

CITY OF PORT COQUITLAM

# eApply



eApply Dashboard and Online Plan Submission  
Step by Step Guide

[portcoquitlam.ca/eApply](http://portcoquitlam.ca/eApply)

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**eApply** is a secure online service to make application for construction permits which is fast, convenient, and paper free. This guide will assist a new user in getting set-up and navigating the eApply permitting system.

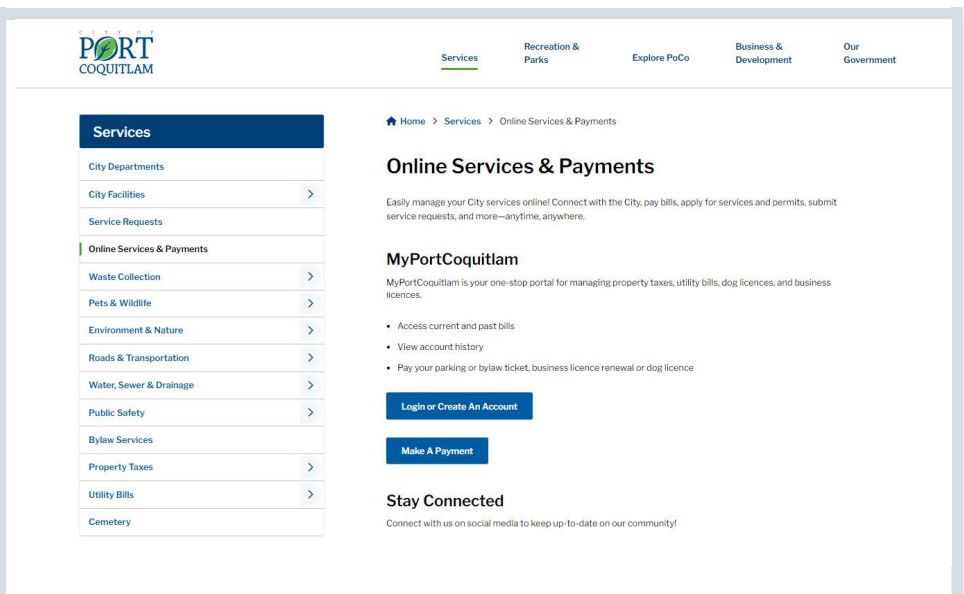
## 1. Registering a Profile

eApply works in conjunction with another of the City's online services – [MyPortCoquitlam](#). To login and use eApply, a user must first create a MyPortCoquitlam profile. If there is already an existing MyPortCoquitlam profile registered, this account can be used to login. The eApply system will pre-populate the permit contact information based on the data contained in the MyPortCoquitlam profile.

**Note:** Permits are automatically registered to the MyPortCoquitlam account of the profile used to apply, so businesses should consider internal practices and staff roles when setting up their MyPortCoquitlam profiles.

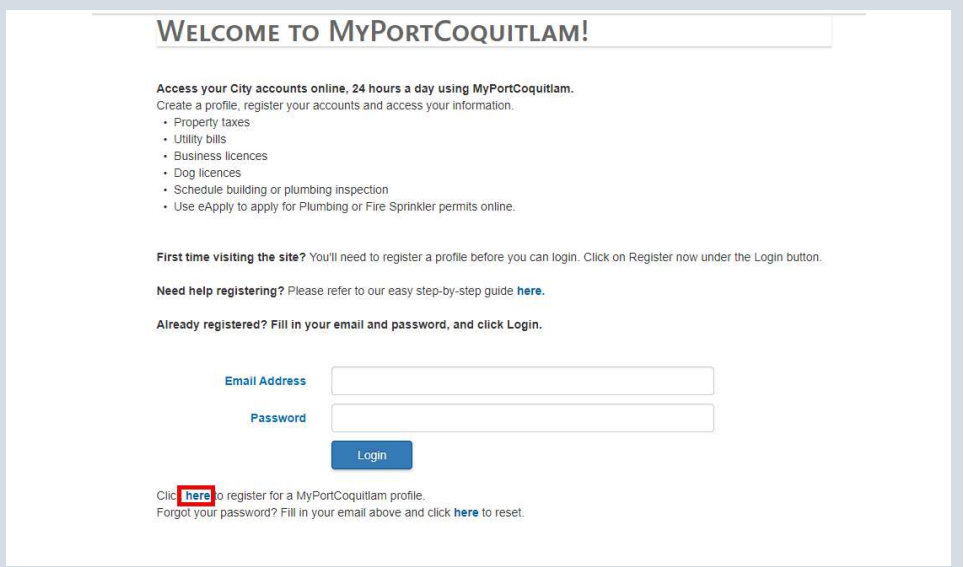
- From the eApply landing page, click the link: [Register for a MyPortCoquitlam Profile](#)

