



# Dashboard/Citizen Portal FAQ's

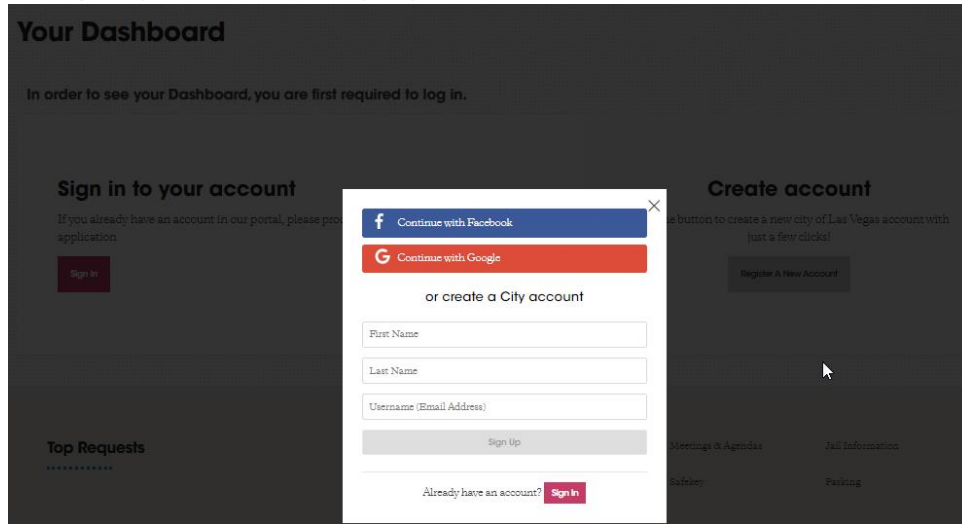
[www.LasVegasNevada.gov/BuildingPermits](http://www.LasVegasNevada.gov/BuildingPermits)

Phone: (702) 229-6251

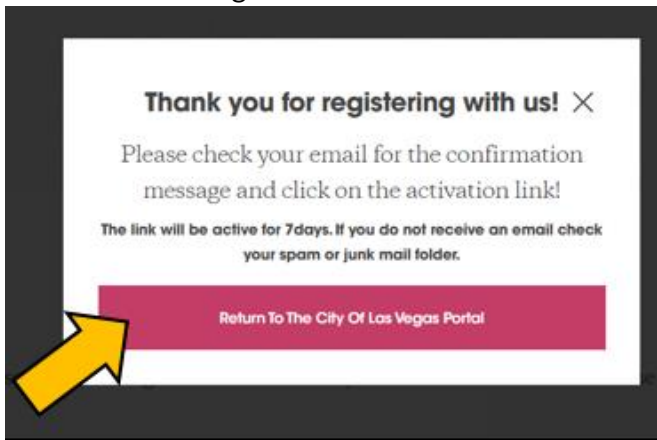
## Building\Offsite and Fire shared questions:

### 1. How do I create an account?

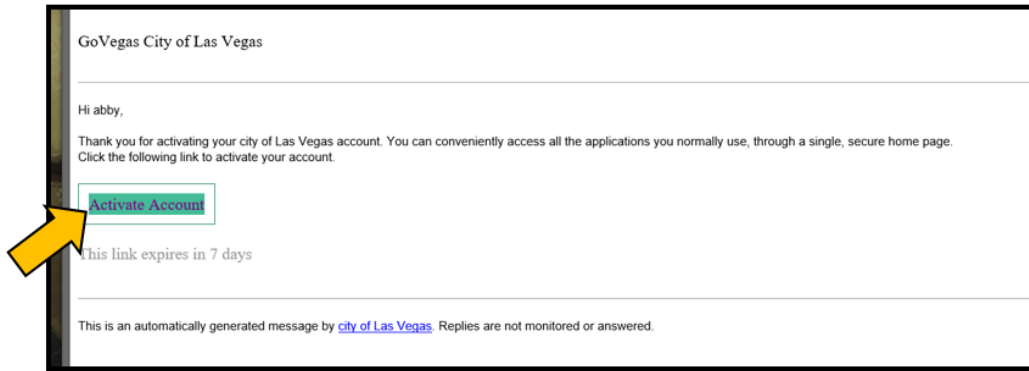
- a. Use Google Chrome or Microsoft Edge as your internet browser
- b. Go to [LasVegasNevada.gov/Dashboard](http://LasVegasNevada.gov/Dashboard) and select "create account"
- c. Click on "register a new account"
- d. Choose to "Create a City account" (if you use Facebook or Google, the city cannot help you reset your password if you ever forget)
- e. Enter your first name, last name and email address:
  - i. If you are a company, we recommend a shared company email address for multiple people to have access within your company. The email should be created to accept incoming emails from our system with the sender of: [donotreply@lasvegasnevada.gov](mailto:donotreply@lasvegasnevada.gov).
  - ii. Example: [permits@abccompany.com](mailto:permits@abccompany.com)



