MyPortCoquitlam

Table of Contents
1. Register for a MyPortCoquitlam Profile........................................................................................................................... 1
2. Email.............................................................................................................................................................................................. 3
3. Next steps.................................................................................................................................................................................... 4
4. Edit Accounts.............................................................................................................................................................................. 4
5. Register an account (Permit)............................................................................................................................................... 5
6. Remove an Account (Permit)............................................................................................................................................... 7
7. Permit Account Details........................................................................................................................................................... 8
8. Schedule an Inspection........................................................................................................................................................... 10

MyPortCoquitlam is a 24/7 secure, all-in-one, online service that allows residents and businesses to access information about their City of Port Coquitlam accounts/permits. It is the registration point for registering building and plumbing permits to allow online scheduled of required inspections during the permitting process.

MyPortCoquitlam and Booking Inspections Online
Step-by-Step Instructions

What Is MyPortCoquitlam? MyPortCoquitlam is your “one-stop-shop” for City of Port Coquitlam transactions. MyPortCoquitlam is a new way to access your City accounts online, 24 hours a day.

How do I get a MyPortCoquitlam account? Simply create a free profile and register your account(s) following the instructions below, and access your information anytime.

Why use MyPortCoquitlam to book inspections? MyPortCoquitlam is accessible on any device with an internet connection. By registering your account on MyPortCoquitlam, you can track the progress of your building or plumbing permits 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?
➢ Building and Plumbing Permits – building@portcoquitlam.ca or phone 604.927.5444

1. Register for a MyPortCoquitlam Profile
➢ To start the registration process, click on the link as shown below.
Welcome to MyPortCoquitlam!

Signing in or creating a MyPortCoquitlam account will give you 24/7 secure online access to information about your City of Port Coquitlam property taxes, utilities, dog and business licenses or to schedule a building or plumbing inspection.

First time visiting the site? You’ll need to register a profile before you can login. Click on Register now under the Login button.

Need help registering? Please refer to our easy step-by-step guide.

Already registered? Fill in your email and password, and click Login.

- The following screen appears.
- All boxes with a red asterisk * beside them must be completed.
- Click on

Profile Registration

Applicant Information

- First Name*
- Last Name*
- Email Address*
- Phone*

Address Information

- Unit
- House*
- Street*
- City*
- Country* Select...
- Postal/Zip Code*

Password Information

- Password*
- Confirm Password*
- Security Question* Select...
- Security Answer*

Click here to register for a MyPortCoquitlam profile. Forgot your password? Fill in your email above and click here to reset.

Read the Terms of Use

- A confirmation that your profile has been registered.
You must now log into the email provided when registering your profile to complete the registration process.

**Profile Registration**

Your profile has been created.

An email has been sent to [email address]. Follow the steps in that email to complete the registration.

2. Email

- Sample of email that will be sent to the email address provided.
- Click on link as outlined in red below to return to the MyPortCoquitlam page.

![Image of MyPortCoquitlam registration form]

Welcome to MyPortCoquitlam pages opens.
3. Next steps
   ➢ Once you have registered for MyPortCoquitlam, you will need to register your permit(s)/account(s).
   ➢ If you are already registered, you may skip this step

4. Edit Accounts
   ➢ From this window, you may register an account or remove any accounts you may have previously registered.
   ➢ To register a permit, click on

Accounts
5. Register an account (Permit)

➢ Click on ⬇️ **Register Account**

**Edit Accounts**

- Update Profile
- Home
- Logout

- Register Account
- Change Bill Delivery Method
- Remove Accounts

➢ Click on ⬆️ **Register a Permit**

**Register Accounts**

- Update Profile
- Home
- Logout

- Register a Dog Account
- Register a Licensing Account
- Register a Permit
- Register a Tax Account
- Register a Utility Account
- Enter Permit Number and Access Code (access code provided at time of application)
- Click on

**Register a Permit**

- Following window appears.
- Click on OK

The account has been successfully registered.

- Confirmation of registered account (permit)
- If you need to register another account you may do so by clicking on Register Another Account OR You may click on the Home button to return to the main account(permit) page.