- Navigate to PortCoquitlam.ca**  
→ **Services**  
→ **Online Services & Payments**  
or follow the link to [My.PortCoquitlam.ca](#)  
Click on "Login or Create An Account" to create a new profile.



The screenshot shows the PortCoquitlam.ca website. The top navigation bar includes links for Services, Recreation & Parks, Explore PoCo, Business & Development, and Our Government. The 'Services' section is expanded, showing a list of services including City Departments, City Facilities, Service Requests, Online Services & Payments (highlighted), Waste Collection, Pets & Wildlife, Environment & Nature, Roads & Transportation, Water, Sewer & Drainage, Public Safety, Bylaw Services, Property Taxes, Utility Bills, and Cemetery. The 'Online Services & Payments' section includes a 'MyPortCoquitlam' heading and a 'Login or Create An Account' button.

- From the MyPortCoquitlam landing page navigate to the registration page to complete the form to create your MyPortCoquitlam login.**  
An email will then be sent to the email provided during registration to verify your email address and complete the profile activation.



The screenshot shows the MyPortCoquitlam landing page. It features a 'WELCOME TO MYPORTCOQUITLAM!' heading. Below this, there is a section titled 'Access your City accounts online, 24 hours a day using MyPortCoquitlam.' which lists various services available online, including Property taxes, Utility bills, Business licences, Dog licences, Schedule building or plumbing inspection, and Use eApply to apply for Plumbing or Fire Sprinkler permits online. There is also a section for 'First time visiting the site?' which states that users need to register a profile before they can login. Below this, there is a 'Need help registering?' section with a link to a step-by-step guide. Finally, there is a 'Login' section with fields for 'Email Address' and 'Password', and a 'Login' button. A small red box highlights the word 'here' in the 'Need help registering?' section.

## 2. eApply Permit Applications

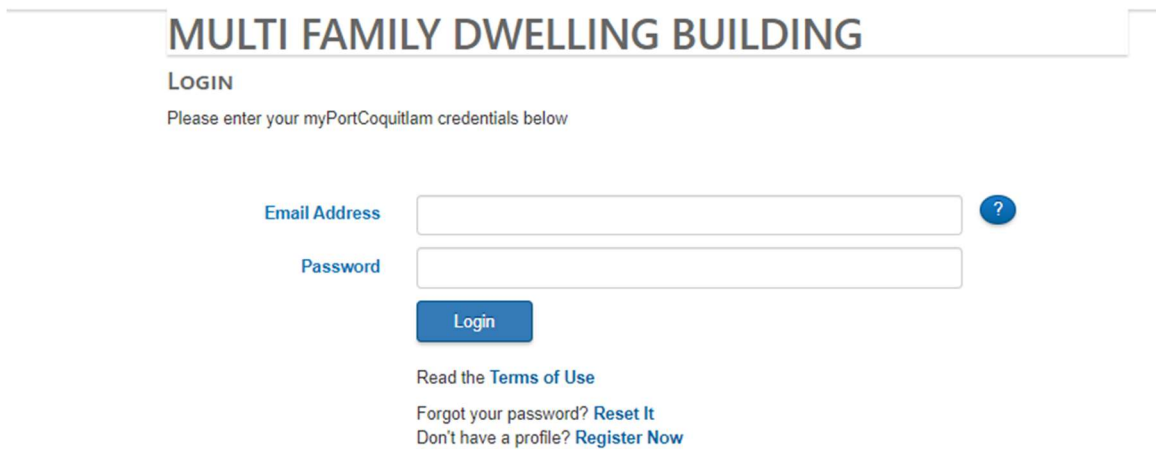
- On our eApply Dashboard page you will find the list of permits available for online application. From the eApply page [www.portcoquitlam.ca/eApply](http://www.portcoquitlam.ca/eApply) use the menu to navigate to the required permit type.