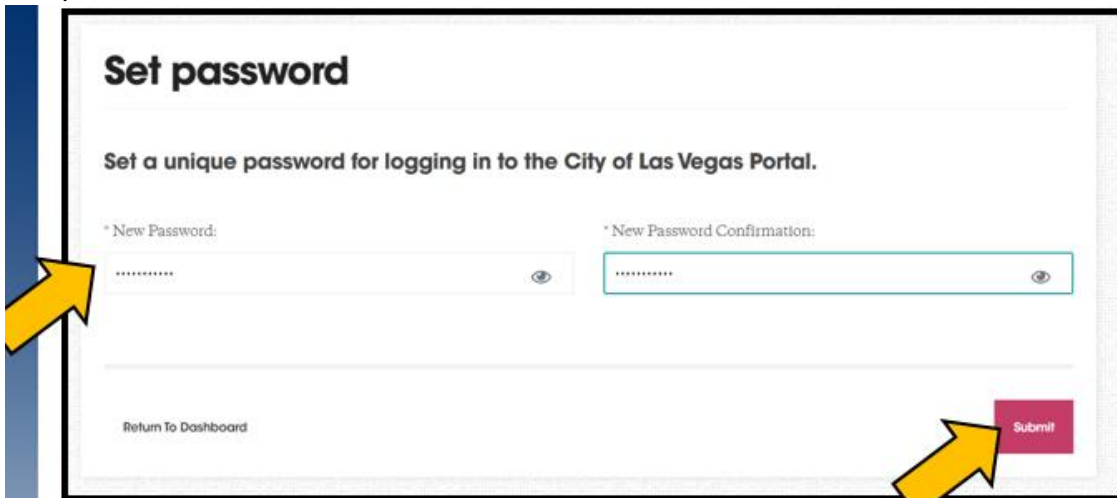
- iii.
- f. A confirmation is given:



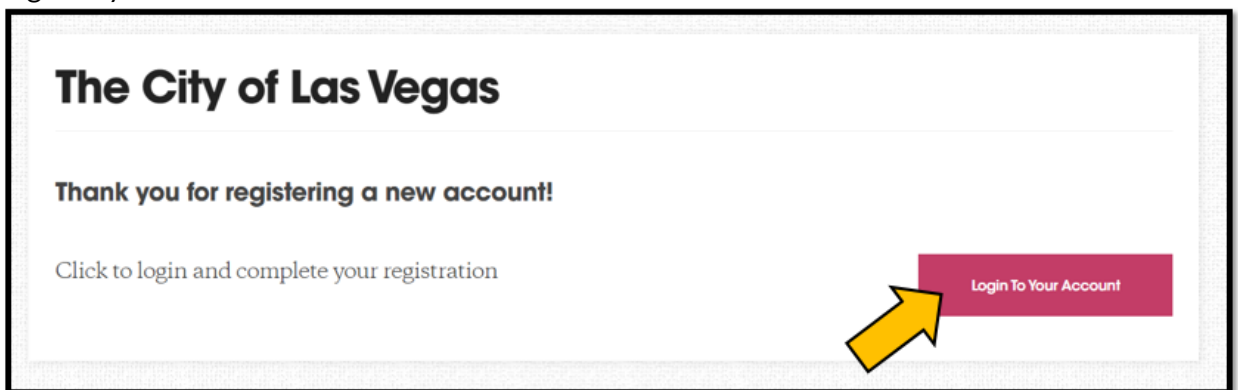
- g. A link will be sent to the email used for the account to set your password and complete the account setup.



