Cancel or Reschedule.



2. If you click on “Reschedule”, the scheduling window will open. Select the new date you would like to book your inspection on.

Click the “Reschedule” button when complete.

Your inspection will now be rescheduled for the date you selected.



3. If you click on "Cancel", you may include notes, although it's not required.

Click the "Cancel Inspection" button when complete.

Permit

Cancel an Inspection

Cancel the following inspection?

Folder: BP050449
Inspection: BUILDING FORMS/FOOTINGS
Requestor: Katherine Wilson
Phone: 2508847991
Scheduled For: Jul 19, 2013
Notes: Please schedule for PM

Cancel Inspection
Close Without Cancelling

When an inspection is CANCELLED, the original task is set to CANCELLED and another task of the same type is inserted.

The new inspection can now be scheduled online.

Permit Close

Folder Number BP050449
Type BP-COMMERCIAL - COM AD/ALT
Subject OFFICE BUILDING
Status ACTIVE

Tasks

BUILDING FORMS/FOOTINGS
Start: End: Status:
Schedule

BUILDING FORMS/FOOTINGS
Start: Jul 19, 2013 End: Jul 19, 2013 Status: CANCELLED

BUILDING FORMS/FOUNDATION
Start: End: Status:
Schedule