The screenshot shows the 'EAPPLY DASHBOARD' with the instruction 'Select the type of permit you wish to apply for'. Below this, there are three blue buttons: 'FIRE SPRINKLER & PLUMBING PERMIT', 'MULTI FAMILY DWELLING BUILDING PERMIT', and a partially visible 'MULTI-FAMILY DWELLING BUILDING PERMIT' button at the bottom.

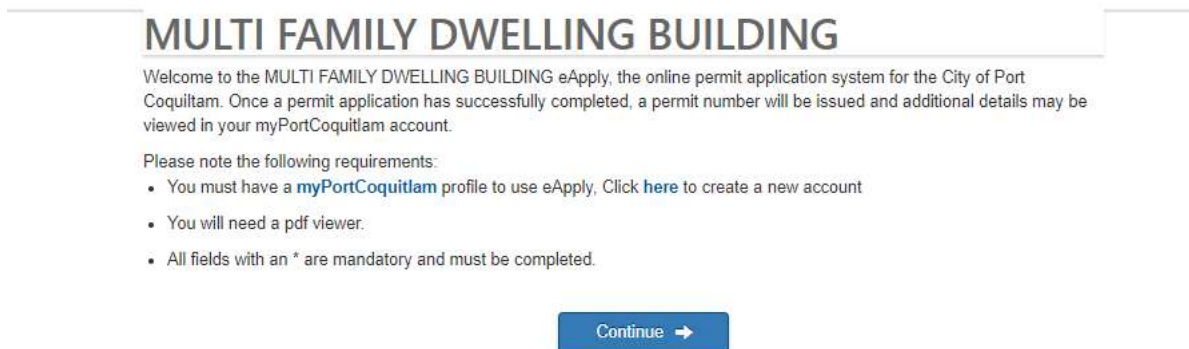
## 3. Login in screen

- Once you start your journey to a Multi Family Dwelling Building Permit, you will be taken to a login screen.



The screenshot shows the 'MULTI FAMILY DWELLING BUILDING LOGIN' screen. It includes the instruction 'Please enter your myPortCoquitlam credentials below'. There are two input fields: 'Email Address' and 'Password', each with a blue question mark icon to its right. Below the fields is a blue 'Login' button. At the bottom, there are links: 'Read the Terms of Use', 'Forgot your password? Reset It', and 'Don't have a profile? Register Now'.

**PLEASE NOTE:** You will notice  (help) buttons within the application. Hover over these buttons and a box with additional information is provided which will assist you in completing the application.



The screenshot shows the 'MULTI FAMILY DWELLING BUILDING' welcome screen. It includes a welcome message: 'Welcome to the MULTI FAMILY DWELLING BUILDING eApply, the online permit application system for the City of Port Coquitlam. Once a permit application has successfully completed, a permit number will be issued and additional details may be viewed in your myPortCoquitlam account.' Below this, it says 'Please note the following requirements:' followed by a bulleted list: 'You must have a myPortCoquitlam profile to use eApply. Click [here](#) to create a new account', 'You will need a pdf viewer.', and 'All fields with an \* are mandatory and must be completed.' At the bottom, there is a blue 'Continue →' button.

## 4. Confirm Development Permit

- Before continuing the Multi Family Dwelling Building Permit application ensure that you have an issued development permit. This is required if you are applying for a NEW Multi Family Dwelling Permit.