- h. If you do not see a system email from us within a few days, please check your "spam" or "junk" folder for the email from [donotreply@lasvegasnevada.gov](mailto:donotreply@lasvegasnevada.gov).
- i. Use Google chrome or Microsoft Edge browser to confirm a password. If your preferred browser is a different software, copy and paste the email ("Activate Account" web address link) into Google Chrome to complete the process.
- j. The password must be confirmed twice:



- k. Login to your account:



- l. Finish the creation of your account by adding your address and phone number under the "edit profile" section of your Dashboard.
- m. Login using the "Sign in to your account".

2. How do I apply for a permit with plans permit?

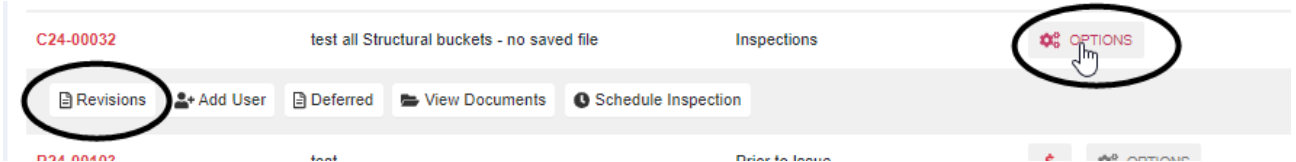
- a. <https://files.lasvegasnevada.gov/building-safety/BuildingSafety-Electronic-Submittal-Instructions.pdf>

3. How do I submit corrections? (These are responses to denied reviews during the review process)

- a. Log into the Dashboard ([LasVegasNevada.gov/Dashboard](https://LasVegasNevada.gov/Dashboard))
- b. Search for your project number
- c. Always read all the plan review comments noted under the reviews in Check Status and also look at the plans sent to you by email from Building & Safety for any possible markups with requested corrections from the reviewers. *Please note that Fire will not be marking up the plans for their submittals.*
- d. Address all corrections on your plans before resubmitting to avoid further delays.
- e. When you find your project number, click on “options”
- f. Then click on Re-submit
- g. Add your documents including all the pages/sheets needed for construction and complete the submittal process. If your correction is missing sheets, your review will be denied so please include ALL sheets per discipline in every correction submittal.

4. How do I submit a revision? (This is a change in the design after permit issuance)

- a. Log into the Dashboard ([LasVegasNevada.gov/Dashboard](https://LasVegasNevada.gov/Dashboard))
- b. Search for your project number
- c. When you find your project number, click on “options”



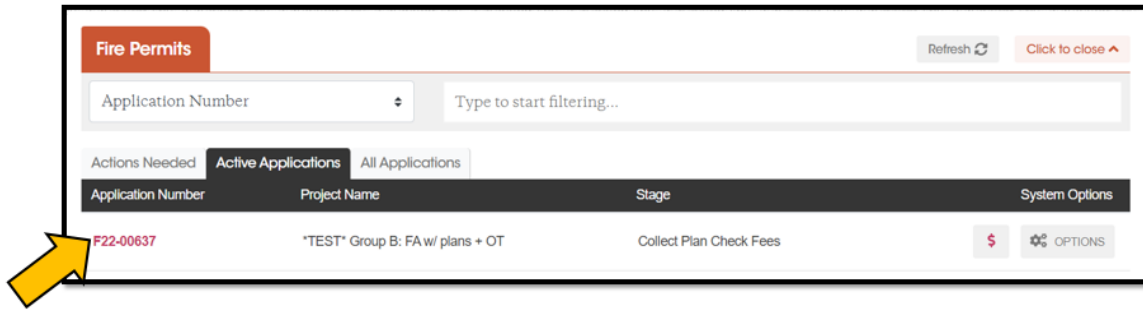
- d. Then click on Revisions
- e. Follow the screen instructions to submit the revision information and documents.
- f. Provide only the sheets from every discipline of the drawing package that are impacted by the revision. All changes from previous approved plans shall be clouded and the revision number (delta symbol) shall be provided in direct proximity to the plan modification. Do not use RED in your clouds or deltas.
- g. See the Revision application for Building & Safety on the Resources page for additional information: <https://files.lasvegasnevada.gov/building-safety/Forms/General/Revision-Submittal-Application.pdf>

5. Why can't I submit for my corrections? I have no re-submit option? (These are responses to denied reviews during the review process)

- a. Is your project still in review? (Stage = Review)
- b. Did you confirm that all reviews are completed?
- c. Corrections can only be submitted when all reviews have been completed and resulted.
- d. Click on your project number from the Dashboard to access **Check Status**.
- e. Correction submittals must be a complete set and include all the sheets for that discipline.