**Register Account - Confirmation**

- To return to the main page click on Home as shown above.
- The main page now shows the registered permit
6. Remove an Account (Permit)
   ➢ To remove an account (permit) from your account
   ➢ Click on **Edit Accounts**

**Accounts**

➢ Following screen appears.
➢ Click on **Remove Accounts**

**Edit Accounts**
Click beside permit(s) you wish to remove

Or choose Select All box if you wish to remove all permits.

Remove Accounts

Window appears asking you to verify account to be removed

Click on

Are you sure you want to remove all of the selected accounts from your MyPortCoquitlam profile?

Cancel

Remove Accounts

Permit is now removed from your list of account(s) registered.

7. Permit Account Details

To access permit account details

Sign into MyPortCoquitlam.ca

Upon signing in, the Accounts page will appear

A list of your account(s)/permit(s) will be shown

Click on the permit that you wish to review.
 Permit Account Details page.

Permit Account Details

Permit Number: BP012296
Type: MIXED USE BUILDING PERMIT
Subject: PHASE 1 Bldg 4000 Main Folder - 108 Residential Units/Commercial spaces
Status: ACTIVE

Purpose:
This permit has been created for the construction of a new Mixed Use Building OR an Alteration/Addition/Repair/Tenant Improvement to an existing Mixed Use Building.

Application Date: Mar 13, 2018
Approved Date: Sep 19, 2018
Expires:
Completed:

Properties
Folio: 261515-003
PID: 030-149-509
Civic Address: 2180 KELLY AVE
Legal Desc: LT C, DL 289, NWD, PL EPP72293
8. Schedule an Inspection

- From the Permit Account Details page, Scroll towards bottom of screen
- Click on the Tasks bar to open up a list of inspection tasks.
- Select inspection type you wish to schedule
- Click on

At the bottom of the page will be a list of deficiencies, if there are any.
Click on the applicable bar to review outstanding or completed deficiencies.
Following screen appears allowing you to book your inspection
Choose from the five days noted on the screen or go to the ‘Dates From’ box, and choose another date not shown. (You may book up to ten days in advance).

Once you choose a date, then click on am/pm or anytime.
Enter requestor name and phone number (these are mandatory fields).
Add additional notes regarding the inspection in the Notes field if required.
➢ Click on **Schedule**

<table>
<thead>
<tr>
<th>Permit Number: BP012296</th>
<th>Inspection: FOOTINGS / FORMS-MONITORING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dates From: 2019-05-23</td>
<td></td>
</tr>
</tbody>
</table>

Choose one of the available dates below:

- Tomorrow 05/24/2019 AM PM ANYTIME
- Monday 05/27/2019 AM PM ANYTIME
- Tuesday 05/28/2019 AM PM ANYTIME
- Wednesday 05/29/2019 AM PM ANYTIME
- Thursday 05/30/2019 AM PM
- Friday 05/31/2019 AM PM ANYTIME

Requestor: TEST
Phone Number: 604-999-9999
Notes: Testing purposes only

[Buttons: Close without Scheduling, Schedule]

➢ Once you have scheduled the inspection you will be returned to the inspection task.
➢ You may now add this to your personal calendar.
➢ Click on **Add to your Personal calendar**
➢ You can now save to your calendar.

[Calendar entry: FOOTINGS / FORMS-MONITORING, SCHEDULED, Start: May 31, 2019 AM, End: , Add to your Personal calendar]

➢ You may also reschedule or cancel the inspection from this window.
➢ Click on the **Reschedule** or **Cancel** button to proceed as desired.

[Calendar entry: FOOTINGS / FORMS-MONITORING, SCHEDULED, Start: May 31, 2019 AM, End: , Reschedule, Cancel]

➢ To reschedule, click on **Reschedule** as shown in box above.
The requestor name, phone number and notes have been purposely left out in the example shown below.

The inspection has now been rescheduled and the revised date/time will be updated as per your saved changes.

**PLEASE NOTE:** If you reschedule the inspection, you will need to manually change your personal calendar.

The inspection has now been rescheduled.
- You may also cancel the inspection.
- Click on **Cancel**

![FOOTINGS / FORMS-MONITORING](image)

- Following screen appears.
- Click on **Cancel Inspection**

![Permit Number: BP012206](image)

- The inspection now shows that it has been cancelled.

![FOOTINGS / FORMS-MONITORING](image)

- The same inspection type has been added to the list for future scheduling.