### MULTI FAMILY DWELLING BUILDING PERMIT

CONFIRM DEVELOPMENT PERMIT (Required if you are applying for a NEW Multi Family Dwelling)

Do you have an issued Development Permit?\*

Yes

No

← Back

Continue →

**PLEASE NOTE:** Do not use the browser Back button while working in the eApply system. The Confirm screen will provide links to go back and revise the information entered. The eApply application must be completed up to the Receipt screen in a single session.

## 5. Applicant Information

- The applicant information page will appear, some of this information will auto populate with the information from your MyPortCoquitlam profile.

**PLEASE NOTE:** All items with a red asterisk \* must be completed in order to move to next page of application.

### MULTI FAMILY DWELLING BUILDING PERMIT

APPLICANT INFORMATION

Contact Information ?

Please enter your contact information below.

First Name \*

Initial

Last Name \*

Phone \*

Mobile Phone

Contact Email Address \*

Confirm Email Address \*

Mailing Address ?

Please enter your mailing address information below.

What is your address type?

Civic Address ✓Private Form

Additional Information ?

Unit

House \*

Street \*

City \*

Country \*

Province/State \*

Postal/ZIP Code \*

← Back

Continue →



## 6. Report Code Selection

- Select the type of work to be completed, new construction, addition, alteration or repair.

REPORT CODE SELECTION

**Report Code Selection**

<input type="radio"/>	NEW CONSTRUCTION	<a href="#">?</a>
<input type="radio"/>	ALTERATION	<a href="#">?</a>
<input type="radio"/>	ADDITION	<a href="#">?</a>
<input type="radio"/>	REPAIR	<a href="#">?</a>

[← Back](#) [Continue →](#)

## 7. Property Selection

- All current civic addresses within the City of Port Coquitlam have been added to the system.
- Start by adding the four-digit civic address, if there are multiple addresses with the same civic address or multiple units at the address, a drop-down menu will appear and you are able to scroll down to select the correct address.

**MULTI FAMILY DWELLING BUILDING PERMIT**

PROPERTY SELECTION

2580

2580 KINGSWAY AVE  
2580 PATRICIA AVE  
2580 SHAUGHNESSY ST  
2580 THAMES CRES

## 8. Construction Value

- Enter the construction value, this value is required to determine the total application fee.

**MULTI FAMILY DWELLING BUILDING PERMIT**

CONSTRUCTION VALUE PAGE

Construction value\*  [?](#)

[← Back](#) [Continue →](#)

## 9. Folder Information

- The access code provides security for accessing permit information or booking inspections using MyPortCoquitlam and acts as a PIN for your permit. It can be used to share your permit with other MyPortCoquitlam users, and may be used to verify your identity when requesting aid via telephone.

The screenshot shows the 'MULTI FAMILY DWELLING BUILDING PERMIT' application form. The section is titled 'FOLDER INFORMATION' and 'APPLICATION Details'. It prompts the user to 'Please enter the details of the permit below.' There are two input fields: 'Access Code' with a red asterisk and a blue question mark icon, and 'Description of Work' with a blue question mark icon. At the bottom, there are two buttons: 'Back' with a left arrow and 'Continue' with a right arrow.

## 10. Document Upload

- Upload the Acknowledgment of Owner document.

The screenshot shows the 'MULTI FAMILY DWELLING BUILDING PERMIT' application form. The section is titled 'DOCUMENT UPLOAD' and 'FORM A - Acknowledgment of Owner'. It features a 'Choose File' button, a file upload area, and a 'Clear' button. At the bottom, there are two buttons: 'Back' with a left arrow and 'Continue' with a right arrow.

## 11. Confirmation Page

- A page will appear showing all information that you have added to the application. Choose the edit button within the box of any section that may require changes/edits.
- The initial permit fees will now be shown.
- The last box is the acknowledgements, which must be checked off prior to moving to the next page. Once you have reviewed the information, completed any necessary edits and checked the acknowledgements click on the continue button on the bottom of the page to continue the application process.