## 6. How do I check status of my project?

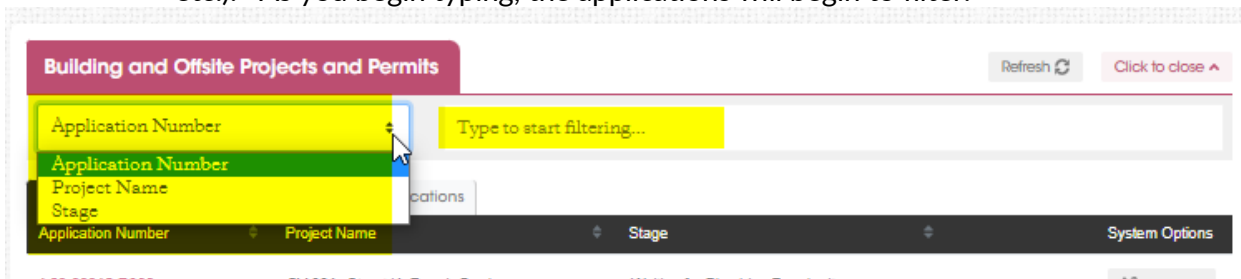
- Go directly to Check Status with our shortlink: [LasVegasNevada.gov/CheckStatus](https://LasVegasNevada.gov/CheckStatus)
- Or click on your project number from your Dashboard and the system will take you to Check Status:



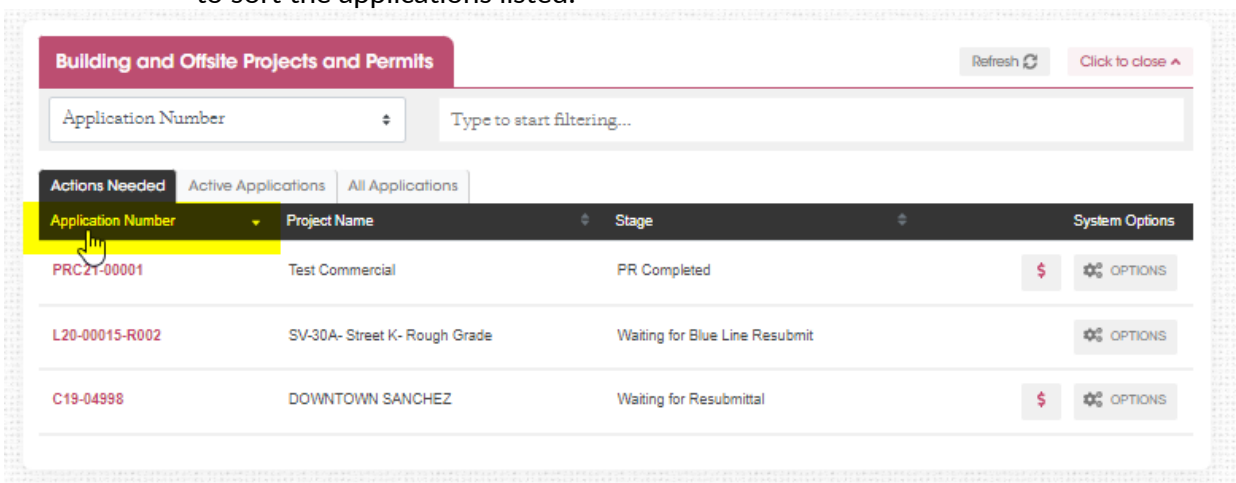
- Check status can give you information about plan review and inspections with comments from the reviewers.

## 7. I can't find my permit number on my dashboard.

- Select a Banner for the application type – Fire Permits or Building and Offsite projects Tab?
- We now have 3 tabs under each division/business banner:
  - Actions Needed (*payments and re-submittals needed*)
  - Active (*in review or inspections*)
  - All Applications (*shows all applications until 180 after the final inspection*)
- Use the Search bar to search by *Application Number, Project Name or Stage* (in review, inspections, etc.). As you begin typing, the applications will begin to filter.