The screenshot shows the 'Acknowledgement' section of the application form. It contains two checkboxes, both of which are checked. The first checkbox is followed by the text: 'As the applicant, I make this application to the Director of Development Services, I have fulfilled the complete application requirements, and agree to pay any additional costs incurred by the City of Port Coquitlam for services in processing the application.' The second checkbox is followed by the text: 'As the applicant, I accept these terms and conditions.' At the bottom right, there is a 'Continue' button with a checkmark icon.

## 12. Payment Page

- You will now be directed to our secure payment provider page to pay all outstanding fees. Enter your credit card information in the boxes, click on continue.

### TEMPEST PAYMENT SERVICE PROVIDER (

Order Details	
Order Number:	162555
Amount Owing:	\$120.00

Credit Card Information	
Card Type:	Visa
Card Number:	4242424242424242
Expiry Date (MMYY):	0524
Name on Card:	TEMPEST TEST
CVV2 Number:	1234

## 13. Receipt Page

- Upon confirmation of receipt of successful payment, you will be linked to the receipt page. Print the receipt for your records.

EAPPLY DASHBOARD											
RECEIPT											
Payment & permit details below, please print for you records.											
Your payment was successful.											
<table><thead><tr><th colspan="2">Payment Information</th></tr></thead><tbody><tr><td>Order Number:</td><td></td></tr><tr><td>Authorization Code:</td><td></td></tr><tr><td>Order Amount:</td><td>\$120.00</td></tr><tr><td>Transaction Date:</td><td>Dec 10, 2024 04:09:09 PM</td></tr></tbody></table>		Payment Information		Order Number:		Authorization Code:		Order Amount:	\$120.00	Transaction Date:	Dec 10, 2024 04:09:09 PM
Payment Information											
Order Number:											
Authorization Code:											
Order Amount:	\$120.00										
Transaction Date:	Dec 10, 2024 04:09:09 PM										
<a href="#">View Permit in Plan Review</a>											
<table><thead><tr><th colspan="2">APPLICATION BP014531 Created</th></tr></thead><tbody><tr><td colspan="2">APPLICATION for 2580 SHAUGHNESSY ST PORT COQUITLAM BC V3C 2A8 has been created and will be reviewed by city staff.</td></tr></tbody></table>		APPLICATION BP014531 Created		APPLICATION for 2580 SHAUGHNESSY ST PORT COQUITLAM BC V3C 2A8 has been created and will be reviewed by city staff.							
APPLICATION BP014531 Created											
APPLICATION for 2580 SHAUGHNESSY ST PORT COQUITLAM BC V3C 2A8 has been created and will be reviewed by city staff.											
<a href="#">Apply for Another APPLICATION</a>	<a href="#">Print</a>										

**PLEASE NOTE: Once you leave this page, you will no longer have access to print the receipt**



- Navigate to 'View Permit in Plan Review' to complete your Online Plan Submission for this Multi Family Dwelling Permit. This can also be accessed within your MyPortCoquitlam account, after logging in navigate to the Permit Number created to view the Permit Account Details.

### PERMIT ACCOUNT DETAILS

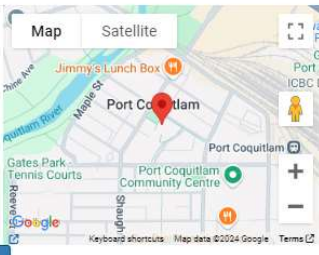
[Update Profile](#)
[Home](#)
[Logout](#)

**Permit Number:** BP014532

**Type:** MULTI FAMILY DWELLING PERMIT

**Subject:** MULTI FAMILY

**Status:** RECEIVED



[View Permit in Plan Review](#)

**Permit**

**Purpose:** test

**Application Date:** Dec 11, 2024

**Approved Date:**

**Issued Date:**

**Expires:**

**Completed:**

## 14. Upload Documents

- In an open project, select the Plan Documents tab to upload plan documents. The upload buttons will be available if the project is not in an open review cycle. Use the Browse button to select files from the local machine, select the necessary Discipline and Sheet Type from their respective drop downs, and click Upload to add the documents to the project.