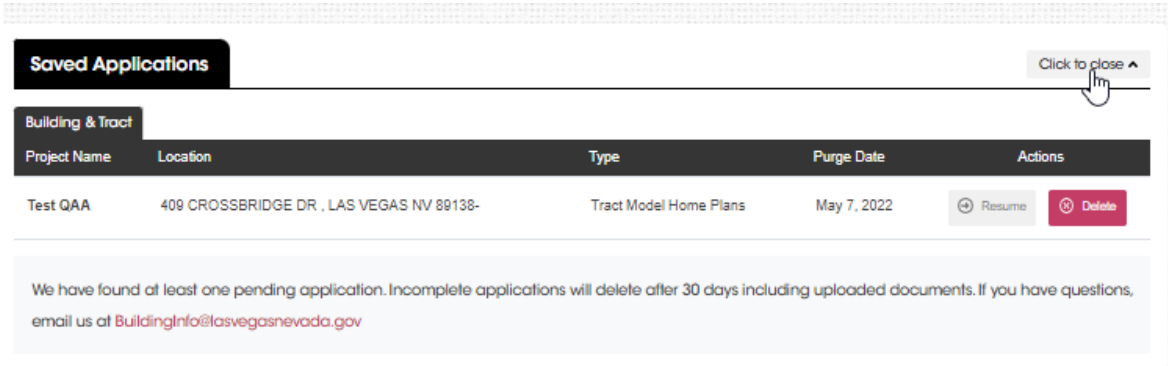


- Under each tab, you can also sort by each column. Just click once on the arrow or column name to sort the applications listed:



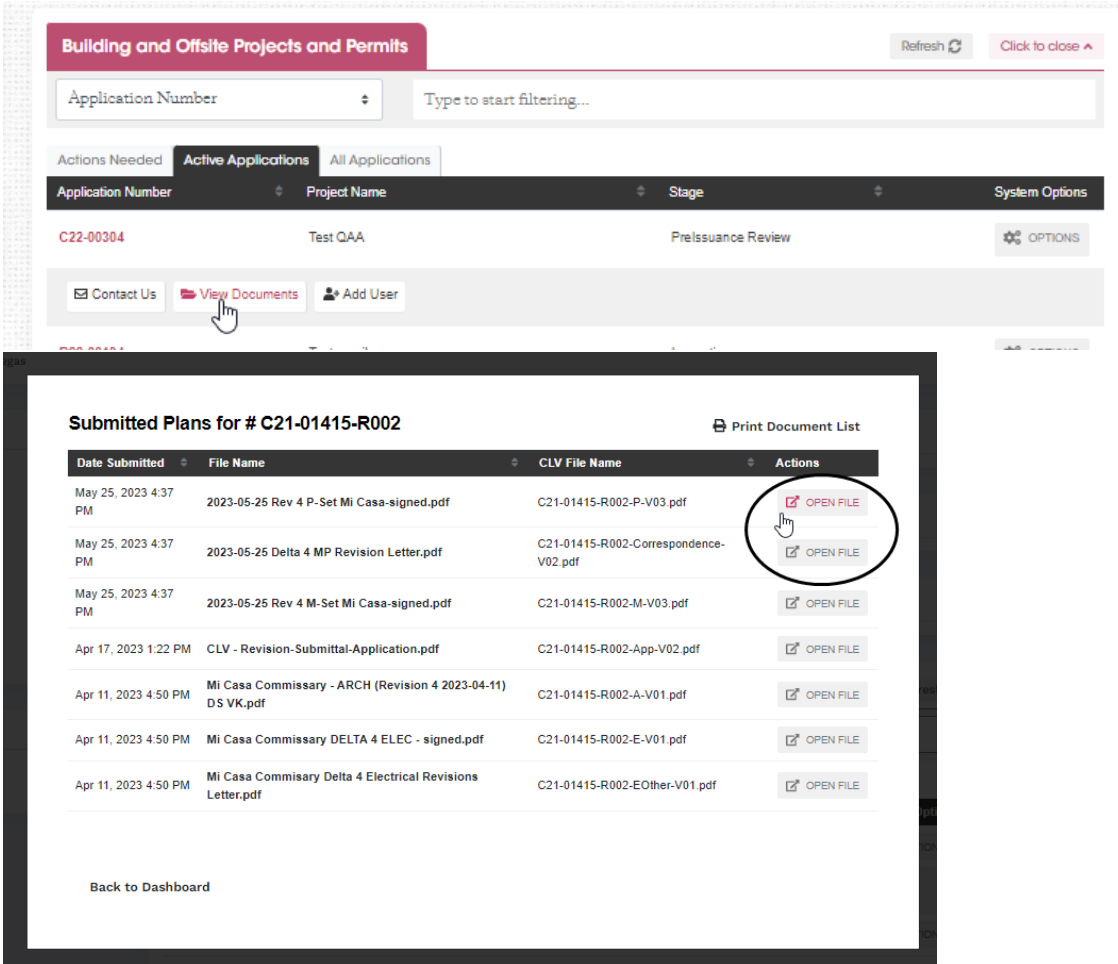
8. Will the system save my submittal if I realize I don't have everything I need?