Document Upload Instructions and Tips

- [View City of Port Coquitlam Submission Guidelines](#)
- Upload all files as PDFs with no password protection, encryption, or other security restrictions. Vector-based PDFs are preferred.
- Name your files so they will display in the desired order alphanumerically.
- Continue to use the same file name for each submission of the same document, or click next to any document to upload using a new file name.
- Upon approval, your plan set will be ordered exactly as displayed.
- Select the discipline and sheet type that best describes each file.
- Never delete plans or drawings that have already been submitted, unless directed by the City.
- Avoid the use of AutoCAD SHX Text comments. Refer to [this article](#) for more information.

[Browse...](#)
[Clear](#)
[Upload](#)
[Cancel](#)
[Edit Names](#)
Status: Ready

	Name	Discipline	Sheet Type	Description	Revision	Upload Status	Actions
<input type="checkbox"/>	0001-001-A-SITEPLAN	Architectural	Siteplan		New	Pending Upload	
<input type="checkbox"/>	0001-002-A-ELEVATION	Architectural	Elevation		1		

**PLEASE NOTE: To upload revisions of Plan Documents, either upload a new Plan Document with the same file name as the original using the Browse Button OR use the Browse button (middle icon) in the Actions menu on the right-hand side of the page.**

**City of Port Coquitlam**

**Projects**

**Plan Documents** | **Review Documents** | **Approved Documents**

**Project:** BP014525  
**Group:** <None>  
**Name:** 2580 SHAUGHNESSY ST - MULTI FAMILY  
**Status:** Plan Submission

**Review Status:** None

**Actions:** [Submit for Review](#)

**Document Upload Instructions and Tips**

- [View City of Port Coquitlam Submission Guidelines](#)
- Upload all files as PDFs with no password protection, encryption, or other security restrictions. Vector-based PDFs are preferred.
- Name your files so they will display in the desired order alphanumerically.
- Continue to use the same file name for each submission of the same document, or click next to any document to upload using a new file name.
- Upon approval, your plan set will be ordered exactly as displayed.
- Select the discipline and sheet type that best describes each file.
- Never delete plans or drawings that have already been submitted, unless directed by the City.
- Avoid the use of AutoCAD SHX Text comments. Refer to [this article](#) for more information.

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

	Name	Discipline	Sheet Type	Description	Revision	Upload Status	Actions
<input type="checkbox"/>	0001-001-A-SITEPLAN	Architectural	Siteplan		New	Pending Upload	
<input type="checkbox"/>	0001-002-A-ELEVATION	Architectural	Elevation		1		

**PLEASE NOTE: Files that have yet to be uploaded are indicated with a status of ‘Pending Upload’ and once uploaded display a status of ‘Success’.**

## 15. Submit for Plan Review

- Once all desired files have been uploaded, select the ‘Submit for Review’ button. This will notify the City staff that the project and plans are ready for review and begin the review process.

**City of Port Coquitlam**

**Projects**

**Plan Documents** | **Review Documents** | **Approved Documents**

**Project:** BP014525  
**Group:** <None>  
**Name:** 2580 SHAUGHNESSY ST - MULTI FAMILY  
**Status:** Plan Submission

**Review Status:** None

**Actions:** [Submit for Review](#)

**Document Upload Instructions and Tips**

- [View City of Port Coquitlam Submission Guidelines](#)
- Upload all files as PDFs with no password protection, encryption, or other security restrictions. Vector-based PDFs are preferred.
- Name your files so they will display in the desired order alphanumerically.
- Continue to use the same file name for each submission of the same document, or click next to any document to upload using a new file name.
- Upon approval, your plan set will be ordered exactly as displayed.
- Select the discipline and sheet type that best describes each file.
- Never delete plans or drawings that have already been submitted, unless directed by the City.
- Avoid the use of AutoCAD SHX Text comments. Refer to [this article](#) for more information.

**Upload Controls:** Browse... Clear Upload Cancel Edit Names Status: Done

	Name	Discipline	Sheet Type	Description	Revision	Upload Status	Actions
<input type="checkbox"/>	0001-001-A-SITEPLAN	Architectural	Siteplan		1	Success	
<input type="checkbox"/>	0001-002-A-ELEVATION	Architectural	Elevation		1		

## 16. View and Download Documents

- Throughout the review process, documents may be published to the portal containing markups, comments or instructions. To view these documents, choose the Review Documents (for markups and comments) or Approved Documents (for approved plan sets) tabs. Check the box to the left of any document you wish to download and download by clicking the icon in the furthest right column.

Projects

Plan Documents

Review Documents

Approved Documents

**Project**  
BP014520  
**Group**  
<None>  
**Name**  
2580 SHAUGHNESSY ST - MULTI FAMILY  
**Status**  
Re-Submission Required

Review Cycle All

	Name	Document Date	Download
<input type="checkbox"/>	Marked Plan Set for Project ID BP014520	11/25/2024	
<input checked="" type="checkbox"/>	Review Comments for Project ID BP014520 (PDF)	11/25/2024	

- To download all documents on the tab in a zipped file, choose the checkbox in the column header to select all documents and click the corresponding download icon.

Projects

Plan Documents

Review Documents

Approved Documents

**Project**  
BP014520  
**Group**  
<None>  
**Name**  
2580 SHAUGHNESSY ST - MULTI FAMILY

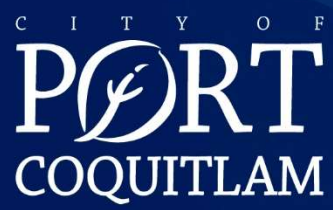
Review Cycle All

	Name	Document Date	Download
<input checked="" type="checkbox"/>	Marked Plan Set for Project ID BP014520	11/25/2024	
<input checked="" type="checkbox"/>	Review Comments for Project ID BP014520 (PDF)	11/25/2024	

## 17. Online Plan Review Status

- Within your MyPortCoquitlam account when reviewing the Permit Account Details of your application, at the bottom of the page you will find the status of each department reviewing your Online Plan Submission.

Tasks
<div> <div>ONLINE PLAN REVIEW - DEV ENG</div> <div>PENDING</div> <div>Start: Dec 11, 2024</div> <div>End:</div> <div>Add to your Personal calendar</div> </div>
<div> <div>ONLINE PLAN REVIEW - BUILDING</div> <div>PENDING</div> <div>Start: Dec 11, 2024</div> <div>End:</div> <div>Add to your Personal calendar</div> </div>
<div> <div>ONLINE PLAN REVIEW - PLANNING</div> <div>PENDING</div> <div>Start: Dec 11, 2024</div> <div>End:</div> <div>Add to your Personal calendar</div> </div>
<div> <div>ONLINE PLAN REVIEW - FIRE</div> <div>PENDING</div> <div>Start: Dec 11, 2024</div> <div>End:</div> <div>Add to your Personal calendar</div> </div>
<div> <div>ONLINE PLAN REVIEW - PLUMBING</div> <div>PENDING</div> <div>Start: Dec 11, 2024</div> <div>End:</div> <div>Add to your Personal calendar</div> </div>
<div> <div>ONLINE PLAN REVIEW - PARKS</div> <div>PENDING</div> <div>Start: Dec 11, 2024</div> <div>End:</div> <div>Add to your Personal calendar</div> </div>
<div> <div>ONLINE PLAN REVIEW - GIS</div> <div>PENDING</div> <div>Start: Dec 11, 2024</div> <div>End:</div> <div>Add to your Personal calendar</div> </div>



[portcoquitlam.ca/eApply](https://portcoquitlam.ca/eApply)