- a. Yes! You can now choose to save your application and the system will store it for 30 days. When you save an application, a new banner will show for you at the top called "Saved Applications".
- b. We cannot see these applications in our system until you submit.
- c. The system will automatically delete the application and files after 30 days and we cannot retrieve the information.
- d. The banner will look like this:



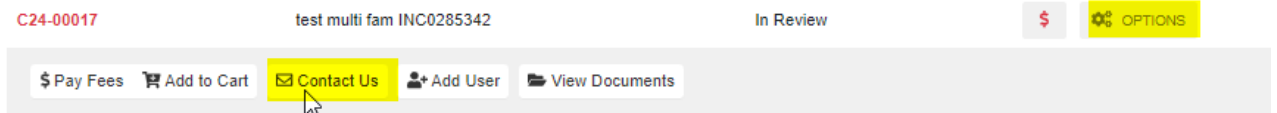
9. How do I view my documents?

- a. The system will now show you the documents you have submitted to the city under your "Options" button and click on "View Documents":



## 10. How do I contact the city about my project?

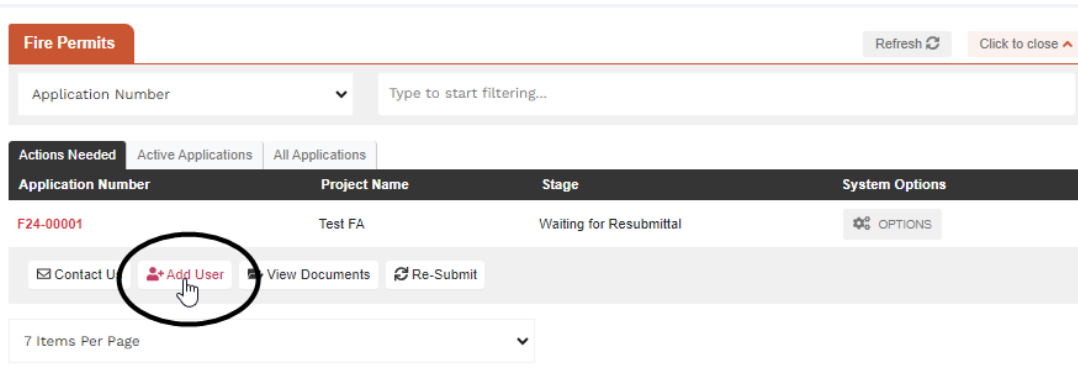
- For questions related to your submitted project, there is now a “Contact Us” button that will send your email into the project file.



- This option is only available while your project is in review.
- Once the email is received, one of our team members will respond to your question via email.

## 11. How can I add someone to my permit?

- You now have the ability to give someone access to your project and to resubmit plans for you.
- Choose “Add User”



- Enter the colleague's email address and add them to the project. If they don't have a Dashboard Account under that email, then they must create an account. We recommend companies create a generic company account that allows multiple team members access such as [permits@companyname.com](mailto:permits@companyname.com). The email must be setup to allow for incoming emails from our system that are sent from sender of [donotreply@lasvegasnevada.gov](mailto:donotreply@lasvegasnevada.gov).
- The project will show on their Dashboard once they login.
- This gives them full access to the project for resubmittals.

## 12. I don't have the buckets I need to re-submit (or too many buckets).

- Contact [BuildingInfo@LasVegasNevada.gov](mailto:BuildingInfo@LasVegasNevada.gov) to add or remove buckets.
- The project number and buckets needed shall be noted in the email.
- Please note that the buckets for resubmittals are generated from the results of the reviews. Read all the comments from your plan reviewers before requesting to remove buckets.
- Failure to address the reviewers comments with new plans will cause delays and additional correction requests.